CORRIGENDUM # 2

Date: 05 December 2023

EOI TITLE: **EXPRESSION OF INTEREST (EOI) FOR DESIGN, DEVELOPMENT, CONFIGURATION, IMPLEMENTATION & MAINTENANCE OF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM**

This Corrigendum serves to modify the following provisions in the issued EOI document:

Sl. No	Reference to EOI document	Current provision in EOI document	Corresponding Modified provision vide this Corrigendum
1	Notice Inviting Expression of Interest ; S. No. 8 in tabulation – **Mode of Submission**	Offline	Online. The completed application shall be send to the following address: tenders@inkelkerala.com The Commercial proposal as per format in Annexure H shall be submitted as <u>a separate password protected PDF file</u>. The password shall be shared only on the request of INKEL at the time and date of opening the commercial proposals which shall be intimated to the eligible Applicants.
2	**Annexure H : Format for Commercial Proposal**		As per Revised Annexure H issued herewith

INKEL's response to the clarifications sought by interested Applicants is issued herewith.

All other terms and conditions of the EOI document remain unchanged.

For further updates visit website **www.inkel.in**.

Sd/-

**Managing Director
INKEL Limited**

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	Basic Price (Excluding Tax) (Rs) (1)	Taxes (Rs) (2)	Total Amount (Rs) (All inclusive) (1+2)	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
   1. 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.

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

Signed:

Name:

Designation:

For and on behalf of:

QUERIES RAISED BY INTERESTED APPLICANTS & INKEL'S RESPONSE

Name: EOI issued for DESIGN, DEVELOPMENT, CONFIGURATION, IMPLEMENTATION & MAINTENANCE OF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

Reference: EOI/ 2023/ERP/3

Clarifications to queries, as given below shall form part of the EOI documents

Sl No.	Applicant Query	INKEL's Response
1	What are all the current softwares / applications used by @ Inkel?	* HR Dept: GreytHR * Finance Dept: Tally *Projects: MS Project, PFMS & PMAS (these are applications of the funding agency for the projects being implemented by INKEL) * Others: DDFS INKEL presently work with Govt. Depts. and are using some software e.g. PRICE 1 of Govt. for estimation. The ERP software developed shall have the capabilities to interface/integrate with such legacy systems and its updates from time to time.
2	To what extent the vendors shall be allowed to use the software or pick up information from the software?	The Peripheral Users (Contractors, Lessees) shall be allowed only limited access to their specific allocated work /contract to upload and submit document for approvals etc. which is required to be defined in Stage 2 (To-Be) of the Services
3	Gap Analysis / As is process study – can we do it Online?	For ensuring efficiency, at least 1 offline meeting is required. Others as required can be conducted online.
4	Can the training be given online to the end users?	Consider one offline session at Kochi as mandatory and other sessions offline/online as per requirements

Sl No.	Applicant Query	INKEL's Response
5	Data migration – What data to be migrated?	All relevant data for on-going functional activities including those in the past that are required for presenting the status of on-going schemes need to be migrated.
6	In case we are not in a position to provide BG, what is the alternative to it?	This has already been clarified. EOI conditions will apply
7	How many user licenses are required to start with?	We have nearly 120 employees likely to access the system and $1/3^{rd}$ of this may be a rough estimate for concurrent in-house users. Apart from this there may be circumstance where our stake holders / contractors/lessees may require web based submissions as company may insist.
8	Can we provide a shared cloud Server?	The option is left to the ERP solution provider subject to such solution meeting all cyber security, data security/protection and other applicable requirements.
9	Hope the client will bear the Microsoft Project (MSP) license cost? Please clarify.	It is not required to supply MSP license to INKEL. It is required that the proposed ERP will read the schedule already prepared in MSP, for updating tasks through the ERP as well as provision to upload revisions of the schedule without loss of data.
10	As we need to submit the tender upon receipt of your response, we request you to extend the last date of submission at least till Dec 9, 2023	Submission date extended to 16.12.2023
11	Project Management- The personnel involved in the project will enter their data in either the new ERP system or the MSP software.	The ERP system shall have the capability to provide all Project Management information for its PMC, EPC, O&M contracts under various verticals like civil, electrical, etc. For Govt. related projects currently MSP is used for some scheduling purpose and these schedules are read and updated dynamically by the client software. Necessary API will have to be provided for capturing project related data. More details of this can be done during AS-IS study.

Sl No.	Applicant Query	INKEL's Response
12	It is mentioned to accommodate the features of subsidiary/associate companies of INKEL and if so, we need to have a clear document explaining the functions/features of the existing system being used in those companies for formulating the pricing.	All financial and business related budgets, progress and achievement KPIs may be required to be integrated
13	Regarding the exchange of data between MSP and ERP: What type of data will we receive from MSP into our ERP, and what type of data do we need to return to MSP?	The requirement of INKEL already clarified under Sl No 11.
14	Number of users - Mentioned in the meeting that they require 40 concurrent users and 50 contractors. However, as Oracle-based solution providers, we only offer named user licensing. Is this acceptable?	The requirement of INKEL already clarified under Sl No 7
15	Data Migration - Data migration is a complex process that requires verifying each individual data item between the new and the old systems. Therefore, we propose to do it in phase II of the project. The cost of data migration will depend on the amount of work involved, which is unknown at this stage. We suggest to use a time and material pricing model for this phase, rather than a fixed price. Is this agreeable? Also Need to know how many years of data will have to be migrated?	All data related to the live and ongoing functions will have to be migrated. Any past data that may be relevant for giving a true picture of an ongoing function also will have to migrated. For eg financial performance will certainly require comparison with previous year data. A project which has some components already completed in past and some are under progress will require the data migration of completed components also to present the true picture of the project.
16	Integration of Standalone IT systems- what type of integration has to be performed by us with each standalone system	Vendor is expected to understand such requirements from the details of legacy system already given under this EOI.
17	Required Core Modules like HR, Project Management, and document management are all readily available and since we are the product owner, we could customize the product to accommodate operations of Legal case management, the functioning of various cells & committees according to the requirements; for which, we tend to have complete details of the processes involved in the said modules	The details provided under EOI

Sl No.	Applicant Query	INKEL's Response
18	To understand more in detail, we tend to have complete information pertaining to the operations/functions of each of the departments and the requirements of the modules	Refer Sl.No. 18 above
19	We suggest that the AMC period have to get commence soon after the Go-Live whereas, INKEL has stated that they want a one-year warranty without any AMC after the Go-Live.	During the Warranty period, all maintenance services shall be provided without any cost.
20	INKEL has stated "All upgrades and or patches to be provided to INKEL during Warranty and AMC period without any extra charges." whereas as per the standard procedure, the customization requirements received after GO-LIVE will be addressed on time & material basis issuing a separate order form so, request you to consider amending the EOI accordingly.	Any upgrade or patches that are required as a part of the scope will have to be provided without extra charges. Any specific customization that requirement that comes from INKEL's side at a later stage which is outside the scope will be certainly considered as a change request.
21	Ours is the monolithic architecture where singular, large computing networks are done with one code base that couples all of the business concerns together. Whereas, INKEL has required Microservice Architecture that could be incorporated specifically for INKEL taking considerable time.	INKEL has multiple functional service requirements with complex linkage of inter departments with sub functions. INKEL has already made it clear in the EOI that it is looking for an comprehensive integrated IT application covering all the functional modules in an ERP platform. Vendor can specify suitable architecture with its suitable technical & financial superiority & benefits
22	From our understanding of the meeting, INKEL prefers a cloud-based solution. Should we, as the provider, offer the cloud platform, or is it expected that INKEL will provide it? If we are to provide the platform, it's important to note that certain variable costs cannot be predicted in advance. As a result, we might need to consider amending the contract due to potential significant fluctuations in cloud hosting charges.	Any such hosting charges also need to be covered in the total fee quoted in the format given in Annexure H. The total Fee quoted shall include all taxes which shall be shown separately as per the format given. Revised Annexure H attached.
23	Our Product is developed using Oracle Platform which is considered to be the global platform where all the latest technology features like AI be incorporated without making much effort however the feature advancements would have to proceed as separate implementation on a time & material basis.	EOI conditions remain unchanged.

Sl No.	Applicant Query	INKEL's Response
24	Is it acceptable to submit the power of attorney form in our own format, since the EOI does not provide a format for it? [EOI page # 10, point 5.7]	Yes, in compliance with point 5.7 of the EOI
25	Is there any possibility of extending the Tender Document submission date since more clarity is required for the doubts raised during the Pre-bid meeting, and also exchanged through email. Also upon getting the clarification, we have to do a feasibility study for formulating the pricing & timeline which might require considerable time duration for the submission.	Refer Sl.No. 10 above
27	Relaxation sought on Eligibility Criteria: From "Applicant should have Positive Net worth for the last three financial years:" to "Applicant should have Positive Net worth for the last two financial years:"	No change to EOI conditions
28	Relaxation sought on Eligibility Criteria: From "The Applicant should have experience of having developed and implemented at least one ERP solution for a company of turn over 100 Crore:" to "Govt organisation also to be included without turnover restriction"	No change to EOI conditions
29	Specify the number and type of users required for Inkel	Refer Sl.No. 14 above
30	Page no: 7/18, you have mentioned the below points: • DOCUMENT MANAGEMENT SYSTEM WITH WORKFLOW INCLUDING STORAGE • LEGAL CASES MANAGEMENT • FUNCTIONING OF VARIOUS CELL/COMMITTEES • HELP DESK TICKETING FOR ALL DEPARTMENTS We request you to kindly expand the scope for us to understand your requirements and prepare our proposals accordingly.	Various functional departments will have defect liability/ rectification calls / grievance redressal etc. through centralized call centre arrangements. Service calls will have to be monitored for rectification time and meeting service levels. Document Management system is a file management system which moves as per the reporting line of authorities. Legal Case management will have to cover status of all litigation case, status of trials, compensation details, advocate fees, Counsels engaged etc.

Sl No.	Applicant Query	INKEL's Response
31	Requirements, mentioned under other modules in page 7/18: Share the main/critical requirements, current challenges and expected functionalities.	To be collected during AS-IS study phase.
32	Extend the due date by another 15 days	Refer Sl.No. 10 above.
33	Need more clarity regarding the integration with E-Tender Portals, Payment Gateways, and other portals, and only with precise information & details, we could be able to formulate the price.	May be considered as a future requirement.