

**Request you to submit the bid of Technical & Financial as per Corrigendum.
Corrigendum (Amendments)**

Tender No. 2021 HBC 156928 1

S.NO.	Particulars	Details
1	Document reference number	19.01.2021
2	Downloading of Tender Document / Online Bid Preparation. Online directly transfer of funds of Rs.2000/- through online directly through Debit Cards & Internet Banking Accounts (Tender document fee Rs.1000/-, Processing Fee Rs.1,000/-) are required. EMD of Rs.2.00 Lac.(through online directly through Debit Cards & Internet Banking Accounts)	19.01.2021 to 23.02.2021 upto 5:00 PM
4	Submission of online Technical & Financial Bid	19.01.2021 to 23.02.2021 upto 5:00 PM
5	Opening of Technical Bid	24.02.2021 at 11:00 AM
6	Manual submission of only additional document, if required.	24.02.2021 upto 5:00 PM
7	Presentation by eligible bidders	25.02.2021 at 11:00 AM
8	Date of opening of Financial bids	25.02.2021 at 3:00 PM
9	HAICL contact details	Haryana Agro Industries Corporation Limited, Bays No. 15-20, Sector 4, Panchkula, Haryana 134109 Email- haicpkl@gmail.com Tel- 0172- 2561305
10	Method of selection	QCBS method (70:30)
Note: - In case a Central/ State Holiday are declared on any day, the event will be held on the next working day at the same time and same venue.		

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In chapter 2: Envisaged Solution, 2.1 (Pg. No. 14) ERP Implementation: Marketing & sales module and customer relationship management module will not be considered as a part of ERP implementation and will be a part of POS Application **(3.2)**

In chapter 2: Envisaged Solution, 2.3 Mobile App. (Pg. No. 16): It is clarified that the Mobile app will be a supplement /addition to the POS.

In chapter 3: Detailed Scope of Requirements, 3.2 (Pg. No. 19). In addition to the points mentioned in 3.2, the following points have been made a part of the POS application

- Customer and Franchisee Relationship Management
- Provide chat based back-office automation for franchisees and partners.
- Routine task interactions / follow-ups of vendor partners.
- Vendor & Partner Relationship Management
- Account Payable Requests
- Invoice details, status updates
- Vendor Details
- Customer Loyalty Programs development and integration
- Integrate any third-party apps with CRM through APIs, to get real-time notifications
- Franchisee on-boarding and lifecycle management
- Franchisee performance (incentives and programs)
- Mobile / Website led digital marketing support & integration
- B2B (between the organization and franchisees) and relationship management

In Chapter 3: Detailed Scope of Requirements, 3.3 (Pg. No. 19 & 20). CRM Application is renamed to “Other Support Applications”. The scope of Conversational AI (3.3 a) is removed from the scope of the RFP. However, a few points falling under the same are incorporated in 3.2 POS Application. The following changes in 3.3 to be noted

	Functionality	Details & Scope as per RFP	Revised Scope as per Corrigendum
(a)	Conversation AI	<ul style="list-style-type: none"> • Customer and Franchisee Relationship Management • Place orders to nearest store based on GPS • Provide chat based back-office automation for franchisees and partners. • Enable live-chat option for customer grievance, routine task interactions / follow-ups of vendor partners. • Understand customer satisfaction by automated surveys. • Vendor & Partner Relationship Management • Account Payable Requests • Invoice details, status updates • Vendor Details etc. • Customer Service Automation • 24/7 chat and call support • Omni-Channel support • Multi-lingual support in Hindi, Punjabi and English 	<p>Removed from Scope of work and the following points are incorporated in POS Application (3.2)</p> <ul style="list-style-type: none"> • Customer and Franchisee Relationship Management • Provide chat based back-office automation for franchisees and partners. • Vendor & Partner Relationship Management • Account Payable Requests • Invoice details, status updates • Vendor Details etc.

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2	Grievance Redressal System	<ul style="list-style-type: none"> • Integration with Govt of Haryana's Grievance Redressal System/s to receive and allocate complaints • Collation and allocation of complaints from all installed receiving mechanisms within the organization 	<ul style="list-style-type: none"> • Transfer link to Govt of Haryana's Grievance Redressal System/s to receive and allocate complaints • Collation and allocation of complaints from all installed receiving mechanisms within the organization
3	Customer & Franchisee Relationship Management	<ul style="list-style-type: none"> • Customer Loyalty Programs development and integration • Multichannel support via. phone, live chat or SMS, email and social media • Integrate any third-party apps with CRM through APIs, to get real-time notifications • Mobile / Website led digital marketing support & integration • B2B (between the organization and franchisees) and relationship management • Franchisee on-boarding and lifecycle management • Franchisee performance (incentives and programs) • Targets and program management 	<p>Have been removed from scope of work and have been added to POS Application (3.2) and Service Desk (3.9). The following may be noted:</p> <p>Points to be moved to POS Application are:</p> <ul style="list-style-type: none"> • Customer Loyalty Programs development and integration • Integrate any third-party apps with CRM through APIs, to get real-time notifications • Mobile / Website led digital marketing support & integration • B2B (between the organization and franchisees) and relationship management • Franchisee on-boarding and lifecycle management • Franchisee performance (incentives and programs) <p>Points added to 3.9 Service Desk are:</p> <ul style="list-style-type: none"> • Multichannel support via. phone, live chat or SMS, email and social media • Targets and program management
4	Web Site & App	<ul style="list-style-type: none"> • Development & operationalization of the website • Capture data and insights from website and App for analytics • Optionality for website & App • E-commerce • Payment Integration • Mobile device optimization 	<p>Website to be dynamic in nature, customizable to the extent that online forms can be filled over the website- to go on website page)</p>

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5	Social Media	<ul style="list-style-type: none"> • To integrate customer feedback collected from social media assets for analysis and response • Query & feedback response mechanism 	No Changes
6	E-Commerce	-	E-Commerce application development and updation
7	Service Desk	-	Mentioned in Detailed Scope of Requirements, 3.9

The vendor partner will have the options to develop the above Inhouse or through sub-contracting. However, the entire responsibility lies with the SI (Pg. No. 20). The following has been deleted in the corrigendum.

The vendor partner will have the option to provide them through: -

- In-house and integrated system offering
- Through sub-contracting that covers these deliverables
- Through assisting the organization to on-board vendor specialists in these areas

In the case of points 2 & 3, the vendor partner will ensure sufficient integration flexibility for third-party software's /hardware's to align and integrate with the core systems as the case may be through APIs and other such mechanism

In **Chapter 3: Detailed Scope of Requirements, 3.7** (Pg. No. 22). Operation & Maintenance, the following changes may be noted.

Implementation partner will provide the 5 years warranty Support for both application and hardware with a provision of AMC after 5th year (The table provided earlier in RFP has been removed)

In **Chapter 3: Detailed Scope of Requirements, 3.9** (Pg. No. 22) Service Desk, the following changes may be noted.

The Implementation partner (SI) will provide a Service Desk which will serve as a Single Point of Contact (SPOC) for all incidents, problems, Changes and service requests related to ERP & POS solution

- The SI will have to provide Service Desk function (Physical onsite Helpdesk support) providing support from 10:00 AM to 6.00PM Monday to Saturday.
- HAICL expects the SI to provide on call support in fluent English and Hindi with excellent communication skill.
- Multichannel support via. phone, live chat or SMS, email and social media
- Targets and program management

In **Chapter 3: Detailed Scope of Requirements, 3.10** (Pg. No. 22) Project Timeline & Payment Schedule, the following changes may be noted

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HAICL intends to complete the implementation of ERP within three (3) months for the date of the award of the contract.

The SI shall submit a schedule for the below mentioned deliverables (but not limited to) that would be delivered during the project plan. The proposed timeline of submission of the deliverable should also be mentioned in "T+W" format wherein "T" shall specify the day on which Minutes of kick-off meeting would be issued. This activity would be completed within 2 weeks from the date of signing of contract by both parties. 'W' shall specify the number of weeks after the kick-off meeting when the deliverable would be submitted.

Following are the list of key deliverables (but not limited to) and timelines for the proposed project stages as a part of ERP Solution implementation at HAICL:

Project Stages	
Project Initiation	
Requirement Gathering	
Conduct Conference Room Pilot	
Gaps Analysis	
Design & Build	
Training	
System Integration Testing	
Conduct UAT	
GO-LIVE	
Application Warranty Support (5 Year)	

* The timeline will be mutually agreed between SI & HAICL during SLA.

Payments

2. Other scope of work such as (Pg. No. 23)

Cost Head	Minimum Users
POS application Cost (Per user per month)	2000 Outlets
POS Machine including 5 year warranty /AMC (Per Unit)	2000 Machines
Cloud ERP Subscription (Per user per month)	
Cloud ERP Implementation Cost (One Time Cost)	
Social media (Per person per month)	
Website development and updation for 5 years (One Time Cost)	
Support desk (Per person per month)	
Customisation in future (any work that is not included in this document) (per man hour)	
E-Commerce application development and updation (One Time Cost)	

Other Payment Terms (Pg. No. 23)

- i. Whenever the penalty is levied on SI for failing to meet the mutually agreed SLA, the payment shall be made the payment shall be made after 15 days and the penalty (if any) will be adjusted in the next invoice.
- ii. Any delay on account of HAICL & stake holders HAICL officials (and not attributable to the SI) shall not be taken into account while computing adherence to service levels for the System Partner. The final authority in deciding the responsibility lies totally with the HAICL only.
- iii. Any monetary figure in decimal shall be rounded off to the nearest whole

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- number.
- iv. All payments would be subject to withholdings, if any, due to SLA and performance criteria besides other statutory withholdings.
 - v. Any sub-contracting and / or the requirement to board specialist vendor partner/s to deliver on the scope mentioned in the TOR should be part of the overall bid of the SI.

In **Chapter 4: Vendors Selection Criteria, 4.1** (Pg. No. 24) Key Selection Criteria, the following changes may be noted

For the purpose of your response to this RFP, the key contacts are as follows:

Basic Requirement	Eligibility Criteria As per RFP	Revised Eligibility Criteria	Document Proof
Annual Turnover	Average Annual Turnover of the bidder/consortium is more than 100 Cr. In last 3 consecutive years	Average Annual Turnover of the bidder/consortium is more than 50 Cr. In last 3 consecutive years In case of consortium, Main bidder should have average annual turnover more than 25 Cr. In last 3 consecutive years	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant
Quality Certification	The Organization must have valid ISO/IEC 27001:2013 certificate for Information Security AND CMMI level 3 & above certification for Software Design, Development & Testing	Removed from RFP	
Technical Capability - Experience in ERP/similar project as System Integrator/ Agency/ Vendor-implementation	Implemented/on-going at least 2 (Two) similar solutions in India as System Integrator with the following modules Financial Modules Supply Chain Modules Integration	Two Implemented/ongoing projects at least 75% similar to this RFP in India as System Integrator/ Agency/ Vendor	Work Order issued by the client & Completion Certificate / self-certificate from authorized signatory of the organization.
POS Application Capability – Experience	Implemented/on-going at least 2 (Two) POS application implementation in India as System Integrator Implemented/on-going at least POS application in 1000+ retail outlets.	Implemented/on-going at least 2 (Two) POS application implementation in India Implemented/on-going at least POS application in 1000+	Purchase order for POS

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		retail outlets (cumulative in last 3 years)	
CRM/similar customer related module/Application Capability – Experience	Implemented/ on-going at least 2 (Two) CRM application implementation in India as System Integrator.	Implemented/ At least two applications related to customer communications/ feedback, preferably via POS application in India	Work orders
Consortium	Maximum 2 Consortium is allowed. Subletting is only allowed for social media and website development after the approval from HAICL	Maximum 2 Consortium including the main bidder is allowed. Subletting is only allowed for social media and website development after the approval from HAICL	Copy of declaration
Legal Entity	Company, Partnership Firm or Sole Proprietorship Firm. The Organization should have existence in India for last Ten (10) years at the end of 31st March 2020. The Organization should be into the business of IT/ITeS for the last Ten (10) years at the end of 31st March, 2020.	Company, Partnership Firm or Sole Proprietorship Firm. The Organization should have existence in India for last Seven (7) years at the end of 31st March 2021. The Organization should be into the business of IT/ITeS for the last Seven (7) years at the end of 31st March, 2021.	Certificate of Company Registration
Other legal documents	- GST Certificate - Income Tax Return (Latest 10 years) - Copy of PAN - Articles of Association/ Company Registration (depending on company type) Undertaking for not being blacklisted by any govt. body in india Undertaking that no cases in any court of law will impact the deliverance in HAICL project.		Copy of the valid documents
Submission of authorization from OEM	OEM has to authorize the bidder as an implementation partner		Valid Documents/ Certification from OEM/ Cloud hosting

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	mentioning the type/category of partnership with validity period		Partner
Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, Techno- Functional Consultants) has to be in the payroll of the SI		Self-Certification by SI

In **Chapter 4: Vendors Selection Criteria, 4.2** (Pg. No. 25-28) Vendor Selection Process, the following changes may be noted

1. The Technical Evaluation shall be initiated for only those Bids who qualify in the Pre-Qualification stage and will be evaluated as per the evaluation criteria in this clause.
2. Evaluation Committee (EC) may require written clarifications from Bidders to clarify ambiguities / uncertainties arising out of the evaluation of Bid documents.
3. Technical Evaluation of the bids would be carried out on following criteria of the Bidder as given below:

S. No.	Particulars	Weightage in %
A	Past Experiences	40
B	Technical Proposal	20
C	Technical Presentation	20
D	Manpower Deployment	20

Each category is of 100 marks and total technical evaluation will be done as follows (40% of 100 + 20% of 100+ 20% of 100+ 20% of 100) = Final technical Score out of 100

4. Above mentioned categories' evaluation criteria would be divided into various sub-criteria, mentioned as follows
5. **A. Bidder's Past Experience (100 Marks)** (Pg. No. 26), the following changes may be noted

S. No.	Particulars	Existing as per RFP	Description	Marks (100)
1	Annual Turnover			15
		Average Annual Turnover of the main bidder is more than 100 Cr. In consecutive 3 years	Average Annual Turnover of the bidder/consortium is 50-75 Cr In last 3 consecutive years	10
			Average Annual Turnover of the bidder/consortium is more than 75 Cr In last 3 consecutive years	15
2	Experience in similar project (completed/on-		Experience in 75% of similar project (completed/on- going) in India	40

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	going) in India including Finance & Accounts, HRMS and Procurement & Inventory Management.			
		Implementation in 1 or more Govt. Organization &>4 Implementation in Private Organization.	Only ERP Implementation by bidder/ Main Bidder in consortium	10
			ERP+ POS Implementation by bidder/ Main Bidder in consortium	20
			ERP + POS + Customer Interface Application/ Facilities by bidder/ Main Bidder in consortium	30
			ERP + POS + Customer Interface Application/ Facilities by bidder/ Main Bidder in consortium and social media /website/support desk (any2) by consortium	40
3	Experience in POS implementation.		Experience in POS implementation.	40
			Implemented/on-going at least 8-10 (Ten) POS application implementation in India as System Integrator.	10
			Implemented/on-going more than 10 (Ten) POS application implementation in India as System Integrator.	15
			Implemented/on-going at least POS application in 1000-2000 retail outlets (cumulative in last 3 years).	10
			Implemented/on-going at least POS application in 2000-5000 retail outlets (cumulative in last 3 years).	15
			Implemented/on-going at least POS application in more than 5000 retail outlets (cumulative in last 3 years).	20
			Implemented/on-going at least 2 (Two) POS application in Government organization.	5
4	Quality Certification	The Organization must have valid ISO 9001 and ISO 27001 certifications CMMI level 3 & above certification for Software Design, Development & Testing	The Organization must have valid ISO 9001 and ISO 27001 certifications CMMI level 3 & above certification for Software Design, Development & Testing	5

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5. **B. Bidder’s Technical Proposal (100 Marks)**, (Pg. No. 26), the following changes may be noted

S.No.	Tech Evaluation Criteria	Description	Marks (100)
1	Bidder’s Understanding of the Project Requirements	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Clarity and depth of understanding of the project’s objectives, scope and requirements • Bidder’s understanding of business processes of HAICL and strategy for ERP & POS Implementation and how the project components would be delivered to meet the project objectives <p>-Iterative methodology - Clear deliverables with templates</p> <ul style="list-style-type: none"> • Milestone & timelines for each module 	50
2	Approach Implementation & Methodology	<p>To be evaluated from the technical proposal documentation to the TEC. TEC shall evaluate the Approach and Methodology for the Implementation & Post- Implementation proposed by bidder and evaluate the same on the following parameters:</p> <ul style="list-style-type: none"> • Solution Architecture Solution Design Solution Scalability • Project Management Methodology & plan with detailed timeline • Completeness of the A&M to meet the requirements • Any unique project implementation strategy (ies) proposed, which can impact projects outcomes in positive manner • Risks identification and proposed mitigation plan • Testing Approach Performance Testing (Response time definition on predefined load) Load Testing Integration Testing 	25
3	Compliance to specified functional requirements	<p>Compliance to Functional Requirement Specifications as mentioned in Section 2 & 3. Marks will be awarded for all requirements based on responses of bidder as S/C/TP/NC.</p>	25

5. **C. Technical Presentation (100 Marks)** (Pg. No. 28), the following changes may be noted

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SI vendor will submit the powerpoint presentation highlighting the plan for the implementation of retail project. The presentation will be categorised into:

S. No.	Particular	Marks (100)
1.	Introduction	5
2.	Approach & Methodology	25
3.	Customer interface/ Feedback Facilities	10
4.	Training methodology	10
5.	E-commerce solution	10
6.	Solution for Social Media/Website/Support Desk	10
7.	POS Application/ Hardware	10
8.	Back-end Team	10
9.	ERP	10

5. D. Resource Deployment (100 Marks) (Pg. No. 28), the following changes may be noted

A comparative analysis will be done of all the bidders and scoring will be done based on percentile, that is the least committed resource deployment will be given a score of **70 marks** with the increment of **5 marks** each for additional resource committed in the L1 category and 2.5 marks for additional resource deployment in L2 & L3 categories: **not exceeding more than 90 marks**. HAICL will score **10 marks** against the relevant experience/ qualifications of the deployed resources.

Irrespective of committed resource deployment by the bidder, HAICL reserves the right to request the SI to increase the committed number of deployments for successful implementation of project.

S. No.	Role	Name of Person and category (L1/L2/L3)	Summary of Relevant Experience in your proposed ERP Business System	Years working for your company	Location
1					
2					
3					
4					
5					
6					

6. Bid Evaluation (Pg. No. 28), the mentioned point is added:

- i. Each category is of 100 marks and total technical evaluation will be done as follows (40% of 100 + 20% of 100+ 20% of 100+ 20% of 100) = Final Technical Score out of 100.

7. Penalty (Pg. No. 29), the following table is revised:

HAICL and selected SI vendor will mutually agree on timelines during SLA. Any delay as per the table following penalty will be imposed:

Milestone	Delay by	Penalty

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Cloud ERP Subscription	1 week	1% of corresponding bid per user per month
POS application	1 week	1% of corresponding bid per unit
POS Machine delivery/ non provision of training	48 hours	5000 Rs per incident
Cloud ERP Implementation	1 week	1% of corresponding bid
Website/social media/e commerce etc.	1 week	1% of corresponding bid
Service desk and customer/franchisee interaction center	24-48 hours of delay since customers first contact telephonically	1 % of corresponding bid if deliverance is below 90-95 %

However, no penalty will be imposed if delay is due to unavoidable circumstances that is beyond the control of HAICL/HAFED and decision of MD HAICL will be final.

In Chapter No. 4 . Vendor Selection Criteria (Pg. No.30), the following changes may be noted.

- SI will take consent from HAICL before any sub-letting or sub-contracting any of the scope of work allowed in the RFP, after submitting the company profile and work experience and necessity of engaging the said agency/partner.
- The period of contract with vendor will be for 5 yrs. The association may be extended on annual basis. HAICL reserves the right to increase the scope of work during the agreement of 5 years or during extension period post completion of 5 years such as providing hardware at the same cost.

In chapter No. 5 Vendor Information, 5.5.2 Scope of Engagement (**Pg.No.34**), the following changes may be noted.

HAICL expects that the scope of engagement will be agreed to formally at the inception of an engagement and will not be altered without written agreement. Does your company support this view?

Note that the scope of the project is defined in this RFP.

<p style="margin: 0;">Yes No</p> <p style="margin: 0;"><input type="checkbox"/> <input type="checkbox"/></p> <p style="margin: 0;">Comments:</p>
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In Chapter No. 6 Appendix – Solution Costing (Pg. No. 42)

The content of the chapter has been removed and revised to the following:

- Necessary direction to the bidders is provided not to reveal any costs or financial numbers in the technical bid or any other annexure other than financial bid.
- The pricing in the financial bid should be inclusive of all taxes.

In chapter No. 7 Award of Contract, 7.4 Contract Finalization and Award (Pg. No.43), the following changes may be noted.

HAICL will take approval from the competent authority as per procedure before allotment of project to Company/Agency and such award shall be subject to the norms / latest guidelines of Govt. of Haryana.

Earnest Money Deposit (EMD) The Bidders shall submit, along with their Bids, EMD of Rs. 2,00,000/- in the form of Online Mode through Debit Cards & Internet Banking Accounts. EMD (Bid Security) in any other form shall not be entertained.

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In chapter No. 7 Award of Contract, 7.5 Performance Bank Guarantee (Pg-No.44), the following changes may be noted on point No.2.

This Performance Bank Guarantee will be for an amount equal to 10% (5% within 10 working days of the date of notice of award of the contract and rest 5% after completion of 365 days of the first deposit of BG) of the value of the contract awarded. The value of the contract will be calculated as the sum of all payments (as stipulated by the contract pertaining to the scope of work) to be made by HAICL to the bidder during the contract period. All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid initially till 6 months after the completion of the contract period. In case, the project will be extended /delayed beyond the timelines, the bidder shall be required to extend the Bank Guarantee till the actual date of completion of project. The performance bank guarantee may be discharged/ returned by HAICL upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

In chapter No. 7 Award of contract, the following points have been added (Pg. No.47):

7.10 Negotiation – After opening of financial proposal the H1 vendor will be declared eligible for award of contract. The selected vendor will then be invited for negotiation, if considered necessary.

7.11 Taxes and Duties – The rates quoted by the bidder shall be inclusive of prevailing Govt. Duties and Taxes (If any) and other duties and taxes levelled by the state from time to time. Bidder shall be responsible for all statutory and regulatory compliances and for obtaining any permits, licenses or other statutory documents required by Government/HAICL/Authorities in connection with the supply of products and rendering services

7.12 Period of Contract – The period of contract with vendor will be for 5 yrs. The association may be extended on annual basis. HAICL reserves the right to increase the scope of work during the agreement of 5 years or during extension period post completion of 5 years such as providing hardware at the same cost.

In chapter No. 8 Appendix D-Distribution and Release (Pg. No. 48), the point is not required and deleted.

In Annexure 1 Format for Performance Bank Guarantee (Pg. No. 49), the following changes may be noted:

ANNEXURE 1 – FORMAT FOR PERFORMANCE BANK GUARANTEE

Request you to submit the bid of Technical & Financial as per Corrigendum.

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Date

TOR No.:-

To,

.....

Dear Sir,

PERFORMANCE BANK GUARANTEE – For the Selection of SI for Retail

Expansion HAICL, Haryana. WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (herein after, referred to as “Contract”) with you for Project for Selection of SI for Retail Expansion Plan of HAICL, Haryana, in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an amount of 10% of the contract value, (5% within 10 working days of the date of notice of award of the contract and rest 5% after completion of 365 days of the fist deposit of BG) and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% 5% within 10 working days of the date of notice of award of the contract and rest 5% after completion of 365 days of the contract) of the contract value (in words and figures) without any demur.

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In Annexure 9 Financial Bid (Pg. No. 60), the following changes may be noted:

Format for Non-variable Cost Heads

Cost Head	Minimum Users (A)	Cost per Unit (inclusive of Taxes) (B)	Total Cost (inclusive of all Taxes) (A*B)
POS application Cost (Per user per month)	2000 Outlets		
POS Machine including 5 year warranty /AMC (Per Unit)	2000 Machines		
Cloud ERP Subscription (Per user per month)	For 60 users		
Cloud ERP Implementation Cost (One Time Cost)	1		
Website development and updation for 5 years (One Time Cost)	1		
E-Commerce application development and updation (One Time Cost)	1		

Format for Variable Cost Heads

Cost Head	Cost (inclusive of all Taxes)
Social media (Per person per month)	
Support desk (Per person per month)	
Customisation in future (any work that is not included in this document) (per man hour)	

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In Annexure 10 Declaration/Information of the Consortium (Pg. No. 61) have been added & the bidder needs to submit the relevant consortium details as desired in 4.3.2 (Pg. No.30)

ANNEXURE 10 – DECELERATION /INFORMATION OF THE CONSORTIUM

Based on above, draft corrigendum is submitted for approval & uploading on website/e-portal/newspaper.

Points to be Noted:

- **Necessary direction to the bidders is provided not to reveal any costs or financial numbers in the technical bid or any other annexure other than financial bid.**
- **All the uploads with respect to Technical & Financial bid must be submitted as per corrigendum.**
- **All the costing bid should be of inclusive of all taxes.**

MD HAICL

Request you to submit the bid of Technical & Financial as per Corrigendum.