INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE

IIM Kozhikode Campus P.O, Kozhikode 673 570
Tel: 0495-2809133, Fax: 0495-2803011
Web site: www.iimk.ac.in

11-06(69)/RFP-39-Corr-1/2020-IIMK.PUR   Dated : 28.02.2020

CORRIGENDUM No 1

Sub : Amendments : Implementation and Support of Enterprise Resource Planning (ERP) Solution at IIM Kozhikode

Ref : Tender No 11-06(69)/RFP-39/2020-IIMK.PUR dt 11.02.2019.

The following amendments are made in the Request for Proposal cited under reference above regarding **"Implementation and Support of Enterprise Resource Planning (ERP) Solution at IIM Kozhikode" :-**

(a) **Page No 31, Para 3.3.5.4 -** under heading **'User acceptance testing'** last sentence is amended as under **:-**

   For :   _'End users will provide the signoff for the functionality tested.'_

   <u>Read</u>   **'Authorized representative(s) of the end user will provide the signoff for the functionality tested.'**

(b) **Page No 35, Para 3.3.10.4 -** under heading **'Change request Management',** last two sentences are revised as under :-

   For :   _"Additional changes have to follow change management process. SI has to submit rate card in the Price Bid"_

   <u>Read</u> : **'If a change is needed during the AMC period, SI will estimate the effort required. IIMK will finalise the effort in consultation with the SI. If the effort estimated is less than seven man days, the changes will be made as a part of AMC. If the effort estimated is more than seven man days, then change will follow a change management process.** SI has to submit rate card in the Price Bid'

(c) **Under Ser No 3.5** **'Project Governance'** at **Page No 37 (4th para)**, the last sentence is revised as under :-

For : *"No consultants should be outsourced from a different Company."*

Read : 'No Consultant should be outsourced from a different company **except for very specialized areas of Student Life Cycle Management and Academic System. In such cases, the SI should take prior approval of IIMK.**'

(d) **Page 39, item 14.**

Item 14 Deleted.

(e) **Page No 40**, **Para 5, Payment Terms**   (Table- 11 Payment Terms and Service Level Agreement).

Payment schedule Table 11 has been revised and attached as **Appendix-1** to this Corrigendum.

(f) **Page No 42**, Last Para is amended as under :-

**For** : *Support service will be from 9 AM to 5.30 PM on Mon to Friday. For severity level 1 issues support will be 24 x 7. The number of onsite/offsite engineers for support to be mentioned in the technical bid.*

Read: Support service will be from 9 AM to 5.30 PM on Monday to Friday. For severity level 1 issues, support will be 24 x 7. **The Service support will have to be a combination of offsite and onsite support. Two staff members from SI - one functional and one technical - need to be deployed onsite and all other support will be provided from offsite. The skill / functional expertise of the onsite staff will be decided based on actual requirements. The onsite support staff may not be permanent and can be rotated with a different functional / technical expertise based on IIMK's requirements.**

(g) **Page No 197,** Price Bid format is revised as under :-

For :   *Annexure IV – IIMK ERP Implementation Price Bid*

Read :   Annexure IV (Revised) – IIMK ERP Implementation Price Bid

Price Bid format has been revised and attached as **Appendix-2** to this Corrigendum *(The Price Bid should be submitted in the revised format only)*
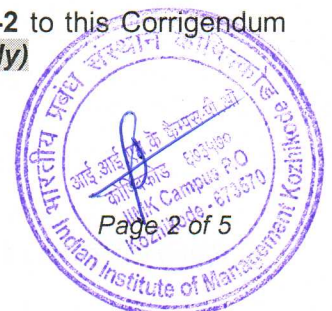
(h) **Page No 199,** in the 'Annexure VI_IIMK Project Resources', following amendment is made**:-**

   (i) ***At Heading***

        For : *'Annexure III – Project Implementation Resources'*

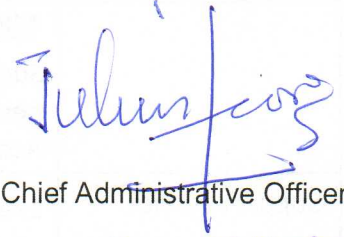   <u>**Read**</u> : **'Project Implementation Resources'**

   (ii) At First Line

        <u>*For*</u> : *"No consultants should be outsourced from a different Company."*

        <u>**Read**</u> : 'No Consultant should be outsourced from a different company **except for very specialized areas of Student Life Cycle Management and Academic System. In such cases, the SI should take prior approval of IIMK.**'

The tender may be submitted accordingly. All other terms & conditions of the tender documents remain unchanged. The Notice is also available at IIMK website **http://www.iimk.ac.in/announcements/Tender.php**

Chief Administrative Officer

ले कर्नल एम. जुलियस जॉर्ज (सेवानिवृत्त)
Lt. Col. M. Julius George (Retd)
सचिव, शासक मंडल
Secretary, Board of Governors
भारतीय प्रबंध संस्थान कोषिक्कोड
Indian Institute of Management Kozhikode
आई.आई.एम.कै. कैंपस पी.ओ., कोषिक्कोड 673570
IIMK Campus P.O., Kozhikode - 673570

Cost Category	Payment Schedule – Milestone	% payment of Implementation Services
Implementation Phase I & Phase II	**Milestone 1** Sign off of Blueprint document. Submission of initial Functional and technical design documents.	20 %
	Milestone 2 Conference room Pilot and UAT Sign off by IIMK	10 %
	Milestone 3 Completion of data migration & User training	20 %
	Milestone 4 Successful Go Live of ERP Functions and implementation of all required interfaces with other applications. Go Live sign off by IIMK. Submission of final Functional and technical design documents.	25%
	Milestone 5 Successful completion of Post go Live stabilization period and no critical / high severity issues are open Acceptance s i g n off by IIMK.	25%
Support Service Fees	Every Quarter based on SLA reports.	
Enhancement/ Development charges	Any enhancement/development charges will be paid after receipt of invoice along with quarterly support charges	

Table 11 (Revised) : Payment Terms and Service Level Agreement

Price Bid

(A) ERP Implementation Cost

Sl No	Description	Price (INR)
1	Phase I Implementation	
2	Phase II Implementation	
	GST / Taxes	
	Total Implementation Cost inclusive of Taxes	

(B) Support Cost

Sl No	Description	Price (INR)
1	3 months Post Go Live Support for Phase I	
2	3 months Post Go Live Support for Phase II	
3	AMC for 1st Year for phase I	
4	AMC for 1st Year for phase II	
5	AMC for 2nd Year for phase I	
6	AMC for 2nd Year for phase II	
	GST / Taxes	
	Total Support Cost inclusive of Taxes	

(C) Rate Card

Sl No	Consultant	Rate per month Excluding
1	Functional Consultant	
2	Technical Consultant	
3	Application Developer	

1. Any other items to be added may be included
2. The AMC for 1st year for both phases starts after 3 months post Go Live handholding support.