

ITI LIMITED
(A Government of India Undertaking)



**SHORT EXPRESSION OF INTEREST (EOI)
FOR
SELECTION
OF
SYSTEMS INTEGRATOR
FOR
DESIGN, DEVELOPMENT, IMPLEMENTATION OF WEBSITE AND
ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION**

EOI Enquiry No.: ITI/NAINI/TS/LDA/ERP/01

Dated: 10th, October, 2024

**Chief Manager- P & BD
ITI Limited, Naini
Mirzapur Road, Naini,
Prayagraj – 211010 (UP) INDIA,
Ph: 6307182604/9450605406
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Website: <http://www.itiltd.in>**



ITI LIMITED

(A Government of India Undertaking)

Mirzapur Road, Naini,
Prayagraj – 211010 (UP) INDIA

Short Expression of Interest (EOI)

EOI Enquiry No.: ITI/NAINI/TS/LDA/ERP/01

Dated: 10th, October, 2024

ITI Limited invites Expression of Interest (EOI) for Selection of Systems Integrator for Design, Development, Implementation of Website and Enterprise Resource Planning (ERP) Solution.

Scope of Work	Systems Integrator for Design, Development, Implementation of Website and Enterprise Resource Planning (ERP) Solution.
Expected Qty. (Nos)	N/A
Estimated Value (Rs)	N/A
Tender/Bid Fee (Rs)	5900/- (inclusive of Taxes) (through RTGS/NEFT/only)
Earnest Money Deposit (Rs)	Refundable amount ₹ 7,00,000/- (through RTGS/NEFT/only)

Interested parties may view and download the document containing the detailed terms & conditions, free of cost from the websites: - www.eprocure.gov.in and <https://www.itiltd.in>.

For ITI LIMITED
Chief Manager- P & BD

Important dates

Date of Issue/Publishing	10/10/2024 (17:00 Hrs)
Last date of receipt of Clarification	14/10/2024 (17:00 Hrs)
Last Date and Time for Submission of Bid	17/10/2024 (10:00 Hrs)
Date and Time of Opening of Technical Bid	17/10/2024 (11:00 Hrs)
Date and Time of Opening of Financial Bid	17/10/2024 (17:00 Hrs)

In case of any clarifications on this notification and technical requirement, please contact -

Asst. Manager – Tech. Support
ITI Limited, Naini
Mirzapur Road, Naini,
Prayagraj – 211010 (UP) INDIA,
Ph: 6394793179
Email: pradeep_nni@itiltd.co.in
Website: <http://www.itiltd.in>

INTRODUCTION

ITI Limited, a Public Sector Undertaking under the Department of Telecommunication, Ministry of Communication and IT, is a leading telecom equipment manufacturer and total solution provider in India. ITI has diversified in to solar project business and has established state of the art solar module manufacturing line of capacity 18 MWp per annum. IT Limited is an ISO 9001, ISO 14001 and ISO 18001 certified manufacturing unit. Presently major customers of ITI are BBNL, BSNL, MTNL, defense, paramilitary forces and railways. The company has executed various turnkey orders such as Bharat-Net, Telecom Towers, UP Police headquarters. ITI make PV module are certified with BIS 14286 certification for wattage range from 40Wp to 325Wp.

Objective/Purpose

The purpose of this Short Expression of Interest is for Selection of Selection of Systems Integrator for an Integrated ERP Solution to enable ITI's participation in the customer tender as mentioned below-

End Customer Detail:

Name: Lucknow Development Authority (LDA)

Address: Pradhikaran Bhavan, Gomti Nagar Lucknow, 226010

Ph.: +91 9918001460/+91 7081101133

E-mail: ldaitcell@gmail.com, rohits.osldda@gmail.com

Website: www.ldaonline.co.in

Scope: RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA. The details of end customer tender are-

- | | |
|-------------------------------------|-------------------------------|
| 1. Tender No. | : 03/RFP/ERP/EDP/2024-25 |
| 2. EMD | : Rs. 700000.00 |
| 3. Tender Fees | : Rs. 5900/- |
| 4. Performance Bank Guarantee (PBG) | : 5 % issued work order value |

The successful bidder/s selected through this EOI will sign agreement & Pre- contract Integrity Pact with ITI. ITI will submit its proposal to customer based on the techno-commercial proposal obtained from the successful bidder.

Scope of work

The Scope of work will be as per the end customer tender and any other corrigendum/ addendum / other documents & instructions issued from the end customer from time to time in this regard. The details of the customer tender for which the Expression of Interest is being called is enclosed along with this inquiry.

Earnest Money Deposit (EMD)

The EMD amount will be as per the customer tender requirement. The EMD amount of **Rs. 700000.00** shall be submitted by the bidder on back-to-back basis along with the bid. No interest shall be payable on the EMD. The EMD amount of successful bidder may be converted to Security Deposit at the time of placement of Purchase Order. EMD must be submitted through RTGS/NEFT/only to ITI Limited.

The details of ITI's bank account for EMD & Processing Fee amount are as below:

- Beneficiary Name : ITI Limited, Naini
- Account Number/IBAN : 43069550659
- IFSC Code : SBIN0003486
- Beneficiary Bank Name : State Bank of India
- Beneficiary Bank Address : ITI Complex, Naini, Mirzapur Road,
Naini, Prayagraj – 211010 (UP) INDIA

Exemption from submission of EMD: No bidder is exempted to submit EMD amount.

Performance Security

The successful bidder who will be selected, shall give a Performance Security (as per the timeline mentioned in the end customer tender) for a period as per end customer tender for the percentage of the bidder order value or fixed amount on pro rata basis as per bidder order value shall be deposited in shape of Demand Draft or Bank Guarantee and shall be returned after the performance warranty period is over. The said amount may be forfeited partially or fully for failure to fulfill the terms and conditions of agreement. The Bank Guarantee should be enforceable and payable at the place mentioned in the EOI. No interest will be accrued on the Performance security amount.

Taxes & Duties: Relevant Taxes in line with GST i.e. SGST/CGST or IGST to be considered by the bidder. Taxes rate and nature will be on back-to-back basis.

EOI Type: Two Bid System

Bids are to be submitted in two parts namely:

- (1) Technical Bid and
- (2) Financial Bid.

Both technical and financial bids must be submitted in separate envelopes and clearly marked on each envelope as “Technical Bid” and “Financial Bid” respectively. Thereafter, both the envelopes containing technical & financial bid should be put into a separate envelope which should be super scribed as “Bids for EOI Enquiry No.: ITI/NAINI/TS/LDA/ERP/01, Dated: 10th, October, 2024”.

The financial bids of only those bidders will be opened who are technically qualified.

ELIGIBILITY CONDITIONS

Bidder shall fulfill following Minimum Eligibility Conditions: -

1. The bidder should be a company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto or Partnership firm registered under Indian Partnership Act, 1932 and subsequent amendments thereto or an entity registered under LLP Act 2008 and subsequent amendments thereto.
2. Consortium/Joint-Venture in any form will not be allowed.

A copy of certificate of incorporation should be furnished along with the bid in support of above.

Experience

1. The agency should have been in the IT/Software Development field for at least 05 Years.
2. The agency should have experience of execution of at least 02 ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 3 Crores.
3. The agency should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 100 employees.
4. The agency should have experience of successfully handing government/Co-operative/PSU domain.
5. The bidder should have a valid CMMI Level 3 certificate or above.

Overall Average Annual Turnover

1. Bidder(s) should have **Positive (+ve)** Net worth at the close of the preceding financial year. (Auditor's certificate shall be submitted for the same).

2. Bidder should have Minimum Average Annual Turnover (MAAT) of **Rs. 40.0 Cr.** in last 3 financial years.

(The bidder should submit Audited Financial Statement for last 3 years to this effect).

Turnover of Group of company will not be considered for evaluation (A summarized sheet of average turnover, certified by registered CA should be compulsorily enclosed).

3. The Bidder should have valid GSTIN registration certificate. A copy of which should be enclosed.

Note: Bidder will have to submit an undertaking on its letter head issued by the CA/Managing Director/Director of the company that it is financially meeting the Eligibility criteria as mentioned as above.

Payment terms and Delivery Schedule:

- Payment will be made on back-to-back basis after realization from end customer. Payment will be generally released to the vendor within 15 days after ITI has received the payment after the submission of necessary document like Vendor Invoice, receipt acknowledgement of goods by end user.
- The payment shall be done on the basis of actual Supply/erection of material as certified the end customer.
- No advance payment will be made during the execution of the project.

Guarantee/ Warranty: -

As per attached tender documents of end customer.

Liquidated Damages (LD)

Liquidated Damages shall be levied as per the LD policy of ITI on pro-rata basis.

Training

Training of customer officers/representatives will be the responsibility of the selected Bidders/vendor.

Contractual Period

The successful Bidder shall so organize his resources and perform his work as to complete it not later than the date agreed to. Failing which LD will be applicable.

Extension of Contract

Contract will be extended as the customer extend the contract period.

Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

If required extra terms & conditions could be added to the existing terms & condition, it has to be complied by the firms (bidder/L1 party).

In case of contradiction the general terms & conditions will be superseded by the special terms & conditions.

General Conditions

1. All the relevant test certificates of various Components as mentioned in the ITI EOI and customers EOI shall be provided along with the bid.
2. Bidder shall provide Un-priced BOQ, priced BOQ, Drawings and Datasheets of each component of Home Lighting System.
3. The bidder shall submit clause by clause compliance to the technical specification as per BOQ.
4. Bidder should have to submit make/model list with its proposal as per BOQ.
5. The bidder should be an ISO 9001:2015 accredited company.
6. **EOI Acceptance Letter:** Bidder should submit unconditional acceptance of all terms & conditions of the EOI document on company's/firm letter head duly signed & stamped by the authorized signatory.
7. Bidder should Sign & Stamped on each page of EOI.
8. No deviation certificate has to be submitted by the party mentioning that "we meet all Technical & commercial Specifications of the EOI Too" and there shall be no deviation. Party has to submit the aforementioned certificate along with the offer.
9. Quotations shall be liable to be rejected if there is/are any deviation(s) from the specifications.
10. Escalation in price (except where price variation clause is applicable), deviation from delivery schedule, terms and conditions will not be permitted in your quotation. Statutory Taxes & Duties should be shown separately from the price.
11. Catalogue, literature, specification details should accompany the quotation. Incomplete quotations are liable to be rejected.
12. Any deviations whether technical or commercial stated anywhere in the bid shall not be taken into account and may render the bid non-responsible and liable to be rejected.
13. Vendor Profile should be submitted along with the bid.
14. Quotation/offer shall be submitted only through hard copy within the bid submission last date.
15. The bids should be spiral bounded and each page should be serial numbered.
16. ITI reserves the right to suspend or cancel the EOI process at any stage, to accept, or reject any or all offers at any stage of the process and / or to modify process, or any part thereof, at any time without assigning reason, any obligation or liability whatsoever.
17. During the evaluation of EoI, if ITI requires any clarifications, the Bidder should be ready to give clarifications for any part of the offer against this EoI to ITI to complete the evaluation.
18. Bidder must submit the signed integrity pact along with the techno commercial bid. (Format Attached at Annexure-A)

Authorized Signatory: All certificates and documents received as part of offer shall be signed by the “Authorized Representative”. Power of attorney in the name of person signing the documents is mandatory (On Non-Judicial Stamp paper). (Signing is not mandatory in technical manuals)

Validity of Offer: Quoted/Offer Price shall be valid for 120 days.

Late Offer: Any offer received after the prescribed time line shall be rejected.

Language of offers: the offers submitted by vendor and all the correspondence and documents relating to the offers exchanged by the vendor shall be in English language.

Cost of EOI: The vendor shall bear all cost associated with the preparation & submission of its EOI including cost of presentation for purposes of clarification of the offer, if so desired by ITI. ITI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EOI process. In this case, submissions of required material as per sample plan of certifying agency is to be arranged & provided free of cost by bidder.

Amendment of EOI: At any time prior to the last date for receipt of offers, ITI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor modified by the EOI document by an amendment. In order to provide prospective vendor reasonable time in which to take the amendment into account in preparing their offers, ITI may, at their discretion extend the last date for the receipt of offers and / or make other changes in the requirements set out in the invitation for EOI.

Disclaimer: ITI and / or its officers employees disclaim all/ any liability from any loss or damage whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts estimates, or projections contained in this documents or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of ITI and / or any of its officers, employees.

Following documents are to be submitted by the bidder along with the bid-

1. EMD through demand draft /RTGS/NEFT acknowledgement or copy of BG and proof of dispatch of BG to ITI. In case BG is submitted as EMD, it may be ensured that the original BG is received in ITI before the due date. ITI will not be responsible for any postal delay/damage.
2. Compliances/Approval/registration certificate or any other document required as per eligibility criteria given in the EOI.
3. Signed EOI acceptance letter.
4. Signed Pre-Integrity Pact.

Other Important Terms & Conditions:

1. Only the successful bidder will be informed of being the L1. All the techno commercial terms & payment terms will be on back-to-back basis.
2. ITI shall have the right to appropriate the outstanding amount, if any, recoverable from the vendor/contractor/bidder, under any other contract, from the payment under this contract, to be made by ITI.
3. ITI reserves the right to waive minor deviations and add minor modifications if they do not materially affect the capability of the bidder to perform the contract.
4. All the financial terms like Payment, taxation, LD & other will be on back-to-back basis as per the above cited EOI Terms & conditions received by ITI in its PO/Work Order form the end customer.
5. It will be the responsibility of the contractor to train and educate the ultimate user for handling and operating the equipment free of cost.
6. Vendor will sign Service Level Agreement (SLA) with ITI. The draft copy of SLA will be as per the customer tender (in case provided by the customer) or will be provided by ITI. In case of conflict between ITI's terms & conditions and the terms & condition as per customer's tender the ITI's terms & conditions prevail over said EOI terms & condition.
7. It will be the sole responsibility of the bidder to provide the following document for ITI's participation in the EOI:
 - a. Technical Proposal content as per the customer tender.
 - b. In case of product demonstration, it will be the bidder's responsibility to arrange the same.
 - c. Other needful tender documents as per customer tender.

d. It will be the successful bidder's responsibility to arrange all the techno-commercial document for ITI so that ITI may participate in the customer tender.

8. In case Acceptance Test Procedure (ATP) is mentioned in the customer tender or is conducted by the customer at any stage, it will be on back-to-back basis and the ATP test will be conducted as per the customer tender documents or ITI will provide its own ATP procedure.

Additional work may be required to carry out according to the actual site conditions. Any item/Work, which is not specifically mentioned and not paid by customer but necessary for making the system functional, shall be deemed to be included in the scope of the work of the vendor and shall be supplied and installed without any extra cost to ITI.

Award of Contract:

Bidder offering the lowest rate shall be declared as the L1 bidder. The Financial Bid format is enclosed.

Financial Bid

EoI Inviting Authority: ITI Limited, Naini

Name of Work: Selection of Systems Integrator for Design, Development, Implementation of Website and Enterprise Resource Planning (ERP) Solution

EoI No: ITI/NAINI/TS/LDA/ERP/01; dated: 10th, October, 2024

PRICE SCHEDULE								
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBE R	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimat ed Rate	Quoted Currency in INR / Other Currency	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9
1	Module wise Charges for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA						8 = 3 X 5 X 7	
1.01	Planning	1.000	Per Unit	1.00	INR			
1.02	Property/Estate/Land Acquisition	1.000	Per Unit	1.00	INR			
1.03	Project/Engineering	1.000	Per Unit	1.00	INR			
1.04	Finance & Accounts	1.000	Per Unit	1.00	INR			
1.05	Establishment	1.000	Per Unit	1.00	INR			
1.06	Marketing	1.000	Per Unit	1.00	INR			
1.07	Record Maintenance	1.000	Per Unit	1.00	INR			
1.08	Stores & Maintenance	1.000	Per Unit	1.00	INR			
1.09	Costing	1.000	Per Unit	1.00	INR			
1.1	Legal	1.000	Per Unit	1.00	INR			
1.11	RTI	1.000	Per Unit	1.00	INR			
1.12	CERT-In Security Audit	1.000	Per Unit	1.00	INR			
1.13	STQC Audit	1.000	Per Unit	1.00	INR			
1.14	AMC for one year	1.000	Per Unit	1.00	INR			
Total in Figures								
Quoted Rate in Words								

Note: 1. Only the blue-colored cells are to be filled by the bidders.

Signature of the Bidder:

Name of the Bidder Designation:

Stamp of the Company:

Date of Signing of Bid:

Other Terms & Condition: -

1. All the financial terms & conditions will be on back-to-back basis.
2. **Currency of Purchase Order:** ITI will place purchase order on bidder in INR only.
3. **Taxes:** As per the customer tender.
4. ITI will place PO/work Order on successful bidders only if the ITI receives its PO/work order from its customer as mentioned in this EOI.
5. Bidder offering the lowest rate shall be declared as successful (L1) bidder. The decision of competent committee of ITI shall be final in this regard and cannot be challenged in any manner and also be binding on all the bidders.
6. H1 bidder shall submit detailed un-priced BOM along with financial bid. Subsequently ITI will quote the price with ITI margin in the end customer's financial bid as per the finally negotiated price agreed by the H1 bidder.
7. ITI shall place work order to successful bidder (L1) on the value offered to ITI against the EOI for execution of project/work as per customer's tender condition.

EOI ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Subject: Acceptance of Terms & Conditions of EOI

EOI Reference No: _____

Name of EOI/Work: _____

Dear Sir,

I (Name) ----- have received the EOI reference no----- for mentioned work from the website/email.

I hereby certify that I have read the entire terms and conditions of the EOI documents from Page No. __ to____ (including all documents like annexure(s), schedule(s), amendments and reference EOI etc.) which form part of the contract agreement and I shall abide here by the terms/conditions/ clauses contained therein.

The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.

I hereby unconditionally accept the EOI conditions of above mentioned EOI document(s)/corrigendum(s) in its totality/entirety.

I hereby unconditionally accept all the EOI conditions of ITI & _____ (Customer Name) EOI document /corrigendum(s) in its totality/ entirety.

In case any provisions of this EOI are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this EOI/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

PRE-CONTRACT INTEGRITY PACT

(To be executed on plain paper and submitted along with Technical Bid/ RFQ. To be signed by the BIDDER and same signatory Competent/ Authorized to sign the relevant contract on behalf of the ITI Ltd).

TENDER No.....

This Integrity Pact is made onday of2024

BETWEEN:

ITI Limited,having its Registered & corporate office at ITI Bhavan, Dooravaninagar, Bangalore – 560016 India, and established under the Ministry of Communications & IT, Government of India (hereinafter called the Principal), which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall include its successors and assigns) ON THE ONE PART

AND:

M/s represented by Chief Executive Officer (here in after called the BIDDER(s)), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the IMSP/contract ON THE SECOND PART.

Preamble

WHEREAS the Principal intends to award, under laid down organizational procedures, TENDER/contract for.....(name of the Stores / equipment's / items). The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its BIDDER(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will monitor the TENDER process and the execution of the contract for compliance with the principles as mentioned herein this agreement.

WHEREAS, to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact the terms and conditions of which shall also be read as integral part and parcel of the TENDER and contract between the parties.

NOW THEREFORE, IN CONSIDERATION OF MUTUAL COVENANTS STIPULATED IN THIS PACT THE PARTIES HEREBY AGREE AS FOLLOWS AND THIS PACT WITNESSETH AS UNDER:

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a. No employee of the Principal, personally or through family members, will in connection with the TENDER for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled to.
- b. The Principal will, during the TENDER process treat all BIDDER(s) with equity and reason. The Principal will in particular, before and during the TENDER process, provide to all BIDDER(s) the same information and will not provide to any BIDDER(s) confidential/ additional information through which the BIDDER(s) could obtain an advantage in relation to the TENDER process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons. If the principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Act if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE IMSP / CONTRACTOR

2.1 The BIDDER(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the TENDER process and during the execution of the contract.

a. The BIDDER(s)/contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the TENDER process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever (during the TENDER process or during the execution of the contract.

b. The BIDDER(s)/contractor(s) will not commit any offence under IPC/PC Act, further the BIDDER(s)/contractor(s) will not use improperly, for purposes of competition of personal gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

c. The BIDDER(s)/Contractor(s) of foreign origin shall disclose the name and address of the agents /representatives in India, if any. Similarly, the BIDDER(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

d. The BIDDER(s) f Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.

e. The BIDDER(s)/Contractor(s) will not bring any outside influence and Govt. bodies directly or indirectly on the bidding process in furtherance to his bid.

f. The BIDDER(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

SECTION 3 – DISQUALIFICATION FROM TENDER PROCESS & EXCLUSION FROM FUTURE CONTRACTS

If the BIDDER(s)/Contractor(s), during TENDER process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify BIDDER(s)/Contractor(s) from the TENDER process.

If the BIDDER(s)/Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future TENDER/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the BIDDER(s)/Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.

The BIDDER(s)/Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts

and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.

A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that on the basis of facts available there are no material doubts.

The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the BIDDER(s)/ Contractor(s) shall be final and binding on the BIDDER(s)/Contractor(s), however the BIDDER(s)/Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.

On occurrence of any sanctions/ disqualifications etc. arising out from violation of integrity pact BIDDER(s)/ Contractor(s) shall not be entitled for any compensation on this account.

Subject to full satisfaction of the Principal, the exclusion of the BIDDER(s)/Contractor(s) could be revoked by the Principal if the IMSP (s)/ Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

SECTION 4 – PREVIOUS TRANSGRESSION

4.1 The BIDDER(s)/Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti- corruption/transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the TENDER process.

4.2 If the BIDDER(s)/ Contractor(s) makes incorrect statement on this subject, he can be disqualified from the TENDER process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section- 5 of this Pact.

SECTION 5 – COMPENSATION FOR DAMAGE

5.1 If the Principal has disqualified the BIDDER(s)/Contractor(s) from the TENDER process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equivalent to Earnest Money Deposit/Bid Security apart from any other legal that may have accrued to the Principal.

5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATMENT OF ALL IMSPS/CONTRACTORS

6.1 The Principal will enter into Integrity Pact on all identical terms with all IMSPs and contractors for identical cases.

6.2 The BIDDER(s)/Contractor(s) undertakes to get this Pact signed by its subcontractor(s)/sub- vendor(s)/ associate(s), if any, and to submit the same to the Principal along with the TENDER document/contract before signing the contract. The BIDDER(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its subcontractors/ sub-vendors / associates.

6.3 The Principal will disqualify from the TENDER process all IMSPs who do not sign this Integrity Pact or violate its provisions.

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATING BIDDER(S)/CONTRACTORS

7.1 If the Principal receives any information of conduct of an BIDDER(s)/Contractor(s) or sub-contractor/ sub- vendor/associates of the BIDDER(s)/Contractor(s) which constitutes corruption or if the principal has substantive suspicion in this regard, the principal will inform the same to the Chief Vigilance Officer of the Principal for appropriate action.

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extend the parties comply with the obligations under this pact.

8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.

8.3 The BIDDER(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the BIDDER(s)/Contractor(s). The BIDDER(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents BIDDER(s)/Contractor(s) with confidentiality.

8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the BIDDER(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within toweeks from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.

8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

8.7 The word 'Monitor' would include both singular and plural.

8.8 Details of the Independent External Monitor appointed by Principal at present is furnished below:

SECTION 9 - FACILITATION OF INVESTIGATION

9.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER(s)/Contractor(s) and the BIDDER(s)/Contractor(s) shall provide necessary information and documents in English and shall extend all help to the Principal for the purpose of verification of the documents.

SECTION 10 - LAW AND JURISDICTION

10.1 The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall the seat of the Principal.

10.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

SECTION 11 – PACT DURATION

This Pact begins when both the parties have legally signed it. It expires after 12 months on completion of the warranty/ guarantee period of the project /work awarded, to the fullest satisfaction of the Principal.

If the BIDDER(s)/Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the BIDDER(s)/Contractor(s).

If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

SECTION 12 - OTHER PROVISIONS

12.1 This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate office of the Principal at Bengaluru.

12.2 Changes and supplements as well as termination notices need to be made in wrITIng by both the parties. Side agreements have not been made.

12.3 If the BIDDER(s)/Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.

12.4 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

12.5 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with interpretation thereof shall not be subject to any Arbitration.

12. 6 The action stipulates in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this Pact at the place date first done mentioned in the presence of the witnesses:

For PRINCIPAL

For BIDDER(S)/CONTRACTOR(S)

.....

.....

Name Designation.

Name Designation.

Witness:

1.

1.

2.

2.

**RFP for Design, Development, Implementation and Maintenance of Website and ERP
Solution at LDA**



RFP Reference No.:03/RFP/ERP/EDP/2024-25

Request for Proposal (RFP)

For

**Design, Development, Implementation of Website and Enterprise Resource Planning
(ERP) Solution**

Issued By:

**Lucknow Development Authority
Pradhikaran Bhavan, Gomti Nagar
Lucknow, 226010**

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

Disclaimer

This Request for Proposal (RFP) document for Development & Implementation of Enterprise Resource Planning (ERP) (hereinafter referred to as the "Project") contains brief information about the scope of work and qualification process for the selection of Bidder. The purpose of the RFP Document is to provide the Bidder/s with information to assist the formulation of their proposals (hereinafter referred to as the "Proposal/s").

This RFP is not an agreement and is neither an offer by the Lucknow Development Authority to the prospective Bidder or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their Financial Bids pursuant to this RFP. While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this document does not purport to contain all the information required by the Bidders. The Bidders should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their Proposal. Lucknow Development Authority (hereinafter referred to as "LDA" or the "Authority") or any of its employees or existing advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the RFP Document. The Authority reserves the right to change any or all conditions/ information set in this RFP Document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as the Authority may deem fit without assigning any reason thereof.

The Authority reserves the right to accept or reject any or all Proposals without giving any reasons thereof. The Authority will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the Proposals to be submitted in response to this RFP Document.

Information provided in this RFP to the Bidder (s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

**RFP for Design, Development, Implementation and Maintenance of Website and ERP
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#	Abbreviation	Explanation
1.	BG	Bank Guarantee
2.	BoM	Bill of Material
3.	CA	Chartered Accountant
4.	CMMi	Capability Maturity Model Integration
5.	COTS	Commercial Off the Shelf
6.	CV	Curriculum Vitae
7.	EMD	Earnest Money Deposit
8.	ERP	Enterprise Resource Planning
9.	LDA	Lucknow Development Authority
10.	GoI	Government of India
11.	GST	Goods and Services Tax
12.	HQ	Headquarter
13.	ICT	Information and Communication Technology
14.	INR	Indian National Rupee
15.	IT	Information Technology
16.	LD	Liquidated Damages
17.	LLP	Limited Liability Partnership
18.	LoA	Letter of Acceptance
19.	LoI	Letter of Intent
20.	MAF	Manufacturer's Authorization Form
21.	OEM	Original Equipment Manufacturer
22.	O&M	Operations and Maintenance
23.	PBG	Performance Bank Guarantee
24.	PoA	Power of Attorney
25.	PSU	Public Sector Undertaking
26.	QCBS	Quality cum Cost Based Selection
27.	RFP	Request for Proposal
28.	SI	System Integrator
29.	SLA	Service Level Agreement
30.	UAT	User Acceptance Testing
31.	GIGW	Guidelines for Indian Government Websites
32.	GUI	Graphical User Interface
33.	MIS	Management Information System
34.	IEEE	Institute of Electrical and Electronics Engineers
35.	INR	Indian National Rupee
36.	ISO	International Organisation for Standardisation
36.	IT	Information Technology
38.	ITeS	Information Technology enabled Services
39.	LAN	Local Area Network

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

1 Data Sheet

1	Name of the Bid	RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at Lucknow Development Authority (LDA)
2	Time-period of contract	60 Months- One years of Design, Development and Implementation, One Year of Warranty Support after GO LIVE and Three (3) year of Maintenance (AMC) period on yearly performance basis
3	Method of selection	QCBS
4	Bidding in Consortium/Joint Venture	NOT ALLOWED
4	Tender Processing Fee	5900/- (inclusive of Taxes)
5	Earnest Money Deposit	Refundable amount ₹ 7,00,000/- (through RTGS/NEFT/only)
		<ul style="list-style-type: none"> • Go to https://lda.procure247.com • Fill the details in the form and select payment type- Tender Fee/ EMD/ Security deposit with other details. • Post validating, click on “Proceed” button. • Bidder will get the options to pay through Credit/ Debit Card/ Net Banking/ NEFT/ RTGS Challan Mode • For NEFT/ RTGS Challan mode, after generating the Challan bidder needs to initiate NEFT/ RTGS through their bank as per the Beneficiary details provided in the Challan.
6	Performance Security	5% of the Project Value in form of PBG/FDR (Section 4.8)
7	Financial Bid to be submitted together with Technical Bid	YES
8	Name of the Authority's official for addressing queries and clarifications	Mr Rohit Singh OSD, IT Mob No: +91 9918001460/+91 7081101133 Email ID: ldaitcell@gmail.com , rohits.osllda@gmail.com
9	Proposal Validity Period & Work Completion	270 Days from Last date of Bid submission
11	Schedule of Bidding Process	
	Task	Key Dates
	Bid Start Date	September 14, 2024 at 10:00 AM
	Last date of sending queries	September 18,2024 at 06:00 PM
	Pre-Bid Conference	September 21, 2024 at 06:00 PM

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

Proposal Due Date (PDD)/ Bid End Date	October 03, 2024 at 06:00 PM
Opening of Technical Bid	October 04, 2024 at 10:00 PM
Presentation	October 07-09, 2024 at 04:00 PM
Opening of Financial Bid	October 11, 2024 at 10:00 AM
Issuance of Letter of Award (LOA)	October 18, 2024
Signing of Agreement	October 20, 2024

- Detailed descriptions and instructions for submitting the proposal can be downloaded from e-tender website (<https://www.etender.up.gov.in>).
- Bids along with necessary online payments (Tender Processing Fee, Document Fee and EMD) must be submitted through portal (to <https://lda.procure247.com>) before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non availability of Internet Connection, Network Traffic/ Holidays or any other reason."
- The EMD of unsuccessful bidders will be returned through RTGS/EFT after execution of agreement with successful agency or completion of Bid validity period whichever is earlier.
- The bidder shall sign on the supporting statements, documents, certificates and on being uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
- Conditional Bids shall be out-rightly rejected.
- **Pre-Bid Meeting:** LDA shall receive and respond to Pre-Bid queries of prospective bidders as per the scheduled date and time as mentioned in the above Data Sheet point number 11. The bidders are requested to send their consolidated queries to the e-mail address, as specifically mentioned in the above table, **only once and within stipulated time as mentioned**. Further queries sent by the bidders or queries sent at the last moment, may not be entertained.
- **LDA will host a Pre-Bid meeting as per the scheduled date and time as mentioned in the above table of Data Sheet in this RFP.** LDA may incorporate any changes in the RFP based on acceptable suggestions received in pre-bid queries. The decision of LDA regarding acceptability or rejection of any suggestion or modification requested, shall be final in this regard and shall not be called upon to question under any circumstances. The response to the queries shall be conveyed by way of hosting amendments/ clarifications on the websites (<https://www.etenders.up.gov.in>) and/or (www.ldaonline.co.in) and no bidders/participant would be intimated individually about the responses of LDA.
- The purpose of the pre-bid meeting is to provide the prospective bidders with information regarding the business process of LDA, the RFP and the project requirements and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.
- **Note: The queries should necessarily be submitted in the following format with editable file (in word or excel only) only, else the queries may not be entertained by LDA:**

Organization Name:	Name of representative:
Designation:	E Mail Address:

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

S.N.	RFP Document reference, Section and Page No.	Content of RFP requiring clarification(s)	Points of clarification(s)

For support related to e-tendering process, bidders may contact at following address:
“e- Procurement HELP DESK. Toll Free Number: 1800 Toll Free Number: 0120-4001002, 0120-4001005,0120- 4493395

- **Corrigendum/ Addendum/ amendments** if any, will be published on the departmental website <https://www.ldaonline.co.in/> and e-Procurement, Uttar Pradesh <https://www.etenders.up.gov.in> itself. All such corrigendum/ addendum/ amendments shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website on regular basis for checking of corrigendum/ addendum/ amendments, if any.
- **Proposal Evaluation Committee:** PEC which will evaluate all the bids received against RFP and decision of PEC with regards to selection and evaluation will be final and binding.
- **Monitoring Committee:** A monitoring committee comprising members from the Authority will actively participate during the Bidder identification, implementation and handover process. All payments to vendor will require official approval of the ERP committee.
- **Bidders must share the technology and other specifications with the Authority because the Hosting of the ERP will be procured directly by the Authority.**

Kindly note that the selection of agency under this RFP will not guarantee allocation of work and LDA will assume no liability or cost towards it. LDA makes no commitments, express or implied, that this process will result in a business transaction between anyone.

SD/-
Secretary,
Lucknow Development Authority
Uttar Pradesh

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

2 Instruction to Apply

2.1 General Instructions

2.1.1 Number of Proposals and respondents

1. No Bidder shall submit more than one (1) Proposal, in response to this RFP
2. The RFP is non-transferable, and Proposals shall be submitted only by the respective Bidders to whom the RFP has been issued by Authority
3. The RFP is non-transferable, and Proposals shall be submitted only by the respective Bidders to whom the RFP has been issued by Authority

2.1.2 Proposal preparation cost

1. The Bidders shall bear all costs associated with the preparation and submission of the Proposal. Authority will not be responsible and liable for any costs, regardless of the conduct or outcome of the Proposal/process.
2. Bidders are encouraged to submit their respective Proposals after visiting the office of the Client and ascertaining for themselves the availability of documents and other data with the Client, Applicable Laws and regulations or any other matter considered relevant by them
3. All papers submitted with the Proposal are neither returnable nor claimable

2.1.3 Right to accept and reject any or all the Proposals

1. Notwithstanding anything contained in this RFP, Authority reserves the right to accept or reject any Proposal and to annul the bidding process and reject all the Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reason.
2. Authority reserves the right to reject any Proposal if:
 - I. At any time, a material misrepresentation is made or discovered, or
 - II. The Bidder/s do/does not respond promptly and diligently to requests for supplemental information required for the evaluation of Proposals, or
 - III. The Bidder does not adhere to the formats provided in the Annexure A to the RFP while furnishing the required information/details

2.1.4 Clarifications

1. Bidders are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit to the Authority and the Project site, sending written queries to the Authority, and attending a Pre-Bid Conference
2. Bidders requiring any clarification on the RFP may send their queries to the Client by email at the mail-id provided in communications details in the Data Sheet with subject clearly written the following identification:
“Queries/Request for Additional Information concerning RFP to undertake Implementation of Enterprise Resource Planning (ERP)”
3. The Client shall endeavour to respond to the queries within the period specified therein but no later than 7 (seven) days prior to the PDD. The Client will post the reply to all such queries on the tender portal.
4. The Client reserves the right not to respond to any queries or provide any clarifications, in its sole discretion, and nothing in this Clause 2.1.4 shall be construed as obliging the Client to respond to any question or to provide any clarification.

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

2.1.5 Amendment of the RFP

1. At any time prior to the Proposal Due Date (PDD), the Authority, for any reason, whether at its own initiative or in response to a clarification requested by eligible Bidder/s, may modify the RFP by issuance of an addendum. Such amendments shall be uploaded on the e-procurement website <http://etender.up.nic.in> through a corrigendum and this shall form an integral part of the E-Bid/Proposal document. The relevant clauses of the e-bid/Proposal document shall be treated as amended accordingly. It shall be the sole responsibility of the prospective Bidder to check the above mentioned websites from time to time for any amendment in the RFP document/s. The Authority shall not be responsible for failure to get/download the amendments
2. In order to provide the Bidders a reasonable time to examine the addendum, or for any other reason, Authority may, at its own discretion, extend the PDD.

2.1.6 Data identification and collection

1. It is desirable that the Bidders submit their Proposal/s after verifying the availability of the data, information and/or any other matter considered relevant.
2. It would be deemed that by submitting the Proposal, the Bidder has:
 - I. Made a complete and careful examination and accepted the RFP in totality;
 - II. Received all relevant information requested from Authority and;
 - III. Made a complete and careful examination of the various aspects of the indicative Scope of Work.
3. Authority shall not be liable for any mistake or error on the part of the Bidder in respect of the above

2.2 Preparation, submission, opening & acceptance of Proposals/e-bids

2.2.1 Language and currency

1. The Proposal and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by the Bidders with the Proposal may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in the English language. Supporting materials, which are not translated into English, may not be considered for evaluation. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.
2. The currency for the purpose of the Proposal shall be the Indian National Rupee (INR).

2.2.2 Proposal validity period and extension

1. Proposals shall remain valid for a period of as mentioned in the data sheet from the Proposal Due Date ("Proposal Validity Period") and Authority may solicit the Bidder's consent for extension of the period of validity, if required. Authority reserves the right to reject any Proposal, which does not meet this requirement.
2. In exceptional circumstances, prior to expiry of the original Proposal Validity Period, Authority may request Bidders to extend the validity period for specified additional period. Bidders, who may not extend the validity period, will deem to have withdrawn their Proposal at the expiry of validity period.

2.2.3 Format and signing of Proposals

1. The Bidders shall prepare electronic copies of the technical and financial e-bid/ Proposals separately.

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

2. Bidders should provide all the information as per the RFP and in the specified formats. Authority reserves the right to reject any Proposal that is not in the specified formats
3. In case the Bidders intends to provide additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed PDFs.

2.2.4 Submission of e-bid/Proposal

1. The bid submission module of e-procurement website <http://etender.up.nic.in> enables the Bidders to submit the Proposal online in response to this RFP published by the Authority. Submission can be done till the Proposal Due Date specified in the RFP. Bidders should start the process well in advance so that they can submit their Proposal in time. The Bidder should submit their Proposal considering the server time displayed in the e-procurement website. This server time is the time by which the submission activity will be allowed on the Proposal Due Date indicated in the RFP schedule. Once the submission date and time has passed, the Bidders cannot submit their Proposals. For delay in submission of Proposal due to any reasons, the Bidders shall only be held responsible
2. The Bidders have to follow the following instructions for submission:
 - I. For participating through the e-tendering system, it is necessary for the Bidders to be the registered users of the e-procurement website <http://etender.up.nic.in>. The Bidders must obtain a user login ID and password by registering themselves with U.P. Electronics Corporation Ltd. (UPLC), Lucknow if they have not done so previously.
 - II. In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the e-tendering system and subsequently he/she will be allowed to carry out his/her e-bid/Proposal submission activities. Registering the DSC is a one-time activity. Before proceeding to register his/her DSC, the Bidder should first log on to the e-tendering system using the user login option on the home page with the login ID and password with which he/she has registered.
 - III. For successful registration of DSC on e-procurement website <http://etender.up.nic.in> the Bidder must ensure that he/she should possess class-2/class-3 DSC issued by any Certifying Authorities approved by Controller of Certifying Authorities, Government of India, as the e-procurement website <http://etender.up.nic.in> is presently accepting DSC issued by these authorities only. The Bidder can obtain user login ID and perform DSC registration exercise above even before E-Bid/Proposal submission date starts. The Authority shall not be held responsible if the Bidder fails to submit his/her e-bid/Proposal before the Proposal Due Date due to DSC registration problem.
 - IV. The Bidder can search for active tenders through "search active tenders" link, select a tender in which he/she is interested in and then move it to 'My Tenders' folder using the options available in the e-bid submission menu. After selecting the tender, for which the Bidder intends to e-bid/Proposal, from "My tenders" folder, the Bidder can place his/her e-bid/Proposal by clicking "pay offline" option available at the end of the view tender details form. Before this, the Bidder should download the RFP document including financial format and study them carefully. The Bidder should keep all the documents ready as per the requirements of RFP document in the PDF format.
 - V. After clicking the 'pay offline' option, the Bidder will be redirected to terms and conditions page. The Bidder should read the terms & condition before proceeding to fill in the Bid Processing Fee offline payment details. After entering and saving the Bid Processing Fee details form so that "Bid document preparation and

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submission" window appears to upload the documents as per technical and financial schedules/packets given in the tender details. The details of the RTGS should tally with the details available in the scanned copy and the date entered during e-bid/Proposal submission time otherwise the e-bid/Proposal submitted will not be accepted.

- VI. Before uploading, the Bidder has to select the relevant DSC. He may be prompted to enter the DSC password, if necessary. For uploading, the Bidder should click "browse" button against each document label in technical and financial schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer.
- VII. The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the e-bid/Proposal documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the bid openers to ensure that the e-bid/Proposal documents are protected, stored and opened by concerned bid openers only.
- VIII. After successful submission of e-bid/Proposal document, a page giving the summary of e-bid submission will be displayed confirming end of e-bid/Proposal submission process. The Bidder can take a printout of the bid summary using the "print" option available in the window as an acknowledgement for future reference.
- IX. Authority reserves the right to cancel any or all e-bids/Proposals without assigning any reason.

2.2.5 Deadline for submission

1. E-bid/Proposal (technical and financial) must be submitted by the Bidder at e-procurement website <http://etender.up.nic> no later than the time specified on the Proposal Due Date. The Authority may, at its discretion, extend this deadline for submission of Proposal by amending the RFP document, in which case all rights and obligations of the Authority and Bidders previously subject to the deadline will thereafter be subject to the deadline, as extended.

2.2.6 Late submission

1. The server time indicated in the bid management window on the e-procurement website <http://etender.up.nic.in> will be the time by which the e-bid/Proposal submission activity will be allowed till the permissible date and time scheduled in the e-tender. Once the e-bid/Proposal submission date and time is over, the Bidder cannot submit his/her e-bid/Proposal. Bidder has to start the bid submission well in advance so that the submission process passes off smoothly. The Bidder will only be held responsible if his/her e-bid/Proposal is not submitted in time due to any of his/her problems/faults, for whatsoever reason, during the e-bid/Proposal submission process.

2.2.7 Withdrawal and resubmission of Proposal

1. At any point of time, a Bidder can withdraw his/her Proposal submitted online before the Proposal Due Date. For withdrawing, the Bidder should first log in using his/her login ID and password and subsequently by his/her DSC on the e-procurement website <http://etender.up.nic.in> The Bidder should then select "My bids" option in the bid

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submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the details of the bid to be withdrawn. After selecting the "bid withdrawal" option, the Bidder has to click "Yes" to the message- "Do you want to withdraw this bid?" displayed in the bid information window for the selected bid. The Bidder also has to enter the bid withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the "Submit" button. The Bidder has to confirm again by pressing "OK" button before finally withdrawing his/her selected e-bid/Proposal.

2. No e-bid/Proposal may be withdrawn in the interval between the Proposal Due Date and the Proposal Validity Period. Withdrawal of an e-bid/Proposal during this interval may result in the Bidder's forfeited of his/her e-bid/Proposal security.
3. The Bidder can re-submit his/her e-bid/Proposal as when required till the e-bid submission end date and time. The e-bid/Proposal submitted earlier will be replaced by the new one. The payment made by the Bidder earlier will be used for revised e-bid and the new e-bid submission summary generated after the successful submission of the revised e-bid will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/her login Id and password and subsequently by his/her digital signature certificate on the e-procurement website <http://etender.up.nic.in>. The Bidder should then select "My bids" option in the bid submission menu. The page listing all the bids submitted by the Bidder will be displayed. Click "View" to see the detail of the e-bid to be resubmitted. After selecting the "bid resubmission" option, click "Encrypt & upload" to upload the revised e-bids documents.
4. The Bidder can submit their revised e-bids/Proposals as many times as possible by uploading their e-bid documents within the scheduled date & time for submission of e-bids/Proposals.
5. No e-bid can be resubmitted subsequently after the deadline for submission of e-bids.

2.2.8 Verification and Disqualification

1. The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP or the Bidding Documents and the Bidder shall, when so required by the Authority, make available all such information, evidence and documents as may be necessary for such verification. Any such verification, or lack of such verification, by the Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.
2. The Authority reserves the right to reject any Bid and appropriate the Bid Security if:
 - a) at any time, a material misrepresentation is made or uncovered, or
 - b) the Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Bid.
3. Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If such disqualification / rejection occurs after the Bids have been opened and the Highest Bidder gets disqualified / rejected, then the Authority reserves the right to:
 - a) invite the remaining Bidders to submit their Bids in accordance with Section 3 and 4; or
 - b) take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Bidding Process.

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2.2.9 Selection of the Bidder

1. From the time the Proposals are opened to the time the contract is awarded, if any Bidder wishes to contact the Authority, on any matter related to their Proposal it should do so in writing. Any effort by the Bidders to influence any officer or bearer of the Authority in the Proposal evaluation or contract award decisions may result in the rejection of the Bidder's Proposal.

2.2.10 Proposal opening

1. All technically qualified bids shall be eligible for opening of their financial bid post Concept presentation. A date, time and venue will be notified to all Bidders for announcing the result of evaluation and opening of Financial Bid. The opening of Financial Bid shall be done in presence of respective representatives of Bidders who choose to be present.
2. Bidders are advised that selection shall be entirely at the discretion of the Authority. Bidders shall be deemed to have understood and agreed that the Authority shall not be required to provide any explanation or justification in respect of any aspect of the selection process.
3. Any information contained in the Proposal shall not in any way be construed as binding on the Authority, its agents, successors or assigns, but shall be binding against the Bidder if the service is subsequently awarded to it.

2.2.11 Confidentiality

1. Information relating to the examination, clarification, evaluation and recommendation for the shortlisted Bidder/s shall not be disclosed to any person not officially concerned with the process
2. After opening of the Proposals, no information relating to the examination, clarification, evaluation and comparison of Proposals and recommendations concerning the award of contract shall be disclosed to Bidders or their representatives, if any. Any effort by a Bidder to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal/s shall result in outright rejection of the offer, made by the said Bidder.

2.2.12 Tests of responsiveness

1. Prior to evaluation of the Proposals, Authority will determine whether each Proposal is responsive to the requirements of the RFP. The Proposals shall be considered responsive if:
 - I. It is received or deemed to be received by the due date and time including any extension thereof pursuant to the Data Sheet.
 - II. It contains all information as desired in this RFP.
 - III. Information is provided as per the formats specified in the RFP.
 - IV. Bids are accompanied with Bid Processing Fee (non-refundable) and EMD as specified in the Date Sheet of this RFP.
2. Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by Authority in respect of such Proposal.

2.2.13 Clarifications sought by Authority.

1. To assist in the process of evaluation of Proposals, Authority may, at its sole discretion, ask any Bidder for clarification on its Proposal. The request for clarification and the response shall be in writing. No change in the substance of the Proposal would be permitted by way of such clarifications.

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2.2.14 Proposal evaluation

1. Submissions from Bidders would first be checked for responsiveness as set out in Clause 2.2.12. All Proposals found to be substantially responsive shall be evaluated as per the Eligibility Criteria set out in Clause 4.1 of this RFP.
2. The Proposal containing the Technical Details in Clause 4.2 of the Bidder/s who do not meet the Technical Criteria shall not be considered for further process.

2.2.15 Earnest Money Deposit

1. The Bid document should be accompanied with an Earnest Money Deposit (EMD) as mentioned in the data sheet of this document.
2. Any e-Bid not secured in accordance with above shall be treated as non-responsive and rejected by the Authority.
3. For unsuccessful Bidder's EMD will be returned after finalization of tender and signing of agreement with successful bidder.
4. For successful Bidder's e-Bid EMD will be returned after submission of Performance Security in form of FDR and signing of the contract.
5. The EMD may be forfeited:
 - a) If Bidder (i) withdraws its e-Bid during the period of e-Bid validity specified by the Bidder on the e- bid form: or (ii) does not accept the correction of errors or (iii) modifies its e-Bid price during the period of e-Bid validity specified by the Bidder on the form.
 - b) In case of a successful Bidder, if the Bidder fails to sign the contract with the Authority.

2.2.16 Award Criteria

1. The final Letter of Award (LoA) will be given to the selected Bidder as the successful bidder as Evaluation Criteria of Bids laid in Section 4 of this bid document.
2. The Authority will award the contract to the successful Bidder whose bid has been determined to be responsive to all the conditions of the contract and meeting the eligibility requirement of the bidding document.

2.2.17 Notification of Award

1. Prior to the expiration of the period of e-Bid validity, the Authority will notify the successful Bidder in writing, by letter/e-mail/fax, that its e-Bid has been accepted.
2. The notification of award will constitute the formation of the contract.

2.2.18 Performance Security

1. Prior to award of contract, to fulfil the requirement of performance security during the implementation period, the successful Bidder will deposit Performance Security amount equivalent to as mentioned in the Data Sheet of the financial Bid value in the form of Bank Guarantee / FDR drawn on any Scheduled or Nationalized Bank in favor of LDA valid for two months after completion of the Project.
2. Before the contract is awarded to the Bidder/s, an agreement (to be given later) will have to be signed by the Bidder/s at his cost on proper stamp paper.

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3 Terms of reference

3.1 Introduction

The Lucknow Development Authority (LDA) is responsible for the development, planning, and execution of Lucknow. The LDA comes under the Association of Urban Management and Development Authorities of India. The mechanisms here include land control and acquisition, ambience erections, and physical and socio-progression of infrastructure in the urban localities.

In 1974, the LDA was formed under UP Urban Planning and Development Act, which completed major projects like schools, cinemas, commercial buildings, and colleges, to name a few. The department also covers the motive of making Lucknow an eco-friendly place to live and invest.

Lucknow Development Authority (LDA) (hereinafter referred to as the Authority) proposes to invite Request for Proposal (RFP) for RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution from reputed vendors for a period of 5 year as described under scope of work.

The scope of work broadly comprises of to achieve project objectives, bidder shall propose an appropriate Enterprise Resource Planning (ERP) software solution. The scope of this ERP implementation for the Lucknow Development Authority (LDA) includes the deployment of a comprehensive, integrated/unified system that will streamline core operations, enhance data management, and improve service delivery to citizens. This system will cover modules such as land and property management, financial management, tracking of building permit/licensing, human resources, and services offered to citizen. The primary focus will be on automating manual processes, porting existing online cumbersome process to easy access, ensuring data accuracy, and enabling real-time access to critical information across departments.

The system will facilitate seamless integration of property records, tax calculations, project management, and financial reporting. By centralizing these functions, LDA will be able to optimize resource allocation, monitor infrastructure projects effectively, and ensure compliance with local regulations. The ERP will also provide workflow automation for building permits, vendor management, procurement, and legal tracking, leading to improved operational efficiency and faster decision-making.

In addition to internal improvements, the ERP will feature a citizen portal for public services, allowing citizens to access services such as property tax payments, plan submissions, and grievance redressal online. The implementation will ensure scalability, allowing for future expansions in line with urban development goals. Training for LDA employees and ongoing technical support are also included to ensure smooth adoption and long-term success of the ERP system.

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3.2 Functional Requirement Specification

The envisioned ERP system for LDA proposes to digitize the complete gamut of functions, services and actions that are offered/undertaken by its various divisions, leading to increased integration, transparency, user-centricity and overall efficiency improvement within the organization.

The external users will interact with the ERP application through the web site at the front (citizen interface of the application) and internal users through direct login page of the ERP application at the back respectively through their unique usernames and passwords.

The ERP system will be accessed through the LDA web site. Internal stakeholders to be allotted Employee UINs on recruitment.

External stakeholders through website will access to all LDA related recent updates, circulars, office orders, notifications, contact. information, FAQ's and 'Help'

3.2.1 Proposed Interface for External Users:

The external user interface (web site) would allow the various external users (Builders/ Developers, allottees, farmers, technical personnel, vendors etc.) to interact with the database through their own profiles. These profiles will be accessed through a User ID and password, received upon approval from the LDA and would allow the users to avail all LDA services relevant to them. In addition to services offered, the interface would allow them to submit feedback and grievances, verify details w.r.t other external users as well as view all notifications. The website would be feature rich with dynamic content and as per GIGW norms.

3.2.2 Proposed Interface for Internal Users:

The internal user interface (ERP portal) would allow the various internal users (all LDA Sections) to interact with the database through their own profiles. These profiles will be accessed by authorized personnel through an Employee ID and password and would allow them to view all applications submitted to them for approval, proposals, notings etc., as applicable for subsequent action. Besides the function of giving approvals, the interface would allow the departments to generate MIS reports, verify details for the various external users and view all notifications etc.

The following processes will be covered in the ERP System:

S.No.	Key Functions
Module 1: Planning*	
1.	Formulation of Master Plan
2.	Identification & selection of land for acquisition
3.	Sector/zonal Layout Planning
4.	Registration of Architects
5.	Building Plan Approval
6.	Issuance of Occupancy/completion certificate and land use certificate
7.	Planning and management of Special Projects
8.	Building design and landscaping
Module 2: Property/Estate/Land Aquisition*	
1.	Scheme formulation and processing
2.	Registration of property (execution of Lease Deed/freehold deed)
3.	Allottee services
4.	Collection of fees/dues/payments
Module 3: Projects/Engineering*	
1.	Topographical survey and verification of land
2.	Project Development and monitoring

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3.	Generation of contingent bills
Module 4: Finance and accounts*	
1.	Processing, disbursement and record maintenance of payments,
2.	Managing Financial receipts
3.	Formulation of annual budget and report generation
Module 5: Establishment Section	
1.	HR/Personnel functions (recruitment, leave, transfer, increments etc.)
2.	Salary, Arrears, DA, Attendance (integration with Bio Metric)/Payroll
3.	Old and new pension disbursement
Module 6: Marketing	
1.	Management of external communications, complaints etc.
2.	Functions of Public Relations cell
Module 7: Record Maintenance	
1.	Purchase of consumables and fixed assets
2.	Record maintenance
3.	Document Management
Module 8: Stores and Maintenance section	
1.	Purchase and Inventory Management
Module 9: Costing	
1.	Cost determination
2.	Costing of properties
3.	Report generation
Module 10: Legal	
1.	Legal Case management
Module 11: RTI	
1.	Management of RTI Applications

**Any further changes and requirements in the module may be required and discussed at later stage.*

Apart from the above-mentioned modules, agency may be asked to develop 05 additional modules at a cost equivalent to least cost of all modules as per BOQ. The details of the modules to be provided by the authority at later stage. Agency will have to perform all the activities mentioned in the scope of work of this RFP for development of additional modules.

3.2.3 Common Functional Requirement Specifications

While the services available will differ for each stakeholder, there will be some common functionalities and processes available to all users across all processes. These are as follows:

1.	Unique Identification Numbers
1.1.	System to assign Unique Identification Numbers (UINs) to the following: <ul style="list-style-type: none"> • Land parcels/plots • Projects • -Property • Assets
1.2.	All processes will be linked to one or multiple UINs depending on the type of process. For e.g. during allotment of land to an allottee, a land parcel with a unique Plot ID (assigned during Sector layout plan) will get linked to a unique property ID as well as respective usernames.
1.3.	System will have the provision to ensure that UINs cannot be duplicated and/or edited

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1.4.	System will allow internal LDA users to views all the information/documentation against each UIN
1.5.	All relevant information to the respective UINs will be linked to them and would be accessible to the internal/external users. For e.g. Plot IDs will have all Building Byelaws applicable (FAR, ground coverage, permissible height etc.)
2.	Profile Creation
2.1.	System to create profiles for all internal (LDA Staff) and external users (farmers, builders/ developers, allottees, sub-lessee, vendors etc.)
2.2.	The system should have provision for capturing fields as per defined checklist for each stakeholder creating new user log-in account in the portal. The system should not proceed further in case any of the mandatory fields in the checklists are missing. In such cases, a pop-up message should be displayed by the system highlighting the missing fields.
2.3.	The system should assign email address of user (mandatory) as username for all users. Email ID should be valid and unique and should not exist within the existing database. The system shall have provision for the user to change username after first login
2.4.	The system should have a provision to upload relevant documents (including scanned copies) as per checklist required for concerned stakeholder for registration to the portal
2.5.	The system should not proceed to next step in case documents are not uploaded or documents are not in required size or format. It should also provide pop-up messages and highlight the missing document in such cases.
2.6.	System should have the provision of "self-declaration" citing that all info being provided by the user is true
2.7.	The system sends initial verification OTP to registered mobile number for verification of mobile number during the registration to portal
2.8.	The system sends initial verification mail consisting of verification link to registered email. Verification link should expire within 15 days
2.9.	System will have the provision to save form in draft form before exiting or proceeding to next page of the registration process
2.10.	The system shall allow the concerned LDA department to accept/reject an application after document verification and send auto-generated mail containing account activation link to the user's registered email in approved cases
2.11.	The system should have a provision for LDA to send a mail to user's registered email in case of discrepancy in uploaded documents
2.12.	The system shall be capable of enabling user online account only after user fulfilling the verification mail activities successfully
2.13.	The system should have a mechanism for resetting and emailing the new password to the users registered email ID, in case a user forgets his password or intends to change it.
2.14.	The system must prompt the user to change the password on the first login on the portal.
2.15.	The system should have de-duplication provision before creating a profile
2.16.	The system must lock the account for 12 hours in case login not successful for 3 consecutive attempts
2.17.	The system should have separate landing pages for different entities
2.18.	System will have provision for correction of profile. While some field may be changes real time, key fields will have to go through a verification process with LDA
2.19.	System to have provision for disabling the profiles for a specified time period (as decided by the Authority)
3.	General Features of Profile

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3.1.	All external stakeholder profiles will have links for the services/request that are applicable to that particular stakeholder. For e.g. an applicant will be able to apply for allotment of flat under First Come First Serve scheme on the system itself
3.2.	All decision/actions related to an external stakeholder will be linked to the profile and available for internal review
3.3.	Edit rights in each stakeholder profile will vary depending on external/internal user, type of user, designation of user (if internal) etc.
3.4.	Metadata, data and information to be updated in the system by LDA shall be linked to user ID for all external users
3.5.	For all internal users, powers in the forms of approval rights, edit rights etc. shall vary.
3.6.	Internal LDA users can share documents, files, comments etc. with the external users, if need be.
4.	Services provided by LDA
4.1.	The system should have e-forms/ format with all required fields as per checklists (for each process as mandated by LDA) along with provision to upload relevant documents (including scanned copies).
4.2.	System will not allow user to proceed unless all mandatory fields and documents are uploaded in required size and format
4.3.	System will have the provision for saving the data entered on an form/ format before exiting or proceeding to next page.
4.4.	System shall provide the user with an option to review the form prior to submission and if required to go back
4.5.	System will auto-generate the request number, once request has been submitted successfully. The request number can be used for tracking purposes in the status tracker
4.6.	When the user clicks on the respective service icon to avail a service, the form/ format opens up with auto-populated fields (from the profile) and data input fields
4.7.	System shall provide the user with an option to save draft & review the form/ format prior to submission and if required to go back
4.8.	System to have provision to direct the request to the concerned person in the concerned division of LDA
4.9.	System shall have provision for bilingual forms and checklists
4.10.	System will have a provision for all submitted forms to be downloaded in PDF format along with a direct print option for the applicant/ concerned officer at LDA
4.11.	System shall provide a link for Concurrent Feedback Mechanism after submission and closing of all service requests
4.12.	System shall have provision for tracking application
5.	Audit Trail
5.1.	System shall maintain audit trail
5.2.	LDA divisions will be able to look at the audit trail for all stakeholder profiles as well as internal action
6.	Fees & Payments
6.1.	System shall have provision to make and receive payments through an electronic payment gateway with multiple modes of payment including credit card, debit card and net banking.
6.2.	System shall the provision to refund the amount deposited by external users once all necessary approvals have been sought
6.3.	System shall send notifications to the external stakeholder when a certain fee/payment has been deposited/ rejected or is overdue
7.	Internal processing at LDA

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7.1.	<p>After any service request (from an external stakeholder) is received internally (LDA), the system shall allow the LDA personnel at all levels to:</p> <ul style="list-style-type: none"> • View complete profile of the user • view all information and documents uploaded • provide comments and send it to next higher/lower level • approve/reject requests • send query back to applicant <p>For internal processes between departments, the system shall allow designated LDA personnel to:</p> <ul style="list-style-type: none"> • View the respective file along with info and documents uploaded • Provide comments and send it to next higher/lower level • Approve/reject requests • Send query back to respective department
7.2.	<p>For all approval processes, system will allow the following:</p> <ul style="list-style-type: none"> • The system will follow the LDA approval hierarchy along with designated approval and rejection rights • The system will have provision for a senior officer to delegate power to approve or reject an application / processing a request to another concerned officer
7.3.	System shall have provision to assign or refer or assign and refer a particular case to other officer of same or different departments.
7.4.	System shall have provision to post internal notes, documents, etc.
7.5.	System will have the provision of Digital Signature for the Approving Authority.
7.6.	System will have the provision of forming committees/nodal persons with additional powers in the form of approval/rejection rights, edit rights etc.
7.7.	System to generate MIS for tracking internal performance.
8.	Notifications
8.1.	<p>System will automatically send notification once service request/ information/ document is :</p> <ul style="list-style-type: none"> • Submitted successfully • Pending application is about to default • Query has been replied to • Approved or rejected • Dispatch by post along with tracking number • Fee/Payment is due or has been paid <p>All notifications will be sent through portal, registered email, as well as the registered mobile number</p>
9.	Certificate/approval issued by LDA
9.1.	System shall have provision to auto-generate certificates/ approval letters/ receipts by auto-populating fields post approval by authority
9.2.	System shall have templates for certificates/ approval letters/ receipts
9.3.	All certificates/ approval letters/ receipts issued by LDA will be generated by the system and have a digital signature
9.4.	The system will have provision to assign unique alpha-numeric code for all the certificates/ approval letters/ receipts issued.
9.5.	The system shall provide optional service for hard copy dispatch of certificates/ approval letters/ receipts to the users via post. In this case, the system will notify the respective officer and provide print option. Dispatch number as provided by postal department will have to be reflected in the system
9.6.	The system shall have provision of a link to check authenticity of all certificates/ approval letters/ receipts issued by LDA via the alpha-numeric code issued. Such a link will confirm the authenticity of the document, name against whom it is issued

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	along with general details of the certificate to whomsoever although will not reveal crucial data.
9.7.	System shall check validity related clauses of all certificates/ approval letters/ receipts. In cases where the validity of certificates/ approval letters/ receipts have expired, the system will generate pop-up of validity expiry for internal and external stakeholder

In addition to the common FRS, below are indicative division specific functional requirements. However, the agency will have to perform a requirement study with each division for development of respective modules.

3.2.4 FRS – Planning Division

1. System will allow GIS enabled mapping for all land related processes.
2. System will have a standardised template for the following:
 - a. Master Plan
 - b. Layout Plan
 - c. Indemnity Bond (certifying construction shall be as per the Authority’s Building
 - d. Byelaws and the approved Building Plan, and that all other routine stipulations and requirements of the Authority will be adhered to)
 - e. Building Plan application (with checklist)
 - f. Building Plan Approval
3. System will allow registered architects to apply for building plan approval
4. System will have the provision to perform scrutiny of submitted building plans in accordance with the requirements of Building Byelaws, Zoning Regulations of Development Plan/Master Plan, Development Directions and terms of Lease Deed
5. System will generate all plot/special project planning details with linked UINs, sector details, allotment status and other metadata for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.2.5 FRS Property/Estate –

1. System will allow for allotment to be done as per the following methods:
 - a. First Come First Serve (FCFS)
 - b. Lottery
 - c. E-Auction
2. System will generate all property records, schemes, applications, certificates/ approval letters with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports
3. System will have the functionality of making/receiving payment as mentioned under S.no. 06 of common FRS.

3.2.6 FRS Projects/Engineering –

1. System will have a standardised template for the following:
 - a. Survey report
 - b. Administrative Approval and Expenditure Sanction
 - c. Detailed Project Report (DPR) (currently referred to as Estimate/BOQ)
 - d. Award Letter
 - e. Contract Agreement/Bond
 - f. QC Report
 - g. Running bill

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- h. Change request (increase/revision of existing works)
2. System should have a comprehensive tender management module including but not limited to floating of tender receipt of bids/responses, evaluation of responses, selection of bidder, award of work etc.
3. System will generate all project details with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports.

3.2.7 FRS Finance

System will have the provision to carry out all of the following activities:

1. Processing, disbursement and record maintenance of payments
2. Scrutiny/consultation of files (payment plans, dues, default payments etc.)
3. Payroll Processing
4. Accounting including Processing of P&L, Balance Sheet, Certified Financial Statements, Fund Flow statement, MIS reports etc.
5. System will generate all payment disbursement and accounting related details with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.2.8 FRS – Human Resources Management

1. System should have a comprehensive HR management module including but not limited to personnel management (recruitment, leave, transfer, increments, etc.) and cadre management, etc.
2. System will generate all personnel details with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.2.9 FRS – Marketing Division

System will generate all advertisement/published documentation details with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.2.10 FRS – Systems Division

1. System will have a standardised template for the complaint filing w.r.t any IT Hardware/Software issues
2. System will generate all IT assets related details with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.2.11 FRS- Asset Division

1. System will have a standardised template for the Complaint filing w.r.t any assets
2. System will generate all asset related details with status and other details (all metadata) for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

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3.2.12 FRS – Law Division

System will generate all law related details with status and all metadata for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.2.13 FRS – RTI Cell

System will generate all RTI related details with status and all metadata for specified time period. This list should allow sorting with refined search parameters to generate further MIS reports

3.3 Scope of Work

The Agency under this project would be engaged on a turnkey basis for implementing the solution and providing complete support in its functioning for the stipulated time-period. The system would be implemented for all the mentioned divisions of LDA. The successful implementation of this project requires the AGENCY to provide quality and timely services to LDA. All the activities performed by the AGENCY during different phases of the project shall be closely monitored by LDA. The AGENCY is strongly advised to carefully read the Scope of Work and submit the technical proposal accordingly. The broad schedule of services for the AGENCY during the period of contract/ engagement would include (but not limited to):

1. Perform a requirement study and prepare Business Blueprint document along with Design Documents.
2. Implementation of ERP application (including development of bespoke functionalities/ modules/ sub-modules).
3. Design and Development of MIS Dashboards under ERP
4. Design and development of web site as per GIGW Guidelines.
5. Data migration from existing (old) applications to the proposed (new) ERP application.
6. Application testing i.e. unit testing, integration testing, system testing and load testing.
7. User Acceptance Testing (UAT) of the system
8. Commissioning of ERP application and web site
9. Documentation
10. Go-Live of ERP application and web site
11. Training and capacity building
12. Operations and maintenance of ERP application

Business Process Analysis

AGENCY shall study the business processes to understand the high-level business. Therefore, AGENCY's will have to develop the As-Is and to-be process maps along with the Technical and Financial Requirement Documents.

3.3.1 Implementation of ERP Application

- a) This includes design, customization, configuration, deployment and commissioning of module(s)/ sub-module(s)/ functionalities, and if required, bespoke development of module(s)/ sub-module(s)/ functionalities to comply with the business needs of the LDA. The implementation shall be based on the approved Business Blueprint and Design document.
- b) The implementation shall be based on automated workflow management system. If required, AGENCY may use any workflow management software for building all the required workflow features in the ERP application. All the applicable licenses (if any and as applicable time-to-time) shall be provided by AGENCY.

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- c) During the implementation and commissioning of the ERP application, circumstances may arise when at Authority, most of the functions get computerized but some may still remain manual. The AGENCY shall state how the Authority would function in such a scenario and how interfacing would be done between computerized system and manual processes, and vice-versa.
 - d) Identify and Integrate with all internal and external systems and services as per the requirement of the proposed system.
 - e) The AGENCY must submit the ERP solution details along with the technical bid.
 - f) Access to specific elements of the application. The audit trail should provide a facility to trace the path of changes in the ERP application.
 - g) The AGENCY is required to recommend the Database and design the System in line with specifications enlisted in this RFP.
 - h) The AGENCY will also be responsible for hosting the system on cloud platform.
 - i) Carryout testing of the ERP application including unit testing, integration testing, and system testing etc. along with User Acceptance Testing.
 - j) Conducting various testing including Load Testing, Performance Testing etc. and making necessary changes in the proposed application based on such test results.
 - k) All tools required for load testing and performance testing should be standard.
 - l) Any other work required to complete the proposed ERP application as per the requirement of LDA.
- 3.3.2 Design and Development of MIS Dashboards under ERP –
- a) Develop a comprehensive MIS dashboard (operational, analytical, strategic, tactical) to monitor the performance of various divisions of LDA
- 3.3.3 Design and Develop Web Site as per GIGW norms.
- a) Agency shall prepare a design document which should specify look & feel / design and layout of the web pages, various functionalities and features of the web site, mechanism of content management along with mechanism of version control of content.
 - b) Design and development of feature rich with dynamic content website with version control feature along with all the approved functionalities, design/ look & feel etc.
- 3.3.4 Integration of ERP Application and Web site
- a) The AGENCY will be responsible for integration of ERP application and Web site (as applicable) with the following:
 - Online Building Plan Approval System (OBPAS/FASTPAS as the case may be)
 - Payment gateway
 - Digital certificate services
 - Aadhaar based verification services
 - Document Management System (DMS)
 - Single window system of Government of UP and any other application which may require integration with ERP application to cater the business needs of LDA.
 - b) AGENCY shall be responsible for assisting the LDA in:
 1. Identification and integration of third-party service providers required to successfully cater the business needs of LDA or identified by LDA.
 2. Resolving any issue/ problem arises in the project, pertaining to the services provided by the third-party service providers
 - c) LDA will not bear the setup and running/ operational cost of payment gateway, digital certificates etc.

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- d) The ERP must facilitate above functionalities from the day one. The onetime cost i.e. subscription/registration fee etc. and the recurring cost (if any) shall be borne by LDA.

3.3.5 Data Migration

- a) The Agency shall be responsible to carryout data collection, data preparation, data validation, data cleansing/ correction, data entry and data migration for all kinds of master data and transaction data required to successfully implement and operationalize the proposed system.
- b) Undertake data migration from the legacy systems and other electronic data presently available with LDA.
- c) The Agency shall develop a migration strategy for migration of data from existing application software and from other available sources to the database of proposed ERP application.
- d) AGENCY shall ensure correct migration of data.

3.3.6 Testing of ERP Application and Web Site

- a) Preparation and submission of detailed testing plan and strategy.
- b) Prepare and share various use cases and scenarios.
- c) Performing unit testing, integration testing, system testing and load testing.
- d) Conducting testing of various components/ modules of the ERP application and Web Portal, as per the latest version of the IEEE 730 standards. The bidder shall be required to share the testing documents and standards with the designated software testing team, wherever applicable/ required.
- e) Taking corrective steps based on the testing reports i.e. rectifying the software issues/ bugs reported during the testing.
- f) The test results along with details/ report of action taken shall be submitted to LDA.
- g) All the testing and related activities will be carried out by the AGENCY at its own expense and at no additional cost to LDA.

Acceptance Testing –

- a. Acceptance Testing and Certification intends to verify that the ERP application and all of the components meets stated requirements, standards, specifications and performance. The following are parameters against which acceptance testing would be conducted:
 - Functional requirements
 - Technical requirements
 - Infrastructure (hardware and software) compliance review
 - Availability of the desired/ prescribed services at the defined locations
 - Quality review of migrated data and data generated by the ERP application
 - Performance testing including load testing.
 - Security testing
 - Manageability of ERP application
 - SLA monitoring and reporting system.
 - Project documentation and strategy/ plan for periodic updates
- b. AGENCY shall be required to submit following before notifying the department for Acceptance Testing:
 - Preparation and submission of detailed User Acceptance Testing (UAT) plan.
 - Prepare and share various UAT use cases, scenarios and results.
 - Submit system test cases with results to LDA for review and verification at the time of UAT.

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- c. Rectifying the ERP application issues/ bugs reported during the testing upto the satisfaction of LDA.
- d. LDA may reject any module/ system or any part thereof that fails to pass any test or do not conform to the specifications/ LDA requirements. The SI shall rectify such rejected item/ module or parts thereof or make alterations necessary to meet the specifications and shall again perform the testing, all these activities shall be performed at no additional cost to LDA.

3.3.7 Third Party Audit (TPA)

- a) Before accepting the application, a third party audit would be done by agency, The TPA would be selected separately by LDA or alternatively the AGENCY may be asked to give a list of auditors, of which LDA may approve one of them. In either of the case, the payment will be made directly by LDA to the TPA.
- b) All the costs towards testing (except TPA cost) and commissioning to be borne by the AGENCY.
- c) LDA will bear the TPA cost only for the first time after deployment of application or deployment of changes requested by LDA. In case there is a need to repeat TPA due to malfunctioning of ERP application, security issue, deployment of upgradation, patch, bug fixes etc. for any reason related with ERP system then entire cost of TPA, any number of times as it may be required, shall be borne by AGENCY.

3.3.8 Commissioning of ERP Application and Web Site -

- a) Only after the successful completion of UAT and TPA report by LDA (including Security Testing from the CERT-In empanelled agencies), the application software shall be deployed on the production environment.
- b) The AGENCY shall be responsible for installation, integration, testing and commissioning of the hosting environment on the cloud platform, along with all the allied equipment, software, updates, patches etc. at the hosting environment as and when needed.
- c) Only after successful deployment of ERP system on cloud platform, the ERP system would be deemed to have been commissioned.
- d) After the successful commissioning of ERP application and web site on production server, the system would be declared as Go-Live and enter into warranty phase.
- e) The AGENCY would also be issued a commissioning certificate by LDA.
- f) AGENCY shall share all the passwords/ access rights/ addresses of the application/ server/ database with LDA from the day of Go-live.

3.3.9 Go-live of ERP Application and Web site

- a) After the successful commissioning of ERP application and web site on production server, the system would be declared as Go-Live and enter into maintenance phase.
- b) The AGENCY would also be issued a commissioning certificate by LDA.
- c) AGENCY shall share all the passwords/ access rights/ addresses of the application/ server/ database with LDA from the day of Go-live.

3.3.10 Training and Capacity Building

- a. AGENCY shall also ensure proper training to the designated end-users on the ERP system so as to make them well conversant with the functionalities, features and processes built in the proposed system.
- b. The Agency shall be responsible for ensuring effective knowledge transfer to the AUTHORITY's personnel throughout the project. This includes comprehensive training sessions to build the internal capacity of the AUTHORITY's staff to manage, maintain, and

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operate the ERP system post-implementation. The Bidder shall provide structured training programs that are in line with guidelines issued by MeitY to enhance the competency of government employees in managing e-governance systems.

- c. Provide training for employees to familiarize them with the new digital tools and workflows.
- d. Implement a change management plan to address resistance and ensure a smooth transition further, during ERP implementation or with other system integration.
- e. The Agency is responsible for submitting training completion reports to the AUTHORITY for monitoring purposes.
- f. The Agency must also provide high-quality training materials, both in print and digital formats, to the AUTHORITY's personnel. These materials must be available in both English and Hindi, as per the requirements of the AUTHORITY, ensuring accessibility for all participants. The training materials must conform to the standards set by the Indian government's National Knowledge Network (NKN) initiative.
- g. The Agency must develop and offer digital training tools such as e-learning modules, video tutorials, and online resources to the AUTHORITY. These resources should be available to the AUTHORITY's staff and all other Users for continued learning and reference beyond the initial training sessions.
- h. The Agency must implement a feedback mechanism at the end of each training program, allowing participants to evaluate the training effectiveness. Based on the feedback collected, the Bidder is required to improve and adapt future training sessions to better meet the AUTHORITY's requirements. All feedback and improvement reports must be submitted to the AUTHORITY for review and approval.

3.3.11 Annual Maintenance Contract (AMC) :

During AMC phase, agency shall be responsible for –

- a. The agency shall provide Annual Maintenance Support, post Go-live for the entire operations & maintenance period of Three (3) years which shall include maintenance and technical support for the implemented ERP application.
- b. The agency shall be responsible for overall administration, operations, monitoring and maintenance of the deployed ERP system.
- c. The agency shall make available and implement all upgrades including definitions/ patches/ updates/ service packs etc. proposed ERP application and related software/ tools during the AMC period.
- d. The agency shall also be responsible for database administration, data back-up, data archiving, data security and other technical assistance.
- e. The agency will have to carry out preventive maintenance services at least once in a quarter (3 months).
- f. Corrective maintenance services to be carried out as and when required.
- g. If any OEM software/ tool is involved in the process, the SI shall arrange the support from OEM also for the same period.
- h. The agency shall transfer the ownership of the ERP application and web portal to LDA along with the source code i.e. code of all bespoke modules or sub-modules developed/ customized/ configured/ procured.
- i. In the event any of the key resource leaving the project/ employment with the agency, the same shall immediately be replaced with another resource of equivalent minimum qualifications and experience. All such events should be notified prior to LDA well within time.

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- j. Post completion of the AMC period, LDA in its own discretion, may extend the maintenance contract for, one year at a time.

3.3.12 Manpower Support:

- a) Onsite Manpower Requirement (Implementation Phase):
 - I. Agency shall provide sufficient qualified personnel to be stationed onsite for the duration of the ERP implementation until the system is live.
 - II. The Agency must ensure that a minimum of 8 skilled professionals, including but not limited to Project Managers, Functional Consultants, Technical Consultants, and Trainers, are present onsite throughout this phase.
 - III. Onsite manpower must be available during normal working hours and, if required, during weekends or after hours to meet project deadlines.
 - IV. The personnel should possess relevant qualifications and certifications, along with demonstrated experience in similar ERP implementation projects.
 - V. The Agency shall also assign a dedicated project manager to act as the point of contact with the Authority for all matters related to the implementation.
- b) Post GO-Live AMC and Onsite Support:
 - I. After the successful go-live of the ERP system, the agency is required to provide onsite support through an Annual Maintenance Contract (AMC) for a period of 3 years.
 - II. The AMC shall include comprehensive technical support, troubleshooting, and system maintenance to ensure smooth operation of the ERP system.
 - III. During the AMC period, the Agency must deploy at least 4 onsite personnel for day-to-day support. This includes resolving issues, applying patches, system updates, and ensuring operational efficiency.
 - IV. The onsite support team should be available during working hours, with provisions for emergency support outside these hours as needed.
 - V. The Agency must also establish an escalation matrix to handle critical issues, ensuring timely resolution within predefined service-level agreements (SLAs).
 - VI. Remote support should be available for routine maintenance tasks and should complement the onsite team as needed.
- c) Transition from Implementation to AMC Phase:
 - I. A formal transition plan from the implementation team to the AMC support team should be submitted by the agency and approved by the Authority before the system goes live.
 - II. The transition plan must include knowledge transfer sessions, detailed documentation, and training for the onsite AMC team to ensure continuity and reduce downtime post-implementation.
- d) The AGENCY in their proposal shall provide proposed no. of personnels required for implementing the ERP with their detailed profile and role in the project.

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- e) Authority will arrange for necessary infrastructure like appropriate space with table and chair, internet etc.
- f) AGENCY to provide computer/ laptop, mouse, printer, scanner etc. to the deployed resource at LDA, and also install all the required licensed software (development environment and related) to perform the day-to-day activities.

3.3.13 Security Audit

1. The Agency must ensure that all solutions and systems implemented as part of this ERP solution comply with the provisions of the Indian IT Act 2000 (Amended 2008). This includes adopting adequate measures to prevent unauthorized access, data breaches, and ensuring the integrity of sensitive personal data. The Agency must follow security practices and procedures, as defined under the Act, and ensure compliance with all applicable rules under the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.
2. The Agency shall comply with the guidelines of the Indian Computer Emergency Response Team (CERT-In) under the Ministry of Electronics and Information Technology (MeitY). This includes regular security audits, timely reporting of any security incidents, and adherence to the CERT-In cybersecurity advisories. The Bidder must ensure that all critical systems are audited in line with CERT-In's best practices and must submit audit reports to the AUTHORITY on every 6 months.
3. The Agency must implement and maintain an Information Security Management System (ISMS) in line with ISO/IEC 27001 standards. Certification to ISO/IEC 27001 must be provided as part of the implementation. The Bidder is responsible for ensuring that the security controls implemented in the ERP solution comply with these standards, thereby safeguarding the AUTHORITY's information assets.
4. The Agency must adhere to the guidelines laid out in the National Cyber Security Policy 2013. This includes securing critical IT infrastructure of the AUTHORITY and ensuring compliance with all security measures as mandated by MeitY. The Agency shall conduct regular security audits and submit audit reports, detailing the steps taken to secure the systems, to the AUTHORITY.
5. Later on, the ERP involves handling Aadhaar data, the Bidder must comply with all security and privacy guidelines issued by the Unique Identification Authority of India (UIDAI). This includes ensuring data encryption, access control, and regular audits of systems that process or store Aadhaar data. Compliance reports must be submitted to the AUTHORITY in accordance with UIDAI guidelines.
6. The Agency must comply with the Data Security Council of India (DSCI) best practices for data privacy and protection, ensuring that the AUTHORITY's data is securely handled, stored, and transmitted. The Bidder must implement necessary controls to prevent data breaches and ensure the privacy of sensitive data processed under this project.
7. The Agency must ensure that all web applications or portals associated with the ERP implementation comply with the Guidelines for Indian Government Websites (GIGW). Regular security audits must be conducted to ensure adherence to these guidelines, and the audit results must be submitted to the AUTHORITY as part of the compliance reporting.
8. The Agency must implement a Cyber Crisis Management Plan (CCMP) in alignment with the directives issued by MeitY. This plan must include proactive monitoring, threat detection, and incident response mechanisms. The Agency shall periodically test the plan and submit reports to the AUTHORITY on the system's resilience and preparedness against cyber threats.
9. The Agency should implement role-based access to ensure only authorized personnel can view or edit documents.

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10. Use encryption for data security and regular backups to prevent data loss.
11. Hosting of the ERP will be procured by the Authority. Specifications for the cloud hosting will be shared by the Agency, Hosting will be of two types
 - Dedicated Cloud
 - Cold DR (disaster recovery)

3.3.14 Mobile Optimization and Mobile App

1. **Agency** to ensure, a Mobile App will be available for limited users such as LDA staff, Field Officers & Contractors who need enhanced functionality, performance, and offline capabilities. However, Citizens who want to use mobile-friendly services like payments, grievance redressal, or tracking applications will cater through Mobile Optimization.
2. The ERP solution must be fully optimized for mobile devices, ensuring that all web-based interfaces are responsive and accessible via mobile browsers.
3. The mobile-optimized version should provide a seamless user experience with intuitive navigation and mobile-friendly forms for all key functionalities.
4. Agency to ensure basic functionalities such as task approvals, notifications, document uploads, and reporting are in cohesion with the Portal database.
5. The Mobile app should support offline functionality for specific use cases (e.g., fieldwork) and allow real-time synchronization when connectivity is restored.
6. Implement push notifications to alert users about pending approvals, deadlines, and important updates.
7. Incorporate security features like biometric authentication for sensitive transactions.

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4 Eligibility and Evaluation Criteria

4.1 Eligibility Criteria

Proposals not complying with the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria.

S.No.	Basic Requirement	Specific Requirement	Documents required
1.	Legal Entity	Bidder Should be Company registered under Companies Act, 1956 Or a partnership firm registered under LLP Act, 2008 -and, Should have been operating in the area of software development, implementation, IT consulting for last five years before date of submission of bid.	Certificates of Incorporation/ Registration as applicable Relevant extracts of Annual Report i.e. Income Statement, Balance Sheet, Cash-flow Statement of previous 5 Years
2	Sales Turnover	Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 50 Crores	Certificate issued by Chartered Accountant with CA's registration number and seal
3	Power of Attorney	Bidder must submit the copy of board resolution or the power of attorney of authorised signatory along with the bid.	Board resolution Or Power of Attorney with appropriate supporting document
4	Net worth	The bidder should have positive net- Worth INR 10 Crores at the time of bidding.	Certificate issued by Chartered Accountant with CA's registration number and seal
5	Technical Capability	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	Completion certificates from the client. OR Work order + Self certificate of completion. OR Work order + Phase completion certificate from the client Note: The documents supplied should clearly mentioning the project scope, project duration (phase wise if any), project value, project start date etc.
6	Certifications	The bidder should have <ul style="list-style-type: none"> Valid CMMi level 5 Certification or higher at the time of bidding. 	Copy of valid certificates

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S.No.	Basic Requirement	Specific Requirement	Documents required
		<ul style="list-style-type: none"> • Certification to Certain ISO/IEC 27001 and ISO 9001:2015 or higher is must. 	
7	Debarment	The bidder should not be debarred for fraudulent and corrupt practices by any Government entity in India on the date of bidding.	Undertaking of the authorized signatory
8	Manpower Strength	The bidder should have at least 100 plus full-time manpower resources on their payroll.	Self-certification/HR Certificate by the authorized signatory

- I. Bidder/OEM should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of bidder who do not fulfill the above criteria or who fail to submit documentary evidence to the satisfaction would be rejected.
- II. Bidders/OEM fulfilling the Minimum Eligibility Criteria will only be considered for further technical evaluation.

Note: Bidder to submit supporting documents and clearly flag the same

4.2 Evaluation of Technical Bids

The Technical Bid will be evaluated as per the criteria defined below and the ranking will be done from highest to lowest

S.No.	Criteria	Max. Marks	Documents Required
1.	Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23, 2023-24 (Turnover in INR): <ul style="list-style-type: none"> • More than Rs. 100 Cr – 10 Marks • More than Rs. 50 Cr and Less than 100 Cr– 07 Marks • More than Rs. 50 Cr – 05 Marks 	10	Relevant extracts from the audited balance sheet and Profit & Loss statement. OR Certificate from the Chartered Accountant with CA's sign, seal and membership number.
2.	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt. <ul style="list-style-type: none"> • Experience of executing 03 Project: 5 marks • Experience of executing More than 03 and less than 05 Projects: 10 marks • Experience of executing more than 05 Projects: 15 marks 	15	Completion certificates from the client. OR Work order + Self certificate of completion. OR Work order + Phase completion certificate from the client

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3.	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> • Experience of executing 1 Projects: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks • Experience of executing more than 4 Projects: 20 marks 	20	<p>Work order + Self certificate of completion. OR Work order + Phase completion certificate from the client</p>
4	<p>Bidder's Certifications: CMMi level Certification</p> <ul style="list-style-type: none"> • Possess CMMi Level 5 Certificate – 3 Marks • ISO 27001 and 9001 certification – 2 Marks 	05	Copy of valid certificates
5	<p>Approach & Methodology to be presented by the bidder company followed by a Technical Demonstration of a Business Case. The solution proposed by the bidder is expected to demonstrate maximum value</p>	30	Technical demonstration by the bidders at date and time as prescribed
6	<p>Manpower Qualification</p> <ul style="list-style-type: none"> • Go LIVE • Maintenance/Backup (Post GoLIVE) 	20	(As per Annexures under Section 5.16)
	Total	100	

Note:

- a) Applicants will be required to provide work orders/extension orders/ contracts/ completion certificates as proof of experience.
- b) Extension work orders on an existing project will not be counted as separate projects but may be counted towards monetary value of total project. All experiences should be from India.
- c) Evaluations will be based on documentary evidence submitted by the Applicants and presentation before the Client with respect to evaluation/selection criteria.
- d) Only projects carried out in India will be considered for evaluation.
- e) Repetition of credentials submitted for the criteria of clause 4.2 technical evaluation not allowed.

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4.3 Financial Bid Opening

Minimum score of 70 marks in the technical evaluation process is required to be considered as a Technically Shortlisted Bidder. Only Technically Shortlisted bids (having the minimum required score) would be eligible for opening of financial bids. The financial proposals of only Technically Shortlisted Bidders will be opened in the presence of the Bidders representatives who choose to attend.

In response to the RFP, the Applicant shall provide financial quote in the form of rate for the Price Schedule/BOQ mentioned below:

#	Module wise Charges for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA	Cost Per Unit (INR)
1	Planning	
2	Property/Estate/Land Acquisition	
3	Project/Engineering	
4	Finance & Accounts	
5	Establishment	
6	Marketing	
7	Record Maintenance	
8	Stores & Maintenance	
9	Costing	
10	Legal	
11	RTI	
12	CERT-In Security Audit	
13	STQC Audit	
14	AMC for one year	
	Total	

Note: Price quoted above should be exclusive of taxes. Taxes will be paid extra as applicable

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4.4 Technical Bid Evaluation

Highest Technical scoring proposal (Tm) shall be given a technical score (St) of 100 points. The technical score of the other proposals (To) shall be computed as follows.

$$St = 100 \times T0 \text{ (Other Technical proposal)} / Tm \text{ (Highest Technical proposal)}$$

Evaluations will be based on documentary evidence submitted by the Applicants and presentation before the Selection Committee of Authority with respect to evaluation/selection criteria.

4.5 Financial Bid Evaluation

Lowest financial proposal (Fm) shall be given a financial score (Sf) of 100 points. The financial score of the other financial proposals (Fo) shall be computed as follows.

$$Sf = 100 \times Fm \text{ (Lowest Financial proposal)} / F0 \text{ (Other Financial proposal)}$$

Bids determined to be substantially responsive (see instructions to Applicants) will be checked by the client for any arithmetical errors in computation and summation. Where there is discrepancy between rates indicated in figures and in words, rates in words will govern.

The bid shall contain no interlineations or overwriting except as necessary to correct errors made by the bidder themselves. Any such correction shall be initiated by the authorized person.

4.6 Final Bid Evaluation

The Applicant shall be selected under the Quality-cum-Cost Based System (QCBS) with weightages of 80:20 (80% for technical proposal and 20% for financial proposal) and procedures described in this RFP. Proposals shall finally be ranked according to their combined technical (St) and Financial (Sf) scores using the weights (T=the weight given to the technical proposal; F=the weight given to the financial proposal; T+F = 100) indicated below

$$S = St \times (T=80\%) + Sf \times (F=20\%)$$

In case of a tie, bidder with higher technical score will be considered for award of work. The Successful Bidder would be notified in writing by the client by issuing the Letter of Award (LOA) in favour of the Bidder.

The client reserves the right to accept any proposal or reject any or all the proposals without assigning any reasons and any liability whatsoever including financial liability. The client also reserves the right to close or cancel the entire process of appointment at any point without assigning any reasons whatsoever and without any liability whatsoever.

4.7 Payment Schedule and Project Period

The overall period of the engagement shall be Five (5) years from the date of signing the contract, with the provision for extension on mutually agreed terms based on the satisfactory performance during the pursuing years and requirements in the following years.

1. Payments will be made as per BOQ stated in **Section 4.3** after satisfactory report from the end user.
2. Payment will be made to the firm on quarterly basis for all end to end completed and delivered components as per the details and accepted by the Authority or its authorized representatives after checking quality compliance of the **deliverables**.
3. The annual maintenance charges will be paid quarterly in equal proportion.
4. Monthly progress of work undertaken is to be provided to the Authority on the last Monday of every month. Release of payment would be subject to verification of records.

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5. No advance payment whatsoever will be made to the firm.
6. GST shall be paid at prevailing rate at the time of billing. Deduction of all statutory and necessary Tax from each bill will be made as per Government prevails at the time of payment
7. Penalties
 - a) In case of LOA being issued to the bidder, the bidder shall start the work for the same within maximum of 15 days of issuance of LOA. In case of failure to initiate the project in 30 days, penalty provisions of 1% of the order value per week of delay shall be levied on the agency and same shall be deductible from their payment.
 - b) Authority shall carry out inspections of the submitted document during the period of contract in accordance with the weekly/monthly frequency. In case of any discrepancy is found during the Security Audit & other compliance as per the TOR at Section 3 - a penalty of 2% deduction from the entire deliverable will be imposed.
 - c) A pro rata calculation will be imposed at the time of any such penalty.

Authority may add more penalty clause separately at the time of final agreement with the selected agency.

4.8 Payment Terms

The payment schedules for the implementation of ERP Application and Operations & Maintenance phase are as follows:

40% of the total investment will be paid out to vendor at the time of Go-Live, based on the milestones achieved and balance payment of 60% will be paid out in equal parts over the rest of the three (3) years based on the achievements of milestones/ quality of services provided by selected bidder.

S. No.	Activities	Time for Completion[1]
1	Signing of Contract with successful bidder	Date of Start (T)
2	Preparation and submission of SRS and Business Blueprint (includes detailed To-be/FRS and BPR)	T + 3 Weeks
3	Solution Architecture and Design, including: Logical & Functional Architecture of the ERP application	T + 6 weeks
4	Development or Customization of ERP Solution	T + 21 Weeks
5	Finalization of Data Migration methodology, Master Data Structures and Templates	T + 25 Weeks
6	Hosting on Cloud Platform and Disaster Recovery Centre along with supporting software/ tools.	T + 29 Weeks
7	Acceptance testing of Cloud Platform and Disaster Recovery Center	T + 32 Weeks
8	System Testing	T + 36 Weeks
9	User Acceptance Testing	T + 40 Weeks
10	Completion of Security Audit & System ready for "Go-Live"	T + 44 Weeks

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11	Training to key staffs	T + 50 Weeks
12	Go-Live Date	T + 52 Weeks
13	Warranty Support	1 Year from the Date of Go-Live
14	Annual Maintenance Support	3 Years after Warranty

4.9 Performance Bank Guarantee

The Bidder / Contractor after the award of work shall have to submit interest free Performance Security/Performance Guarantee in prescribed format which is equal to the 05% (Ten Percent) of order value within 45 days from the date of the issue of the Letter of Award and it shall be kept valid for a period of six months after the successful delivery and handover of the project.

The Performance Security/Performance Guarantee shall have to be submitted in the form of FDR in the name of **Finance Office Lucknow Development Authority**. The Performance Guarantee shall be kept valid till six months post completion & closure of the project. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity, date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period, in case the selected bidder falls to submit performance guarantee within the time stipulated, the Authority at its discretion may cancel the order placed on the selected bidder without giving any notice.

Authority shall invoke the performance bank guarantee in case the selected bidder fails to discharge their contractual obligations during the contract period or Authority incurs any loss due to agency's negligence in carrying out the project implementation as per the agreed terms and conditions during the agreement.

Format of PBG will be shared along with LOA.

4.10 Signing of Contract

The Successful Bidder shall execute a Agreement (Format of Agreement is given in Annexure C) on Rs 100/- Non-Judicial stamp paper in the name of the Bidder bought in Uttar Pradesh only, within one week from the date of Letter of Award issued by Lucknow Development Authority.

The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of LDA.

LDA reserves its right to cancel the order either in part or full, if this condition is violated.

4.11 Non-Disclosure Agreement:

The successful bidder would require signing a non-disclosure agreement. Format will be shared by the authority at the time of LOA.

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5 Annexure

5.1 Annexure A: Standard Forms

5.1.1 FORM 1: Proposal Submission Form

[Location, Date]

To:

Lucknow Development Authority

Sub: Proposal for Selection of Agency for the Design, Development, Implementation and Maintenance of ERP solution for LDA, RFP Ref. No.: _____ **Dated:** _____

Dear Sir:

We, the undersigned, offer to provide the services for [title of assignment] in accordance with your Request for Proposal dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this a Technical Proposal, and a Financial Proposal.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the Proposal Validity Period, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate Implementation of Enterprise Resource Planning (ERP) at Lucknow Development Authority related to the assignment at a date mutually agreed between us.

We understand you are not bound to accept any Proposal you receive

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: -----

Name and Title of Signatory: -----

Name of Firm: -----

Address:-----

CERTIFICATE AS TO AUTHORIZED SIGNATORIES

Hereby it is certified that I Mr. /Ms. Company Secretary of the firm/ corporation, and that Mr. /Ms. who has signed the above bid are authorized to bind the firm/corporation by authorities of its governing body.

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5.1.2 FORM-2: Applicant's Organization and Experience

Applicant's Organization

[Provide here a brief (one/two pages) description of the background and organization of your firm/entity]

Sr. No.	Heads	Particulars
1.	Registered Name of the Firm	
2.	Type of Firm <i>(Proprietary / Partnerships / Private/Public) Please enclose self-certified copy of certificate of incorporation</i>	
3.	Complete Address of Registered Office	
4.	Date and Country of Incorporation	
5.	Number of years of operations in India	
6.	Number and locations of offices in India	
7.	Contact person details (Name, Designation, Mobile Number, Email)	
8.	Telephone Number (with ISD & STD Code)	
9.	Fax Number (with ISD & STD Code)	
10.	Brief description of the Firm including details of its main lines of business along with the brief profile of the organization	
11.	Annual turnover from IT and ITeS operations for FY 20-21, FY 21-22 and FY 22-23 <i>(Enclose Certificates duly signed by Chartered Accountant along with seal which should also clearly show the CA's membership number)</i>	
12.	CMMi assessment level and date of assessment	
13.	Validity period of the CMMi assessment	
14.	Please attach copy of PAN Card/ GST Registration	
15.	Any other relevant information	

Signature of Authorised Signatory

Name of Designation of Authorised Signatory

Telephone & Mobile Number

E-Mail Address Official seal of the Company

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5.1.3 FORM3: Financial Proposal Submission Form

(On Bidder's letter head)

[Location, Date]

To,

The Vice Chairman,

Lucknow Development Authority,

Pradhikaran Bhavan, Gomti Nagar,

Lucknow, 226010

Sub: Financial Bid for (Implementation of Enterprise Resource Planning (ERP) at Lucknow Development Authority)

Dear Sir/Madam,

We, the undersigned, offer to provide the services for the above in accordance with your e-Bid dated ____, and our Bid (Response to Technical Bid and Financial Bid).

Our attached Financial Bid is as uploaded on e-bid portal in the .XLS format [inclusive of statutory taxes, duties, and levies during the contractual period except GST which will be paid extra by LDA at the rate applicable on the date of invoicing, Amount in words and figures].

We understand that the Authority reserves the right to negotiate the Financial Bid for the services as a whole or for individual tasks of the services.

We undertake that our Financial Bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Bid, i.e. 180 days from the date of submission of the e-Bid.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Signature:

Name and title of Signatory:

Name & address of the Bidder

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5.1.4 FORM4: Summary of Profile of Key Personnel for Development & GoLIVE

#	Role	Qualification	Years of Experience	Profile Summary
1.	Project Director			
2.	Project Manager			
3.	Subject Matter Expert			
4.	Solution Architect			
5.	Business Analyst			
6.	Module Lead			
7.	Database Administrator			
8.	Others (Please specify)			

Summary of Key Personnel for AMC

#	Role	Qualification	Years of Experience	Profile Summary
1.	Project Manager			
2.	ERP Functional Support Consultant			
3	ERP Technical Support Consultant-1			
4	ERP Technical Support Consultant-2			

5.1.5 Format for Submitting Profiles of key resources

Currently Employed with Bidder: <Yes/No> (If yes, mention years)		
1.	Name of the personnel:	<Name of the personnel>
2.	Designation	<Designation in bidding firm>
3.	Proposed position for the project:	<Responsibility Area in the project >
4.	Qualification	<Degree-1> o Academic institution graduated from o Year of graduation o Specialization (if any) <Degree-2> o Academic institution graduated from o Year of graduation o Specialization (if any)
5.	Professional Certifications	<No. of years>
6.	Total years of experience	<No. of years>
7.	Years of experience in present company	<No. of years>
8.	Experience of working on Government Projects	<Yes/No> <No. of years> <Project Reference – Names Only>
9.	Experience of working on Turnkey System implementation Projects	<Yes/No> <No. of years> <Project Reference – Names Only>

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10.	Project wise IT professional experience details: (Only relevant projects)	<Name of the project & client> Key project features in brief Relevance to LDA project in brief
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5.1.6 Evaluation Criteria for Proposed Onsite Team till GoLIVE (Sl. No. 6 of Section 4.2)

S.No.	Role	Experience	Max. Marks
1	Project Director	<ul style="list-style-type: none"> • Experience > 15 Years – 1 mark • Min. 5 years of Experience of Leading Projects in Government Sector – 1 mark • BE/B.Tech/MCA+ MBA – 1 mark 	4
2	Project Manager	<ul style="list-style-type: none"> • Experience > 10 Years – 1 mark • Min. 5 years of Experience working on Government Sector projects – 1 mark • BE/B.Tech/MCA – 1 mark • PMP/Prince 2/Scrum/Agile Certification – 1 mark 	3
3	Subject Matter Expert	<ul style="list-style-type: none"> • Experience > 10 Years – 1 mark • Relevant Subject Matter expertise and understanding of ERP implementation at ULB/Municipality/City/State – 2 marks 	1
4	Solution Architect	<ul style="list-style-type: none"> • Experience > 7 Years in designing solution for ERP implementation – 1 mark • Experience of solution design for ULBs/Municipality/City/State – 1 mark • BE/B. Tech/MCA – 1 mark 	1
5	Business Analyst	<ul style="list-style-type: none"> • B. Tech / BE/ MCA – 1 mark • Min. 5 Years' experience in Business Analysis and Requirement Gathering– 1 mark • Experience of working on ULBs/Municipality/City/State – 1 mark 	1
6	Database Administrator	<ul style="list-style-type: none"> • B. Tech / BE/ MCA - 1 mark • 7 Years as DBA also having experience of working on projects involving Data Migration – 1 mark 	1
7	Module Lead	<ul style="list-style-type: none"> • B. Tech / BE/ MCA - 1 mark • 7 Years of overall experience with atleast 1or 2 years of experience in ERP implementation in ULBs/Municipality/City/State – 1 mark 	1
8	Maintenance Support Team	<ul style="list-style-type: none"> • As per annexure in Section 5.17 	8
Total			20

5.1.7 Evaluation Criteria & Expectations of Onsite Manpower during AMC

#	Role/Marks	Qualifications	Years of Experience	Max Marks
1.	Project Manager	Bachelor's degree in engineering/technology, Information Technology,	Minimum of 10 years of experience in IT project management, with at least	3

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		Computer Science, or a related field. A master's in business administration (MBA) is preferred. PMP or PRINCE2 certification is an added advantage.	5 years in ERP implementation and post-implementation maintenance and support.	
2.	ERP Functional Consultant	Bachelor's degree in business administration, Finance, or equivalent field. Relevant certifications in ERP systems (e.g., SAP, Oracle, Microsoft Dynamics, etc.) are preferred.	Minimum of 5 years of experience as an ERP Functional Consultant, with at least 2 years of experience in post-implementation support for government or public sector	1
3	ERP Technical Consultant	Bachelor's degree in computer science, Information Technology, or a related field. Relevant technical certifications in ERP platforms will be preferred.	Minimum of 7 years of experience in ERP technical support and software development, with at least 3 years in post-implementation maintenance and customization of ERP systems	2*2=4

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5.2 Annexure B: Declaration

5.2.1 FORM5: Non-Blacklisting

Declaration for not being barred by the Central Government, any State Government, a statutory authority or a public sector

<p>Declaration Letter for "<Insert name of the RFP>" (To be printed on Letter Head)</p>
<p>Sir/Madam, This is to notify you that our Company / LLP / Partnership / Society / Proprietorship intends to submit a proposal in response to, we also declare that our Company / LLP / Partnership / Society / Proprietorship has not been blacklisted by any Central / State Government Department / Public Sector Undertaking.</p>
<p>Sincerely, ----- (Signature of the Authorized Person) (Seal and stamp of the Organisation) Name: Designation:</p>

5.2.2 Undertaking for availability of Sufficient and Competent Manpower to support the requirements in RFP

<p><i>[To be submitted on Bidder Company's Letterhead]</i></p>
<p>Date: To: Lucknow Development Authority</p>
<p>Sub: Undertaking for Sufficient IT Manpower</p>
<p>Dear Sir, In accordance with eligibility requirements of this tender process, we <name of the bidding firm> wish to declare that, we have more than <number of employees> full time employees on our own payroll, competent to support LDA's Project to execute and deliver the services as per the envisaged scope of work. Yours faithfully,</p>
<p>Date: _____ Place: _____</p>
<p>(Signature of the Authorized signatory) (Name and designation of the of the Authorized signatory) (Name and rubber seal of the Bidder)</p>

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5.2.3 Format for self-declaration on “No Conflict of Interest”

[To be submitted on Bidder Company’s Letterhead]

Date:

To:

Lucknow Development Authority

Sub: Undertaking for No Conflict of Interest

Dear Sir,

In accordance with clause of this RFP document, we <Name of the firm> wish to declare that we do not have any conflict of interest that may affect the current Bidding Process.

Yours faithfully,

Date:

(Signature of the Authorized signatory)

(Name and designation of the of the Authorized signatory)

Place:

(Name and rubber seal of the Bidder)

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5.3 Annexure C:

5.3.1 FORM6: Agreement

FORMAT OF AGREEMENT	
(To be executed on an On Non-Judicial Stamp Paper of Rs 100/-by the successful Bidder)	
<p>This agreement is made thisday of2024 at Lucknow between M/s.....(name of the Company selected through the bidding process against the RFP (RFP Ref. No.)) for selection of “Agency for Development & Implementation of ERP Solution at LDA ” referred to as the “First Party”, which expression shall include his heirs, executors and administrators/their successors and Lucknow Development Authority (in short LDA), referred to as the “Second Party”, through Vice Chairman, Lucknow Development Authority, Vipin Khand, Gomti Nagar, Lucknow, h]ereinafter include his successors and assignees.</p> <p>That WHEREAS the First Party will provide IT & related services in accordance with all the terms and conditions contained in the Tender (RFP Ref. No.) and also the terms and conditions contained in the subsequent corrigendum and Work Order to be issued by the Second Party to First Party and the same shall be binding on the First Party and shall be the integral part of this agreement.</p> <p>IN WITNESS THEREOF THE ABOVE-MENTIONED PARTIES HAVE PUT THEIR SIGNATURES ON THIS.....DAY OFTWO THOUSAND AND TWENTY-FOUR.</p>	
Authorized Signatory of “First Party”	Authorized Signatory of “Second Party”
Signature:	Signature:
Name and Address:	Name and Address:
Witness for “First Party”	Witness for “Second Party”
Signature:	Signature:
Name & Address	Name & Address

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5.3.2 General Conditions of Contract (GCC): Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- I. "Applicable Law" means the laws and any other instruments having the force of law in India as they may be issued and be in force from time to time;
- II. "Authorized Representatives" shall have the meaning set forth in Clause 6.2.5 of Annexure B
- III. "Agency / Bidder" means of an organization registered / incorporated under Indian Acts meeting the Pre-qualification conditions
- IV. "Client" means the Authority with which the Bidder signs the Contract for the Services
- V. "Contract" or "Agreement" means the Contract signed by the Parties and all the attached documents, if any
- VI. "Confidentiality" shall have the meaning set forth in Clause 6.4.2 of Annexure B
- VII. "Eligibility" shall have the meaning set forth in Clause 4.1 of the RFP
- VIII. "EMD" Earnest Money Deposit
- IX. "Government" means the Government of the Client's country/state
- X. "Key Dates" shall mean the dates mentioned in the Data Sheet
- XI. "LOA" Letter of Award
- XII. "Official Website" is <https://www.ldaonline.co.in/>
- XIII. "Party" means the "Client or the Bidder" as the case may be, and "Parties" means both of them
- XIV. "Personnel" means professionals and support staff provided by the Bidder assigned to perform the Services or any part thereof
- XV. "Proposal Due Date" or "PDD" shall mean the date as specified in the Data Sheet
- XVI. "Proposal Validity Period" shall mean the number of days for which the proposal shall be called valid post bidding till the signing of contract (the number of days are as mentioned in the Data Sheet)
- XVII. "RFP" means Request for Proposal i.e. It is a document that solicits a proposal, made through bidding process, by an agency or Authority interested in procurement of a commodity, service, or valuable asset.
- XVIII. "Scheduled Bank" means Banks specified in the RBI Act, 1932
- XIX. "Services" means the work to be performed by the Bidder pursuant to the Contract.
- XX. "days" means calendar days
- XXI. "weeks" means calendar weeks
- XXII. "months" means calendar months

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5.3.3 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

5.3.4 Language

This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

5.3.5 Notices

Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an Authorized Representative of the Party to whom the communication is addressed.

A Party may change its address for notice hereunder by giving the other Party a notice in writing of such change to the address.

5.3.6 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Bidder may be taken or executed by the officials specified in the Contract.

5.3.7 Taxes and Duties

TDS may be deducted and deposited by the Authority. The Professional Fee agreed as part of this contract shall be inclusive of statutory taxes, duties, cess and levies in India during the contractual period except GST which will be paid extra by LDA at the rate applicable on the date of invoicing.

5.3.8 Fraud and Corruption

For the purpose of this Contract, the terms set forth below as defined as follows:

- I. "corrupt practice" means offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;
- II. "Fraudulent practice" means misrepresentation or omission of facts in order to influence the selection process or the execution of a contract;
- III. "Collusive practices" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels.
- IV. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of the contract.

Measures to be taken:

The Client will cancel the Contract if representatives of the Bidder are engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the contract;

The Client will sanction the Bidder, including declaring the bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, the said contract.

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5.3.9 Limitation of Liability

- I. The Contract will require that the aggregate liability of the bidder under this Contract, or otherwise in connection with the services to be performed hereunder, shall in no event exceed the total fees payable to the Bidder hereunder. The preceding limitation shall not apply to liability arising as a result of the Bidder's fraud in performance of the services hereunder.
- II. Neither Client nor Bidder will be responsible for any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, exemplary, punitive or special damages in connection with claims arising out of this agreement or otherwise relating to the services, whether or not the likelihood of such loss or damage was contemplated."

5.4 Commencement, Completion, Modification and Termination of Contract

5.4.1 Effectiveness of Contract

This Contract shall come into effect from the date the Contract is signed by both Parties. The date the Contract comes into effect is defined as the Effective Date.

5.4.2 Commencement of Services

The Bidder shall begin carrying out the Services not later than 15 days after the Effective Date specified in the RFP or the Contract.

5.4.3 Expiration of Contract

Unless terminated earlier pursuant to GCC Clause 5.3.6 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the RFP or the Contract.

5.4.4 Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties.

5.4.5 Force Majeure:

1. Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances. For aforementioned purpose, the definition or interpretation of the client regarding such event and/or regarding reasonable control of a party shall be final

2. No Breach of Contract

The failure of a Party to fulfil any of its obligations under the Contract shall not be considered to be a breach of, or default, under this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event to which the other party has agreed in writing. To the extent that the provision of the Services is impacted by a pandemic and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the

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delivery of Services. The Bidder will use reasonable efforts to provide the Services on-site at the Client's offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (i) any government or similar entity implements restrictions that may interfere with provision of onsite Services; (ii) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (iii) any of the Bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk. For pandemic related risks, the parties may mutually agree to suspend the Contract for a mutually agreed period and the same shall be resumed after the mutually agreed timeframe

3. Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

4. Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

5.4.6 Termination

Either Party may terminate this Agreement with immediate effect by serving prior written notice to the other party if services are not possible to be rendered as per applicable laws or professional obligations.

1. By the Client

The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this GCC Clause. In such an occurrence the Client shall give a not less than twenty-one (21) days' written notice of termination to the Bidder, and thirty (30) days' in the case of the event referred to in (e).

- a) If the Bidder does not remedy a failure in the performance of their obligations under the Contract, within twenty-one (21) days after being notified or within any further period as the Client may have subsequently approved in writing.
- b) If the Bidder becomes insolvent or bankrupt, to be certified by the competent court.
- c) If the Bidder, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract or the Bidder is not performing as per the terms and conditions of this contract.
- d) If, as the result of Force Majeure, the Bidder are unable to perform a material portion of the Services for a period of not less than sixty (60) days
- e) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- f) If the Bidder fails to comply with any final decision reached as a result of arbitration proceedings pursuant to GCC Clause 5.8 hereof.

2. By the Bidder

The Bidder may terminate this Contract or any particular services, immediately, upon written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this GCC Clause:

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- a) If the Client fails to pay any money due to the Bidder pursuant to this Contract and not subject to dispute pursuant to GCC Clause 5.6 hereof within forty-five (45) days after receiving written notice from the Bidder that such payment is overdue.
 - b) If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
 - c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to GCC Clause 6.8 hereof.
 - d) If Bidder reasonably determines that it can no longer provide the services in accordance with applicable law or its professional obligations.
3. Payment upon Termination
- Upon termination of this Contract pursuant to GCC Clauses 5.3.6 (1) or 5.3.6 (2), the Client may make the following payments to the Bidder:
- a) payment pursuant to GCC Clause 5.6 for Services satisfactorily performed prior to the effective date of termination.
 - b) except in the case of termination pursuant to paragraphs (a) through (c), and (f) of GCC Clause 5.3.6 (1), reimbursement of any reasonable cost if the client is so satisfied incident to the prompt and orderly termination of the Contract.

5.5 Obligations of the Bidder

5.5.1 Standard of Performance

The Bidder shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology safe and effective equipment, machinery, materials and methods. The Bidder shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with third Parties.

5.5.2 Confidentiality

Except with the prior written consent of the Client, the Bidder and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Bidder and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. Except as otherwise permitted by the Contract, neither of the parties may disclose to third parties the contents of the Contract or any information/report/advice provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of the Contract, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under the Contract, or (e) must be disclosed under Applicable Law, legal process or professional regulations. These obligations shall be valid for a period of six (6) months post the date of termination of the Contract.

5.5.3 Accounting

The Bidder shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles

RFP for Design, Development, Implementation and Maintenance of Website and ERP Solution at LDA

and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof.

5.6 Obligations of the Client

- a) Assistance and Exemptions - The Client shall use its best efforts to ensure that the Government shall provide the Bidder such assistance and exemptions as specified in the Contract.
- b) Change in the Applicable Law Related to Taxes and Duties: If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties, then the remuneration and reimbursable expenses payable to the Bidder under this Contract shall be increased or decreased accordingly under this Contract.

5.7 Payments to the Bidder

5.7.1 Professional fee and Payments

The total payment due to the Bidder shall be governed by the professional fee as agreed in this Contract and shall be inclusive of statutory taxes, duties, cess and levies in India during the contractual period except GST which will be paid extra by LDA at the rate applicable on the date of invoicing.

5.7.2 Terms and Conditions of Payment

Payments will be made to the account of the Bidder and according to the payment schedule stated in Section 4.7.

5.8 Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

5.9 Settlement of Disputes

This Contract shall be governed by, and construed in accordance with, the laws of India.

a) Amicable Settlement

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation. In the event of any dispute between the Parties arising out of or in connection with the Contract, including the validity thereof, the Parties hereto shall endeavour to settle such dispute amicably in the first instance. The attempt to bring about an amicable settlement shall be treated as having failed as soon as one of the Parties hereto, after reasonable attempts, which shall continue for not less than 30 (thirty) days, gives a notice to this effect, to the other party in writing.

b) Arbitration

In case of such failure, the dispute shall be referred to a sole Arbitrator, who shall be appointed by the Parties by mutual consent, failing which each party shall appoint one Arbitrator each and together the two Arbitrators shall appoint an umpire. The Arbitration proceedings shall be governed by the (Indian) Arbitration and Conciliation Act, 1996 and shall be held in Gautam Budh Nagar, India. The language of arbitration shall be English.

The Contract and the rights and obligations of the Parties shall remain in full force and effect, pending the award in any arbitration proceedings hereunder.

c) Jurisdiction

**RFP for Design, Development, Implementation and Maintenance of Website and ERP
Solution at LDA**

Any dispute arising in relation to this Contract or the Services shall be subject to the exclusive jurisdiction of the courts in Lucknow, Uttar Pradesh, or Hon'ble High Court of Allahabad at Lucknow Bench, to which both the parties agree to submit for these purposes

Lucknow Development Authority

RFP No: **03/RFP/ERP/EDP/2024-25**

RFP Name: RFP for Selection of Agency for **Design, Development, Implementation of Website and Enterprise Resource Planning (ERP) Solution** vide no Tender Id No **2024_LDAUP_955843_1**

In view of Pre-Bid Meeting dated September 25, 2024, certain modifications/ amendments in some of the provisions of above RFP is being made in Table 1 and Queries are addressed at Table no 2.

Table 1: Amendments						
S	r	Clau	As per RFP	Amendments from LDA		
n	o	No				
1			Data Sheet	Proposal Due Date (PDD)/ Bid End Date will be 18th October 2024		
2	2nd point of 4.1		Sales Turnover: Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 50 Crores	Sales Turnover: Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 10 Crores		
3	4th point of 4.1		Net worth: The bidder should have positive net- Worth INR 10 Crores at the time of bidding.	Net worth: The bidder should have positive net worth.		
4	5th point of 4.1		Technical Capability: Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	Technical Capability: Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of IT/ITES, ERP implementation with any state or Central Government AND Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations/ BFSI's .		
5	6th point of 4.1		The bidder should have <ul style="list-style-type: none"> Valid CMMi level 5 Certification or higher at the time of bidding. Certification to Certain ISO/IEC 27001 and ISO 9001:2015 or higher is must. 	Copy of valid certificates	The bidder should have <ul style="list-style-type: none"> Valid CMMi level 5 Certification or higher at the time of bidding. Certification to Certain ISO/IEC 27001 and ISO 9001:2015 or higher is must. 	Copy of valid certificates from only recognized institutions where all necessary compliances may be asked at the time of technical evaluation

6	Clause no 4.2						
		S.No.	Criteria	Max. Marks	Sr No	Criteria	Max Marks
		1	<p>Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23, 2023-24 (Turnover in INR):</p> <ul style="list-style-type: none"> • More than Rs. 100 Cr – 10 Marks • More than Rs. 50 Cr and Less than 100 Cr– 07 Marks • More than Rs. 50 Cr – 05 Marks 	10 Marks	1	<p>Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23, 2023-24 (Turnover in INR):</p> <ul style="list-style-type: none"> • =>10 Crores to < 30 Crores – 05 Marks • =>30 Crores to < 50 Crores – 7.5 Marks • More than or equal to 50 Crores – 10 crores Marks 	10 Marks
		2	<p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt.</p> <ul style="list-style-type: none"> • Experience of executing 03 Project: 5 marks • Experience of executing More than 03 and less than 05 Projects: 10 marks 	15	2	<p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of IT/ITES, Software implementation with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt/BFSP's.</p> <ul style="list-style-type: none"> • Experience of executing 03 Project: 3 marks • Experience of executing More than 03 and less 	10 marks



		Experience of executing more than 05 Projects: 15 marks			than 05 Projects: 5 marks		
	3	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> • Experience of executing 1 Projects: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks <p>Experience of executing more than 4 Projects: 20 marks</p>	20 Marks		3	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 03 crores for each project in Government Sector. The work order should have been issued within the last 10 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> • Experience of executing 1 Project: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks <p>Experience of executing more than 4 Projects: 20 marks</p>	20 Marks
	4	<p>Bidder's Certifications: CMMi level Certification</p> <ul style="list-style-type: none"> • Possess CMMi Level 5 	05 Marks		4	<p>Bidder's Certifications: CMMi level Certification</p> <ul style="list-style-type: none"> • Possess CMMi Level 5 	05 Marks



		<p>Certificate – 3 Marks</p> <ul style="list-style-type: none"> • ISO 27001 and 9001 certification – 2 Marks 			<p>Certificate – 3 Marks</p> <p>ISO 27001 and 9001 certification – 2 Marks (Compliance certificate from the recognized institution will be mandatory)</p>		
		5	<p>Approach & Methodology to be presented by the bidder company followed by a Technical Demonstration of a Business Case. The solution proposed by the bidder is expected to demonstrate maximum value</p>	30	5	<p>Approach & Methodology to be presented by the bidder company followed by a Technical Demonstration of a Business Case. The solution proposed by the bidder is expected to demonstrate maximum value</p>	35
		6	<p>Manpower Qualification</p> <ul style="list-style-type: none"> • Go LIVE Maintenance/Backup (Post Go-LIVE) 	2	6	<p>Manpower Qualification</p> <ul style="list-style-type: none"> • Go LIVE Maintenance/Backup (Post Go-LIVE) <p>(Also refer Corrigendum point no 8)</p>	20
		Total		100			
7	Point no 7 of Clause 4.7	<p>Penalties</p> <p>a) In case of LOA being issued to the bidder, the bidder shall start the work for the same within maximum of 15 days of issuance of LOA. In case of failure to initiate the project in 30 days, penalty provisions of 1% of the order value per week of delay shall be levied on the agency and same shall be deductible from their payment.</p> <p>b) Authority shall carry out inspections of the</p>			<p>Penalties</p> <p>a) In case of LOA being issued to the bidder, the bidder shall start the work for the same within maximum of 15 days of issuance of LOA. In case of failure to initiate the project in 30 days, penalty provisions of 10% of the order value per week of delay shall be levied on the agency and same shall be deductible from their payment.</p> <p>b) Authority shall carry out inspections of the submitted document during the period of contract in accordance with the</p>		

	<p>submitted document during the period of contract in accordance with the weekly/monthly frequency. In case of any discrepancy is found during the Security Audit & other compliance as per the TOR at Section 3 - a penalty of 2% deduction from the entire deliverable will be imposed.</p> <p>c) A pro rata calculation will be imposed at the time of any such penalty.</p> <p>Authority may add more penalty clause separately at the time of final agreement with the selected agency.</p>	<p>weekly/monthly frequency. In case of any discrepancy is found during the Security Audit & other compliance as per the TOR as mentioned under Section 3 - a penalty of 2% will be imposed as a deduction from the deliverable as mentioned under table of clause 4.8.</p> <p>c) A pro rata calculation will be imposed at the time of any such penalty.</p> <p>Authority may update penalty clause separately at the time of final agreement with the selected agency.</p>
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8	Clause no 5.16	S.No.	Role	Experience	Max. Marks
		1	Project Director	<ul style="list-style-type: none"> Total Experience > 15 Years – 2 marks Min. 8 years of Experience of Leading at least 3 large scale-IT/ITES Projects in Government Sector – 1 mark BE/B.Tech/MCA+ MBA – 1 mark 	4
		2	Project Manager/Senior Software Developer	<ul style="list-style-type: none"> At least 3 years of Experience in executing project out of total experience of minimum 10 Years – 1 mark Min. 5 years of Experience working in software/application development of any Government body – 1 mark BE/B.Tech/MCA – 0.5 mark PMP/Prince 2/Scrum/Agile Certification – 0.5 mark 	2
		3	Subject Matter Expert/ Module Lead	<ul style="list-style-type: none"> Experience > 10 Years – 1 mark Relevant Subject Matter expertise and development of ERP at ULB/Municipality/City/State – 1 mark 	2
		4	Solution Architect/UI UX expert	<ul style="list-style-type: none"> Experience > 7 Years in designing solution for ERP implementation – 0.5 mark Experience of solution design for ULBs/Municipality/City/State – 0.25-mark BE/B. Tech/MCA – 0.25 mark 	1
		5	Business Analyst	<ul style="list-style-type: none"> B. Tech / BE/ MCA – 0.25 mark 	1

		<ul style="list-style-type: none"> • Min. 5 Years' experience in Business Analysis and Requirement Gathering- 0.5 mark • Experience of working on ULBs/Municipality/City/State - 0.25 mark 	
6	Database Administrator	<ul style="list-style-type: none"> • B. Tech / BE/ MCA - 0.25 mark • 7 Years as DBA also having experience of working on projects involving Data Migration - 0.75 mark 	1
7	Quality Analyst / Tester	<ul style="list-style-type: none"> • B. Tech / BE/ MCA - 0.25 mark • 7 Years of overall experience with atleast 1 year of experience in ERP implementation in ULBs/ Municipality/ City/State/any govt - 0.7project 5 mark 	1
8	Maintenance Support Team	<ul style="list-style-type: none"> • As per annexure below 	8
Total			20

#	Role/Marks	Qualification	Years of Experience	Max Marks
1.	Project Manager	Bachelor's degree in engineering/technology, Information Technology, Computer Science, or a related field. A master's in business administration (MBA) is preferred. PMP or PRINCE2 certification is an added advantage.	Minimum of 10 years of experience in IT project management, with at least 5 years in ERP implementation and post-implementation maintenance and support.	2
2.	ERP Functional Consultant/Senior Software Developer	Bachelor's degree in business administration, Finance, or equivalent field. Relevant certifications in ERP systems (e.g., SAP, Oracle, Microsoft Dynamics, etc.) are preferred.	Minimum of 7 years of experience as an ERP Functional Consultant, with at least 2 years of experience in post-implementation support for government or public sector	2

		3	ERP Technical Consultant/Software Developer	Bachelor's degree in computer science, Information Technology, or a related field. Relevant technical certifications in ERP platforms will be preferred.	Minimum of 5 years of experience in ERP technical support and software development, with at least 3 years in post-implementation maintenance and customization of ERP systems	2*2=4
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9	Clause no 4.8	<p>Payment Terms The payment schedules for the implementation of ERP Application and Operations & Maintenance phase are as follows: 40% of the total investment will be paid out to vendor at the time of Go-Live, based on the milestones achieved and balance payment of 60% will be paid out in equal parts over the rest of the three (3) years based on the achievements of milestones/ quality of services provided by selected bidder.</p>	<p>Payment Terms The payment schedules for the implementation of ERP Application and Operations & Maintenance phase are as follows:</p> <p>a) 10% of the total investment will be paid out to vendor at the time of submission of deliverables</p> <p>i. Preparation and submission of SRS and Business Blueprint (includes detailed To-be/FRS and BPR)</p> <p>ii. Solution Architecture and Design, including Logical & Functional Architecture of the ERP application</p> <p>b) 40% of the total investment will be paid out to vendor at the time of submission of User Acceptance Testing (UAT)</p> <p>c) 20% of the total investment will be paid out to vendor at the time of submission of Go-LIVE</p> <p>d) 20% of the total investment will be paid out to vendor after the expiry of warranty support from the Go-LIVE Date.</p> <p>e) 10% of the total investment will be paid after 3 years of maintenance support</p> <p>f) Annual maintenance support charges will be paid to the vendor on quarterly basis.</p>																																					
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11	1st point of clause 4.1	<table border="1"> <thead> <tr> <th>Basic Requirement</th> <th>Specific Requirement</th> <th>Documents Required</th> </tr> </thead> <tbody> <tr> <td>Legal Entity</td> <td>Bidder Should be Company registered under Companies Act, 1956 Or a partnership</td> <td>Certificates of Incorporation/ Registration as applicable Relevant extracts of Annual</td> </tr> </tbody> </table>	Basic Requirement	Specific Requirement	Documents Required	Legal Entity	Bidder Should be Company registered under Companies Act, 1956 Or a partnership	Certificates of Incorporation/ Registration as applicable Relevant extracts of Annual		<table border="1"> <thead> <tr> <th>Basic Requirement</th> <th>Specific Requirement</th> <th>Documents Required</th> </tr> </thead> <tbody> <tr> <td>Legal Entity</td> <td>Bidder Should be Company registered under Companies Act, 1956 Or a partnership</td> <td>Certificates of Incorporation/ Registration as applicable Relevant extracts of Annual</td> </tr> </tbody> </table>	Basic Requirement	Specific Requirement	Documents Required	Legal Entity	Bidder Should be Company registered under Companies Act, 1956 Or a partnership	Certificates of Incorporation/ Registration as applicable Relevant extracts of Annual																																										
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		<p>firm registered under LLP Act, 2008 -and, Should have been operating in the area of software development, implementation, IT consulting for last five years before date of submission of bid.</p>	<p>Report i.e. Income Statement, Balance Sheet, Cash-flow Statement of previous 5 Years</p>		<p>firm registered under LLP Act, 2008 -and, Should have been operating in the area of software development, implementation, IT consulting for last Seven years before date of submission of bid.</p>	<p>Report i.e. Income Statement, Balance Sheet, Cash-flow Statement of previous 7 Years</p>
1 2	3.3.4	<p>The AGENCY will be responsible for integration of ERP application and Web site (as applicable) with the following:</p> <ul style="list-style-type: none"> • Online Building Plan Approval System (OBPAS/FASTPAS as the case may be) • Payment gateway • Digital certificate services • Aadhaar based verification services • Document Management System (DMS) • Single window system of Government of UP and any other application which may require integration with ERP application to cater the business needs of LDA. 		<p>The AGENCY will be responsible for integration of ERP application and Web site (as applicable) with the following:</p> <ul style="list-style-type: none"> • Online Building Plan Approval System (OBPAS/FASTPAS as the case may be) • Payment gateway • GIS enabled services • Digital certificate services • Aadhaar based verification services • Document Management System (DMS) • Single window system of Government of UP and any other application which may require integration with ERP application to cater the business needs of LDA. 		
1 3	Pg no 20, Table at 3.2.2	<p><i>Apart from the above-mentioned modules, agency may be asked to develop 05 additional modules at a cost equivalent to least cost of all modules as per BOQ. The details of the modules to be provided by the authority at later stage. Agency will have to perform all the activities mentioned in the scope of work of this RFP for development of additional modules.</i></p>		<p>Apart from the above-mentioned modules, the agency may be required to develop 05 additional modules. The cost for the development of each additional module will be calculated on a man-month basis, aligned with the man-month cost of average of modules cost specified in the BOQ (Average will be calculated for Modules charges only, security audit & AMC are excluded from this calculation).</p>		



		<p>The number of man-months required for each additional module will depend on its complexity and scope, which will be provided by the authority at a later stage.</p> <p>The agency will be responsible for performing all activities outlined in the scope of work for the additional modules, ensuring that the same man-month rates are applied uniformly across all stages of resource deployment, development, and implementation.</p>
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Table-2: Prebid Query Response						
Sr. No.	Organization	Page No.	Section/ Clause	Sub Clause/Description	Queries	Reply
1	Fluentgrid Limited	8	Section No.: 1. Data Sheet	Earnest Money Deposit Refundable amount ₹ 7,00,000/- (through RTGS/ NEFT only)	We request you to please consider bank guarantee for EMD and provide us with the bank details and BG format.	As per DATA Sheet in RFP Go to https://lda.procure247.com

		35	<p>Section No.: 4.2</p> <p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> * Experience of executing 1 Projects: 4 marks * Experience of executing 2 Projects: 8 marks * Experience of executing 3 Projects: 12 marks * Experience of executing 04 Projects: 16 Marks * Experience of executing more than 4 Projects: 20 marks 	<p>Limiting the experience requirement to 5 years reduces the pool of qualified bidders, especially for complex projects like ERP implementation, bespoke development, and O&M in the government sector. Extending it to 10 years will attract more vendors with proven expertise, promoting competition and innovation. Additionally, the turnkey requirement excludes firms with specialized experience in areas like ERP or software development. Removing this condition will enable such firms to qualify while still achieving the project goals through partnerships. Hence, we request you to please amend the clause as below.</p> <p>Relevant experience of executing software development & maintenance services project(s) (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 10 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> * Experience of executing 1 Projects: 4 marks * Experience of executing 2 Projects: 8 marks * Experience of executing 3 Projects: 12 marks * Experience of executing 04 Projects: 16 Marks * Experience of executing more than 4 Projects: 20 marks 	<p>As per Corrigendum</p>
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2	ABM Knowledge Limited	34	Section: 4.1.2	Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 50 Crores	It seems typo error in Turnover of Eligibility criteria, since Evaluation criteria has defined turnover from System Integration/ ICT Systems Development and Implementation Work, accordingly we request LDA to rectify the error in Eligibility criteria. Since this is IT related project, evaluation criteria has rightly asked for the turnover from ICT systems and related work.	As per Corrigendum
		34	Section: 4.1.5	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	<p>For such critical and important criteria, No specific Value or Year has been defined, and the option for project completion at the Advanced stage (i.e., UAT/Pilot/Near go-live) has been allowed. This could adversely affect the project by permitting bidders who lack experience in successfully delivered projects. We request LDA to amend the criteria to include at least projects that have reached the declared Go-live stage, as suggested below. This change will ensure that only experienced bidders participate in this tender, thereby increasing the likelihood of successful project execution.</p> <p>In this RFP, LDA have considered Meity guideline at various stage. The same way, as per Meity Guidelines, 1.4.4 "Project experience" says that ONE Project should be of 80% projected value OR TWO Project should be of 60% projected value OR THREE Project should be of 50% projected value. Considering above facts in mind we request LDA to amend the criteria as suggested below.</p>	As per corrigendum

		34	Section: 4.1.5	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations. Completion certificates from the client. OR Work order + Self certificate of completion. OR...	Self-certification should not be permitted as documentary evidence for proving project experience, it should only be accepted if it is certified by the government customer. Otherwise, the validity of such experience cannot be assured. Please amend this clause accordingly and remove self-certification from this clause.	As per RFP
		34	Section: 4.1.6	Valid CMMi level 5 Certification or higher at the time of bidding. Certification to Certain ISO/IEC 27001 and ISO 9001:2015 or higher is must.	We would request LDA to consider CMMi Level certification from the authentic website of https://cmmiinstitute.com . Thus CMMI status should be validated from the given website.	As per Corrigendum
		35	4.2.1	Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23, 2023-24 (Turnover in INR): <ul style="list-style-type: none"> • More than Rs. 100 Cr – 10 Marks • More than Rs. 50 Cr and Less than 100 Cr– 07 Marks • More than Rs. 50 Cr – 05 Marks 	Considering the CVC and MeitY guidelines, as well as considering the estimated cost of the project, the defined turnover requirement appears to be excessively high. This may restrict competition by excluding capable bidders from participating in this tender. Given that this is a QCBS 80:20 tender and every mark is crucial, we request that LDA reconsider the turnover criteria and amend it as follows: <ul style="list-style-type: none"> • More than Rs. 75 Cr – 10 Marks • More than Rs. 50 Cr and Less than 75 Cr– 07 Marks • More than Rs. 50 Cr – 05 Marks 	As per Corrigendum

		36	4.2.3	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> • Experience of executing 1 Projects: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks • Experience of executing more than 4 Projects: 20 marks 	<p>Upon reviewing technical criteria 4.2.2 and 4.2.3, it appears that both criteria are nearly identical and focus primarily on the number of projects. This approach overlooks other critical factors such as ULB experience, completion of O&M, module experience, and specific experience in UP States, which would better align with the project requirements.</p> <p>Additionally, Evaluation Criteria 4.2.4 does not provide any additional advantage, as CMM Level 5 and ISO 9001/27001 certifications are already included in the eligibility criteria.</p>	As per Corrigendum
		39	4.8	<p>Payment Terms: and balance payment of 60% will be paid out in equal parts over the rest of the three (3) years based on the achievements of milestones/ quality of services provided by selected bidder</p>	<p>We understand that the remaining balance will be paid in equal instalments over the next three years on a monthly basis. Please confirm this arrangement</p>	As per corrigendum

		39	4.7.7	Penalties	As per the standard practice observed across all tenders, in accordance with government norms, authorities typically include a provision for a maximum penalty of up to 10% of the project cost. However, this provision appears to be absent from the current tender. We understand that, as per government norms, the maximum penalty cap of 10% is applicable to this tender as well. Kindly confirm this understanding.	
		45	5.1.6 .1	Project Director <ul style="list-style-type: none"> • Experience > 15 Years – 1 mark • Min. 5 years of Experience of Leading Projects in Government Sector – 1 mark • BE/B.Tech/MCA+ MBA – 1 mark 	We request to consider experience of 12 years instead of 15 years. There is 1 mark missing bifurcation hence we request LDA to consider remaining 1 mark for experience in ULB at least 5 years.	As per corrigendum
		45	5.1.6	Evaluation Criteria for Proposed Onsite Team till GoLIVE	There is a contradiction between the marking for experience and the maximum marks table. We request that LDA rectify this discrepancy and define appropriate marking for all key resources.	As per Corrigendum

		28	3.3.5	Data Migration	<p>We understand that the existing data that is available in the software/system shall be migrated to the new ERP applications.</p> <p>RFP does not give details about the quantum of data to be migrated. We request details of the same – total modules, no of records, services OR database size in which the data currently exists in the software.</p>	As per RFP
		27 & 28	3.3.4	<p>3.3.4 Integration of ERP Application and Web site</p> <p>c) LDA will not bear the setup and running/operational cost of payment gateway, digital certificates etc.</p> <p>d) The ERP must facilitate above functionalities from the day one. The onetime cost i.e. subscription/registration fee etc. and the recurring cost (if any) shall be borne by LDA.</p>	<p>Both the statement of point C) & D) have seemed to be contradictory</p> <p>We understand that the bidder will only be responsible for integration of SMS, Email & Payment Gateways and cost for all external tools (including above mentioned) will be borne by LDA.</p> <p>Please confirm.</p>	Cost will be borne by Bidder.
		20	3.2.3	<p>Common Functional Requirement Specifications</p> <p>8.Notifications All notifications will be sent through portal, registered email, as well as the registered mobile number</p>	<p>We understand that the procurement and recurring cost for Email & SMS will be borne by LDA. Please confirm</p>	Cost will be borne by Bidder.
		9	1.11	<p>Proposal Due Date (PDD)/ Bid End Date: October 03, 2024 at 06:00 PM</p>	<p>Request LDA to please give at least 4 weeks' time for bid submission from the date of publishing of the corrigendum and response to pre-bid queries.</p>	As per corrigendum.

		9	1.9	Proposal Validity Period & Work Completion 270 Days from Last date of Bid submission	As per FORM3 "Financial Proposal Submission Form" validity period mentions as 180 days, please clarify and confirm the validity period of the bid.	As per RFP
		8	1.5	Earnest Money Deposit: Refundable amount ₹ 7,00,000/- (through RTGS/NEFT/only)	As per Government guidelines, EMD should be allowed in Bank Guarantee format as well. Therefore, we request to allow EMD in Bank Guarantee mode. The banker always in need of a bank guarantee format and the buyer's banking information, such as their bank's name, address, and IFSC code. Hence, we request LDA to provide the same as well.	As per RFP
3	Cyfuture India Pvt Ltd	35	1 on 4.2	Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23,2023-24 (Turnover in INR): 1- More than Rs. 100 Cr - 10 Marks 2- More than Rs. 50 Cr and Less than 100 Cr-07 Marks 3- More than Rs. 50 Cr - 05 Marks	Request you to please amend this clause Average turnover of the firm from IT and ITes/System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23,2023-24 (Turnover in INR): 1- More than Rs. 100 Cr - 10 Marks 2- More than Rs. 50 Cr and Less than 100 Cr-07 Marks 3- More than Rs. 50 Cr - 05 Marks	As per Corrigendum

		35	2 nd of 4.2	<p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt.</p> <p>1-Experience of executing 03 Project: 5 marks 2-Experience of executing More than 03 and less than 05 Projects: 10 marks 3- Experience of executing more than 05 Projects: 15 marks</p>	<p>Request you to please amend this clause Bidder must have successfully completed/ Ongoing /Running/ work order Copy or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation/Cloud services with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/PSU Corporations of any central/State Govt.</p> <p>1-Experience of executing 01 Project: 5 marks 2-Experience of executing More than 02 and less than 03 Projects: 10 marks 3- Experience of executing more than 03 Projects: 15 marks</p>	<p>As per corrigendum</p> <p>.</p>
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		36	3 rd of 4.2	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <p>1-Experience of executing 1 Projects: 4 marks 2-Experience of executing 2 Projects: 8 marks 3-Experience of executing 3 Projects: 12 marks 4-Experience of executing 04 Projects: 16 Marks 5-Experience of executing more than 4 Projects: 20 marks</p>	<p>Request you to please amend this clause Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/Cloud services / Software development/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 04 crore in Government Sector. The work order should have been issued within the last 07 years, as on date of submission of bid.</p> <p>1-Experience of executing 1 Projects: 8 marks 2-Experience of executing 2 Projects: 12 marks 3-Experience of executing 3 Projects: 16 marks 4-Experience of executing 04 Projects: 20 Marks</p>	As per Corrigendum.
		36	4 th of 4.2	<p>Bidder's Certifications: CMMi level Certification 1-Possess CMMi Level 5 Certificate- 3 Marks 2-ISO 27001 and 9001 certification- 2 Marks</p>	<p>Request you to please amend this clause Bidder's Certifications: CMMi level Certification 1-Possess CMMi Level 3 Certificate- 3 Marks 2-ISO 27001 and 9001 certification- 2 Marks</p>	As per Corrigendum

		36	Evaluation of Technical Bids, page No-36	Technical demonstration	Request you to please conduct the technical demonstration through virtual mode	Considered
4	Planet E-Com Solutions Pvt. Ltd.	4 Eligibility and Evaluation Criteria, Page 34		Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 50 Crores	Please amend this clause - Cumulative sales turnover of the bidder during the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 25 Crores	As per Corrigendum
		4 Eligibility and Evaluation Criteria, Page 34		The bidder should have positive net- Worth INR 10 Crores at the time of bidding.	Please amend this clause - The bidder should have positive net- Worth INR 5 Crores at the time of bidding.	As per Corrigendum
		4 Eligibility and Evaluation Criteria, Page 34		Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	Please amend this clause - Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go live or near to go-live) of executing roject(s) of ERP/Website/Portal implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations/ Banks/ Finance	As per Corrigendum

	4 Eligibility and Evaluation Criteria, Page 34	The bidder should have · Valid CMMi level 5 Certification or higher at the time of bidding.	Please amend this clause - The bidder should have · Valid CMMi level 3 Certification or higher at the time of bidding.	As per Corrigendum
	4.2 Evaluation of Technical Bids, Page 35	Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. FY 2021-22, 2022-23,2023-24 (Turnover in INR): · More than Rs. 100 Cr - 10 Marks · More than Rs. 50 Cr and Less than 100 Cr- 07 Marks · More than Rs. 50 Cr - 05 Marks	Please amend this clause -Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23,2023-24 (Turnover in INR): · More than Rs. 8 Cr - 10 Marks · More than Rs. 5 Cr and Less than 8 Cr- 07 Marks · More than Rs. 4 Cr - 05 Marks	As per Corrigendum

	4.2 Evaluation of Technical Bids, Page 36	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> · Experience of executing 1 Projects: 4 marks · Experience of executing 2 Projects: 8 marks · Experience of executing 3 Projects: 12 marks · Experience of executing 04 Projects: 16 Marks · Experience of executing more than 4 Projects: 20 marks 	<p>Please amend this clause -Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP/Website/Portal implementation/Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 01 crore in Government Sector. The work order should have been issued within the last 10 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> · Experience of executing 1 Projects: 4 marks · Experience of executing 2 Projects: 8 marks · Experience of executing 3 Projects: 12 marks · Experience of executing 04 Projects: 16 Marks · Experience of executing more than 4 Projects: 20 marks 	As per Corrigendum
	4.2 Evaluation of Technical Bids, Page 36	<p>Bidder's Certifications: CMMi level Certification</p> <ul style="list-style-type: none"> · Possess CMMi Level 5 Certificate – 3 Marks · ISO 27001 and 9001 certification – 2 Marks 	<p>Please amend this clause - Bidder's Certifications: CMMi level Certification</p> <ul style="list-style-type: none"> · Possess CMMi Level 3 Certificate – 3 Marks · ISO 27001 and 9001 certification – 2 Marks 	As per Corrigendum

		3.3.1 Implementatio n of ERP Application Page 26	i) Carryout testing of the ERP application including unit testing, integration testing, and system testing etc. along with User Acceptance Testing.	Please specify the existing technology stack adopted for Erp and Website	As per RFP
		3.3.1 Implementatio n of ERP Application Page 26	i) Carryout testing of the ERP application including unit testing, integration testing, and system testing etc. along with User Acceptance Testing.	Is the department using any LDAP or Active Directory for LDA user authentication? Please provide details on how the authentication is done presently	As-Is basis, As per RFP
		3.3.1 Implementatio n of ERP Application Page 26	h) The AGENCY will also be responsible for hosting the system on cloud platform.	Can the bidders propose any of the Cloud Service Providers or the department will take care of the hosting	As per RFP
		3.3.1 Implementatio n of ERP Application Page 26	i) Carryout testing of the ERP application including unit testing, integration testing, and system testing etc. along with User Acceptance Testing.	Please specify the total number of non-Production environments required	As per RFP

		3.3.8 Commissioning of ERP Application and Web Site - Page 29	a) Only after the successful completion of UAT and TPA report by LDA (including Security Testing from the CERT-In empanelled agencies), the application software shall be deployed on the production environment.	Please provide details on the expected user concurrency on the current website and Erp applications	As per RFP
		3.3.8 Commissioning of ERP Application and Web Site - Page 29	a) Only after the successful completion of UAT and TPA report by LDA (including Security Testing from the CERT-In empanelled agencies), the application software shall be deployed on the production environment.	How many users are expected to access the ERP applications concurrently? This will be helpful in determining the cloud sizing and eventually the number of licenses required to be procured by the agency	As per RFP
		3.3.8 Commissioning of ERP Application and Web Site - Page 29	a) Only after the successful completion of UAT and TPA report by LDA (including Security Testing from the CERT-In empanelled agencies), the application software shall be deployed on the production environment.	Please provide details on the current infrastructure (number of servers, cores, etc)	As per RFP
5	Sustainable Outreach and Universal Leadership Limited	34	4.1 Bidder Should be Company registered under Companies Act, 1956 Or a partnership firm registered under LLP Act, 2008 -and, Should have been operating in the area of software development, implementation, IT consulting for last Five years before date of submission of bid.	Please consider 3 years instead of 5 years. Out of the last 5 years 2023, 2022, 2021, 2020 and 2019 in sequence the last 2 years 2019 and 2020 were under lock down due to COVID 19 pandemic so if we have the credentials in 3 years why ask for 5 years, please consider replacing 5 years to 3 years	As per RFP

		34	4.1	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	Kindly add enterprise body or educational institution. As ERP's are normally used by enterprise, factories and educational institutions.	As per RFP
		34	4.1	Valid CMMi level 5 Certification or higher at the time of bidding.	Please consider CMMI level 3 also. This will assist you to get more competitive bids and the major difference between both levels of CMMI are "CMMI Level 3 focuses on defined processes, while CMMI Level 5 emphasizes optimizing processes with continuous improvement and quantitative performance management".	As per corrigendum
6	Appvent urez Mobitech h Pvt. Ltd.	34	4.1	Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 50 Crores	Annual sales turnover of the bidder during each of the last three financial years (FY 2021-22, 2022-23, 2023-24) should be at least INR 10 Crores	As per corrigendum
		34	4.1	The bidder should have positive net- Worth INR 10 Crores at the time of bidding.	The bidder should have positive net- INR 1 Crores at the time of bidding.	As per corrigendum

		34	4.1	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go live or near to go-live) of executing project(s) of ERP Implementation with any state/ central govt department/ ministries.	As per RFP
		35	4.2	<p>Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23, 2023-24 (Turnover in INR):</p> <ul style="list-style-type: none"> • More than Rs. 100 Cr – 10 Marks • More than Rs. 50 Cr and Less than 100 Cr– 07 Marks <p>More than Rs. 50 Cr – 05 Marks</p>	<p>Average turnover of the firm from System Integration/ ICT Systems Development and Implementation Work in last 3 financial years (i.e. (FY 2021-22, 2022-23, 2023-24 (Turnover in INR):</p> <ul style="list-style-type: none"> • More than Rs. 15 Cr – 10 Marks • More than Rs. 10 Cr and Less than 15 Cr– 07 Marks <p>More than Rs. 10 Cr – 05 Marks</p>	As per corrigendum

		35	Sec -4.2 Point 2	<p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt.</p> <ul style="list-style-type: none"> • Experience of executing 03 Project: 5 marks • Experience of executing More than 03 and less than 05 Projects: 10 marks <p>Experience of executing more than 05 Projects: 15 marks</p>	<p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with any central/State Govt department/ministries.</p>	As per corrigendum
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		36	<p>Sec-4.2 Point 3</p> <p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector.</p> <p>The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> • Experience of executing 1 Projects: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks <p>Experience of executing more than 4 Projects: 20 marks</p>	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 03 crore in Government Sector.</p> <p>The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> • Experience of executing 1 Projects: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks <p>Experience of executing more than 4 Projects: 20 marks</p>	As per corrigendum
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		17	Sec-2.2.1 5	<p>Earnest Money Deposit</p> <ol style="list-style-type: none"> 1. The Bid document should be accompanied with an Earnest Money Deposit (EMD) as mentioned in the data sheet of this document. 2. Any e-Bid not secured in accordance with above shall be treated as non-responsive and rejected by the Authority. 3. For unsuccessful Bidder's EMD will be returned after finalization of tender and signing of agreement with successful bidder. <p>For successful Bidder's e-Bid EMD will be returned after submission of Performance Security in form of FDR and signing of the contract.</p>	We Kindly request you to allow EMD exemption for MSE	As per RFP
7	Saxena Digi marketing Pvt Ltd	34	4.1		The bidder should have a positive net worth at the time of bidding	As per RFP
8		34	5 th point of 4.1	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	While we do not have direct experience with these specific government bodies, we have successfully implemented ERP solutions for reputable private sector clients, demonstrating our technical capabilities and expertise in similar complex environments. We would like to kindly request if there is any possibility for relaxation on this point, allowing private sector ERP implementations to be considered as equivalent experience.	As per Corrigendum

		34	6 th point of 4.1	The bidder should have Valid CMMi level 5 Certification or higher at the time of bidding.	We kindly request if there could be any consideration for relaxation on this point, allowing for alternative certifications or a lower CMMI level (e.g., CMMI Level 3), given that we meet all other eligibility requirements and have a proven track record in delivering high-quality projects in this domain.	As per corrigendum
9	TEKSKILLS INDIA PVT. LTD.		Section 4		Allowance for participation through Consortiums/Joint Ventures (JV).	As per RFP
			Section 4		Consideration of CMMI Level 3 and above, rather than restricting participation to CMMI Level 5 companies.	As per corrigendum
			Section 4		Reduction of the Annual Turnover requirement to ₹29 Crore and Net Worth requirement to ₹3.64 Crore.	As per corrigendum
			Section 4		Inclusion of FY2020-21 financials, especially for companies where audits for FY2023-24 are still pending.	As per corrigendum
			Section 1		Extension of the bid submission deadline by 7 days following the release of the modified RFP.	As per corrigendum
10	NSOFT		Section 1		The scope of work is not detailed out. One-line requirements are mentioned for each module. Hence the cost of the project cannot be estimated properly.	As-Is basis, As per RFP

					Expected timeline for completion is mentioned as 12 months. However, Phase wise distribution is not available in the document. Please advise if it is left to the service provider to decide on it.	
					Payment terms, penalty clauses are not mentioned in document	Clause 4.7 and clause 4.8 of RFP
					Security requirements are not available in the document. Criteria for security testing are not mentioned in the document. Is the responsibility of VAP that of LDA or the service provider.	Clause 3.3.13 and other as per RFP
					Estimated load in terms of users, transactions etc is required to size the system for hosting	As-Is basis, as per RFP
					The responsibility of LDA during system study and acceptance testing is to be clearly mentioned in the document. This will help in project planning and responsibility segregation	As per RFP
11	In10ste c	34	4.1	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go live or near to go-live) of executing project(s) of ERP implementation/IT & ITES Services with Urban Development Authorities/ local bodies/ Industrial Development Authorities/Corporations, Government Sector/BFSI/PSUs/Scheduled Commercial Bank/ Large Corporates	As per RFP

		36	4.2	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid. • Experience of executing 1 Projects: 4 marks • Experience of executing 2 Projects: 8 marks • Experience of executing 3 Projects: 12 marks • Experience of executing 04 Projects: 16 Marks • Experience of executing more than 4 Projects: 20 marks</p>	<p>Experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector IT & ITES System/software Development for Government Sector/ BFSI/PSUs/Scheduled Commercial Bank/ Large Corporates with minimum order value of ₹1 crores in last 5 Years i.e., Financial Year (2019-20, 2020-21, 2021-22, 2022-23 & 2023-24) and should be currently live. Single Project with order value of Rs 5 Cr or more 20 Marks Or Two Projects with value of Rs 3 Cr - 15 Marks Or Three Projects with value of Rs 1 Cr- 10 marks</p>	As per corrigendum
		39	4.8	<p>40% of the total investment will be paid out to vendor at the time of Go-Live, based on the milestones achieved and balance payment of 60% will be paid out in equal parts over the rest of the three (3) years based on the achievements of milestones/ quality of services provided by selected bidder. S. No. Activities</p>	<p>WE Request to consider as : Against SRS:20%, Against UAT 30% , against Go Live: 40% and after completion of User training and completion 10%.</p>	As per corrigendum

	XtraNet Technologies Private Limited	Pg 34	4 Eligibility and Evaluation Criteria,	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations	We request to please allow the ERP experience from any State/Center Government also and amend the clause as under: Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Development Authorities/ local bodies/ Industrial Development Authorities/ Corporations/ any State/Central Government	As per corrigendum
		pg 35	4.2 Evaluation of Technical Bids,	Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt. · Experience of executing 03 Project: 5 marks · Experience of executing More than 03 and less than 05 Projects: 10 marks · Experience of executing more than 05 Projects: 15 marks	We request to please allow the ERP experience from any State/Center Government also and amend the clause as under: Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of Software implementation with central/State Govt /Urban Development Authorities/urban local bodies/Housing Board/ Municipalities/ Industrial Development Authorities/ Corporations of any central/State Govt. · Experience of executing 03 Project: 5 marks · Experience of executing More than 03 and less than 05 Projects: 10 marks · Experience of executing more than 05 Projects: 15 marks	As per corrigendum

		pg 35	4.2 Evaluation of Technical Bids,	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 05 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> · Experience of executing 1 Projects: 4 marks · Experience of executing 2 Projects: 8 marks · Experience of executing 3 Projects: 12 marks · Experience of executing 04 Projects: 16 Marks · Experience of executing more than 4 Projects: 20 marks 	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/Upgrade/ Bespoke Development, technical & manpower support, and operations & maintenance support) worth more than 05 crore in Government Sector. The work order should have been issued within the last 07 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> · Experience of executing 1 Projects: 4 marks · Experience of executing 2 Projects: 8 marks · Experience of executing 3 Projects: 12 marks · Experience of executing 04 Projects: 16 Marks · Experience of executing more than 4 Projects: 20 marks 	As per corrigendum
		pg 8	1 Data Sheet,	Point 5 , Earnest Money Deposit Refundable amount ₹ 7,00,000/- (through RTGS/NEFT/only)	Request to department kindly allow EMD in Bank Guarantee form also.	As per RFP
		Pg 19	3.2.1 Proposed Interface for External Users,	The external user interface (web site) would allow the various external users (Builders/ Developers, allottees, farmers, technical personnel, vendors etc.) to interact with the database through their own profiles.	Please provide the category wise total no. of external users for ERP solution/Application and no of concurrent users also.	As per RFP

		pg 19	3.2.2 Prop osed Inter face for Inter nal User s,	The internal user interface (ERP portal) would allow the various internal users (all LDA Sections) to interact with the database through their own profiles.	Please provide the module wise total no. of internal users for ERP solution/Application and no of concurrent users also.	
		pg 24	3.2.4 FRS – Plan ning Divisi on,	1. System will allow GIS enabled mapping for all land related processes.	We assumed that department have the GIS license, please confirm.	As per Corrigendum
		pg 24	3.2.4 FRS – Plan ning Divisi on,	4. System will have the provision to perform scrutiny of submitted building plans in accordance with the requirements of Building Byelaws, Zoning Regulations of Development Plan/Master Plan, Development Directions and terms of Lease Deed	We assumed that the scrutiny of submitted building plans will be part of automated building approval system, which is already implemented in department. The scrutiny of submitted building plans functionality is not required in ERP. Please confirm.	As per RFP
		pg 26	3.3 Scop e of Work ,	Data migration from existing (old) applications to the proposed (new) ERP application	Request you to department kindly provide the list of legacy applications along with technology stack and details of Database along with total data size that need to be migrated on new solution.	As per RFP
		pg 27	3.3 Scop e of Work ,	c) LDA will not bear the setup and running/ operational cost of payment gateway, digital certificates etc.	Please share the existing vendor/plan details of implemented payment gateway, digital certificates etc. Also confirm that cost of payment gateway, digital certificates etc. part of the bidder scope.	As per RFP

		, pg 27	3.3.5 Data Migration	a) The Agency shall be responsible to carryout data collection, data preparation, data validation, data cleansing/ correction, data entry and data migration for all kinds of master data and transaction data required to successfully implement and operationalize the proposed system.	We assumed that all legacy data is available in soft file no hard copy data need to enter in system. Please confirm	As per RFP, refer 3.3.5
		pg no. 29	3.3.1 0 Training and Capacity Building,	a. AGENCY shall also ensure proper training to the designated end-users on the ERP system so as to make them well conversant with the functionalities, features and processes built in the proposed system	Please provide the details of total number of users for training and size of batches	As per RFP
		pg 31	b) Post GO-Live AMC and Onsite Support:	During the AMC period, the Agency must deploy at least 4 onsite personnel for day-to-day support. This includes resolving issues, applying patches, system updates, and ensuring operational ef Diciency	Please confirm who will provide the Sitting space, electricity, Intenet and work stations (laptop/desktop, Internet etc.) to the onsite manpower during Implemntation and Maintenance phase.	Only Sitting Space and electricity will be provided by LDA, As per RFP

		pg 33	3.3.1 4 Mobile Optimization and Mobile App,		Please confirm on which platform (Android/IOS) mobile application is required.	As per RFP
		pg 39	4.8 Payment Terms,	4.8 Payment Terms The payment schedules for the implementation of ERP Application and Operations & Maintenance phase are as follows: 40% of the total investment will be paid out to vendor at the time of Go-Live, based on the milestones achieved and balance payment of 60% will be paid out in equal parts over the rest of the three (3) years based on the achievements of milestones/ quality of services provided by selected bidder.	The given payment terms is not feasible for bidder, please revise it as under: 1. Submission of SRS and Business Blueprint - 20% of total investment 2. Development or Customization of ERP Solution-20% of total investment 3. Data Migration -20% of total investment 4. Hosting on Cloud Platform and Disaster Recovery Centre -10% of total investment 5. UAT-5% of total investment 6. Go-Live -5% of total investment 7. Remaining 20% payment will be paid out in equal parts over the rest of the three (3) years on quarterly basis	As per corrigendum

		16		ERP License & Payment	<p>If bidder is proposing any COTS/Open-Source ERP, please add separate line item for ERP license and ATS in BOQ to quote the cost. Also payment term of ERP License and ERP ATS as under:</p> <ol style="list-style-type: none"> 1. Supply & Activation of ERP License - 100% of ERP License 2. ERP ATS - Yearly advance on activation of ATS of ERP ATS Cost. 	As per RFP, refer (b) point of 3.3.1
		17	3.3 Scope of Work	2. Implementation of ERP application (including development of bespoke functionalities/modules/sub-modules).	Please confirm the bidder is required any COTS/Open-source ERP.	As per RFP'