NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONSWITH MULTIPLE DISABILITIES
(Department of Empowerment of Persons with Disabilities (Divyangjan),
Ministry of Social Justice and Empowerment, Govt. of India)
ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamilnadu.
Fax: 044-27472389 Tel: 044-27472104, 27472113, 27472046 Toll Free No:18004250345
Website: www.niepmd.tn.nic.in E-mail: niepmd@gmail.com

TENDER DOCUMENT: Invitation of Expression of Interest for Implementation ERP package including related Hardware, software's, and Networking Infrastructure

National Institute for Empowerment of Persons with Disabilities (NIEPMD), Government of India invites Expression of Interest from interested IT System integrators for Study, Design, Development, Implementation and after Sales Services & Training of Enterprise Resource Planning (ERP) Package With Designing and Implementation of Local Area Network (LAN) infrastructure including Supply and Installation of required Hardware, Networking and Software components"

Service Provider will also be responsible for enhancing the services / functionality of project. For overview of the existing system, scope, pre-qualification criteria, EOI terms and conditions and suggested response formats, please visit our website http://www.niepmd.tn.nic.in Interested Service Providers who meet the pre-qualification criteria may furnish their Expression of Interest with all the necessary documents through NIC e-procurement portal URL **http://eprocure.gov.in/eprocure/app** with the covering letter duly signed by an authorized signatory.

File No. NIEPMD/Pur4 (35)/2016-17

Last date & Time for Submission of EOI	**03.00 PM. On 19-12-2016**
Date & Time of Opening EOI	**04.00 PM. On 19-12-2016.**
Pre-Bid Meeting (Mandatory)	**02.00PM, On 02-12-2016**
Tele: 044-27472046/27472113 Tele fax: 044-27472389 E-mail:niepmd@gmail.com	

Director

NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES

*(Department of Empowerment of Persons with Disabilities , Ministry of Social Justice& Empowerment, Govt. of India)***East coast Road, Muttukadu, Kovalam (post) Chennai-603 112**
Website: www.niepmd.tn.nic.in E-mail: neiepmd@gmail.com Phone: 044-27472113, 27472046.

INVITATION OF EXPRESSION OF INTEREST (EOI)

"SYSTEM INTEGRATOR"

For

"Study, Design, Development, Implementation and after Sales Services of Enterprise Resource Planning (ERP) Package

With

Designing and Implementation of Local Area Network (LAN) infrastructure including Supply and Installation of required Hardware, Networking and Software components"

Director, NIEPMD

Table of Contents:

1. Key Events and Dates:

The EOI shall be through online e-tendering portal of NIC, CPPP Portal only
http://eprocure.gov.in/eprocure/app

Sl. No.	Information	Details
01	Advertising Date	**16/11/2016**
02	Download Date	**16/11/2016**
03	Last date of receipt of Queries/Clarifications via email to: asponiepmd@gmail.com or aspo-niepmd@gov.in or niepmd@gmail.com	**19/12/2016**
04	Mandatory Pre Bid Meeting	**02/12/2016**
05	Last date (deadline) for online submission of bids at : **http://eprocure.gov.in/eprocure/app**	**19/12/2016**
06	EOI Transfer date	**19/12/2016 to 20/02/2017**

Place for Pre-Bid Meeting:-

National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)

East Coast Road, Muttukadu, Kovalam (Post) Chennai – 603112

Mini Committee Hall at 3rd Floor

NIEPMD Main Building.

Tel: 044-27472113 Extn: 413

2. Institute Overview

National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD) was established in 2005, on East coast Road, Muttukadu, Kovalam Post, Tamil Nadu (about 30 km from Chennai Central Railway station, Mofussil Bus terminus and airport) under the Ministry of Social Justice & Empowerment, Department of Disability Affairs, Govt. of India, to serve as a national resource centre for Empowerment of Persons with Multiple Disabilities such as those with two or more disabilities in a person. The disabilities enumerated as per PWD (1995) Act, are Low vision, Blindness, Locomotor Disability, Hearing Impairment, Mental Retardation, Mental Illness, Leprosy cured persons and as per The National Trust (1999) Act, are Cerebral Palsy and Autism.

3. Project Background

National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD) demands for a serious implementation of ERP package and building up robust application for the entire functioning of the Institute. The Institute has a work force exceeding 400 in strength as on date. The NIEPMD is spread all over India through its Composite Regional Centres and NGOs base network. To build robust service infrastructure and fulfilling its multirole requirements need for implementation Enterprise Resource Planning (ERP) Package has been experienced. As a next step, NIEPMD is seeing Enterprise Resource Planning (ERP) system as a way to integrate data and processes of the organization into one single system with a modular software application. The ERP will integrate all divisions and their processes to increase efficiency and reduce complexity of working processes. A successful ERP system would ultimately provide the tools needed to give decision-makers seamless access to NIEPMD data and allow the NIEPMD officials to make better use of the data at their fingertips. NIEPMD requires that the Bidder proposes the system software, including the acquisition, customization, configuration, installation, implementation, hosting, training and maintenance of a new ERP system. The ERP based e-Governance NIEPMD project has been envisaged with the following objectives in mind:

- Redesign processes for infusion of transparency and accountability in operations.
- Enhancement to the quality of services provided to Clients.

- Faster processing, monitoring and redressal of public cases / appeals / grievances with service levels.
- Dissemination of information as per user requirement.
- Establish a real-time MIS system for prompt and efficient decision making.

4. Current Situation

NIEPMD does not have any Enterprise level solution currently implemented. Also no Local Area Network connectivity exists in NIEPMD complex. 6Mbps BSNL leased line is available and distributed in Institute through wireless connectivity. IP Based CCTV network is connected through LAN specially designed for that purpose. POE switches have been used for CCTV network. Total 64 Nos. of CCTV cameras are installed in institute as on date. Few of the other applications being used on standalone basis. Each division of NIEPMD works independently and does not interact with other divisions as far as the data and processes are concerned. The absence of ERP system and Network infrastructure is leading towards complexity and delay in handling daily work processes. All the networks like BSNL leased line, CCTV network and any other application needs to be integrated with new network and should be controlled from one server.

5. Purpose of the EOI

This document is only a request for information and not request for proposal. This EOI has been prepared by NIEPMD to invite Expression of Interest (EOI) from System Integrators for the design, supply, installation, testing, customization, commissioning and support of Local Area Network (LAN) and ERP Software for all the Modules of Institute requirement capable of handling large volume of transactions of various natures along with the recommendation for necessary hardware & network items like servers, switches etc., for efficient functioning of the ERP recommended by the agency. The objective of project is to integrate the back office functions incorporating the major divisions like Materials Management, store & Purchase, Accounts (Pay accounts & Equipment accounts), Finance, HRD & Academics, Examination, Model School, ADIP, DAIL, Estate & Maintenance, Hostel Management, Guest House Management, Clients Management, Etc., database maintenance of different entities including report generation. The proposed ERP must have provision for data migration of existing systems to the proposed system. Existing CCTV network, BSNL leased line network and any other application or network running standalone or partially online needs to be integrated with proposed network and should

be migrated with proposed server only. All existing server should be merged with proposed server and should be made operational from one server room only.

The scope of this document is to identify prospective System Integrators (SI) for providing a solution on ERP & LAN comprising Network infrastructures, system software, application software, customization, training, supply of hardware, implementation, commissioning and maintenance support. The prospective SI must analyse user requirements, ascertain the best solution for each process or sub process, build application based ERP software, perform extensive tests on each process with live data and successfully prove each process prior to roll on. The project will involve Designing & Implementations of Local Area Network (LAN), supply of hardware, gathering of user requirement, design, customisation, installation, testing, commissioning of Software and all associated Services. **The System Integrator shall be completely responsible for the properly and timely execution, successful completion and handling the issues & providing solutions before after implementation of the project as a single point solution provider and the sole prime contractor for the entire project. Handling all issues relating to project like hardware, software, networking, administration, Guarantee / warranty , legal dispute among different service providers or system integrators partners or any other issue pertaining to project will responsibility of System Integrator only, NIEPMD will not deal with any other party separately.**

Agency is required to recommend the suitable backend & front end to be adapted for the ERP package implementation at NIEPMD with proper justification viz., efficiency, operability, features involved, maintainability, support from vendors etc., Vendors are required to mention clearly that they are accepting the responsibility for procurement, supply, installation & commissioning of hardware & network items along with ERP design & implementation, onsite guarantee / warranty or any other man, materials and technology required to successfully complete the project. Or they accept only for ERP. However the details of hardware required like servers, operating platform, connected software etc., NIEPMD will reserve the right to select the vendors providing complete solutions or one or more for different works. No query will entertained on this selection. However priority will be given to system integrators providing single point solutions.

New ERP must have the facility for data and network migration from the existing system to the proposed ERP database.

The following are the indicative primary functions that will be undertaken by the Systems Integrator:-

(a) System Integration Services.

- o Overall Program and Project Management.
- o Acquisition of the ERP solution and other necessary software components.
- o Suggesting and supplying adequate Hardware's & Software's required.
- o Acceptance and commissioning of the solution components such as the ERP Solution, Database and subsequent integration of the different components of the solution either directly or through OEM.

(b) Implementation/Development Services

The SI will have to carry out his own study regarding all requirements. Following will be part of mandate of SI:-

- o Conduct of System Study at NIEPMD, Chennai.
- o Preparation of System Requirements Specifications (SRS).
- o Preparation of the customisation requirements for development of the ERP application software.
- o Configuration of the ERP to meet the process requirements.
- o Development and deployment Interfaces between ERP and devices like security devices, barcode readers, biometric attendance systems etc. or other measuring instruments.
- o Development of user interfaces.
- o Development of reports and forms.
- o Formulation of test plans.
- o Testing of the configured solution.
- o Quality Assurance from respective OEMs.
- o Validating hardware and network requirements.
- o Training by OEM on package implemented.
- o Handholding/Annual Maintenance Contract.
- o Product updates, upgrades and application of patches to be provided as applicable.

(c) Training Services.

- o User training to different user groups based on the nature of usage.
- o Training of power users.
- o Training the technical team on configuration and customisation.

(d) Post-Go-Live Support Services.
- o Set up Help desk operations for call logging and tracking.
- o Onsite support to resolve post installation issues.
- o Central support team to maintain the application in terms of performance monitoring, backing up service, etc.
- o Provision of comprehensive documents for the above stages including training documents, User Manuals and Technical Literature.
- o Effect up-gradation, amendments, modifications and enhancements in the application software as and when required by NIEPMD.

6. PRE-QUALIFICATION CRITERIA FOR SYSTEM INTEGRATOR (PRIMARY BIDDER)

To become eligible to respond to this EOI, the vendor should fulfil the following minimum eligibility criteria:-

6a. The Information Technology System Integrator must have registered office and operations in India for at least the **last five financial years**.

6b. The System Integrator, a single legal entity registered in India, should be a profitable vendor for the **last three years** and must have an annual turnover of not less than Rs 20 crores in each of the last three financial years. Out of the Total turnover of the company at least Rs 10 crores or above should be from IT services and system integration services for each of the last three financial years.

6c. The System Integrator must have a proven track record of providing a successful '**Turnkey Solution'** (i.e. Software development, networking solutions, hardware commissioning including operations & maintenance) for single or multiple ERP solution, designing and implementation of structured Local Area Network (LAN), procurement and installation of Hardware components, sizing and comparison with existing hardware and compiling a Bill of Material for additional hardware requirement. Should have adequate experience (minimum 3 years) in development of customised software package using open source technology like Symphony Framework, Java, PHP, database independent software etc. Also having adequate experience (min 3 years) in providing IT Support & Maintenance for Hardware, Networking, Software (i.e. Core Banking/Financial Software/ Similar Software Application).

6d. The bidder shall be a Registered Company in India with valid VAT/ LST/ CST, Service Tax Registration and PAN number allotted by the respective authorities. Proof in this regard should be uploaded.

6e. The Vendor must have staff, organization, financial resources and installed base adequate to ensure on-going ability to deliver and support the proposed total solutions throughout the system useful life time, including the ability to provide timely response and service to NIEPMD over the period of the contract. Details to be uploaded.

6f. should not be blacklisted by Govt. of India/State Govt. / Central PSU's. Self-Certification from the Bidder should be uploaded.

6g. The System Integrator must have an experience of successful implementation of single or multiple ERP software products/ product implementations in **at least five companies in India/globally.** The bidder should also have completed at least 05 assignments for implementation of LAN with minimum 200 nodes which involves structured Network cabling for any State /Central department / organization / PSUs.- (Copy of work order/ agreement/purchase order and successful completion certificate from the client to be enclosed. The Certificate from client should clearly state that the scope of work was minimum 200 nodes).

- o Of the five projects, at least three companies should be Public Sector Undertakings or Nationalised Banks or a Govt. Organizations.
- o Of the five projects, at least three should be multi user ERP / product implementation and one project should be full scope implementation of the ERP software product/product implementation in India/globally.
- o Of the five projected, all must have completed successfully. Successful completion report with work order copies must be uploaded with EOI.
- o Of the five projects implemented successfully should of order value at least Rs.1 Crore each.
- o The system Integrator must have attained CMMI® (Capability Maturity Model Integration) certification level 3 or higher for IT Services / Development for last three years or *ISO certified in the field of IT services and software development.*

6h. Vendor must have the capability to accept the responsibility of selection, procurement, installation & commissioning of the hardware including LAN infrastructure, which are suitable to their ERP. Final decision in this regard is left to NIEPMD.

6j. The Vendor should have significant National and International exposure and experience to handle large agency data and different processes. (Proof to be uploaded)

6k.The above eligibility criteria for the Vendors is indicative only and neither exhaustive nor in any particular order. NIEPMD decision in varying or expanding these eligibility

criteria is final and binding on all agencies. **NIEPMD reserves the right to further fine tune the eligibility criteria (EC) during the RFP Stage**.

7. Scope and Requirements

The scope of this document is to identify prospective System Integrators (SI) for providing a solution comprising, system software, application software, customization, training, supply of hardware, implementation, commissioning and maintenance support. The prospective SI must analyse user requirements, ascertain the best solution for each process or sub process, build application based ERP software, migrate the existing data, perform extensive tests on each process with live data and successfully prove each process prior to roll on. The project will involve supply of hardware, gathering of user requirement, design, customisation, installation, testing, commissioning of Software and all associated Services. The System Integrator shall be completely responsible for the execution of the project as a single point solution provider and the sole prime contractor for the entire project.

The approach adopted by NIEPMD for Implementation of ERP is provided below:

(a) Study, designing, testing, troubleshooting and successful implementation of ERP Package.

(b) Study, designing, procurement and implementation of structured Local Area Network (LAN). It includes (Laying of Indoor/outdoor UTP/STP/Fibre Cable Laying through PVC Pipe, Casing including all materials. Installation of IO / Crimping / Patch Panel / Rack / Switch and System Integration. Laying and Termination of CAT6 UTP/STP/Fibre cables, all cabling must be structured. Network Documentation with its Layout Plan (on Paper and CD). All the operating / setup driver's CD's, operational manuals, stationeries and Similar accessories made available by Equipment vendor would be handed over by the Agency / Contractor / Firm to NIEPMD, Chennai after Successful installation, testing and commissioning work is over. Labelling of Cables, I/O's, Jack Panel, Switches for new connections for clear marking / understanding. Repair / Refurnishing work owing to damage caused due to cabling or any other work related to this Job / Project. There should not be any hanging or uncovered wire. Patch cord should be branded and factory crimped.

(c) Study and proposing the hardware and networking component requirement necessary for successful implementation of ERP project.

(d) Study and proposing the requirement of system software's, application software's, database software's or any other software necessary for successful implementation of project.

Based on above a, b, c & d following needs to be implemented:-

1. A COTS (Commercial-off-the-shelf) product based transformational approach wherein an enterprise wide solution/ system shall be Supplied, Designed, Customized, Implemented, Hosted and Maintained based on required functionalities.

2. The Proposed product shall mandatorily offer below mentioned modules as a single integrated solution along with necessary Bolt-on applications and minimal customization as required by NIEPMD.

3. NIEPMD would like that vendor should study & design specific package suiting to Institute requirement, off-the-shelf, modular ERP package for Institute requirement that broadly provides for the following. Depending on the product implication NIEPMD may opt for implementation of ERP system for all the following modules or for the few modules of NIEPMD.

The modules envisaged for the ERP implementation mentioned as under:-

- **Admin Tools**
  - Create Digitisation
  - Modify Designation
  - Create User
  - Modify User
  - Designation and Role
    - ☑ Creating
    - ☑ Recommending
    - ☑ Concurring
    - ☑ Approving
    - ☑ Closing
    - ☑ Cancelling
    - ☑ Viewing
    - ☑ Printing
  - Designation Role Selection
    - ☑ Document Wise
    - ☑ Authority wise
  - Master Creation
    - Create a new Section
    - Blocking a section
    - Create a New Store
    - Supplier Master
    - Update Supplier
    - City Master
    - Country Master
    - Currency master
    - Exchange rate Master
    - Bank / Branch Master
    - Employee Master
  - Admin Control

    - Creation of Role
    - Assigning functionalities to Role
    - Role User mapping – Multiple role to an User / Single role to group users
    - Reset password for users

- **Accounting & Financial Management System**

- Billing and Payment- shall include the entire receipts, bills and payment module with a workflow –Cash and Bank Book
- General Ledger
- Sub-Ledger
- Account Payable
- Account Receivables
- Payments and Reconciliation
- Costing
- Assets accounting
- Assets Leasing
- Investment management
- General Ledger TDS calculations, Certificates, Form 16, PF Statements
- Budgeting Module
- Provident Fund and Contributed PF Calculation Module
- Accounting Module
- Cash Management Module
- Trail Balance
- Balance Sheet
- Profit & Loss Statement
- Funds Manager
- Fixed Asset Management
- Arrears Processing Module
- Master Data or Record Management
- Integration with other Finance tools/ software currently in use (If required)
- Auditing Modules
- Insurance Management
- Interactive UI/ Dashboard for daily management
- Profit Centre Accounting
- Cost Centre Accounting
- Fund Management
- Contract Accounting
- MIS Reporting

- **Human Resource Management System**

  - Vacancy

- Recruitment- Hiring
- Retirement
- Employee Self Services
- Performance Management
- Training Management Module
- Leave Management Module
- e-Service book
- Payroll (Integration with Finance Module)
- Attendance Management (with Biometrics- already established)
- Annual Report Creation
- Compensation Management
- Interactive UI/ Dashboard for daily management
- MIS Reporting

- **Land Management System**

  - Property Management
  - Contracts Management
  - Lease Management
  - Land Acquisition System
  - Land Disposal System
  - Land Demolition
  - Parking Management
  - Land Records Management
  - Temporary Land Allocation Management

- **Store & Purchase Systems**

  - eProcurement Portal
  - Demand
  - Issue
  - Local Purchase
  - Local Repairs
  - Tendering
  - CSQ Preparation
  - Post order placement activities
  - Placement of Order (P.O.)

- o Inspection
- o Inventory management
- o Warranty Management
- o Receipt of Stores against Purchase Order
- o Receipt of Stores (Without P.O.)
- o Procurement of services
- o Stores of Management
- o Payments against Invoices
- o Petty Cash Purchase
- o Stock Taking

- **Transport Management**

  - o Transport request
  - o Hiring of Vehicle (Daily & Annual Contract)
  - o Maintenance of Vehicle (NIEPMD Vehicle)
  - o Fuel Management
  - o Record Management
  - o Payments

- **Academics**

  - o *Institute Structure*
  - o *Syllabus*
  - o *Fee Structure*
  - o *Academics Regulations*
  - o *Academics Calendar*
  - o *Courses*
  - o *Student Admissions*
  - o *Registration and Course Enrolment*
  - o *Curriculum Management*
  - o *Class Time-tabling*
  - o *Student Records*
  - o *Academic Advisements / Course Plan*
  - o *Grading Methodology*
  - o *Self-Service Capability*
  - o *Student Financials and Scholarship*
  - o *Event Management*

- o *Alumni Management*
- o *Online Learning*
- o *Management Information*
- o Hostel Management System
- o Student Fees
- o Canteen Services

- **Examination**

  - o Campus Management
    - Institution Master
    - Exam Centre Map
    - Institution Degree Mapping
    - Institution Reference Code
  - o Academic Management
    - Degree
    - Combination
    - Subject
    - Combination Subject Map
    - Scheme
    - Board of study
  - o Regulation Management
    - Valuation rule
    - Grace rule
    - Grade rule
    - Class rule
    - Rank rule
  - o Student Management
    - Student Registration Form
    - Student Approval
    - Student Transfer
  - o Staff Management
    - Staff
    - Staff Qualification
    - Staff Subject Map
  - o Examination Management

- Master
    - Grade Definition
    - Exam Master
    - Fee Structure
    - Examiners Bio data
    - Define exam rooms
- Examiners
    - Exam Paper Setter
    - Paper Setter Acceptance
    - Receive Question paper and Answer Scheme
    - Valuators Setting
    - Valuators Acceptance
    - Moderator Setting
    - Moderator Acceptance
    - Internal Examiner Setting
    - Internal Examiner Acceptance
    - External Examiner Setting
    - External Examiner Acceptance
- Pre-Exam
    - Exam Time Table
    - Exam Application Generation
    - Student Wise Exam Application
    - Eligible Students For Application
    - Exam Roll Number Generation
    - Fee Unpaid
    - Billing Master
    - Invigilation Duty
    - Stock Register entry
    - Bar code generation for QP setter
    - Student Internal Mark
- Post Exam
    - Dummy Number Generation
    - Duplicate Number Student Mapping
    - Dummy Number Allotment for Examiner
    - TEE Valuation Dates

- Term End Mark Entry
- Re totalling Or Personal Seeing Marks
- Revaluation Marks
- Exam Ledger Generation

- Result
  - Exam Ledger Data Porting
  - Grade Generation
  - Moderation mark Limit for Degree
  - Moderation
  - Generate Students Final Mark
  - Marks Card Number Generation
  - Result Publishing
  - Send result to students

- **Client Management Systems**

  o Client Registration & Biometric authentication (Linked with Accts. Sec for Reg. Fee management)

  o Assessments

  - Social Work (Complete module to be developed)

  - Physical Medicine & Rehabilitation (PMR) (Complete module to be developed

  - Early Intervention (EI) (Complete module to be developed

  - Prosthetic & Orthotic (P&O) (Complete module to be developed

  - Occupational Therapy (OT) (Complete module to be developed

  - Clinical Psychology (Complete module to be developed

  - Special Education (Complete module to be developed

  - Speech, Hearing & Communication (Complete module to be developed

  - Adult Independent Living

  o Courses of Treatment

  o Appointments

  o Follow-up

  o Client History

- **ADIP**

  - Eligibility for the Beneficiaries

  - Beneficiary Registration (All document required will be included)

  - Biometrics Authentication of Beneficiary

  - Organisation of Camps

  - Distribution of Aids & Appliance

  - Detail of Invoice programme wise (Copies to be uploaded)

  - Beneficiary Database

  - Details of Aids/Appliances to be Provided

  - Financial Year wise complete detail

  - Beneficiary wise report generation

- **Information & Media**

  - Library (Complete library management system to be developed)

  - RTI (Complete online RTI system to developed)

  - News & Publicity

  - Latest Uploads

  - Downloads

- **Special School** (Complete module to be developed

- **PM Skill** (Complete module to be developed)

- **Service & Programme** (Complete module to be developed)

- **Web Service** (Complete module to be developed)

- **Disability Help line** (Complete module to be developed)

- **Miscellaneous**

  - Guest House

    - Online Booking

    - Online Payment

- Online Status

- o Family Cottage (As Guest house)

- o Staff Quarters

  - Detail quarters

  - Availability details

  - Online application

Proposed modules are approximate only, however actual modules and attribute in it my increase and will decided after proper study the requirement of all department by the Vendor.

(Submit detailed functionalities in the format given below)

Sl. No.	Product	Functionalities	Remarks

Note:

Various technology standards to be a part of the proposed solution have been elaborated below:

i. **Service Fulfilment** – The objective of the proposed system is to perform the internal functions and deliver the services from initiation till completion through electronic channels (as far as possible).

ii. **Single-Sign On** – The Solution shall enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the functions in the same session. For the employees of NIEPMD, the browser based application accessed on the LAN, through single-sign-on mechanism, will provide access to specific or all applications depending on their roles and responsibilities. Similarly, for external users, based on their profile and registration, the system shall enable single-sign on facility to apply for required information, checking details or status of applications/ projects, submit applications, make payments, submit queries/ complaints etc.

iii. **Support for PKI based Authentication and Authorization** – The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Registration Authorities (RA) that are

approved by the NIEPMD. In particular, PKI based authentication and authorization shall be implemented by the selected Bidder for officials / employees involved in processing key G2B and G2C services, including issuance of notices, receipts and approvals.

iv. **Open Standards -** Keeping in view the evolving needs of interoperability like inter departmental dependency / coordination for most of the functions of the NIEPMD etc., it has been proposed that the solution shall be built on Service Oriented Architecture (SOA).

v. **Scalability -** One of the fundamental requirements of the proposed solution is its scalability. The architecture shall be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high-performance for at least five years from the date of deployment. In this context, it is required that the application and deployment architecture shall provide for Scale-Up and Scale-out on the various components of the solution including Application servers, Web Servers and Database Servers.

vi. **Accessibility**-The ERP solutions shall be accessible through Laptops and other handheld devices like I-pad. Tablets etc. and the pages shall adjust suitably as per the devices and be responsive. There are certain functions within the department that may require access to the system through multiple channels like Tablets, PDA, Smart Phone, etc. The Bidder shall design a solution that shall enable such access through devices with ease and is user friendly. Some but not exhaustive functions through the above mentioned devices are: Approve, View, Upload, Download, Reject, Add, Delete, Cancel, Edit, etc.

vii. **Native Integration**- The ERP solution shall provide implementation, administration and operational tool seamlessly integrated with the entire solution. The ERP solution shall have all the core functions as natively integrated applications on a single interoperable open platform and not the integration of multiple products in an overlapping middle ware.

viii. **Integration with Third Party-**The Bidder shall integrate the ERP application with any third party application as and when required as a part of this RFP. Further, the Bidder shall provide complete documentation and handholding support during exit management to the incoming Bidder to help them understand the integration interfaces

and the existing integration already done. The following integration related guidelines shall be followed while designing and developing the ERP Application:

a. Use of open or industry standard based message exchange protocols to ensure interoperability between participating systems.

b. As much as possible use of portable data and exchange protocols like XML and Web Service, etc.

c. Ensure guaranteed delivery of messages by capturing the acknowledgment or confirmation of delivery and receipt of messages.

d. Ensure integrity of data-in-transit through public network.

e. Proper error handling mechanism and message resend capability.

f. Ability to view failed messages and reason for their failure.

g. Ensure proper Auditability and accountability of exchange of data between NIEPMD and other systems

8. Joint venture/ Consortium

The Bidders are allowed to form Consortium. In case of Consortium, the Lead Member has to be the Bidder who would be responsible for the bid.

1. The number of Consortium members cannot exceed two, including the Lead Member.

2. Only the Lead Member will submit the Proposal and sign the Contract with NIEPMD.

3. The sole responsibility of execution of the Contract would be that of the Lead Member only

4. No Consortium member can be a part of more than one Consortium. Only one Bid will be allowed from a Consortium. The partners of a Consortium are not allowed to bid individually.

5. In case of a Consortium Bid, the Lead Member would also need to submit the Agreement letter between the Consortium members for the EOI clearly indicating their scope of work and relationship.

6. Each Consortium member shall execute and submit along with the Pre-qualification Proposal/EOI , a registered power of attorney in favour of the Lead Member which shall inter-alia, authorize the Lead Member to act for and on behalf of such member of the Consortium and do all acts as may be necessary to or for the performance under the contract.

7. The Consortium Agreement shall provide at least the following information in respect of the Consortium members that the Bidder will engage to provide any of the services required under this EOI.

a. Brief description of nature of products/services to be provided by Consortium member;

b. Head and Branch offices (if responsible for work under the contract) (provide mailing addresses, phone, fax and email);

c. Date, form and state of incorporation of each Consortium member;

d. Contract Administrator (Name, business address, fax, phone and email address of individual responsible for administering any Contract that might result from this RFP);

e. Company Principals (Name, title and business address); and,

f. Current or prior successful partnerships with proposed Consortium member including Client reference (Contact name, phone number, dates when services were performed).

g. Turnover of each consortium members, including the lead bidder. However turnover of lead bidder will be taken in consideration.

8. The Consortium Agreement concluded by the Lead Member and Consortium member(S) should also be addressed to NIEPMD clearly stating that the Agreement is applicable to this EOI.

9. Change in members of the Consortium in subsequent RFP stage will be allowed only with prior approval of NIEPMD.

10. The Lead Member shall be solely liable to and responsible for all obligations towards NIEPMD for performance of works/services including that of its partners/associates under the contract.

9. General Terms & Conditions

• The System should be a web based solution and the Local Area Network shall be developed for connectivity. The system should have the capability to enable NIEPMD to provide Web-based services to the Clients, CRCs & NGOs through Website and to have future connectivity option between NIEPMD its other centres.

• A complete transfer of knowledge and technology to NIEPMD shall be required by the vendor for future maintenance and other related jobs. The vendor should provide its knowledge transfer methods and the time required for the same in person days. The vendor should indicate their willingness to provide the source code to NIEPMD.

• The proposed system must have capability to service, all the requirements which are given in Scope and Requirements.

• The proposed ERP system should have the capability to be compatible with NIEPMD requirement as defined in Project Background.

• The proposed system should adhere to advanced and up-to-date security framework in relation to functioning, flow of data across the Network etc.

• There should be a hierarchy of functions pertaining to different levels of job functioning with option to provide role based access levels as per the departments needs to individual user(s).
• Also provide the details of the underlying technology including Integrated Development Environment used for development and reporting tools.

• If the SI (System Integrator) is considered as suitable to bid for the ERP providing, then agency shall be able to study the existing functional aspects of NIEPMD and proposed functional aspects based on the type of ERP what they offer and prepare a comprehensive Software Requirement Study (SRS) study report. This report shall be in detail.

• The SI found suitable for bidding will be asked to coordinate with various divisions / departments / sections of NIEPMD to study the NIEPMD requirement and should submit the detailed methodology proposed to be adopted for ERP implementation

along with the operational & maintenance documents of ERP. The report should submitted in detail. All the module to be designed should be elaborated via Graphical structure. This will be considered for technically qualify the bidder. Proposals not found suitable by expert committee formed by NIEPMD will be rejected on technical grounds and decision of committee will be final.

• Vendor should be able to draft RFP (Request for Proposal) document.

• Vendor should be able to conduct ERP training for executives of senior, middle & junior level management along with supervisory & assistant's cadre employees.

• The vendor should be able to share detailed design and user documentation when necessary.

• ERP package should have facility to send automated e -mails of Purchase Order, Works Contract, Product order acceptance, Product dispatch details etc., to the vendors and to receive the similar types of information from the vendors.

• ERP should have the security features like assigning user department pass word on their own independent of system administrator along with the facility to system administrator to access to reset user passwords.

• The vendor should make sizing the part of application supply.

• All licensed third party components and freeware components used in the application should be clearly mentioned.

• **This EOI does not constitute an offer by NIEPMD. No commercial quotes should be submitted along with the EOI. If found any the proposal will be rejected.**

• The vendor should have valid intellectual property rights for marketing and servicing of the solution offered. Any violation of the IPR in any of the components shall be the sole liability of the vendor.

• The vendor should be capable of delivering the complete product with customization in a form acceptable to NIEPMD within 12 months of the date of finalization. However agency from their end can mention the time required to complete the ERP implementation in all respect from the date of placement of order in the form of Bar chart showing all the steps and stages of the implementation.

• By submitting a response to the EOI, the bidder shall be deemed to acknowledge that the bidder has carefully read all sections of this EOI, including all forms, schedules and Appendices hereto, and has fully informed itself as to all the conditions and limitations.

• By submitting a proposal in response to this EOI, the bidder shall be deemed to acknowledge that the company is in agreement with the terms and conditions of the

EOI and the procedures adopted for bidding & evaluation of the responses of the bidders.

• **Language of Proposals** - The proposals, all correspondence and document enclosed as part of the proposals should be in English / Hindi.

• If the information submitted by the bidder during the EOI process is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the bidding process or any time during the tenure of the contract, including the extension period if any, the Purchaser has the right to terminate the contract and initiate penal action against the bidder.

• **No manual proposals will be accepted**. The proposals must be submitted through NIC eProcurement portal only. Proposals submitted via any other means will be rejected.

• NIEPMD may, at its discretion, extend the deadline for submission of proposals by publishing the details on the website where the EOI document was made available.

• Each applicant shall submit only one proposal

• All proposals and accompanying documentation submitted as the bids against this EOI, once opened will become the property of NIEPMD and will not be returned.

• The information provided by the bidder, like the names of the customers of the bidder or any proprietary information about the bidder etc. will be treated as confidential information, unless asked to disclose by the orders of the court of law or the Information Commission (under the RTI Act).

• NIEPMD is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder. The NIEPMD shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

• NIEPMD reserves the right to accept or reject any or all offers without assigning any reasons there for. Bidder may be excluded from further consideration for failure to fully comply with the specifications of this EOI. NIEPMD is under no obligation to acquire

any or all of the solutions proposed, or to explain why any proposal is accepted or rejected.

• All costs incurred by the Bidder in the preparation and presentation of the proposal shall be absorbed entirely by the Bidder. All supporting document submitted by the Bidder in response to this EOI shall become the property of NIEPMD.

• The bidder's participation in this process may or may not result in The Purchaser selecting the bidder to execute the project.

• NIEPMD reserves the right to verify all statements, information and documents submitted by the bidder in response to this EOI for the purpose of assessing eligibility of the bidders. Any such verification or lack of such verification by the NIEPMD shall not relieve the respondent of its obligations or liabilities hereunder nor will it affect any rights of NIEPMD there under.

• In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the Eligibility conditions have not been met by the respondent, or the respondent has made material misrepresentation or has given any materially incorrect or false information, the respondent shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

• NIEPMD reserves the right to accept or reject any or all offers without assigning any reasons there for. Vendors may be excluded from further consideration for failure to fully comply with the specifications of this EOI. NIEPMD is under no obligation to acquire any or all of the solutions proposed, or to explain why any proposal is accepted or rejected. All costs incurred by the vendor in the preparation and presentation of the proposal shall be absorbed entirely by the vendors. All supporting document submitted by the vendor in response to this EOI shall become the property of NIEPMD.

10. Non-Disclosure Agreement

10.1. The vendor (and its employees) shall not, unless a prior written approval is obtained from NIEPMD, disseminate or in any way disclose any part or whole of this EOI document or any information furnished by NIEPMD, in connection therewith to any person other than a person employed by the vendor in the performance of the proposal.

Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The vendor shall ensure that its employees or any of its agents, who would be engaged by the vendor in connection with above, maintains strict confidentiality and shall treat all the information provided by NIEPMD with the same degree of care as it accords to its own information. A successful bidder shall be required to enter into a separate agreement to this effect.

10.2. The vendor, its employees and agents shall not without prior written consent from the NIEPMD make any use of any document or information given by the user, except for purposes of performing the contract award.

10.3. In case of any breach of the above mentioned conditions, NIEPMD reserves the right to initiate such action as it may deem fit.

11. Selection Process

As a first step, to understand the requirements and expectations in execution of the ERP and LAN, the Applicants are invited to visit NIEPMD, Chennai campus on any day (Except Saturday, Sunday and Public Holidays) so as to get an idea of the offices layout at NIEPMD, Chennai. It is suggested that the Applicant may send an advance intimation, preferably over email to the competent authority about the date of visit prior to coming to NIEPMD Chennai. The email ID is: niepmd@gmail.com, asponiepmd@gmail.com. Clarifications to doubts if any, regarding the project will also be briefed at the time of visit to the NIEPMD, Chennai campus.

A mandatory Pre-bid meeting is scheduled on **02 Dec 2016** at **NIEPMD, ECR, Muttukadu Kovalam Chennai Tamilnadu – 603 112**. Interested vendors can attend to seek any information and / or clarification about the requirement of NIEPMD (Bidders not attending the pre-bid may not be considered for technical evaluation, however decision of Director, NIEPMD will be final and binding). Interested companies/firms are requested to submit their responses in the format enclosed. They may also provide documents in support of their achievements / claims made in the profile. Based on the information provided in the profile and such other information as would be considered reasonable by NIEPMD, the shortlisted companies / firms list will be prepared. These companies will be asked to survey the detail ERP package requirement, Networking requirement and Hardware and software requirement of NIEPMD and prepare a project report. Based on their project report only those companies / firms will be called upon to make a presentation to NIEPMD, at short notice, for further evaluation. If any

information provided by the respondent is found to be inaccurate at any stage of the selection process, NIEPMD may, at its discretion, reject the offer of the respondent and no correspondence will be entertained in this regard. Submission of wrong and / or false information may also disqualify the vendor from any future work from NIEPMD.

Request for Proposal (RFP) shall be issued to only those vendors, who are found technically suitable after evaluation of the responses, project report and presentation at NIEPMD to the EOI. NIEPMD decision in this regard will be final and binding. **NIEPMD reserves the right to withdraw this EOI, if it determines that such action is in the best interest of the Government of India.**

12. EOI Submission process

12.1. Interested System Integrators may furnish their Expression of Interest by giving all the necessary documents in English / Hindi as specified in the Response Formats for each of the above mentioned qualifying criteria as proof of having the minimum requirements. **The EOI must be submitted online through Central Public Procurement Portal e-procurement application only through URL: http://eprocure.gov.in/eprocure/app only**.

12.2. The EOI document to be attached must be direct, concise, and complete and arranged in an organized and structured manner.

12.3 To participate in online bidding process, Bidders must procure a Digital Signature Certificate as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode, eMudhra etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.

12.4. NIEPMD will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid proposal well advance in time so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.

12.5. Bidders are also advised to refer visit any local NIC office or call CPPP 24x7 toll free number 1800-3070-223 or mobile No. 07878007972, 07878007973 for further details about the e-tendering process.

12.6 **No commercial quotes should be submitted along with the EOI. If found any the proposal will be rejected.**

11.7 Respondents are requested to submit their responses in the format given below.

- o Covering Letter as per the format provided in Appendix I.
- o Requested information in the suggested formats along with the mandatory supporting documents for each of the criteria as provided in Appendix II, III, IV and check list. .

13. Minimum requirement of Technical Specification:

The Proposed Application should be web based and should be able to run quite satisfactorily in the following environment:

1. Apache for the HTTP layer

2. IIS for the application layer.

3. Microsoft SQL Server 2014 enterprise edition or above for database layer.

4. Window 2012 server R2 enterprise edition or above

5. IIS

6. Should have configuration RAID 5 and above.

7. 02 Domain controllers should be installed (Primary & Secondary).

8. Support Clustered Environment.

9. Support Active Directory.

10. Centralised access control router needs to be installed (UTM device for indemnity Based security) for BSNL network or provision to be made so NIEPMD should install the UTM.
11. Centralised Antivirus solutions to be provided.

Apart from mentioned above vendors are free to suggest any open source software and suitable for project and suiting to project requirement. Technical requirement for LAN should have been proposed by the vendor after surveying the location physically.

14 Marking Scheme

S. No.	Criteria	Marks
01	Turnover of the Firm (15 Marks)	
02	Similar Completed Assignments (15 Marks)	
03	Number of Year of Operations (15 Marks)	
04	Number of ERP consultants as Per description in EOI (15 Marks)	
05	Presentation (40 Marks)	
	Grand Total (100)	
	(i) Turnover of the Firm (15 Marks)	20 Crores (5 Marks)

		> 21 to 40 Crores (7.5 Marks)
		>41 to 60 Crores (10 Marks)
		>61 to 100 Crores (15 Marks)
	(ii) Similar Completed Assignments (15 Marks)	5 Assignments (5 Marks)
		6-8 Assignments (7.5 Marks)
		9-10 Assignments (10 Marks)
		11 or More Assignments (15 Marks)
	(iii) Number of Year of Operations (15 Marks)	3 Years (5 Marks)
		>3 to 5 Years (7.5 Marks)
		>5 to 7 Years (10 Marks)
		>7 Years (15 Marks)
	(iv) Number of ERP consultants Per description in EOI (15 Marks)	Minimum 30 Employees (2.5 Marks)
		31 - 50 (5 Marks)
		51-100 (10 Marks)
		101 and Above (15 Marks)

APPENDIX I: COVERING LETTER FROM THE SYSTEM INTEGRATOR

Company letter head

[Date]

Director,

NIEPMD

East Coast Road, Muttukadu, Kovalam (Post)

Chennai – 603 112

Ph: 044-27472113

Reference: Notice on Expression of interest to Supply and implementation to ERP Solutions with Local Area Network (LAN).

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EOI for supply and implementation of ERP product at NIEPMD, Chennai.

Primary and Secondary contacts for our company are:

Primary Contact Secondary Contact

Name:

Title:

Company Name:

Address:

Phone:

Mobile:

Fax:

E-mail:

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the NIEPMD is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the NIEPMD in its shortlisting process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the ERP implementation project at NIEPMD, Chennai.

We undertake that we'll deploy only persons of Indian Origin and Citizens of India in the execution of this project in the event our company gets selected for the execution of this project.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation / company / firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2016

(Signature) (In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of:

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company) Seal/Stamp of System Integrator

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am …………………………… of the …………………, and that

………………………………………………………………… who signed the above response is authorized to bind the corporation by authority of its governing body.

Date

(Seal here)

APPENDIX II: INDEX OF FORMATS & SUPPORTING DOCUMENTS

Criteria refers to paragraph	Requested Information
6(a)	Suggested Format: Form I: Details of the Organization **Mandatory Supporting Documents:** a) Certificate of Incorporation from Registrar of Companies (ROC)
6 (b)	Suggested Format: Form II: Financial Information Mandatory Supporting Documents: a) Auditor Certified financial statements for the Last three financial years, 2013-14, 2014-15, and 2015-16 (Please include only the relevant sections which indicate annual turnover and not the entire Balance sheet.)
6 (c)	Suggested Format: Form III: Financial Information of IT Services Mandatory Supporting Documents: a) Certification by the company auditors supporting the revenue break-up (For IT and system integration services).
6 (g)	Suggested Format: Form IV: ERP Implementation Project Information (5 forms, one for each project reference) Mandatory Supporting Documents: a) Letter from the client to indicate the successful completion of the projects.
6 (g)	Suggested Format: Form V: CMMI Certification Mandatory Supporting Documents: a) CMMI certification for the organisation

Appendix III: Suggested Formats

Form I : Details of The Organisation	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	

Form II : Financial Information			
FY-2013-14	FY-2014-15	FY-2015-16	
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Other Relevant Information			

Form III : Financial Information of IT Services			
FY-2013-14	FY-2014-15	FY-2015-16	
Revenue from IT services and system integration services (in INR crores)			
Other Relevant Information			

Form IV: ERP Implementation Project Information (one form for each Project reference duly certified by authorised signatory.

Client Information	
Name of client	
Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,	
Type of Client (Private Sector / PSU / Government Organization):	
Nature of business / operations of client	
Revenue/Budget (in case of Government dept.) of the client	
In the year of project initiation	
In the year of project completion	
Total number of Employees of the client organization or the business unit	
Project Details	
Nature of the Project	
Total Contract Value for Implementation Services (excluding the ERP product license fee, infrastructure charges and annual maintenance charges)	
Functional areas of business covered in the project	

Implementation Geographical Location	
Number of Locations / business units at which the project is implemented	
Peak on-site (at the client location) project team size of the SI during implementation	
Peak on-site (at the client location) project team size of the SI during post-implementation support	
Date of commencement of the project	
Date of successful completion of the project	
If not completed, expected date of completion	
Brief Description of the Project in terms of the business processes which have been automated, complexity of the project, significant achievements, uniqueness.	
Scope of the Project (ERP Implementation, Networking, Training, Post-Implementation,)	
Details of the Solution	
ERP product implemented	
Version of Product Implemented	
The solution modules/engines/components implemented	
Other solution components / Bolton Solutions / Third party solutions integrated with ERP	
Number of Users of the solution	
Relevance of the implementation to the current project	
Other Relevant Information	
Form V : CMMI® (Capability Maturity Model Integration) or ISO Certification	
CMMI® certification level 3 or higher for IT services since last 03 years. Award date: Or ISO Certification since last 03 years. Award date:	

<u>Appendix IV:</u> **PERFORMANCE REPORT**
ON LAN WORKS FROM CLIENTS

1. Name of Project & Location.

2. Work order No.

3. Tendered Cost

4. Date of Start

5. Date of completion

6. Amount of compensation levied for delayed
Completion if any.

7. Amount of reduced rate items, if any
8. Performance report

i) Quality of Work : Very Good / Good / Fair / Poor

ii) Financial soundness : Very Good / Good / Fair / Poor

iii) Technical Proficiency : Very Good / Good / Fair / Poor

iv) Resourcefulness : Very Good / Good / Fair / Poor

v) General Behaviour : Very Good / Good / Fair / Poor

DATED: Director or Authorised signatory

CHECK LIST:
(Details of Enclosures.)

Sl. No.	Description of Item	Uploaded	Not Uploaded
1.	Pre-Qualification Documents as per EOI		
2.	Power of attorney, if required		
3.	Certificate of Registration		
4.	Firm / Company Registration certificate (Copy to be uploaded)		
5.	Certificate by the bidder to be uploaded stating that the firm / company has not been black listed by any Central Govt. / State Govt. / PSU agencies.		
6.	Certificate by the bidder to be uploaded that they have read and understand all the term and conditions mentioned in the EOI document.		
7.	Copy of appropriate PAN Card		
8.	Copy of Registration with Service Tax/ Sales Tax/ VAT Department		
9.	Copy of Income Tax Return of the firm/company/agency (Individual in case sole proprietary firm) for last 03 financial years.		
10.	Certified copies of abridged balance sheets along with profit & loss account of the firm (tenderer) in support of annual financial turnover during the last 03 Financial years, ending up to 31st March 2016 duly certified by a Chartered Accountant. In support of turnover Rs. 20 Crore.		
11.	Proof of turnover Rs 10 crores or above should be from IT services and system integration services. Certified by CA)		
12.	Supporting certificates for technical and financial capability from relevant authorities		
13.	Organization Chart with responsibilities, Curriculum Vitae of personnel proposed for this project		
14.	Proof of single legal entity registered in India, should be a profitable vendor for the **last three years**		
15.	Detail of Atleast 05 ERP & LAN project in India		
16.	CMMI® (Capability Maturity Model Integration) certification level 3 or higher for IT Services / Development for last three years or *ISO certified in the field of IT services and software development for last 03 years*		
17.	Appendix I to IV		
18.	Any other document required in EOI		
19.	Any other important information (may attach separate sheets)		