

**Request for Proposal for Selection of System Integrator to install, configure and implement Enterprise Resource Planning (ERP)
Solution at West Bengal Electronics Industry Development Corporation Limited
WEBEL/EOT/COM/21-22/00023 Dated: 27-08-2021
Technical Corrigendum-1**

#	RFP Section	RFP page number	RFP clause	Clarification	Response from WBEIDC/ To be read as
1	Bid Submission closing date & time (On line)	10	Current Submission date is Date: 10-09-2021; 17:00 Hrs.	We request to provide 3 Weeks extension for bid submission from the date of release of pre-bid clarifications.	Last Date of Bid submission: 24th Sep 2021
2	17. Liability	22	RFP is silent on limitation liability	We request WEBEL to include " The limitation of liability is limited to total fees paid for the rendered services.	No Change in clause
3	SECTION - C: ELIGIBILITY CRITERIA Technical Capability - Experience in ERP Implementation (Part-I)	33	The bidder should have implemented at least 4 (Four) SaaS ERP COTS solutions in India as System Integrator with the following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management	We request WEBEL to modify as below The bidder should have implemented at least 4 (Four) SaaS ERP COTS solutions in India as System Integrator with any of Two following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management	The bidder should have implemented at least 4 (Four) ERP COTS solutions in India as System Integrator with the following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management
4	SECTION - C: ELIGIBILITY CRITERIA Technical Capability - Experience in ERP Implementation (Part-II)	33	The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with the following modules in last 5 years: <input type="checkbox"/> Real Estate Management <input type="checkbox"/> HRMS & Payroll	ii. The bidder should have implemented at least ONE ERP COTS solutions in India as System Integrator with the following modules in last 12 years: <input type="checkbox"/> Real Estate Management <input type="checkbox"/> HRMS & Payroll ii. We assume this client reference can be of any OEM product solution	No Change in clause
5	A. Bidder's Past Experience (25 Marks)	40	A1. Experience in ERP implementation project (completed/on-going) in India including Finance & Accounts, Sales & CRM, and Procurement & Inventory Management, HRMS, Payroll and Real Estate.	We request WEBEL to modify as below A1. Experience in ERP implementation project (completed/on-going) in India with any of THREE modules Finance & Accounts, Sales & CRM, and Procurement & Inventory Management, HRMS, Payroll and Real Estate.	A1. Experience in ERP implementation project (completed/on-going) in India including Finance & Accounts, Sales & CRM, and Procurement & Inventory Management.
6	A. Bidder's Past Experience (25 Marks)	40	A2 Experience in ERP implementation (Completed / On-Going) in India of following modules <input type="checkbox"/> Implementation of CRM Module (Max 3Marks) o In Government/PSU = 3 Marks o Other than Govt./PSU = 2 Marks <input type="checkbox"/> Implementation of Real Estate Module = 3 Marks <input type="checkbox"/> Intelligent reporting with predictive analytics (i.e., Business Intelligence and Business Analytics) = 2 Marks	We request WEBEL to clarify below i. We assume this CRM and Business Intelligence and Business Analytics client references can be of any OEM product solution ii. We assume that there is no year of restriction to showcase this experience.	i. Yes, those can be of any OEM. ii. Yes, there is no year restriction.
7	5.1.2. ERP User Type	52	Type of user No. of users* Operational User 50 (Fifty)	We assume that each module of the proposed ERP system covering WEBEL functions is 50 transactional users. Kindly confirm	We confirm the same.
8	10. Audit	57	Upon successful UAT and prior to the Go Live, WEBEL shall undertake testing and certification of the Software by any CERT-in empanelled security auditor	i. What is the duration envisaged for this external party audit. If this audit is delayed how WEBEL mitigate this delay	The vulnerability that will come out from the Audit, has to be resolved by the SI. Hence, delay in time is the responsibility of the SI.

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9	13. Data Migration of Legacy Data	58	SI will finalize the requirements for data migration and prepare the strategy for building the Master Data schema. WEBEL will define the data to be migrated. Data cleansing will be done by WEBEL in the agreed format but porting has to be done by the SI. WEBEL will <u>only validate the data before migration.</u>	How many years of Legacy data is proposed to migrate to proposed ERP	Since 2010, all open transactions & master data have to be ported to the proposed ERP.
10	14. Integration with existing system	59	SI has to develop & implement necessary Application Programme Interfaces (APIs) to integrate with the existing application systems. (i.e., RMC portal, Website, GoWB procurement portal, Bank Portal, WEBEL's portal, GST Portal etc.). SI has to provide proper documentation for this integration. <input type="checkbox"/> SI has to integrate with existing Biometric attendance system of WEBEL for attendance management of the employee	We assume the below systems are to be integrate with proposed with ERP i.RMC portal, ii. WEBEL Website, iii. GoWB procurement portal, iv. Bank Portal, (Pls clarify how many Bank Host to Host (H2H) portal required) v.WEBEL's portal, vi. GST Portal vii. Biometric attendance system of WEBEL	At present, this is the list. In future, many such portals may come up which will be finalised at the satge of TO-BE documentation. So, this list is not exhaustive.
11	17.2. Training & Capacity Building	65		What is number of users to be trained under each proposed business fucntions. We propose this training <u>Train to trainer mode. Pls confirm</u>	As per the license count. You have to train all 50 users.
12	ERP Functional System Requirements			Pls provide detailed Functional System Requirements for the proposed ERP System	No Change in clause
13	B3	42	Compliance to Functional Requirement Specifications as mentioned in Section-K	"Section-K" Could not be found in the Bid Please provide	Section-K, where ever appearing in the RFP, should not be considered.
14	8	56	The output reports must be compatible for trilingual (English, Hindi & Bengali) support.	Is output reports in Hindi and Bengali ma Can we have English only?	English only can be done.
15	14	59	SI has to develop & implement necessary Application Programme Interfaces (APIs) to integrate with the existing application systems. (i.e., RMC portal, Website, GoWB procurement portal, Bank Portal, WEBEL's portal, GST Portal etc.). SI has to provide proper documentation for this integration.	Can we get a complete list of API required is given here as "etc."	The complete list will be finalised during the TO-BE process documentation.
16	TC1	73	User Manuals (Both in English & Bengali) and Quick Reference guides	Is the user manual in Bengali mandatory? have English only?	User Manuals (in English) and Quick Reference guides
17	5	79	Renewal of Software License and support charges	Post go live Support is asked for 3 years w License renewal cost is asked for 5 years - to consider for commercial purpose	The project is for three years.
18	Annexure-12: BOQ	99	License cost for implementation of the following modules in the proposed ERP COTS package: Finance & Accounts (20 Nos.) Sales & CRM (15 Nos.) Procurement & Inventory Management (10 Nos.) Real Estate (5 Nos.)	Can you please share the User profile of t Users? How many users will have view access per only ? How many users will have restricted acce permission only ? Like only permission fo	No Change in clause
19	2	99	Implementation cost of the following modules including dashboard, MIS Reporting and Statutory reporting: Finance & Accounts (20 Nos.) Sales & CRM (15 Nos.) Procurement & Inventory Management (10 Nos.) Real Estate (5 Nos.)	No detailed Scope of Work mentioned in t Can you share the detailed functionalities for the modules - Finance & Accounts, Sal Purchase, Real Estate, HR & Payroll funct What is the detail requirement of Docume MIS report and dashboard?	No Change in clause
20	2	99	Implementation cost of the following modules including dashboard, MIS Reporting and Statutory reporting: Finance & Accounts (20 Nos.) Sales & CRM (15 Nos.) Procurement & Inventory Management (10 Nos.) Real Estate (5 Nos.)	To meet the Scope requirement, can we co party solutions in addition to OEM soluti	Yes, add-on solutions may be proposed on top of the core-ERP solutions. However, responsibility to manage that third party solution has to be bourn by the bidder.

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21	2	99	Implementation cost of the following modules including dashboard, MIS Reporting and Statutory reporting: Finance & Accounts (20 Nos.) Sales & CRM (15 Nos.) Procurement & Inventory Management (10 Nos.) Real Estate (5 Nos.)	The entire solution including 3rd party so any, need to be cloud based? please confirm /	The core ERP has to be cloud based (SaaS). Third party solutions can be either on cloud or on-premise.
22	Oem Eligibility		38 Must have installed across its ERP deployed for 10 customers in India. Must have worldwide more than 30,000 unique user base	Kindly change/Modify the clause to 'ERP deployed for 10 Customers in India and/Or Globally'	Must have installed across its ERP deployed for 10 customers in India/Across the Globe. Must have worldwide more than 30,000 unique user base
23	Customer Support		39 OEM product vendor must have helpdesk in India manned by qualified professionals to provide support	All OEM provides a global support system and there is a support mechanism which is a remote support which has its own SLA mechanism available hope that is fine. Microsoft has many support call Centers/Helpdesks for its various products. These are monitored Globally as per Global standards. The customers are never affected with the location of the Helpdesk center. Kindly change this ask to - must have Helpdesks supporting Indian customers as per Indian Standard time	OEM product vendor must have helpdesk manned by qualified professionals to provide support
24	Implementation Customers		39 Must have successfully implemented ERP in 5 government/PSU customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory.	Kindly change Modify the Clause as 'in 5 Govt/PSU/Large Enterprise Customers in India with the majorand main functional modules like Finance, Procurement, Projects, Supply Chain etc'	Must have successfully implemented ERP in 5 government/PSU/Large Corporate customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory.
25	Table 1: Detail of the Scheme		6 Earnest Money Deposit in INR (Refundable): Rs. 2,50,000/-	Please refer paragraph 4 of the Office Memorandum (No. F.9/4/2020-PPD) dated 12th November 2020 from Procurement Policy Division, Department of Expenditure, Ministry of Finance, Govt. of India on the subject of "Bid Security / Earnest Money Deposit". So, we would request WBEIDCL to kindly accept "Bid Security Declaration" in lieu of EMD. Kindly confirm the acceptance of our request.	No Change in clause
26	19. Intellectual Property Rights (IPR)		23 All necessary hardware, software, Source Code, Design Document, All Requirement Specification, Hardware Sizing Documents, Test Plan, Test Data, Test Cases, licenses etc. Intellectual Property Rights (IPR) will be in the name of the WEBEL	SaaS projects are delivered as a Service; please drop this clause as it is not applicable for a SaaS project.	This clause is dropped.
27	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	32 to 37	Clause 1 to 19 under ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	We request WBEIDCL to allow the Eligibility Criteria compliance basis the documentary evidence from the Bidder OR Bidder's Parent Company (in case the Bidder is a wholly owned subsidiary of the parent company). Please confirm the acceptance of our request.	The bidding firm has to meet the eligibilty criteria and not the parent firm.

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28	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	32	1. Annual Sales Turnover: Average Annual Turnover from ERP & related business in last three (3) financial years ending 31.03.2021 should be minimum INR 50 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2021.	(a) For clarity and to be in sync with EC clause 9 we would request WBEIDCL to replace the phrase "ERP & related business" with "IT/ITeS related business". (b) We have not yet released the audited financial statements for the FY 2020-21. So we would request WBEIDCL to kindly amend the criteria and evaluate the Bidder basis the audited financial statements of any of the last three out of four audited financial years (2017-18, 2018-19, 2019-20 and 2020-21). Kindly confirm the acceptance of our requests.	No Change in clause
29	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	32	2. Work Experience	For wider participation we would request WBEIDCL to replace the phrase / term "SaaS ERP COTS solutions" with "ERP COTS Solution".	The bidder should have executed 1 single order of similar nature of jobs, particularly in Implementation ERP COTS solutions of Rs.3.00 Crores or more at any or The bidder should have executed 2 (Two) single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.1.50 Crores each or more at any or The bidder should have executed 3(Three) single order of similar nature of jobs, particularly in Implementation SaaS ERP COTS solutions of Rs.1.00 Crores each or more at any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate (having Turn over > 1000 Cr) or similar organization in last 5 (five) financial years.
30	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	32 to 33	3. Technical Capability - Experience in ERP implementation (Part-I): The bidder should have implemented at least 4 (Four) SaaS ERP COTS solutions in India as System Integrator with the following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management	For wider participation we would request WBEIDCL to kindly amend the clause as suggested below: Technical Capability - Experience in ERP implementation (Part-I): The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with one of the following modules in last 5 years: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management	3. Technical Capability - Experience in ERP implementation (Part-I): The bidder should have implemented at least 4 (Four) ERP COTS solutions in India as System Integrator with the following modules in last 5 years for 50 transactional users: I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management
31	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	33	4. Technical Capability - Experience in ERP implementation (Part-II): The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with the following modules in last 5 years: <input type="checkbox"/> Real Estate Management <input type="checkbox"/> HRMS & Payroll	For wider participation we would request WBEIDCL to kindly amend the clause as suggested below: Technical Capability - Experience in ERP implementation (Part-II): The bidder should have implemented at least 1 (One) ERP COTS solutions in India as System Integrator with any one the following modules in last 5 years: <input type="checkbox"/> Real Estate Management <input type="checkbox"/> HRMS & Payroll	No Change in clause
32	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	33	5. Technical Capability - Experience in ERP implementation (Part-III): The bidder must have successfully implemented at least one ERP solution of the same version or one version lower of the ERP product offered in this tender within India.	The best ERP solution is proposed basis the end-user requirement and this clause is restricting the Bidder to propose the best fit solution. So we would request WBEIDCL to kindly drop this restrictive clause.	No Change in clause

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33	ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)	34	9. Legal Entity: <input type="checkbox"/> The bidder should be into the business of IT/ITeS for the last five (5) years at the end of 31st March, 2021. <input type="checkbox"/> The bidder shall be solvent at the date of bidding	(a) We have not yet released the audited financial statements for the FY 2020-21. So we would request WBEIDCL to kindly amend the criteria and evaluate the Bidder basis the audited financial statements of any of the last three out of four audited financial years (2017-18, 2018-19, 2019-20 and 2020-21). Kindly confirm the acceptance of our request. (b) Please confirm the amount for which we need to submit the Solvency Certificate from Bank.	No Change in clause
34	1. Evaluation of Technical Bids	40 to 41	A. Bidder's Past Experience (25 Marks)	For promoting wider participation which would help WBEIDCL to get competitive bids we would request WBEIDCL to kindly amend the scoring parameters to allow wider variety of ERP implementation experience of the Bidder.	No Change in clause
35	2. Selection Method	45	To qualify the technical evaluation stage, the bidder must score a minimum of 70 marks. The commercial bid of the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive in respect of commercial considerations. The evaluation will be made on the basis of QCBS with 80:20 ratio, where the weightage on the Technical part will be 80 percent and the 20 percent weightage to be given in commercial. The bidder with the highest total score would be declared successful.	We would request WBEIDCL to amend the Selection Method and award the project to the Bidder to the L1 bid amongst technically qualified (with a minimum score of 60 marks) eligible bids. Please replace QCBS with LCBS and revise the minimum technical qualification marks from 70 to 60. This would facilitate WBEIDCL to procure the best possible solution at the most competitive price point.	No Change in clause
36	5.1.2. ERP User Type	52	Operational User: 50 (Fifty) *Note: It is an tentative estimation and may change at the time of contract finalisation	The BoQ mentions the maximum user count as 250 for "HR & Payroll" module. Please confirm the module wise user count required for the initial implementation.	Please refer the BOQ Section for detailed license break-up.
37	11. Hosting the ERP System	58	The ERP solution will be hosted in the OEM's cloud environment.	The RFP has provided different versions regarding the hosting requirement which are listed here – a. On page 6 under 'Name of the Project' the RFP says ". . . . and hosting of application at West Bengal State Data Centre cloud environment". b. On page 36 under 'Product / Solution Conformance' parameter it says – "The proposed product has to be hosted in OEM's cloud environment". c. On Page 58: Hosting the ERP System - The ERP solution will be hosted in the OEM's cloud environment. d. On Page 76: Infrastructure <input type="checkbox"/> Software Licensing-Successful installation of Software Licenses at data centre (Both DC & DR) We would request WBEIDCL to kindly confirm the hosting requirement.	As the ERP solution will be of SaaS model, the hosting will be done in OEM's cloud environment.

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38	2. PAYMENT MILESTONE	75 to 79	Payments for the project shall be released after the stage-wise completion of each milestone.	As we understand that the requirement is for a ERP solution in SaaS model; however, the payment terms is defined as 'milestone' based which is generally not followed in a SaaS engagement. For SaaS projects, post 'go-live' a "per user per month" rate is billed on a recurring basis. Please amend the Payment Terms accordingly.	No Change in clause
39	Sl.No 4. Technical Capability - Experience in ERP implementation (Part-II)		33 The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with the following modules in last 5 years: - Real Estate Management - HRMS & Payroll	Request you also to consider outside india projects too, since we do have presence in US, Middle East Countries and this clause is in Eligibility Criteria.	No Change in clause
40	A1. Experience in ERP implementation project (completed/on-going) in India including Finance & Accounts, Sales & CRM, and Procurement & Inventory Management, HRMS, Payroll and Real Estate.		40 >= 4 but less than 6 ERP Implementation projects where cost of implementation is not less than the amount equal to 50 lacs each =5 marks >= 6 but less than 8 ERP Implementation projects where cost of implementation is not less than the amount equal to 50 lacs each = 10 marks. >=8 ERP Implementation projects where cost of implementation is not less than the amount equal to 50 lacs each = 12 marks	Here you have asked for Implementation modules like Finance & Accounts, Sales & CRM and Procurement & Inventory, HRMS, Payroll and Real Estate, but Real Estate, CRM these are specific requirements varies from industry to industry. Request you to change the modules to generic one like last tender you have asked for modules- I. Finance & Accounts II. Sales & CRM III. Procurement & Inventory Management Also request you to consider outside India project since these clauses are purpose of evaluation only.	No Change in clause
41	A2. Experience in ERP implementation (Completed / On-Going) in India of following modules		41 <input type="checkbox"/> Implementation of CRM Module (Max 3Marks) o In Government/PSU = 3 Marks o Other than Govt./PSU = 2 Marks <input type="checkbox"/> Implementation of Real Estate Module = 3 Marks <input type="checkbox"/> Intelligent reporting with predictive analytics (i.e., Business Intelligence and Business Analytics)= 2 Marks	Is this Real Estate module consider as RE-FX/ Project System ? Requesting to consider global projects also or remove these specific clause.	This has to be decided by the SI
42	2. Selection Method		45 To qualify the technical evaluation stage, the bidder must score a minimum of 70 marks. The evaluation will be made on the basis of QCBS with 80:20 ratio, where the weightage on the Technical part will be 80 percent and the 20 percent weightage to be given in commercial.	As you have already given a cut-off/ qualifying mark of 70%, requesting you to consider the selection method as "LCS- L1 Lowest cost based selection method" to get a least price who all qualify in Eligibility Criteria; Or make it 70:30 ratio in QCBS method since financial bid value is equally important as technical bid. Otherwise it may happen a huge gap in financial bid those bidders score bit higher in technical mark.	No Change in clause

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43	Business Design Objective, approach and methodology should ensure the following steps:	47	<input type="checkbox"/> Simplification and Standardization of Processes: The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.	What are the department/divisions marked to come under ERP	That has to be done during AS-IS process study by the SI
44	Business Design Objective, approach and methodology should ensure the following steps:	47	<input type="checkbox"/> Elimination of redundant and non-value adding processes: After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.	Are the redundant processes identified or they are to be marked during the study ?	That has to be done during AS-IS process study by the SI
45	System integration	51	<input type="checkbox"/> SI will supply ERP licenses and licenses for other related software (if required), database, clustering tools, integration tools, other tools or any other software to make the ERP Solution work as per the requirements of the WEBEL	Are there mobile applications required ?	At present no separate mobile applications are required.
46	Testing	53	<input type="checkbox"/> The SI shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, system integration tests, regression tests and final user acceptance test) as part of the bid response. Details of the testing strategy and approach should be provided in the response. The SI would be responsible for identification of testing requirements and the associated impact as part of the bid response.	Are test cases needed to be shared ?	Yes
47	Audit	57	<input type="checkbox"/> Upon successful UAT and prior to the Go Live, WEBEL shall undertake testing and certification of the Software by any CERT-in empanelled security auditor. SI will be required to provide necessary support to the certification agency and carry out necessary updates to the system to meet the compliance requirements. The cost for obtaining the certification from CERT-in empanelled security auditor will be borne by the SI.	Will there be multiple audits during the term ?	Audits will be continued till closure of all vulnerabilities in the solution.
48	Data Migration of Legacy Data	58	<input type="checkbox"/> SI will migrate all open transactions from existing ERP database/ Tally / Ace / manual system to the database implemented for the proposed ERP Solution.	Are all master data to be migrated ? How many years transaction data is to be migrated ?	All open transactions and master data have to be migrated. Data is available since 2010.

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49	Maintenance Support	60	<input type="checkbox"/> The nature of support would be 24X7. The normal technical support hours would be 10:00AM to 6:00PM from Monday to Saturday every week. However after that time and on Sunday (24X7 hrs), the nature of support would be on On-Call basis only for critical high priority incidents. For On-Call support, SI shall nominate one person per module and names of these nominated resources should be available for WEBEL	The after normal hours , support would be online or onsite ?	No Change in clause
50	Change Management	64	The change will be verified by CCB on implementation of the change request to the operational environment. Proper impact analysis and estimation of the changes will be done by the SI	Will the estimation be done for each change ? What is the percentage of change permitted ?	Yes That can be derived at the time of BPD
51			General	Application Architecture	No Change in clause
52			General	Deployment Architecture	No Change in clause
53			General	No of Concurrent Users	No Change in clause
54			General	Max Transaction per Day	No Change in clause
55			General	Max Size of Write /Transaction year	No Change in clause
56			General	Any Document Upload Permitted	No Change in clause
57			General	Max Size of File in MB	No Change in clause
58			General	Max Files per User	No Change in clause
59			General	Database Backup Policy	No Change in clause
60			General	Database Retention Policy	No Change in clause
61			General	DC - DR Policy	No Change in clause
62			General	RPO -- Recovery Point of Object	No Change in clause
63			General	RTO -- Recovery Time of Object	No Change in clause
64			General	Data Archival Policy	No Change in clause
65	Eligibility Criteria Point No 1	32	Average Annual Turnover from ERP & related business in last three (3) financial years ending 31.03.2021 should be minimum INR 50 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2021.	Kindly amend Average turn over from 50Cr to 17 Cr	No Change in clause
66	Eligibility Criteria Point No 4	33	The bidder should have implemented at least 2 (Two) ERP COTS solutions in India as System Integrator with the following modules in last 5 years: <input type="checkbox"/> Real Estate Management <input type="checkbox"/> HRMS & Payroll	Kindly remove this point	No Change in clause
67	Eligibility Criteria Point No 13	35	The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.	Kindly allow Exemption towards EMD as we are registered with MSME and NSIC	No Change in clause
68	SECTION - C: ELIGIBILITY CRITERIA Product / Solution Conformance	37	The proposed solution should be capable to integrate with digital signature for workflow management	Please confirm the number of expected user for digital signature signing and verification solution.	Nearly 20 users to start with.

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69	SECTION - C: ELIGIBILITY CRITERIA Product / Solution Conformance	37	The proposed solution should be capable to integrate with digital signature for workflow management	Kindly confirm whether client side signing utility will suffice the signing requirements or we need to propose sever side signing utility as well.	That can be decided during TO-BE process by the SI
70	SECTION - C: ELIGIBILITY CRITERIA Product / Solution Conformance	37	The proposed solution should be capable to integrate with digital signature for workflow management	we need to offer digital signature signing and verification solution, please confirm.	Yes
71	Profile of ERP Product Vendor (OEM) "Should be a Registered Company in India": Oracle NetSuite India reports to Oracle Singapore Pte Ltd and does not have a registered entity in India. We will hence not be able to provide a copy of certificate of Incorporation from RoC. Instead, are we allowed to participate if we provide you with necessary documents like: NoPE Certificate, Form 10F and Certificate of Residence for this?			"Should be registered as a company in India" - This point is dropped	
72	Implementation in Govt sector in India: We do not have any implementation in Govt sector in India.			Implementation in Govt sector in India: Must have successfully implemented ERP in 5 Government/PSU/Large Corporate customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory.	
73	With regard to SI Bidder Oracle NetSuite meets the minimum number of partners in India. However we wanted to check on their eligibility criteria for them: Annual Sales Turnover: Min Turnover of INR 50 Cr takes all the mid-sized niche partners out of contention and on the contrary most of the big partners have not done much of India implementations which will eventually make them disinterested to participate.			No Change in clause	
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