

KANNUR INTERNATIONAL AIRPORT LTD

Tender No: KIAL/IT/NIT/ERP/2021-22

CLARIFICATIONS AGAINST THE QUERIES RECEIVED FROM POTENTIAL BIDDERS (ERP)

Date: 11 January 2022

Sr.No.	Section	Reference	Question	KIAL Response
1	4.1	All the server/VM hosting the public facing portals should be periodically assessed for vulnerabilities and they must be patched periodically	Can we assume 1 VAPT test per year	Yes
2	4.2	Cloud requirement: The bidder/SI shall be responsible for providing secured cloud, sizing, procurement, and installation for the proposed solution modules. Hosted location should be India. The cloud agency should be empanelled by Ministry of Electronics and Information Technology (Government of India). Capable of collaboration and public access module wise on KIAL website: www.kannurairport.aero	Can we propose either SaaS or a Hybrid of SaaS and On-premise application hosted over cloud	Yes. However, bidder will be responsible for entire hosting and maintenance whether through SaaS or on Cloud
3	4.3	Software Licenses: The bidder shall procure the licenses for all the components proposed as part of the solution, in the name of Kannur International Airport Ltd.	in case of SaaS solution, can the SI suggest license payment term similar to OEM payment term	Will follow the RFP terms.
4	7.3	The bidder should have experience in supplying and implementing ERP System in at least 3 Government Organisations/PSUs preferably in Airport as on date of submission of Tender in preceding five years or from the year of inception of agency/firm whichever is later	We assume both India and global references are valid	Yes. However, minimum two projects must be handled in India
5	B. TECHNICAL EVALUATION CRITERIA	SNo. 2 If the bidder is Original Software Developer If the agency is the owner of the proposed software solution: 5 Marks [document to prove the propriety of the software system]	Can the same be updated to bidder is Original Software Developer or Partner	RFP condition prevails.
6	18. ARBITRATION	All disputes and differences arising out of or in any way touching or concerning this agreement whatsoever shall be referred to the sole arbitrator or any person appointed by the Managing Director, Kannur International Airport Ltd.	Our suggestion is to have an arbitrator decided by mutual agreement between KIAL and SI	RFP condition prevails.
7	C. Integration	Integration with other third-party systems viz. AODB, Asset Management System, POS (point of sale),DMS etc,	Is it possible to list all the integrations. In case all the integration list is not available, can SI assume number of integration to be included in scope?	All major integration instances are already mentioned in the RFP including the ePOS integration
8	D. Training and Operation Manual	b. Impart User training at all levels at all sites as per KIAL's requirement to make them self-dependant	Can such trainings be imparted via WebEx	Yes. However, there should a Train the Trainer program, where minimum two trainers are developed out of Kannur Airport Team.
9	F Number of Users	1. Estimated number of users of the system at KIAL's Office has been assessed at 60 to begin with and may go up to 80. The bidder will quote for 60 user full licenses, and also price for additional single user license (for all the modules). It shall be the decision of KIAL to distribute the user licenses within the organization covering all functions. The number of users who will be using ESS will be 180 to start with and may go upto 200 by next year.	Request the module wise breakup of the licenses as in some cases OEM's have module specific license agreements	Finance : 15 Contract Management: 10 Payroll Management : 8 Work Flow : 40 Dashboards : 15 ESS : 180

10	B. Payroll Management		We assume the HRMS requirements are the one's covered under this section and serial number 1,2 and 4	Full HRMS module is not required. Only Payroll Management module as per the functional requirements mentioned will be needed.
11	C. CONTRACTS & REVENUE MANAGEMENT SYSTEM	Revenue sources from where data to be collected:	In this section the various revenue sources are mentioned. We assume SI will have to build integration with different application for integrating and importing this information.	SI will prepare one API or any other interface tool, which can fetch the required data from the revenue sources. Kannur airport will ask the concerned vendors (revenue sources) to incorporate/integrate the API/any other interface within their software. The SI will be creating only one interface programme which can run with any type of software.
12	21. MIGRATION OF ALL MASTER DATA INTO THE ERP SYSTEM	• Perform data cleansing for incorrect/ incomplete data.	Since this is business data we assume that cleansing of such data will be done by KIAL business users	Yes.
13	21. MIGRATION OF ALL MASTER DATA INTO THE ERP SYSTEM	Extraction and Loading of the data.	What are the different legacy systems from where the data is to be extracted. Which technologies would be required to extract such data. Does KIAL has any existing support for such data extraction?	Currently we use Tally as the Finance system from where data to be extracted. The bidder may propose the right technology and do the necessary extraction themselves.
14	23. GO-LIVE OF THE SYSTEM	User support / Help Desk structure and process is to be established after due approval from KIAL and is to be sufficiently manned and made operational.	Require detail of what type of Help desk structure is expected. Example a) Do you require 24 X 7 support or office hours support only b) Will the helpdesk support limited to ticket logging and assignment c) Is any handholding or training expected from help desk	Helpdesk system will be based on the SLA requirement. The structure of the Support System including Help Desk will be proposed by the Bidder, based on the SLA requirements.
15	33. TIME FRAME FOR COMPLETION OF WORK	The implementation of ERP Software Solution is envisaged to be completed at the earliest to the maximum of 6 Months' time including requirement gathering, Business Requirement Documentation Preparation, Installation, Configuration, Customization, User Acceptance testing, Roll-Out and Go-Live	Since the implementation of ERP will require detailed discussions during As-Is and To-be design and these will be structural back bone of the solution, we expect the project timeline to be defined by SI would be allowed. Also in case of stretched timeline we expect SI to be allowed to have intermediate payment milestones else it would have -ive impact on cashflow.	RFP conditions prevail.
16	34.2. CLOUD HOSTING, LICENSE SUBSCRIPTION, OPERATION & MAINTENANCE/ AMC		We Assume SI will be provided flexibility to align license payment term as per OEM payment terms. Both in cases of SaaS or Cloud hosted applications	Please refer to Answer to Q No 3.
17	Non-functional requirements	SNo. 2 Hosting & Deployment Offered public cloud-based solution should be empanelled in MeiT (Ministry of Electronics & Information Technology, Government of India) and ensure compliance to their guidelines. Data storage on cloud shall be in India.	Is MeiT certification required for Fusion SaaS application or only for OIC	The cloud hosting partner should be MEIT empanelled.
18	Non-functional requirements	SNo. 3 Application and access control & Configuration Requirements The ability to define and maintain roles in multiple environments (e.g. development, training, UAT, production/ pre-production);	In General OEM provide two environments, one for Production and one for Test. Could you clarify how many additional environments are required?	It is SI/OEM's prerogative.

19	Clause 4.1 Page 9	4.1Requirements: - The design should support cross browser rendering across all prominent operating systems as well as platforms such as desktops, laptops, and mobile devices	Please note that COTS applications are built considering specific Operating system and Database and request you to please consider the Operating system that is suitable and as recommended by the OEM	Bidder may specify this during their presentation
20	Clause 4.2 Page 9	4.2Cloud requirement: The bidder/SI shall be responsible for providing secured cloud, sizing, procurement, and installation for the proposed solution modules. Hosted location should be India. The cloud agency should be empanelled by Ministry of Electronics and Information Technology (Government of India). Capable of collaboration and public access module wise on KIAL website: www.kannurairport.aero	Please clarify whether the OEM Can bundle the cloud hosting services along with the license subscription	Yes. Cost break-ups must be provided.
21	Clause 4.3 Page 9	4.3Software Licenses: The bidder shall procure the licenses for all the components proposed as part of the solution, in the name of Kannur International Airport Ltd.	Please let us know, whether KIAL is looking for Perpetual Licenses or it is ok to provide the subscription based licences?	Kannur Airport is looking for subscription based license.
22	Clause 4.5 Page 9	4.5Operations and Maintenance: The bidder is required to provide the following as part of Operations and Maintenance: •Maintenance support for the entire ERP System, including Cloud and software components, for a duration of 5 years from the date of “Go Live”. •Implementation of Development change requests as per the effort defined in this NIT document. •Annual Maintenance Contract: The bidder shall provide Annual Maintenance Contract (AMC) for the Cloud as well as the software components proposed as part of the ERP system, for a duration of 5 years from the date of Go Live.	Please let us know, whether it is ok to provide the Cloud Infra + License Subscription + AMC as one bundled offer from OEM	Yes. Cost break-ups must be provided.
23	Clause D Page 42	QualityProven Track RecordThe system must have enhanced security via authorization and authentication mechanisms at all levels. System must be certified according ISO27001 standards and OEM must provide a valid certificate.	Generally ISO related certification is sought from the bidder. Request you to please amend the clause accordingly.	Please refer to Corrigendum-3
24	Clause A Page 28	A.Finance & Accounting/Procurement Management	Request you to please let us know the Annual Revenue of KIAL as this is one of the metrics required for the BOQ	Rs 42.72 Crores in FY 2020-21
25	Clause B Page 35	B.Payroll Management	Please let us know the total number of employees and Pensioners if any, to be covered under Payroll	180 presently which may go upto 200. There are no pensioners.
26	Clause B Page 35	B.Payroll Management	Please let us know the total number of employees to be covered Employee Self Services	180 presently which may go upto 200.
27	Clause C Page 41	C.CONTRACTS & REVENUE MANAGEMENT SYSTEM	Please let us know the total number of Contracts to be covered (under all the heads) under this Contracts and Revenue Management system.	60
28	Clause 19 Page 28	1.Dashboard for Senior Managers with Business Intelligence	Please let us know the total number of Users to whom the access need to be given for the Dashboards and KPI Analytics tool	15

29	Clause 20 Page 34	Enquiry and RFQ Processes	Please clarify whether the E-Tendering process for the procurement will be handled outside this system and will not be part of the scope of this RFP.	Yes. It will be outside the ERP
30	Clause 19 Page 28	1.Dashboard for Senior Managers with Business Intelligence	Please let us know whether you are looking in for the Data warehouse System.	No. However, necessary report generation capabilities (current/archive) should be available.
	SECTION-I - Table 2: Schedule - EMD Amount to be deposited Page 6	Rs. 2,50,000/- one day prior to submission of bids. The details of bank account for payment is to be given below: Beneficiary Name: Kannur International Airport Ltd A/C No : 0782073000000001 IFSC Code: SIBL0000782 Bank Name: South Indian Bank Ltd Branch: Matane, Kannur, Kerala There is no EMD cost exemption for any bidder.	Looking at the Current Scenario we request to kindly allow EMD in the form of BG also.	RFP Conditions prevail
	SECTION-I - Table 2: Schedule- Performance Guarantee Page 6	10% of Contract Value	As per the Office Memorandum No. F.9/4/2020-PPD dated 12th Nov 2020 issued by Government of India Ministry of Finance Department of Expenditure Procurement Policy Division, Point 3-"the Performance Security has been reduced from existing 5-10% to 3% of the value of the contract for all existing contracts. Point 4-Further, all tenders/ contracts issued/ concluded it]l 31 .12.2021 should also have the provision of reduced Performance Security." Therefore we request you to please consider the above clause and reduce the Performance Security from 10% to 3% in tender. The copy of the above referred Office Memorandum has enclosed for your kind reference.	RFP Conditions prevail
	SECTION-I 7.ELIGIBILITY CRITERIA OF BIDDER & DOCUMENT TO BE SUBMITTED, Point No. 7.2 Page 12	The Bidder should have an average annual turnover of Rs. 100 crore or more during consecutively past three Financial Years 2019-20, 2018-19 and 2017-18.	Looking in to Project Size , we request to reduce the turnover criteria from Rs. 100 Cr. To Rs. 60 Cr. And and accountingly update Technical Qualification marking criteria.	RFP Conditions prevail
	SECTION-I 7.ELIGIBILITY CRITERIA OF BIDDER & DOCUMENT TO BE SUBMITTED, Point No. 7.3 Page 12	The bidder should have experience in supplying and implementing ERP System in at least 3 Government Organisations/PSUs preferably in Airport as on date of submission of Tender in preceding five years or from the year of inception of agency/firm whichever is later.	We request to department kindly add upgrade/Support of ERP system as well in the experience clause so that more bidders can participate Therefore we request to kindly amend this clause as under: The bidder should have experience in supplying and Implementing/ Upgrade/ Support/ Maintanance of ERP System in at least 3 Government Organisations/PSUs/Reported Private Organizarians, preferably in Airport as on date of submission of Tender in preceding ten years or from the year of inception of agency/firm whichever is later.	RFP Conditions prevail

SECTION-I, B. TECHNICAL EVALUATION CRITERIA Point No. 1 Page 17	Average Annual Turnover in the past 3 (three) financial years INR 100-150 Crores: 5 Marks More than 150 Crores: 10 Marks Audited copy of Profit & Loss Statement, Balance Sheet, clearly specifying turnover, of the bidder for the financial year 2019-20, 2018-19 and 2017-18 to be furnished as proof for the turnover. The bidder should have positive net worth in last three above given financial years.	Looking in to Project Size , we request to reduce the turnover criteria from Rs. 100 Cr. To Rs. 60 Cr. The Revised clause should be as under: Average Annual Turnover in the past 3 (three) financial years INR 60-70 Crores: 5 Marks More than 70 Crores: 10 Marks Audited copy of Profit & Loss Statement, Balance Sheet, clearly specifying turnover, of the bidder for the financial year 2019-20, 2018-19 and 2017-18 to be furnished as proof for the turnover. The bidder should have positive net worth in last three above given financial years	RFP Conditions prevail
SECTION-I, B. TECHNICAL EVALUATION CRITERIA Point No. 6	Experience The bidder should have experience in supplying ERP Software Licenses &/or implementation of the same in at least 3 Government Organizations/PSUs as on date of submission of Tender in preceding five years or from the year of inception of agency/firm whichever is later Three Projects: 10 Marks Five Projects: 20 marks Copy of Work Order and Completion Certificate/relevant document in support of project completion for previous experience cited. In case of ongoing project copy of work order and letter from client certifying the ongoing project. For three work orders 10 marks will be given and after that per work order 5 marks will be given maximum up to 10 marks. Note: Please submit experience document keeping in mind the QCBS Criteria.	We request to department kindly add upgrade/Support of ERP system as well in the experience clause The revised clause should be as under: Experience The bidder should have experience in supplying ERP Software Licenses/implementation / Upgrade/ Maintenance/Support of the ERP System in at least 3 Government Organizations/PSUs/Private Organization as on date of submission of Tender in preceding ten years or from the year of inception of agency/firm whichever is later Three Projects: 10 Marks Five Projects: 20 marks Copy of Work Order and Completion Certificate/relevant document in support of project completion for previous experience cited. In case of ongoing project copy of work order and letter from client certifying the ongoing project/CA Certificate For three work orders 10 marks will be given and after that per work order 5 marks will be given maximum up to 10 marks. Note: Please submit experience document keeping in mind the QCBS Criteria.	RFP Conditions prevail
SECTION-I, B. TECHNICAL EVALUATION CRITERIA Point No. 7 Page 18	The agency has the experience of implementing cloud-based ERP on SaaS/Subscription mode: 1. Implementation in 1 organization – 2 marks 2. Implementation in 2 organizations – 3 marks 3. Implementation in more than 2 organizations – 5 marks	We Request to kindly amend this clause as under: The agency has the experience on cloud based for implementation/Migration/ Services/Support 1. 1 Project– 2 marks 2. 2 Projects – 3 marks 3. more than 2 Projects – 5 marks	RFP Conditions prevail
SECTION-III, 34. Payment Schedule, Point No. Notes Page 69	Note: Payments will be done only on the back-to-back basis on receipt of the related payment/funds from the end client, subject to satisfactory acceptance of the deliverables from the end client as per the submission of the required document.	As per our understading the tender is published by Kannur International Airport of ERP System for themselves, but the states clause defined payment will be done on funds from end clients, we request to Kindly elaborate this in details.	Payments will be done by Kannur International Airport only. Please refer to Corrigendum

SECTION-III, 34. Payment Schedule, 34.2. CLOUD HOSTING, LICENSE SUBSCRIPTION, OPERATION & MAINTENANCE/ AMC Page 69	Quarterly payment of 1/4th of the yearly Operation & Maintenance/ AMC charges pertaining to the year.	Annual technical support/LICENSE SUBSCRIPTION for COTS product is provided by OEM, we request to make provision to quote the Annual technical support/LICENSE SUBSCRIPTION Fee, CLOUD HOSTING and maintenance & support charges separately in price bid. Also add the following payment clause in payment terms: Annual technical support/LICENSE SUBSCRIPTION: The 100% payment of Annual technical support/LICENSE SUBSCRIPTION will be paid advance on activation of Annual technical support/LICENSE SUBSCRIPTION.	RFP Conditions prevail
General Query		As per our understanding, all the hardware/infrastructure required for hosting on Cloud will be provided by Department. Bidder has to only provide the required hardware sizing for Cloud hosting Please confirm	No. All services including cloud hosting will be provided by the bidder.
General Query		We request to kindly allow the consortium Partner in this bid	Consortium is allowed. However, lead bidder of the consortium to fulfill all the qualifying criteria
Section II- 19- Scope of Work- A General Scope Page 27	The ERP will be a single unified business information system for KIAL's Enterprise Resource Management, and the solution should be a completely integrated available off-the-shelf ERP product.	The required functionalities asked in the ERP can be met by "Available of the shelf solutions and also by frameworks /platforms based solutions with configuration capabilities. Hence request KIAL to also include - 'Packaged solution/platforms based solution' as an alternative option in addition to available of the shelf solutions.	ERP System to be provided as per the Detailed Scope mentioned in RFP. The bidder should propose the best suitable solution based on the detailed scope.
Section II- 19- Scope of Work- C- Integration Page 27	Integration with other third-party systems viz. AODB, Asset Management System, POS (point of sale), DMS etc.	Please Clarify: Apart from these what are the agencies with which External Integration is to be carried out? What is the method/ mechanism of data transfer which is to be used?	Bidder may propose a time-tested hassle free data transfer method. The available third party systems are mentioned.
Section II- 19- Scope of Work- F- No of Users Page 28	Estimated number of users of the system at KIAL's Office has been assessed at 60 to begin with and may go up to 80. The bidder will quote for 60 user full licenses, and also price for additional single user license (for all the modules). It shall be the decision of KIAL to distribute the user licenses within the organization covering all functions. The number of users who will be using ESS will be 180 to start with and may go up to 200 by next year.	Please Clarify: What is the total no. of users for each module who will be using the system. The concurrency of users expected and the peak concurrency as it will be required for estimating Cloud Requirements.	Please see answer to S No 9. An yearly load of 10% may be added for estimation purpose.
Scope of Work- Currency- Multicurrency Page 34	Multicurrency	Please Clarify: How many different and no. of multiple currencies the system are required to be handled ?	Two

	Scope of Work- Contracts & Revenue Management System Page 43	Contracts & Revenue Management System	Please Clarify: Whether the requirements for Contracts Management would be limited to receivable side or the payments to these contractors is also to be managed ?	Both
	Non- Functional Requirements- 6- Architectural Standards Page 49	The system will provide the ability to make changes to the business rules without requiring a change to the source code.	Please Rephrase: This is a contradictory statement as for some of the new requirements / business rule changes, patch movement might be required, the same is mentioned in page no. 60.	The idea is to have such an architecture which can handle most of the changes by making modifications in the business rules.
	Non- Functional Requirements- 22- Usability Requirements Page 54	<p>When users click the help menu item or press the “F1” key while within a view, the help facility opens and displays help for that specific view.</p> <p>When users place the cursor over a user interface object such as field or button, a tooltip appears explaining the purpose of that object and offers brief help in how to use it.</p> <p>The UI that is used will be flexible enough to facilitate the display, navigation and update of very large grid like data sets, including the ability to ‘freeze panes’ so that headings and data groupings remain visible when moving around the screen.</p>	<p>Request a modification to the text :</p> <p>The features / functions described herein may be achieved in respective ERP packages differently. We request KIAL to allow the bidder to propose similar features and not be specific about the navigation, key etc specified in this clause.</p> <p>Request a confirmation.</p>	Bidders may propose better features
	21- Migration of all Master Data into the ERP System Page 56	Migration of all Master Data into the ERP System	<p>Please Clarify:</p> <p>What is the Architecture of legacy application used? Whether it is decentralized or centralized?</p> <p>Whether the version of application is same across all the locations?</p> <p>What would be approximate quantum of data to be migrated?</p> <p>What would be the approximate count of the tables to be migrated?</p>	The present legacy data related to finance is hosted in Tally software, which is centrally located. Other data will be available in xls format. Data pertaining to the period starting from December 2018 would be migrated.
	22- UAT Before Go- Live Page 57	Vulnerability Assessment and Penetration Testing	Should Vulnerability & penetration testing be conducted by bidder or will this handled by KIAL. Please clarify.	By the bidder annually.

25- Capacity Building and Training Page 25	Capacity Building and Training	Please Clarify: What would be the batch size for training? What would be duration of training? Whether the infrastructure for training would be provided by the client viz. Computers, Training room etc.? Whether the training for all the users be conducted at a single location?	Bidder may propose. Infra for training will be provided by KIAL. Training will be conducted at one location.
Appendix-IV: Financial bid for selection of agency for supply, customization, implementation, hosting & maintenance of erp software system Page 77	A. Implementation Charges	Please Clarify: Whether pricing is to be provided in the mentioned format (Licence per user) or KIAL would also entertain fixed price ?	Bidder may decide.
Appendix-IV: Financial bid for selection of agency for supply, customization, implementation, hosting & maintenance of erp software system Page 77	C. PER USER CHARGE (OPTIONAL):	This item is mentioned as Optional.Should bidder quote for this?	Yes.
NA	Performance	Please Clarify: What would be approximate average count of transactions of Payments/Receipts etc. daily, weekly, monthly. What would be the peak transaction period and the count of transactions (Payment/Receipts etc.) during the peak period.	Bidder may do their own estimation equivalent of a SME organisation, based on their experience
NA	Reports	Please Clarify: What are the different types of reports that are expected in system? What would be approximate quantum/ count of reports required in each module?	Bidder may propose as per industry standards.
	OEM must be incorporated in India under the Companies Act' 1956/2013 and should have been in business for at least 10 (Ten) years, preceding the date of submission of bid	OEM and it's BU in India is present and in business together for more than 10 years. The OEM is a Global Company in business for 38 years.OEM is an ERP Vendor. Specifically in India, the OEM had set up their business unit as an entity under companies act for more than 10 years till 2019; In 2019 the OEM has set up a new entity under companies act in India and is running the business. Please do confirm if the above information can be considered for qualification.	Yes. However the new company established in 2019 should be able to submit documents supporting the claim that it is connected to the earlier business unit of the same OEM.

		The OEM must have a minimum of 5,000 full time IT/ERP/Human resources in India.	The OEM has close to 4,000 full time IT/ERP/Human resources Globaly with presence in India. The OEM has customers in India that are being supported and SLAs of custoemrs are being met. Request KIAL to modify phrase as " The OEM must have a minimum of 3500 full time IT/ERP/Human resources Globally".	RFP condition prevails.
		OEM should have at least two development centres in India.	The OEM has delivery centers in Srilanka, Sweden and few other counties in Europe. The OEM has many customers in India that are being suported from these delivery centers. Request KIAL to modify the need for two development centers in India, to two development centers anywhere,globally.	RFP condition prevails.
			Which AODB, Asset Management System, POS (point of sale),DMS system are being used by KIAL with which integration is required	The integration should be product independent.
			Please provide the complete list and point of integration required other than AODB, Asset Management System, POS (point of sale),DMS.	Currently integration is required with the mentioned systems barring DMS which will be procured later.
			Please let us know which HR system(Specially Recruitment to seperation and Employee Management) is being used as asked payroll system needs to be integrated with HR system also.	At present KIAL is interested in only Payroll and Attendance Management.
			We understand that ticket based L2, L3 and L4 support need to be provided by bidder; but who will setup the help desk (including ticketing tool, phone, space, L1 support) KIAL or bidding agency?Please clarify.	The support will be provided from a remote location. There should be a support team available at bidder's location. There is no need for an exclusive help desk.
			Whether System Administration of ERP application is also required under head of Technical Support/Maintenance of the System for Five (5) years post "Go Live" or not.	System Administration will be handled by KIAL after receiving proper hand holding and training by the bidder
			We understand only RFQ process is required and e-tendering is not in scope. Please confirm	Yes.
			KIAL is looking for biometric attendance system or punch-in and punch-out their attendance through ESS based on Geo fencing	Both.
			Please clarify whether Attendance and Payroll of contract employees are in scope or not .	No
			Should bidder quote for one time license purchased and further AMS (Annual maintenance support) or quarterly subscription based licensing quote for 5 years plus implementation and go live period.	Quarterly Subscription Based

			How many environments are required on cloud like Production, Development, Test environments, Training, sandbox etc. . Is DR site required or not?	Bidder may propose the minimum requirement based on the SLA.
			At page 71 clause 33, Milestone – 8: Operation and Maintenance of the entire solution time line is mentioned as T1 + 48 months (T1 is go live as 6 months) while at all other places it is mentioned as Maintenance support for the entire ERP System, including Cloud and software components, for a duration of 5 years from the date of “Go Live”. Please clarify whether support is required for 4 years or 5 years after go live.	Please refer to Corrigendum-3 where it has been revised as T1+60.
			We understand only training to Key user and Mangement are in scope while OCM and End user training will be done by KIAL and we have to support . Please confirm	Yes.
	4.1 Requirements Page 9	Security audit certification and SSL certified (by CERT-In empanelled agency) and all security procedures are to be completed	Should security audit be carried out by bidder ?	Yes
	4.2 Cloud requirement Page 9	Hosted location should be India	The OEM has a long standing prsesnce in India and it has offered Saas offerings to Indian clients with the instance hosted outside India. Our ERP instance is hosted in the best of class secure Datacenter adhering to all Data privacy norms and regulations. Request KIAL to accept data hosting to be outside India as well.	Hosting Servers should be located in India.
	7.6 Page 11	The same should be as per the format provided in Appendix-IX {Manufacturer Authorization Form (MAF)} from the bidder.	OEMs have certain specific format for MAF which they are following globally. That format may have minor changes from the format given in the RFP. Request KIAL to accept the same.	Yes. Provided the objective is similar.
	Non-functional requirements, 2, Hosting & Deployment Page 45	Offered public cloud-based solution should be empanelled in MeiT (Ministry of Electronics & Information Technology, Government of India) and ensure compliance to their guidelines. Data storage on cloud shall be in India	The OEM has defense customers running on multi tenant cloud based out of locations other than India. Data security is not a concern since our datacenters are globally renowned ones with all standard data security protocols addressed. Request KIAL to accept hosting in Datacenters outside India.	Hosting Servers should be located in India.
	Non-functional requirements, 22, Usability requirements Page 52	System to allow scalability in terms of languages offered on the UI, allowing additional languages to be added	Please specify the languages you have in mind and which section needs scaling?	As of now only one language will be there. There will not be any additional language during this contract period.
	Non-functional requirements, 23, Usability requirements Page 52	The system “Thick client ” modules must run on Windows 10 or above	Thick client' were a part of the old client server technologies. Our software is browser based. Please confirm if this ok.	Yes.
	EMD Page 36	Rs. 2,50,000/- one day prior to submission of bids.	Request KIAL to allow submisison of EMD in form of BG .	EMD will be accepted only through Bank Transfers.

31. SERVICE LEVEL AGREEMENT (SLA) & PENALTIES Page 61-70	31.1.5.6.7. MAXIMUM PENALTY TO AGENCY FOR THE SLA The maximum penalty at any point of time on an additive basis in any quarter shall not exceed 20% of Quarterly payments due as per the Commercial Bid submitted by the AGENCY. This is applicable only for the Operation and Maintenance phase. In case the penalty exceeds 20%, KIAL reserves the right to cancel the bid.	Suggest incorporating the following overall cap on the penalty/liquidated damages for the bidder, under the Contract. "Notwithstanding any contrary provisions contained in the Contract, the total aggregate penalty/liquidated damages of SI arising from or under the Contract shall not exceed 3% of the value of the operational portion of the contract." We request that Maximum applicable Penalty on the Bidder be capped. Request a confirmation.	RFP Conditions prevail.
34.PAYMENT SCHEDULE -- -----34.2CLOUD HOSTING, LICENSE SUBSCRIPTION, OPERATION & MAINTENANCE/ AMC Page 72	Quarterly payment of 1/4th of the yearly Operation & Maintenance/ AMC charges pertaining to the year.	Request KIAL to pay License subscription on delivery of License And operation & Maintenance/ AMC charges monthly in arrear .	RFP conditions prevail.
4.3 Software Licenses:	The bidder shall procure the licenses for all the components proposed as part of the solution, in the name of Kannur International Airport Ltd	Nothing is specifically mentioned about payment terms of software licence . Request KIAL to allow for 100% payment of licenses fee upon supply and include this line item in the price bid.	RFP conditions prevail.

14. TERMINATION Page 22	<p>14.1 If during the currency of the contract period, any of the documents submitted by service provider, is found forged or fabricated, the contract is liable to be terminated and, in such situation, amount of performance guarantee will be forfeited, and he will be debarred/black-listed for a period of five (05) years.</p> <p>14.2 In the event of the service provider having been adjudged insolvent or going into liquidation or winding up his/their business or making arrangements with their creditors, the KIAL shall be at liberty to terminate the contract forthwith without prejudice to any other rights or remedies under the contract and to get the work done for the un-expired period of the contract at the risk and cost of the service provider and to claim from him/them any resultant loss sustained or costs incurred by KIAL.</p> <p>14.3 KIAL shall also have, without prejudice to other rights and remedies, the right, in the event of breach by the service provider of any of the terms and conditions of the contract, to terminate the contract forthwith and to get the work done for the un-expired period of the contract, at the risk and cost of the service provider and /or forfeit the Performance guarantee or any part thereof for the sum or sums due for any damages, losses (directly or indirectly), charges, expenses or costs that may be suffered or incurred by the KIAL due to the service provider's negligence or non- performance of any of the services under the contract.</p>	<p>SI would like to submit that the termination clause do not provide for any notice period nor does not provide for any remedies. SI would like the termination clause to be replaced and read as below. SI would also like to submit that Service provider will not be able to accept any form of blacklisting nor step in rights provisions.</p> <p>14.1 The Agreement resulting from this proposal may be terminated:</p> <p>a.by either party by giving the other party not less than ninety (90) days written notice of termination; b.forthwith if either party commits any material breach of any term of this contract and which in the case of a breach capable of being remedied shall not have been remedied within thirty (30) working days of written notice to remedy the same; c.forthwith by either party if the other party shall convene a meeting of its creditors or if a proposal is made for a declaration as insolvent or a proposal for any other composition scheme or arrangement (or assignment for the benefit of its creditors), or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business assets of the other party or if an order is made or a resolution is passed for the purpose of the winding-up of the other party or for the</p>	Please refer to Corrigendum-3 where the notice period is defined as 30 days..
34.1 IMPLEMENTATION CHARGES Page 72	Note : Payments will be done only on the back-to-back basis on receipt of the related payment/funds from the end client , subject to satisfactory acceptance of the deliverables from the end client as per the submission of the required document.	Please clarify this statement	Please refer to Corrigendum-3
Performance Guarantee Page 6	Performance Guarantee - 10% of Contract Value	Gov. of India has issued instructions to reduce PBG to 3% of contract value.Kindly consider this point for reduction in PBG value.	RFP condition prevails.

		Limitation of Liability	<p>Request KIAL to cap the liability of the bidder. Suggested Clause is provided below.</p> <p>Service provider shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the KIAL or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Service provider is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the KIAL, then Service provider shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Service provider is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the KIAL. Such failures or delays shall be brought to the notice of the KIAL and subject to mutual agreement with the KIAL, then Service provider shall take such actions as may be necessary to correct or remedy the failures or delays. Service provider shall be entitled to invoice the KIAL for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</p>	RFP condition prevails.
			SI REQUEST A FEW ADDITIONAL CLAUSES TO BE INCLUDED IN THE CONTRACT. These clauses are submitted as another PDF document	Cannot consider the document. However, bidder may propose deviations, and the right to accept or reject any deviation totally lies with KIAL.
	19-Scope of Work Page 28	Estimated number of users of the system at KIAL's Office has been assessed at 60 to begin with and may go up to 80. The bidder will quote for 60 user full licenses, and also price for additional single user license (for all the modules). It shall be the decision of KIAL to distribute the user licenses within the organization covering all functions. The number of users who will be using ESS will be 180 to start with and may go upto 200 by next year	as our licenses are based on Functional modules and the named users, we need the breakup of users for different business functions like finance, purchase, order management, inventory etc	Please see answer to S No 9.
	Non Functional requirements Page 43	Offered public cloud-based solution should be empanelled in MeiT (Ministry of Electronics & Information Technology, Government of India) and ensure compliance to their guidelines. Data storage on cloud shall be in India.	Is MeiT certification required for hosting Data centre?	Hosting Servers should be located in India. Please refer to Corrigendum-3
	Non Functional requirements Page 43	The ability to define and maintain roles in multiple environments (e.g. development, training, UAT, production/ pre-production);	In General we provide two environments, one for Production and one for Test. Could you clarify how many additional environments are required?	Bidder to propose the best suitable scenario.

	Non Functional requirements Page 76	The bidder should have experience in supplying ERP Software Licenses &/or implementation of the same in at least 3 Government Organizations/PSUs as on date of submission of Tender in preceding Five years or from the year of inception of agency/firm whichever is later.	is it mandatory to have Airport experience or any other Government Organizations/PSUs experience will be counted	No. It is not essential.
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