



Date:14-01-2021

Corrigendum to tender No. NIDMP-ERP-01-2020 Dated 18/12/2020.

Reference NID MP tender no NIDMP-ERP-01-2020 dated 18/12/2020. The following pre-bid meeting points were raised by prospective bidders during the meeting and by emails regarding the tender notice. The point wise response to the queries are as under: -

S. No.	Reference	Query	Response to the query
1	<p>Page 16: The Contractor shall complete the assignment within 120 days from the date of issue of Letter of Award.</p> <p>Page 23: Supply and installation of all equipment/software will be carried out in four phases with at least three months' gap between two phases:</p> <p>Page 24: The Implementation partner should support the ERP Software Product version supplied to NIDMP for a period of 36 calendar months (One year onsite and two-year remote support) from the date of Go-Live. Go-Live date shall be the date of successful implementation of all modules with full integration. Bidders are expected to give detailed information covering each of the above points along with timeframe as part of the proposal.</p>	<p>Need clarification on these contradictory statements regarding the schedule of delivery.</p>	<p>Each phase will be completed within 120 days from the date of award of work for that phase.</p> <p>The next phase will be commenced after the previous one has been completed.</p>
2	<p>Point 6, page 8: In terms of Ministry of Finance, Dept. of Expenditure O.M. No. F.9/4/2020-PPD Dated 12.11.2020, no EMD is being sought from the Bidders.</p> <p>Point 19.1, page 11: Bids without DD of EMD and Tender fee, if otherwise exempted, shall not be considered for technical evaluation.</p>	<p>Please clarify whether EMD and tender fee have to be submitted or not. If yes, please specify the amounts and allow online payment of EMD and tender fee. Share account details for the same.</p>	<p>The Tender fee and EMD shall not be charged as per the provisions given in Dept. of expenditure, MoF O.M dated 12.11.2020. However, if the bidder withdraws/modifies Bid, the firm shall be suspended from bidding in tenders of NID MP for the period of three years.</p>

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3	-	Are we required to provide any hardware?	The bidder is requested to read the tender document carefully and advised to visit the campus to ascertain the requirements in case of any additional requirements. For any hardware required to be supplied along with ERP solution, cost shall be included into the financial bid.
4	-	Will you allow us to include our legal terms and clauses in the Service Level Agreement (SLA) if we're selected as the vendor for the ERP implementation?	No
5	Bidder should have executed successfully three (3) single contract for more than Rs. 50 Lakhs from similar assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India. Bidder must upload work order and satisfactory completion certificate (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded) in support of its claim.	We can provide three (03) single contracts for more than Rs. 50 lakh if NID helps us by giving relaxation by removing the 5 year clause.	Not Accepted
6	Bidder should have ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for competency in software development.	We carry ISO 9001:2015 and ISO 27001 :2013 certificates. Can we request to give relaxation on the clause of CMM level 3.	Not accepted
7	Bidder must have a minimum strength of 30 technically qualified (B. Tech / M. C. A. or equivalent) professionals as on 30/09/2020 on its rolls at its development facility.	We request NID to provide relaxation by reducing the employee numbers from 30 to 25 as few of our developers left due to COVID -19.	Bidder must have a minimum strength of 20 to 30 technically qualified (B. Tech / M. C. A. or equivalent) professionals as on 30/09/2020 on its rolls at its development facility.
8	The bidder shall provide the Cloud Sizing & Bandwidth Requirement of proposed solution. Such sizing shall be viable for total number of users as	In order to do the sizing, please let us know the following things. 1) Maximum concurrent users expected 2) Maximum transactions per day 3) Data size per transaction	1. Please refer tender document. 2. As per the user requirement. 3. As per the user requirement.

	specified and considering initial 03 years' time span and another (05) years comes with the AMC. All technical requirements & maintenance on cloud data center are provided by the bidder and ensure smooth functioning of Enterprise Resource Planning (ERP) Solution.	4) What's the data backup and retention policy 5) What's the data archival policy 6) What is the DC and DR policy 7) What is the RPO and RTO for DC to DR failover 8) If any document upload, what is the maximum size per document and what is the maximum file uploads per day?	4 As per the tender document. 5.As per the tender document. 6. As per the tender document. 7.As per the tender document. 8. As per the user requirement.
9	(ii) The IMS shall be Browser enabled WEB based Multi-User and Unicode Supported Multi-Lingual integrated with the existing Biometric Attendance System.	a) Other than existing Biometric Attendance System, Are there any other systems with which the solution has to be integrated? .b) Will the API for the integration be provided by department? c)Please list down the languages the solution should support?	The bidder is requested to read the tender document carefully and advised to visit the campus to ascertain the requirements in case of any additional requirements. For any hardware required to be supplied along with ERP solution, cost shall be included into the financial bid. The Institute will provide the required APIs as per the requirement. The solution shall support Hindi and English language.
10	6) This module must be able to generate automatic notifications/reminders etc. and shall have provisions to automatically send them to students and parents through automated emails, automated SMS with Delay payment charges/generation of fee receipts with unique number.	Will the cost of sending SMS at the given instance and also for collaboration platform (phase 4) be borne by department? Overall how many sms will have to be sent during contract period?	SMS cost shall be borne by the NID MP.
11	i) This tender is a request to purchase software and professional services required to implement, train existing and new users on the IMS, and hosting & maintain services for the system on NID MP Servers. Software firms without an implementation mechanism shall not be considered.	Approximately how many existing and new users will have to be trained on the IMS?	Please refer the tender document.
12	12. ELIGIBILITY/ PRE-QUALIFICATION CRITERIA (i) Bidder should be a registered company under the Indian Companies Act with at least 10 years of experience in implementing	Request you to please include COTS based ERP Solutions in the place of Customized ERP solutions	Not Accepted

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	Customized ERP solutions in Educational Institutes NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions/Deemed Universities.		
13	(iv) Bidder should have successfully developed and deployed customized ERP/Management system for at least five (5) educational institutions out of which three must be a reputed government institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India in the last five years. (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded)	Request you to please include COTS based ERP Solutions in the place of Customized ERP solutions	Not Accepted
14	(vii) Bidder should have completed/ongoing at least one (01) Cloud based ERP.	Can you please provide explanation on the term cloud-based ERP	ERP solution should be hosted on cloud that's provided by MEITY Government of India empaneled cloud service providers.
15	(viii) Bidder should have its own software development facility and should have experience in developing and implementing customized educational Institute management software without direct / indirect involvement of any third party.	Request you to remove this clause from Pre-qual as this seems to be restrictive to the bidders who provide and implement COTS based ERP	Not Accepted.
16	22. Evaluation and Comparison of price Bids: The Technically qualified bidder quoted lowest offer for implementation of ERP and its maintenance will be selected as successful bidder.	Request you to please consider the QCBS based Evaluation based on Cost & Quality based Evaluation parameters	Not Accepted.
17	Web-based application hosted in the cloud data center.	Can you please provide explanation on the application hosted on the cloud data center	ERP solution should be hosted on cloud that's provided by MEITY Government of India empaneled cloud service providers.
18	Student Application/ Admission Management	Request you to please provide the Number of students registered for the Current Academic year	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
19	Institute Management Systems (IMS) means a web-based system having a number of sub modules,	Can you please let us know the number of Transactional Users who will be using the core Functional Modules like IMS,	Please read the tender document carefully and the bidder may visit the

	using state of the art technology to provide an integrated ERP solution.	Finance, Inventory, Procurement, HR, Projects etc..	campus to ascertain the further requirements.
20	Training: Provision to prepare training courses, training calendars and plans, faculty details, training budget details, capture training attendance, employees feedback about training, maintain training history.	Request you to please provide the Number of Employees who will be covered under this Training requirements	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
21	Establishment (HR) Module	Request you to please provide the Number of Employees who will use the Travel Management Functionality	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
22	Establishment (HR) Module	Request you to please provide the Number of Employees who will use the Employee Self Services Functionality	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
23	Recruitment and Employee Maintenance: Complete online recruitment process, with ability for eligible candidate to apply online, online fee payment, screening of applications, issuance of admit card, examination, evaluation, result, joining letter, . Leave and Attendance: Capture of attendance through biometric or direct attendance upload Leave management System.	Request you to please provide the total Number of Employees of NID	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
24	1- The ERP must generate reports in a look/feel/format/size as approved by the Institute.	Request you to please provide the Number of Users who will be using the Dashboard and Analytics solution	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
25	Payroll Processing	Request you to please provide the total Number of Employees and or Pensioners if any whose Payroll / Pension will be covered under this system	Same as above
26	Procurement and Inventory Management	Request you to please clarify that the E-tendering process will not be covered under the scope of this project and NID will be using the existing E-tendering solution	Same as above
27	Estate Management	Can you please let us know the number of Users who will be using Estate Management solution and the House Allotment Management and Hostel/Guest House Management solution	Same as above
28	Project Management – Research and Development (R&D)	Request you to please provide the Number of Users who will be using the Project Proposal Management Solution	Same as above
29	Documents Management	Request you to please provide the Number of users who will be using the Document Management Solution	Same as above
30	Event Management System	Request you to please let us know, whether we can provide SAS Solution, in which the licences and Infra will be	Same as above

		provided on subscription model for meeting this requirement	
31	Collaboration Platform	Request you to please let us know, whether we can provide SAS Solution, in which the licences and Infra will be provided on subscription model for meeting this requirement	Same as above
32	Address Book	Request you to please let us know, whether we can provide SAS Solution, in which the licences and Infra will be provided on subscription model for meeting this requirement	Same as above
33	Alumni Management and Corporate Relations	Request you to please let us know, whether we can provide SAS Solution, in which the licences and Infra will be provided on subscription model for meeting this requirement	Same as above
34	8) Supply of the ERP product including source code and database licenses for requisite users in line with NIDMP's requirements. Bidder shall deliver one hard and one soft copy of all legal licenses, registration documents, user manuals, technical manuals, and systems manuals.	Can you please confirm - source code mentioned here is only for the additional customizations done for the project and Not the source code of the ERP itself.	The Secondary AMC period shall be optional for the bidder, if the Successful bidder is not willing to provide ERP Maintenance services for secondary AMC period, the complete source code of the ERP solution with additional customization shall be handed over to the Institute for the maintenance and upgradation of ERP solution.
35	Supply and installation of all equipment/software will be carried out in four phases with at least three months' gap between two phases:	We request here to modify the clause as- Supply of all complete licenses for all four phases	Each phase will be completed within 120 days from the date of award of work for that phase. The next phase will be commenced after the previous one has been completed.
36	Bidder should be a registered company under the Indian Companies Act with at least 10 years of experience in implementing Customized ERP solutions in Educational Institutes NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions/Deemed Universities.	Requesting you to kindly confirm if experience of only lead bidder will be considered or of any member of the consortium/JV?	Each member of Joint venture/consortium.
37	Bidder should have successfully developed and deployed customized ERP/Management system for at least five (5) educational institutions out of which three must be a reputed government institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State	Requesting you to kindly confirm if experience of only lead bidder will be considered or of any member of the consortium/JV?	Same as above

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	Universities/ Autonomous Educational/Research Institutions in India in the last five years. (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded)		
38	Bidder should be maintaining or have maintained such management software system in at least three educational institutions out of which two must be a reputed institution like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India. Bidder must upload certificates / testimonials from these institutions to substantiate success in implementing such projects/ (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded)	Requesting you to kindly confirm if experience of only lead bidder will be considered or of any member of the consortium/JV?	Same as above
39	Bidder should have executed successfully three (3) single contract for more than Rs. 50 Lakhs from similar assignments during the last five years in any of the reputed institutions like NID/ IITs/ NITs/IIMs/ CFTIs/Central/State Universities/ Autonomous Educational/Research Institutions in India. Bidder must upload work order and satisfactory completion certificate (Duly filled Annexure II and Annexure VI with work orders issued by each client must be uploaded) in support of its claim.	Requesting you to kindly confirm if experience of only lead bidder will be considered or of any member of the consortium/JV?	Same as above
40	Bidder should have ISO 9001:2015 and ISO27001:2013 certification and should also be certified from SEI CMM up to level 3 for competency in software development.	Requesting you to kindly amend the clause as: Bidder should have ISO:2015 and ISO27001:2013 certification and should also be CMMI Level 5 certified for competency in software development	Not accepted.
41	Fully configurable and AI powered web-based system	Requesting you to kindly provide more clarity on the point	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements
42	Supporting bio-metric, internet banking, and smart card inputs	Requesting you to confirm: 1. Cost of hardware to be borne by bidder? 2. Cost of hardware required for biometric authentication to be borne	Same as above

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		by bidder? 3.Type of bio-metric authentication required 4.Cost of hardware for smart card reader to be borne by bidder	
43	Supporting bio-metric, internet banking, and smart card inputs	Requesting you to provide more clarity on support for internet banking	Same as above
44	Archival of information and data	Requesting you to confirm: 1.Amount of data? 2.Format of data? Archival is the responsibility of the bidder? 3. Archival storage service will be onsite or offsite? If it's an onsite requirement ? 4. Who will provide the archival storage ? 5. Archival Storage required in GB/TB ? 6. Archival policy and retention period for the same ?	Same as above
45	Provision for reports generation as per requirements	Request you to confirm: 1.Any specific tool to be used? 2.License of the tool to be procured by bidder? 3.Cost of tool to be borne by bidder?	Same as above
46	The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign	Requesting you to kindly provide more clarity on the point	Same as above
47	Note: - Bidder must provide provision for disaster recovery. The bidder should ensure that in the event of setting up of a Disaster Recovery environment, no additional cost would be incurred by NID MP on account of ERP software licenses and bolt-in application (if any). bidders must be provided complete backup of ERP solution with database and data, if NID MP required	Requesting you to confirm: 1.Type of backup? 2.Frequency of backup? 3.Does bidder needs to provide copies of backup to NID? If yes; 4.The intervals in which the backup copies needs to be provided? 5. Total data size of existing website in MB/GB/TB ? 6. Incremental data size in MB/GB/TB ? 7.Backup space needed in MB/GB/TB and backup policy ?	Same as above
48	Beta versions/Open source software version of any software shall not be accepted.	Requesting you to confirm: 1.The technology stack to be used? 2.Architecture	Same as above
49	The Bidder shall furnish the requirements and details of system software and details of the supporting software like operating systems, Anti-virus solutions, database solutions and Networking solution etc. The Bidder should also make sure to provide the same for the ERP product.	Requesting you to confirm: 1.Any specific antivirus to be used? 2.Cost of same shall be borne by bidder?	Same as above
50	This module shall manage receipt and processing of pre- admission enquiry, student application data, online applications process, and enable approval and	Requesting you to confirm: 1.Payment gateway will be provided by NID? 2.Cost of payment gateway to be borne by bidder?	1. Yes 2. No.

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rejection of applications and includes filling, submission, scrutiny, verification of admission criteria, approval, or rejection of online application. The admission module shall manage key admission activities such as processing of applicants through various admission stages including registration and admission fees payments, processing of various admission process steps along with verification of student details after admission, generation and printing of admission letters and generation of student identity cards. It shall capture relevant questions and details that an aspirant need to answer and provide as part of the requirements of the institutions. It should also include option of online payment gateways for any fees/registration payment. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)

51 This module shall provide an configurable capability to custom create student feedback templates. It shall help in configuring and capturing responses of students, faculty, employees, and other stakeholders of the Institutes. It should have support for analyzing feedback responses. Student Fee Management- The Fee Management module shall cater to all types of fees to be paid by the students to the institute. This module shall be designed to be used by the student throughout their respective course of study. This module must be able to generate automatic notifications/reminders etc. and shall have provisions to automatically send them to students and parents through automated emails, automated SMS with Delay payment charges/generation of fee receipts with unique number. Also, it must be fully integrated with

Requesting you to confirm:
 1.Charges for notification/sms/email gateway to be borne by bidder?
 2. Notification/SMS/Email gateway of bidder to be used?

1. No
2. Gateways of NID MP to be used.

Handwritten signature or initials.

	accounts management system of the institute. (The Scope of this module is only indicative in nature and shall be customized as per the requirement of the Institute)		
52	This module shall comprise: Program Management, Term Management, Curriculum Management, Course administration, Timetable management, Attendance Management, Learning Management System with the provision of online learning/ blended learning, Mid-term evaluation, scholarships, Semester Examinations, Course evaluation, Performance evaluation, grade card, Course timetable management, examination management, etc. convocation, etc.	We assume that any type of document required will be provided by NID MP and with regards to learning management system the content will be provided by NID MP bidder only needs to make provision of the same in the system	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements
53	Support for online course development and lecture/blog/training sessions development like Moodle, Massive Open Online Courses (MOOCs), Blackboard, Canvas platforms for online courses available for anyone to enroll and all ancillary to support the requirement.	Requesting you to kindly provide more clarity on the point	Same as above
54	Student Score/Grade capturing: Capturing the score for batches, session wise and class wise. Support for bulk upload is needed. Provision needed to edit the captured score.	Requesting you to provide more clarity on the point	Same as above
55	Training: Provision to prepare training courses, training calendars and plans, faculty details, training budget details, capture training attendance, employees' feedback about training, maintain training history.	Requesting you to provide more clarity on the point	Same as above
56	Inventory – Support for automated inventory management. Unique identification number of each fixed assets with bar-code reading facility, Goods Receipt Note (GRN), unplanned/cash purchases, indent raising, dispatch of items, stock adjustments, Fixed assets register entry, life cycle of the assets, auto alert facility for replacement of assets which likely to	Requesting you to confirm: 1.Barcode scanning to be done through a physical bar code scanner or a module needs to be integrated? 2.If scanning to be done through physical bar code scanner the cost of same shall be borne by bidder?	Same as above

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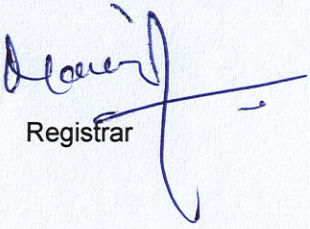
	complete its life cycle, records of the AMC of the fixed assets and its management and renewal alert.		
57	General: Data entry through vouchers, various accounting heads, Accounts Receivable, Accounts Payable, Student Fees and Billing, Asset Accounting, Cash / Bank Management, Funds Grants Management, General Ledger, Budgeting and Planning, Student Accounts, etc.	Requesting you to confirm if any provision for vouchers generation/creation need to be provided	Same as above
58	The dashboard of the ERP must have the facility of graphical indication of the different modules.	Requesting you to confirm: 1. If any tool to be used? If yes; 2. The cost and the license of the same is the responsibility of bidder? 3. Number of reports?	Same as above
59	Gateways	Request you to confirm: 1. Cost of sms/email/payment/notification gateway to be borne by bidder? 2. Gateways will be provided by NID MP	1. No 2. Yes
60	User	Request you to confirm: 1. Concurrent users for the ERP system?	Please refer the tender document.
61	Consortium	Requesting you to kindly clarify if consortium/joint venture/partnership/sub contracting is allowed	Please refer the tender document.
62	API	Kindly Please clarify, 1. New API & Integration is the responsibility of bidder ? 2. Do you need any third party API integration ? If yes then for which features? 3. Do you suggest any third party APIs for the same along with the API/services documentation if available? 4. Please share type of & No. of API Development & Integration ?	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
63	Mobile Application	Kindly Please clarify, 1. Do you need mobile application,? if yes 2. Please confirm mobile application technology (Android or IOS or Both) ? 3. Will this be a completely new app or re-development/continuation of the existing app. E.g. Design (UI) is done and need to complete the development and testing. ? 4. Will it be a static app (static content with no real time data update) or dynamic app (connecting with server to fetch data real time) ?	Same as above
64	Training	Kindly Please clarify, 1. List of location for the training ? 2. Number of users need to be trained ? 3. Number of users in one batch ? 4. Number of Training sessions & days need to be conducted ? 5. Onsite/Offsite training ?	Same as above

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		5. Training Infrastructure will be provided by NID MP?	
65	Domain	Kindly Please clarify, 1. DNS/ Domain is responsibility of bidder ?If yes 2. Numers of Domain & subdomain 3. Do you have any existing domains which need to be transferred to us ? 4. Do you want us to maintain or renew any of your domains?	1. No 2. Maintained by NID MP itself. 3. No. 4. No.
66	Onsite/Resource Deployment	Kindly Please clarify, 1. Do you need Onsite/Offsite resource? if its onsite please confirm 2. Onsite resource period ? 3. Number of onsite resource ? 4. Onsite resource Job Role & Responsibility ? 5. Onsite resource Experiace ? 6. Onsite resource Qualification ?	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
67	Logo	Kindly Please clarify, 1. Do you have a logo that will be used? If not, would you like us to create the same? If yes then please provide your requirement for new logo? 2. Do you have a tagline to display under the app logo.?	1. Yes 2. Yes
68	SSL website certificate	Kindly Please clarify, 1. SSL is responsibility of NID MP ? 2. Type of SSL wildcard, extended etc.? 3. How many SSL you want in total contract period ? Kindly Please clarify,	Please read the tender document carefully and the bidder may visit the campus to ascertain the further requirements.
69	Firewall	Kindly Please clarify, Do you need Web application firewall?	Same as above
70	Hardware	Kindly Please clarify, Do you need any Hardware, Componant, Device from bidder ?If yes Please share details: 1. Numbers, Type of Hardware, Componant, Device ? 2. Configuration ? 3. Brandnew or used ? 4. Do we add this cost in financial proposal ?	Same as above
71	Existing Application	Requesting you to confirm: 1. If there is any exisiting application used by NID MP? If yes; 2. Please confirm the modules? 3. Please provide information about the architecture and technical specification? 4. Please confirm wether it is hosted on DC or cloud?	Same as above
72	Security Audit	Requesting you to confirm: 1. If any security audit is required? 2. Number of security audits required? 3. Type of security audit required? 4. Cost of security audit to be borne by bidder?	Same as above
73	Hosting	Requesting you to confirm: 1. If hosting to be provided by bidder?If	Same as above

	yes; 2.Type of hosting required? 3.Duration of hosting?	
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2. All other terms and conditions will remain unaltered. This corrigendum will form a part of the tender document.


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