

**Corrigendum/Responses -II to RFP
(Tender No. BIADA/RFP/IT/01/2025-2026 Date: 16/06/2025)**



**Selection of Systems Integrator For
An Integrated ERP Solution
For
Bihar Industrial Area Development Authority
A Government of Bihar Undertaking**

Executive Director-Operations,
BIADA, Udyog Bhawan, East Gandhi Maidan, Patna 800004
Email Address- ed.operations-biada@gov.in

The below Corrigendum/ Responses-II issued by BIADA in response to the queries of prospective bidders with reference to the above-mentioned project. Bidders may note that this Corrigendum/ Responses document is part of the RFP. The items and specification listed in this Corrigendum/Responses-II will supersede the corresponding clauses in RFP and E-forms wherever applicable. Rest of the clauses, terms and conditions, specifications will remain as per RFP.

Corrigendum – II

1. Page No# 8 : Fact Sheet : Important Dates

#	Particular	Details
4	Last date for Bid Submission (Online)	31/07/2025 05:00 PM
5	Last date of submission of hard copy of EMD	01/08/2025 01:00 PM
6	Date and time for opening of General cum Technical bids	01/08/2025 04:00 PM
7	Technical Presentation	To be Notified
8	Date and time for opening of Commercial bids	To be Notified

2. Page no# 47 : 8.8 Deliverables, Timelines and Payment Milestones

#	Activity/Task	Deliverables/ Milestone	Timelines (In weeks)	Payment Milestone
1	<ul style="list-style-type: none"> Project Award & Contract signing between BIADA and successful Systems Integrator 		Project Start Date= T	-
2	<ul style="list-style-type: none"> Project Planning Resourcing schedule Development Implementation and Maintenance approach 	a) Finalized Project plan b) Finalized Inception Report	T + 2	-
3	<ul style="list-style-type: none"> Study of existing processes and suggestion on To-Be processes based on best practices Finalizing custom requirements Requirement gathering and approval of SRS 	a) Finalized Requirement report b) Approved System requirement specification	T + 7	20% of Application Development and Deployment cost
4	<ul style="list-style-type: none"> System design – Detailed Test Plan Quality Audit plan 	Approved Test plan	T + 9	-
5	<ul style="list-style-type: none"> System Development – Application development 	Code	T + 23	-
6	<ul style="list-style-type: none"> System Testing and bug fixing/UAT 	Successful UAT report	T + 26	20% of Application Development and Deployment cost

7	Security Audit of the application	Sign off Certificate/ Completion Certificate	T + 30	10% of Application Development and Deployment cost.
8	Application deployment on SDC & Go-Live	Sign off Certificate	T+ 32	40% of Application Development and Deployment cost.
9	Completion of training and Submission of Documentation	-Training completion certificate from the client -Project documents mentioned	T + 34	10% of Application Development and Deployment cost.
10	Post Go-live Support (AMC period) -Maintenance support -Helpdesk support	SLA adherence report on a monthly basis	60 months after acceptance of Go Live	20 equal Quarterly Payments of Maintenance cost (after deduction of SLA Penalties, if any)

3. For COTS based ERP: Required certificates/MAF from respective OEM(s) must be submitted as per RFP (Page 64, Form 11: Illustrative Manufacturers'/Producers' Authorization Form)

Pre-qualification (PQ) criteria for OEM:

S No.	ELIGIBILITY CRITERIA	Documents Required to be Submitted
1	Should be a company incorporated in India under the Companies Act, 1956 or Companies Act 2013 for at least 5 years as on issue date of the tender.	Copy of Certificate of Incorporation/registration in India.
2	The OEM should have an average annual turnover of INR 40 Crores and positive net-worth for the last three financial years (FY 2021-22, 2022-23 and 2023-24).	CA certificate from OEMs.
3	The proposed ERP OEM product should be in implementation for at least 07 years as on bid issue date.	Self-Declaration by ERP OEMs.
4	Proposed ERP product should have been implemented in at least 3 ERP projects in India. Out of which at least two successfully implemented in at least	Self-Declaration by ERP OEMs.

	one in Central/State government /PSU/Co-operative in India.	
5	The ERP OEM shall have minimum 15 authorized implementation partner in India.	Self-Declaration/Self-Certificate by ERP OEMs.
6	Must have its own office and development and support center in India.	Certificate from OEM for development and support center details in India

NOTE: Bidder have to arrange the above documents/certificates from OEMs as mentioned in the Eligibility criteria.

4. Page No# 23 & 24 : 7.2.2 Technical Qualification Criteria

S. No	Criteria	Basis for Evaluation	Max Marks	Supporting Documents
1. ORGANISATION CAPACITY			40	
1A	Average turnover from IT/ITeS/ Application Development and Implementation Work in last 3 years (Turnover in INR Crores)	(i) 40- 50 Crores: 6 marks (ii) >50 and <=60 Crores: 8 marks (iii) >60 Crores: 10 marks	10	Audited Balance sheet and Profit & Loss Statement; OR Certificate from the statutory auditor
1B	The agency should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 50 employees.	(i) 50-100 resources: 6 marks (ii) 101-150 resources: 8 marks (iii) More than 151 resources: 10 marks	10	The bidder has to give and undertaking on its letter head that it has the necessary infrastructure and expertise to handle this project and shall not outsource this Project to a third-party.
1C	The agency should have been in the IT/Software Development/Website development projects for at least 05 Years.	(i) More than 5 years: 5 marks (ii) More than 8 years: 10 Marks	10	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion/Go-Live Certificate (for ongoing projects) from the client
1D	The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission	(i) 2 projects: 5 Marks (ii) 3 projects: 7 Marks (iii) >=4 projects: 10 Marks	10	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion/Go-Live Certificate (for ongoing projects) from the client
2. TECHNICAL STRENGTHS			20	

2A	The bidder should have experience in development and implementation of project(s) having mobile app as component for any Central/State government /PSU/Co-operative /Autonomous body in India during last 5 years as on bid date. The project value should be at least Rs 50 lakhs	(i) 1 project: 3 Marks (ii) 2 projects: 5 Marks	05	Deleted
2B	Proposed Team: The proposed personnel should be on the payroll of the bidding company.	<ul style="list-style-type: none"> • Project Manager-3 Marks • Development Lead-F&A-3 marks • Development Lead-HR-3 marks • Development Lead-PM-3 marks • Programmer-2 Marks • Database Administrator-2 Marks • Business Analyst-2 Marks • Network Administrator-2 Marks 	20	CVs of Proposed Professionals 1. Qualifications and relevant Experiences 2. Details of all the Projects managed including responsibilities and capacity similar to this assignment. 3. Demonstrated knowledge on the Platform / Technologies to be used related to this assignment. 4. Vendor Certifications and / or memberships on the related technologies / platform to be used related to this assignment.
3. APPROACH & METHODOLOGY			40	
	The eligible bidders shall be requested to make a presentation on their proposal/Solution. Project Manager should be present during the Presentation	<ul style="list-style-type: none"> • Details of solution proposed for the project components along with name of project where these components or similar components have been developed earlier. - 10 Marks • Understanding of the project-10 Marks • System Functionality and implementation approach-10 Marks • Others: 10 Marks 	40	Presentation of prototype/existing similar software application online OR Presentation of Screenshots of prototype/existing similar software application. Proposed solution/Technology stack Innovative solution approaches to be presented through PPT. Proposal in PDF format should be part of technical bid.
TOTAL			100	

5. Others changes:

S. No.	RFP Document Reference(s) (section number/ page number)	Content of RFP Requiring clarification(s)	Points of clarification	BIADA Response
1.	Page 53, 10 Appendix I: Forms 10.1 : Compliance Sheet for Technical Proposal	9. Experience with Govt. of Bihar in last 5 years.	-	Deleted.
2.	General	Scanning of documents for DMS: Page 88: Document Management System Page 35: Section 8 – Document Management System Page 40: Section 8.2.6 – Data Digitization and Migration	-	As part of the Document Management System (DMS) implementation, approximately 50 lakh pages (including A4, A3, legal sizes, etc.) are proposed to be scanned from physical files located across various clusters and Industrial Areas of BIADA. Relevant data available in softcopy (e.g., Excel, MySQL, or other formats) will be provided to the selected bidder. However, if necessary, the bidder shall also be responsible for carrying out data entry. All other terms and conditions remain unchanged.
3.	7.1.7 Performance Bank Guarantee (PBG): Page No. 20	Successful bidder must submit PBG within 15 days of the issue of Lol by BIADA @ 10% of the total project value.	-	Successful bidder must submit PBG within 15 days of the issue of Lol by BIADA @ 5% of the total project value.
4.	Page 46 : 8.7 Number of users :	As studied and reported – The estimated user details are as under: a) Total number of portal users: 350 b) Total number of ERP users •Project management: 50 •Land Allotment-50 •Accounts and Finance: 20 •Vendor/Supplier Management: 20 •Legal-20 •Investment Promotion-20 •Human Resource: 20 •Top Management: 10 •Miscellaneous: 10	-	As studied and reported –The estimated user details are as under: a) Total number of portal users: 350 b) Total number of ERP users •Project management: 50 •Land Allotment-50 •Accounts and Finance: 50 •Vendor/Supplier Management: 20 •Legal-20 •Investment Promotion-20 •Human Resource: 50 •Top Management: 10 • Miscellaneous: 10 c) Concurrent user: 280 The actual number of users will be provided during the As-is analysis.

S. No.	RFP Document Reference(s) (section number/ page number)	Content of RFP requiring clarification(s)	Points of clarification	BIADA Response
1	7.2 Criteria for evaluation 7.2.1 Pre-qualification (PQ) criteria Page No. 21	S.No. 5 The agency should have experience of development and Implementation of at least 02 ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 3 Crores.	Request you to kindly modify the clause as below: The agency should have experience of development and Implementation of at least 02 IT/ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 1 Crores.	As per RFP
2	7.2 Criteria for evaluation 7.2.1 Pre-qualification (PQ) criteria Page No. 23	S.No. 1D The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission (i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks	Request you to kindly modify the clause as below: The agency should have experience of development and implementation of IT/ERP related project of project values not less than 1 Crores that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission (i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks	Refer Corrigendum
3	9.8 Adherence to Open-Source Technology, Page 52	The solution must be designed following open-source technology standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.	It is requested to rephrase the clause as below :- "The solution must be designed following open-technology standards, and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in. The solution should be enterprise grade and backed by 24x7 SLA driven enterprise support."	As per RFP

4	8.5 Annual Technical Service, Page 45	Software License Management	We request you to make the software Licenses such as ERP, database and middleware to be perpetual in nature, so that the department can retain the same, especially post the contract period. This will help in retaining the asset based on the capital expense incurred at the beginning of the project.	As per RFP
5	3.3 Key outcomes expected from the ERP system, Page 10 6. Reporting, dashboard and Analytics module, Page 35	Increase visibility of operations that enables informed decision making ERP analytics refers to the process of analyzing data generated by an ERP system to extract valuable insights and drive strategic decision-making. Total number of users will 100 approx.	Can you kindly confirm the following for the analytics and reporting requirement :- 1. From sizing perspective, does 100 signify number of concurrent users at peak load who will create dashboards and reports? If not, kindly let us know number of concurrent users at peak load who will create dashboards and reports	Refer Corrigendum
6	3.3 Key outcomes expected from the ERP system, Page 10	Reduce data manipulation by integrating data security and automatically read data.	It is recommended to select an enterprise grade database management solution that will provide out of the box security controls such as :- 1. Data encryption at rest and in transit with multiple keys wherein master key resides outside the database in a secured vault for maximum protection from tampering 2. Securing the sensitive data from internal privileged users such as database administrators who has unrestricted access to the database and this control should be available out of the box within database 3. Audit data should be secured in an external appliance with capabilities of generating reports, configuring alerts and notifications 4. There should be a firewall at the database layer to prevent the database from black-listed IPs, SQL injection, data exfiltration attempts etc. Kindly confirm.	As per RFP

7	8. Document Management System, Page 35	Document Management System: - DMS Application to digitize the documents related to the modules and their management and reporting.	<p>Kindly confirm the below queries with regard to Document Management requirements :-</p> <p>a. It is recommended to select the Document Management System from the same OEM as the ERP. This will ensure best after sales support due to single vendor accountability as well as best technical interoperability. Kindly confirm.</p> <p>b. Kindly let us know the following from sizing perspective :-</p> <ol style="list-style-type: none"> 1. Peak number of concurrent users 2. Peak Number of Documents to be Checked-in per second 3. Type of documents (audio, video, pdf etc.) 4. Peak Number of Concurrent Users managing the Content Management Solution 5. Average size of documents to be checked in 6. Average size of images to be checked in 7. Average size/video length of videos to be checked in <p>For Document scanning requirements, can you please share the following information :-</p> <ol style="list-style-type: none"> 1. Number of Documents to be processed 2. Processing Time Window (in hours) *8 hours is a typical work day 3. Average Pages per Document (Double sided pages to be considered as 2 pages) 4. Percentage of Non-Image Documents(such as Word or PDF) 5. Number of Concurrent users 	
---	--	--	--	--

8	11. Integrations of modules, Page 37	<ul style="list-style-type: none"> • Integration with existing Tally (Accounting Software) • Integration with Case Management System-MyKase.in • Integration with SIPB Portal • Integration with CFMS, Department of Finance, Govt. of Bihar. • Integration with eproc 2.0 • Integration and capable system with Call Centre CRM • Development and Integration with proposed BIADA-GIS Mapping System 	<p>Regarding integration requirements, can you kindly clarify the following :-</p> <ol style="list-style-type: none"> 1. Can we assume that the integration with these external applications will be using standard protocols such as REST, SOAP etc. 2. For sizing of such an integration requirement, kindly share the following :- <ol style="list-style-type: none"> a. Number of peak Transactions per second (TPS) b. Maximum message size that is exchanged during such communications between heterogeneous applications 	BIADA will help to access to the required APIs from external applications/agencies. However, any associated costs incurred will be borne by the bidder.
9	8.7 Number of users, Page 46	<p>As studied and reported –The estimated user details are as under:</p> <ol style="list-style-type: none"> a) Total number of portal users: 350 b) Total number of ERP users <ul style="list-style-type: none"> • Project management: 50 • Land Allotment-50 • Accounts and Finance: 20 • Vendor/Supplier Management: 20 • Legal-20 • Investment Promotion-20 • Human Resource: 20 • Top Management: 10 • Miscellaneous: 10 	<p>From sizing perspective, kindly confirm the following :-</p> <ol style="list-style-type: none"> 1. What is the Year-on-Year growth to be considered for portal users and ERP users? 2. What will be the number of years to be considered for sizing? 	Refer Corrigendum

10	<p>Form 6 B: Bill of Material (Software), page 59</p> <p>2. Integration testing, page 106</p>	<p>Number of Licenses (Development Environment), ...UAT,...Training, ...</p> <p>The SI will carry out the Integration testing to ensure the integration of all the locations with the DC and DR site.</p>	<p>Kindly confirm the following :-</p> <ol style="list-style-type: none"> 1. What is the DR capacity with regard to DC (e.g. DR = 50% DC) 2. Kindly state the capacity of each of Dev, UAT and Training with regard to DC (e.g. Dev = 10% DC; UAT=10% DC; Training=10%DC) 3. It is requested to consider a Disaster Recovery solution that will give Zero Data Loss at any distance. Also, it should be possible to utilize the standby database for generating reports and not only as a backup destination thereby ensuring maximum return on investment. Kindly confirm. 	As per RFP (8.6 Data Centre Hosting; page 46)
11	1. Investment Promotion Module, Page 80	GIS 3D mapping of all land bank	<p>It is requested to consider an underlying enterprise grade database that should be capable of storing all kinds of data (structured and unstructured such as spatial, graph, XML, JSON, etc.) as well as machine learning models within the same database engine without depending on multiple specialized databases for each data type.</p> <p>It should also have inbuilt blockchain tables for best security. All these capabilities will ensure best security, manageability, performance and maintainability.</p> <p>Kindly confirm.</p>	As per RFP
12	8. Technical Features, Page 89	Data redundancy across modules must be minimized to eliminate real time synchronization needs	<p>The selected database should be capable of handling all kinds of workloads such as Transaction Processing and Analytics etc. within the same database engine to eliminate data movement and data synchronization needs thereby improving performance. The same database engine should be able to represent data both as row and columnar format depending on the nature of incoming request (OLTP or OLAP). Please confirm.</p>	As per RFP

13	Generic	Generic	It is requested to consider an enterprise database that should provide several tools out of the box at no additional cost such as Low Code/No Code solution, Spatial analysis tool, Rest Data Services etc. Kindly confirm.	As per RFP
14	License ownership	Generic	Please confirm if the license need to be owned / issued in the name of the tenderer.	All the licences should be in the name of BIADA
15	ERP type	Generic	Pls confirm if you are looking for COTS ERP or otherwise	ERP solutions may be proposed as either Commercial Off-The-Shelf (COTS) or Bespoke (Custom-Built), subject to meeting functional and technical requirements.
16	OEM qualification	Generic	We request that for such prestigious project, you please look at COTS based ERP. If the answer to point 13 above is "Yes", then we request that there should be clear criteria for qualification criteria of the OEM of the offered COTS product	Refer Corrigendum
17	Product roadmap	Generic	This being a prestigious project wherein there is lot of dependency on the State's growth & prosperity, the chosen product shoild have a publicly published roadmap for at least the next 10 years so that the investment from the State exchequer is protected	As per RFP
18	Deployment model	Generic	Request you to please confirm if the ERP will be deployed on your own IT infrastructure or on a public cloud	As per RFP (8.6 Data Centre Hosting; page 46)
19	Bilingual support	Generic	The offerd product should have support for bilingual langauage	As per RFP
20	Purchase criteria	Generic	Please confirm that all the proposed Oracle software licenses (ERP/Database/Middleware/etc.) will be procured at a single instance	As per RFP
21	Database support	Generic	The proposed solution should support application driven database from the same OEM.	As per RFP

22	Statutory requirement for India	Generic	ERP OEM product must be specific and latest version for India with statutory requirements incorporated and should have a localization support in terms of Excise, Income Tax, GST, auditing etc. specific to Indian requirements.	Refer Corrigendum
23	Modular architecture support	Generic	ERP OEM Product shall be a modular architecture which may provide 1. Clean Core (KPI) Dashboard 2.Process optimization and automation 3. Unique access to the sustainability-focused innovations. 4. New AI capabilities, inclusive of Generative AI based functionality.	As per RFP
24	RFP Section 7.2.1 Pre-qualification (PQ) criteria Point no.-5	The agency should have experience of development and Implementation of at least 02 ERP related project in Central/State government /PSU/Co-operative / Autonomous body of project values not less than 3 Crores.	To encourage broader and more competitive participation, we kindly request that this clause be amended as follows: The agency should have experience of development and Implementation of at least 01 ERP/ERP Infra/IT, ITes related project in Central/State government /PSU/Co-operative / Autonomous body of project values not less than 3 Crores.	As per RFP
25	RFP Section 7.2.2 Technical Qualification Criteria Point no.-1A	(i) 40- 50 Crores: 6 marks (ii) >50 and <=60 Crores: 8 marks (iii) >60 Crores: 10 marks	For more competitive participation, we kindly request you to ammend this clause as under: (i) 30- 40 Crores: 6 marks (ii) >40 and <=50 Crores: 8 marks (iii) >50 Crores: 10 marks	As per RFP
26	RFP Section 7.2.2 Technical Qualification Criteria Point no.-1B	(i) 100-200 resources: 6 marks (ii) 201-300 resources: 8 marks (iii) More than 300 resources: 10 marks	For more competitive participation, we kindly request you to ammend this clause as under: (i) 50-100 resources: 6 marks (ii) 101-150 resources: 8 marks (iii) More than 150 resources: 10 marks	Refer Corrigendum

27	RFP Section 7.2.2 Technical Qualification Criteria Point no.-1D	The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission (i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks	We kindly request you to ammend this clause as under: The agency should have experience of development and implementation of ERP/ERP Infra/IT, ITes related project of project values not less than 3 Crores that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission (i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks	Refer Corrigendum
28	RFP Section 7.2.2 Technical Qualification Criteria Point no.-2A	The bidder should have experience in development and implementation of project(s) having mobile app as component for any Central/State government /PSU/Co-operative /Autonomous body in India during last 5 years as on bid date. The project value should be at least Rs 50 lakhs (i) 1 project: 3 Marks (ii) 2 projects: 5 Marks	For more competitive participation, we kindly request you to ammend this clause as under: The bidder should have experience in development and implementation of project(s) having mobile app as component for any Central/State government /PSU/Co-operative /Autonomous body in India during last 5 years as on bid date. (i) 1 project: 3 Marks (ii) 2 projects: 5 Marks	Refer Corrigendum
29	RFP Section 7.2.2 Technical Qualification Criteria Point no.-2B	CVs of Proposed Professionals 1.Qualifications and relevant Experiences 2. Details of all the Projects managed including responsibilities and capacity similar to this assignment. 3. Demonstrated knowledge on the Platform / Technologies to be used related to this assignment. 4. Vendor Certifications and / or memberships on the related technologies / platform to be used related to this assignment.	For more competitive participation, we kindly request you to ammend this clause as under: CVs of Proposed Professionals with Qualifications and relevant Experiences	As per RFP
30	Section 6, Page 14	Deviations classification as "material" or "non-material" is undefined.	What constitutes a "material deviation" versus a "non-material deviation" in the evaluation?	As per RFP

31	8.2.2, Page 24	Business requirement and process study	Will existing "As-Is" process documentation be shared by BSEDC for all departments?	As per RFP
32	8.2.3, Page 25	Integration with existing applications	Please list existing systems that require integration and whether APIs or documentation will be provided.	BIADA will help to access to the required APIs from external applications/agencies. However, any associated costs incurred will be borne by the bidder.
33	8.8, Page 37	Deliverables and milestones	Can we propose alternate milestone-based payment terms aligned to major deliverables?	Refer Corrigendum
34	Page 53, 10 Appendix I: Forms	Compliance Sheet for Technical Proposal - Point No 9 - Experience with Govt of Bihar in last 5 years.	<p>We are eager to participate in the Bihar project and are committed to offering our best solutions to the esteemed organization, Therefore, we sincerely request you to reconsider and remove the specific requirement for experience within the Bihar state.</p> <p>This amendment will allow us and other capable organizations to participate and contribute effectively to this prestigious project, bringing in fresh expertise and innovation to the state.</p>	<p>This para (page 53; Point No 9 - Experience with Govt of Bihar in last 5 years.) is deleted. Refer Corrigendum</p>
35	2. Fact Sheet Pre-Bid Meeting	<p>A pre-bid meeting will be held on the date mentioned.</p> <p>The name, address, and telephone numbers of the nodal officer is: Executive Director-Operations, BIADA, Udyog Bhawan, East Gandhi Maidan, Patna 800004</p>	We kindly request you to PLEASE organize an online pre-bid meeting also to facilitate greater participation and ensure a clearer understanding of the project scope.	Accepted.

36	Definition of terms 5 Deliverables Page No. 6	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP Implementation and the Maintenance phases and include all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, etc.), inter-alia payment and/or process related etc., source code and all its modifications;	As per our understanding Bidder may use an established, patented and copyright product for the purpose of delivering solution under this opportunity and IPR of already owned copyright products as Commercially Off The shelf (COTS) product will remain with the owners of COTS product. However Source code of only customized portion will be provided by the supplier to BIADA. Please confirm our understanding and acceptance of the same.	As per RFP
37	7.1.7 Performance Bank Guarantee (PBG): Page No. 20	Successful bidder must submit PBG within 15 days of the issue of LoI by BIADA @ 10% of the total project value.	This project requires a considerable investment from the Implementing Agency (IA) during the implementation phase. Therefore, we respectfully request your office to consider reducing the Performance Security to 5% of the Contract Value (excluding GST).	Refer Corrigendum

38	7.2.1 Pre-qualification (PQ) criteria Page No. 21	Consortium/Joint-Venture in any form will not be allowed.	<p>This is a complex project wherein the expertise & experience in both software as well as operations support are required.</p> <p>We kindly seek clarification on the authority would consider allowing consortium or joint venture (JV) (Lead Bidder +1) participation in this tender.</p> <p>Allowing consortium bidding may bring together complementary strengths of 2 firms, enhance resource mobilization, and improve technical and financial capabilities, ultimately contributing to successful project delivery.</p> <p>We request you to kindly consider our request for clarifications and amend the clause as: The bidders (Sole or all members of consortium) 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.</p> <p>Consortium/Joint-Venture (Lead Member + 1) in any form are allowed.</p>	As per RFP
39	7.2.1 Pre-qualification (PQ) criteria Page No. 21	The agency should have experience of development and Implementation of at least 02 ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 3 Crores.	As per our understanding, an ERP project refers to an e-Governance initiative wherein Commercial Off-The-Shelf (COTS) products are customized and implemented for any Central/State Government, PSU, Co-operative, or Autonomous Body. We kindly request you to confirm if this understanding is correct	In experience, Bespoke ERP or COTS-based ERP systems will be considered.

40	7.2.1 Pre-qualification (PQ) criteria Page No. 21	The agency should have experience of successfully handing government/Co-operative/PSU domain.	As per our understanding, experience in successfully handling projects in the Government/Co-operative/PSU domain refers to e-Governance software implementation experience for Government, Co-operative, or PSU organizations. We kindly request you to confirm if this interpretation is correct.	As per RFP
41	7.2.8 Minimum Qualifications for the Manpower Page No. 27	Project Manager Minimum Education: MCA/ MBA or B.Tech / B.E. from a reputed institute	We request you consider Minimum Education like MCA/ MBA / MSC or B.Tech / B.E./BSC from a reputed institute	As per RFP
42	7.2.8 Minimum Qualifications for the Manpower Page No. 27	Development Lead-Finance & Accounts Minimum Education: Full Time B.Tech/B.E/MCA	We request you consider Minimum Education like Full Time B.Tech/B.E/MCA/MSC/BSC from a reputed institute	As per RFP
43	7.2.8 Minimum Qualifications for the Manpower Page No. 27	Development Lead-HR Management Minimum Education: Full Time B.Tech/B.E/MCA	We request you consider Minimum Education like Full Time B.Tech/B.E/MCA/MSC/BSC from a reputed institute	As per RFP
44	7.2.8 Minimum Qualifications for the Manpower Page No. 27	Development Lead-Project Management Minimum Education: Full Time B.Tech/B.E/MCA	We request you consider Minimum Education like Full Time B.Tech/B.E/MCA/MSC/BSC from a reputed institute	As per RFP
45	9.8 Adherence to Open-Source Technology Page No. 52	The solution must be designed following open-source technology standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.	We kindly request you to amend the clause to specify the use of open standards that are widely available and broadly accepted	As per RFP

46	10.1 Form 1: Compliance Sheet for Technical Proposal Page No. 53	Experience with Govt of Bihar in last 5 years.	As per our understanding, it is not mandatory for bidders to have prior experience with the Government of Bihar within the last five years in order to participate in this tender. We believe such a requirement may limit the participation of otherwise qualified bidders. We kindly request you to confirm if our understanding is correct.	This para (page 53; Point No 9 - Experience with Govt of Bihar in last 5 years.) is deleted. Refer Corrigendum
47	10.11 Form 11: Illustrative Manufacturers'/Producers' Authorization Form Page No. 64	This form has to be provided by the OEMs of the products proposed	As per our understanding, if the OEM of the COTS product is participating in the tender, they are permitted to submit a self-declaration. Kindly confirm if this is correct."	In case the bidder is not the OEM, submission of the Manufacturer's Authorization Form (MAF) is mandatory. If the bidder is the OEM, a self-declaration shall be accepted.
48	11.1 Form 1: Covering Letter Page No. 65	We hereby confirm that our prices include all taxes except GST.	There appears to be a contradiction in the statements provided. Kindly confirm whether the price should be quoted including GST or excluding GST.	The price quoted should be inclusive of all applicable taxes.
49	11.2 Form 2: Financial Proposal Page No. 69	The price quoted should be inclusive of all applicable taxes.		
50	Section 8.2.3 Page No 29	Supply, Installation, Configuration & Customization of Integrated ERP Solution	Can the SI propose an Open Source Community Edition (CE) of a globally accepted and reputed ERP, or Enterprise version required?	In the case of COTS-based ERP solutions, Enterprise-level licenses will be accepted, as per the RFP (Pages 68–69, Software Licenses).
51	Section 8.2.3 Page No 29	Supply, Installation, Configuration & Customization of Integrated ERP Solution	Can the SI propose an Open Source Community Edition of the Database, or an Enterprise version is required?	Enterprise-level licenses for database ; As per RFP (Page 68-69, Software Licences)

52	Section 8.2.3 Page No 33	Project Management Module	Can the SI propose a separate Project Management product integrated with the ERP product, or this module necessarily have to be an integral module of the ERP itself?	As per RFP
53	Section 8.2.3 Page No 34	Court Case management Module	Does this module need to be developed or only integration is required with MyKase.in	As per RFP (Page 34 & 88 ; Court Case Management)
54	Section 8.2.3 Page No 35	Document Management System	Can an Open Source Community Edition of a DMS meeting the specification be proposed?	As per RFP (Page 68-69, Software Licences)
55	Section 8.2.3 Page No 37	Website Builder	Is this required for building the additional sites/sub portals mentioned in point 10?	If necessary, a standalone website may be developed, but its data and functionalities must be seamlessly integrated with the ERP system.
56	Section 8.2.3 Page No 37	The modules, as mentioned above, are indicative not exhaustive. The System Integrator shall have to include modules based on the requirements of BIADA Corporation during AS IS analysis if required with no additional cost	Please indicate how much additional scope (modules) may increase in %age from the listed scope as this statement removes any scope boundaries or limits?	As per RFP
57	Section 8.2.3 Page No 38	It is expected that the development shall happen offshore and the bidder shall provide the offshore development environment and network connectivity for the same. However, BIADA would provide only seating space and power connectivity for the team deputed by the System Integrator at its office in Patna for the period of development and maintenance of the system.	1. Does offshore development mean that the development team will be offshore and not onsite? 2. What team needs to be deputed onsite during development & maintenance phases? 3. Will the internet connectivity for the onsite team be provided by the department?	As per RFP (Page 25 ; para 7.2.4) 3. The existing internet facility at the office shall be made available. In case it does not meet the bidder's operational needs, they may arrange for their own connectivity.

58	Section 8.2.6 Page No 40	Data that needs to be digitized and migrated is in electronic format.	1. Is Data Entry and/or Scanning required for Data digitization or all data is available in MySQL and Oracle databases? 2. Is there any existing DMS from which data needs to be migrated? If yes then which DMS and is API and other facilitation available for this migration?	Refer Corrigendum
59	Section 8.3 Page No 41	Training & Capacity Building	It is understood that the training premises, equipment etc will be provided by the department. Is our understanding correct?	BIADA will provide the training venue; however, all other necessary arrangements, including logistics and equipment, shall be the responsibility of the bidder.
60	Section 8.4.6 Page No 45	Call Logging System	Can we implement an Open Source Call logging System?	As per RFP
61	Section 9.2 Page 48	Network Security	It is understood that the Network Security Controls are to be managed by the SDC and not the bidder and this is not in scope of the bidder. Is our understanding correct?	As per RFP (page 46, para 8.6)
62	Section 9.2 Page 48	Security	Security Solutions like Endpoint security, Antivirus and other devices/solutions will be provisioned by SDC/department	As per RFP
63	8. TERMS OF REFERENCE (TOR)	28 Linkage with existing applications including digital signature integration. (digital signature will be provided by user)	Pls confirm whether department is looking for both Esign and dongle based digital signing which will support users to digitally sign the documents in web as well as mobile application.	As per RFP
64	8.2.3 Supply, Installation, Configuration & Customization of Integrated ERP Solution	36 Digital Signatures • Sign documents digitally within ERP • Send and request signatures • Legally compliant e-signatures	Pls confirm type of data/documents to be signed by the digital signature software i.e pdf, xml, json etc.	As per RFP
65	8. Technical Features	103 The workflow should allow multi-step approval routing. Non repudiation of workflow is to be ensured using digital signature certificates	Please clarify the total no of signing users, Also pls confirm whether department wants to verify the DSC users i.e CRL, Trust chain, Expiry etc. This will ensure the data integrity and authenticity of users.	As per RFP

66	9. Compliance with e-Gov standards	48 The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication	Pls help to understand whether department wants to enable 2FA with PKI digital signature and biometric to access the application	As per RFP
67		Integration point of view	What type of integration is currently being implemented with existing system?(Like Webservice ,DB,Batch)	As per RFP
68		Data Migration Prospective	What's the existing DB size and how much data to be migrated as per entity wise ?	Refer Corrigendum
69		Help Desk prospective	Do you have any existing system for support prospective or do we need to provide or consider in the implementation part	Bidder have to implement Heldesk System.
70	Section 14 Appendix V: Functional Requirements 4.) FR 05 Pg 85 of 108	Provide integration with HRIS systems for seamless data exchange.	If integration with an external HRIS system is required, kindly specify the name of the HRIS platform and the purpose of integration.	BIADA currently does not have an HRIS (Human Resource Information System).
71	Section 14 Appendix V: Functional Requirements 4.) FR 11 Pg 85 of 108	Implement version control and audit trails for data integrity and accountability.		As per RFP
72	7.2.2 Technical Qualification Criteria (1C)	The agency should have been in the IT/Software Development/Website development projects for at least 05 Years. (i) More than 5 years: 5 marks (ii) More than 8 years: 10 Marks	For an IT organization that has been in growth phase in public sector and government IT related works, having marking criteria based on YoE will deplete the level of competition that we are giving. We request to amend this criteria marking for more than 5 years: 10 marks.	As per RFP

73	8.2.3 Supply, Installation, Configuration & Customization of Integrated ERP Solution Page No. 38	<p>11. Integrations of modules</p> <ul style="list-style-type: none"> • Integration with existing Tally (Accounting Software) • Integration with Case Management System- MyKase.in • Integration with SIPB Portal • Integration with CFMS, Department of Finance, Govt. of Bihar. • Integration with eproc 2.0 • Integration and capable system with Call Centre CRM • Development and Integration with proposed BIADA-GIS Mapping System 	Kindly provide the API documentation, integration protocols, and data exchange formats for the systems listed for integration (e.g., Tally, MyKase, SIPB Portal, CFMS, etc.). Additionally, please confirm whether test/staging environments will be made available for integration and testing purposes during the implementation phase.	BIADA will help to access to the required APIs from external applications/agencies. However, any associated costs incurred will be borne by the bidder.
74	8.2.3 Supply, Installation, Configuration & Customization of Integrated ERP Solution Page No. 39	All such identified changes shall also form part of the desired functionalities and shall be included in the scope of work without any additional financial implications during the implementation period.	Kindly clarify the boundary between standard ERP functions and expected customization. Will a Change Control process be followed for major customizations?	As per RFP
75	8.2.5 Quality Review and Security Audit Page No. 40	The Security audit of the entire application shall also get conducted through STQC to ensure that it meets all the guidelines of GoB and CVC.	Who will bear the cost of STQC and CERT-In audits? Will BIADA facilitate empaneled audit agencies or should the bidder onboard them?	The bidder shall bear all costs associated with STQC, CERT-In, or any other mandatory audits. If necessary, BIADA will recommend an empanelled agency to carry out the audit.
76	8.2.6 Data Digitization and Migration Page No. 41	The System Integrator shall perform the data digitization and migration from manual and/or the existing legacy systems	Kindly specify the structure of data and the size of data to be migrated.	Refer Corrigendum
77	8.2.6 Data Digitization and Migration Page No. 41	language, font and data size that needs to be digitize and migrate will be finalized at the time of requirement gathering with successful bidder.	Please provided the estimated volume and formats of legacy documents to be digitized during implementation.	Refer Corrigendum

78	Imparting regular refresher trainings Page No. 43	The System Integrator shall also be responsible for retraining the above staff whenever changes are made in the application and/or personnel	Kindly clarify the number of trainees, training locations, and preferred mode (classroom/ virtual). We understand that BIADA will provide the infrastructure for training (labs, systems). Please confirm.	As per RFP (Page 41, para 8.3) BIADA will provide the training venue; however, all other necessary arrangements, including logistics and equipment, shall be the responsibility of the bidder.
79	8.4.6 Helpdesk Support Page No. 45	The BIADA will provide a sitting space for the helpdesk support center.	Please share the expected working hours, languages supported, and ticketing tool (if any) to be used for Helpdesk.	Working hour: As per BIADA business hours ; Language : English & Hindi; Ticketing tool : As per RFP
80	8.4.6 Helpdesk Support Page No. 45	The support staff will be contactable via phone and mail to provide assistance to the users and address their queries and concerns.	We understood that the department will provide the tollfree number and PRI connection. Also all the recurring cost will be provided by the client. Please clarify.	BIADA will provide telephone/mobile numbers.
81	14. Appendix V: Functional Requirements 7. Mobile Application Page No. 90	Mobile application needs to be developed for usage by BIADA officials and Investors	Is the mobile application expected to be native or hybrid? Which features are mandatory for Phase 1 Go-Live?	Hybrid mobile application
82		Generic	Request you to please clarify the provision for Change Request Management	As per RFP (Page 83-84, Para: Change management)

83	7.2.2 Technical Qualification Criteria Point 1D Page no. 22	<p>The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects.</p> <p>The work order should have been issued within last 10 years, as on the last date of submission</p> <p>(i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks</p>	<p>The bidder should have experience of customization/upgradation/Maintenance and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects.</p> <p>The work order should have been issued within last 10 years, as on issue date of the tender.</p> <p>(i) 1 projects: 5 Marks (ii) 2 projects: 10 Marks (iii) >=3 projects: 15 Marks</p>	Refer Corrigendum
84	7.1.7 Performance Bank Guarantee (PBG): page no. 20	Successful bidder must submit PBG within 15 days of the issue of Lol by BIADA @ 10% of the total project value. The PBG must be valid for another six months from the project end date.	As many department is asking the PBG of 3 % so we request to reduce the PBG amount from 10% to 3%.	Refer Corrigendum
85	11.2 Form 2: Financial Proposal (A) Design & Development of ERP Application Page no.: 68	General	We have observed a discrepancy between the number of licenses mentioned in the BOQ and those specified in the Scope of Work. Kindly clarify the exact number of licenses required to ensure accurate bid preparation.	Refer Corrigendum
86	8.2.3 Supply, Installation, Configuration & Customization of Integrated ERP Solution Page No. 38	<p>11. Integrations of modules</p> <ul style="list-style-type: none"> • Integration with existing Tally (Accounting Software) • Integration with Case Management System- MyKase.in • Integration with SIPB Portal • Integration with CFMS, Department of Finance, Govt. of Bihar. • Integration with eproc 2.0 • Integration and capable system with Call Centre 	Kindly provide the API documentation, integration protocols, and data exchange formats for the systems listed for integration (e.g., Tally, MyKase, SIPB Portal, CFMS, etc.). Additionally, please confirm whether test/staging environments will be made available for integration and testing purposes during the implementation phase.	BIADA will help to get the access to the required APIs from external applications/agencies. However, any associated costs incurred will be borne by the bidder.

		CRM • Development and Integration with proposed BIADA-GIS Mapping System		
87	8.2.3 Supply, Installation, Configuration & Customization of Integrated ERP Solution Page No. 39	All such identified changes shall also form part of the desired functionalities and shall be included in the scope of work without any additional financial implications during the implementation period.	Kindly clarify the boundary between standard ERP functions and expected customization. Will a Change Control process be followed for major customizations?	As per RFP
88	8.2.5 Quality Review and Security Audit Page No. 40	The Security audit of the entire application shall also get conducted through STQC to ensure that it meets all the guidelines of GoB and CVC.	Who will bear the cost of STQC and CERT-In audits? Will BIADA facilitate empaneled audit agencies or should the bidder onboard them?	The bidder shall bear all costs associated with STQC, CERT-In, or any other mandatory audits. If necessary, BIADA will recommend an empanelled agency to carry out the audit.
89	8.2.6 Data Digitization and Migration Page No. 41	The System Integrator shall perform the data digitization and migration from manual and/or the existing legacy systems	Kindly specify the structure of data and the size of data to be migrated.	As per RFP
90	8.2.6 Data Digitization and Migration Page No. 41	language, font and data size that needs to be digitize and migrate will be finalized at the time of requirement gathering with successful bidder.	Please provided the estimated volume and formats of legacy documents to be digitized during implementation.	As per RFP
91	Imparting regular refresher trainings Page No. 43	The System Integrator shall also be responsible for retraining the above staff whenever changes are made in the application and/or personnel	Kindly clarify the number of trainees, training locations, and preferred mode (classroom/ virtual). We understand that BIADA will provide the infrastructure for training (labs, systems). Please confirm.	As per RFP (Page 41, para 8.3) BIADA will provide the training venue; however, all other necessary arrangements, including logistics and equipment, shall be the responsibility of the bidder.

92	8.4.6 Helpdesk Support Page No. 45	The BIADA will provide a sitting space for the helpdesk support center.	Please share the expected working hours, languages supported, and ticketing tool (if any) to be used for Helpdesk.	Working hour: As per BIADA business hours ; Language : English & Hindi; Ticketing tool : As per RFP
93	8.4.6 Helpdesk Support Page No. 45	The support staff will be contactable via phone and mail to provide assistance to the users and address their queries and concerns.	We understood that the department will provide the tollfree number and PRI connection. Also all the recurring cost will be provided by the client. Please clarify.	BIADA will provide telephone/mobile numbers.
94	14. Appendix V: Functional Requirements 7. Mobile Application Page No. 90	Mobile application needs to be developed for usage by BIADA officials and Investors	Is the mobile application expected to be native or hybrid? Which features are mandatory for Phase 1 Go-Live?	Hybrid mobile application
95		Generic	Request you to please clarify the provision for Change Request Management	Change request may be new module addition, UI changes, work flow changes, modification, etc As per RFP (Page 83-84, Para: Change management)
96	7.2.4 Manpower Requirement for the Project Implementation Page No. 25	All resources mentioned above should be deployed at the client location during entire development and deployment phase. The SI may deploy any additional resources, if required. Other resources may work remotely in adequate numbers to ensure service levels.	Please confirm whether necessary infrastructure (workstations, internet, seating, etc.) will be provided at the client site for all on-site resources, including any additional ones that may be deployed by the SI. Further please clarify whether the cost of any additional deployment will be charged by SI or not.	As stated in the RFP (Page 38), BIADA shall provide seating arrangements and power connectivity for the System Integrator's deputed team at its office premises. All other deployment-related expenses shall be the responsibility of the bidder.

97	7.2.5 Initial Composition; Full Time Obligation; Continuity of Personnel Page No. 26	<p>Initial Composition; Full Time Obligation; Continuity of Personnel</p> <ul style="list-style-type: none"> • The SI shall ensure that each member of the Key Personnel devotes substantial working time to perform the services to which that person has been assigned as per the proposal. • The SI shall use commercially reasonable efforts to ensure it retains the services of its Key Personnel, including provisioning of competitive compensation, benefits, and other conditions to its Key Personnel to incentivize them to remain in the employment. • The SI shall not make any changes to their proposed composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from the Purchaser that would have the same effect): <ul style="list-style-type: none"> a. unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or b. without Purchaser's prior written consent. 	<p>We understand that for any reason other than resignation, termination for cause , death, disability, retirement or sabbatical the SI needs to take prior written consent of the purchaser. Please clarify</p>	As per RFP
----	---	---	--	------------

98	7.2.6 Replacement Page No. 26	<p>The Phase 1 of the project is strictly time-bound and hence during the period</p> <p>i. In case the resource has resigned then the Bidder must inform within one week of such resignation.</p> <p>ii. The SI shall promptly initiate a search for a replacement and use commercially reasonable efforts (including the expenditure of reasonable sums, such as engaging services of a recruiting firm) to ensure that the role of any member of the Key Personnel is not vacant which could breach the development and deployment timeline of 25 weeks.</p> <p>iii. On the new assignment and any replacement of the Key Personnel to the provision of the Services, the SI shall provide the Purchaser with a resume / curriculum vitae and any other information about the candidate that is reasonably requested by the Purchaser.</p>	<p>We request to kindly clarify whether, in the event of resignation or unforeseen unavailability of any Key Personnel during the project period, the SI shall be allowed a reasonable grace period to identify and deploy a suitable replacement without being considered in breach of the contract or liable for any penalty, provided that the SI is making bona fide and commercially reasonable efforts to fill the position. We also request to specify the maximum time frame within which the proposed replacement's profile will be evaluated and approved/rejected, and suggest a maximum time limit for such approval to avoid disruption in project timelines. Further, we request that the term “commercially reasonable efforts” be defined to exclude any mandatory obligation to engage third-party recruitment agencies unless mutually agreed, and that such attrition events, if beyond the control of the SI, may be treated under force majeure subject to appropriate justification and mitigation efforts.</p>	As per RFP
99	2 Interpretation & General Instructions Page 76	<p>Following tables outlines the key service level requirements for the system, which needs to be ensured by the System Integrator during the operations and maintenance period. These requirements shall be strictly imposed and either BIADA or a third party audit/certification agency shall be deployed for certifying the performance of the System Integrator against the target performance metrics as outlined in the tables below.</p>	<p>Kindly requesting you to confirm on who will bear the cost of the third-party certification agency. Kindly further confirm that non-compliance due to external dependencies or force majeure events will not be considered as SLA violation during certification</p>	Any additional cost incurred for third-party certification agencies shall be borne by the bidder.
100	General Query		<p>Looking at the scope of work we would like to suggest to adapt cots based solution (exmpl- SAP/Oracle) instead of open source solutions. As these cots based solutions are proven/ error free model and</p>	ERP solutions may be proposed as either Commercial Off-The-Shelf (COTS) or Bespoke (Custom-Built), subject to

			lakhs of customers/ Govt. departments are using such solution	meeting functional and technical requirements.
101	Scope of work Ref no-8.2.6 and 8.2.7, Page no-40	Data Digitization and Migration & Linkage with existing applications	We request to know the format of existing data we can expect such as hard copy + soft copy (pdf / xls / csv/ xlsx/ .txt) or database format	Mix of all these. Refer Corrigendum
102	Scope of work Ref no-11- , Page no-37	Integrations of modules	Kindly provide the details of existing system using by BIADA. For 3rd party integration, we assume that APIs will be provided by client. Any delay in getting APIs will have an impact on the project timelines.	BIADA will help to access to the required APIs from external applications/agencies. However, any associated costs incurred will be borne by the bidder.
103	Compliance with e-Gov standards, Ref no-9.8, , Page no-52	Adherence to Open-Source Technology	.We request to know if the client has any preferable opensource technology.	As per RFP
104	General Query		We request to know the server specifications, whether on cloud or in SDC, etc.	As per RFP (Page 46; Data Centre hosting)
105	General Query		We request to know who would be the end users and what may be the total number as well as number during peak time.	Refer Corrigendum
106	Section 8.2.3, Page 29	Integration with biometric and RFID attendance systems	Please specify the make and model of the existing biometric and RFID systems (if any) available for integration.	The details of existing Biometrics will be provided at the time of requirement gathering phase.
107	Section 8.2.3, Page 30	Integration with payroll and accounting module	Kindly clarify if the payroll and accounting system is to be developed from scratch or if there is any existing software to be integrated.	BIADA does not have any account software
108	Section 7.2.2, Page 23	Team composition – CVs of proposed professionals	Please confirm if deputing resources on an "as and when required" basis during the O&M phase is acceptable, considering the 5-year duration.	As per RFP

109	Section 7.2.2, Page 23	Mobile App requirement in Technical Evaluation	Please clarify the technology stack expected for the mobile application (native/hybrid/web-based).	Hybrid mobile app.
110	Section 8.4.6, Page 44	Helpdesk Support	Please specify the working hours and expected language support for the helpdesk.	Working hour: As per BIADA business hours ; Language : English & Hindi;
111	Section 7.1.7, Page 20	PBG validity	PBG needs to be valid for the contract period + 6 months. Please confirm if it can be renewed annually to avoid financial burden	As per RFP
112	Section 8.6, Page 46	Data Centre Hosting	Please confirm if the data center will be provided by BIADA or if the bidder is expected to host it on a commercial cloud/data center.	As per RFP (Page 46; Data Centre hosting)
113	Section 7.2.1, Pre-qualification (PQ) criteria1,Page No 21	Consortium/Joint-Venture in any form will not be allowed.	Kindly please allow at least 1 consortium between the two and both parties should be in IT/ICT business with ERP experience parties. The formation of such entities allows the pooling of resources and expertise from different companies to meet the project's demands and execute it successfully.	As per RFP
114	Section 7.2.1,	Average annual turnover of at least Rs. 40 Crore (Rupees forty Crore Only) from IT/ITeS/ Application Development and	Kindly please allow average annual turnover of at least Rs. 8 Crore (Rupees forty Crore Only) from IT/ITeS/ Application Development and	As per RFP
	Pre-qualification (PQ) criteria4,Page No 21	Implementation Work in the last three (3) Financial years (FY 2021-22, FY 2022-23 and FY 2023-24)	Implementation Work in the last three (3) Financial years (FY 2021-22, FY 2022-23 and FY 2023-24)	As per RFP
115	Section 7.2.1, Pre-qualification (PQ) criteria5,Page No 21	The agency should have experience of development and Implementation of at least 02 ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 3 Crores.	Kindly please allow the agency should have experience of development and Implementation of at least 01 ERP related project of project values not less than 6 Crores or 02 ERP related project of project values not less than 3 Crores in Central/State government /PSU/Co-operative /Autonomous body.	As per RFP
116	Section 7.2.1, Pre-qualification (PQ) criteria9,Page No 22	The bidder should have a valid CMMI Level 3 certificate or above	Kindly allow the bidder should have a valid ISO 9001 & 27001 or CMMI Level 3 and above	As per RFP

	Section 7.2.2, Technical Qualification Criteria: Organisation Capacity 1A, Page No 23	Average turnover from IT/ITeS/ Application Development and Implementation Work in last 3 years (Turnover in INR Crores) (i) 40- 50 Crores: 6 marks (ii) >50 and <=60 Crores: 8 marks (iii) >60 Crores: 10 marks Implementation Work in last 3 years (Turnover in INR Crores) (i) 40- 50 Crores: 6 marks (ii) >50 and <=60 Crores: 8 marks (iii) >60 Crores: 10 marks	(i) 08- 12 Crores: 6 marks (ii) >12 and <=18 Crores: 8 marks (iii) >18 Crores: 10 marks	As per RFP
117	Section 7.2.2, Technical Qualification Criteria: Organisation Capacity 1B, Page No 23	The agency should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 100 employees. (i) 100-200 resources: 6 marks (ii) 201-300 resources: 8 marks (iii) More than 300 resources: 10 marks	(i) 100-125 resources: 6 marks (ii) 126-150 resources: 8 marks (iii) More than 150 resources: 10 marks	Refer Corrigendum
118	Section 7.2.2, Technical Qualification Criteria: Organisation Capacity 1D, Page No 23	The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or on-going projects. The work order should have been issued within last 10 years, as on the last date of submission (i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks	The agency should have experience of development and implementation of Software Platform or ERP related project of project values not less than 5 Crores that have either completed or on- going projects. The work order should have been issued within last 10 years, as on the last date of submission	Refer Corrigendum

119	7.2.2 Technical Qualification Criteria Point 1D Page no. 22	<p>The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects.</p> <p>The work order should have been issued within last 10 years, as on the last date of submission</p> <p>(i) 2 projects: 5 Marks (ii) 3 projects: 10 Marks (iii) >=4 projects: 15 Marks</p>	<p>The bidder should have experience of customization/upgradation/Maintenance and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects.</p> <p>The work order should have been issued within last 10 years, as on issue date of the tender.</p> <p>(i) 1 projects: 5 Marks (ii) 2 projects: 10 Marks (iii) >=3 projects: 15 Marks</p>	Refer Corrigendum
120	7.1.7 Performance Bank Guarantee (PBG): page no. 20	Successful bidder must submit PBG within 15 days of the issue of LoI by BIADA @ 10% of the total project value. The PBG must be valid for another six months from the project end date.	As many department is asking the PBG of 3 % so we request to reduce the PBG amount from 10% to 3%.	Refer Corrigendum
121	11.2 Form 2: Financial Proposal (A) Design & Development of ERP Application Page no.: 68	General	We have observed a discrepancy between the number of licenses mentioned in the BOQ and those specified in the Scope of Work. Kindly clarify the exact number of licenses required to ensure accurate bid preparation.	Refer Corrigendum
122	14. Appendix V: Functional Requirements Page no. 89	6. Document Management Solution	This is very generic specifications of DMS. DMS is not merely a module but its always a complete application suit within ERP. We are requesting you to kindly elaborate FRS of DMS.	As per RFP
123	15. Appendix VI: Non-Functional Requirements Page 103	16. Work Flow	This is very generic specifications of Work Flow. Work Flow is an important functionalities. Success of any ERP depends on Work Flow Management System.	As per RFP

124	Important Suggestion	Central/State Government Department, PSU, Bank across India has a very common requirement for Records Management, Processes and Functional Requirements for Software Managing Records as per Ministry of Electronics and Information Technology, Govt	<p>We are requesting to ask following valid certifications for DMS, these certifications are available with hundred of OEM in India and across the Globe.</p> <p>1. ISO 15489-1:2016 Information and documentation — Records management 2. ISO 16175-1:2020 Information and documentation — Processes and Functional Requirements for Software Managing Records</p>	As per RFP
125	15. Appendix VI: Non-Functional Requirements Page 104	17. Web Portal	<p>This is very generic specifications of Web Portal. As per latest trends and tenders published by Central/State Government Department, PSU, Bank across India demand Digital Experience Platform to be viable for all current use cases and use cases for future. We are requesting to elaborate the requirement. Because after the tender, in general those are not mentioning the requirement in tender starts demanding to fulfill the requirement as per current trends.</p>	As per RFP
126	Section - 7.2.1 Page No – 21 Sl. No. 5 in the Table	The agency should have experience of development and Implementation of at least 02 ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 3 Crores.	<p>Request you to kindly modify the clause as below:</p> <p>The agency should have experience of development and Implementation of at least 01 ERP related project in Central/State government /PSU/Co-operative /Autonomous body of project values not less than 3 Crores.</p> <p>Note: If the project has been executed as a consortium, then the application development part has to be done by the bidder. Consortium/teaming agreement among the parties detailing the</p>	As per RFP

			distribution of roles and responsibilities has to be submitted.	
127	Section - 7.2.2 Page No – 23 Sl. No. 1C in the Table	Basis for Evaluation 1). More than 5 years: 5 marks 2). More than 8 years: 10 Marks	Request you to kindly modify the Basis for Evaluation as below: 1). More than 5 years: 5 marks 2). More than 7 years: 10 Marks	As per RFP
128	Section - 7.2.2 Page No – 23 Sl. No. 1C in the Table	Supporting Documents Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion/Go-Live Certificate (for ongoing projects) from the client	Request you to kindly modify the clause as below: Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion/Go-Live Certificate (for ongoing projects) from the client OR Copies of balance sheets and profit & loss statements	As per RFP
129	Section - 7.2.2 Page No – 23 Sl. No. 1D in the Table	The agency should have experience of development and implementation of ERP related project of project values not less than 3 Crores that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission	Request you to kindly modify the clause as below: The agency should have experience of development and implementation of IT/IT infrastructure projects of project values not less than 3 Crores (out of which one project should be related to ERP) that have either completed or ongoing projects. The work order should have been issued within last 10 years, as on the last date of submission	Refer Corrigendum

130	7.2.1 Pre-qualification (PQ) criteria, Page no 21	Average annual turnover of at least Rs. 40 Crore (Rupees forty Crore Only) from IT/ITeS/Application Development and Implementation Work in the last three (3) Financial years (FY 2021-22, FY 2022-23 and FY 2023-24)	Requesting to amend this clause Average annual turnover of at least Rs. 30 Crore (Rupees Thirty Crore Only) from IT/ITeS/Application Development and Implementation Work in the last three (3) Financial years (FY 2021-22, FY 2022-23 and FY 2023-24)	As per RFP
131	7.2.2 Technical Qualification Criteria Page No 23	Average turnover from IT/ITeS/ Application Development and Implementation Work in last 3 years (Turnover in INR Crores) (i) 40- 50 Crores: 6 marks (ii) >50 and <=60 Crores: 8 marks (iii) >60 Crores: 10 marks	Requesting to amend this clause : (i) 30- 35 Crores: 6 marks (ii) >35- 40 Crores: 8 marks (iii) >40 Crores: 10 marks	As per RFP
132	2. Fact Sheet , Page No 8	Last date for Bid Submission (Online) 10/07/2025 5:00 PM	Kindly extend the due date submission for at least 10 days	Refer Corrigendum
133	11. Integrations of modules, page no 37	Integrations of modules <ul style="list-style-type: none"> • Integration with existing Tally (Accounting Software) • Integration with Case Management System-MyKase.in • Integration with SIPB Portal • Integration with CFMS, Department of Finance, Govt. of Bihar. • Integration with eproc 2.0 • Integration and capable system with Call Centre CRM • Development and Integration with proposed BIADA-GIS Mapping System 	We like to raise that the integration with below modules are mentioned without details on scope for Integration . As an example it is being mentioned that integration is required with <ul style="list-style-type: none"> • existing Tally (Accounting Software) • Case Management System-MyKase.in • SIPB Portal • CFMS, Department of Finance, Govt. of Bihar. • eproc 2.0 • Call Centre CRM • BIADA-GIS Mapping System However the scope for integration is not mentioned . Request to mention the scope in details for above Systems so that we can do an estimation regarding same	BIADA will help to access to the required APIs from external applications/agencies. However, any associated costs incurred will be borne by the bidder.

134	8.2.6 Data Digitization and Migration, page no 40	Data Digitization and Migration	<p>We like raise that the instruction to perform the data digitization and migration from manual and/or the existing legacy systems (wherever required) to the Database implemented for proposed ERP is to be done by System Integrator.</p> <p>We need to know , if there is a manual System exists from which data is to be migrated ?</p> <p>What is the Size of the existing data to be migrated from various systems to address sizing required for new system to be proposed by System Integrator.</p>	Refer Corrigendum
135	Page no 47	Miscellaneous: 10	<p>Our question is what these users do and if their purpose is not known at the moment can we put these users under reserved categories to be used further and will be utilized after Go Live . However the Total ERP users are counted as 320.</p>	Refer Corrigendum
136	Section 7.2.1, PQ Criteria 1, Page 21	Consortium/Joint-Venture in any form will not be allowed.	<p>Kindly allow at least one consortium consisting of two parties, both engaged in the IT/ICT business with ERP experience. Such a formation enables pooling of resources and expertise to meet the project's requirements effectively.</p>	As per RFP
137	Section 7.2.1, PQ Criteria 4, Page 21	Average annual turnover of at least ₹40 Crore from IT/ITeS/Application Development and Implementation work in FY 2021-22, 2022-23, and 2023-24.	<p>Kindly revise the clause to allow an average annual turnover of at least ₹8 Crore from IT/ITeS/Application Development and Implementation work over the last three financial years.</p>	As per RFP
138	Section 7.2.1, PQ Criteria 5, Page 21	At least 2 ERP projects for Government/PSU/Co-operative/Autonomous bodies, each worth not less than ₹3 Crore.	<p>Kindly allow the requirement to be: At least one ERP project of value not less than ₹6 Crore, or two ERP projects of value not less than ₹3 Crore each for Government/PSU/Co-operative/Autonomous bodies.</p>	As per RFP
139	Section 7.2.1, PQ Criteria 9, Page 22	The bidder should have a valid CMMI Level 3 certificate or above.	<p>Kindly allow bidders having valid ISO 9001 & ISO 27001 certifications or CMMI Level 3 and above to participate.</p>	As per RFP

140	Section 7.2.2, Technical Criteria 1B, Page 23	Average turnover from IT/ITeS/Application Development and Implementation Work: (i) ₹40–50 Cr: 6 marks (ii) >₹50–60 Cr: 8 marks (iii) >₹60 Cr: 10 marks	Kindly revise as: (i) ₹8–12 Cr: 6 marks (ii) >₹12–18 Cr: 8 marks (iii) >₹18 Cr: 10 marks	As per RFP
141	Section 7.2.2, Technical Criteria 1B, Page 23	The agency should have at least 100 employees on payroll. (i) 100–200: 6 marks (ii) 201–300: 8 marks (iii) >300: 10 marks	Kindly revise as: (i) 100–125: 6 marks (ii) 126–150: 8 marks (iii) >150: 10 marks	Refer Corrigendum
142	Section 7.2.2, Technical Criteria 1D, Page 23	ERP project experience of value ≥ ₹3 Cr; work order issued in the last 10 years. (i) 2 projects: 5 marks (ii) 3 projects: 10 marks (iii) ≥4 projects: 15 marks	Kindly revise to: Experience of software platform or ERP project(s) with value ≥ ₹5 Cr (completed or ongoing), with work orders issued within the last 10 years.	Refer Corrigendum