

INDIAN RAILWAY FINANCE CORPORATION LIMITED

(A Government of India Enterprise)

Consultancy Services for ERP Implementation

Request for Proposal (RFP)

For

Appointment of Consultant

August 8th, 2017

Tender No.: IRFC/ERP/CONSULTANT/RFP/2017-18

Table of Contents

Section No.	Particulars	Page No.
1.	Introduction	3
2.	Brief on IRFC	4
3.	Need for ERP	5
4.	Pre Qualification Requirement	6
5.	Scope of Work	10
6.	Payment Terms	18
7.	Instruction to Bidders	19
8.	Timelines	28
9.	Terms & Conditions	29
10.	Forms	35

1. Introduction

Indian Railway Finance Corporation Limited (“IRFC” or “Company” or “Purchaser”) is a wholly owned company under the administrative control of Ministry of Railways, Government of India. IRFC is also registered as a Non Banking Financial Company (NBFC) with Reserve Bank of India and acts as a dedicated borrowing arm of Ministry of Railways.

IRFC endeavors to streamline/automate its various business processes and proposes to implement **Standard ERP solution**. Herein IRFC invites bids of reputed and eligible ‘**Experienced Consultancy Firms**’ (“**Consultancy Firm**”) offering services as detailed in the Scope of Work (section 5 of this Request For Proposal (RFP)).

Any clarifications / queries from the bidders shall be given in the specified format (Form-8) to IRFC on or before August 18, 2017 by 1500 hrs. Any corrigendum / notification issued by IRFC, subsequent to invitation of RFP, shall only be available at <http://www.irfc.nic.in>.

The Consultancy Firms are expected to do a comprehensive study and survey of IRFC’s system and processes to understand its requirements before submitting the response. Interested Consultancy Firms may visit IRFC office after taking prior appointment, at their own cost, to have a firsthand knowledge on the activities of the organization, available infrastructure, work culture and IT systems, prior to submission of the response/bid. Interested Consultancy Firms will not be given any additional time for undertaking such visits.

Responses received will be evaluated and suitable Consultancy Firm shall be awarded the work order (hereinafter referred to as “Assignment” or “Contract”).

The background, objectives and Scope of Work (SoW) to be accomplished by the Consultancy Firm who shall be the agency are provided in the subsequent sections of this RFP. Consultancy Firms who shall be the consultant for the Assignment may take note of the following:

- i. To be considered for Assignment, the consultant should submit their bids in accordance with the requirements contained in the Appendix –I & Appendix - II.
- ii. IRFC reserves the right to update, amend and supplement the information in this document including the qualification process before the last date and time up to the receipt of bids.
- iii. This document is non-transferable.
- iv. A copy of the tender document may be downloaded from <http://www.irfc.nic.in> and www.tenders.gov.in.
- v. IRFC reserves the right without assigning any reasons to abort the whole tender process.

2. Brief on IRFC

IRFC is a Schedule 'A' Public Sector Enterprise under the administrative control of the Ministry of Railways. IRFC was incorporated on December 12th 1986 and is the dedicated market borrowing arm of the Ministry of Railways ("MoR") consistently meeting a quarter of MoR's planned funding needs.

IRFC is registered as NBFC – IFC with RBI and the primary objective of IRFC is to meet the predominant portion of 'Extra Budgetary Resources' (EBR) requirement of the Indian Railways through market borrowings at the most competitive rates and terms. The Company's principal business therefore is to borrow funds from the financial markets to finance the acquisition / creation of assets which are then leased out to the Indian Railways. IRFC has acquired high strategic importance for its critical role in capital formation in Railways.

Since its inception, IRFC has consistently earned profits and paid dividend adding upto Rs. 2409.14 crore till 31-03-2016. The networth, PAT and long term borrowings of IRFC as on March 31, 2016 stood at Rs 9,525 crore, Rs 848 Cr and Rs 75,892 cr respectively. The Company has been operating its business with employee strength of 22 as on July 14, 2017.

Company has future plans to diversify its activities through funding financially viable and remunerative railway projects and also plans to foray into advisory and debt syndication services in near future.

The listing of IRFC is also proposed for disinvestment of Government of India's shareholding and fresh issue of equity shares of IRFC through an "Initial Public Offer" (IPO) in the domestic market as per SEBI Rules and Regulations.

Considering the intricacies & volume of the existing business, proposed IPO and future business plan, the Company has decided to implement ERP for its business activities which shall strengthen its internal processes and assist in future growth of the Company.

3. Need for ERP

In order to meet the current challenges for sustaining competitiveness in the market, future growth potential as well as to move towards excellence in governance with less paperwork and enhanced efficiency of its people and processes, IRFC endeavors to undertake ERP implementation. Moreover the present intricacies and volume of existing business with proposed listing and future business plans makes the implementation of ERP essential for long term sustainability and growth of the Company. This exercise will also enable IRFC to streamline and standardize the processes across the organization and to adopt some of the global best practices being followed in similar organizations.

Some of the key benefits/objectives envisaged from implementing ERP system are as below:

- Single version of information to all the stakeholders from common database.
- Information available seamlessly and on-demand without manual intervention.
- Automate and Integrate IRFC activities and operational processes.
- Online reconciliations of various information (lease receivables, financials etc.)
- Real Time and end-to-end visibility of information on multiple dimensions (lease receivables from MoR, financials, interest payments on Borrowings, risk management etc.)
- Online Collaboration for borrowing activities from various sources.
- Management dashboards for monitoring and decision support systems.
- Consolidation of data from various departments and availability of standard MIS.
- Integration and sharing of data between business operations, external agencies by seamless user connectivity.
- Changeover from manual disparate systems to multi-functional ERP.
- Putting requisite checks and balances on business transactions within and outside system.
- Consolidation of financial statements Automate all HR and Payroll related activities on a centralized HR and Payroll database on a single application with a seamless integration.

A study of the organizational activities is required to be taken up by the Consultancy Firm so as to get an idea/understanding of the customization to be done and complexity involved in the ERP implementation. Also a study of existing IT systems in place is required to be undertaken by the Consultancy Firm to evolve an integrated solution. This study by the Consultancy Firm is also needed so that the required integration can be addressed suitably in the proposed ERP solution.

4. Pre Qualification Requirement

The Clause I (General) and Clause II (Organizational Parameters) are MANDATORY PRE-REQUISITE CONDITIONS and have to be met by Consultancy Firm to qualify. For all the other clauses, the Consultancy Firms/Bidders will be evaluated against the evaluation criteria.

I. General

- a) Consultancy Firms which are sister concern(s) of ERP product Original Equipment Manufacturer (OEMs) are not qualified to participate in this RFP. Both the Consultancy Firm and the individuals to be involved in the consultancy assignment cannot be associated or receive any monetary or other benefits from the recommended product OEM and implementation partner organizations.
- b) Consultancy Firm that will be the successful consultant post appointment as per this RFP shall not be eligible to participate in the ERP product and implementation tender.
- c) Consultancy Firms/Bidders are required to provide information to establish their status as a single entity and any consortium, Joint Venture, partnerships and sub-contracting applying for the RFP shall be disqualified from participation in the main consultancy tender/bidding.
- d) Consultancy Firms/Bidders are required to provide Relevant Information on their creditability to take up pure consultancy for ERP implementation projects excluding any ERP implementation.
'Relevant information' should include: Size and Scale of the Project, Size of the team that executed the project, Duration of the project, Brief Description of the overall project, What methodology/frameworks/tools were used to study the client organization and mapping of the processes, ERP application evaluation and selection methodology, and Client name if referenceable.
- e) Consultancy Firms/Bidders are also required to provide names, addresses, contacts and details of all the major clients within India and globally (including atleast 2 (two) Financial Institution client (NBFC) wherein ERP solution for scope of work (under Section 4, clause no. 3a) and business profile (under Section 4, clause no. 3b) successfully implemented.
- f) Consultancy Firms/Bidders shall also provide details of their assignments which shall highlight their experience in consulting and technology services for design, development,

software integration and successful implementation of custom ERP in the Government sector.

II. Organizational Parameters

- a) A National or International Consultancy Firm with staff strength of not less than 50 consultants across various domains with pan india presence.

III. Functional Core Competency

- a) Experience in number of projects completed as a measure of functional core competency in providing consultancy related to ERP projects towards:
 - I. Work flow process study
 - II. Work flow integration and consolidation to a global template
 - III. Preparation of vendor neutral RFP for ERP products and their Implementation
 - IV. Selection of ERP product suited for the business processes of an organization through proper Demo scenarios / Performance Tests / Proof of Concepts to verify vendor claims of ERP product capabilities, functionalities & processes with its efficiencies.
 - V. Selection of implementation partner for the ERP products and to verify the claimed implementation capabilities through Demo scenarios / Performance Tests / Proof of Concepts.
 - VI. Evaluation of bids for ERP product and Implementation Partner and assist in award of contract.
 - VII. Working as Owner's consultant with obligations for successful execution and performance of selected ERP solution covering all functions in an integrated manner.
- b) Consultancy services (no. of projects completed) provided in India and /or across the globe in implementing ERP solution from concept to Go-Live in organizations covering all facets, modules & engines for ERP like Project Appraisal & Management, Product engineering & Technology, Supply Chain Management, Resource mobilization, fund management, finance management, risk management etc in specific context of financial services sector, Accounts & Payroll Management, HR Management, Document Management System, etc.

- c) Project Management Experience and Expertise: Overseeing of ERP product implementation partner evaluation process, ERP product implementation, Stabilization and managing the entire process end-to-end.
- d) Consultancy services provided (No. of projects implemented) for integration of ERP product and legacy applications suitable for an NBFC/Financial Institution.
- e) Consultancy services provided (No. of projects implemented) in Disaster Recovery plans.
- f) Consultancy services provided (No. of projects implemented) in providing Information Security and control testing for ERP applications.

IV. Localization with respect to India

- a) Understanding of Indian local conditions with focus on Indian statutory laws, governance, taxes / duties, Government/PSU's budget updates, import / export updates as a consultant for ERP implementation for Clients of similar stature.
- b) End-to-End ERP consulting in Indian Govt. / PSU entities covering energy sectors / engineering / manufacturing sectors / consultancy/financial services.

V. Human Capital Strength

- a) Experienced and qualified professionals permanently employed on Consultancy Firm payrolls with in depth knowledge of ERP products, features, updates and hands-on job experience in implementations.

VI. Financial Perspective

- a) Provide last three years Annual Accounts indicating turnover from ERP consultancy in India. The average annual turnover/sales of the Consultancy Firm shall not be less than Rs. 5 crores during last three years from ERP consultancy with minimum revenue of Rs 1 cr from ERP consultancy to Indian Govt/PSU entities.

VII. Knowledge Management

- a) Availability of documented data bank on the ERP consultancy projects undertaken, key learning's and methodology followed.

VIII. Presentation to Management

- a) Bidders shall be required to make a presentation (max duration 30 min) covering the proposed strategy for carrying out the assignment before IRFC team. The presentation will be evaluated on the following parameters and would be scored out of total 10 marks.

Parameters	Max Marks
Experience of firm in ERP business	1.5
Quality of ERP assignment completed	2.0
Quality/Background of Employee proposed for assignment	1.5
Proposed Strategy for ERP implementation in IRFC	5.0
Total	10.00

5. Scope of work

The scope of work for consultancy services is broadly enumerated below. However, certain service though not mentioned here but are essential as determined by IRFC for success of ERP solution across IRFC till 12 (twelve) months after Go-Live across IRFC's business shall be deemed to be included in Consultant Firm's scope without additional price and time period. The Consultant Firm would act on behalf of IRFC and be responsible for its acts and omissions at all times. The Consultant Firm would seamlessly integrate and coexist with the selected ERP product OEM, implementation partner and other agencies. Consultant Firm should help IRFC to assess its IT needs categorically and in identifying the most compatible reliable and robust ERP system. Further it should ensure the selection of a suitable implementation partner and monitor the implementation process till it Goes Live. Consultant Firm should also provide change management workshop for IRFC employees for a smooth transmission to ERP. Scope of work would also involve system study, process fine tuning, and preparation of a comprehensive Request of Proposal for appointment of ERP product OEM.

Task I: Technical Feasibility Study

- a) The Consultancy Firm must prepare a Preliminary Project Plan describing, among other things, the methods, human and material resources that the Consultancy Firm proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract/Assignment, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan should also state the Consultancy Firm's assessment of the major responsibilities of the Purchaser and any other involved third parties in system supply and installation, as well as the Consultancy Firm's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.
- b) IRFC proposes to introduce software & hardware tools to improve the system by automating business processes with process improvements introducing automation tools for automating current manual process. The Consultancy Firm shall suggest and implement process improvements for IRFC by introducing ERP automation software.

- c) The Consultancy Firm shall liaise with various divisions/dept. of IRFC to create a synergy for gathering and understanding requirements, making the technical feasibility studies and preparing technical design documents to determine the use of office & workflow automation tools.
- d) The Consultancy Firm shall facilitate meetings with the experts of various divisions of IRFC to gather requirements about Government of India Rules, HR, Payroll Accounting System (PAS), Financial Accounting System (FAS), Fund Raising processes, Fund Deployment processes, Security, etc. The crucial information gathered shall be used for design, development & implementation of ERP system.
- e) The Consultancy Firm shall study all the processes & procedures at IRFC.
- f) The Consultant Firm shall ensure that the technical feasibility study carried out by them shall list all the critical issues in the Business Processes of IRFC.
- g) The Consultant Firm shall prepare the 'As-Is' process for IRFC and shall compile other functions (if any) as carried out by IRFC. These need to be vetted and put in standard templates (duly approved by IRFC).
- h) The Consultancy Firm shall provide details of ways and means of integrating existing business process, systems and applications with leading ERP products to mitigate time & effort.
- i) The Consultancy Firm shall detail out the changes in business processes which are required and shall suggest mechanism for affecting those proposed changes before implementing ERP.
- j) The Consultancy Firm shall also suggest/ recommend the way forward, to IRFC, for successful ERP implementation.
- k) The Consultancy Firm shall estimate the detailed cost, time and effort required for ERP application to meet the vision and future growth plans of IRFC.
- l) It shall also report on foreseeing Risks in implementation of such a massive integrated ERP implementation and suggest/ recommend plans to mitigate / manage the risks.
- m) It shall also carry out analysis on Estimation of Customization of ERP for IRFC vis-a-vis standard ERP products available in market.
- n) The Consultancy Firm shall liaise with IRFC and ERP development & technical teams to understand the business requirements and database design requirements.
- o) The Consultancy Firm shall prepare a PERT Chart and follow the critical path to reduce slack in each activity and ensure completion in time.

- p) The Consultancy Firm shall also cover below mentioned activity in its technical feasibility study
- Disaster Recovery: Develop a disaster recovery plan including design of DR site and a high availability environment using the available technology like virtualization, cluster farms, network accelerators, etc. to ensure business continuity.
 - Security: Assess the information security gaps in the existing IT infrastructure and develop the plan for the implementation of information security controls and assessments of security risks for the IT services in IRFC.
 - Network and hardware infrastructure assessment: Assess the hardware and network for the enterprise application in line with the institute IT design principles and academic roadmap for 5 year duration, and provide budgetary estimates for the same. The Bill of Materials (BOM) should take into consideration the existing hardware and software available with IRFC.

Task II: RFP Preparation and Bid Evaluation for short-listed ERP Products/Solutions and Implementation Partner

The Consultancy Firm shall be carrying out below mentioned activities under Task II

- a) Preparation of RFP / PQ (Pre-Qualification) & main RFP/tender document for procurement and implementation of a suitable ERP product to meet the IRFC requirements. The RFP requirements should also include the Disaster Recovery Requirements inline with the DR plan, and the Information Security requirements.
- b) Prepare evaluation criteria based on physical verifiable data and product performance parameters for ERP product.
- c) Prepare chart of milestones for implementation as a part of Notice Inviting Tender (NIT) for ERP implementation vendor.
- d) Provide list of names for add-on Solution that are necessary to complement the ERP system to provide comprehensive coverage of business systems/processes of IRFC.
- e) Associating in activities with IRFC core team and others, on various key performance parameters and capabilities and market intelligence of ERP products to create and drive successful ERP implementation in IRFC.
- f) Assistance to IRFC team in RFP/NIT release.

- g) Organizing pre bid vendor conferences at PQ (Pre-Qualification) and main tender stage jointly with IRFC team on queries, recording responses in such meet of bidders, furnishing clarifications, evaluation and recommendation of responses to IRFC.
- h) Conduct short-listing of the ERP Solution and complimentary applications after mapping the functionalities available in the modules of these Solution and applications with that of functional requirement of IRFC.
- i) The Consultancy Firm shall conduct short-listing of the ERP Solution/Product and complimentary applications after mapping the functionalities available in the modules of these Solution and applications with that of functional requirement of IRFC.
- j) Evaluation of response to RFP / PQ by ERP bidders and prepare list of non-conformities. Evaluate the response of bidders jointly with IRFC in meetings with bidders and take lead role in meetings.
- k) Prepare pointed queries to bidders to ascertain the claim of their technical and resource capability. Evaluation of bidder responses on these queries and recommend to IRFC with supportive action.
- l) Prepare a report on the amendment, if any, required in main RFP/tender for ERP product and implementation partner on the basis of Pre-bid Conference.
- m) Bids evaluation (technical, commercial and financial) of ERP product and implementation partner. Preparing list of non-conformities / queries for each bidder. Evaluation of all bidder responses and to ensure that all deviations are closed or mapped for loading
- n) Submit Technical Evaluation Report of short-listed ERP Solution & Implementation Partner including associated Hardware & Infrastructure and complimentary applications for approval by IRFC.
- o) Make time-to-time presentations to IRFC management on key success factors, IRFC's preparedness, assessment on evaluation of bids and recommendations.
- p) Prepare well documented demo scenario aligned (walkthrough Proof of Concept (POC) scripts) for ERP vendor claims and IRFC requirement to verify key performance capabilities of each ERP product. Facilitate and evaluate the demos/POC by vendors.
- q) Prepare loading chart for non-conformities and deviations taken by bidders and submit final recommendation for award of contract for IRFC, however final decision will be with IRFC management.
- r) Identify prerequisites for successful ERP product implementation and make roadmap for change management.

Task III: Program Management of Implementation

The Consultancy Firm shall be carrying out below mentioned activities under Task III

- a) Submit site mobilization plan within 14 calendar days of issue of LOI/work order/Contract. Such mobilization plan should have supportive detailed CVs of individuals for IRFC's approval within 10 calendar days. The approved individuals are to be mobilized within 14 calendar days, thereafter. No individual can be changed / separated throughout the tenure of the project. Any change has to be approved by IRFC in advance with minimum 1 months overlap period. Financial penalties are linked to absence and demobilization of any individual from IRFC approved CVs. The Financial penalties for absence and demobilization of Senior Consultant per day is 1% of contract value, Middle level Consultant ½ % and Junior level Consultant ¼ %.
- b) Develop, monitor and control the implementation plan and submit periodic exception report.
- c) Vetting the hardware sizing for the proposed ERP implementation.
- d) Monitoring and ensuring the compliance of the product/service delivery with requirements.
- e) Review the progress of the ERP implementation with IRFC team periodically and must provide status updates to IRFC management in the form of a report and highlight any deviations with recommended actions.
- f) Ensure successful rollout of ERP System at IRFC premises within one year duration.
- g) Assistance and evaluation of Technical users training & End Users Training.
- h) Suggest and implement process improvements for IRFC by introducing ERP automation software. Create well-deliberated design specifications for the customization of ERP modules based on the needs of IRFC.
- i) Help the implementation of ERP including concept design, functional specification, and technical brief for the tender, negotiations and a selection of ERP implementation Agency.
- j. Creation of test scenarios, verification of test scripts, analysis of results and identifying & removal of gaps.
- k. Designing of the training requirements for IRFC.
- l. Co-ordinate training to officers of Unit/Division across IRFC on the newly developed ERP.
- m. Lead a full life-cycle ERP implementation (requirement gathering to roll-out) for the

organization. Interact closely with senior management to understand the organization's needs and also to ensure acceptance of the system across the board.

The Consultancy Firm shall also be carrying out below mentioned activities/review under Task III

I. ERP Business Blueprint/System Design document Review:

- a. Vetting of the Business Blueprint/system design document. It would be consultant's obligation to optimize process timings to best global practices.
- b. Ensure implementation of uniform and standardized IT enabled business processes at all IRFC locations based on the Global template.
- c. Analyze in finding the functional gaps on the ERP with the help of Implementation partner and assist IRFC in addressing the issues pertaining to functional gaps.

II. ERP Configuration/Set Up Review:

- a. Review the Blueprint against the Tender document for completeness of solution and also the consultant is expected to review the configurations and setups performed by the team of the Implementation Partner in the ERP system.
- b. Verify whether automated control solutions available within ERP have been adequately mapped and implemented by implementation partner.
- c. Identify and confirm with the business process owners, the existing controls as implemented in the system and assess the control design.
- d. Perform a detailed review of the configured processes to identify the control gaps, highlight and recommend mitigating ways for potential impact on the business processes as well as information availability from the ERP system.
- e. Evaluate the opportunities to use standard ERP functionalities and share experiences / work-around etc. followed to meet the business requirements.

III. Pre-Go Live Readiness Review

- a. Design and ensure the adequacy of Integration testing, unit testing and User Acceptance

Test (UAT) process and sign-offs.

- b. Assess to ensure whether the conversion process adopted for transferring data to the ERP system is adequate, documented and signed off by IRFC management and ensure implementation of all features and fundamentals for integrated transactions and processing.
- c. Assess whether sufficient processes and controls exist for data verification during the data upload process
- d. Review the adequacy of the pre Go-Live readiness documents drafted by the implementation partner.
- e. Verify whether automated control solutions available within ERP have been adequately mapped and implemented by implementation partner.
- f. Review the configurations and setups performed by the team of the Implementation Partner in the ERP system.
- g. Run a Disaster Recovery Drill and validate the findings

Task IV: Managing change

The Consultancy Firm shall be carrying out below mentioned activities under Task IV

- a. Identify and document the changes required in the existing processes in terms of systems, procedures, formats, rules, policies, training needs, delegation of power and other soft issues etc. for faster and better implementing the ERP package / complimentary applications decided by IRFC.
- b. Developing framework for short-listing critical processes that need to be addressed in terms of suggesting above changes.
- c. Educate management and employees at all levels of the proposed changes and their benefits to the organization.
- d. Carry out Implementation Plan which shall include developing timelines, resource allocation and monitoring, etc. along with IRFC and Implementation Partner in-line with PERT Chart envisaged.
- e. Interviewing, through well trained and experienced professionals, at least 10 IRFC officials across IRFC units to map change management requirement in phases, recommend methodology and implement successfully to the satisfaction of IRFC.
- f. Devise Change Management Strategy and execute requisite interventions for driving the change. Coach and train IRFC team across various levels. Ensure with the change

management efforts for engagement and active participation of stakeholders, effective communication and training plans.

- g. Plan for a backup and recovery to create an automated backup of the ERP server. Formulate a recovery strategy for a minimum turnaround time in case of disaster.



6. Payment terms

1. The successful bidder should submit a Performance Bank Guarantee (“PBG”) for 10% of the value of the work awarded valid for a period of min. 24 months (PBG to be valid for 12 months post ERP software reaching Go-Live stage).
2. Payments shall be released as per the below milestones released based on the satisfactory certificate issued by the Management for the below mentioned activities.

S.No	Payment Milestone	Payment (% of contract value)
1	Advance for kick off after the award of the mandate and signing agreement	10%
2	Completion of Task – I (submission of Technical feasibility report)	10%
3	Completion of Task -II (post appointment of ERP implementation partner)	10%
4	Completion of Task - III (ERP system going live)	40%
5	Completion of Task – IV	20%
6	Post 1 year of Go-live stage (satisfactory performance)	10%

3. All applicable taxes are at actuals.
4. IRFC has the right to cancel the appointment of the Consultant Firm at any time during the assignment and the Consultant Firm shall be only paid for the works completed as per the payment milestone to the satisfaction of IRFC.

7. Instruction to Bidders

In order to be considered for Award of Work of ‘**Consultancy Services for ERP Implementation**’, Bidders/Consultant Firms should submit their bids conforming to the following instructions:

7.1 Data Sheet

a) Name of the issuing office:

Indian Railway Finance Corporation (IRFC), a Government of India Enterprise under Ministry of Railways located UG - Floor, East Tower, NBCC Place, Bhisham Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi - 110003

b) Award of Work:

The Award of Work for “**Consultancy Services for ERP Implementation**” as detailed in the Scope of Work (Section 5).

c) Request for Proposal (Appointment of Consultant) Tender Document:

This Request for Proposal (Appointment of Consultant) document is available on the IRFC's website www.irfc.nic.in and on www.tenders.gov.in.

7.2 Proposal Format and Documents comprising the bids

- a) A **Two Stage Bidding Process** is being adopted by IRFC for the appointment of ERP consultants wherein Technical bid and Financial bid has to be submitted by the bidders. The final selection/evaluation will be done on **Quality & Cost Basis selection** wherein predefined weights shall be assigned to Technical bid evaluation (for evaluation of quality aspect) and Financial bid evaluation (for evaluation of cost aspect) to calculate the total score for selection.

- b) The Technical Bid should be submitted in accordance with the requirement in Appendix-I and Financial Bid should be submitted in accordance with the requirement in Appendix-II. Both the bids should be sealed properly in separate envelopes, and shall be put up together for submission. Incomplete bids shall be rejected.
- c) Amendment to Bid Documents- At any time, prior to the date of submission of bids, the IRFC may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments. The amendments/Corrigendum will be notified on IRFC Website and these amendments will be binding on them. Bidders are advised to visit IRFC Website regularly for updates on this Tender
- d) **Earnest Money Deposit (EMD)/Bid Security):** EMD Amount amounting Rs.1,00,000/(One Lac) only shall be invariably submitted along with the bid. The bid not secured in accordance with the above shall be rejected as non-responsive.

EMD/Bid Security can be paid through a irrevocable Bank Guarantee from any Nationalized Bank or reputed commercial bank (as per format 9) valid for a period of 180 days from the date of bid opening which shall be extended from time to time as desired by IRFC. The EMD/bid security can also be provided in form of crossed bank draft in favour of IRFC Ltd., New Delhi payable at New Delhi from a nationalized bank or a reputed commercial bank.

The successful bidder shall keep its EMD/Bid security valid till one month beyond the submission of Performance Bank Guarantee.

- The EMD of the unsuccessful bidder will be discharged/ returned once the contract is awarded.
- The successful bidder's bid security will be discharged upon the bidder's submission of the PBG.
- No interest will be payable by IRFC on the above bid guarantee.
- The EMD may be **forfeited** under any of the following circumstances:-
 - ✓ If a bidder withdraws his bid during the period of bid validity specified by the bidder on the bid form.

- ✓ In case of a successful bidder, if he fails to submit the Performance Guarantee within the time prescribed or
- ✓ If he fails to supply the service in terms of the project or as per agreed terms and conditions.
- ✓ If he fails to accept letter of award/purchase order incorporating the agreements reached during pre-award discussions unconditionally.

e) Bid Format :

Appendix – 1: Technical Bid

S.No	Particulars		Supporting documents to be furnished
A.	Qualification Documents		
1	Bid Submission Forms		Form - 1
2	Bidder's authorization certificate		Form - 2
3	Self Declaration certificate as required		Form – 3
4	Certificate of conformity as required		Form – 4
5	Deliverables		Form – 5
6	Non- Disclosure Agreement		Form – 6
	Pre Qualification Requirements		
B	General Information (Section 4, Clause I)		
	Clause Ia-Ic		Confirmation/undertaking on letter head of the Bidder regarding compliance of Ia-Ic
	Clause Id		Relevant Information to be provided
	Clause Ie		Requisite information to be provided
	Clause If		Requisite information to be provided
C	Organizational Parameters (Section 4 Clause – II)		
	Clause IIa		Confirmation on letter head of the Bidder regarding compliance of IIa
D	Functional Core Competency (Section 4 Clause – III)		
1	(Clause III a to III f)	At least 1 global project for III a	For, III a document to prove the fact
		At least 5 projects in India (scope as per clause III a, III b and III c), with min 2 projects specifically in NBFC/Financial Institution secured as a	For III a-III f copy of the end user certificate/experience certificate/copy of work

S.No	Particulars		Supporting documents to be furnished
		<p>“Consultant for ERP implementation” where ERP implemented by a third party should have gone live.</p> <p>At least 1 projects for each of clause III d, III e, and III f</p> <p><i>(the above projects should be distinct such that there are min 10. different projects)</i></p> <p><i>Bidders can provide more projects to secure extra marks in evaluation as per Clause 7.3</i></p>	<p>contract covering scope of work</p>
E	Localization With Respect to India (Section 4, Clause IV)		
1	Clause IV	<p>At least average two projects in last 3 yrs in Indian Government/PSU scope as per clause IV), secured as a “Consultant for ERP implementation” where ERP implemented by a third party should have Gone Live</p> <p><i>(the projects submitted here can be inclusive of the projects as submitted in functional core competency section)</i></p> <p><i>Bidders can provide more projects to secure extra marks in evaluation as per Clause 7.3</i></p>	<p>Verifiable End users certificate/experience certificate/copy of work contract along with document detailing scope of work for the consultant.</p>
F	Human Capital Strength (Section 4, Clause V)		
1	(Clause V)	<p>Availability of consultants in India for ERP products with adequate number of Senior, Middle and Junior level consultants (minimum number of consultants required by IRFC for its assignment) is as follows):</p> <p>I. 2 no. of senior Consultants with at least 8 years of experience (one is mandatory)</p> <p>II. ii. 3 no. of middle level consultants with 5-8 years of</p>	<p>Certified statement signed by head of Indian operations for ERP consulting business stating the number of different levels of consultants.</p> <p>Resumes and qualifications of key personnel who will be involved in this project including their roles and responsibilities.</p>

S.No	Particulars		Supporting documents to be furnished
		experience(two is mandatory) III. 5 no. of junior level consultants with 1-5 years of experience	
G	Financial Perspective (Section 4, Clause VI)		
1	(Clause VI)	Have more than Rs. 5 Crores of annual turnover/sales in last 3 years from ERP consultancy with min Rs 1 cr revenue from ERP consultancy to Govt /PSU sector.	Provide last three years Annual accounts indicating turnover from ERP consultancy (stating if from Indian Govt. / NBFC/FI/other organization in India). CA certificate can also be provided confirming the same.
H	Knowledge Management (Section 4, Clause VII)		
1	(clause VII)	The data bank should be available for the last one year or more	URL/Screenshot of the Knowledge Management System
E	EMD		As per section 7.2 C

Appendix – II – Financial Bid

S.No.	Particulars	Supporting documents to be furnished
1	Financial Bid	Form - 7

7.3 Evaluation Criteria

For all the clauses, the Consultant Firm will be evaluated against the evaluation criteria. The clause wise weightage for evaluation is detailed below:

S.No.	Parameter/Criteria	Section	Weightage(%)
1	Functional Core competency	Section 4, Clause III	25
2	Localization with respect to India	Section 4, Clause IV	20
3	Human Capital Strength	Section 4, Clause V	25
4	Financial Perspective	Section 4, Clause VI	15
5	Knowledge Management	Section 4, Clause VII	5
6	Presentation to Management	Section 4, Clause VIII	10
	Total		100

The breakup of weightage and marking scheme for evaluating technical score is as detailed below:

S.No	Parameter/Criteria	Clause	Criteria for awarding marks	Min Marks requirement	Total Weightage per parameter/Max Marks)
1	Functional core competency	Clause III a – Global Project	No. of Projects * 2 marks/project (Min project :1)	2	25
		Clause III a- III c	No. of Projects * 2 marks/project (Min Project - 5 with min 2 project NBFC/FI sector)	10	
		Clause III d	No. of Projects * 2 marks/project (Min Project - 1)	2	
		Clause III e	No. of Projects * 2 marks /project (Min Project -1)	2	
		Clause III f	No. of Projects * 2 marks/project (Min Project -1)	2	
2	Localization with respect to India	Clause IV (projects covering IV a-IV c)	No. of projects * 1.5 Marks/project (Min Project 6, with 2 in each last 3 financial year (FY 15 – FY 17)	9	20
3	Human Capital Strength (clause 5a)	No. of Senior Consultants	No. of Senior consultant * 5 marks/consultant (min 1 for assignment)	5	10
		No. of Middle level consultants	No. of mid level consultant * 3 marks/consultant (min 2 for assignment)	6	9
		No. of Junior level consultant	No. of Junior consultant * 1.5 marks/consultant (min : 3 for assignment)	4.5	6
			Total		25
4	Financial Perspective	No. of financial year Clause VI	No. of financial year * 5 marks/financial	5	15

S.No	Parameter/Criteria	Clause	Criteria for awarding marks	Min Marks requirement	Total Weightage per parameter/Max Marks)
			year (Min 1 Financial year wherein Annual sales from ERP consultancy Rs 5 cr and from PSU/ GOI agencies : Rs 1 cr)		
5	Knowledge Management	Clause VII	5 marks for snapshot	-	5
6	Presentation to Management	Clause VIII	As per section 4 Clause VIII (Marks will be awarded by IRFC management in its absolute discretion)	-	10
	Total				100

Evaluation as per Quality & Cost Basis Selection (QCBS)

- I. Threshold for short listing consultants for technical evaluation will be 70 marks (seventy marks). IRFC shall short list all the agencies/Bidders who secure the minimum cut off of 70 % (Seventy Percent) on aggregate basis and minimum cutoff in each section as above. However IRFC has an absolute right to enhance or relax the threshold marks for technical evaluation.
- II. The technical evaluation carried out by IRFC management shall be final in all aspects.
- III. The financial proposals of only technically shortlisted consultants will be opened and will be ranked in terms of their total evaluated cost.
- IV. Technical Points will be awarded to the bidder based on their technical evaluation score. Technical Points will be evaluated as below
 - If technical score scored by A, B & C is 90, 81 & 72 resp. the Technical points scored by A,B & C will be 90, 81 & 72 resp.

Firm	Technical score	Technical Points
A	90	90
B	81	81
C	72	72

- V. In case of financial bid, firm with lowest fee/price will be given 100 as Price Point and Price Points of other two bidders will be calculated with formula as below:

- Lowest Price/Individual Price X 100. If price quoted by B is 90 (lowest one) and price quoted by A and C are 120 and 96 resp., then Price Point of B = 100 and Price Point of A = $90/120 \times 100 = 75$ and price point of C = $90/96 \times 100 = 93.75$.

Firm	Financial quote/price	Financial Points
A	120	75
B	90	100
C	96	93.75

- VI. For evaluating the Total Points, quality and cost basis selection shall be applied with below mentioned weights

Parameters	Weights
Technical Points	70%
Financial Points	30%
Total	100%

The Total Points shall be calculated using the formula as (Technical Point x 0.70 + Price Pont x 0.30)

- VII. The proposals/Bids securing the highest Total Points in the above evaluation will be ranked as H-1 followed by the proposals securing lesser marks as H2, H3, etc. Illustration of the same is as below

Firm	Technical Points (T)	Financial Points (F)	Total Points (0.7XT+0.3X)	Ranking
A	90	75	85.50	H2
B	81	100	86.70	H1
C	72	93.75	78.53	H3

- VIII. The firm with the Highest ranking (H1) shall be recommended for engagement. In scenario of a tie in Total Points, firm with higher Technical points will be ranked higher. In scenario of tie up of both Total Points and Technical Points, Firm with higher Financial Points will be ranked higher In case there is a tie in each of Total Points, Technical Points, Financial Points and Presentation Points, fresh Financial bids shall be invited.

7.4 Procedure for submission of bids

- a) The Consultant Firms/Bidders are advised to study this document carefully before participating. It shall be deemed that the bid has been submitted by the Consultant Firm after

a careful examination and full understanding of its implications.

- b) The Technical bid should be submitted in the format mentioned in Appendix-I and price bid should be submitted in the format as mentioned in Appendix-II.
- c) The Bidders shall send sealed quotations super scribing “Request for Proposal (RFP) for Appointment of Consultant for implementation of ERP” with Tender Reference No. before last date of submission.
- d) Envelope 1 super scribed as PART-1 (Technical Bid) shall contain all the pages of the Bid serially numbered. This envelope should contain two hard copies of the bid marked as ‘ORIGINAL’ and ‘COPY’ containing all the Documents as mentioned in Appendix - I and one soft copy of the bid in non-rewritable CD/DVD. Consultants should ensure that the information furnished in the respective CD/DVDs is identical to the hard copy of the bid document.
- e) Envelope 2 super scribed as PART-II (Financial Bid) shall contain the Financial Bid Schedule as per Appendix - II.
- f) The tender may be sent by the tenderers/Bidders by Courier/Speed-post, with the envelope marked as above. Alternatively, tenders may also be deposited in person at Indian Railway Finance Corporation, UG - Floor, East Tower, NBCC Place, Bhisham Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi - 110003
- g) The bids shall be opened at the stipulated time of opening in the presence of intending bidders.
- h) The envelopes shall indicate the name and address of the bidders to identify the bid and to enable the bid to be returned unopened in case it is declared ‘late’ or ‘rejected’.
- i) Offer received through Fax/E-mail or through open letter shall be rejected.

8. Timelines

Particulars	Details
Last Date for submission of bid queries	August 18, 2017
Last date and time for submission of completed tenders	September 8 th , 2017 at 1100 hrs
Date and Time of opening of Tenders – Technical bid	September 8 th , 2017 at 1130 Hrs
Date and Time of Presentation	September 8 th , 2017 at 1400 hrs
Date and Time for opening of Tender – Financial bid	To be advised in due course
Contact person	<p>Mr. A Samantray Jt GM – (F&A) Indian Railway Finance Corporation, UG – Floor East Tower, NBCC Place Bhisham Pitamah Marg Pragati Vihar, Lodhi Road New Delhi – 110003</p> <p>Mr. Ankush Khurana Manager – Finance Indian Railway Finance Corporation, UG – Floor East Tower, NBCC Place Bhisham Pitamah Marg Pragati Vihar, Lodhi Road New Delhi – 110003</p>

9. Terms & conditions

The Consultant Firm must understand and give unqualified acceptance that creating and delivering qualitative performing successful ERP, at par with best global practices, across IRFC within agreed cost and time are part of consultant's basic obligation.

1. Submission of Bid:

The proposal should be complete in all respects. Proposals should be preferably typed in English.

2. Eligibility Condition

The responses received will be evaluated for the PRE-QUALIFICATION REQUIREMENT (PQR) as per the evaluation criteria of the RFP.

3. Extension of Time

In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, IRFC may at its discretion extend the deadline for submission of bid suitably.

4. Financial Bid

Price indicated in the schedule shall be final price (inclusive of taxes) for completion and clearly of work. However rate of taxes and duties included in the price offer should also be given separately & clearly. The prices quoted by the bidder shall remain firm during the entire period of the Contract/Assignment and shall not be subject to variation on any account. The bid submitted with a variation clause (unless asked by the IRFC) will be treated as non-responsive and rejected.

5. Bid Validity

Bidder shall invariably state in the tender, the validity of the offer. The validity shall be for a minimum period of 180 days from the date of opening of bids.

6. Late Bid

Any bid received late by the Purchaser after the deadline for submission of the bid shall be rejected and returned un-opened to the bidder.

7. GST Registration

Bidder shall be a registered entity in India with valid Goods & Service Tax Registration and PAN number allotted by the respective authorities. Bidder shall be wholly and severally liable for the project and shall be single point of contact for this project.

8. Modification and Withdrawal of Bids

- Bidder may modify or withdraw his bid provided that written notice of modification or withdrawal is received by IRFC prior to the deadline prescribed for submission of bids.
- No bidder may modify or be allowed to withdraw bid subsequent to the deadline for submission of bids.
- In case of request for withdrawal of the Bid is received after the date of Opening the Bids, the EMD of the concerned Bidder will be forfeited by IRFC.

9. Opening of Technical Bid

1. IRFC shall open initially the technical bid on September 8th, 2017 at 1100 hrs. in the presence of authorized bidder's representatives who choose to attend at date and time specified by the IRFC. The bidder's representatives who are present shall sign the Attendance Register.

2. A maximum of two representatives for any bidder shall be permitted and authorized to attend the bid opening.

3. The date fixed for opening of bids, if subsequently declared as holiday by IRFC, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

10. Clarifications of bids

- To assist evaluation and comparison of the bids, IRFC at its discretion may ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing.
- IRFC does not bind himself to accept the lowest or any tender and reserves to himself the right to accept the whole or any part of the tender and altering the quantities offered and tenderer shall supply the same at the rate quoted.

11. Evaluation of tenders/Bids

For selection of the final firms to be appointed, the following procedure shall be adopted: All the proposals received by IRFC would be scrutinized with reference to the Pre-Qualification Requirement (PQR) against the evaluation criteria. Price offer of the Firms meeting the PQR and qualifying min 70% technical score shall only be opened. The firms may please note that mere meeting of the PQR does not entitle any firm the right for award of contract.

- I. Arithmetical error shall be rectified on the following basis:-
 - a. If there is a discrepancy between the unit price and total price that is obtained multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the Purchaser.
 - b. In case of discrepancy between words and figures, the amount in words shall prevail.
- II. A bid determined as substantially non-responsive shall be rejected by the IRFC.
- III. IRFC may waive any minor infirmity or non-conformity or irregularity in the bid which does not constitute a service deviation.
- IV. IRFC shall evaluate in detail and compare the bids which are substantially responsive.

12. IRFC's right to vary quantities

- IRFC reserves the right at the time of award of the contract to increase the scope of the service specified in the schedule of requirements.

13. Issue of work order

Bidder must submit its acceptance alongwith Performance Guarantee in conformity with the bid within 10 days of work order.

14. Cancellation of work order

Failure of the successful bidder to comply with the requirement of submission of Performance Guarantee in time shall constitute sufficient ground for the cancellation of the acceptance of bid and forfeiture of the EMD, in which case IRFC may make the offer to any other bidder at the discretion of the Purchaser or call for new bids.

15. Pre-bid Queries

Prospective Bidders can forward their written Queries with reference to the Tender Specification, Terms and Conditions well before the last date of Submission of queries as indicated in the Tender Notice. IRFC may organize a Pre-bid meeting, if the Queries are more and all clarifications, responses will be hosted in Institute website for general reference of all bidders. All the Consultancy Firm's queries / clarifications are to be captured in the Bidder Query Format (Form-8). If the queries / clarifications are not captured in the desired format then notwithstanding whatsoever is written anywhere, it will be assumed that there are no further queries / clarifications.

IRFC has the right to modify RFP before bid submission date and latest modified RFP shall be applicable to all the bidders.

Post bid clarifications: No post bid clarification at the initiative of the bidders shall be entertained and any effort by the bidders to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or award of the contract shall result in rejection of the bid.

16. Liquidated damages

- The date of the delivery of the services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed no later than the dates specified therein. Extension in delivery period will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the consignee, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.
- There will be a 100% recovery of the consultancy fee paid to the consultants if the proposed project fails.
- LD of 0.5% per week of delay subject to maximum of 10% of the order value will be levied for delay in execution of the contract.

17. Deviations

There shall be no deviations in the submitted bid and confirmation of the same shall be provided by the Consultant Firm

18. Settlement of Disputes

- (a) The parties shall endeavor to resolve amicably, in the first instance, all disputes, controversies or differences which may arise between the Parties, out of or in relation to or in connection with this Agreement, or for breach thereof.
- (b) In the event, the parties are unable to resolve such dispute/difference amicably within ninety (90) days after the same has arisen then the dispute shall be referred to arbitration in accordance with the Arbitration and conciliation Act, 1996 as amended from time to time. The place of arbitration shall be New Delhi and the language of arbitration shall be English.
- (c) In case of dispute, Arbitrator(s) would be appointed by MD / IRFC Ltd.
- (d) The Parties agree that the arbitrator's decision shall be final and conclusive. The costs or arbitration (including without limitation, those incurred in the appointment of the arbitrators) shall be born equally by the Parties hereto; however each Party shall pay its respective legal charges. The Award shall be final and binding. Judgment on the award may be entered and enforced in any court of competent jurisdiction. By execution and delivery of the Agreement, each Party agrees and consents to the jurisdiction of the aforesaid arbitration panel and solely for the purpose of enforcement of an arbitral award, as referred to hereinabove, in any court of competent jurisdiction for itself and in respect of its property and waives in respect of both itself and its property, any defense it may have as to or based on sovereign immunity, jurisdiction, improper venue or inconvenient forum.

19. Termination for Insolvency

IRFC may at any time terminate the Contract by giving written notice to the Consultant Firm, without compensation to the consultant if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

20. Effect and Jurisdiction

The law applicable to this RFP shall be the laws in force in India. The courts in New Delhi, India, shall have exclusive jurisdiction in all matters arising under and on account of this RFP.

21. Confidentiality

All the material sent to the firms shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The Consulting Firms are to furnish a Non-Disclosure Agreement (NDA) as per Form-6.

22. Incomplete Bids

Incomplete Bids, which do not contain all the information called for, are liable to be rejected.

23. Cancelling the RFP

IRFC reserves the right to cancel/reject the RFP and any or all the tenders without assigning any reason whatsoever at any time/stage.

24. No Sub Contracting/sub letting:

The Consultant Firm shall not subcontract/sublet the Assignment further and if found doing so, the Contract shall be cancelled and EMD deposit shall be forfeited.

25. Standard Contract

A standard contract shall be issued by IRFC in due course which shall be executed with the selected bidder for the execution of the Assignment.

Forms

Form 1– Bid Submission Form *(to be submitted on the letter head of bidder)*

To:
Joint GM
Indian Railway Finance Corporation,
UG – Floor East Tower, NBCC Place
Bhisham Pitamah Marg
Pragati Vihar, Lodhi Road
New Delhi – 110003

Subject: Submission of Technical Bid for Award of Work ‘Consultancy Services for ERP Implementation’.

Dear Sir/Madam:

We, the undersigned, offer to provide consultancy services for IRFC activities for Implementing ERP Solution in accordance with your Request for Proposal dated ----- and our Bid. We are hereby submitting our Bid, which includes Qualification Documents, Technical Proposal without price bid.

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

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

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal: Place: Date:

Form 2– Bidder’s Authorization Certificate
(to be submitted on the letter head of bidder)

To:
Joint GM
Indian Railway Finance Corporation,
UG – Floor East Tower, NBCC Place
Bhisham Pitamah Marg
Pragati Vihar, Lodhi Road
New Delhi – 110003

<Bidder’s Name> _____, <Designation> _____ is hereby authorized to sign relevant documents on behalf of company in dealing with Tender of reference (Tender No. and date) _____. He is also authorized to attend meetings and submit technical and commercial information as may be required by you in the course of processing above said tender.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal: _____ Place: _____ Date:

Form 3 –Self Declaration
(to be submitted on the letter head of bidder)

To:
Joint GM
Indian Railway Finance Corporation,
UG – Floor East Tower, NBCC Place
Bhisham Pitamah Marg
Pragati Vihar, Lodhi Road
New Delhi – 110003

In response to the Tender No. _____ dated _____ of
Ref. _____-as an owner/partner/Director of _____
I/We hereby declare that our Agency/Firm _____ is having
unblemished past record and has not been declared ineligible for corrupt and fraudulent
practices either indefinitely or for a particular period of time.

In case above information is found incorrect, our quotation will be rejected and EMD will be
forfeited.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal: _____ Place: _____ Date:

Form 4 – Certificate of Conformity
(to be submitted on the letter head of bidder)

To:
Joint GM
Indian Railway Finance Corporation,
UG – Floor East Tower, NBCC Place
Bhisham Pitamah Marg
Pragati Vihar, Lodhi Road
New Delhi – 110003

CERTIFICATE

This is to certify that, the consultancy services for IRFC activities for Implementing ERP Solution which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the Tender document Further we expressly certify that our offer contains no deviations to any term & conditions/clauses of the RFP.

I also certify that the price I have quoted lump sum cost basis which is inclusive of all the cost factors and inclusive of GST involved in the execution of the project, to meet the desired standards set out in the Conditions of the Work order.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal: Place: Date:

Form – 5 – Deliverables

Abbreviations - D=Date of issue of LOI to consultant, P=Date of P.O for ERP implementation.

Tracks	Deliverable	Documents Required	Suggested Timelines	Accepted Timelines as per consultant
Task I	Technical feasibility study	Original and one copy both in hard and soft form.	D+2 Months	
Task II	RFP Preparation and Bid		D+4 months	
	Evaluation for short listed ERP			
	Products/Solutions and Implementation Partner			
Task III	Program Management & Implementation to the satisfaction of CPRI achieving all key benefits of CPRI		P+6 months	
Task IV	Managing change		P+18 months	

Form – 6 – Non – Disclosure Agreement (NDA)

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with IRFC on contract is confidential and that the nature of the business of the IRFC is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the IRFC. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to IRFC all documents and property of IRFC, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to IRFC's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the IRFC, and are reasonable given the nature of the business carried on by the IRFC. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress. Dated at _____, this ____ day of, 20 ____.

Name

Company

Signature

Form – 7 – Price Bid Format**Note**

- *This should be submitted in Appendix – II in sealed envelope.*
- *No Hard Copy of this to be sent.*

To:

Joint GM
 Indian Railway Finance Corporation,
 UG – Floor East Tower, NBCC Place
 Bhasham Pitamah Marg
 Pragati Vihar, Lodhi Road
 New Delhi – 110003

We propose to quote the below mentioned Price (in Rupees) for carrying out the entire Scope of Work and as per the terms & conditions as specified in Request for proposal dated - _____.

Item Description	Unit Price (A)	Applicable GST (B)	Total Price (in Figures) (A+B)	Total Price (in Words)
Cost of ERP consultancy services as per complete Scope of works, Deliverables, Timelines in RFP including all other associated activities.				

- The quoted price includes total consultancy charges inclusive of boarding, lodging and travelling charges, report making costs, cost of software/IT enabling tools etc.
- The rates are to be quoted on Firm Price Basis (without any escalation) and inclusive of all taxes, duties & levies (as applicable) as in the above format.
- The Good & Service service tax, as legally applicable & payable by the successful bidder under the provisions of applicable Law/Act, shall be paid by IRFC. The successful bidder shall furnish proof of GST registration with Central Excise Division covering the services covered under this contract. Registration should also bear endorsement for the premises from where the billing shall be done by successful bidder on IRFC.
- It is certified that there are no deviations from the RFP and all Terms & Conditions of the RFP are acceptable.

Yours Sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal: Place: Date:



Form – 8 – Pre Bid Query Format

S.No	Reference of the Clause No. of RFP	Query/Clarification

Signed By: _____

Name: _____

Designation: _____

Organization: _____

Date & Place: _____

Phone/Fax/Mobile/Email: _____

Stamp & Seal: _____

Form – 9 – Bank Guarantee Format

PROFORMA FOR BANK GUARANTEE FOR BID GUARANTEE
(To be stamped in accordance with Stamp Act)

M/s. Indian Railway Finance Corporation Ltd.
UG-Floor, East Tower, NBCC Place,
Bhisham Pitamah Marg, Pragati Vihar,
Lodhi Road, New Delhi- 110 003

Dear Sir,

In accordance with your Tender Specification No..... M/s. having its Registered/Head Office at (hereinafter called the "Bidder") wish to participate in the said bid for valid for months from the date of bid opening is required to be submitted by the Bidder as a condition precedent for participation in the said bid which amount is liable to be forfeited on the happening of any contingencies mentioned in the Bid Documents.

We, the Bank at having our Head Office at Guarantee and under to pay immediately on demand by Indian Railway Finance Corporation Ltd., the amount (in figures & Words) without any reservation, protest, demur and recourse. Any such demand made by said Owner shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

This guarantee shall be irrevocable and shall remain valid upto

If any further extension of this guarantee is required the same shall be extended to such required period (not exceeding one year) on receiving instructions from M/s on whose behalf the guarantee is issued. In witness whereof the Bank, through its authorized officer has set its hand stamped on

Dated this day of 20..... at.....

WITNESS:

(Signature)

Form – 10 – Performance Bank Guarantee format

(To,

.....

WHEREAS (name and address of the supplier) (hereinafter called “the supplier”) has undertaken, in pursuance of contract no. datedto supply (description of goods and services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay IRFC any money so demanded notwithstanding any dispute or disputes raised by the supplier(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the supplier(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch Phone No., Fax No. & e-mail id.

