

Minutes of Pre-Bid- Meeting

Brief Description: Expression of Interest for Hiring of Agency for ERP Implementation for QCI

Date and Time for Pre-Bid meeting: December 08,2021, 4:30 PM

Mod of Pre-Bid Meeting: Video Conference

The following Bidders' Representatives attended the pre-bid meeting:

S. No.	Name of prospective bidders/Firm	Name and Designation
1	Gaurav Mathur	Filix Consulting representing as an Oracle partner
2	Snigdha Jha	Manager, Nangia CO LLP
3	Ranjana Singh	TCIL
4	Vikas Arora	TCIL
5	Ravish Kumar Singh	DGM, TCIL
6	Sandeep Maniyamghat	Oracle India
7	Suneeta	xtranet technologies

QCI officials were present in the pre-bid meeting to provide clarification to the queries. The meeting began with a brief on QCI operations and ERP Implementation by the core committee.

In order to bring uniformity and clarity among the prospective bidders on various terms and conditions as mentioned in the RFP document, the queries received from bidder(s) during pre-bid meeting were discussed and clarified. The clarifications arrived thereof are indicated as under:

SR. No.	Content of Para / Clause under Reference as per Bid Document	Queries/Suggestions	Response
1	<p><u>Page 3/4: Tender Notice/ Tender Summary</u></p> <p>The Technical Bid may be submitted at the following address on or before December 14, 2021 by 1400 Hrs.</p>	<p>The Firms requested to extend the last date of submission of bid.</p>	<p>The Bidders are requested to check the QCI website for corrigendum, if any, before submission of proposals.</p>
2	<p><u>Page 6: Scope of Work & Deliverables</u></p> <p><u>Key Deliverables:</u></p> <p>i. (b) There are numerous web applications/portals in QCI through which payments may be accepted. These portals along with GST and banks portals must be integrated with the proposed ERP solution before the Go-Live of core ERP solution.</p>	<p>1)The Firms requested to share the count and details of web applications for which integration required with proposed ERP.</p> <p>2)The firm enquired that for GST do QCI need all the 3 integrproations: Eway Bill, E-Invoice and Compliances. Approximately how many Invoices & Debit Notes are made in a Year</p> <p>3) The firm enquired how many GST Numbers QCI is having?</p> <p>4) The firm wanted to know whether all APIs will be Provided by QCI</p>	<p>1) The number of applications keep varying with number of projects active and it changes with time. Appropriate clauses can be mentioned by the bidder.</p> <p>2) Yes, all three should be integrated Around 30,000 invoices and debit notes are made in a year. But the number could vary every year.</p> <p>3) 2 – Delhi and Gurgaon</p> <p>4) Yes</p>
3	<p>i. (c) The bidder may propose the different types of tools for HRMS and project management that maybe integrated during the later stages of</p>	<p>The Firms requested to clarify which types of tools department is expected, as HRMS and project management both are the part of the</p>	<p>Suggestions from the bidders regarding the tools may be incorporated. Can propose any separate HRMS and project management module which is integrated with the core ERP.</p>

	the project once the core ERP solution has stabilized.	Scope and to also confirm that bidder can be proposed if consolidated with ERP.	
4	<u>Software Implementation:</u> a) Finance and Account Module	The firm wanted to know how many portals are there. Will all APIs be provided by QCI?	The number of applications keep varying with number of projects active and it changes with time. Appropriate clauses can be mentioned by the bidder.
5	a) viii) General Accounting	The firm wanted to enquire how many Legal Entities will be there.	One
6		The firm wanted to enquire how many Locations are there in QCI.	3 locations – 2 operational, 1 more will be operational in future
7		The firm wanted to enquire how Many Users will use the Systems.	40-100 users from finance, procurement, HR departments
8		The firm wanted to enquire how many Employees are there in QCI.	Around 900
9	b) Procurement, Inventory and Store Module	The firm noted that e-Procurement System and ERP System are two different product domains wise. Here procurement related functionalities mentioned refer only to feature available in standard ERP system. Please provide the requisite clarifications.	<p>Following two points are considered to be excluded from the Scope of Work:</p> <ul style="list-style-type: none"> • The system should have an ability to receive bids, quotations, proposals through an integrated interface with the website. The interface should also allow registration by vendors and submission of KYC documents. • Vendor Sourcing and Identification, Vendor Pre-Qualification, Request for Quotation & Evaluation, Contracting & Onboarding, the proposed tool to be utilized to conduct vendor identification/ RFQ floating/ proposal acceptance/ technical & financial

			analysis. Tool to be utilized internally by Procurement team for end-to-end vendor management, as well as by vendors for bids submission.
10	e) Other Features – All Payment should be mandatory received from Board’s Portal	The firm wanted to know whether QCI needs Payment Gateway Integration also.	Yes
11		The firm wanted to know whether the cost of Payment Gateways will be paid by QCI.	Yes
12		The firm wanted to know whether cost of all SMS will be paid by QCI.	Yes, based on actuals once invoices are submitted to QCI.
13	Technical Requirement	The firm enquired whether QCI needs Perpetual Licenses or On Subscription	The bidders may propose any model they think is the best solution.
		The firm enquired whether QCI will bear the Cost of Hardware Servers or Cloud VMs.	QCI will bear the cost. QCI currently uses AWS servers for all its uses.
14	Page No. 21: Pre-qualification Criteria <u>Supporting Documents to be shared by the bidder</u> 2. Copy of Purchase Orders & a Completion Certificate a. 2 with government (minimum 50 lakhs each) and 2 with private (minimum 50 lakhs each), or	1)The firms requested to relax the condition for no. of projects involved & asked to increase the total no. of projects with the combined value of 50 Lakh 2) The firm requested to amend this clause, as it is restrictive in nature. If a bidder has all the government orders but no private orders, he will not be considered or if someone has	Copy of Purchase Orders & a Completion Certificate a. 2 with government (minimum 50 lakhs each) or b. 2 with private (minimum 50 lakhs each) or c. 3 with government (minimum 30 lakhs each) or d. 2 with private (minimum 30 lakhs each)

	b. 3 with government (minimum 30 lakhs each) and 3 with private (minimum 30 lakhs each)	private orders but no government orders, he will also be out. or The clause may read as Copy of Purchase Orders or Completion Certificate a. 1 with government (minimum 40 lakhs each) and 2 with private (minimum 40 lakhs each), or b. 2 with government (minimum 30 lakhs each) and 2 with private (minimum 30 lakhs each)	and 1 with government (minimum 30 lakh)
15	f. The prime member shall fulfil each eligibility criteria	The firms requested to relax the conditions for consortium so that partners can fulfill the eligibility criteria.	In case of consortium, all the entities combined together must meet the following requirements 1. Turnover 2. Manpower Other parameters must be met by the principal/lead bidder
16	6. The Cloud Service Provider (only infrastructure) must be empaneled with be Ministry of Electronics and Information technology (MeitY) for cloud service	The firms requested to relax the condition.	This clause is considered to be removed from the requirement.
17	<u>Page 23: Specific Terms and Conditions</u> (ii) Bidders have to size and propose the hardware infrastructure, if required, to host the applications as part of the Integrated Systems Solution duly meeting the SLA requirements. The	The firms requested to clarify whether the bidder has to propose the infrastructure for Datacenter along with high availability and disaster recovery and also to confirm if high availability and disaster recovery is part of requirement.	Yes

	<p>Bidder would have to identify infrastructure requirements which will include server, storage, backup, operating system, database, network, security etc. The sizing needs to be done keeping in mind client's requirement for performance, response time and scalability, latest state-of-the-art, virtualization & guaranteed uptime during its entire lifespan with uninterrupted services.</p>	<p>It was requested to share the SLA requirement for better understanding of Infrastructure requirement.</p>	
18	<p>(v) ERP must be developed using the technology capable of delivering the intended functionalities listed in the scope of work. During the Handholding (warranty) & AMC period and thereafter, as & when required, the bidder will have to provide source code of various modules, other than licenses, developed to the QCI.</p>	<p>1)The Firms requested to relax the condition of providing source codes of various modules as Commercial off the shelf (COTS) product are owned by company having IPR in standard market practices, hence source code are provided with implementation.</p> <p>2) The firm suggested that ERP should be a COTS solution or must be developed using the technology capable of delivering the intended functionalities listed in the scope of work. During the Handholding (warranty) & AMC period and thereafter, as & when required, the bidder will have to provide source code of customization done for various modules, other than COTS ERP and any third-party licenses, developed to the</p>	<p>1) Consider that the clause is removed.</p> <p>2) Consider that the clause is removed.</p> <p>3) Consider that the clause is removed.</p>

		<p>QCI</p> <p>3) Commercial off the shelf (COTS) product are owned by company having IPR in standard market practices. Hence source code are provided with implementation. The firm requested to relax this condition.</p>	
19	<p><u>Page 24: Timeline</u></p> <ul style="list-style-type: none"> The yearly contract can be extended up-to 5 years based on the performance 	<p>The Firm requested to clarify the Licenses Fees in case bidder is proposing any COTS ERP, and also there is no objective to hold the 30% payment till 6 months of Go-Live as department always has AMC/ support period payment to insure the software service during support phase.</p> <p>It was requested to update the payment clause for support phase</p>	<p>The clause regarding payment remains the same.</p> <p>In case of COTS, License fee is not applicable.</p>
20	<p>(b) For any additional expenses the vendor must seek prior approval from QCI and shall be paid on actuals on receipt of expense bills for the same.</p>	<p>The Firms requested to clarify which type of additional expenses will be covered under this clause.</p>	<p>The bidder can include all the expenses they consider additional expenses, and submit to QCI, based on that QCI will take the decision.</p>
21	<p><u>Method of Selection</u></p> <ul style="list-style-type: none"> This EOI (stage-1) will be evaluated based on technical 	<p>The firms requested to share the parameters for Technical Evaluation and on</p>	<p>Criteria will involve evaluation of the following parameters:</p> <ol style="list-style-type: none"> Past experience of the company for similar work

	<p>evaluation, and after-that technically shortlisted agencies will be invited for participation in the RFP (stage-2) which will be based on technical and financial evaluation i. e. Quality and Cost Based Selection (QCBS)</p>	<p>what basis bidder will be evaluated, as maximum marks against each technical parameters are not mentioned in Marking Matrix under technical evaluation criteria.</p> <p>The Firms also requested to confirm mentioned Marking Matrix is applicable on stage I or Stage II.</p>	<ol style="list-style-type: none"> 2. Qualifications of the technical resources 3. Implementation methodology 4. Project management plan etc.
22	<p><u>Page 26: Technical Evaluation Criteria</u> <u>Matrix Parameters</u></p> <p>2. Certification of the Bidder CMMI Level 3/ Level 5 for Software Services and Development (services (SVC) / software development (DEV))</p>	<p>The Firms asked to relax the condition such that CMMMI Level 3 in BIS may be considered.</p>	<p>The clause is considered to be removed from the requirements.</p>
23	<p>4. No. of successful implementation (minimum 2 contracts with government and 2 with private of Rs 50 lakhs each or minimum 3 contracts with government and</p>	<p>1)The Bidders requested to add an option in No. of successful implementation</p> <p>(Minimum 2 contracts with government and 2 with private of Rs 50 lakhs each or minimum 3 contracts with government and</p>	<p>Copy of Purchase Orders & a Completion Certificate</p> <p>a. 2 with government (minimum 50 lakhs each) or</p>

	<p>3 with private of Rs 30 lakhs each) of the proposed solutions during last 5 years. (Work Order should be attached) If all the above-mentioned modules are missing in any work order/ Completion certificate then the commensurate marking shall be done on the basis of number of modules implemented out of above-mentioned mandatory modules. Bidder must submit the certificate from clients mentioning that the proposed solution has implemented and currently running (Purchase Order/ Completion Certificate etc.)</p>	<p>3 with private of Rs 30 lakhs each) of the proposed solutions during last 5 years. OR 1 single order of ERP Supply/upgrade and maintenance with Government of Rs. 5 Cr.) of the proposed solutions during last 5 years. 2) The bidder requested to amend this clause, as it is restrictive in nature. If a bidder has all the government orders but no private orders, he will not be considered or if someone has private orders but no government orders, he will also be out. The clause may read as No. of successful implementation (minimum 4 contracts with government/private of Rs 50 lakhs each or minimum 6 contracts with government/private of Rs 30 lakhs each) of the proposed solutions during last 5 years. (Work Order should be attached)</p>	<p>b. 2 with private (minimum 50 lakhs each) or c. 3 with government (minimum 30 lakhs each) or d. 2 with private (minimum 30 lakhs each) and 1 with government (minimum 30 lakh)</p>
24	<p><u>Page 28: General Terms and Conditions</u> (c) Contract Period: The validity of the contract is 24 weeks from the date of award of the contract and further extendable after due evaluation of the performance and the requirement</p>	<p>The Firms requested to clarify if 24 weeks is for Go Live of ERP and after those 3 years period is for Regular Update/ Upgradation & Maintenance of ERP system for QCI.</p>	<p>No, It is 12 weeks to go-live.</p>

	<p>of the project. The contract delivery period shall be 16 weeks from the date of award of the contract</p>		
	<p>(g) Penalty for delay in execution of project: If the successful bidder does not complete the project within the stipulated period given in the Scope of Work, a penalty at the rate of 1% per week of the corresponding Purchase Order value will be levied for a maximum period of six weeks. If the services are not completed even within this six -week period, then the penalty rate shall be increased to 2% per week of the purchase order value for a further period of four weeks at the discretion of QCI. SLA, big bang for failure of support service during the contract period, etc. shall be informed in the RFP stage.</p>	<p>The Firms requested to revise the clause as weekly penalty would be imposed on Purchase order value and department cannot impose penalty on completed milestone amount.</p> <p>The proposed revised clause:</p> <p>g. Penalty for delay in execution of project If the successful bidder does not complete the project within the stipulated period given in the Scope of Work, a penalty at the rate of 0.5% per week of the corresponding pending/delayed milestone value will be levied for a maximum period of six weeks. If the services are not completed even within this six -week period, then the penalty rate shall be increased to 1% per week of the pending/delayed milestone value for a further period of four weeks at the discretion of QCI. SLA, penalty for failure of support service during the contract period, etc. shall be informed in the RFP stage. Penalty clause should clearly specify the exceptions, in case penalty is due to other</p>	<p>Penalty would not be imposed on completed milestone amount.</p>

		parties which are not directly related to the implementation partner such as network issues or Tier-1 ERP product companies	
	Other Queries		
26		The bidder wanted to know when will O&M Starts, whether it is it after Go Live.	Yes
27		No Warranty is required. The bidder wanted confirmation on this.	6 months warranty will be required.
28		The firm enquired that in case of Cloud based ERP's, Questions related to hardware, network, backup etc are not relevant. Please add a clause to this effect	We confirm this statement to be incorporated through this corrigendum.
29		The firm enquired that the bid is silent about any Historical data migration from your current system to the Proposed System. It is recommended to keep only opening balances migration. Still If historical data migration is to be done, then specify the systems and transaction types and for how many years?	We expect 5 years of all accounting data to be incorporated in the system. If some systems can incorporate only opening and closing balances, the bidder is expected to help us identify and integrate an alternative solution.
30		The firm noted that implementation approach is currently seen as Big Bang approach as per their understanding. Given the timelines expected a phased approach is recommended. Kindly reconsider to break in 2 phases and a restructured payment plan	Restructured payment plan will be provided in the RFP i.e the second stage after reviewing all EOI proposals.
31		The firm requested to share list of Custom applications currently in use and what processes are running will help the bidder to reduce scoping and estimation gaps	Information will be provided at the time of RFP process i.e the second stage

32		The firm requested to share list of Integrations touchpoints to be considered in scope should be listed for proper scoping	There are numerous web applications, around 15, through which payments are accepted
33		The firm noted that certain products will be proposed as integrated third-party solutions with the ERP ex for HR & Payroll. The bid should permit the vendor for recommending the entire solution footprint including best of breed third-party solutions with the core ERP	The vendor is expected to recommend entire solution footprint with all the costs involved.
34	Page 22: Consortium		<p>Addition to the existing clauses:</p> <ul style="list-style-type: none"> <li data-bbox="1509 596 2047 746">l. The lead bidder should be liable for the entire scope of work and risks involved thereof (the liability should be for the entire value of the contract) <li data-bbox="1509 756 2047 1018">m. The non-lead bidders should be liable for the scope of work for which they are responsible along with the lead bidder (Liability should be limited to the value of the scope of work; while the lead bidder still carries the liability for the entire scope of work. <li data-bbox="1509 1027 2047 1252">n. Any change in the consortium member at a later date should not be allowed for cases where the consortium has benefited from the non-lead bidders credentials/ experience

❖ All above points are noted and agreed by the firm.

- a. These minutes of pre-bid meeting shall form the part of bid document/Agreement.
- b. Rest of the terms and conditions and specifications of the bid document shall continue to remain same.
- c. The above amendments/ clarifications are issued for the information for all the intending bidders.
- d. The submission of bid by the firm shall be construed to be in conformity to the bid document, Corrigendum and amendments/ clarifications given above.