

**Corrigendum & Addendum
For
Implementation of ERP Solution
at
National Fertilizers Limited (NFL)
&
Ramagundam Fertilizers and Chemicals Limited (RFCL).**

**E-TENDER ID: NFL-537
Tender No: NFL/CO/IT/ERP/RFP Dated 07/02/2019**

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REVISED TENDER SCHEDULE

Particulars	Details
E-Tender ID	NFL-537
Tender Number	NFL/CO/IT/ERP/RFP Dated : 07/02/2019
Tender Title	Implementation of ERP Solution at NFL & RFCL
Date of Publishing of RFP	07.02.2019 at 10:30 AM (IST)
Documents Download End Date & Time	08.04.2019 at 02:30 PM(IST)
Bid submission end date	08.04.2019 at 02:30 PM (IST) (Through online mode only)
Date / Time of bid opening (Part-I)	08.04.2019 at 03:30 PM)IST) Through online mode only)
Commercial bid opening date & time	To be notified later
Place of Opening of Bids	NFL's Corporate office at Noida
Contact Persons for any clarifications/ Submission of Bids	S M Vashisht / V P Kason / S K Chauhan
Contact Numbers	0120 2412294, Fax: 0120-2412397 9650694007, 9463303484, 9990179375

All other terms and conditions of above E-tender will be as per NIT

CORRIGENDUM

Basis queries received from bidders and discussions held during pre-bid meeting on 27.02.2019, the changes and additions against **RFP Ref No - NFL-537 Dated 07/02/2019** are as below:

S No.	Page No	Clause No.	NIT Clause	New Clause
1	22 & 23	Key Information, Volume - I	Processes to be Implemented with Bilingual support (Hindi & English)	All the portals, reports and forms need to be in bilingual (Hindi & English) format
2	60	1.4.2 System Integrator Parameters S.No 4	<p>The bidder should have successfully completed same or similar (proposed COTS ERP implementation including IT infrastructure) works with current or earlier version of proposed COTS ERP product in India during last 7 years ending last day of the previous month, in which NIT has been issued., should be either of the following:</p> <p>a) One similar* completed work of not less than 1450 user licenses OR b) Two similar* completed works of not less than 900 user Licenses each. OR c) Three similar* completed works of not less than 550 user Licenses each.</p>	<p>The bidder should have successfully completed same or similar (<i>proposed COTS ERP implementation with or without IT infrastructure</i>) works with current or earlier COTS ERP product in India during last 7 years ending last day of the previous month, in which NIT has been issued., should be either of the following:</p> <p>a) One similar* completed work of not less than 1450 user licenses OR b) Two similar* completed works of not less than 900 user Licenses each. OR c) Three similar* completed works of not less than 550 user Licenses each.</p>
3	61	1.4.2 System Integrator Parameters S.No 8	Bidder should be either proposed COTS ERP OEM or its Authorized Service Provider (ASP) with at least 5 implementations of the proposed COTS ERP product with minimum 500 licensed users in each implementation in India during last 7 years ending last day of the previous month, in which NIT has been issued.	Bidder should be either proposed COTS ERP OEM or its Authorized Service Provider (ASP)/Authorized Partner (AP) with at least 5 implementations of the proposed COTS ERP (current or earlier version) product in India during last 7 years ending last day of the previous month, in which NIT has been issued

S No.	Page No	Clause No.	NIT Clause	New Clause
4	64	1.4.2 (A) ERP Implementation Experience point No. 3	<p>Bidder should have the implementation experience of proposed COTS ERP in India of all the 8 processes either in individual project or in combination of multiple projects, covering each process in at least 3 implementations in last 7 years ending last day of the previous month, in which NIT has been issued. Processes in scope are:</p> <ul style="list-style-type: none"> · Procure to Pay, Material & Inventory Management including Taxation. · Financial Accounting & Management Reporting · Opportunity to Collection including marketing and dealer management · Plant Operations & Maintenance · HR & Payroll Management including enterprise portal · Project Management · Quality Assurance · Production and Operations 	<p>Bidder should have the implementation experience of proposed COTS ERP in India of all the 8 processes either in individual project or in combination of multiple projects, covering each process in at least 3 implementations in last 7 years ending last day of the previous month, in which NIT has been issued. Processes in scope are:</p> <ul style="list-style-type: none"> · Procure to Pay, Material & Inventory Management including Taxation. · Financial Accounting & Management Reporting · Opportunity to Collection including marketing and dealer management · Plant Operations & Maintenance · HR & Payroll Management including enterprise portal · Project Management · Quality Assurance · Production and Operations
5	64	1.4.2 (B) General Parameters Pt. 1	<p>The bidder should have at least 7 customers base of proposed COTS ERP in India with user licenses of at least 500 users in last 7 years ending last day of the previous month, in which NIT has been issued. Out of these 7 at least 2 implementations are to be in the organizations of Govt. of India / State Govt. / PSUs.</p>	<p>The bidder should have at least 7 customers base of proposed COTS ERP (current or earlier version) in India in last 7 years ending last day of the previous month, in which NIT has been issued. Out of these 7 at least 2 implementations are to be in the organizations of Govt. of India / State Govt. / PSUs.</p>
6	64	1.4.2 (B) General Parameters, Point No. 2	<p>The bidder should have experience of similar* kind of proposed COTS ERP IT Infrastructure as a Service (IaaS) project covering commissioning followed by operation & maintenance for a multi-location project during the last 3 years ending last day of the previous month, in which NIT has been issued.</p>	<p>The bidder should have experience of proposed COTS ERP implementation with IT Infrastructure as a Service (IaaS) followed by operation & maintenance for a multi-location project during the last 3 years ending last day of the previous month, in which NIT has been issued.</p>

S No.	Page No	Clause No.	NIT Clause	New Clause
7	96	Project Implementation Experience (25 Marks) [COTS ERP Solution] point No. 2	The customer base of proposed COTS ERP in India should be at least 500 transactional users across multiple processes and multiple locations with at least 7 customers out of which at least 2 are to be in the organizations of Govt. of India / State Govt. / PSUs during last 7 years ending last day of the previous month, in which NIT has been issued.	The customer base of proposed COTS ERP in India across multiple processes and multiple locations with at least 7 customers out of which at least 2 are to be in the organizations of Govt. of India / State Govt. / PSUs during last 7 years ending last day of the previous month, in which NIT has been issued.
8	98	Project Implementation Experience (25 Marks) [COTS ERP Solution] point No. 4	Large implementation experience in India in last seven year ending last day of the previous month in which NIT has been issued. The bidder shall get 1 mark per citation related to the implementation of the offered COTS ERP product in India with at least 1500 licenses in each of the implementation. Note: - The bidder can provide maximum of 3 such citations.	"Large implementation experience in India in last 10 years ending last day of the previous month in which NIT has been issued. The bidder shall get 1 mark per citation related to the implementation of the offered COTS ERP (current or earlier version) product in India with at least 1500 licenses in each of the implementation. Note: - The bidder can provide maximum of 3 such citations."
9	128	General Scope of Work a) For NFL:-	Study and commissioning of bandwidth solution (end to end) at corporate office, each plant location and all the zonal offices mentioned under section "Geographic Scope" for catering the need to regular as well as ERP users. This scope will be covering MPLS or ILL requirements as per applicability at all the mentioned locations of NFL.	Study and commissioning of bandwidth solution (end to end) at corporate office, each plant location and all the zonal offices mentioned under section "Geographic Scope" for catering the need to regular user (including services like video conferencing, mail messaging and regular internet usage etc.) as well as ERP users. This scope will be covering MPLS or ILL requirements as per applicability at all the mentioned locations of NFL.
10	130	General Scope of Work b) For RFCL:-	Study and commissioning of bandwidth solution (end to end) at corporate office, each plant location and all the zonal offices mentioned under section "Geographic Scope" for catering the need to regular as well as ERP users. This scope will be covering MPLS or ILL requirements as per applicability at all the mentioned locations of RFCL.	Study and commissioning of bandwidth solution (end to end) at corporate office, each plant location and all the zonal offices mentioned under section "Geographic Scope" for catering the need to regular user (including services like video conferencing, mail messaging and regular internet usage etc.) as well as ERP users. This scope will be covering MPLS or ILL requirements as per applicability at all the mentioned locations of RFCL.
11	153	6. Hardware and Infrastructure Sizing The system	The system integrator would have to identify infrastructure requirement specification including requirement for business continuity as well. The sizing	The system integrator would have to identify infrastructure requirement specification including requirement for business continuity as well. The sizing needs to be done keeping in mind NFL & RFCL's requirement for performance, response

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		integrator will be required to undertake (Point No. 6.2)	needs to be done keeping in mind NFL & RFCL's requirement for performance, response time and scalability, latest state-of-the-art, virtualization & guaranteed uptime during its entire lifespan with uninterrupted services. Such lifespan shall not be less than six (6) years. The entire infrastructure should be designed with 150% scalability considering the total number of users as specified.	time and scalability, latest state-of-the-art, virtualization & guaranteed uptime during its entire lifespan with uninterrupted services. Such lifespan shall not be less than six (6) years. The entire infrastructure should be designed with 150% scalability considering the total number of users as specified. Proposed DR should be 50% of DC Infra

ADDENDUM

S No.	Page No	Clause No.	Clause
1	133	New Section under "Scope of Work" after Section - b	<p>(C) General Security features requirement for NFL & RFCL as per respective scope of work</p> <p>Cloud Solution Security and Confidentiality: 1) The overall solution must be designed to cover following three objectives: <ul style="list-style-type: none"> • Confidentiality: Information within solution should be confidential. • Integrity: Information within solution should be in its original or expected form. • Availability: Information within solution should be accessible to the authorized and legitimate users of NFL & RFCL. </p> <p>2) The selected bidder needs to design the system keeping in view that Information security management system standards (ISO 27001:2013 or latest) will govern the information security management for the proposed solution. All the activities for documentation and compliance will need to be performed by the selected bidder.</p> <p>3) It is expected from the selected bidder to come up with a detailed proposal in the Detailed ICT Solution Document /ICT Solution Design Document and ensure required availability and security in implementation of the solution.</p> <p>DC and DR:</p> <p>1 Managing and monitoring of system to protect from virus and malware for managed resources. Virus should be removed or system should be isolated from the network successfully within agreed time from the time of detection of virus at that designated target system. 2 Ensuring 100% malware coverage with patterns not old more than one day. 3 Reporting security incidents to co-ordinate for resolution 4 Performing vulnerability scanning of all servers/devices (in-scope), which are IP Based. Vulnerability assessment report should be shared with NFL & RFCL respectively half yearly. 5 Testing and implementation of patches and upgrades on all the network devices (Firewall, Router, IPS/IDS, Switches, Server etc.). 6 Incorporate takeaways from Major Incidents into monitoring to prevent repetitions. 7 Performing implementation and maintenance of security rules on devices like firewall, IPS/IDS, Switches, and Routers. 8 Mock drill for DC and DR switchover, reports will be shared with NFL & RFCL for every quarter. 9 Performing any other day to day administration and support activities etc which are not specifically mentioned in the NIT. However which may be required for proper functioning of the overall solution.</p> <p>Mail Solution Factors considered Detailed Specification Cloud based Email Solution Ease of Access & Synchronization 1. Anytime Anywhere Access - The users shall be able to access & synchronize emails, contacts and calendars from any browser on desktop through any email software or on tabs or mobiles on the go. 2. Uninterrupted E-Mail Operations - E-Mail services should be accessible always with 99.99% uptime.</p>

S No.	Page No	Clause No.	Clause
			<p>Productivity Applications 1. Web based versions of word processor, spreadsheets application & slideshow presentation maker as a built in features for easy collaboration of work</p> <p>Security Features 1. Anti-Malware & Anti-Spam Protection – 99% or better spam-blocking effectiveness</p> <p>2. Anti-Virus Scanning - Incoming & Outgoing mails with or without attachments.</p> <p>3. Anti-Spyware blocking</p> <p>4. Anti-Phishing blocking</p> <p>5. Ransomware blocking</p> <p>6. Certified data privacy - ISO 9001 / ISO 27001</p> <p>7. Integrated Cyber Security</p> <p>8. Emerging Threat Control – Sandboxing, behaviour analysis</p> <p>9. Encryption in E-Mail transit with TLS</p> <p>Email Message & Attachment Size 25 MB or more</p> <p>Email Delivery Latency Not more than one minute</p> <p>Storage Capacity, Backup & Archiving Strategy and Plan 1. Email hosting with minimum of 50 GB mailbox.</p> <p>2. Minimum Archiving space 70 GB.</p> <p>Managed Services Managed Services backed by 24x7 support across the globe.</p> <p>Compatibility 1. Ability to interface with the application.</p> <p>2. Ability to incorporate automated routing and notifications based on business rules</p> <p>3. Pop3 / IMAP Compatibility</p> <p>4. Address Book Sync Compatibility</p> <p>Downtime or Maintenance 1. E-Mail spooling should be available, E-Mails should be queued for 3-5 days and no bounce-back should be given by the Email Server to senders.</p> <p>Migration Approach 1. Single Pass Migration - Migrate all Email, Calendar, Address Book and Tasks in one migration run.</p> <p>2. Solution should allow to migrate to other service provider, along with E-Mails, productivity files & data, Contacts or Address Book.</p>
2	General	Page No. 133 point No. 9 under Email solution	Email archiving space will be 70 GB per user
3	General	Page No. 175, Section 18.3, point No. (e)	According to Industry standard and as per MEITY guidelines RTO will be 4Hr and RPO will be 1Hr