

S.No.	Page No	Section No.	Section Name	Statement as per RFP document	Query by bidder	Clarifications
1	5	1	Earnest Money Deposit (EMD) / Security Depositi	INR 1,00,00,000/- (Rupees One Crore Only)	The EMD amount looks disproportionate to the estimated project value. We request for the amount to be rationalised in line with standard tendering guidelines. The EMD has also been asked for in the form of DD. It may not be feasible/practical to block this substantial amount for the period of bid evaluation. Kindly allow for EMD to be submitted in the form of Bank Guarantee, as per standard tendering practices,.	EMD can be submitted as Bank Guarantee. Please refer to the Corrigendums for clarifications
2	5	1	Bid Submission		Kindly allow for atleast 3 weeks' time for bid preparation and submission after publishing of pre-bid clarifications/corrigendum.	Extension to proposal submission date, if any, shall be notified through a Corrigendum.
3	19	2.20.2	Eligibility Criteria	<p>The bidder or the consortium Experience of having successfully completed similar works as indicated below at an International Airports in India or abroad, during the last 05 years prior to the date of issue of this RFP</p> <p>At least two similar works involving ERP implementation, in an international airport in India or abroad of value of 15 crore and above.</p> <p>Attach copy of Letter of Awards/PO along with successful completion certificate. "Similar works" shall mean Procurement, Design, Development, Testing and Implementation of an ERP system"</p>	<p>We request for splitting this requirement into 3 parts, as suggested below:</p> <ol style="list-style-type: none"> 1. The bidder or consortium member experience of having successfully completed similar works in any Government/ Public Sector/ private Sector in India or abroad of value INR 15 Crores and above. 2. The proposed solution should have been implemented at any International Airport in India or abroad. 3. The bidder should have experience of having successfully completed any application based Airport Solution at any International Airport in India or abroad and should have atleast 100+ personnel on their payroll with experience of having worked in Airport domain. <p>(The above proposed change will ensure that the bidder has ERP implementation experience, has Airport domain experience and the proposed ERP has been implemented successfully at other airports.)</p>	Please refer to Corrigendum for revised criteria

4	21	2.20.4	Technical Eligibility Criteria	<p>The Bidder should have Designed, Developed, Tested and Commissioned and maintained ERP works as given in 2.20.2 Table Item No 3. The marks shall be awarded based on the following: -</p> <p>(i) Designed, Developed, Tested and Commissioned and maintained ERP works at an airport of value 25 Crore and above 10</p> <p>(ii) Designed, Developed, Tested and Commissioned and maintained ERP works at an airport of value 20 Crore and above 8</p> <p>(iii) Designed, Developed, Tested and Commissioned and maintained ERP works at an airport of value 15 Crore and above 5</p> <p>(iv) Designed, Developed, Tested and Commissioned and maintained ERP works at an airport of value 10 Crore and above 2.5</p>	<p>We request for the criteria to be modified as under, in line with above suggestion:</p> <p>The Bidder should have Designed, Developed, Tested and Commissioned and maintained ERP works as given in 2.20.2 Table Item No 3. The marks shall be awarded based on the following: -</p> <p>(i) Designed, Developed, Tested and Commissioned and maintained ERP works at a Govt/PSU/Private client and an application based Airport Solution at any International Airport, of value 25 Crore and above 10</p> <p>(ii) Designed, Developed, Tested and Commissioned and maintained ERP works at a Govt/PSU/Private client and an application based Airport Solution at any International Airport, of value 20 Crore and above 8</p> <p>(iii) Designed, Developed, Tested and Commissioned and maintained ERP works at a Govt/PSU/Private client and an application based Airport Solution at any International Airport, of value 15 Crore and above 5</p> <p>(iv) Designed, Developed, Tested and Commissioned and maintained ERP works at a Govt/PSU/Private client and an application based Airport Solution at any International Airport, of value 10 Crore and above 2.5</p>	Please refer to Corrigendums for revised criteria
5	22	2.20.4	Technical Eligibility Criteria	The bidder must have an aviation SME with technology background, involved with minimum 10 years of experience in aviation technology projects	We request for this clause to be changed to: "The bidder must have atleast 100+ aviation SME with technology background, involved with minimum 10 years of experience in aviation technology projects "	As per RFP
6	25	2.23	Service Level Agreement (SLA) and Penalty during Operation and Maintenance	The penalty will be capped to a maximum limit of 10% of the contract value excluding the O&M cost, during the warranty support period and 25% of the Quarterly O&M amount for each quarter during the O&M period.	25% penalty cap per quarter during O&M is quite unreasonable and should be capped at 10%.	Please refer to earlier published Corrigendums.
7	25	2.24	Design, Development, Testing, Implementation and Integration	Penalties: In case of delay in Design, Development and going LIVE of Whole Package (Excluding O&M) within six (6) months of the issue of the work order, then a sum equivalent to one (1) % of the total contract value shall be deducted from the payment for each week of delay or part thereof.	<p>1. The completion period defined in this clause is in contradiction to the clause defined in Section I of NIT which states "Completion Period 270 days from the date of issue of the work order". Kindly correct the completion period from 6 months to 9 months or 270 days.</p> <p>2. The penalty of 1% per week of delay is unreasonable and should be changed to 0.5% per week as per general tendering guidelines.</p>	As per RFP
8	25	2.24(ii)	Design, Development, Testing, Implementation and Integration	Penalties: In case of delay in Design, Development and going LIVE of Whole Package (Excluding O&M) within six (6) months of the issue of the work order, then a sum equivalent to one (1) % of the total contract value shall be deducted from the payment for each week of delay or part thereof.	The Liquidated Damages should be computed on delayed value of goods rather than contract value and the maximum cap should be 10% of contract value of delayed goods or services.	As per RFP

9	26	2.28	Liability Clause	New Insertion - D	In no event shall Contractor be liable for any failure to provide the Services in accordance with this Agreement to the extent that it is prevented from doing so as a result of any act or omission of Kannur Airport. Notwithstanding any provisions in this Agreement, Contractor's liability to Kannur Airport and/or any third party for direct damages or any direct loss or claim under this Agreement (whether under any indemnity or for direct contractual damages whether in contract, tort, negligence, strict liability or towards performance or non-performance or otherwise) will under no circumstances exceed the total fees paid to Contractor during the preceding (6) six months from the date of such liability under the relevant agreement or 100% of Statement of Work whichever is lower. In no event none of the Parties will under any circumstances be liable under the law of contract, tort or otherwise, for any loss of profits or savings or goodwill or for any consequential or incidental or indirect or special loss or damage, anticipated savings, or any loss or corruption of data (regardless of whether any of these types of loss or damage are direct, indirect or consequential), however caused, arising out of or in connection with this Agreement if not specifically detailed in this Agreement. The Parties affirm that any and all damages that is foreseeable at time of signing of this Agreement is specifically mentioned in this Agreement.	Clause 2.28 addresses the obligations of Kannur Airport
10	27	I - 1.d	Scope of Work	Data cleansing and migration (including master and transaction data)	<ul style="list-style-type: none"> i. How many years of data have to be cleansed and migrated? ii. Please provide the Data volume iii. What form is the data in currently (electronic or manual records) iv. How would this data be used in future v. How would the master data migrated be mapped with the current master data defined vi. Should this data be transformed into the current structure vii. Elaborate on cleansing requirements 	Kannur Airport has launched the business operations from Dec 2018. For ERP, master data has to be exported from existing files. Selected Bidder shall advise Kannur Airport with the format in which the Master data shall be provided to upload in the new ERP. This data will be used for business operations and to derive insights.
11	27	I - 1.e	Scope of Work	Integration with other existing application software	<p>What are the other applications with which integration has to be done and in what platforms</p> <p>What type of integration is expected, real time, data upload / download ...</p>	For ERP, interface requirements are detailed in point 38, page number 60
12	27	2.31	Contract Termination	The Kannur Airport may, for its convenience and with 30 days prior written notice to the Contractor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Contractor.	Termination clause should be mutual. Contractor should have right to terminate the Contract in the event of material breach by the Kannur Airport by 30 days' notice.	Please refer to earlier published Corrigendums for revised criteria

13	28	II	Scope of Work	licences to support 10 power users, 240 staff	1. How many developer licences 2. How many payroll licences are required 3. Break-up of 240 licences into Management and end users	Considering the detailed requirements of 10 power users and total of 240 staff, Bidder shall propose the required licenses
14	28	III	Scope of Work	Licences purchase	Not clear whether KIAL will purchase license or MSP has to purchase	Lineceses shall be supplier on subscription basis. Refer to Corrigendums for further details
15	30		Project Milestones	Milestones defined	Hardware procurement, licences procurement, installation .. Timelines have not been provided. Kindly confirm. Kindly provide details on expectations on Performance & endurance testing.	Bidder shall provide the minum specifications and expected availability dates. They shall be facilitated by mutually agreed timelines.
16	32	5.1.1	Scalability	Scalability defined	What is the expected growth in no. of users over next 5 years? Is the system going to be used by any external users which is not in concurrence with the earlier defined number of users in section 3?	Detailes provided in Section 5.1.1 of the ERP RFP. Business volumes are expected to grow up to 8 million passengers over 5 years
17	36	5.5	Cloud Management, Monitoring & Compliance Services		MSP should not be held responsible for impact on uptime owing to last mile connectivty issues. All uptime SLAs should be measured as per availability on Cloud Infrastructure and not from end user device. Kindly acknowledge.	As this SaaS model, selected bidder shall be responsible for the performance, covering upto Kannur Airport presmises
18	36	5.5	Cloud Management, Monitoring & Compliance Services	Kannur Airport reserves the right to facilitate the cloud hosting services as per the recommended specs by the Contractor.	In case KIAL decides to facilitate the cloud hosting, then MSP should not be held responsible for Cloud management, and any SLAs pertaining to Cloud, including uptime availability. Kindly acknowledge.	Agreed
19	38	5.7	Security	Audit trail requirements	The assumption is to have an audit trail of only system related changes such as configuration etc. and not a transaction level audit trail. Kindly confirm.	System should have transaction level audit for necessary investigation at a subsequent point
20	83	Annexure II	Annexure II: Guidelines for Technical Proposal		The requirements listed in this section are not exactly aligned with the guidelines listed in "Tendering Guidelines to the bidders" section in Page 8-9. Kindly provide one consolidated guideline to avoid confusions.	Page 8-9 provides overview where as 'Tendering Guidelines to the Bidders' details it.
21			Overall Requirement	Interfaces	Pls. provide documents related to the integration and communicaton of 3rd party systems. Or please provide identified data transfer method or protocol with respective 3rd party systems and confirm availability of ICDs for all indentified systems to integrate.	Section 6, point 21 details the interfaces required. As part of the MSI scope, Bidder should design the Interface Control Documents (ICDs) and propose suitable portocols
22			Overall Requirement	Interfaces	Please confirm that MSI scope is only integrations between Communication Middleware/Message Broker and first level systems. All 2nd level interfaces/integrations are responsibility of respective system provider?	Yes, your understading is correct

23			Overall Requirement	Interfaces	Hosting Environment (On premise or Cloud) for each Thirdparty System. This information has a impact on the cost, If any of the 3rd party system is hosted on Cloud, the design of adaptor will be changed and needs to be hosted on the cloud as well.	Apart from the scope of the systems of this RFP, rest of the systems are either hosted at Kannur Airport's data centre or accessed via the data centre (such as airline systems)
24			Overall Requirement	Interfaces	Do we need to consider any kind of authorization or encryption while integrating with any of the thirdparty system.	Bidder should propose it guided by industry standards and recommendations
25			Annexure 10: Network Schematic Diagram Page 80	Network	Provide overview of network infrastructure at site .This is needed as Integration Adapters will be on Cloud (primary) and Redundant data will be at airport location	Will be shared with selected Bidder
26			Overall Requirement	Commucation Middleware	This is a green field project and all systems will be a new installtions. Please consider if Airport has any preference for communication middleware or message broker.	Bidder to recommend the suitable one based on the industry best practice and ease of installation, support and total cost of ownership
27			Clause 6 Gate Management System - Point D Page 45	Gate Management System	There is a mention of workforce management system while there is no definition. Please confirm that Workforce Management us part of ERP package.	Confirming that Workforce management is part of ERP and the Bidder should integrate with it to deliver the necessary features in Gate Management System
28			Overall Requirement	Interfaces	Once the development work is done the integration testing required. Will the Kannur airport provide us the environment and infrastructure for the testing or it needs to be tested with lab data?	Kannur Airport will provide the test data to support the integration tests. Selected Bidder shall provide the details and format as per the ICD to facilitate such test data
29			Clause 53 Structured Data Management Requirements Page 59	Structured Data Management Requirements	The system should provide for a customizable data dictionary that defines the names and definitions of business data elements. This is not possible, please confirm that you are ok with it.	Please advise the recommendation on how the data shall be interpreted to create the necessary business insights, if the data dictionary is not available.
30			Clause 88- User Interface Requirements Page 62	User Interface Requirements	The system should at least support the following browsers: - Internet Explorer v9; - Google Chrome v35; - Firefox v30. IE9 is too old and only latest browzrs are supported. Please confirm you are ok with it.	Bidder should support the latest browsers

31			2.28 - Liability clause Page 26	Under sub-clause C. it is stated that in the event the bidder is delayed or prevented from performing its obligations due to failure by the Kannur Airport, the bidder would be given additional time to complete this work. We would like to propose additional cost for this extension of time given as well, if the bidder has incurred any. The same shall be mutually discussed and agreed upon.	We request you to kindly ammend the same as below “Contractor/Bidder shall not be liable for any delays or increased costs caused by delays not attributable to it. If there is any such delay then Contractor/Bidder, in addition to the being eligible for an extension of time reserves its right to increase prices to reflect increased costs, delay, and any other costs suffered by it. However, the same shall be mutually discussed and agreed between the parties. Contractor/Bidder also reserves its right to suspend its obligations and/or terminate the Contract if the delay results in its inability to carry out the Work as per the schedule agreed between the Parties. For the avoidance of doubt, no damages or penalties shall be applicable during such delay.”	As per the RFP
32			2.31 - Contract Termination Page 26	The Kannur Airport may, for its convenience and with 30 days prior written notice to the Contractor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Contractor. The Contractor shall be entitled to compensation upon submission of invoices and proof of claim for supplies and services provided in compliance with this contract up to and including the date of termination	We would additionally like to propose an additional right of termination, triggered by the bidder, if the client/customer does not fulfil the payment obligations as agreed. We request you to kindly ammend the same as below “The Contractor/Bidder may terminate this Contract for cause (including, but not limited to the Client’s failure to make payments as agreed herein) after giving the Client written notice of its intent to terminate. If, within seven (7) days following receipt of such notice, the Client fails to make the payments then due, or otherwise fails to cure or perform its obligations, the Contractor/Bidder may, by written notice to the Client, terminate this Contract and recover payment for Work executed and for losses sustained for materials, tools, construction equipment and machinery idle charges, including but not limited to, reasonable overhead, profit and applicable damages.”	As per the RFP

33			Clause 10 Dispute Resolution - NDA Page 77	If any difference or dispute arises between the Kannur Airport and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred to the Managing Director, Kannur Airport. If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be amicably settled within fourteen (14) days following the response of that Party, the dispute may be referred to by either Party to the Court of Law for which the jurisdiction of the Court shall be at Thiruvananthapuram.	Dispute Resolution: The dispute resolution provision mentioned in the confidentiality agreement is acceptable. We request you to incorporate the same in the contract as well.	As per the RFP
34			Additional clauses	Additional clauses	Indemnity: Any indemnity under the aforesaid Contract shall be only to the extent Contractor/Bidder contributed to the losses or expenses and shall stand reduced to the extent the Client or any third party contributed to the losses. This obligation is conditioned on receiving prompt notice of a claim from the indemnitee. The indemnitor will not be liable for any attorney fees or costs of indemnitee. To the extent permitted by applicable law the indemnitor will be entitled exclusively to control the defence and settlement of the claim. Liability under the "Indemnity" section is subject to the provisions of the "Limitations of Liability" section mentioned above.	As per the RFP

35			Additional clauses	Additional clauses	<p>Intellectual Property:</p> <p>(1) License. The Contractor/Bidder grants to the Client a nonexclusive license to use Licensed Software solely for the Client's own internal purposes in accordance with the Licensed Use. The Client shall not reverse compile, disassemble, or otherwise reverse engineer any Software. The Contractor/Bidder and its third-party suppliers shall retain sole ownership of all intellectual property rights in and to the Software.</p> <p>(2) Additional Licenses or Use. The Client must receive Contractor/Bidder's prior written consent and pay additional license fees before using Licensed Software outside the Licensed Use.</p> <p>(3) Transfer of Licensed Software. The Client will not transfer its license to use the Licensed Software to a third-party unless Contractor/Bidder gives its prior written consent. If the Client will not be the end user of the Licensed Software, Contractor/Bidder hereby consents to the transfer of the Software to the end user provided the Client first obtains the end user's written agreement to accept these terms and conditions and thereafter provides Contractor/Bidder with a copy of said agreement.</p> <p>Term and Termination of License. The license granted herein is effective on the date Contractor/Bidder ships or installs the Licensed Software, whichever is earlier. The Contractor/Bidder may terminate this license if the Client defaults under the Contract for which the license was provided, and does not remedy such default within ten (10) days after receiving written notice thereof from the Contractor/Bidder, or is in bankruptcy, insolvency, dissolution, or receivership proceedings. Upon termination of this license, the Contractor/Bidder may repossess the Software and all copies without further notice. Promptly upon termination of this license, the Client shall immediately cease all use of Licensed Software and return or destroy, as directed by Contractor/Bidder, all copies of the</p>	<p>Scope of the licenses covers the utilization by Kannur Airport for its business purposes.</p> <p>Software shall be supplied on Subscriptino basis.</p>
36			Overall Clarification	Payment Terms Credit Days	We request you to please clarify the credit period in which the payment would be cleared	Normal credit period of 30 days from the date of submission of invoice.
37			2.22. Payment Terms and Schedule Page 24	10% payment under para 2.21(a) and 2.21(b) will be paid to the vendor only against a Bank Guarantee for equal amount, valid for a period of one and half year. This Bank Guarantee will be returned to the vendor, along with the second part of the payment (i.e. on delivery of software / licenses & Design Sign off).	We understand the 10% payment of the complete project value (Form 4 - 1-6) would be paid with submission of Bank Gaurantee on the starting of the contract	Correct

38			Annexure12: Clasue 3 Guidelines for Financial Proposal Page 83	No adjustment of the contract price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the bidder for completion of the contractual obligations by the Bidder under the Contract, subject to the terms of payment specified in the contract. The price quoted would be exclusive of GST. Prices quoted shall be inclusive of supply at site, installation and commissioning. No extra payment on any account shall be admissible.	We request you to kindly include the statuory variation clause as the contract is for 5 years and the previaling tax structure would be applicable but in case there are any changes in the taxes during the execution of the contract the same would be applicable and paid to the vendor as per the changes	Taxes will always be as per prevailing norms.
39			Overall Clarification	BOCW / Labor Cess/TDS	We understand that in case BOCW/Labor cess/TDS is applicable it would be extra on the quoted prices and would be paid by KIAL directly to Govt and no deduction would be done	The quoted amount will be exclusive of all taxes.
40			Bid Submission	As per the latest corrigendum the bid submission is on 6th March	We request you to kindly extend the submission for 4 weeks which would help us complete the error free submission.	Extension to proposal submission date, if any, shall be notified through a Corrigendum.
41	32	J		Scope of Integration for ERP	Please confirm the Integration Scope of the ERP . What is the middleware considered . Will AODB recommend the Integration Broker. Scope of Integration of (1) AODB (2) RMS (3) Gate Operating Systems (4) Cargo etc is not only with ERP but the Integration broker should Integrate other systems (eg: AODB and RMS). Kindly confirm what is in Integration Scope of ERP	Scope of middleware supply in AODB/RMS/MSI RFP scope. For ERP scope of integration is covered in point 38, page 60
42	41	6		ERP Functional Requirements	Please confirm if avaiation billing will be out of scope of the ERP other than the posting of financial entries as there is no detailed mention in the RFP on avaition billing	Aviation billing is out of ERP scope. However billing data will be pushed to ERP system through an external interface.
43	41	6		ERP Functional Requirements	Please confirm if Land and real estate management is not to be considered as a part of Scope of ERP	It is part of the scope
44	41	6		ERP Functional Requirements - Airport Analytics	Please confirm if analytics and Dashboard is to be considered in Scope of ERP. In the earlier RFP a six months timelines was planned for airport analytics. Will the scope be limited to only ERP for Analytics. If data needs to be fetched from other systems / application please provide inputs of those system	Yes, Dashboard scope is limited only to ERP.

45	31	4		Project Timelines	While the timelines of the two RFP are the same there is a dependency on the timelines of both tracks . Delay in one would Impact the other Project. Incase if two different MSI's are handling and there is a delay in ERP due to AODB will CIAL apply penalty clause.	Each RFP will be driven by their independent timelines. Dependencies for integration shall be addressed during project execution
46	ERP replies Final	Page 6 of 29		Data Digitization	Scope for Data Digitization. No of Total records to be converted from Physical form to digital	Digitization shall be carried out by Kannur Airport. Slected bidder shall train Kannur Airport personnel in the functional & technical training of the system.
47	ERP replies Final	Page 5 of 29		BPR	There is a mention of BPR required in Pre bid Queries which will be discussed in As Is stage . Please specify if this needs to be considered and the expectations considering the 9 month timelines	It is the expectation that As-Is assessment shall cover the existing business processes
48	31	4		Stress & Performance Testing:	Please specify the Performance Load testing severity and expectations . Should SI factor any tools which would come up with a Cost for ERP	Bidder should recommend the testing severity based on industry experience to keep the performance and SLAs. If there are any tolls required, Bidder shall highlight their cost. Should Kannur Airport has such licenses in its portfolio, they will be extended to this project
49	27	3		Carrying out Conduct 'As-is' Study to finalize the Functional and non-functional requirement for all the Stakeholders.	As Is study is done only for understanding the current process . Submisison of the As Is Report considering the timelines of 9 Months will be challenging . The BBP would detail the current To Be Process with flow charts.	Considering that Kannur Airport has launched the operations recently, the As-Is processes will be relatively straight forward
50	13	4		Product Features Demonstration	Is this the features of the Product to be presented by OEM.	Yes
51	11	f		Components of BOQ	As per the tender and reply to queries, KIAL is looking at a SaaS Model. Please note that for SaaS model, OEMS inisist that : 1. The license procurement and the End User License Agreement be executed between the OEM and the customer. 2. Payment for the license including the support be paid directly to the OEM by customer. Please confirm KIAL's acceptance to the above mentioned points.	Kannur Airport recommends the Bidder to take complete ownership. In the event of any legal and regulatory aspects hinders this approach, Kannur Airport would be happy to execute the Agreement between the OEM and Kannur Airport
52	20	2.20.4		Technical Eligibility Criteria A. Relevant Experience:Designed, Developed, Tested and Commissioned and maintained ERP works at an airport of value 25 Crore and above- 10 marks	Request to modify theEvaluation marking suitably for:A. Relevant Experience: Designed, Developed, Tested and Commissioned and maintained ERP works at an airport of value 15 Crore and above- 10 marks and subsequently others.	As per RFP Please refer to Corrigendums for clarifications

53	34	5.5		Cloud Management, Monitoring & Compliance Services	Since the project is on a SaaS model wherein the license and cloud comes from the OEM to KIAL directly the onus of Infrastructure availability, cloud management etc. will be on the OEM. The bidder will own for application availability but any application downtime caused due to unavailability of the cloud service or issues related to the same, bidder will not be responsible. Please confirm.	Bidder shall be responsible for the performance and SLAs
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