

Ref: EOI/ 2023/ERP/3

EXPRESSION OF INTEREST (EOI)

For

**DESIGN, DEVELOPMENT, CONFIGURATION,
IMPLEMENTATION & MAINTENANCE OF
ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM**



Creating Infrastructure
A PPP INITIATIVE OF GOVERNMENT OF KERALA

INKEL LIMITED

*Door No. 14/812 & 813, 1st floor, Ajiyal Complex,
Kakkanad, Cochin – 682030*

(Phone: 0484 – 2978101/ 103)

www.inkel.in

NOTICE INVITING EXPRESSION OF INTEREST (EOI)

INKEL Ltd.

Door No. 14/812 & 813,
1st floor, Ajiyal Complex,
Kakkanad, Cochin, Pin: 682030 (Kerala)
Phone: 0484 2978101

DATE: 18 Nov., 2023

INKEL Ltd invites sealed hard copy applications from eligible and qualified software development companies/System Integrators of ERP Software Solution

S. No.	Description	Detail
1	Inviting Organization	INKEL Ltd., COCHIN
2	EOI Title	Expression of Interest for Design, Development, Configuration, Implementation & Maintenance of Enterprise Resource Planning System
3	Collection of EOI document	www.inkel.in
4	Date of Announcement	18 November 2023
5	Last date for submission of Application	2 December 2023 up to 3.00 P.M.
6	Pre-bid meeting	27 November 2023 at 11am (online) ; Interested Applicants may request the link vide email to tenders@inkelkerala.com
6	Application Fee	Not applicable
7	Address for Clarification and Queries	tenders@inkelkerala.com ; to be submitted at least three days before the last date for submission of EOI
8	Mode of submission	Offline
9	Submission of Application against EOI	Sealed cover with EOI Title, addressed to: Tender Cell, INKEL, Ajiyal Complex, Kakkanad, Cochin-682030 Phone: 0484-2978101, 0484-2978103

-sd-
MANAGING DIRECTOR
INKEL Ltd.

INDEX

- 1 INTRODUCTION
- 2 SCOPE OF SERVICES
- 3 ELIGIBILITY CRITERIA
- 4 EVALUATION PROCESS
- 5 INSTRUCTIONS TO APPLICANTS
- 6 FORMATS FOR SUBMISSION

1. INTRODUCTION

1.1 About INKEL

INKEL Ltd is a Public Private Partnership (PPP) initiative promoted by the Government of Kerala. It brings together, the government agencies, non-resident and resident investors and the general public, to create a platform for the development of public infrastructure. The main objective of INKEL is to attract public and private capital and professional expertise for infrastructure development.

The business verticals of INKEL are as follows:

- Total Project Management Consultancy (PMC) and EPC services for all types of civil Infrastructure projects
- PMC and EPC services for Renewable Energy Projects (Solar and Wind)
- Consultancy and Advisory
- Rentals

Government of Kerala has assigned INKEL Ltd with the implementation of various projects under the Department of Health & Family Welfare, Department of General Education, Department of Treasuries, Department of Tourism etc.

As the projects are owned by the Government, the rules, guidelines and norms applicable for execution of public works following PWD/CPWD guidelines and various directions by the State Government, Central Government, and their agencies are to be followed strictly, ensuring compliance to quality standards.

Departments in INKEL

- Core functions
 - PMC & EPC (Social Infrastructure)
 - Renewable Energy
 - EPC Contracts
 - PMC Services
 - O&M works
- Support Functions
 - Legal
 - HR & Admin
 - IT
 - Finance & Accounts
 - Company Secretarial
 - Corporate Governance & Compliance

1.2 Objective

INKEL intends to implement a robust Enterprise Resource Planning (ERP) System (cloud based) catering to the business need and requirements of the organization with integrated Mobile App. Services, for creating a digitally enabled and supported organization utilizing technology for better management of Projects, operations and service support. Such ERP solution shall have the capability to extend and accommodate features of subsidiary/associate companies of INKEL if required in a staged manner.

This EOI is invited to:

- * Identify interested parties, with proven experience, for Design, Development, Configuration, Implementation and Maintenance of Enterprise Resource Planning System for INKEL.
- * Arrive at the optimum ERP solution for INKEL.

INKEL reserves the right to enter into an agreement with a selected ERP solution provider at mutually agreed terms pursuant to this EOI.

All Applicants will be required to submit a detailed and comprehensive submission (“Application”), for review by INKEL. The Application shall be prepared in accordance with the guidelines and instructions set out in this EOI document and shall set forth in a clear and precise manner the Applicant’s fulfillment of the Eligibility criteria and competence for providing the desired Services.

The Eligibility criteria is defined in Section 3 (Eligibility Criteria) herein.

2 SCOPE OF SERVICES

2.1 Objectives of the ERP:

The objective of implementing the ERP solution is to capture and integrate all the business processes covering core and supporting functions of INKEL Ltd. so that a combined, shared and inter linked business data and information is generated and relevant MIS and decision supports are made available to appropriate decision levels. Same shall include provision for IT enabling and automating processes such as billing & approvals, capturing governance reporting and compliance requirements, business analytics and intelligence through possible integration of existing legacy applications. It shall:

- Enhance and automate operations of INKEL such as bill processing,
- Information Reporting and Decision Support System of the organization.
- Capture, process, transmit, import/ export, integrate data & report to the management for efficient decision making and shall be available 24x7 on the mobile, tablets etc.
- Enable an integrated, automated platform for processes such as billing, approvals etc.
- Real-time monitoring of projects

- Management of Data availability for KPIs (Key Performance Indicators) , its monitoring & comparison
- Effective internal communication.
- Automated tracking and alerts.
- Documentation
- Asset management, Project management, Service Level management for DLP services
- Contract and Procurement management
- Interface management and integration for E-Tender portals, payment gateway systems , other portals as per requirements of clients
- MIS dash boards as per INKEL Ltd requirements

2.2 The primary users of the solution shall be classified as follows:

A) IN HOUSE USERS:

- a. Top Management
- b. Business Users
- c. IT and Admin

B) PERIPHERAL USERS : Contractors, Lessees

2.3 Overall scope of services shall be as follows:

- 1) Stage 1: As-Is study and requirement gathering: The Developer shall study the existing organizational structure and operations and map the current processes. Further the existing standalone IT systems currently in use shall be assessed for possible integration
- 2) Stage 2: To-Be Preparation and Prototype: Development of To-be process mapping and proposed modules for ERP system. Finalize the Functional Requirements for the proposed modules and Design the overall solution architecture in consultation and as per due approvals of INKEL Core Committee for ERP implementation.
- 3) Stage 3: Development & Configuration
- 4) Stage 4: Implementation, User Acceptance testing and Roll out
- 5) Stage 5: Data migration, Training, Documentation and Go-Live
- 6) Stage 6: Warranty and Annual Support: One year Warranty after Go Live. 5 years AMC with Onsite support after Warranty. All customizations during AMC will automatically be part of AMC. All upgrades and or patches to be provided to INKEL during Warranty and AMC period without any extra charges.

2.4 Expectations from ERP System:

The modules of the ERP shall cover, but not limited to following activities and/or processes:

➤ **PROJECTS MANAGEMENT**

- Project Life Cycle Management
- Procurement Life Cycle Management With E-Procurement Portal
- Contract Management
- Budget Management

➤ **FINANCE, ACCOUNTING AND AUDITING MANAGEMENT SYSTEM**

- Payment Gateway & SMS Integration
- Integration with Contractor bills and service Fee/Centage bills

➤ **OPERATIONS MANAGEMENT FOR O&M SERVICES**

➤ **ASSET MANAGEMENT, STORES & INVENTORY MANAGEMENT**

➤ **HUMAN RESOURCES (HR) & PAYROLL MANAGEMENT**

➤ **DOCUMENT MANAGEMENT SYSTEM WITH WORKFLOW INCLUDING STORAGE**

➤ **LEGAL CASES MANAGEMENT**

➤ **FUNCTIONING OF VARIOUS CELL/COMMITTEES**

➤ **HELP DESK TICKETING FOR ALL DEPARTMENTS**

➤ **MIS REPORT & DYNAMIC REPORT GENERATION**

➤ **MOBILE APPLICATION FOR THE USERS TO ACCESS /INTERACT WITH THE VARIOUS MODULES OF THE ERP SYSTEMS.**

➤ **Periodic backup in readable format**

➤ **Any other processes as is found and identified during system study**

2.5 The proposed ERP solution shall at least meet the following:

- a. The proposed solution must be based on Micro Services Architecture (MSA) principles and must adhere to a SOA based integration model across various applications of the IT portfolio.
- b. Should be an Integrated, Scalable, Modular User-friendly system available 24 x 7.
- c. Shall be cloud based model and should have load balancing and distributed deployment capabilities.
- d. Shall implement user role-based access for authentication and authorization to various modules and applications.
- e. Shall implement latest technology and desirable to support future technologies like Artificial Intelligence (AI) etc.
- f. Should implement dashboards and KPIs, Analytics which help in quick decision making.
- g. Should generate customized reports and allow taking export as MS Excel, Word and PDF formats.
- h. Should implement a multi-level security across the IT platform.

Best practices from the industry must be implemented across the tiers and layers of the proposed solution and across various phases of the software development life cycle.

3 ELIGIBILITY CRITERIA

3.1 Applicant shall meet the following mandatory criteria, proof of which shall be submitted along with the application in the prescribed format:

Sl. No.	Eligibility Criteria	Documentary evidence to be submitted *
	<u>MANDATORY CRITERIA</u>	
1	Applicant should be OEM having own ERP product / Authorized OEM implementation partner/ System Integrator of an ERP Solution	Name of OEM and name of proposed solution, Authorization letter (if applicable)
2	Applicant should be registered with the appropriate registration authorities in India	Copy of company Registration or Certificate of Incorporation Copy of Registration of GST and PAN
3	Applicant should have Positive Net worth for the last three financial years: 2020-2021, and 2021-22, 2022-2023 <i>Note: In case, Applicant is following calendar year as their accounting year, the equivalent period for considering annual turnover and Net worth is 2020,2021,2022</i>	Audited Balance Sheet and Profit & Loss statement OR Certificate from statutory Auditors
4	Applicant should not be currently black listed /banned for business dealings by any Govt. authority / department / agency	Undertaking on company letterhead
5	The Applicant should have experience of having developed and implemented at least <u>one</u> ERP solution for a company <u>of turn over 100 Crore or more preferably in PMC or EPC company</u> , in the preceding <u>seven years</u> from the date of the EOI.	Copies of work order (s) and completion certificates for such implementation. List of client(s) along with name & contact number of representatives and copy of certificate of appreciation if any.
6	ERP Product OEM should also have 24 X 7 round the year support center. (<i>Undertaking to be provided that in the event of being the selected ERP Solution Provider, a support center shall be located in Kerala, if required by INKEL</i>)	Documentary proof in company letterhead
	<u>DESIRABLE QUALIFICATION</u>	
7	The Applicant having SEI CMMI Level 3 or equivalent/higher certification is desirable.	Documentary proof

*Applicant must submit the stated documentary proof in support of meeting each of the above minimum eligibility criteria. All documentary proof must be duly stamped and signed by the authorized person of the Applicant.

- 3.2 The Technical Proposal of those Applicants fulfilling above eligibility shall be evaluated for
- Technical Features/ specification proposed in the ERP solution and General response
 - Similarity to project executed (qualifying project)
 - Overall Time for design & implementation
 - Brief approach for implementation and proposed Applicant's manpower
 - Technical Presentation (maximum 30 minutes) of proposed solution
- 3.3 Applicants shall be informed at least one week in advance to conduct the technical presentation of their proposal.
- 3.4 Thereafter the Commercial Proposals of all the Applicants fulfilling the eligibility criteria in 3.1 above shall be opened and evaluated for cost efficiency and competitiveness.
- 3.5 INKEL will evaluate only the Applications that are determined to be substantially responsive in accordance with the terms of this EOI document. INKEL reserves the right to request further information deemed necessary to complete the evaluation process.
- 3.6 Even though an Applicant may satisfy the above requirements he would be liable to disqualification if he has: (a) Made misleading or false representation or deliberately suppressed the information in his tables, statements and enclosures requested in the EOI documents. (b) Record of poor performance such as abandoning services, not properly completing the contract or financial failures / weaknesses etc

4 EVALUATION PROCESS

INKEL will constitute an Evaluation Committee to evaluate the Applications based on their technical capabilities and cost competitiveness of the commercial proposal. as per the following evaluation methodology:

- 4.1 **Stage 1:** Applicants shall be evaluated against their submitted documents, the eligibility criteria specified in this EOI and the eligible Applicants shall be identified.
- 4.2 **Stage 2:** The technical and commercial proposal of the eligible Applicants shall be evaluated against score card of the Evaluation Committee to identify the optimal solution.

The most suitable ERP solution for INKEL shall be selected based on Evaluation Committee's recommendation pursuant to evaluation of the Applicant in both Stage 1 and Stage 2.

5 INSTRUCTIONS TO APPLICANTS

- 5.1 Applicants are advised to study all instructions, forms, terms, requirements and other information in this EOI document carefully.
- 5.2 Applicant who meets the Eligibility Criteria given in Section 3 shall prepare its Application as per the guidelines and strictly in the formats given in this document.
- 5.3 INKEL reserves the right to modify/ amend /cancel any requirements of this EOI as is found necessary in applicable cases.
- 5.4 The Applicant may submit additional information in support of his suitability.
- 5.5 All Applications shall be submitted in English. The supporting documents and printed literature furnished by Applicant shall be accompanied with English translation in case original documents are in a language other than English.
- 5.6 The Applicant shall be responsible for all costs incurred in connection with participation in the EOI process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by INKEL to facilitate the evaluation process. INKEL will in no case be responsible or liable for such costs, regardless of the conduct or outcome of the EOI process.
- 5.7 An authorized representative of the Applicant shall sign all pages of the original Application in the required format for EOI submission and shall initial and stamp all pages. The Power (s) of Attorney supporting or authorizing the signatory shall be enclosed with the Application on non-judicial stamp paper and Notarised. The stamp paper should be in the name of the company who is issuing the power of attorney.
- 5.8 Any or all corrections made in the Application shall be duly authenticated by the signature of the Authorized Signatory.
- 5.9 A firm shall submit only one proposal. Joint Venture applications shall not be accepted.
- 5.10 INKEL will evaluate only those Applications that are received in the required format and complete in all respects. Incomplete and / or conditional Applications shall be liable for rejection. Answers to questions and information supplied must be accurate and unambiguous. Submission of general company brochures is not encouraged and may result in the EOI submission being disregarded if the requested information in this EOI document are not easily available in the Application.
- 5.11 The Application will be opened by Evaluation Committee appointed by INKEL.
- 5.12 Any queries relating to the issued EOI document should be addressed to the EOI Inviting Authority at the email provided in the Notice Inviting EOI.
- 5.13 At any time prior to the date of submission of the Application INKEL may, for any reason whatsoever, whether on its own initiative or in response to any request for clarification modify this document through the issue of addenda.
- 5.14 The interested Applicants are advised to visit the website stated in the Notice Inviting EOI regularly to keep themselves updated for any change/ modification in the EOI invitation, issuance of corrigendum, which will be intimated & published through this website only.
- 5.15 In exceptional circumstances and at the discretion of MD, INKEL, may extend the deadline for submission of Application. Intimation will be made available on the website.

5.16 The information provided is to be related to the company seeking to be selected as the ERP solution provider.

5.17 Acknowledgement by Applicant:

It shall be deemed by submitting the Application, that the Applicant:

- i. Has made a complete and careful examination of this document;
- ii. Accepted the risk of error, inadequacy or mistake in the information provided in this document by or on behalf of INKEL;
- iii. Agreed to be bound by the undertakings provided by it and in terms hereof.
- iv. Permits INKEL to conduct necessary verification of the information contained in the Application, as deemed by INKEL to complete the evaluation process.
- v. Permits INKEL to, visit the Applicant's offices and facilities wherever they may be located, subject to prior notification

5.18 Right to accept/ reject any Application

Notwithstanding anything contained in this document, INKEL reserves the right to accept or reject any application, at any time, without any liability or obligation for such acceptance, rejection or annulment, and without assigning any reason for such action. In the event that all Applications are rejected, INKEL may, at its discretion, invite all eligible Applicants to submit fresh applications. INKEL reserves the right to reject any Application if at any time a material misrepresentation is made or uncovered, or; the Applicant does not submit the supplementary information required by authority within the time specified. INKEL reserves the right to verify all statements, information and documents submitted by the Applicant in response to this document. Any such verification or lack of such verification by it shall not relieve the Applicant of its obligations or liabilities nor will it affect any rights of INKEL.

5.19 Interested Applicants who meet the eligibility criteria may furnish their Application in mode mentioned in the Notice Inviting EOI. The following are required to be submitted in hardcopy at the address mentioned in the Notice Inviting EOI :

- a) Technical Proposal (Annexure-A to G along with documents requested therein)
- b) Financial Proposal ((Annexure-H)
- c) Power (s) of Attorney supporting or authorizing of the signatory of the Application

5.20 To facilitate evaluation of Applications, INKEL may, at its sole discretion, seek clarifications from any Applicant regarding its Application. Such clarification(s) shall be provided within the time specified by INKEL for this purpose. Any request for clarification(s) and all clarification(s) in response there to shall be in writing / email.

5.21 Any effort on the part of the applicant or his agent to exercise influence or to pressurize INKEL would result in rejection of his application. Canvassing of any kind is prohibited.

5.22 Confidentiality

INKEL shall retain all documents submitted by the Applicant for its records. Information relating to the examination, clarification, evaluation, and recommendation for selection shall not be disclosed to any person who is not officially concerned with the process.

INKEL may not divulge any information received as part of Application unless it is deemed required as part of the EOI evaluation process is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or INKEL or as may be required by law or in connection with any legal process.

6 FORMATS FOR SUBMISSION

ANNEXURE A: PARTICULARS/STRUCTURE & ORGANISATION OF THE FIRM/COMPANY

(To be submitted on Company letterhead)

Sl. No.	Description	Details
1	Name of Company	
2	Registered address	
3	Registration Number & Year of registration	
4	Legal Status of company (Govt. of India Undertaking OR State Govt. Undertaking OR Limited Company OR Private Company OR Co-operative Society OR Proprietary Firm OR Partnership OR Corporation OR Any Other (Specify))	
5	Name and Designation of the Authorized signatory to act for the Organization	
6	Name and Designation of the contact person for correspondences	
7	E-mail address & Telephone number of contact person	
8	Web Site Address	
9	Details of Office in Kerala	
10	Is the Company a Start-up?	

Note: Applicant to submit the relevant proofs for all the details mentioned above such as:

- 1) Copies of original document defining legal status (Memorandum and Articles of Association/Partnership Deed/ Profession Tax regn.& Municipal Registration)
- 2) Copy of the Registration Certificate issued by the Registrar of Firms / Certificate of Incorporation of the Company,
- 3) Copy of GST and PAN Registration,
- 4) Power of Attorney (if Applicable)

Signed:

Name:

Designation :

For and on behalf of:

ANNEXURE B: SUBMISSION EVIDENCING ELIGIBILITY CRITERIA

Sl. No.	Eligibility Criteria	Documentary evidence to be submitted *
	<u>MANDATORY CRITERIA</u>	
1	Applicant should be OEM having own ERP product / Authorized OEM implementation partner/ System Integrator of an ERP Solution	Name of OEM and name of proposed solution on Company letter head, Authorization letter (if applicable)
2	Applicant should be registered with the appropriate registration authorities in India	Copy of company Registration or Certificate of Incorporation Copy of Registration of GST and PAN
3	Applicant should have Positive Net worth for the last three financial years: 2020-2021, and 2021-22, 2022-2023 <i>Note: In case, Applicant is following calendar year as their accounting year, the equivalent period for considering annual turnover and Net worth is 2020,2021,2022</i>	Audited Balance Sheet and Profit & Loss statement OR Certificate from statutory Auditors
4	Applicant should not be currently black listed /banned for business dealings by any Govt. authority / department / agency	Undertaking on company letterhead
5	The Applicant should have experience of having developed and implemented at least one ERP solution for a company of turn over 100 Crore or more preferably for a PMC or EPC company, in the preceding seven years from the date of the EOI.	Name of work and Value Copies of work order (s) and completion certificates for such implementation. List of client(s) along with name & contact number of representatives and copy of certificate of appreciation if any.
6	ERP Product OEM should also have 24 X 7 round the year support center (<i>Undertaking to be provided that in the event of being the selected ERP Solution Provider, a support center shall be located in Kerala, if required by INKEL</i>)	Documentary proof
	<u>DESIRABLE QUALIFICATION</u>	
7	The Applicant having SEI CMMI Level 3 or equivalent/higher certification is desirable.	Documentary proof

I/we hereby certify that all the documentary evidence requested above is submitted herewith and are true and correct and pertain to ourselves in order to assess our company's capability. In case any of the above information is found to be false, I/we am aware that I may be held liable for it.

Signed:

Name:

Designation :

For and on behalf of:

**ANNEXURE F : Format for DECLARATION BY THE APPLICANT FOR
CORRECTNESS OF INFORMATION**

(To be submitted on the Letterhead of the Applicant)

Date:

To
Managing Director,
INKEL Ltd.
Cochin-682030,Kerala

Subject: **Declaration for Correctness of Information**

Dear Sir,

We hereby confirm that the information provided is correct and accurate and that we have no objection to any of our previous Clients being contacted in connection with our company references or credit worthiness.

We acknowledge that failure to provide correct and accurate information may result in the EOI submission being disregarded.

All pages are stamped with the company stamp and initialed by the signatory below, who is our authorized signatory. We have not made any alterations to the content of the EOI document.

Signed:

Name:

Designation :

For and on behalf of:

**ANNEXURE G: Format for DECLARATION BY THE APPLICANT FOR NOT BEING
BLACKLISTED / DEBARRED**

(To be submitted on the Letterhead of the Applicant)

Date:

To
Managing Director,
INKEL Ltd.
Cochin-682030,Kerala

Subject: **Declaration for not being debarred / black-listed by Central / any State Government
department in India as on the date of submission of Application**

Dear Sir,

We hereby confirm and declare that we, M/s _____, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

Signed:

Name:

Designation:

For and on behalf of:

ANNEXURE H: Format for COMMERCIAL PROPOSAL
(To be submitted on the Letterhead of the Applicant)

Date:

To
Managing Director,
INKEL Ltd.
Cochin-682030,Kerala

I/We submit our commercial proposal as follows:

Stage	Description	Estimated Cost (Rs)	Duration from Project Start Date (days)
0	Purchase Order	0.00	Project Start Date (PSD)
1	Fee for Stage 1 Services		PSD +
2	Fee for Stage 2 Services		PSD +
3	Fee for Stage 3 Services (Breakdown of cost for each module to be submitted separately)		PSD +
4	Fee for Stage 4 Services (Breakdown of cost for each module to be submitted separately)		PSD +
5	Fee for Data migration, Documentation & Roll out in Stage 5 (Training inclusive)		PSD +
A	TOTAL FEE FOR STAGE 1 TO 5		
B	Fee for Annual Maintenance for 5years after completion of warranty period (Rate per Year:)		-
C	TOTAL FEE (A+B)		

Note: 1. Detailed time line for implementation of each module shall be submitted

2. Payment terms:

For Stages 1 to 5:

1. 10% of the Total Fee at A - Upon issuance of Purchase order and submission of a Bank Guarantee by the Solution Provider for equal amount valid for the 6 months into the warranty period.
2. 5% of the Total Fee at A- Upon completion of Stage 1 Services and its acceptance.
3. 5% of the Total Fee at A- Upon completion of Stage 2 Services and its acceptance.
4. 25% of the Total Fee at A- Upon completion of Stage 3 Services and its acceptance.
5. 45% of the Total Fee at A- Upon completion of Stage 4 Services and its acceptance.
6. 10% of the Total Fee at A- Upon completion of Stage 5 Services and its acceptance.

For Stage 6: The yearly fee for annual maintenance shall be paid in 2 installments, after successful completion of every 6 months in arrears.



Invitation for Expression of Interest (EOI) for Design, Development, Configuration, Implementation & Maintenance of Enterprise Resource Planning System

Nov. 2023 ; Rev.3

Page 18 of 18

Any other terms & conditions: *(Applicant to specify)*

Signed:

Name:

Designation:

For and on behalf of: