



Expression of Interest (EOI)

Supply, Design, Customize, Implementation, Hosting and Maintenance of Enterprise Resource Planning application for MMRDA

For: Mumbai Metropolitan Region Development Authority (MMRDA)

Ref Number:

Date: 5th September, 2014

In-charge, Information Technology Cell

Mumbai Metropolitan Region Development Authority

2nd Floor, A wing

Bandra Kurla Complex

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Table of Contents

1. Key Events and Dates..... 3

2. Organization Overview..... 4

3. Project Background 5

4. Current Situation: 5

5. Purpose of EOI 5

6. Scope and Requirements 6

7. Joint venture/ Consortium 11

8. The Eligibility Criteria..... 13

9. Clarifications on the EOI..... 16

10. EOI Selection Process..... 16

11. EOI Submission process 18

12. General Terms & Conditions 18

13. Annexure A - EOI Template..... 21

 Section-1: Covering Letter..... 21

 Company Profile 22

 Section-2: Financial Details of the Lead Bidder..... 24

 Section-3: Financial Details of the Consortium Partner if any;..... 24

 Section-4: Project Implementation Strength (Lead Bidder / Consortium members)..... 25

 Section-5: Manufacturer’s Authorization Form..... 26

 Section-6: Technical Approach..... 27

1. Key Events and Dates

The EOI shall be through online e-tendering portal of MMRDA only ***etendermmrda.maharashtra.gov.in***.

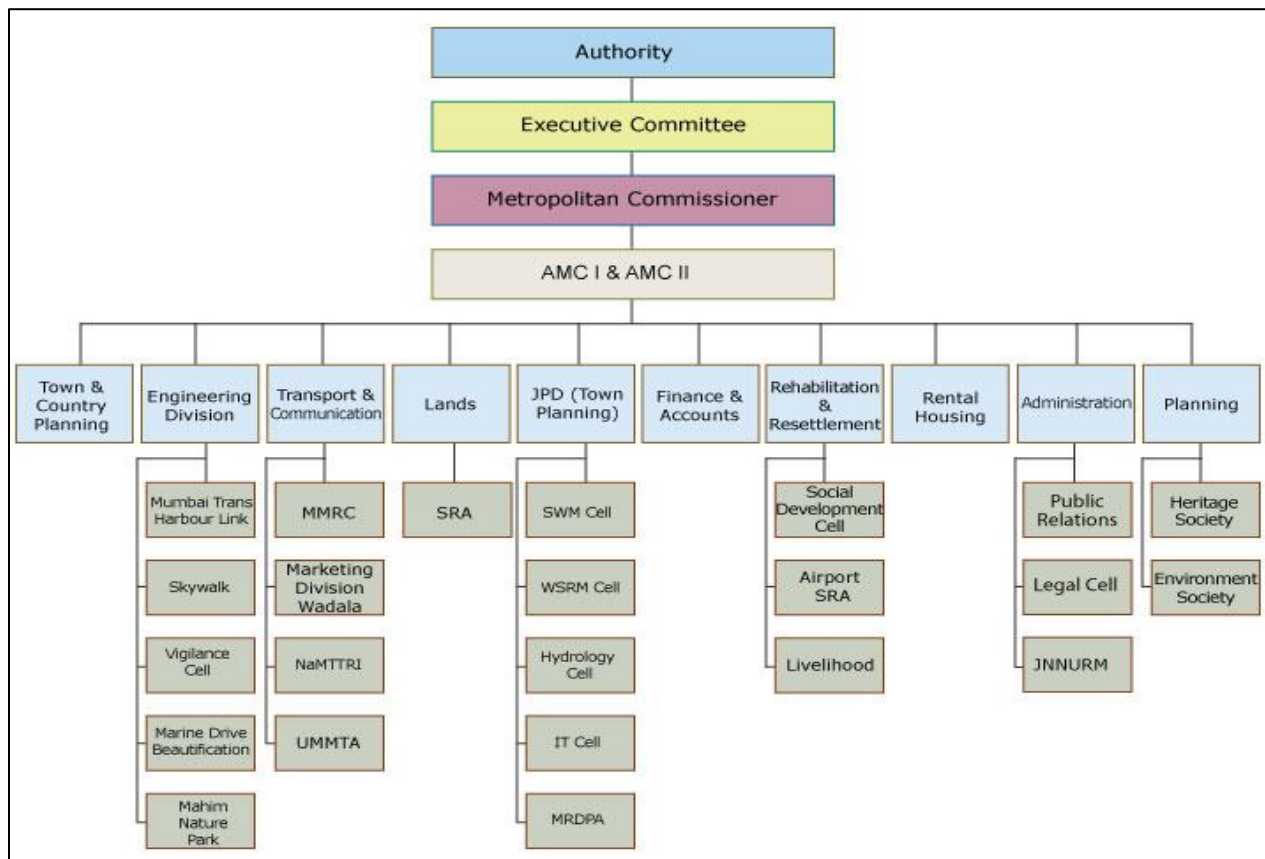
S. No	Information	Details
1.	Advertising Date	05 th September, 2014
2.	Download Date	From 05 th September , 2014 to 28 th September, 2014
3.	Last date of receipt of Queries/Clarifications via email to itcadmin@mailmmrda.maharashtra.gov.in	15 th September 2014
4.	Pre Bid Meeting	19 th September 2014 at 3.00pm
5.	Last date (deadline) for online submission of bids at etender.mmrda.maharashtra.gov.in	30 th September, 2014 till 6.00pm
6.	EOI Transfer date	30 th September, 2014 6.00pm to 1 st October 2014 till 3.00pm
7.	Place of Pre Bid Meeting Mumbai Metropolitan Region Development Authority Committee room, 6 th Floor, B wing Bandra Kurla Complex Bandra (East), Mumbai- 400-051 Tel: 022-26595919	

2. Organization Overview

Mumbai Metropolitan Region Development Authority (MMRDA) was set up on the 26th January, 1975 under the Mumbai Metropolitan Region Development Authority Act, 1974 by the Government of Maharashtra as an apex body for planning and co-ordination of development activities in the Mumbai Metropolitan Region comprising of Mumbai and its influence area.

The Authority declared under the act is a highest policy making body, having perpetual succession and a common seal with power, subject to the provisions of the Act, to acquire, hold and dispose of property, both moveable and immovable and to contract and to sue and be sued in its corporate name. At the apex is the Authority presided by the Minister of Urban Development Department, presently the Chief Minister. At the second and intervening tier is the Executive Committee presided by the Chief Secretary to the State Government. The third tier is occupied by the Metropolitan Commissioner assisted by the Additional Metropolitan Commissioner and other officers.

Organizational Overview- Snapshot



MMRDA prepares plans; formulates policies and programs; implements projects and helps in directing investments in the Region. In particular, it conceives, promotes and monitors the key

projects for developing new growth centers and brings about improvement in sectors like transport, housing, water supply and environment in the Region.

3. Project Background

MMRDA has undertaken number of initiatives under the e-Governance umbrella towards computerization in last 2 years. As result of initiatives MMRDA has its own Web portal and e-Tendering application, Digitized records, Integrated LAN, wifi & MPLS connectivity between offices. While a fair amount of progress has been made in this computerization initiative, there is ample opportunity for improvement. As a next step, MMRDA is seeing Enterprise Resource Planning (ERP) system as a way to integrate data and processes of the organization into one single system with a modular software application. The ERP will integrate all divisions and their processes to increase efficiency and reduce complexity of business processes. A successful ERP system would ultimately provide the tools needed to give decision-makers seamless access to MMRDA data; and allow the MMRDA officials to make better use of the data, at their fingertips. MMRDA requires that the Bidder proposes the system software, including the acquisition, customization, configuration, installation, implementation, hosting, training and maintenance of a new ERP system. The ERP based e-Governance MMRDA project has been envisaged with the following objectives in mind:

- Redesign processes for infusion of transparency and accountability in operations
- Enhancement to the quality of services provided to citizens
- Faster processing, monitoring and redressal of public cases / appeals / grievances with service levels.
- Dissemination of information as per public requirement
- Establish a real-time MIS system for prompt and efficient decision making

4. Current Situation:

MMRDA does not have any Enterprise level solution currently implemented. Few of the applications being used are Payroll, Online Reporting System, e-tendering system, DMS etc. Each division of MMRDA works independently and does not interact with other divisions as far as the data and processes are concerned. The absence of ERP system is leading towards complexity and delay in handling daily business processes.

5. Purpose of EOI

This document is only a request for information and not request for proposal. This EOI has been prepared by MMRDA to invite Expression Of Interest (EOI) from Bidder for the Supply, Design, Customize, Implementation, Hosting and Maintenance of *COTS based Enterprise Resource

Planning application along with the procurement of necessary hardware & network items like servers, switches etc., for efficient functioning of the ERP.

Bidder are required to recommend the suitable backend & front end to be adapted for the ERP package implementation at MMRDA with proper justification viz., efficiency, operability, features involved, maintainability, support from Bidder etc. The proposed ERP must have provision for data migration of existing database to the proposed database.

*Note: * Commercially available Off-The-Shelf (COTS) is software application listed in reputed analyst reports like Gartner and IDC which is readily deployable with or without configuration to suit the customer's specific process requirements and does not involve developing the application from scratch. COTS software shall be implementable or deployable and maintainable by more than one partner other than the manufacturer or agency developed the COTS software. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents and source code. COTS product should be support all the database platform, technology platform and operating system.*

6. Scope and Requirements

The approach adopted by MMRDA for Implementation of ERP is provided below:

1. A COTS product based transformational approach wherein an enterprise wide solution/ system shall be Supplied, Designed, Customized, Implemented, Hosted and Maintained based on required functionalities.
2. The Proposed COTS product shall mandatorily offer below mentioned modules as a single integrated solution along with necessary Bolt-on applications and minimal customization as required by MMRDA

a) The modules envisaged for the ERP implementation mentioned as under;

I. Financial Management System

- i. Billing and Payment- shall include the entire receipts, bills and payment module with a workflow
- ii. Account Payable
- iii. Account Receivables
- iv. Investment management
- v. General Ledger TDS calculations, Certificates, Form 16, PF Statements
- vi. Budgeting Module
- vii. Provident Fund and Contributed PF Calculation Module
- viii. Accounting Module
- ix. Cash Management Module (shall be used by Planning Division)

- x. Funds Manager
- xi. Fixed Asset Management
- xii. Arrears Processing Module
- xiii. Master Data or Record Management
- xiv. Integration with other Finance tools/ software currently in use (If required)
- xv. Auditing Modules
- xvi. Insurance Management
- xvii. Interactive UI/ Dashboard for daily management
- xviii. Profit Center Accounting
- xix. Cost Center Accounting
- xx. RTI
- xxi. MIS Reporting

II. Project Management System

- i. Budgeting and Forecasting
- ii. Work Management
- iii. Costing and Expenditures
- iv. Performance Management
- v. Schedule Management
- vi. Change Management
- vii. Document Repository Management
- viii. Integration with other PMC tools
- ix. Risk Management
- x. Contract and Maintenance Services Module
- xi. Master data or Record Management
- xii. Measurement Book
- xiii. Track/ Capture Physical Progress- Integration with Handheld devices such as ipads, Tablets, Smart phones, etc.
- xiv. Interactive UI/ Dashboard for daily management
- xv. MIS Reporting
- xvi. RTI

III. Human Resource Management System

- i. Vacancy
- ii. Recruitment- Hiring

- iii. Retirement
- iv. Employee Self Services
- v. Manager Self Services
- vi. Performance Management
- vii. Training Management Module
- viii. Leave Management Module
- ix. e-Service book
- x. e-Rooster
- xi. RTI
- xii. Payroll (Integration with Finance Module)
- xiii. Attendance Management (with Biometrics- already established)
- xiv. Annual Report Creation
- xv. Compensation Management
- xvi. Interactive UI/ Dashboard for daily management
- xvii. MIS Reporting

IV. Land Management System

- i. Portfolio Manager
- ii. Property Management
- iii. Contracts Management
- iv. Lease Management
- v. Land Acquisition System
- vi. Land Disposal System
- vii. Land Demolition
- viii. Parking Management
- ix. Land Records Management
- x. Temporary Land Allocation Management
- xi. Rental Housing Management
- xii. Resettlement and Rehabilitation Management
- xiii. Asset Management
- xiv. Real Estate Management Module
- xv. Building Operations, Maintenance and Repairs
- xvi. RTI
- xvii. Interactive UI/ Dashboard for daily management

xviii. MIS Reporting

Business Intelligence tool shall be provided with above mentioned modules for effective decision making process by MMRDA officials.

3. This solution shall address the requirements of all key stakeholders of MMRDA. The ERP solution shall be modular in nature and can expand in capacity and functionality to meet expanding requirements. It should also be able to integrate with third part applications.
4. A centralized approach wherein the information available shall always be current and accessible to all stakeholders (single source of truth).
5. The solution shall be deployed centrally at the Bidder Data Center and shall be accessible to the concerned stakeholders via dedicated leased line.

(Submit detailed functionalities in the format given below)

S.No.	Modules	Functionalities	Remarks

Note:

Various technology standards to be a part of the proposed solution have been elaborated below:

- i. **Service Fulfillment** – The objective of the proposed system is to perform the internal functions and deliver the services from initiation till completion through electronic channels (as far as possible). Accordingly, processes have been reengineered so that a stakeholder is able to access the system, perform the required task which may involve single or multiple back-end application interactions and fulfill the work requirements through the integrated solution.
- ii. **Single-Sign On** – The Solution shall enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the functions in the same session. For the employees of MMRDA, the browser based application accessed on the LAN, through single-sign-on mechanism, will provide access to specific or all applications depending on their roles and responsibilities. Similarly, for external users, based on their profile and registration, the system shall enable single-sign on

facility to apply for required information, checking details or status of applications/ projects, submit applications, make payments, submit queries/ complaints etc.

- iii. **Support for PKI based Authentication and Authorization** – The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Registration Authorities (RA) that are approved by the MMRDA. In particular, PKI based authentication and authorization shall be implemented by the selected Bidder for officials / employees involved in processing key G2B and G2C services, including issuance of notices, receipts and approvals.
- iv. **Open Standards** - Keeping in view the evolving needs of interoperability like inter departmental dependency / coordination for most of the functions of the MMRDA etc., it has been proposed that the solution shall be built on Service Oriented Architecture (SOA).
- v. **Scalability** - One of the fundamental requirements of the proposed solution is its scalability. The architecture shall be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high-performance for at least five years from the date of deployment. In this context, it is required that the application and deployment architecture shall provide for Scale-Up and Scale-out on the various components of the solution including Application servers, Web Servers and Database Servers.
- vi. **Accessibility**-The ERP solutions shall be accessible through mobile and other handheld devices like I-pad. Tablets etc. and the pages shall adjust suitably as per the devices and be responsive. There are certain functions within the department that may require access to the system through multiple channels like Tablets, PDA, Smart Phone, etc. The Bidder shall design a solution that shall enable such access through devices with ease and is user friendly. Some but not exhaustive functions through the above mentioned devices are: Approve, View, Upload, Download, Reject, Add, Delete, Cancel, Edit, etc.
- vii. **Native Integration**- The ERP solution shall provide implementation, administration and operational tool seamlessly integrated with the entire solution. The ERP solution shall have all the core functions as natively integrated applications on a single interoperable open platform and not the integration of multiple products in an overlapping middle ware.
- viii. **Integration with Third Party**-The Bidder shall integrate the ERP application with any third party application as and when required as a part of this RFP. Further, the Bidder shall provide complete documentation and handholding support during exit management to the

incoming Bidder to help them understand the integration interfaces and the existing integration already done. The following integration related guidelines shall be followed while designing and developing the ERP Application:

- a. Use of open or industry standard based message exchange protocols to ensure interoperability between participating systems.
 - b. As much as possible use of portable data and exchange protocols like XML and Web Service, etc.
 - c. Ensure guaranteed delivery of messages by capturing the acknowledgment or confirmation of delivery and receipt of messages.
 - d. Ensure integrity of data-in-transit through public network.
 - e. Proper error handling mechanism and message resend capability.
 - f. Ability to view failed messages and reason for their failure.
 - g. Ensure proper Auditability and accountability of exchange of data between MMRDA and other systems
- ix. The Bidder should be capable of delivering the complete product with customization in a form acceptable to MMRDA within 9 months of the date of finalization. However Bidder from their end can mention the time required to complete the ERP implementation in all respect from the date of placement of order in the form of Bar chart showing all the steps and stages of the implementation

7. Joint venture/ Consortium

The Bidders are allowed to form Consortium. In case of Consortium, the Lead Member has to be the Bidder who would be responsible for the bid.

1. The number of Consortium members cannot exceed two, including the Lead Member.
2. Only the Lead Member will submit the Proposal and sign the Contract with MMRDA.
3. The sole responsibility of execution of the Contract would be that of the Lead Member only
4. No Consortium member can be a part of more than one Consortium. Only one Bid will be allowed from a Consortium. The partners of a Consortium are not allowed to bid individually.
5. In case of a Consortium Bid, the Lead Member would also need to submit the Agreement letter between the Consortium members for the EOI clearly indicating their scope of work and relationship.
6. Each Consortium member shall execute and submit along with the Pre-qualification Proposal/EOI , a registered power of attorney in favour of the Lead Member which shall inter-alia, authorize the Lead Member to act for and on behalf of such member of the

Consortium and do all acts as may be necessary to or for the performance under the contract.

7. The Consortium Agreement shall provide at least the following information in respect of the Consortium members that the Bidder will engage to provide any of the services required under this EOI.
 - a. Brief description of nature of products/services to be provided by Consortium member;
 - b. Head and Branch offices (if responsible for work under the contract) (provide mailing addresses, phone, fax and email);
 - c. Date, form and state of incorporation of each Consortium member;
 - d. Contract Administrator (Name, business address, fax, phone and email address of individual responsible for administering any Contract that might result from this RFP);
 - e. Company Principals (Name, title and business address); and,
 - f. Current or prior successful partnerships with proposed Consortium member including Client reference (Contact name, phone number, dates when services were performed).
 - g. Turnover of each consortium members, including the lead bidder, as per Annexure A, Section 2/3
8. The Consortium Agreement concluded by the Lead Member and Consortium member(S) should also be addressed to MMRDA clearly stating that the Agreement is applicable to this EOI.
9. Change in members of the Consortium in subsequent RFP stage will be allowed only with prior approval of MMRDA.
10. The Lead Member shall be solely liable to and responsible for all obligations towards MMRDA for performance of works/services including that of its partners/associates under the contract.

8. The Eligibility Criteria

To become eligible to respond to this EOI, the Bidder should fulfill the following minimum eligibility criteria (EC). However MMRDA reserves the right to further fine tune the eligibility criteria (EC) during the RFP Stage.

Sr. No.	Criterion	Supporting documents to be submitted with the Bid
Bidders Profile-Consortium & Support center		
EC-1	The Bidder (All members in case of Consortium) should be registered under the Companies Act, 1956, or LLP with registered offices in India, as on 31st April 2014.	Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder (for both Lead Member and Other Member). In case of Consortium, copy of the consortium agreement between the Lead member and Other member.
Turnover & Net worth		
EC-2	<p>The Bidder (Lead Member in case of Consortium) should have Rs.75 Crores as average turnover in the last 3 fiscal years (FY 10-11, FY 11-12 and FY 12-13) from IT Services.</p> <p>In case of Consortium, Other members should have Rs.25 Crores as average turnover in the last 3 fiscal years (FY 10-11, FY 11-12 and FY 12-13) from IT Services.</p>	<p>Audited Balance sheet and Profit & Loss account statement of the Bidder (Lead Member and Other Member in case of Consortium) for each of the last 3 audited financial years FY 10-11, FY 11-12 and FY 12-13.</p> <p>Certificate duly signed by Statutory Auditor of the Bidder for total turnover from IT services in the format attached in Annexure A, section 2/section 3 of this Eol.</p>

Sr. No.	Criterion	Supporting documents to be submitted with the Bid
EC-3	The Bidder (All members in case of Consortium) should have positive net worth (measured as paid-up capital plus free reserves) for each of the last three audited financial years (FY 10-11, FY 11-12, FY 12-13)	<p>Audited Balance sheet and Profit & Loss account statement of the Bidder (Lead Member and Other Member in case of Consortium) for each of the last 3 audited financial years FY 10-11, FY 11-12 and FY 12-13.</p> <p>Certificate duly signed by Statutory Auditor of the Bidder confirming the net worth for each of the specified period in the format attached in Annexure A, section 2/section 3 of this volume of this EoI</p>
Professional Strength		
EC-4	<p>The Bidder (All members of the consortium) should be engaged in IT related activities / services for the last 3 years in India (FY 10-11, FY 11-12, FY 12-13)</p> <p>IT related activities/ services should mean Projects involving development of software applications, ERP Implementation, system integration, supply of hardware, Provisioning Hosting & Maintenance services, providing networking support, providing operational and maintenance services for ERP application and IT infrastructure.</p>	Work orders confirming year and area of activity, signed and stamped by Authorized Signatory of the Bidder (All members of the consortium)
EC-5	The Bidder (Lead Member in case of Consortium), should have an active SEI CMMI Level 3 or its higher version certification as on date of submission of Bid.	Copy of the Certificate(s) signed and stamped by the Authorized Signatory of the Bidder.

Sr. No.	Criterion	Supporting documents to be submitted with the Bid
Product Implementation Experience		
EC-6	<p>The Bidder(Consortium) should have executed at least 3 System Integration projects in the proposed ERP solution in India, with each project value more than 5 Crores in last 5 years (FY 08-09, FY 9-10, FY 10-11, FY 11-12, FY 12-13)</p> <p>The Bidder's scope of work in each of the 3 Projects shall include at least 3 of the following components:</p> <ol style="list-style-type: none"> i. Development, customization and Commissioning of proposed ERP package ii. Operations and maintenance of IT infrastructure for ERP Application iii. Hardware procurement, deployment, commissioning for ERP implementation iv. Data Centre or DRC Site setup or Server(s) deployment and commissioning for ERP 	<p>Work Order and citation as per format attached in Annexure A, Section 4 of this Eol.</p>
EC-7	<p>The Bidder (All members in case of Consortium) should not be banned from participating in any of the Tenders by Government of India, Government of Maharashtra as on date of submission of the Bid.</p>	<p>A self-certified letter signed by the Authorized Signatory of the Bidder (for Lead Member and for Consortium Member in case of Consortium)</p> <p>In the format given in Annexure A, section 7 of this Eol</p>
EC-8	<p>The DC-DRC set up, commissioning and maintenance related activities should have an active certification (as on last date of submission)</p> <ol style="list-style-type: none"> i. ISO 20000 / 27001 or higher Information Security certification as on date of submission of Bid ii. Tier III Data Center Certification from Uptime Institute 	<p>Copy of the certificate(s) signed and stamped by the Authorized Signatory of the Bidder.</p>

Sr. No.	Criterion	Supporting documents to be submitted with the Bid
OEM Qualification		
EC-9	<p>The proposed COTS ERP product should have at least 5 implementations in India. Each of the implementation having more than 100 users in last 5 years (FY 08-09, FY 9-10, FY 10-11, FY 11-12, FY 12-13) where at least 3 out of 4 functional areas have been implemented</p> <ul style="list-style-type: none"> i. Financial Management System ii. Project Management System iii. Human Resource Management System iv. Land Management System 	Self-certificate from OEM on company letter head confirming the compliance
EC-10	The proposed COTS ERP should support latest India specific legal requirements on TDS, Service Tax, VAT, and other taxation, accounting , payroll, GOF, Salary, TDS certificates	Self-certificate from OEM on company letter head confirming the compliance
EC-11	The COTS ERP product should be from among the top 5 companies in revenue as per “Total ERP software Revenue, worldwide, 2011-2012” Gartner Report.	Copy of Supporting document

9. Clarifications on the EOI

Bidder shall send in their pre-bid queries to the contact address and e-mail ids as mentioned under Section: “Key Events and Dates” of this EOI document. The response to the queries if any will be published on MMRDA e-Tendering portal etendermmrda.maharashtra.gov.in and MMRDA website mmrda.maharashtra.gov.in. No telephonic queries will be entertained. This response of MMRDA shall become integral part of the EOI document. MMRDA reserves the right to respond to any queries.

10. EOI Selection Process

- i. MMRDA through this Expression of Interest process intends to consider those potential bidders that have the requisite capability and competency, in terms of technical strengths, experience of carrying out similar projects and financial stability to address the requirements

Supply, Design, Customize, Implementation, Hosting and Maintenance of Enterprise Resource Planning application as well as to provide quality inputs for structuring the project.

- ii. Interested Bidders are requested to submit their responses in the format enclosed. They may also provide documents in support of their achievements / claims, functionality modules product and compliance to eligibility criteria. The proposed solution should be in line of the format provided in Annexure A, section 6.
- iii. All the bidders will be assessed against the eligibility criteria listed in the EOI.
- iv. All the bidders will be required to make presentation of their proposed ERP solution and submit a case study on successful implementations in India with focus on Maharashtra to confirm their understanding of MMRDA requirement.
- v. The bidders fulfilling the criteria shall be shortlisted and detailed Request For Proposal (RFP) with specifications/requirements for execution of the project, technical and commercial bids will be issued preferably from those shortlisted bidders may be invited. MMRDA reserves the right to float open RFP based on the feedback to this EOI.
- vi. If any information provided by the Bidder is found to be inaccurate at any stage of the selection process, MMRDA may, at its discretion, reject the offer of and no correspondence will be entertained in this regard. Submission of wrong and / or false information may also disqualify the Bidder from any future work from MMRDA.

11. EOI Submission process

- i. The EOI must be submitted online through MMRDA e-Tendering portal only.
- ii. The EOI document to be attached must be direct, concise, complete and arranged in an organized and structured manner.
- iii. To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- iv. MMRDA will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid proposal well advance in time so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.
- v. Bidders are also advised to refer "Bidders Manual Kit" available at ***etendermmrda.maharashtra.gov.in*** for further details about the e-tendering process.

12. General Terms & Conditions

- i. The covering letter must be submitted on the letter head of the bidder.
- ii. By submitting a response to the EoI, the bidder shall be deemed to acknowledge that the bidder has carefully read all sections of this EoI, including all forms, schedules and Appendices hereto, and has fully informed itself as to all the conditions and limitations.
- iii. By submitting a proposal in response to this EoI, the bidder shall be deemed to acknowledge that the company is in agreement with the terms and conditions of the EoI and the procedures adopted for bidding & evaluation of the responses of the bidders.
- iv. Language of Proposals - The proposals, all correspondence and document enclosed as part of the proposals should be in English.
- v. If the information submitted by the bidder during the EoI process is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the bidding process or any time during the tenure of the contract, including the extension period if any, the Purchaser has the right to terminate the contract and initiate penal action against the bidder.

- vi. Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained and will be rejected without opening.
- vii. MMRDA may, at its discretion, extend the deadline for submission of proposals by publishing the details on the website where the EoI document was made available.
- viii. Each applicant shall submit only one proposal
- ix. All proposals and accompanying documentation submitted as the bids against this EoI, once opened will become the property of MMRDA and will not be returned.
- x. The information provided by the bidder, like the names of the customers of the bidder or any proprietary information about the bidder etc. will be treated as confidential information, unless asked to disclose by the orders of the court of law or the Information Commission (under the RTI Act).
- xi. MMRDA is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder. The MMRDA shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.
- xii. MMRDA reserves the right to accept or reject any or all offers without assigning any reasons there for. Bidder may be excluded from further consideration for failure to fully comply with the specifications of this EOI. MMRDA is under no obligation to acquire any or all of the solutions proposed, or to explain why any proposal is accepted or rejected.
- xiii. All costs incurred by the Bidder in the preparation and presentation of the proposal shall be absorbed entirely by the Bidder. All supporting document submitted by the Bidder in response to this EOI shall become the property of MMRDA.
- xiv. This EoI does not constitute an offer by MMRDA. No commercial quotes should be submitted along with the EOI. If found any the proposal will be rejected.
- xv. The bidder's participation in this process may or may not result in The Purchaser selecting the bidder to execute the project.
- xvi. The Bidder should have valid intellectual property rights for marketing and servicing of the solution offered. Any violation of the IPR in any of the components shall be the sole liability of the Bidder.

- xvii. MMRDA reserves the right to verify all statements, information and documents submitted by the bidder in response to this EoI for the purpose of assessing eligibility of the bidders. Any such verification or lack of such verification by the MMRDA shall not relieve the respondent of its obligations or liabilities hereunder nor will it affect any rights of MMRDA there under.
- xviii. In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the Eligibility conditions have not been met by the respondent, or the respondent has made material misrepresentation or has given any materially incorrect or false information, the respondent shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

13. Annexure A - EOI Template

Please note: The EOI must be submitted in the following format.

Section-1: Covering Letter

(To be submitted on the letterhead of the bidder)

{Location, Date}

To

Mr. Shankar Deshpande
JPD (TP) & In-charge IT Cell
MMRDA,
Bandra - Kurla Complex
Bandra (East)
Mumbai—400051

Ref: EOI Reference No.

Subject: Submission of proposal in response to the EOI for **“Supply, Design, Customize, Implementation, Hosting and Maintenance of Enterprise Resource Planning application for MMRDA”**

Dear Sir,

Having examined the EOI document, we, the undersigned, herewith submit our proposal in response to your EOI Notification number..... for “Supply, Design, Customize, Implementation, Hosting and Maintenance of Enterprise Resource Planning application for MMRDA”

We have read the provisions of the EOI document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

1. We agree to abide by this proposal, consisting of this letter, the detailed response to the EOI and all attachments.
2. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
3. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this EOI.
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
5. We understand you are not bound to shortlist/accept any or all the proposals you receive.
6. We hereby declare that we qualify and fulfil all the eligibility criteria mentioned in the EOI.

Company Profile

Lead Bidder

Sr. No	Information	Details
1	Name of responding lead bidder:	
2	Address of responding lead bidder:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
9	Company Registration Certificate (Enclosed Certificate)	
10	Active Cmmi Level status (Enclosed Certificate)	
11	ISO 9001: 2000 or higher quality certification if any (Enclosed Certificate)	
12	ISO 20000 / 27001 or higher Information Security certification as on date of submission of EOI in any (Enclosed Certificate)	
13	Tier III Data Center Certification if any (Enclosed Certificate)	
14	No of professionally qualified IT personnel having experience of working on the proposed ERP Package on its roll. (Include Self Certification)	
15	Office and a support center details in Mumbai. (Enclosed Self Certification)	

Consortium Partner/ JV if any;

Sr. No	Information	Details
1	Name of responding lead bidder:	
2	Address of responding lead bidder:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
9	Company Registration Certificate (Enclosed Certificate)	
10	Copy of the consortium agreement between the Lead member and Other member.	
11	ISO 9001: 2000 or higher quality certification if any (Enclosed Certificate)	
12	ISO 20000 / 27001 or higher Information Security certification as on date of submission of EOI in any (Enclosed Certificate)	
13	Tier III Data Center Certification if any (Enclosed Certificate)	

We hereby declare that our proposal submitted in response to this EOI is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Lead Bidder Authorized Signature]

Name

Title

Signature

Date and Stamp of the Signatory

Section-2: Financial Details of the Lead Bidder

(To be submitted duly signed by Statutory Auditor of the bidder on its letter head)

1. Annual Turnover Details of the lead bidder

S.No	Years	Turnover Details (IT Services) in Rs.	Net worth in Rs.
A	2012 – 13		
B	2011 – 12		
C	2010 – 11		
Average Annual Turnover (A+B+C)/3			

*Audited Balance sheet and Profit & Loss account statement of the Bidder (Lead Member and Other Member in case of Consortium) for each of the last 3 audited financial years FY 10-11, FY 11-12 and FY 12-13 shall be submitted as supporting evidence.

Note: IT related activities/ services should mean Projects involving development of software applications, ERP Implementation, system integration, supply of hardware, Provisioning Hosting & Maintenance services, providing networking support, providing operational and maintenance services for ERP application and IT infrastructure

Section-3: Financial Details of the Consortium Partner if any;

(To be submitted duly signed by Statutory Auditor of the bidder on its letter head)

S.No	Years	Turnover Details from IT Services in Rs.	Net worth in Rs.
A	2012 – 13		
B	2011 – 12		
C	2010 – 11		
Average Annual Turnover (A+B+C)/3			

*Audited Balance sheet and Profit & Loss account statement of the Bidder (Lead Member and Other Member in case of Consortium) for each of the last 3 audited financial years FY 10-11, FY 11-12 and FY 12-13 shall be submitted as supporting evidence.

Note: IT related activities/ services should mean Projects involving development of software applications, ERP Implementation, system integration, supply of hardware, Provisioning Hosting & Maintenance services, providing networking support, providing operational and maintenance services for ERP application and IT infrastructure

Section-4: Project Implementation Strength (Lead Bidder / Consortium members)

Assignment name:	Approx. Value of Services
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of users license of the proposed ERP:
Contact Person, Title/Designation, Tel. No./Address:	Total No of client end users
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by your firm/organization for the proposed ERP:
Description of Project:	
Description of Actual Services provided including ERP modules implemented, bolt in application , third party module Integrated:	

Note: Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria

Section-5: Manufacturer's Authorization Form

(To be submitted on the Letterhead of the OEM)

To
Mr. Shankar Deshpande
JPD (TP) and Chief IT Cell
MMRDA,
Bandra - Kurla Complex
Bandra (East)
Mumbai—400051

Ref: RFP Notification no <<>>

Subject: Submission of Financial proposal in response to the EOI for “Supply, Design, Customize, Implementation, Hosting and Maintenance of Enterprise Resource Planning application for MMRDA”

Dear Sir,

We _____ are established and reputed manufacturers of the following items:

1. <Name of the Item being supplied>
2. <Name of the Item being supplied >

We do hereby authorize M/s _____ (Name & Address of the bidder) to offer their quotation, negotiate and conclude the contract with MMRDA against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Place:

Date:

Manufacturer's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The letter of authority should be on the letterhead of the manufacturing firm and should be signed by authorized person of the manufacturer. Provide documentary evidence to substantiate the signatory is an authorized signatory for the manufacturing firm.

Section-6: Technical Approach

- Approach and Methodology for Proposed COTS ERP
 - Supply, Design, Customize, Implementation,
 - DC & DR setup
 - Hosting and Maintenance
 - Training and Handholding
 - Proposed ERP Package License Structure specific to MMRDA requirements
- Product & Module Functionalities
- Project Implementation Schedule (9 Months for Go-live)
- Plan Methodology and Plan to include
- Any other information of the proposed solution

Section-7: Declaration of not being banned or debarred by Indian Government or Government of Maharashtra Organization

(Company letterhead)

[Date]

To

Chief, Information Technology Cell
Mumbai Metropolitan Region Development Authority
2nd Floor, A wing
Bandra Kurla Complex
Bandra (East), Mumbai- 400-051

Sir,

Sub: Declaration of not being banned or debarred by Indian Government or Government of Maharashtra Organization

I, authorized representative of _____, hereby solemnly confirm that the Companyis not banned by the Government of India or Government of Maharashtra which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, MMRDA reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

In case of Consortium, please use the following:

I, authorized representative of _____, hereby solemnly confirm that the Companyand our Consortium partnerare not banned by the Government of India or Government of Maharashtra which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, MMRDA reserves the right to terminate the Contract without any compensation to the Company.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding organization)

Name:

Designation:

Date: Time:

Seal: Business Address:

--X--