

**Minutes of the Pre-Proposal Conference for  
"Hiring of Consulting Services for:-"Installation of Enterprise Resource Planning (ERP)  
System in ASWC under APART" dated 24.01.2024 at 02:30 PM in the PCU of ARIAS Society,  
Khanapara- 22,**

**Ref. RFP No: ARIAS-13012/1/2024-APART-ARIAS (I/398910/2024); Dated Guwahati the 10 January, 2024**

The following officials of ARIAS Society and representatives of the consultancy firms were present in the pre-proposal conference meeting:

**Officials of the ARIAS Society:**

1. Sri. Priti Ranjan Dash, PCMS, ARIASS
2. Sri. Baljeet Singh, MAOS, ARIASS
3. Smti. Nibha Kumari, AMS, ASAMB
4. Padma Bikash Barua, Deputy Manager, ASWC
5. Rituraj Sarmah, Manager-Finance, ASWC
6. Sri. Prasenjit Chaliha, PME, ARIASS
7. Smti. Priyakshi Borooah, PME, ARIASS
8. Smti. Kanngkana Deka, PME, ARIASS
9. Sri Keshab Karki, MIS-Executive, ASWC

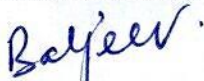
**Representative of the Firms:**

1. Sri Saurabhjyoti Ray, GT
2. Sri Ahshan Khan, GT
3. Sri Sankar Barthakur, Origin Infosolutions
4. Sri Swarnar Dutta, Indigi Consulting & Solutions Pvt. Ltd
5. Sri Madhunjya Borgohain, Indigi Consulting & Solutions Pvt. Ltd
6. Sri Yogendra Singh, XtraNet Technologies Pvt Ltd
7. Sri Rana Sarmah, Rhythm Services
8. Sri Tushar Bajaj, Arya.ag
9. Sri Dharmendra Kumar, Tattva Foundation
10. Sri Ranjeet Mourya, Mazars Advisory LLP

Attendance sheet of the meeting is enclosed at **Annex-1**. The attendance sheet also consists name of participants present virtually/ online.

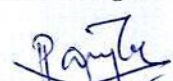
1. The Procurement & Contract Management Specialist welcomed all the participants present in the pre-proposal conference.
2. During the meeting, the ARIAS Society officials clarified the queries of the representatives of the firms who attended the meeting, subject to the approved minutes of pre-proposal conference to be issued formally. The queries received through email till the date of finalization of the pre-bid minutes were also clarified. The queries raised and the clarifications provided (including the clarifications received through email) are enclosed at **Annex-2**.

**Minutes Reviewed by**



(Shri Baljeet Singh),  
Market Analyst cum Operation Specialist,  
ARIAS Society

**Minutes Signed,**



(Priti Ranjan Dash)  
Procurement and Contract Management Specialist,  
ARIAS Society

**Dated Guwahati the 26 February, 2024**

**Copy by email to:**

1. Service Provider Agencies: (a) GT: [saurabhjyoti.ray@in.gt.com](mailto:saurabhjyoti.ray@in.gt.com); [ahshan.khan@in.gt.com](mailto:ahshan.khan@in.gt.com); (b) Origin Infosolutions: [sankar@origininfosolutions.com](mailto:sankar@origininfosolutions.com); (c) Indigi Consulting & Solutions Pvt. Ltd: [madhunjya@indigiconsulting.com](mailto:madhunjya@indigiconsulting.com) (d) XtraNet Technologies Pvt Ltd: [yogendra.chandrawat@xtranetindia.com](mailto:yogendra.chandrawat@xtranetindia.com); (e) Rhythm Services: [ceorhythm@gmail.com](mailto:ceorhythm@gmail.com); (f) Arya.ag: [tushar.bajaj@arya.ag](mailto:tushar.bajaj@arya.ag); (g) Tattva Foundation: [dharmendra@tattvafoundation.org](mailto:dharmendra@tattvafoundation.org); (h) Mazars Advisory LLP: [ranjeet.mourya@mazars.co.in](mailto:ranjeet.mourya@mazars.co.in); (i) PwC: [mayur.kataruka@pwc.com](mailto:mayur.kataruka@pwc.com); (j) Globus IT India: [ksingh@globusitindia.com](mailto:ksingh@globusitindia.com) (k) NCML: [Abhishek.misr@ncml.com](mailto:Abhishek.misr@ncml.com); (l) WEEXCEL: [shifa@weexcel.in](mailto:shifa@weexcel.in); (m) EY: [Apurajay.Minocha@gds.ey.com](mailto:Apurajay.Minocha@gds.ey.com)
2. The responses to the queries will also be uploaded on official website of ARIAS Society. ([www.arias.in](http://www.arias.in))
3. Internal: All concerned officials of the ARIAS Society present in the meeting/ MIS Section for uploading on website.

**Attendance Sheet of the Pre-Proposal Conference**

**Hiring of Consulting Services for:- "Installation of Enterprise Resource Planning (ERP)**




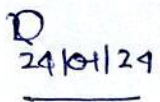
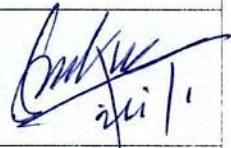

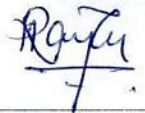
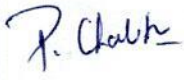
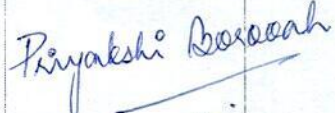
**System in ASWC under APART"**



Date: 24 January, 2024

Venue: PCU of ARIAS Society,

Time: 02:30 PM

Khanapara, Guwahati -22

Sl.	Name of the Attendant	Organization name, Contact no & Email id	Signature
1	SAURABH JYOTI RAY SAURABHJYOTI.RAY@IN-GT.COM	GRANT THORNTON BHARAT LLP	
2	AHSHAN KHAN	GRANT THORNTON BHARAT 9650010644 ahshan.khan@in.gt.com	
3	PADMA BIKASH BARUA	ASWC 9435376664	
4	Ritway Sarma	ARUC 9864096843	
5	Sankar P. Baidya	ORIGIN INFO SOLUTIONS 9954089500 sankar@origininfosolutions.com	
6	Swarnar Dutta	Indigi Consulting & Solutions Pvt Ltd	S. Dutta
7	Madhurjya Borgohain	Indigi consulting & Solutions Pvt. Ltd. madhurjya@indigiconsulting.com	
8	MISHA KUMAR F	ASANS	Misha
9	P. Ranjan Dash	pcms, ARIAS	
10	Baljeet Singh	MA cum OS, APART, ARIAS	Baljeet
11	Prasenjit Chakraborty	PME, ARIASS	
12	Priyankshi Boruah	PME, ARIASS	

Sl.	Name of the Attendant	Organization & Contact no. & Email.id	Signature
13	Kanghana Deha	PLIE, ARIASS	
14	Keshab Karvi	MIS Executive, OPIU-ASWC	
15	Yogendra Singh	Asst. Manager Sales, yogendra.chandrawat@xtranetindia.com	} Presently virtually online.
16	Rana Sarmah	Rhythm Services ceorhythm@gmail.com	
17	Tushar Bajaj	Arya.ag tushar.bajaj@arya.ag	
18	Dharmendra Kumar	Tattva Foundation dharmendra@tattvafoundation.org	
19	Ranjeet Mowrya	Mazars Advisory LLP ranjeet.mowrya@mazars.co.in	
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**Annex- 2**  
**Queries and Responses on the RFP No: Dated Guwahati 10 January 2024**  
**Hiring of Consulting Services for Installation of Enterprise Resource Planning (ERP)**  
**System in ASWC under APART**

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
1	Scope of Work; Pg. No 41; System Testing	The Consultant shall assume the responsibility of conducting a comprehensive range of tests to ensure the effectiveness and reliability of the system, including user acceptance tests, integration tests, functional testing. Additionally, the Consultant shall play a pivotal role in facilitating rigorous information security audits for the Warehouse Management System (WMS). These audits will be conducted by a third-party auditor who is empaneled with CERT-IN, ensuring compliance with ISO 27001 guidelines, and bolstering the system's security measures.	Kindly clarify if the cost of conducting CERT-IN audit would be borne by APART	All the cost of conducting such comprehensive range of tests/ audits including those conducted by a third party auditor empanelled with CERT-IN in compliance with ISO 27001 guidelines would be borne by the Consultant.
2	Training; Pg. No 42; Scope of work	vii. Cost of participants for attending the training will be borne by ASWC. However, the cost of trainer including TA, DA, staying charges, out of pocket charges etc. shall be borne by the Consulting firm.	Please specify the total number of trainees and locations. It would help to make the training plan and mobilize the trainer (s). Also, we recommend remote training sessions to supplement the classroom training and also Train the Trainer Model for effective dissemination	The per batch size will be on average 20. Total staff to be trained around 75. Each staff shall be trained at least twice. Venue will be in Guwahati, Assam.
3	Scope of Work Project Timelines:- Pg No 43	Solution Development/Configuration & Customization T+4 Months	We recommend ASWC to be flexible for accepting Custom solution, the timelines to be extended to T+ 5 months for comprehensive solutioning. Also, request to allow sub contract for certain scope like Data Digitization for local resource mobilization	With regards to timeline, there shall be no change in existing clause. JVs are allowed but nature of relation (lead and supporting partner) need to clearly specified.
4	Part A: Mandatory Criteria: Sl. No. 1; 21.1; Pg No: 17	The Consultant should be a company registered in India under the Companies Act, 1956 or later with a registered office and operations in India. The company should be operational in India for at least last five financial years as of 31st March 2023	Request to modify as follows : The Consultant should be a company registered in India under the Companies Act, 1956 or later/ Partnership firms registered under LLP 2008 Act with a registered office and operations in India. The company should be operational in India for at least last five financial years as of 31st March 2023	Accepted.  <b><i>Corrigendum will be issued accordingly</i></b>

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
5	Expertise Required ; Pg. No 43; Sl No K-1 Team Leader	Required qualification and experience: - Masters in Business Administration/ Computer Science/ IT or a closely related field - At least 15 years of experience in IT handling which includes ERP implementation, management and related aspects - Desirable: Professional certification related to ERP	We understand that the Project Manager should understand the Technology and should also have Exposure Government IT initiatives to serve effectively in the project. Therefore, we would like to request to relax the criteria to BE/ BTech (CSC) and MBA in any discipline with 15 years of consulting/ IT implementation experience with PMP/ Prince2 Certification	There shall be no change in the existing clause
6	Expertise Required; Pg. No 44; Sl No K-3 Warehouse Management Expert	Required qualification and experience: -A bachelor's degree in supply chain management, logistics, business management, or a related field -Relevant certifications or training in warehouse management, such as Certified Supply Chain Professional (CSCP) or Certified in Production and Inventory Management (CPIM), would be beneficial. Five years or more of relevant experience	BE/ MBA Operations with experience of executing similar kind of projects with 5+ years of consulting experience	There shall be no change in the existing clause
7	Expertise Required; Pg. No 43; Sl No K-1 Team Leader	Nature of deployment	It is understood that the deployment is not full time on-site, but 100% availability on project on onsite / offsite combination. Please confirm the same.	Please refer to section on "Expertise required" in the ToR
8	Section 21.1, Part A: Mandatory Criteria: Sl. No. 4, Pg No 17	The Consultant should be in the business of setting up and implementing Warehouse Management solutions (WMS) in at least last five years (FY 2018-2019, FY 2019-20, FY 2020- 21, FY 2021-22 and FY 2022-23)	We understand that the ERP/ CRM kind of solution for warehouse management can be effectively delivered with understating of the logistics and supply chain domain and technological expertise to design and build integrated workflow solutions. Therefore, we request you to kindly consider project experience pertaining to logistics projects for domain expertise and separately, integrated workflow based IT projects for Technical expertise (One project experience for each)	There shall be no change in the existing clause
9	Section 21.1 Part B: Evaluation Criteria: Pg. No 17	i) Specific experience of the Consultant (as a firm) relevant to the Assignment: (The relevant assignment includes Organization's experience in Installation of Enterprise Resource Planning (ERP) System in Godowns or Warehouses. The Consultant is requested to list all the assignments completed with relevant documentary evidence)	We understand that the ERP/ CRM kind of solution for warehouse management can be effectively delivered with understating of the logistics and supply chain domain and technological expertise to design and build integrated workflow solutions. Therefore, we request you to kindly consider project experience pertaining to logistics projects for domain expertise and separately, integrated workflow based IT projects for Technical expertise (One project experience for each)	There shall be no change in the existing clause

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
10	Pg. No 18	Experience in similar assignment in study on Implementation of ERP system in North East - 5%	We understand that the intent of this citing this point is to bring in consultants that have exposure to the geographical areas of North East as because the domain and technical expertise is already been reflected against Sl. no. 2. Therefore, we would request you to kindly change the clause as "Experience of IT consulting experience in north eastern region".	There shall be no change in the existing clause
11	Scope of Work; Pg. No 41; System design & Development	iv. Integration Capability: Ensure the warehouse management system can integrate with other relevant systems such as payment gateways, weighbridges, bar code /QR Scanners as identified during the system requirement study.	Kindly confirm that only the solution interoperability is expected here. The POS devices, weighing machine, maintenance cost for payment gateway integration would be borne by APART/ ASWC	The cost of maintenance of POS devices, weighing machine and payment gateway would be borne by Client.
12	Scope of Work; Pg. No 42; Data Digitization	iv) Data shall be provided to the Consulting firm as is basis in the manual / electronic format as available. Any format change shall have to be done by the Consulting firm.	Request you to provide an approximate number of manual records which needs to be digitized/ data entry to be made. It will give the consulting firm for lump sum cost estimation.	About 45 registers need to be digitized
13			Indemnification: The Client indemnifies and hold harmless the Consultant/Bidder from and against any of losses or damages arising out of any third party claims or due to any fraud, misrepresentation or omission of facts by the Client or its personnel.	Indemnification shall be as per the applicable law of Government of India
14	Contract For Consulting Services; Pg. No 50	Request you to kindly add the following legal terms under the "Contract For Consulting Services" section.	Limitation of liability: The Consultant's total liability under this agreement shall not exceed the total value of the contract.	Limitation of liability shall be as per the applicable law of Government of India
15			Retention of copies: Upon the completion or termination of this agreement, the Consultant shall retain copies of all documents, materials, and information created, developed, or provided by the Consultant in the course of providing services under this agreement for legal or professional regulatory purposes.	This shall be considered during negotiation.
16	Section 2. Instructions to Consultants Part A: Mandatory Criteria: Pg. No 17	1. The Consultant should be a company registered in India under the Companies Act, 1956 or later with a registered office and operations in India. The company should be operational in India for at least last five financial years as of 31st March 2023.	<b>Request you to kindly modify the clause:</b> 1. The Consultant should be a company registered in India under the Companies Act, 1956 or later/ Registered under an LLP Act 2008 with a registered office and operations in India. The company should be operational in India for at least last five financial years as of 31st March 2023.	Accepted  <b><i>Corrigendum will be issued.</i></b>

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
17	Section 2. Instructions to Consultants Part B: Evaluation Criteria: Pg. No 17	(i) Specific experience of the Consultant (as a firm) relevant to the Assignment :[10]	<b>Request you to kindly modify the clause:</b> (i) Specific experience of the Consultant (as a firm) relevant to the Assignment : <del>[10]</del> / [25] Explanation- The previous experience of the consultant is more critical for there performance in this assignment	There shall be no change in the existing clause
18	Section 2. Instructions to Consultants Part B: Evaluation Criteria: Pg. No 17	(iii) Key Experts' qualifications and competence for the Assignment: [45]	<b>Request you to kindly modify the clause:</b> (iii) Key Experts' qualifications and competence for the Assignment: <del>[45]</del> / [30]	There shall be no change in the existing clause
19	Section 2. Instructions to Consultants Part B: Evaluation Criteria: Pg. No 17	The minimum technical score (St) required to pass is : 75	The minimum technical score (St) required to pass is : <del>75</del> / 70	There shall be no change in the existing clause
19	EXPERISE REQUIRED K-1 Team Leader (9 months); Pg. No 43	Masters in Business Administration/ Computer Science/ IT or a closely related field At least 15 years of experience in IT handling which includes ERP implementation, management and related aspects Desirable: Professional certification related to ERP	<b>Request you to kindly modify the clause:</b> Masters in Business Administration/ B.E / Computer Science/ IT / Electronical & Communication or a closely related field At least <del>15</del> 5 years of experience in IT handling which includes ERP implementation, management and related aspects Desirable: Professional certification related to ERP /IT	There shall be no change in the existing clause
20	EXPERISE REQUIRED K-2 Assignment Manager (9 months) (Full time in Assam) Pg. No 44	A bachelor's degree in a relevant field, such as computer science, information technology, a degree in Management would be good to have. Relevant experience in IT project management of 5 years or more	<b>Request you to kindly modify the clause:</b> A bachelor's degree in a relevant field, such as computer science, information technology/ Electronical & Communication a degree in Management would be good to have.  Relevant experience in IT project management of 5 years or more	There shall be no change in the existing clause
21	EXPERISE REQUIRED K-3 Warehouse Management	A bachelor's degree in supply chain management, logistics, business management, or a related field Relevant certifications or training in warehouse management, such as Certified Supply Chain	<b>Request you to kindly modify the clause:</b> A bachelor's degree in supply chain management, logistics, business management or a related field, IT/ B.E/ MBA	There shall be no change in the existing clause

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
	Expert (6 months) (50% time in Assam) Pg. No 44	Professional (CSCP) or Certified in Production and Inventory Management (CPIM), would be beneficial. Five years or more of relevant experience	Relevant certifications or training in warehouse management/ IT project management such as Certified Supply Chain Professional (CSCP) or Certified in Production and Inventory Management (CPIM), would be beneficial. Five years or more of relevant experience.	
22	Section 2. Instructions to	The Consultant should be in the business of setting up and implementing Warehouse Management solutions (WMS) in at least last five years (FY 2018-2019, FY 2019-20, FY 2020-21, FY 2021-22 and FY 2022-23)	Request you to kindly modify the clause: The current clause is restrictive and bias in nature. Considering the scope of work defined in the RFP, it is requested to modify the clause to allow bidder with experience in ERP implementation in any domain/industry including Warehouse/Godown management/ Supply chain/ Logistics, etc.	There shall be no change in the existing clause
23	Consultants Part A: Mandatory Criteria: Pg No 17	(i) Specific experience of the Consultant (as a firm) relevant to the Assignment :[10] (The relevant assignment includes Organization's experience in Installation of Enterprise Resource Planning (ERP) System in Godowns or Warehouses. The Consultant is requested to list all the assignments completed with relevant documentary evidence)		There shall be no change in the existing clause
24	Indemnity	Tenderer shall indemnify and hold harmless the bidder for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such Bidder.		<b>As per the CONTRACT FOR CONSULTANT'S SERVICES Clause 12: Law Governing Contract and Language:-</b> The Contract shall be governed by the laws of INDIA, and the language of the Contract shall be ENGLISH
25	Limitation of the Bidder's Liability towards the Purchaser	Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, 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. Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services		<b>As per the CONTRACT FOR CONSULTANT'S SERVICES Clause 12: Law Governing Contract and Language:-</b> The Contract shall be governed by the laws of INDIA, and the language of the Contract shall be ENGLISH
26	Non-solicitation	Bidder shall not hire employees of Tenderer or solicit or accept solicitation (either E12directly, indirectly, or through a third party) from employees of Tenderer directly involved in this contract during E12the period of the contract and one year thereafter.		<b>As per the CONTRACT FOR CONSULTANT'S SERVICES Clause 12: Law Governing Contract and Language:-</b> The Contract shall be governed by the laws of INDIA, and the language of the Contract shall be ENGLISH
	Force Majeure	1) Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. 2) For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable		<b>As per the CONTRACT FOR CONSULTANT'S SERVICES Clause 12: Law Governing Contract and Language:-</b> The Contract shall be governed by the laws of INDIA, and the



#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
27		<p>control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.</p> <p>3) Unless otherwise directed by Tenderer in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>4) In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, Tenderer and the bidder shall hold consultations in an endeavour to find a solution to the problem.</p> <p>5) Notwithstanding above, the decision of Tenderer shall be final and binding on the bidder regarding termination of contract or otherwise</p>		language of the Contract shall be ENGLISH
28	Termination for Convenience	<p>1) In case of termination, Tenderer shall pay the bidder for all work-in progress, Services already performed, and expenses incurred by the bidder upto and including the effective date of the termination of this Agreement.</p> <p>2) Tenderer shall be entitled to terminate/cancel the purchase order at any time for the balance order quantity which is within the delivery schedule with no liability on either side and without assigning any reason thereof. However, the purchase order for the quantity which has already been offered for inspection shall not be cancelled and supply of the same shall be availed in due course of time.</p> <p>3) Bidder may terminate/cancel the contract by giving a written notice of 30 days in case:</p> <p>a) Its invoices are not paid on time</p> <p>b) If Tenderer fails to comply with the terms of agreement</p>		<b>As per CONTRACT FOR CONSULTANT'S SERVICES Clause 14. Termination</b>
29	Retention of copies	<p>On payment of all bidder fees in connection with the Contract, Tenderer shall obtain a non-exclusive license to use within its internal business, subject to the other provisions of this Contract, any Deliverables or work product for the purpose for which the Deliverables or work product were supplied. bidder retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that bidder may use or develop in connection with the Contract.</p>		All reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Client.

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
30	Non-Exclusivity	It is agreed that the services are being rendered on a non-exclusive basis and the bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.		Subject to fulfilling the <b>Section 3 Conflict of interest, Instructions to consultants and Data Sheet of the RFP.</b>
31	Insurance	1) The Consultant shall at its cost take out and maintain adequate professional liability insurance as well as adequate insurance against third party liability and loss of or damage to-equipment purchased in whole or in part with funds provided by the client. 2) The Client undertake no responsibility in respect of any life, health, accident, travel and other insurance which may be necessary or desirable for the Personnel of its own or sub-contractors and specialists associated with the Consultants for the purpose of the Services, nor for any members of any family of any such person.		<b>As per CONTRACT FOR CONSULTANT'S SERVICES Clause 10. Insurance</b>
32	Technical	How many silos/warehouse sites are listed under this project/tender?		42 warehouses
33		What is the total number of users using in the same time the developed software under this tender?		60 concurrent users
34		Is there any additional software integration required under this tender?		Scope for additional software integration should be kept.
35	Part A: Mandatory Criteria: Pg No 17	The Consultant should have a positive net worth in the last three financial years (FY 2020-21, 2021-22 & 2022-23) as evidenced by the audited accounts of the company.	Please provide clarification. Requesting authorities to confirm if division-wise positive net worth will be considered.	There shall be no change in the existing clause
36	C. Submission, Opening and Evaluation page no 10	17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.	Could you please confirm that submitting a proposal with a joint venture is allowed?	JVs are allowed but nature of relation (lead and supporting partner) need to clearly specified
37	Part A: Mandatory Criteria: page no 17	4.The Consultant should be in the business of setting up and implementing Warehouse Management solutions (WMS) in at least last five years (FY 2018-2019, FY 2019-20, FY 202021,FY 2021-22 and FY 2022-23)	Request to amend this clause as :  The Consultant should be in the business of setting up and implementing Warehouse Management solutions (WMS)/ <b>Inventory System/ERP project</b> in at least last five years (FY 2018-2019, FY 2019-20, FY 202021,FY 2021-22 and FY 2022-23)	There shall be no change in the existing clause
38	Part B: Evaluation Criteria: Page no 17	(i) Specific experience of the Consultant (as a firm) relevant to the Assignment :[10] (The relevant assignment includes Organization's experience in Installation of Enterprise Resource Planning (ERP) System in Godowns or Warehouses. The Consultant is requested to list all the assignments completed with relevant documentary evidence)	Request to amend this clause as :  (i) Specific experience of the Consultant (as a firm) relevant to the Assignment : [10] (The relevant assignment includes Organization's experience in Installation of Enterprise Resource Planning (ERP) System in Godowns or Warehouses/ <b>Any Central or State Govt. Organisation.</b> The Consultant is requested to list all the assignments completed with relevant documentary evidence)	There shall be no change in the existing clause

#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
39	FORM FIN-2 SUMMARY OF COSTS page no 31	Cost of the Financial Proposal Including: (1) Remuneration (2) Reimbursable Total Cost of the Financial Proposal: {Should match the amount in Form FIN-1}	There is no line item for Warehouse Management System license costs in the financial proposal summary.  Please add a separate line item for the cost of licence.	If applicable, this should be included under reimbursable costs.
40	FORM FIN-4B: COST OF ANNUAL MAINTENANCE CHARGE (AMC)Page no 34	FOR ALL THE MACHINERY THE AMC SHALL BE QUOTED FOR FIVE (5) YEARS Years YEAR 1 YEAR 2 YEAR 3 YEAR 4 YEAR 5	If a bidder can handle through offsite support, please confirm whether resources must be on-site for the duration of the contract for AMC.	Yes, the resource shall be available for all possible onsite & offsite support.
41	Project Objectives page no 39	iii. All the users of Corporate Office, Regional Offices and Warehouses will be accessing the WMS portal online.	Please confirm the total number of WMS users and the total number of concurrent WMS users.	Total number of users: 75 Concurrent users: 60
42	Project Objectives page no 39	iv. The WMS will be hosted centrally in a secure cloud data center with all the users logging online. The data center shall have disaster recovery and Business continuity plan. The servers should have load balancer as well as security features such as firewall, IPS, SSL, Anti malware, encryption etc. to meet the service levels defined in this RFP.	Kindly confirm/provide the following details: 1. Will the solution be hosted in the cloud? 2. Will the department supply the cloud, or is the bidder required to provide it? 3. Is DR also necessary? Should it be a 50% or 100% replicate of Cloud DC, if that is the case?	1. Solution shall be hosted in cloud/ server (as specified by the Solution Provider) 2. Cost of cloud/ server will be responsibility of Client 3. DR is necessary & will be the responsibility of Client. <b>Corrigendum will be issued.</b>
43	Project Objectives page no 40	vi. Secure payment gateway for credit card/debit card/internet banking and any other widely accepted payment option as available from time to time. Integrate for other types of payment modes like NEFT/RTGS/ECS and any other widely accepted mode as available from time to time  viii. The WMS should be integrated with the e-mail solution of ASWC for seamlessly mailing out reports/forms. The system should also have a functionality to interface with SMS gateway Service.	Could you please confirm that the department will provide the payment gateway and SMS gateway, or the bidder has to provide them?	Payment gateway and SMS shall be arranged by Client.
44	SCOPE OF WORK System design & Development page no 41	System design & Development:  vii. Mobile Accessibility: Consider providing mobile accessibility to the warehouse management system, allowing warehouse staff to perform essential tasks and access information through mobile devices as	Would you kindly confirm? Is a mobile application required for both Android and iOS, or only for Android?	The solution should be mobile compatible.

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		this can improve flexibility, productivity, and responsiveness in warehouse operations.		
45	SCOPE OF WORK System Testing page no 41	System Testing  These audits will be conducted by a third-party auditor who is empanelled with CERT-IN, ensuring compliance with ISO-27001 guidelines, and bolstering the system's security measures.	Please confirm, whether the department will pay for the audit costs or the bidder will be responsible for them.  How often is a system audit needed? (e.g., annually till the end of the contract period or just once before the project Go-live)	All the cost of conducting such comprehensive range of tests/ audits including those conducted by a third party auditor empanelled with CERT-IN in compliance with ISO 27001 guidelines would be borne by the Consultant.
46	Data Digitization page no 42	The Consulting firm will be responsible for creating and populating all warehouse masters and user masters, while ensuring strict confidentiality and non-disclosure of ASWC's information throughout the process.	Please provide the below information: 1. How many years old data need to be digitized? 2. Kind specify size of record like A4, Legal, A3, A2 etc. along with estimated number of page side 3. whether files are binded/punched file/register or any please specify	About 45 existing registers of legal size need to be digitized
47	Training Page no 42	The Consulting firm will be required to train batches of ASWC staff on the WMS. The specific responsibilities of the consulting firm and ASWC are as given below.	Could you please confirm how many users require training?	Total staff to be trained around 75. The per batch size will be on average 20. Each staff shall be trained at least twice. Venue will be in Guwahati, Assam.
48	General Query	Payment terms	Payment conditions are not mentioned in the RFP; could you please provide the payment terms as per milestone?	<b>Corrigendum will be issued.</b>
49	Section 1. Letter of Invitation; Pg. No 4	Pt. 2: Hiring of Consulting Services for: Installation of Enterprise Resources Planning (ERP) System in ASWC	The requirements mentioned in the RFP documents seems to be contradictory in nature. As per Section 1- there is a need of Consulting Services but as per Scope of Work, complete software development life cycle need to be executed.	Since the larger part of the assignment is of consulting nature, it has been termed as a consulting service. The consultant can deploy additional non key experts for development of software etc.
50	Form FIN-2 Summary of Costs; Pg. No 31	Cost of Financial Proposal Including: (1) Remuneration (2) Reimbursable	Wherein as per for FIN-2 it is nowhere mentioned about the cost of software development, implementation and its related activities. It is requested to kindly clarify the scope of work.	<b>Also the consultant may add any other costs besides remuneration as per the technical proposal under the Reimbursable head</b>
51	Scope of Work; Pg. No 40	Software Requirements Specification, Software Design & Development, System Deployment, Data Digitization, Training and Project Documentation		
52	Project Objectives; Pg. No 39	Pt. No. iv. The WMS will be hosted centrally in a secure cloud data centre with all the users logging online. The data centre shall have disaster recovery and Business continuity plan. The servers should have load balancer as well as security features such as firewall, IPS, SSL, Anti malware, encryption etc. to meet the service levels define in this RFP.	Who will bear the cost of Cloud and Infrastructure, during staging and UAT as well as production?  Technical details of WMS software, cloud infrastructure and security services not defined.	As mentioned at Sl. 42 above

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53	System Deployment; Pg. No 41	Pt. III IT Infrastructure Setup: The Consulting firm must configure, commission, and maintain the required IT infrastructure on a cloud service provider on boarded by ASWC and approved by the Department of Electronics and Information Technology (DeitY), Government of India. This includes configuring cloud resources in high availability mode, load balancers, security features (firewall, IPS, SSL, anti-malware, encryption), and ensuring compliance with Tier III standards and TIA-942 norms.		
54	System Testing; Pg. No 41	The Consultant shall assume the responsibility of conducting a comprehensive range of tests to ensure the effectiveness and reliability of the system, including user acceptance tests, integration, tests, functional testing. Additionally, the Consultant shall play a pivotal role in facilitating rigorous information security audits for the Warehouse Management System (WMS). These audits will be conducted by a third-party auditor who is empanelled with CERT-IN, ensuring compliance with ISO-27001 guidelines, and bolstering the system's security measures	Who will bear the cost of Security Audit?	All the cost of conducting such comprehensive range of tests/ audits including those conducted by a third party auditor empanelled with CERT-IN in compliance with ISO 27001 guidelines would be borne by the Consultant.
55	Expertise Required; Pg. No 43	Team Leader, Assignment Manager, Warehouse Management Expert	Where these consultants need to be deployed? ARIAS, ASWC or any other location	Please refer to the clause on expertise required on page 42 of the RFP document
56	Project Timelines; Pg. No 43	Annual Maintenance T+ 5 years	Scope for AMC and help desk not provided.	It includes all end to end AMC possibly needed for the WMS
57	CONTRACT FOR CONSULTING SERVICES; Pg. No 50	Schedule of Payments	Payment has not linked with deliverables and supporting documents	<b>Corrigendum will be issued.</b>
58	14.1.2 Project Timelines; Pg. No 16 & 42	The total estimated time input of the Key Experts' would be for a period 24 months. Pilot Rollout T + 9 months & Annual Maintenance T+ 5 years	Contract period is not properly specified	24 Months is the total man-months for all the key Experts. Individual required man-months for Key expert may be seen in the RFP.
59			Extension of contract, if any not specified.	Existing provisions of the RFP shall prevail
60			Exit Management not defined.	Existing provisions of the RFP shall prevail

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#	REFERENCE	EXISTING CLAUSE	CLARIFICATION/QUARIES	REPLY
61			Termination of contract needs clarity	Please refer to clause 14 of the contract format on page 51 of the RFP document
	K1: Team Leader	<ul style="list-style-type: none"> <li>· Master's in Business Administration/ Computer Science/ IT or a closely related field</li> <li>· At least 15 years of experience in IT handling which includes ERP implementation, management and related aspects</li> <li>· Desirable: Professional certification related to ERP</li> </ul>	<p>Desirable: Professional certification related to ERP</p> <p>We understand the importance of having skilled professionals on our team, we have encountered challenges in sourcing individuals with the specified ERP certification due to its novelty in the market. As of now, there are limited candidates who possess this particular certification.</p> <p>However, I would like to highlight that we have a team of seasoned experts in our warehouse department, each with more than 10 years of hands-on experience in ERP-related functions. Their extensive practical knowledge and successful track record demonstrate their proficiency in the field, and we believe their expertise aligns seamlessly with the requirements of the role.</p> <p>We kindly request a reconsideration of the certification requirement for this position. We believe that our experienced team members can contribute significantly to the success of the department, bringing a wealth of practical knowledge and skills that are crucial for the effective functioning of our ERP systems.</p>	There shall be no change in the existing clause.
62	K3: Warehouse Management Expert	<ul style="list-style-type: none"> <li>· A bachelor's degree in supply chain management, logistics, business management, or a related field</li> <li>· Relevant certifications or training in warehouse management, such as Certified Supply Chain Professional (CSCP) or Certified in Production and Inventory Management (CPIM), would be beneficial.</li> <li>· Five years or more of relevant experience</li> </ul>	<p>After careful consideration of the eligibility criteria outlined in the RFP, we would like to bring to your attention a request for a modification in the educational qualifications requirement. The current criteria state the need for a bachelor's degree in supply chain management, logistics, business management, or a related field. While we understand the importance of these qualifications, we would like to propose an expansion to include candidates with degrees in M.C.A., M.Sc., and M.Tech. Our team has demonstrated success in efficiently</p>	There shall be no change in the existing clause.

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			executing similar projects in other state warehouses, with members holding degrees in MCA, MSc, and M.Tech with 5-10 years of experience. These individuals have consistently exhibited strong problem-solving skills, analytical abilities, and a deep understanding of technology, which are vital for the successful implementation of the proposed work. We request you kindly exclude the relevant/training certifications from the qualification and experience section.	
63	Page No. 17, Part A, Point No. 4	The Consultant should be in the business of setting up and implementing Warehouse Management solutions (WMS) in at least last five years (FY 2018-2019, FY 2019-20, FY 2020-21, FY 2021-22 and FY 2022-23)	Since SAP is Globally renowned ERP software. Most of the North East India based PSUs and government departments are implementing SAP. Kindly consider Implementation of SAP for seamless and automated Warehouse Management System.	There shall be no change in the existing clause.
64		Form of contract/agreement	There is an agreement/contract attached in the RFP, which says the financial proposal shall be a lump sum amount. (We would like to know the payment terms and schedule)	<i>Corrigendum will be issued.</i>
65		Joint Venter (JV)	JV is allowed as per the RFP. (We would like to know if consortium/sub-contracting is also permitted)	JV are allowed Consortiums are allowed in the form of JV. The JV should clearly state the lead partner and the supporting partner in their proposal.
66		Form FIN-3 Breakdown of remuneration	We would like to understand the max number of non-key experts that we can suggest	There is no cap on number of non-key experts.
67	Project Timelines Pg No 43/53	Key Milestones are very ideally planned	The Project timelines stated in the RFP seem to be impractical.  For Ex- Though 1.5 months is enough to brainstorm, discuss and finalise the functionality with multiple stakeholders, it has to be understood that it is only possible on a mission mode basis.  However, the time for approval of SRS is not considered.  Moreover, it is highly impossible to complete the Solution Development/Configuration & Cusomization in 2.5 months of time (since	There shall be no change to the existing clauses

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			<p>Solution development will happen only after SRS finalisation)</p> <p>Similarly the other Key Milestones also seems to be calculated with an ideal scenario basis without considering the time taken for meeting with stakeholders, time to review feedback received.</p>	
68	ANNEXURE I – INDICATIVE FUNCTIONAL REQUIREMENTS; Pg. No 46/53		The Functional Requirements stated in the Annexure-1 are very minimal, it is suggested to share in detail functional requirement given the strict Project Timelines	There shall be no change in the existing clause
69		Payment Terms	There are no Payment Terms or Payment Schedule specified in the RFP.	<b><i>Corrigendum will be issued.</i></b>
70	Submission of Proposal		<p>We are connecting with the best solution providers and wish to provide the best options and strategies for the assignment.</p> <p>In order to bring in the best team for you, we would request you to kindly consider extending the deadline by 2 weeks – from February 9, 2024 to February 23, 2024.</p>	<p>The date of submission of proposal is extended till 11 March, 2024.</p> <p><b><i>Corrigendum will be issued.</i></b></p>



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