

Corrigendum:

Date: 27/10/2020

Reference:

This corrigendum has been issued for NIT: AEML/MDB/2020-21/74: Supply, Installation, Migration, implementation, Integration and support of Sales and service modules of Advanced CRM solution (for five years)

Section 1: Update on Scope of Work

With Reference to the above, the Corrigendum to the tender is hereby issued as follows:

| Sr No | Description | As per original | Revised & Additional Technical Specifications |
|-------|--|---|---|
| 1 | Section IV – Bill of Quantity - Notes | Any additional cost for integration with SAP instances should be considered in quote/ licenses. | Removed |
| 2 | Section IV – Bill of Quantity | Licenses of Advanced CRM solution with Sales and service modules | Licenses of Advanced CRM solution with Sales and service modules for five years |
| 3 | Section V : Technical Requirements | <ul style="list-style-type: none"> i. Seamless integration with SAP – ISU (without any additional license requirement from SAP). The proposed integration architecture should be validated by SAP in terms of licensing compliances ii. Out of box capabilities to integrate with SAP instances | Seamless integration with SAP instances |
| 4 | Section VII: Evaluation criteria | <ul style="list-style-type: none"> i. Clarification from SAP on any additional license requirement due to integration with proposed solution. | Seamless integration with SAP instances |
| 5 | Section VII: Evaluation criteria: Additional requirement | <ul style="list-style-type: none"> ii. All the devices should be provided with suitable housing and mounting. | Removed |

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|---|--|------|--|--|
| 6 | Section VII: Evaluation criteria: Technical score | iii. | Integrated solution with Out of box integration with SAP – ISU (No extra license requirement both at CRM as well as at SAP end)(Mandatory) | Seamless integration with SAP instances |
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Section 2: Update on Information to Bidder

With Reference to the above, the Corrigendum to the tender is hereby issued as follows:

| Sr No | Description | As per original | Revised & Additional Technical Specifications |
|-------|---|-----------------|---|
| 1 | Eligibility Criteria & Qualification Criteria | | Amendment clarified as below under section : financial qualification criteria |

| S. N. | Parameter | Applicable for Indian company | Applicable for International company | Document to be provided |
|----------------------------------|---|-------------------------------|--------------------------------------|--------------------------------------|
| Financial Qualification Criteria | | | | |
| F1 | Average annual turnover for each of the last three financial years ending 31 st March 2019 (for Indian bidder) or 31 st December 2019 (for International bidder, if and as applicable). In case of consortium bids, combined turnover of all the consortium partners shall be considered. | >50 Cr | >100 Cr | Last Five years Financial statements |

Section 3: Project Management, SLA and change management

With Reference to the above, the Corrigendum to the tender is hereby issued as follows:

| Sr No | Description | As per original | Revised & Additional Technical Specifications |
|-------|---|-----------------|---|
| 1 | Eligibility Criteria & Qualification Criteria | | Amendment clarified as below under section SLA requirements |

1. Application related parameters:

Penalty shall be levied on the SLA defined above under

| Availability | Penalty |
|------------------|--|
| > 99.5% | NIL |
| < 99.5% to > 97% | 0.5 % of quarterly payment charges will be deducted for every 0.5% decrease |
| < 97% to > 95% | 1 % of quarterly payment charges will be deducted for every 0.5% decrease |
| < 95% | 1.5% of quarterly payment charges will be deducted for every 0.5% decrease With cap of maximum 5% |

2. Project Management:

Penalty shall be levied on the SLA defined above under

| Availability | Penalty |
|--|---|
| Implementation within agreed timelines | NIL |
| Delay by 2 Weeks to 4 weeks | 1.0% of Implementation Cost |
| Delay by 4 weeks to 6 weeks | 1.25% of Implementation Cost |
| Delay > 6 weeks | 1.5% of Implementation Cost With cap of maximum 3% |

3. Post Go Live:

Penalty shall be levied on the SLA defined above under

| Availability | Penalty |
|--|------------------------------|
| Any escalation or breach of Level I issues | 1 % of quarterly payments |
| Any escalation or breach of Level II issues | 0.75 % of quarterly payments |
| Any escalation or breach of Level III issues | 0.5 % of quarterly payment |

Penalty to be capped at 2 % of Quarterly charges

Section 4: Commercial terms and conditions

With Reference to the above, the Corrigendum to the tender is hereby issued as follows:

| Sr No | Description | As per original | Revised & Additional Technical Specifications |
|-------|---------------|--|---|
| 1 | Payment terms | A: Supply hardware/software/license: 1) 70% within 60 days from the date of receipt of material and on submission of original invoice after due certification from Engineer Incharge.2) 30% within 30 days post Go Live after due certification from Engineer Incharge. | <p>License:</p> <p>a) 30% - Payable within 30 days after submission of invoice for 5 year license.</p> <p>b) 17.5% - Payable at the beginning of each year for subsequent years.</p> |
| | | B. Implementation: within 30 days on achievement of the flowing milestones after due certification from Engineer Incharge.1)60% on Design and Setup finalization2)30% on implementation and integration3)25% on Training and User Acceptance.4)10% post Go Live | <p>Implementation:</p> <p>Milestone based payment as below :</p> <p>i. Resource Allocation : 10% of implementation cost</p> <p>ii. Design and set up : 10% of implementation cost</p> <p>iii. Development : 30 % of implementation cost</p> |

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|--|--|--|--|
| | | | <p>iv. Testing & UAT : 10% of implementation cost</p> <p>v. Migration : 10% of implementation cost</p> <p>vi. Go live : 30% of Implementation cost</p> <p>Payable within 30 days after achievement of individual milestones and due certification from Engineer In charge:</p> |
| | | C: Support Service:1) Yearly Basis: within 30 days after end of each year. | Quarterly Payment in Arrears payable in 30 days after invoice submission. |