

Tender for Designing, Development/ Customization, Implementation, and Operation and Maintenance of ERP System for Gujarat Science City
Tender No: GCSC/IT/2019/126

S/No	RFP Document Reference(s) (Clause and Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	Pre-qualification Criteria Point No-2, Page No:6	Bidder should have an average annual turnover of at least Rs. 100 Cr. during the last 3 financial years (2016-17, 2017-18 and 2018-19) as on 31st march 2019.	Bidder should have an average annual turnover of at least Rs.50 Cr. during the last 3 financial years (2016-17, 2017-18 and 2018-19) as on 31st march 2019.	Revised Clause: Bidder should have an average annual turnover of at least Rs. 50 Cr. during the last 3 financial years (2016-17, 2017-18 and 2018-19) as on 31st march 2019.
2	Pre-qualification Criteria Point No- 3, Page No:7	Bidders should have experience in Successful implementation of at least three projects of ERP System for different organization during the last 5 years as on bid submission date. ERP System must have minimum 3 modules out of following: Human Resource Management, Finance and Accounts Module, Customer Relationship Module, Inventory Management System, Contract/Project Management System etc.	Bidders should have experience in successful implementation of at least three projects of Web Application Related work for government department during the last 5 years as on bid submission date. Each Project value must be Rs.10,00,000/- or More OR Consider Private sector work order for ERP.	Revised Clause : Bidders should have experience in Successful implementation of at least three projects of ERP System/Enterprise wide application/Large Enterprise wide transactional Web-portal in Public Sector/Govt. Sector/Private Sector (Banking, financial services and insurance (BFSI)/e-Commerce/Multi National Companies/ Pharmaceutical/chain of Schools/College/Hospitals/retail stores or similarly large sectorak companies) during the last 5 years as on bid submission date. ERP System/ Enterprise wide application/Large Enterprise wide transactional Web-portal must have minimum 3 modules out of following: Human Resource Management, Finance and Accounts Module, Customer Relationship Module, Inventory Management System, Contract/Project Management System etc.
3	Pre-qualification Criteria Point No- 9, Page No:7	Consortium of any type is not allowed in this bid.	Please allow the consortium.	No Change. As per RFP
4	SECTION VIII: PRICE BID FORMAT; Page No. 51	QR/Bar Code Reader As per the technical and functional scope of work defined in the RFP, AMC/warranty support for contract duration)	Do Bidder need to provide QR/Bar code machines of 100 quantity? Please clarify.	please refer bid document, its notional quantity for bid evaluation purpose only. Order will be issued based on actual requirement at the time of ordering.
5	Page No. 27	Self Service Kiosk (Floor Mount): It should be supplied with all the required components like Printer, Bank PoS, UPS, CPU, Cabinet etc. and all the required accessories/cable/patch cord etc.	Do bidder need to provide Self-service Kiosk with given requirement as mentioned in RFP.	Yes
6	Page 7 2.2 Pre-qualification Criteria Clause 5	OEM Eligibility: Propose Open Source ERP must be necessarily having a community participation and should have more than 300 forks on Github.com OR COTS ERP OEM must have annual global turnover of Rs. 200 Crore in F.Y. 2018-19 from proposed COTS ERP product only.	As the project siz is huge, we suggest imphasis should be given more on past expereince in executing Government projets rather than on technology based parameters. We request you to amend the clause as under: Bidder must have expereince of execution/ is executing any e-Governannce project of value more than Rs 15Cr for any Central/State Government in INDIA.	No Change. As per RFP

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7	Page 51	ERP user license cost (Yearly charges) ##	Please confirm if bidder can propose Bespoke solution also.	No Change. As per RFP
8	2.3.4 BID OPENING AND EVALUATION OF BIDS Page No. 12	iv. Evaluation Methodology: <input checked="" type="checkbox"/> Final Evaluation of Bid Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (T = 0.40 the weight given to the Technical Proposal; P = 0.60 the weight given to the Financial Proposal; T + P = 1).	1. Looking at the nature of project, type of work and scope, we feel that the evaluation of the bids should be more on Technical parameters rather than commercials parameter therefore we request you to kindly change the evaluation criteria and make it 70 Technical and 30 commercial (T = 0.70 the weight given to the Technical Proposal; P = 0.30 the weight given to the Financial Proposal; T + P = 1).	No Change. As per RFP
9	SECTION III: GENERAL CONDITIONS OF CONTRACT Page No. 15 And SECTION IV: SCOPE OF WORK Page No. 23	3.5 Patent Rights, Copy Right Source Code for Non-COTS will be licensed with perpetual usage right to Science City and for deployment in Regional Science Museum. Further, Science City and Department of Science & Technology shall have right to add, alter, modify either by its own resources or by engaging any IT solution provider or by any developers, in all times to come. Though, with such addition/alteration/modification, source code shall still be used only for Science city and regional Science Museum. No IPR rights for COTS product claimed. This source code will not be used for commercial purpose anywhere. And 4.3. Development Technology 4.3.1. ERP: Open source ERP with enterprise support /COTS ERP. Open source ERP as per definition given on page 6 of this RFP document. PHP based ERP solutions shall not be accepted.	1. Any open-source software comes with the perpetual license if it is distributed under GPL/GNU license but in this tender you have asked for "Open Source ERP with enterprise support". And any enterprise support however, is always on subscription basis and not offered by any OEM on perpetual basis. There are some Non-COTS ERP solutions which are industry leader, stable and mature but they do not provide "perpetual usage" license for its "enterprise version". Therefore we request you to drop the "perpetual usage right" condition so that bidders can propose such leading open-source ERPs. 2. We assume that bidder has to submit the source code for the Customization part only for the Non-COTS ERP solution. Please confirm.	Here perpetual licence means enterprise support will be during the contract tenure i.e. 7 years. However, the provided software/application should function after completion of contract period also without enterprise support. After, end of contract period, if needed, TENDERER may procure the enterprise support directly from the OEM, if required.

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10	SECTION III: GENERAL CONDITIONS OF CONTRACT Page No. 15	<p>3.5 Patent Rights, Copy Right Source Code for Non-COTS will be licensed with perpetual usage right to Science City and for deployment in Regional Science Museum. Further, Science City and Department of Science & Technology shall have right to add, alter, modify either by its own resources or by engaging any IT solution provider or by any developers, in all times to come.</p> <p>And</p> <p>4.3. Development Technology 4.3.1. ERP: Open source ERP with enterprise support /COTS ERP. Open source ERP as per definition given on page 6 of this RFP document. PHP based ERP solutions shall not be accepted.</p>	<p>1. We request you to allow open-source ERP solutions with support from SI. You have asked for Enterprise Support, and we request to drop that and allow SI support.</p>	As per RFP
11	SECTION III: GENERAL CONDITIONS OF CONTRACT Page No. 16	<p>▪ Application Security Audit: <input checked="" type="checkbox"/> In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In or GIL, DST-GoG Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In or GIL, DST-GoG Empaneled Security Auditors. <input checked="" type="checkbox"/> The Security audit shall be carried out by selected bidder with each release</p> <ul style="list-style-type: none"> • ERP System • Mobile app (Android, iOS) 	<p>1. Total how many Security Audits should bidder consider for Web Portal, ERP System and Mobile Application before GO Live and during 7 Years of Operations and Maintenance?</p>	Bidder will be responsible for CERT-IN Application Security carried out before deployment at production environment.
12	SECTION III: GENERAL CONDITIONS OF CONTRACT 3.7 Change Request Orders Page No. 17	<p>3.7 Change Request Orders <input checked="" type="checkbox"/> Any change request during the operation and maintenance period will not be considered. However, the bidder has to deploy resources for continuous development support onsite.</p>	<p>1. Kindly share the below details: 1.1. How many resources need to be deployed? 1.2. Kindly share the Type of Resource(s) need to be deployed. 1.3. We assume that resources need to be deploy at Science City campus premise. Please confirm.</p>	Kindly refer Clause No. 4.4.5 at page No. 36

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13	SECTION III: GENERAL CONDITIONS OF CONTRACT Page No. 20	3.25 Implementation timelines and penalty for delay 1. Phase-I: Design, Development, Integration & Implementation of web portal & Mobile App for online ticket booking 1.1.Submission of Design and technical documents (URS/ SRS, SDD, Architecture & DB design) -> T1 = T + 1 month 1.2.Partial Go-Live: Development, UAT, FAT and Go-live of online ticket booking system including Mobile app -> T2 =T + 3 month	1. Looking to the size of project it require atleast 1 to 1.5 months to understand the requirement from the client / department therefore we request you to Increase the Timeline for Development, UAT, FAT and Go-live of online ticket booking system including Mobile app from 3 months to 6 months .	No Change. As per RFP
14	SECTION III: GENERAL CONDITIONS OF CONTRACT Page No. 20	3.26 Payment Schedule & Procedure 1.Upon Successful completion of Phase-I - 20% of the Schedule-I of Price bid 2. Three Months post Go-Live of Phase-I - 20% of the Schedule-I of Price bid 3.Submission of Design and technical documents (SRS, SDD, Architecture & DB design) of Phase-II- 10% of the Schedule-I of Price bid 4.Development, UAT, FAT and Go-live of ERP System of Phase-II- 40% of the Schedule-I of Price bid 5.Three Months post Go-Live of Phase-II- 10% of the Schedule-I of Price bid 6. Phase-III: Operation and Maintenance Support for 7years from the date of Partial Go-Live - In equated half yearly installments of schedule-II of price bid	1. We could not find any separate payment terms for Supply of Hardware. We suggest addition of payment terms for hardware seperately in the RFP/Tender document: 1.1 80% on delivery of hardware. 1.2 20% on successfully installation.	No Change. As per RFP
15	3. SECTION IV: SCOPE OF WORK Page No. 23	4.4. Scope of Work: Phase-I: Design, Development, Integration & Implementation of web portal & Mobile App for online ticket booking	1. We assume that department intends to develop Online Ticket Booking Web Portal from scratch & afresh and does not want to enhance the existing Ticket Booking Functionality already implemented into the current Science City Website. Please confirm.	There is no existing system. Tenderer looking for afresh system.
16	3. SECTION IV: SCOPE OF WORK Page No. 24	i. Online Ticket Booking System through Desktop/Laptop/Mobile Application (Android & iOS): h. Proposed system should allow issuance of ticket at various physical ticket counters created at the tenderer premises.	1. How many counters you are planning to setup in the Science City Premises?	As per RFP

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17	3. SECTION IV: SCOPE OF WORK Page No. 24	<p>i. Online Ticket Booking System through Desktop/Laptop/Mobile Application (Android & iOS):</p> <p>g. User can cancel online pre-booked ticket and upon successful cancellation, refund of booking amount should be credited to user's account (in same method use while making payment and booking ticket) automatically without any manual intervention.</p>	<p>1. Can user pre-booked the ticket from Physical Counter at Science City?</p> <p>2. if above is the case then kindly share the mechanism for the refund? Since we do not have any user data / information.</p>	<p>1. Yes</p> <p>2. Through counter only, visitor can cancel his ticket</p>
18	3. SECTION IV: SCOPE OF WORK Page No. 24	<p>i. Online Ticket Booking System through Desktop/Laptop/Mobile Application (Android & iOS):</p> <p>j. Proposed system should function in normal mode even in case of network/connectivity outage at the tenderer premises. However, once network/connectivity is restored the offline data should be sync/updated in the online portal and it starts functioning on real time basis.</p>	<p>1. We can develop the functionality for offline storage and auto sync with the server in Mobile Application but request you to remove the same from Web Application Development Scope.</p> <p>2. If not then we assume that tenderer will provide the required Server & Software licenses for Local Installation at science city location and GSDC will allow the IP of local Server for syncing the data (Offline to Online). Please confirm</p>	No Change, As per RFP
19	3. SECTION IV: SCOPE OF WORK Page No. 24	<p>ii. Ticket Booking Management System</p> <p>d. Users shall be able to customize their dashboard according to their requirement. System should have pre-configured template based dashboard facility where user can select required element. However, data should be real-time.</p>	<p>1. Kindly explain the expectations related to customization of dashboard.</p> <p>2. How many elements will reside in One Dashboard? Kindly share the list with us.</p> <p>3. Kindly share the total dashboard(s) to be developed for the backend users.</p> <p>4. How many pre-configured template are required in the dashboard?</p>	As per RFP
20	3. SECTION IV: SCOPE OF WORK Page No. 29	n. Mobile App	<p>1. We assume that tenderer will provide the mobile application store credentials for the deployment and procurement of the same is not part of our scope. Please confirm.</p>	As per RFP
21	3. SECTION IV: SCOPE OF WORK 4.4.2. Design, Development, Integration & Implementation of ERP System Page No. 30	<p>i. HRMS and Payroll</p> <p>1. The system must be able to manage the entire recruitment process including but not limited to publishing of vacant positions on a web portal, support for eligibility criteria for all grades, support for reservation norms of the Government (State and Central), ability to print call letters, appointment orders and regret letters for candidates, ability to route the manpower requirements through various levels of approvals, ability to monitor and compile the manpower requirement data of all the departments based on new recruitment, retirement, death etc.</p>	<p>1. Kindly share the Types of users who will be using the HRMS & Payroll Module.</p> <p>2. Kindly share the step-by-step process and workflow for publishing the man-power requirement on the Web Application.</p> <p>3. Kindly share the step-by-step process and workflow for the Scrutiny Process.</p> <p>4. We assume that application form will be common for all the vacant position. Please confirm.</p> <p>5. Kindly share the sample application form (s) for recruitment.</p>	Bidder has to do during SRS study.

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22	3. SECTION IV: SCOPE OF WORK 4.4.2. Design, Development, Integration & Implementation of ERP System Page No. 30	i. HRMS and Payroll 2.The system must have the ability to employee database such as maintain the employee master data covering all relevant fields and information, to automatically monitor dates for HR processes (for ex. Date of increment, date of joining from leave, date of performance review etc.), to maintain service file documents with all the personal details of the employee	1. Data Migration: 1.1. Is Data Migration is part of scope? 1.2. If above is the case then on which format the data will be made available to vendor. (Hardcopy, Excel, CSV). 1.3. Kindly share the total size of the data if it is made available in Excel / CSV. 1.4. We assume that data entry is not part of scope. Please confirm.	As per RFP
23	3. SECTION IV: SCOPE OF WORK Page No. 35	4.4.3. Instances for Regional Science Museum Centres: Department of Science and Technology, Government of Gujarat is establishing five state of the Art Regional Science Museum (RSM) in the state of Gujarat at Rajkot, Patan, Bhavnagar, Bhuj and Vadodara. Bidder has to create multiple instance of Science City system for each RSM. Currently, 5 such RSM are under implementation and further, it may increase up to 10 . At the relevant time, bidder will have to provide additional 1 dedicated resource (O&M Support executive) at each RSM and 1 shared Technical Support Executive for Central infra management at GSDC, gandhinagar for all the RSMs. Further, required OS/environment/DB licenses will be procured separately by DST/GUJCOST at the relevant time. However, installation, implementation, training and O&M will be bidder's responsibility at no additional cost to the tenderer. Tenderer will procure Hardware (Kiosk, Barcode/QR code etc.) of anymake & model for these RSMs separately.	1. Which solution components (Web Portal, Online Ticket Booking System, Mobile Application and ERP system) are required to be delivered at each RSM? Please share details. 2. We assume that scope of work for each solution component will be same as that of science city and no modification/changes will required. Please confirm. 3. Please specify exact number of RSMs where the proposed solution is to be delivered as part of scope of this tender. Alternatively, we suggest you have a separate line-item in commercial bid where bidder can quote for per RSM Deployment charges. 4. We assume that Science City will provide required infrastructure for Onsite Deployed resources such as Office Space, Electricity, Workstation and internet connectivity. Please confirm. 5. Do we required to get the Security Audit done from CERT-IN Empanelled Agency for each RSM? 6. If yes, then who will bear the cost of Security Audit? 7. If bidder has to bear the cost then please let us know how many Security Audits should bidder consider during entire project tenure?	1. As per RFP 2. Yes 3 & 4. As per RFP 5. Yes. 6. Bidder will have to bear the cost. 7. As per RFP
24	3. SECTION IV: SCOPE OF WORK Page No. 35	4.4.4. Other functional requirements of the system: d) Bidder is responsible for adhering the GSDC policy as it's an ISO certified data center from time to time like- ▪ At time of installation of application- Application Security Audit is required from CERT-IN Empanelled Vendor. ▪ After installation, GSDC will audit 2 times in a year as a part of GSDC policy at free of cost. However, bidder is responsible for closing all the vulnerability and observations raised by the GSDC.	1. We assume that bidder will not bear the cost of Security Audit and bidder's responsibility will be limited to closing the vulnerability & observation raised in audit. Please confirm.	As per RFP

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25	3. SECTION IV: SCOPE OF WORK Page No. 35	4.4.4. Other functional requirements of the system: c) Chat bot: Bidder is also responsible for implementation of chat bot functionality for both employees as well as visitors. AI based Chabot will be procured by bidder & questionnaire will also be prepared by bidder and it will have to keep on update the same during the entire contract duration.	1. Kindly share the detailed scope and use case for the Chabot. 2. We assume that tenderer will provide the Chabot API for integration. Please confirm	As per RFP
26	3. SECTION IV: SCOPE OF WORK Page No. 36	4.4.5. Operations and Maintenance Support for 7 years from the date of Partial Go live: d) Manpower deployment: Bidder is responsible for deployment of required qualified, skilled and experienced manpower at the Science city, Ahmedabad for the contract duration. Minimum required resources are defined below: ii. Development/Implementation Phase: Bidder shall deploy following resources during development to complete the project in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat. Tenderer will provide only sitting space, table, chair and internet connectivity, rest in bidder's scope. i. Development/Implementation Phase: 1. 1 - Project Manager 2. 2 - Business Analyst ii. O&M Team (for 7 years from the date of Partial Go-live): 1. 1 - Tech support executive 2. 1 - O&M support Executive	1. Apart from Project Manager and Business Analyst no other type of resource is required to be deployed during development phase. Please confirm.	As per RFP
27	8. SECTION VIII: PRICE BID FORMAT Page No. 51	Schedule-I Design, Development, Integration and Implementation of web portal, ERP System (for 200 users from day one) and Mobile App including online ticket booking system with Prepaid card system of Science city	1. We assume that vendor need to provide the user licenses from the date of Go-Live only. Please confirm	As per RFP

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28	8. SECTION VIII: PRICE BID FORMAT Page No. 52	Schedule - II ERP user license cost (Yearly charges) @@@ 100 Quantity	1. License cost for any ERP with enterprise support has mainly TWO cost components; first one is the one time licence cost (say for example INR 100) and second is its annual subscription cost for enterprise support (which is generally 20-25% of one time cost). Since you have asked for ERP with enterprise support the first year cost will be INR 125 (for example) however, the second year cost will be only INR 25. Therefore if we will quote the license cost with perpetual usage and enterprise support then it will be loss to the government therefore we request you to drop the 'perpetual' condition for license.	Please refer Sr. No. 9 above
29	General	Web & Mobile Application Language	1. We assume that proposed Web & Mobile Application will be presented in English & Gujarati Languages. Please confirm or correct us.	System should be in Bilingual (English & Gujarati)
30	General	ERP Language	1. We assume that proposed ERP will be presented in English Language only. Please confirm.	Yes
31	Clause No. 3.26 on Pg. No.20 payment terms	There is no payment terms maintain for Hard Ware (P.O.S, Bar/QR Code reader , Self Service Kioask & Pre paid Card with branding)	It is our suggestion to give amendment of Standarad Payment Terms 80 % against delivery and 20 % after instalation and commisioning.	No Change, As per RFP
32	Clause No. 3.26 , point no.4 on Pg. No.20 payment terms	In equated half yearly installments of schedule-II of price bid	It is our suggestion that give Monthly Payment for Supporting Staff.	No Change, As per RFP
33	Clause No. 4.4.1 , point no. I (1) on Pg. No.26 Retail Point of Sale including retail PoS & ticket printer	In RFP you are asking Retail P.O.S device with Windows / Linux O.S	It Is our suggestion to also Consider Android O.S as it is Open source and User Friendly so we are ReRequesting to give amendment or Consider add on following Parameter	No Change, As per RFP
34	Processor	Dual Core, 2.30 GHz or higher, 3M cache or better	Dual Core, 2.30 GHz or higher, 2 cache or better / Octacore processo (If Android P.O.S)	No Change, As per RFP
35	System Memory	4 GB extendable upto 16 GB	2GB RAM and 16GB Flash	No Change, As per RFP
36	Storage	Min 500 Gb	Min 500 Gb or Expandable upto 64GB by SD card (If Android P.O.S)	No Change, As per RFP
37	OS Support	Windows 10 64 bit /Linux	Windows 10 64 bit /Linux / Android O.S 7.0 or Higher	No Change, As per RFP
38	Printer Battery	Min 1500mAH	Remove It and Consider Printer Type - In built 3 inch auto cutter printer	No Change, As per RFP
39	Pre Qualification CriteriaNo. 2	Bidder should have an average annual turnover of at least Rs. 100 Cr. during the last 3 financial years (2016-17, 2017-18 & 2018-19) as on 31st march 2019	requesting you change it as "Bidder should have an average annual turnover of at least Rs. 20 Cr. during the last 3 financial years (2016-17, 2017-18 & 2018-19) as on 31st march 2019".	Please refer Sr. No. 1 above
40	Page 23: 4.3.3	Operating System: Windows/RHEL	Since some of the Open Source ERPs run on Ubuntu and CentOS, Please allow CentOS operating system as well.	No Change. As per RFP

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41	Page 51: 8. SECTION VIII: PRICE BID FORMAT	Self Service Kiosk (Floor Mounted) As per the technical and functional scope of work defined in the RFP document and including two months of consumables@@	What is the minimum number of visitors expected per day for arranging the consumables.	As per RFP
42	Page 51: 8. SECTION VIII: PRICE BID FORMAT	ERP user license cost (Yearly charges) @@@	Will the additional users added be there till end of contract or there is provision of decreasing the licenses as well	As per RFP
43	2.2 Pre-qualification Criteria, Page No.6	Bidder should have an average annual turnover of at least Rs. 100 Cr. during the last 3 financial years (2016-17, 2017-18 & 2018-19) as on 31st march 2019.	We are System Integrator based out of Bhopal, having presence PAN India. We are new entrant to Gujarat Region and serious about bidding in Gujarat Council of Science City ERP requirement. We request to relax the criteria as follow: Bidder should have 100 Cr Turnover in any of the last 3 years and 50 Cr Average Annual Turnover for last 3 Financial years. We request you to amend the criteria as above so that financial strength of the bidder will also be addressed and opportunity to new entrant in Gujarat can also be given.	Please refer Sr. No. 1 above
44	2.2 Pre-qualification Criteria, Page No.7	Bidders should have experience in successful implementation of at least three projects of ERP System* for different organization during the last 5 years as on bid submission date. * ERP System must have minimum 3 modules out of following: Human Resource Management, Finance and Accounts Module, Customer Relationship Module, Inventory Management System, Contract/Project Management System etc.	Bidders should have experience in successful implementation of at least three projects of ERP System* /Enterprise Application for different organization during the last 5 years as on bid submission date. * ERP System must have minimum 3 modules out of following: Human Resource Management, Finance and Accounts Module, Customer Relationship Module, Inventory Management System, Contract/Project Management System etc.	Please refer Sr. No. 2 above
Additional Clarification				
1) Addition of new SLA clause at 5.3.5; page no. 40 of RFP i.e. User Interface (*The DC Server to DC Client will be used for measuring this parameters.)				
Event			Maximum Acceptable response time	Penalty In case of Non-Compliance
Application Response time (transactional activity other than graph & reports)			300 milliseconds	Rs. 50,000/- every instance
Note: This will part of UAT and TENDERER or Its appointed representative will verify the same as part of UAT activity and once go-live it will be part of random verification (Max once a month) during every quarter.				
2) The bidder has to provide single ERP product (except for online ticket booking system) only. Required supporting documents to confirm the compliance should be attached with technical solution document.				