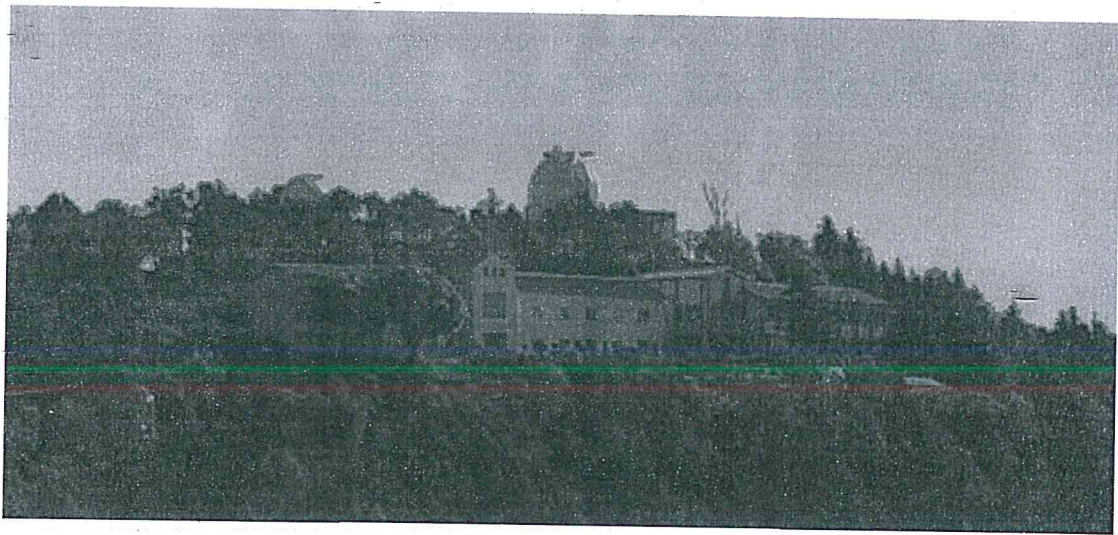


PRE-BID QUERIES, RESPONSES & CORRIGENDUM

For the Tender

“Design, development, delivery, installation & commissioning, and training of an integrated ERP system at ARIES with suitable customization as per the requirements.”

**Tender Ref. No. AO/3-7(1)/2020-21/ERP/2479
dated. 24.09.2020**



**Aryabhata Research Institute of observational sciences
(ARIES)**

An Autonomous Institute under Department of Science & Technology (DST)

**Manora Peak, Tallital Sub PO,
Nainital, Uttarakhand, INDIA**

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Registrar

ARIES, Manora Peak
Nainital

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1. INFORMATION

1.1. Overview

In response to the Tender floated by ARIES on CPPP (Online System dated 24.09.2020), ARIES has received several queries from the following 15 interested bidders:

- (1) **M/s Holkar Consultancy Service (HCS) Technologies Pvt. Ltd.**, Bangalore, Karnataka
- (2) **M/s EPPS Infotech Pvt Ltd.**, Pune, Maharashtra
- (3) **M/s Sthira IT Solutions Pvt Ltd.**, Bangalore, Karnataka
- (4) **M/s PC Solution Pvt Ltd.**, New Delhi
- (5) **M/s Highbar Technocrat Limited.**, Navi Mumbai, Maharashtra
- (6) **M/s Nippon Data Systems Limited.**, Noida, Uttar Pradesh
- (7) **M/s Oodles Technologies Private Limited.**, Gurgaon, Haryana
- (8) **M/s I-MADE** (by DoT), New Delhi
- (9) **M/s Unthinkable Solutions LLP.**, Gurugram, Haryana
- (10) **M/s C-DAC**, Mumbai, Maharashtra
- (11) **M/s Trident Information Systems Pvt. Ltd.**, New Delhi
- (12) **M/s Idea Infinity IT Solutions Pvt Ltd.**, Bangalore, Karnataka
- (13) **M/s Panamax Infotech Limited.**, Ahmedabad, Gujarat
- (14) **M/s Bharat Electronics Ltd (BEL)**, Bengaluru, Karnataka
- (15) **M/s Oasys Cybernetics Pvt. Ltd**, Chennai


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1.2. Details for Remote participants

The VC link provided to the desirous bidders for attending the Pre-bid meeting on 19-10-2020 (02:00 PM) is mentioned below:

Topic: ARIES ERP Tender Pre-bid meeting

Date & Time: Oct 19, 2020 02:00 PM India

Meeting-ID: 865 1187 4766

Passcode: aries@erp

1.3. Agenda of the Pre-bid Meeting


- Introduction by participants and ARIES – 10 min
- Briefing about the Pre-bid clarification's received by the participants – 10 min
- Discussions on queries based on the clarifications – 10 min per bidder (max)
- Closing Remarks

1.4. Pre-bid meeting Minutes

A pre-bid-Meeting was convened through Video Conferencing (ZOOM Meeting) on 19-10-2020 at 02:00 PM to discuss the Pre-bid queries raised by the interested reputed firms with regard to ARIES Tender Ref. No. AO/3-7(1)/2020-21/ERP/2479 dated. 24.09.2020.

The meeting was attended by the following members from ARIES:

- i. Prof. Dipankar Banerjee, Director, ARIES
- ii. Mr. Ravinder Kumar, Registrar
- iii. Mr. Bharat Singh, Asst. Registrar
- iv. Dr. T.S. Kumar (remotely)
- v. Dr. Ashish Kumar
- vi. Mr. Mahesh Pandey
- vii. Mr. Abhishek
- viii. Mr. Manjay
- ix. Mr. Himanshu


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The representatives from the following firms participated in the meeting:

- i. M/s HCS Technologies Pvt. Ltd., Bangalore
- ii. M/s EPPS Infotech Pvt Ltd., Pune
- iii. M/s Sthira IT Solutions Pvt Ltd., Bangalore
- iv. M/s PC Solution Pvt Ltd., New Delhi
- v. M/s Highbar Technocrat Limited., Navi Mumbai
- vi. M/s Nippon Data Systems Limited., Noida
- vii. M/s Oodles Technologies Private Limited., Gurgaon
- viii. M/s I-MADE (by DoT), New Delhi
- ix. M/s Unthinkable Solutions LLP., Gurugram
- x. M/s C-DAC, Mumbai
- xi. M/s Trident Information Systems Pvt. Ltd., New Delhi
- xii. M/s Idea Infinity IT Solutions Pvt Ltd., Bangalore
- xiii. M/s Panamax Infotech Limited., Ahmedabad
- xiv. M/s Bharat Electronics Ltd (BEL), Bengaluru
- xv. M/s Oasys Cybernetics Pvt. Ltd, Chennai

The meeting started with a welcome note from Dr. Ashish Kumar, ARIES followed by the opening remark from Prof. Dipankar Banerjee, Director, ARIES. At the very outset, Director briefed about the ARIES ERP requirements.

After due deliberation regarding the procurement of ERP system, the meeting accounted all the Pre-bid queries submitted by the participating firm representatives one-by-one, and was successfully resolved by the committee members and experts from ARIES, as covered in chapter **2. PRE-BID QUERIES & RESPONSE FROM ARIES** of this document. The meeting ended at 03:45 PM with a vote of thanks for the gracious presence of all the invitees.

After successful completion of the Pre-bid meeting, the committee decided to make some necessary modifications or changes in the RFP document, and accordingly prepared a "**CORRIGENDUM**", which is included in **chapter 3** of this document.


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1.5. Purpose of this Document

This document contains the queries and the response of ARIES on the same. The prospective bidders are requested to please note the queries and responses before submitting their bids.


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2. PRE-BID QUERIES & RESPONSE FROM ARIES

2.1. Bidder 1

M/s Holkar Consultancy Service (HCS) Technologies Pvt. Ltd.

Sanjaynagar, Bangalore, Karnataka

Company Representative(s) – (a) Priya Raj, (b) Nabani Ghosh

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	20	Section 2. Point No. 2.i. S.No.4	The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).	This clause need to be removed or else Start up organisations with better ERP solutions cannot participate.	Refer '3. CORRIGENDUM' of this document for amended/modified clause.
2.			Make in India	Make in India MSME OEMs should be given some relaxations to participate in the bid or else it is challenging to participate.	Refer '3. CORRIGENDUM' of this document for amended/modified clause.


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2.2. Bidder 2**M/s EPSS Infotech Pvt Ltd.**

Viman Nagar, Pune, Maharashtra

Company Representative(s) – (a) Mr. Atul Pimple, (b) Mr. Neel Shah

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	10	13	Proof-of-Concept (POC) Demonstration, Venue, Date & Time	With the travel restrictions due to the COVID-19 Pandemic, will the POC demonstration take place via a Video Conferencing Platform of in Person?	Refer '3. CORRIGENDUM' of this document for amended/modified clause.
2.	20	Section 2. Point No. 2.i. S.No.4	The Bidder should have an Average Annual Turnover of at least INR 150 lakh with positive Net Worth for last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20). as per Audited Annual Accounts. The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be	Positive Net Worth is not an indicator of the strength or nature of an ERP OEM or its software. ERP OEMs spend vast amounts of resources on research and development which is negatively shown in the books of account. <i>Suggested: Keeping Healthy Competition in mind: Annual Turnover may be increased upto 1000 Lakh per annum, & positive net worth in previous financial year.</i>	No Change

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			at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).		
3.	30	Section 2, Point 17.5	"Every Bidder must furnish along with the tender an EMD of Rs. 1,75,000/-"	What is the calculation basis/formula used to derive to the EMD amount of 1,75,000 ?	The EMD amount has been set as per rule 170 of GFR-2017.
4.	150	Annexure-I; Point 10	"The system shall allow adding documents to the electronic file directly from the scanner or internal/external drive or email."	What is the expectation? Is it just a right click and say upload to some file management software? Kindly clarify.	Clarified during the Pre-bid meeting. Further clarity, if needed be made during study Phase.
5.	150	Annexure-I; Point 13	Ability to provide access level security for Entry forms at Field level - allow, Read only, Hide	We have controls where creator and approver in workflows have restriction to what they can do within forms, will that serve the purpose? Kindly Clarify	Clarified during the Pre-bid meeting. Further clarity, if needed be made during study Phase.
6.	154	Annexure-I; Point 15	Ability for the system administrator to determine which fields are visible to users.	Please clarify why is this required across the system? Is it not possible to restrict this to certain pre-defined sections while the system study and blue print mapping is taking place?	Clarified during the Pre-bid meeting. Further clarity, if needed be made during study Phase.

2.3. Bidder 3**M/s Sthira IT Solutions Pvt Ltd**

Basavanagudi, Bangalore, Karnataka

Company Representative(s) – (a) Sesharaj.G, (b) Vishwas Sharma T N

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	20	No.2 / Clause No.4 Pre-Qualification Criteria	<p>The Bidder should have an Average Annual Turnover of at least INR 150 lakh with positive Net Worth for last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20). as per Audited Annual Accounts.</p> <p>The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).</p>	As per the MSME rules, Turnover Exemptions should be allowed for MSME certified companies	Refer '3. CORRIGENDUM' of this document for amended/modified clause.

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2.	36	No.28 Payment Terms	/	Various Milestone based payment structures	<p>This would be applicable for 'software development' towards the expectations of ARIES.</p> <p>If the ready-to-use Product (COTS based solution), the payment terms need to be amended with different milestones. The most industry standards milestones are as follows:</p> <ul style="list-style-type: none"> • Installation of Product • Data Migration • User Training • Go Live - The percentage would vary for each milestones 	No Change
3.	55	No.22 / Clause no. (h) Documentation of the complete ERP system	/	Source Code- The contractor shall provide all the source code of the application software developed / customized for the solution provided to ARIES. All source code shall be provided with all relevant information such as	<p>This would be applicable for exclusive software development specifically done for ARIES. However, if the similar proven solution is given as a product (COTS based solution) and the company has the copyright of the same, the source code would not be feasible to give.</p> <p>Providing the Source code is a mandatory requirement as per the Tender, however, to secure the ownership of the software company, cost-less NDA may be signed. Refer '3. CORRIGENDUM' of this document for amended/modified clause.</p>	

			SRS, Design doc etc. with proper details and mappings.	But, a copy of the source code shall be submitted at free of cost to the institute for future exigencies, a separate NDA will be signed to secure the ownership of the rights with the software company.	
4.	155	No.6 / D / 1 / Software Essentials	Entire source code for the ERP solution to be provided to ARIES without charge. The source code must be in the preferred form in which a programmer would be able to modify it. Deliberately obfuscated source code is not allowed. Intermediate forms such as the output of a pre-processor or translator are not allowed.	-- Same as above --	--Same as above--

2.4. Bidder 4**M/s PC Solution Pvt Ltd**

Okhla Industrial Area, New Delhi

Company Representative(s) – (a) Manish Sharma (b) Anupam Bhatnagar

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	20	No.2 / Clause No.4 Pre-Qualification Criteria	The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).	Pl allow Average Annual Turnover since it will be difficult to show turnover from ERP only & seems to be particular bidder specific. Kindly make it generic.	No Change
2.	21	Point no 8 of Pre-Qualification Criteria of Section II	The customer base of ERP solutions / multiple modules in India should be of at least at 5 customers where all have been successfully implemented and are in operation (as on the last date of submission of Bid documents),	Since Consortium is allowed, kindly confirm if we can meet this criteria through Consortium partner	Kindly refer Clause 3, page# 59 of the Tender
3.	General			Pl clarify if OEM is allowed to be part of consortium bid	Yes, however, OEM of the proposed ERP product shall maintain exclusivity for the

			bid and shall only participate in a single bid. OEM of proposed ERP product can't participate through multiple system integrators/ consortium partners.
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2.5. Bidder 5**M/s Highbar Technocrat Limited**

Navi Mumbai, Maharashtra

Company Representative(s) – (a) Prashant Salvi, (b) Samipan Nanda (c) Pranil Patekar

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	16	4. Functional Module Overview/ Section I	The bidding process is open to the OEM /OEM Authorized Implementation Partners/ System Integrators either on their own or by forming a consortium (of not more than two members comprising of Primary Bidder/Lead Bidder & a Consortium member/partner) with a capable Implementation Partner for implementation of all the required integrated modules of ARIES, while meeting the defined mandatory Qualifying Requirements.	We understand that in case of Consortium, primary bidder should be either OEM or OEM Authorized partner or System Integrator of offered ERP solution. In case of Consortium we request ARIES to specify the responsibility of the Consortium partner.	Refer clause 3 at page 59 (i.e. 3. Consortium) of the RFP for more clarity.

			<p>In case of a consortium, OEM / Authorized ERP Implementation Partners/ System Integrators of the offered ERP Solution would be the Primary Bidder and the Consortium Partner for the implementation of all the required solutions and software's would be a Member. The Consortium Partner may be an authorized System Integrator who has to meet the specified qualifying requirements.</p>		
2.	16	4. Functional & Module Overview/ Section I	<p>This RFP is a request for proposals for selecting an OEM/ OEM Authorized ERP Implementation Partner/ System Integrator for the implementation of proposed integrated ERP Solution in ARIES along with the configuration of end user hardware (Servers, Desktops, Laptops, Printers, etc.) and associated software, as per the details given in the Scope of Work of the RFP, either on their own</p>	<p>Considering ARIES FRS, bidder understands that ARIES is considering COTs (Commercial off the Shelf product.)</p> <p>We request ARIES to confirm the same.</p>	<p>Explained our requirements in detail during the Pre-bid meeting.</p>

			or by forming a consortium (of not more than two members comprising of Primary Bidder/Lead Bidder and a Consortium Member/Partner).....		
3.	33	21. Technical Evaluation Process/ Section II	<p>(a) The evaluation committee formed by ARIES will first evaluate all pre-qualification bids to determine if they are responsive and meeting all the pre-qualification requirements of the RFP. ARIES will prepare a list of bidders based on the compliance to the pre-qualification criteria. The tenders that do not conform to the tender conditions and tenders from firms without adequate capabilities as per pre-qualification criteria of the RFP shall be rejected. All eligible tenders will be considered for further evaluation. The decision of ARIES will be final in this regard.</p>	<p>We understand prequalification requirement is based on Qualification Criteria, Technical Evaluation and POC.</p> <p>Normally good practice for technical evaluation is to provide marking system to every criteria and then bidder with minimum cut-off marks gets qualified for financial evaluation.</p> <p>The methodology of evaluation is not clarified in the RFP.</p> <p>We request ARIES to explain the guidelines how technical evaluation will be carried out.</p>	Refer clause 21, page#33 of the Tender

4.	36	28. Payment Terms / Section II	<p>Payments to the bidder, after successful completion of the target milestones (including specified project deliverables) would be made as under.</p>	<p>The payment milestones are distributed based on individual system implementation (E.g. HRMM, EPMM, FAMM, SPM & "Inter linked Common Functional & Technical Requirement specifications points").</p> <p>We are proposing COTS based product like S4 HANA where such type of individual implementation not recommended / possible.</p> <p>We request department to provide Payment Milestone as below.</p> <ul style="list-style-type: none"> - Project Planning & Kick-off meeting - (T+5)- Payment --> 15% - Submission of Business Blueprint - (T+12)- Payment --> 15% - Deployment of Software -(T+24)- Payment --> 20% 	No Change
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				<p>- User Acceptance Testing & Training- (T+36) - Payment --> 20%</p> <p>- Data Migration & Go-live - (T+42)- Payment --> 15%</p> <p>- Go-live Stabilization – (T+48) – Payment → 15%</p> <p>The payment millstone specifies only implementation phase payment.</p> <p>We request department to provide payment milestone for warrantee & support phase of 2 years.</p>	No Change
5.	36	28. Payment Terms / Section II	Payments to the bidder, after successful completion of the target milestones (including specified project deliverables) would be made as under.		
6.	40	2. Overview of Scope of Work / Section III	<p>This RFP envisages the following components of work are to be executed by the bidder in order to fulfil the objectives of the proposed integrated ERP system in ARIES:</p> <p>(d) Configuration, testing and deployment of ERP application on the central</p>	<p>Yes, however as per the clause 15(b) at page# 49, the bidder has to suggest the required Server configuration for the ARIES integrated ERP system in the Technical Bid ([Attachment 16]). The recommended servers should be able to accommodate possible</p>	

			Server of ARIES, for hosting the ERP system in the on-premise location at ARIES, as per the RFP.	We request ARIES to confirm the same.	scaling up requirements in the future.
7.	40	2. Overview of Scope of Work / Section III	(e) Configuration of all the end user computing infrastructure, comprising of hardware (Laptops, PCs, UPS, Printers, Biometric devices, etc.) and associated software(s).	Since Hardware (Laptops, PCs, UPS, Printers, Biometric Devices etc. & Associated software's) supply & installation is not in the scope of the bidder. Hardware, network and its software (OS, Securities etc.) installations will be managed by ARIES. Bidder scope is limited to install client version application of proposed ERP on respective Laptops & PCs.	Yes
8.	41	2. Overview of Scope of Work / Section III	(p) Any other activity for successful supply, installation, implementation, integration	We request ARIES to confirm the same. We understand there may be requirement for integrate proposed ERP with third party solution like Biometric.	Yes

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			of the complete ERP solution as per the RFP and SRS.	We understand that ARIES will provide <ul style="list-style-type: none"> - List of Third party applications & functions. - API from third party application provides - Changes in software if required to integrate with ERP. 	
9.	41	2. Overview of Scope of Work / Section III	(q) The Bidder/Contractor shall provide all required equipment, tools and resources which may not be specifically stated herein, but are required to meet the intent of ensuring completeness, maintainability and reliability of the total system covered under this RFP.	Since bidder is responsible to provide services to implement ERP as per RFP & and not responsible for other infrastructure / equipment / tools. We request department to confirm our understanding.	Necessary equipment, tools and resources required to test the performance of the ERP solution as whole or in parts shall be provided by the successful bidder during System Acceptance Testing as per the approved test plans (Refer Section III of RFP for clarity).
10.	43	4. Functional Requirement Specifications / Section III	i. The Bidder should propose all modules/functions from a single ERP suite to meet ARIES requirements. In case the Bidder uses any third party bolt-on tools, the sole responsibility of integrating such tools up to full satisfaction of ARIES would	We understand that bidder needs to provide COTS (Commercial Of the Shelf) product comprising of all modules / functions specified in RFP, with perpetual license. We request ARIES to confirm the same.	Kindly refer (a) Tender title, and (b) SECTION III: Detailed Scope of Work (DSOW) for more clarity.

			be of the bidder. The bolt-on module, if any used should be of perpetual license and shall not be restricted based on modules/function and location.		
11.	44	4. Functional Requirement Specifications / Section III	vi. The Bidder needs to supply the Database which is compatible with MySQL and MS SQL. Bidder needs to provide the suitable version of the Database considering the complete solution, enterprise wide users and server architecture. The database should be of full use and perpetual to meet the ARIES Integrated ERP requirements.	We intend to use SAP HANA database for ERP implementation. We request ARIES to confirm use of My SQL & MS SQL compatibility.	The provided database must be compatible with MySQL and MS SQL.
12.	46	4. Functional Requirement Specifications / Section III	(b) Bidder shall ensure that the entire source code for the ERP solution to be provided to ARIES without charge. The source code must be in the preferred form in which a programmer would be able to modify it, and any deliberately obfuscated source code is not allowed. Intermediate	We understand that bidder needs to provide COTS (Commercial Of the Shelf) product which needs to be configured as per ARIES requirement. For COTS products source code can be provided for the customised objects,	No

			forms such as the output of a pre-processor or translator are not allowed.	which will be done by bidder. We request ARIES to confirm the same.	
13.	47	12. Compliance / To Standard / Section III	(a) The bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.	We understand that system should support forms like Purchase Order, in the bilingual (English & Hindi). We request ARIES to confirm.	Yes
14.	49	15. Supply, installation, configuration, testing & commissioning / Section III	(b) The contractor shall suggest the required Server configuration for the ARIES integrated ERP system in the Technical Bid ([Attachment 16]). The recommended servers should be able to accommodate possible scaling up requirements in the future.	We understand that bidder needs to provide Server Sizing / Configuration and ARIES will provide hardware & software suitable to proposed server sizing / configuration. We request ARIES to confirm the same.	Yes
15.	49	15. Requirement for Data Migration / Section III	(a) The contractor shall formulate the "Data Migration Strategy Document" which will also include quality assurance mechanism. This will be reviewed and signed-off by	We understand Data needs to be migrated on new system. Data Cleansing & validation will be done by ARIES.	Refer clauses 15 and 16 at page#49

			ARIES Project Manager prior to commencement of data migration.	We understand that only cutover data (E.g. Open Purchase Orders, Current Stock etc.) and master data needs to be transfer on new system. We request ARIES to confirm the same & also requested to provide data volume.	
16.	51	20. Post Golive Stabilization Period / Section III	(j) In case it is found that additional licenses of the database, software, or other tools supplied by the bidder are required to achieve the performance parameters as defined in this RFP, the contractor shall supply such license without any extra cost to the purchaser.	We request ARIES to provide various users & concurrent users for 1) HRMS 2) EPMS 3) FAMS 4) SPMS 5) Inter linked Common Functional & Technical Requirement specifications points - File Management, Letter & Correspondence Management, - Various Committees & Meetings	For existing ARIES manpower strength kindly refer clause 2. Page 14. Further, the requirement is a web based on-premise integrated ERP system.
17.	55	23. Backup Solution / Section III	(a) Backup Solution (Backup Server) would be a key system to ensure Data Security, Continuity and	We understand that bidder needs to provide Backup Server Sizing / Configuration and ARIES	Yes

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18.	62	23. Period of Contract & Warrantee Section IV	<p>Availability for the overall solution and it should be implemented in High Availability mode with load balancing function. Backup Server should be implemented using redundancy.</p> <p>(b) The implementation of ERP Solution has to be completed within 12 months (48 weeks) from the date of signing of contract. As such the Bidder shall give a perpetual access to ARIES for using the software for the activities of ARIES. The successful Bidder shall also be responsible for the subsequent one-year comprehensive Warranty to the complete ERP solution provided, after roll out, stabilization and acceptance by ARIES, i.e., after successful Enterprise Wide Go-Live of the complete solution. Thus, the total period of contract shall be reckoned accordingly.</p>	<p>will provide hardware & software suitable to proposed server sizing / configuration.</p> <p>We request ARIES to confirm the same.</p>	<p>Yes, warranty support will start from T+48 Weeks onwards</p> <p>Payment milestone for warrantee period is not there.</p>
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19.	62	23. Period of Contract & Warrantee / Section IV	(d) Further, the Bidder should provide Annual Maintenance Contract (AMC) offer separately to the complete ERP package at a nominal/reasonable price for another five (05) years from the date of expiry of warranty of the ERP solution. ARIES may, at its discretion, may accept the AMC of the offered ERP solution. For the purpose of Financial Bid Evaluation, this component will not be included.	We understand that a separate offer needs to be given for AMC. We request ARIES to confirm following. - Payment Milestone for AMC - AMC resource can be deployed on Onshore / Offshore modality. - Required connectivity will be provided for offshore consultants.	Not relevant at this stage
20.	88	Annexure I - FRS / Section VI	Provides Web portal communication to all the employees and students of ARIES	We understand ARIES is already have WEB Portal "https://aries.res.in". We request ARIES to explain the purpose & functions of another web portal.	ARIES requires on- premise web based solution.
21.	160	Annexure III - Item Rate BoQ / Section VI	Design, Development, delivery, installation & Commissioning and training etc. of an integrated ERP system at ARIES with suitable customization as per the requirement.	We understand this cost to be given for implementation of 48 Weeks + Warrantee Support of 1 year.	There is no concept of subscription/perpetual licences in the present Tender, and the same was explained during the Pre-bid meeting.

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				<div>- It exclude perpetual licences cost. It will be provided by ARIES. We request ARIES to confirm.</div>
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2.6. Bidder 6**M/s Nippon Data Systems Limited**

Noida, Uttar Pradesh

Company Representative(s) – (a) Anand Majumdar, (b) Harish Saraf, (c) Ashish Saraf

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	15	3(iii)	The solution should be super user-friendly and intuitive web-based that can be used both on Windows and Linux machines.	Windows or Linux – You mean to say for Client Machines only or for Servers also	Bidder to decide based on solution proposed. All the requirement mentioned in the RFP has to be met.
2.	16	4	This RFP is a request for proposals for selecting an OEM/ OEM Authorized ERP Implementation Partner/ System Integrator for the implementation of proposed integrated ERP Solution in ARIES along with the configuration of end user hardware (Servers, Desktops, Laptops, Printers, etc.) and associated software, as per the details given in the Scope of Work of the RFP,.....	Hope SI will not supply any Hardware. And Maintenance of Hardware also out of scope.	Yes
3.	40	2(e)	This RFP envisages the following components of work are to be executed by the bidder in order to fulfil the objectives of the	What do you expect in Configuration here	Necessary support in configuring the end user computing infrastructure to be provided by the

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			proposed integrated ERP system in ARIES:..... (e) Configuration of all the end user computing infrastructure, comprising of hardware (Laptops, PCs, UPS, Printers, Biometric devices, etc.) and associated software(s).		Bidder, so that the hardware's can get integrated with the ERP application. ARIES will also extend its full support in this.
4.	41	2(g)	(g) Final Preparation/ Transition activities before Go-Live, including Data Migration of Legacy Data as mentioned in this Section.	<p>Is data to be Migrated in Soft Files or in Database</p> <p>Which is the Database - what is the size</p> <p>What is the Size of data</p> <p>How Many Legacy Systems are there - from where the Data needs to be Migrated</p> <p>How Many Excel Sheets are there to be Migrated</p> <p>How many Columns are there in Excel Sheet (average)</p>	Not relevant at this stage

5.	41	2(m)	(m) Professional level Training in ERP for ARIES Core Team Personnel.	How many Batches will be there How Many Users need to be trained Training at 1 Location only or Both All Training Infra will be provided by ARIES	Not relevant at this stage
6.	42	3(i)	(i) ARIES requires the bidder to exhibit how effectively they will manage, control and contribute to the project. The bidder shall form a project team comprising the following minimum key positions and it should be submitted in the bid proposal: <ul style="list-style-type: none"> • Project Director • Project Managers • Senior Associates • Full Stack Developers • Quality Assurance (QA) and Business Analyst (BA) specialists • Technical Team Members • Functional Team Members • Help Desk personnel (as required) 	Do you want to have same Type of Project Team or we can change it also	In RFP, the minimum key positions are specified, however, Bidder may include additional positions in forming their project team.

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			<ul style="list-style-type: none"> Other project roles such as Training & Documentation, etc. (as required) <p>The bidder shall submit details of the proposed resources for the project in the resource deployment plans of the Bidder and the Consortium Partner in the FORM-10 ([Attachment 13]) of the RFP.</p>		
7.	47	12(a)	<p>(a) The bidder shall ensure bilingual (English & Hindi) support and other relevant standard formats for display, Printing and transmitting of data.</p>	<p>Do you require the Labels of Data entry Screen in Hindi & English both</p> <p>Do You want data entry in Hindi English both - Pls specify the screens</p> <p>Do You want Reports Format in Hindi and English Both</p>	Yes
8.	49	15(b)	<p>(b) The contractor shall suggest the required Server configuration for the ARIES integrated ERP system in the Technical Bid ([Attachment 16]). The recommended servers should be able to accommodate possible</p>	<p>To suggest the Server Configurations - Please Suggest Number of Present users</p>	For existing ARIES manpower strength kindly refer clause 2. Page 14.

			scaling up requirements in the future.	Number of Users to be added in Future	For required details kindly refer Section I: Background, clause 1 and 2. Page 13-14.
9.	49	15(c)	(c) Configuration of all the end user computing infrastructure - PCs, Printers, UPS, Biometric devices, etc.) and associated software at various office buildings of ARIES, as per the requirements.	How many offices ARIES has How Many Users	
10.	49	16	16. <i>ARIES responsibility for Data Migration</i> ARIES will provide the complete information about the existing database and shall provide the legacy data in the form it is available in ARIES. ARIES shall cleanse, rationalize and validate the data with Bidders assistance for migration. Data Entry, if required, shall be the ARIES's responsibility and the same shall be done with the Bidder's guidance and assistance using the data entry programs/ applications/ tools developed and deployed by the selected bidder.	How many Screens will be required to be developed for the DAT entry by the ARIES users	Not relevant
11.	49	17(a) & (b)	17. <i>Data Mapping and cleansing</i> (a) It is assumed that there would be significant difference between existing database table structures	How Many tables will be there for Mapping.	Not relevant

			and database table structures of the ERP application supplied by the bidder. There must be mapping done between existing tables and proposed tables and data be made compatible for migration into new tables. A comprehensive data mapping exercise must be undertaken by the bidder before embarking on data migration.	How many fields will be there in each table for mapping. What are the Modules / Functionalities for DATA Migration	
12.	51	20(d)	(b) In the event of any gaps in data migration, the bidder shall discuss with ARIES in finding out the best solution. The Bidder's responsibility shall be to ensure that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled. 20. <i>Post Go-Live Stabilization Period</i> (d) Maintaining back-ups of the implemented system.	Backup server if required will be provided by ARIES - pls confirm	Yes
13.	51	21	21. <i>Knowledge Management / Capacity Building and Training</i> (a) ARIES believes that it needs to build in-house skills in ERP	To How Many Person Training will be given for Knowledge Transfer - Pls specify	Not relevant at this stage

		<p>implementation that will enable ARIES to reduce the dependency on external skills. The implementation approach followed by the successful bidder/contractor has to be such that it ensures that there is significant knowledge transfer from its consulting team to the ARIES Core Team during the course of implementation. This coupled with the emphasis on the product and implementation training offered to user teams before starting the project ensures that the required platform for knowledge transfer is established.</p> <p>(b) ARIES understand that for a project of this magnitude, appropriate & well-designed training for the core implementation team is a critical success factor. Successful bidder shall prepare a training strategy document which will include but not be limited to training methodology, schedules and content, etc. A well-designed training strategy is vital for development of competency that</p>	<p>For How many. Days as there is no Limit of Technical Trainings - Pls specify</p>	
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			would enable ARIES core project team to steer the ERP implementation program throughout the institute. The contractor shall therefore prepare a plan for suitable training needs of ARIES project core team members and the end users that would help the core team members to understand the ERP system in detail and subsequently undertake the ERP implementation along with the bidder, or subsequently as per need, while the training to end users shall help them to use the ERP system comfortably and efficiently.....		
14.	55	22(h)	<p>.....</p> <p>22. Documentation of the complete ERP system</p> <p>.....</p> <p>(h) Source Code- The contractor shall provide all the source code of the application software developed /customized for the solution provided to ARIES. All source code shall be provided with all relevant information such as SRS, Design doc etc. with proper details and mappings.</p>	<p>Only the source code of New Development will be Given</p> <p>Since it is COTS solution the source code can be given in escrow account - Pls Confirm</p>	No

15.	55	23. Backup Solution	<p>(a) Backup Solution (Backup Server) would be a key system to ensure Data Security, Continuity and Availability for the overall solution and it should be implemented in High Availability mode with load balancing function. Backup Server should be implemented using redundancy.</p> <p>.....</p> <p>.....</p> <p>(h) Server should be configured to store logs in structured manner to ensure fast and easy logs search.</p>	<p>All backup Solution like infrastructure like machine, software will be provided by ARIES</p> <p>Bidder will give the Config.</p>	No Change
16.	62	7.4(a-d)	<p>7.4 Period of Contract & Warranty</p> <p>(a) The successful bidder shall start working on this project immediately from the Effective Date of the Contract as specified in Clause 7.3 above.</p> <p>(b) The implementation of ERP Solution has to be completed within 12 months (48 weeks) from the date of signing of contract. As such the Bidder shall give a perpetual access to ARIES for using the software for the activities of ARIES. The successful</p>	<p>(a1) Do you expect onsite team for Configuration / Customisation / Development</p> <p>(a2) Can we have people both at Off-site and Onsite Model</p> <p>(a3) Will you provide Boarding & Loading OR Guest House OR Hostel facility at your locations</p>	Not relevant at this stage

		<p>Bidder shall also be responsible for the subsequent one-year comprehensive Warranty to the complete ERP solution provided, after roll out, stabilization and acceptance by ARIES, i.e., after successful Enterprise Wide Go-Live of the complete solution. Thus, the total period of contract shall be reckoned accordingly.</p> <p>(c) The above-mentioned one-year comprehensive Warranty shall also be utilized for full testing, bug-fixing, and customization if needed further. During the Warranty period, the Bidder will have to ensure the ERP software running smoothly without any technical glitches or without any security threats. However, making the software suitable if the software does not function well due to advancements in the contemporary technology shall necessarily come under the Warranty period.</p> <p>(d) Further, the Bidder should provide Annual Maintenance Contract (AMC) offer separately to</p>	<p>(a4) Transportation between Locations will be provided by ARIES</p> <p>(b1) Do you expect onsite team for Warranty</p> <p>(b2) How many people you expect on-site</p> <p>(b3) Can we have people both at Off-site and Onsite Model</p> <p>(b4) Will you provide Boarding & Loading OR Guest House OR Hostel facility at your locations</p> <p>(b5) The Transportation between Locations will be provided by ARIES</p> <p>(d1) Do you expect onsite team for AMC</p>
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			<p>the complete ERP package at a nominal/reasonable price for another five (05) years from the date of expiry of warranty of the ERP solution. ARIES may, at its discretion, may accept the AMC of the offered ERP solution. For the purpose of Financial Bid Evaluation, this component will not be included.</p>	<p>(d2) How many people you expect on-site</p> <p>(d3) Can we have people both at Off-site and Onsite Model</p> <p>(d4) Will you provide Boarding & Loading OR Guest House OR Hostel facility at your locations</p> <p>(d5) The Transportation between Locations will be provided by ARIES</p> <p>(d6) Do you expect new changes also during AMC's</p>	
17.	52	22(a)-(i)	22. Documentation of the complete ERP system	<p>Will the Study will happen at one Place or Multiple - Please specify the Number</p> <p>The Sign off of all the documents will be done at One Location</p>	Not relevant at this stage

				<p>or Multiple - Pls specify no of locations</p> <p>The Transportation between Locations will be provided by ARIES</p> <p>Will you provide Boarding & Loading OR Guest House OR Hostel facility at your locations</p>	
18.	48	14(a)-(c)	<p>14. <i>System Acceptance Testing</i></p> <p>(a) The contractor will develop acceptance test procedures for ARIES approval. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the software after installation, and to eliminate any operational bugs. Acceptance has to commence before data migration activities take place. This will include, but not be limited to, the following:-</p> <p>i. Fine tuning of the software, ensuring all required related</p>	<p>Will the UAT will happen at one Place or Multiple - Please specify the Number</p> <p>The Transportation between Locations will be provided by ARIES</p> <p>Will you provide Boarding & Loading OR Guest House OR Hostel facility at your locations</p> <p>The Sign off of UAT will be done at One</p>	Not relevant at this stage

		software components are installed.	Location or Multiple – Pls specify no of locations	
		<p>ii. All the acceptance tests should be carried out before Go-Live at site.</p> <p>(b) At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration and Go-live.</p> <p>(c) The bidder shall provide standard functionality test suites for testing all the modules, both in standalone and in an integrated fashion. For software the bidder shall prepare the test plan and shall get it approved by ARIES. Test Data for different scenario (Test Cases) will be prepared in consultation with the users concerned for testing the modules. The pre-commissioning tests shall be carried out to assess, but not limited to, the following: -</p> <p>i. Conformance to the functional requirements,</p>		

19.	36		<p>ii. Performance of the system with reference to response time and accuracy,</p> <p>iii. User friendliness.</p> <p>iv. Simultaneously, the documentation will also be reviewed by the user to ensure its accuracy and clarity.</p>		
	28		<p>28. <i>Payment Terms</i></p> <p>Payments to the bidder, after successful completion of the target milestones (including specified project deliverables), would be made as under:-</p>	<p>Milestones, Please confirm</p> <p>The development & Go-Live in 1 Year from the date of Order</p> <p>Warranty for 1 Year from the Date of Order</p> <p>AMC for 5 years after the Warranty Period</p>	No Change

2.7. Bidder 7

M/s Oodles Technologies Private Limited

Gurgaon, Haryana

Company Representative(s) – (a) Suraj Mishra, (b) Musheer Ahmed Ansarie

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	62	7.4 (d) (Period of Contract and Warranty)	(d) Further, the Bidder should provide Annual Maintenance Contract (AMC) offer separately to the complete ERP package at a nominal/reasonable price for another five (05) years from the date of expiry of warranty of the ERP solution. ARIES may, at its discretion, may accept the AMC of the offered ERP solution. For the purpose of Financial Bid Evaluation, this component will not be included.	1. Referencing the sample of BOQ on page 160 of the tender document and also as per 7.4 (d) page 62 is mentioned that the bidder has to provide the quote for AMC, but in the proforma provided for financial bid (page 160) there is no column to enter the rates for AMC. 2. Whether AMC cost will also be considered for deciding the L1.	1. Refer '3. CORRIGENDUM ' of this document for amended/ modified clause. 2. No (Refer Clause 7.4(d) page 62)
2.	56	25 (a) (Project Deliverables and Timelines)	(a) The implementation of ERP Solution has to be completed within 12 months (48 weeks) from the date of signing of contract.	12 months timeline is fixed or can be reduced as per the execution and what would be its effect on the payment terms.	Timeline can be reduced if the offered solution meets all the ARIES requirements. The payment terms will be adjusted accordingly.

2.8. Bidder 8

M/s I-MADE (by DoT)
Chhatarpur, New Delhi
Company Representative(s) – (a) Bhawana Pant

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
---NIL---					

2.9. Bidder 9**M/s Unthinkable Solutions LLP.**

Gurugram, Haryana

Company Representative(s) – (a) Lalit Narayan, (b) Akarsha Mishra

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/Suggestions	Response from ARIES
1.	19	Pre-Qualification Criteria, Point no.1	i Bidder must be incorporated in India as Proprietary firm or partnership firm or private or LLP or Ltd. Company under the Companies Act/Limited Liability Partnership Act and should be in existence in India for the last 10 Years (as on the last date of Bid submission) in the areas of ERP software solution selling & its implementation.	Bidder must be incorporated in India as Proprietary firm or partnership firm or private or LLP or Ltd. Company under the Companies Act/Limited Liability Partnership Act and should be in existence in India for the last 7 years (as on the last date of Bid submission) in the areas of ERP Software solution selling and its implementation	No Change



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2.10. Bidder 10**M/s C-DAC**

Mumbai, Maharashtra

Company Representative(s) – (a) Mr. Saurabh Kushwaha, (b) Mr. Nipun Pandey

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	21	Section 2 : Pre-qualification Criteria Sr. No. 8	The customer base of ERP solutions / multiple modules in India should be of at least at 5 customers where all have been successfully implemented and are in operation (as on the last date of submission of Bid documents), out of which the Bidder must have implemented/under process of implementation at least one project of value not less than 25 lakhs, or two projects of value not less than 15 lakhs each, or three projects of value not less than 10 lakhs each involving implementation of a complete workflow based Enterprise management solution (ERP solution) of similar nature on Windows/Linux/Unix platform in any reputed organization	The customer base of ERP solutions / multiple modules in India should be of at least at 5 customers where all have been successfully implemented and are in operation (as on the last date of submission of Bid documents), out of which the Bidder must have implemented/ under process of implementation at least one project of value not less than 25 lakhs, or two projects of value not less than 15 lakhs each, or three projects of value not less than 10 lakhs each involving implementation of a complete workflow based e-governance project of	Refer '3. CORRIGENDUM ' of this document for amended/modified clause.

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			(preferably Govt. Dept. (Central/State)/CPSU/PSU/PSB/ State Govt. Enterprise) as on the date of submission of bid.	similar nature on Windows/Linux/ Unix platform in any reputed organization (preferably Govt. Dept.(Central/State)/CPSU /PSU/PSB/ State Govt. Enterprise) as on the date of submission of bid.	
2.	61	section IV : Conditions of Contract (CoC) 6 Performance Bank Guarantee	6. <i>Performance bank guarantee (PBG)</i> The successful Bidder must furnish a performance security deposit of 10% of total item value price in the form of a bank guarantee OR a fixed deposit receipt in favour of "Director, ARIES" from any nationalized bank. PBG should be valid up to the end of warranty period. No interest shall be paid on PBG.	Waiver required for C-DAC being government organization.	Consideration will be as per the Government rules/provisions and on submission of valid documentary proof in the Technical bid.
3.	64	section IV : Conditions of Contract (CoC) 10 Penalties	10. <i>Penalties</i> (a) The Time Schedule stipulated in the Contract shall be deemed to be the essence of the Contract. In case the Contractor fails to achieve the time specified for completion of Implementation Phase i.e. Operational Acceptance of	Waiver required for C-DAC being government organization.	Consideration will be as per the Government rules/provisions and on submission of valid documentary proof in the Technical bid.

		<p>complete ERP Solution by ARIES, penalty will be levied to the Contractor for the extent of delays attributable, subject to Force Majeure, as defined in the Clause 9 above. The penalty shall be levied @ 0.50% (half percent) of the total Contract Prices per week of delay, or part thereof, subject to a maximum of 10% of the total Contract Prices.</p> <p>(b) In case Penalty reaches 10%, Director, ARIES reserves the right to terminate the contract.</p> <p>(c) If the reasons for delay is solely attributable to the Contractor, penalty shall be levied and extension of time may be granted with levy of penalty. However, if the reason for delay is solely attributable to the Owner, adequate time extension shall be granted in accordance with Clause No. 11 of this Section.</p> <p>(d) If the decision regarding the reasons for the delay is required to be analysed and the same can only be determined after completion of</p>	
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		the work or if the issue is likely to enter into dispute or requires in-depth study to fix the responsibility for the delay, then the provisional time extension may be granted to the Contractor reserving the right of the Owner for levy of penalty at a later date, if so determined.		
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2.11. Bidder 11**M/s Trident Information Systems Pvt. Ltd.**

Greater Kailash, New Delhi

Company Representative(s) – (a) Ajit K Singh

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
1.	14	2. Employee base The Institute has nearly 35 Scientists and Engineers, who are primarily engaged in the activities of Academic, Research, Development and other core activities of the Institute. At present, there are about 35 Scientific and Technical Associates/Assistants (Scientific & Technical Staffs) who are maintaining the R&D activities of the Institute under the supervision of Engineers/Scientists. Also, there are more than 15 Supporting Staffs performing general maintenance & supporting functions needed to smoothly run the Infrastructure and Research facilities.....	This is not clear from the RFP document that what will be the no. of ERP users. Please specify department wise no. of users who will be using ERP. Also elaborate, how many of them will have full access and how many have limited access.	Not relevant at this stage, however, for existing ARIES manpower strength kindly refer clause 2. Page 14.

2.	15	Section-I clause 3(iii)	iii. The solution should be super user-friendly and intuitive web-based that can be used both on Windows and Linux machines.	Pl. consider only Windows OS	No Change
3.	50	Section-III clause 18(b)	(b) All the legacy data will need to be migrated as per the requirements. A. <i>Institutional Management</i> 13. Automatic activation or de-activation of user accounts based on changes in HR system	Please elaborate what are all the legacy data?	To be explained during study Phase.
4.	89	Section-VI clause-1, point A.13	A. <i>Institutional Management</i> 13. Automatic activation or de-activation of user accounts based on changes in HR system	Pl. elaborate which user accounts?	To be explained during study Phase.
5.	89	Section-VI clause-1, point A.14	A. <i>Institutional Management</i> 14. Ability to maintain various declaration details of the employee	Pl. specify the "various declarations"	To be explained during study Phase.
6.	91	Section-VI clause-1, point B.26	B. <i>Recruitment, Joining & Relieving Processes</i> 26. System should facilitate for configuring, hiring approvals and transferring employees to Master module once hired	Pl. elaborate master module.	To be explained during study Phase.
7.	93	Section-VI clause-1, point B.44	B. <i>Recruitment, Joining & Relieving Processes</i> 44. Ability to integrate with Payroll and FAMM module in any mode of separation	Pl. elaborate "any mode of separation"	To be explained during study Phase.

8.	95	Section-VI clause-1, point C.15	C. Personnel Management 15. Calculate tentative effective date for all enrollees, including dependents and newborns.	And what is tentative effective date? Pl. elaborate how system will map tentative date's enrollees, including dependents and newborns. And what is tentative effective date?	To be explained during study Phase.
9.	101	Section-VI clause-1, point G.2	G. Availing LTC, Tours and Claims 2. Ability to auto verify names of dependents (from employee master)	Pl. elaborate auto verify names of dependents.	To be explained during study Phase.
10.	111	Section-VI clause-3, point A.2	FAMM A. General Requirements 2. Ability to report receipts & payments at various levels	Pl. elaborate what are these "various levels"?	To be explained during study Phase.
11.	111	Section-VI clause-3, point A.4	FAMM A. General Requirements 4. System should record the Dates of the event, accounting, preparation of the voucher, authorization of the voucher, changes, if any	What are these dates of events?	To be explained during study Phase.
12.	111	Section-VI clause-3, point A.6	FAMM A. General Requirements	Pl. elaborate why integration with Tally is needed?	To be explained during study Phase.

			6. Integration of system with our Tally software shall be made to retain the existing financial system.		
13.	112	Section-VI clause-3, point C.6	C. <i>Accounts payable, payments, etc.</i> 6. The system must have an imaging option. Should be able to know all outstanding payables regardless of ability to process.	Pl. elaborate "imaging option"	To be explained during study Phase.
14.	113	Section-VI clause-3, point C.10	C. <i>Accounts payable, payments, etc.</i> 10. Provision to create deposit challan for the receipts (Cash, Cheques and DDs).	Pl. elaborate	To be explained during study Phase.
15.	113	Section-VI clause-3, point D.4	D. <i>Recurring Payment</i> 4. Capability to allow recurring payment to be deleted or edited within its period of payment	This task can be done before posting. Pl. elaborate.	To be explained during study Phase.
16.	114	Section-VI clause-3, point E.15	E. <i>Cash, Cheque, and Bank Management/Reconciliation</i> 15. Ability to capture funding requirements for new projects.	Pl elaborate projects. What are these projects?	To be explained during study Phase.
17.	115	Section-VI clause-3, point E.21	E. <i>Cash, Cheque, and Bank Management/Reconciliation</i>	Pl elaborate Petty Cash Management / Revolving fund. Both are linked?	To be explained during study Phase.

18.	116	Section-VI clause-3, point F.3	21. Should be support for reports of Petty Cash Management / Revolving fund F. <i>Taxation - General</i> 3. Ability to maintain various tax rates applicable for specified type of tax	Pl. clarify the various tax rates.	To be explained during study Phase.
19.	120	Section-VI clause-3, point J.3	J. <i>Data & Reports related to Accounts & Finance</i> 3. Ability to print / publish reports; and save them as viewable files in PDF, TXT, DOC, MS-Excel, CSV, and XML formats.	Pl. consider PDF, DOC & Excel.	No Change
20.	121	Section-VI clause-3, point J.9	J. <i>Data & Reports related to Accounts & Finance</i> 9. Ability to record manual receipts, vouchers, etc.	Pl. clarify manual receipts	To be explained during study Phase.
21.	129	Section-VI clause-4, point D.58	D. <i>Indent/Requisition, Tendering, Quotations, Contracting, etc.</i> 58. System to calculate and display Overall L1 and Item wise L1	Pl. explain L1	To be explained during study Phase.
22.	132	Section-VI clause-4, point E.13	E. <i>Purchase Order (PO)/Contracts and Payments against Invoice.</i>	Pl. explain which previous transactions?	To be explained during study Phase.

23.	133	Section-VI clause-4, point E.33	13. Ability to link PO with all previous transaction / documents of the system E. <i>Purchase Order (PO)/ Contracts and Payments against Invoice.</i> 33. Provide complete online reporting of POs issued and goods received.	Pl. elaborate complete online reporting.	To be explained during study Phase.
24.	134	Section-VI clause-4, point E.45	E. <i>Purchase Order (PO)/ Contracts and Payments against Invoice.</i> 45. Provides a three-way match of the receipt of goods, the purchase order and the invoice.	Pl. elaborate three-way match of the receipt.	To be explained during study Phase.
25.	149	Section-VI clause-6, point A.1	Other Technical Functional requirements A. <i>General.</i> 1. Solution should support both English and Hindi formats	Pl. consider only English formats.	No Change
26.	149	Section-VI clause-6, point A.2	Other Technical Functional requirements A. <i>General.</i> 2. Should support any operating system like Windows, Linux, Unix	Pl. consider only windows OS.	No Change
27.	150	Section-VI clause-6, point A.7	Other Technical Functional requirements A. <i>General.</i>	Pl. consider Report format support:- 1) Excel	No Change

		<p>.....</p> <p>7. Ability to create ad hoc reports, generate reports at various levels, facility to download reports in various formats like image/Excel/CSV/DOC/PDF/text/XML/etc., and send reports electronically.</p>	<p>2) DOC</p> <p>3) PDF</p>	
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2.12. Bidder 12**M/s Idea Infinity IT Solutions Pvt Ltd.**

Cox Town, Bangalore, Karnataka

Company Representative(s) – (a) Chethan Kumar H, (b) Kumar D

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response from ARIES
				-----NIL-----	

2.13. Bidder 13**M/s Panamax Infotech Limited**

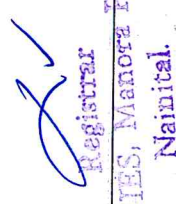
Ahmedabad, Gujarat

Company Representative(s) – (a) Dhaval Joshi, (b) Raxit Ajmera

Sl.No	Page#	Clause#	Clause description	Bidders' Suggestions	Query/Comments/	Response ARIES	from
1.	20	2. Pre-qualification Criteria II Section II ITB	<p>The Bidder should have an Average Annual Turnover of at least INR 150 lakh with positive Net Worth for last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20). as per Audited Annual Accounts.</p> <p>The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).</p>	<p>We request authority to remove the ERP specific turnover clause and amend the clause as following:</p> <p>The Bidder should have an Average Annual Turnover of at least INR 150 lakh with positive Net Worth for last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20). as per Audited Annual Accounts.</p> <p>The Turnover of the Bidder from ERP/IT/ITES/ Telecom/ Fintech shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).</p>		No Change	

2.	32	17.9 Physical Submission Section II ITB	17.9 Physical Submission (a) Apart from uploading e-tender on CPP online portal, Bidder has to submit the EMD at the office of The Director, ARIES (tender issuing authority), within due date of bid opening, without which their offers shall not be considered. None of the documents except for Bid Security (EMD) shall be accepted in physical form. (b) Any bid documents or its part in physical form (Hard Copy) will be rejected and returned unopened to the bidder.	Is there any physical submission for bidders registered as MSME?	No
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2.14. Bidder 14**M/s Bharat Electronics Ltd (BEL)**

Bengaluru, Karnataka

Company Representative(s) – (a) R Gangadhara, (b) V Ramesh Prabuu

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response ARIES
1.	11	Sl. 20 Defect Liability Period	Defect Liability Period: 12 months from the date of Operational Acceptance of integrated ERP Solution	Total Execution will be 12 months (48 weeks). Defect Liability Period, is it inclusive of 12 months of successful installation & commissioning + 12 month after operational acceptance.	Please refer Page 11 point 20 & clause 22(b) page 70
2.	10	Schedule at a Glance. Point Sl. No. 9	Earnest Money Deposit (EMD): Rs. 1,75,000/- (Rupees One Lakh Seventy Five Thousand only) inclusive VAT in the form of Demand Draft, Fixed Deposit Receipt, or Bank Guarantee from any nationalized bank in favour of "Director, ARIES" payable at Nainital	Can it be exempted for Defense PSUs	Waiver may be applicable to the bidder from the Government department on submission of documentary proof in the Technical bid.

3.	21	Sl. No. 8 Customer Base	<p>The customer base of ERP solutions / multiple modules in India should be of at least at 5 customers where all have been successfully implemented and are in operation (as on the last date of submission of Bid documents), out of which the Bidder must have implemented/under process of implementation at least one project of value not less than 25 lakhs, or two projects of value not less than 15 lakhs each, or three projects of value not less than 10 lakhs each involving implementation of a complete workflow based Enterprise management solution (ERP solution) of similar nature on Windows/Linux/Unix platform in any reputed organization (preferably Govt. Dept. (Central/State)/CPSU/PSU/P SB/State Govt. Enterprise) as on the date of submission of bid.</p>	Is the customer base applicable for same company having 7 units all over India, where it is implemented	Acceptable, if the Work Order has been awarded separately by all 07 units.
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4.	49	Point: 15 (b) & (c)	<p>(b) The contractor shall suggest the required Server configuration for the ARIES integrated ERP system in the Technical Bid ([Attachment 16]). The recommended servers should be able to accommodate possible scaling up requirements in the future.</p> <p>(c) Configuration of all the end user computing infrastructure - comprising of hardware (laptops, PCs, Printers, UPS, Biometric devices, etc.) and associated software at various office buildings of ARIES, as per the requirements.</p>	<p>Can we get a breakup of the users between each functional area. (in the to-be-system)</p> <p>Can we get the details of, how many user licenses are required for the ERP app. developed.</p>	The intention of the tender is not to buy license but an easily configurable product.
5.	62	Point : 7.4 (d)	<p>(d) Further, the Bidder should provide Annual Maintenance Contract (AMC) offer separately to the complete ERP package at a nominal/reasonable price for another five (05) years from the date of expiry of warranty of the ERP solution. ARIES may, at its discretion, may accept the AMC of the offered ERP solution. For the purpose of Financial Bid Evaluation, this</p>	Can you please provide approximate % value for AMC	Not relevant at this stage

		component will not be included.		
6.	General		Legacy data in which format shall be given for data migration?	The data are mostly available in the Excel, Google docs, text, word file, MS SQL, Access, and My SQL DBs
7.	General		Are there any legacy systems for integration with ERP of ARIES?	e.g. Tally
8.	General		Integration with Active Directory of ARIES is scope of ERP development?	Yes
9.	General		Is access to DNS of ARIES will be provided for domain name resolution?	Yes
10.	General		Maximum no. of users for ERP system?	Not relevant, however, for existing ARIES manpower strength kindly refer clause 2. Page 14.
11.	General		Is sharing of source code mandatory?	Yes
12.	142	5.A(4) Inter-linked and Common Functional requirements A. General 4. Reminders/ Notification to the employee for change or	SMS gateway provision by ARIES or Contractor scope? Elaborate on self-service	SMS gateway will be under ARIES scope. Employees self-services should provide the platform to enter the

			requirement of any additional data through mails/ SMS/ self-service etc.		data/view/edit pre-defined data on self-e.g. updating personal records like Bank details, Bio data, marital status, record/change nomination etc. and leave balance, leave status (Cannot be modified), Salary details, liabilities, declare investments for IT returns, Property returns etc. Refer Functional Requirement Specification (FRS) to clarity further, if needed.
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[Handwritten Signature]

2.15. Bidder 15**M/s OASYS Cybernetics Pvt. Ltd**

Chennai, Tamil Nadu

Company Representative(s) – (a) Shajilali Kunnirukattil

Sl.No	Page#	Clause#	Clause description	Bidders' Query/Comments/ Suggestions	Response ARIES	from
-----NIL-----						


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3. CORRIGENDUM


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- [1] In **SECTION II: Instructions to Bidders (ITB), Point No. 2.i. S.No.4** (first column) at **page 20** may be read as:

“The Bidder should have an Average Annual Turnover of at least INR 150 lakh with positive Net Worth for last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20). as per Audited Annual Accounts.

The Turnover of the Bidder from ERP Product/modules selling and/or its Implementation shall be at least INR 150 lakh per year in the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20).

Relaxation to Startups and Micro, Small & Medium Enterprises (MSMEs) may be considered as per the Government norms, subject to meeting of quality and technical specifications. Any bidder seeking benefit/preference under Startup/MSME policy/scheme of the Government of India, which is currently in force MUST at the time of bidding itself enclose all relevant documents / certificates etc. in the Technical Bid for claiming such benefits [Attachment 18]. If the bidder fails to submit necessary documents/certificates in support of its claim in the Technical Bid, then its claim shall not be entertained at a later stage.”

- [2] In **SECTION II: Instructions to Bidders (ITB), Point No. 2.i.** contains a Table with 8 points (S.No. 1 to 8). A new point i.e. **S. No. 9** is added as:


S.No	Mandatory Eligibility Criteria	Evidence Required
9.	Public Procurement (Preference of Make in India) Verification of Local Content self-certification that the item offered meets the local content requirement for ‘Class-I local supplier’/ ‘Class -II local supplier’ as the case may be. Refer clause 29 Section II as mentioned in this Corrigendum.	Self-certification in this regard is to be submitted in the Technical Bid (in the format provided as FORM-11 [Attachment 19]), failing which the Bid will be rejected.

- [3] A new Format i.e. **FORM-11** is added in **SECTION V: Essential Forms** as prescribed below:

FORM-11

Format for Self-Certificate for Local Content
[Refer Point. 2.i. Table point 9 of Section-II]
(TO BE SUBMITTED AS A PART OF TECHNICAL BID)

To
The Director
Aryabhatta Research Institute of observational sciences (ARIES),
Manora Peak, Tallital Sub PO,
Nainital 263001, Uttarakhand, INDIA


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Sub: Self-Certificate for Local Content

Tender Ref. No. _____
Tender ID: _____

* I / We(Name of the Bidder) hereby confirm in respect of quoted item(s) that Local Content is equal to or more than 50% and come under 'Class-I Local Supplier' Category. As being 'Class-I Local Supplier', we are eligible for Purchase Preference under 'Make in India' Policy vide GoI Order no. No. P-45021/2/2017-PP (BE-II) dated 16 Sept 2020

OR

** I / We(Name of the Bidder) hereby confirm in respect of quoted item(s) that Local Content is equal to or more than 20% but less than 50% and come under 'Class-II Local Supplier' Category.

OR

*** I / We(Name of the Bidder) hereby confirm in respect of quoted item(s) that Local Content is less than 20% and come under 'Non-local supplier' Category.

The details of the location(s) at which the local value addition made is/are as under:

- 1.....
- 2.....
- 3.....

- * **Applicable for 'Class-I Local Supplier' Category**
- ** **Applicable for 'Class-II Local Supplier' Category**
- *** **Applicable for 'Non-local supplier' Category**

Yours faithfully,


(Signature & Seal of the Authorized Signatory of Bidder)
Name and Designation of Authorized Signatory:
Name of Firm/Company:
Place:
Date:

- [4] In **SECTION II: Instructions to Bidders (ITB)**, following a new points have been added at **page 38**, as given below:

29. Preference to "Make In India"

ARIES complies with Public Procurement Policy (Make in India) vide order No. P-45021/2/2017-PP (BE-II) dated 16 Sept 2020, issued by Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Govt. of India. Purchase preference shall be given to local suppliers in all procurements undertaken by ARIES in the manner specified in the above-mentioned O.M. Further, the guidelines mentioned below shall be followed:

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Verification of Local Content.

- a. This 'Class-I local supplier'/ 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self- certification that the item offered meets the local content requirement for 'Class-I local supplier'/ 'Class -II local supplier' as the case may be. They shall also give details of the location(s) at which the local value addition is made.

Definitions:

'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.

- Class -I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this order.
- 'Class -II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 20% but less than 50%.
- 'Non-local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than 20%.

- [5] In **SECTION I: Background**, kindly read **clause 3.4(c).x page no. 23**, kindly read as:

"There are in total 20 Attachments defined at different clauses/ points in this RFP. Submission of **Attachment 1 to 19** in the Technical Bid are essential, otherwise the Bid will be consider as Incomplete and unresponsive. **Attachment-E1** is applicable for bidders eligible for EMD exemption, which is essential for them to include in the Technical Bid, failing which their Bid will be considered as Incomplete and unresponsive."

- [6] In **SECTION I: Background**, kindly read **clause 21.3(a) page no. 34**, kindly read as:

"(a) The eligible bidders has to make demonstration of Proof-of-Concept (POC) at ARIES to facilitate the evaluation committee in understanding the bidder's capabilities to execute the project. The Venue, date and time for demonstration will be communicated to the respective Bidders in advance. **Bidder shall ensure that the representative carries a valid photo ID and authorization letter from the bidder.** In view of health advisories of the Government due to the pandemic Coronavirus COVID-19 situation in the country, a provision of Video Conferencing (VC) will also be made available for the eligible bidders through which they can make demonstration of Proof-of-Concept (POC) to ARIES evaluation committee online from their premises instead of physical presence on the date and time, that will be communicated to the desirous Bidders well in advance. "

- [7] In **SECTION III: Detailed Scope of Work (DSOW)**, kindly read **clause 22(h) page no. 55**, kindly read as:

“(h) Source Code- The contractor shall provide all the source code of the application software developed /customized for the solution provided to ARIES. All source code shall be provided with all relevant information such as SRS, Design doc etc. with proper details and mappings. Providing the Source code is a mandatory requirement, however, to secure the ownership of the Bidder or its OEM, cost-less non-disclosure agreement (NDA) may be signed in this regard between the selected Bidder and ARIES.”

- [8] In **SECTION II: Instructions to Bidders (ITB), Point No. 2.i. S.No.8** (first column) at page 21 may be read as:

“The customer base of ERP solutions / multiple modules in India should be of at least at 5 customers where all have been successfully implemented and are in operation (as on the last date of submission of Bid documents), out of which the Bidder must have implemented/under process of implementation at least one project of value not less than 25 lakhs, or two projects of value not less than 15 lakhs each, or three projects of value not less than 10 lakhs each involving implementation of a complete workflow based Enterprise management solution (ERP solution) or e-governance project of similar nature on Windows/Linux/Unix platform in any reputed organization (preferably Govt. Dept. (Central/State)/CPSU/PSU/PSB/State Govt. Enterprise) as on the date of submission of bid.”

- [9] In **SECTION VI: ANNEXURES**, under “[3] Functional Requirement of FAMM” A. **General Requirements at Page 111 a new point i.e. Point No. 9 is added as:**

9.	The offered FAMM module must provide integration with the Public Financial Management System (PFMS) for routing all the financial transactions (payment, accounting, and reporting). PFMS is an integrated online Financial Management System implemented by the Ministry of Finance, Government of India, as part of the Digital India initiative. For more details on PFMS, the bidder may refer to the PFMS website (https://pfms.nic.in)	
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- [10] In **SECTION VI: ANNEXURES**, in [1] **Functional Requirement of HRMM” A. Institutional Management at Page 89, the point 5** is to be read as:

5.	Ability to update the status of employee such as Probation/ Confirmed/ Resigned/	
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		Terminated/ Suspended/ Deputation/ Retired/ Reemployed/Lien.	
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- [11] In **SECTION VI: ANNEXURES**, in [1] **Functional Requirement of HRMM” B. Recruitment, Joining & Relieving Processes** at Page 91, the point 23 is to be read as:

	23.	Ability to capture the reporting and/or joining date for a candidate	
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- [12] In **SECTION VI: ANNEXURES**, in [1] **Functional Requirement of HRMM” B. Recruitment, Joining & Relieving Processes** at Page 92, the point 37 is to be read as:

	37.	Ability to define various type of benefits such as Monthly pension, Death cum Retirement Gratuity (DCRG), Commutation (Optional), Leave encashment, Family pension, General Provident Fund, Contributory Provident Fund, NPS, Medical Scheme, Leave Encashment for each retirement type, TA on retirement, etc. whichever are applicable	
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- [13] To facilitate bidder for submitting the AMC cost for the next 05 years beyond Warranty, the BOQ provided in the Financial Bid is modified.


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