



Greater Noida Industrial Development Authority (GNIDA)

Plot No: 01, Knowledge Park IV, Greater Noida,
District Gautam Budh Nagar, Uttar Pradesh

Ref: No:Fin/2018/IF-152/ 1894

Date:16/03/2018

Corrigendum (No. 3)

This is in reference to the advertisement (Ref.: Plng/2018/IF-152/202) dated 22nd Jan 2018, regarding "RFP for Selection of System Integrator for the Design, Development, Implementation and Maintenance of ERP Solution for GNIDA" published by Greater Noida Industrial Development Authority.

In this regard, please find attached the following documents:

1. Annexure 1: Addendum/Corrigendum (No. 3)


(Housila Prasad Verma)
General Manager (Fin)

Annexure 1: Corrigendum/ Addendum (No. 3)

Sr. No.	Clause in the RFP	Corrigendum/ Addendum
RFP Volume - I		
1.	Notice Inviting e-Bids (NIB) e-Bid Submission End Date and Time: 20 th March, 1700 hrs (IST), 2018 Technical Bid Opening Date and Time: 21 st March, 1500 hrs (ST), 2018	Notice Inviting e-Bids (NIB) e-Bid Submission End Date and Time: 10 th April, 1700 hrs, 2018 Technical Bid Opening Date and Time: 11 th April, 1500 hrs, 2018
2.	Section 3.1 Key expectations from the system- Planning Division <ul style="list-style-type: none"> • Facility for review of road geometrics and real time tracking of traffic patterns – this functionality should be able to flag instances of specific junctions/roads exceeding a certain capacity threshold (e.g. 70-80%) • Integration with bus network – functionality should show real time location of bus routes, stops, etc.; should be linked with Urban Services • Real-time tracking of signage (as per planned/marked locations) – current process requires manually verifying whether signage plates are vacant or not 	Section 3.1 Key expectations from the system- Planning Division <i>These points stand deleted. The mentioned functionalities will be taken up by GNIDA as a separate project at a later stage. However, the proposed ERP solution should allow integration with all such functionalities, whenever implemented in the future.</i>
3.	Section 3.5 Key expectations from the system- Urban Services Division <ul style="list-style-type: none"> • Real time monitoring of advertising boards/bus shelters and their locations, including monitoring of approval status 	Section 3.5 Key expectations from the system- Urban Services Division <i>This line stands deleted. The mentioned functionalities will be taken up by GNIDA as a separate project at a later stage. However, the proposed ERP solution should allow integration with all such functionalities, whenever implemented in the future.</i>
4.	Section 3.7 Key expectations from the system- Horticulture Division <ul style="list-style-type: none"> • Provision of GPS system for all locations wherever the plantations has been done to know the real time update on their status" 	Section 3.7 Key expectations from the system- Horticulture Division <i>This line stands deleted. The mentioned functionalities will be taken up by GNIDA as a separate project at a later stage. However, the proposed ERP solution should allow integration with all such functionalities, whenever implemented in the future.</i>
5.	Section 3.11 Key expectations from the system- Assets Division <ul style="list-style-type: none"> • Integrated parking management system (especially applicable once new tenants move into the GNIDA offices at Knowledge Park IV) 	Section 3.11 Key expectations from the system- Assets Division <i>This line stands deleted. The mentioned functionalities will be taken up by GNIDA as a separate project at a later stage. However, the proposed ERP solution should allow integration with all such functionalities, whenever implemented in the future.</i>
6.	Clause 5.9.1 (ix) It is recommended that the SI shall either host the ERP solution on its own cloud hosting platform or go for the MeitY empanelled CSPs. In no case, SI shall host the application on cloud platform of any company which has a history of data loss and security breaches.	Clause 5.9.1 (ix) It is recommended that the SI shall host the ERP solution on MeitY empanelled CSPs. In no case, SI shall host the application on cloud platform of any company which has a history of data loss and security breaches.

Sr. No.	Clause in the RFP	Corrigendum/ Addendum																											
7.	Serial No.-97 of Annexure-2 of Corrigendum-1 Dated 23-Feb-2018 SI need to set up Private Cloud for GNIDA.	Serial No.-97 of Annexure-2 of Corrigendum-1 Dated 23-Feb-2018 This clause stands deleted.																											
RFP Volume – II																													
8.	Clauses 2.15.4, 2.27.4, 3.6.2, Annexure-X Note, and Annexure-XI Note	In clauses 2.15.4, 2.27.4, 3.6.2, Annexure-X Note, and Annexure-XI Note, “GST” shall be read as “GST or equivalent tax”																											
9.	Clause No. 1.2 Last date and time for submission of e-bids: 20 th March, 1700 hrs (IST), 2018 Opening of the e-bid -Technical Proposal: 21 st March, 1500 hrs (ST), 2018 Technical Presentation cum Demo: 14 th March, 2018 at 11:00 AM	Clause No. 1.2 Last date and time for submission of e-bids: 10 th April, 1700 hrs, 2018 Opening of the e-bid -Technical Proposal: 11 th April, 1500 hrs, 2018 Technical Presentation cum Demo: To be communicated to the bidders at the later stage																											
10.	Clause No. 2.22.4 Misrepresentation and/or improper response by any bidder may lead to disqualification of the bidder and forfeit of EMD.	Clause No. 2.22.4 Misrepresentation and/or improper response like forged, tempered, fabricated, false documents or any wilful misrepresentation by any bidder, may lead to disqualification of the bidder and forfeit of EMD.																											
11.	Clauses 3.4.1.1 (e) The bidders who score 70 or more marks in technical bid, will qualify for the evaluation of the financial bid.	Clauses 3.4.1.1 (e) The bidders who score 60 or more marks in technical bid, will qualify for the evaluation of the financial bid.																											
12.	Clauses 3.4.1.2 “The financial bids of only technically successful bidder(s) whose bids have been scored 70 or more marks in aggregate will be opened by the Committee.”...	Clauses 3.4.1.2 “The financial bids of only technically successful bidder(s) whose bids have been scored 60 or more marks in aggregate will be opened by the Committee.”...																											
13.	Clause 3.6.1 ...“Minimum score required for any bidder to be qualified for opening of financial bid is “Technical Score: 70% of the total marks”.”	Clause 3.6.1 ...“Minimum score required for any bidder to be qualified for opening of financial bid is “Technical Score: 60% of the total marks”.”																											
14.	6. Payment Schedule <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">S. No.</th> <th style="background-color: #cccccc;">Payments</th> <th style="background-color: #cccccc;">% of Total Fee</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">A.</td> <td colspan="2" style="background-color: #cccccc;">Implementation Phase</td> </tr> <tr> <td style="text-align: center;">1.</td> <td>Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement</td> <td style="text-align: center;">5%</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Business Blueprint finalization and sign-off from GNIDA</td> <td style="text-align: center;">10%</td> </tr> </tbody> </table>	S. No.	Payments	% of Total Fee	A.	Implementation Phase		1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%	2.	Business Blueprint finalization and sign-off from GNIDA	10%	6. Payment Schedule <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">S. No.</th> <th style="background-color: #cccccc;">Payments</th> <th style="background-color: #cccccc;">% of Total Fee</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">A.</td> <td colspan="2" style="background-color: #cccccc;">Implementation Phase</td> </tr> <tr> <td style="text-align: center;">1.</td> <td>Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement</td> <td style="text-align: center;">5%</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Signing of ERP Licensing Agreement with GNIDA</td> <td style="text-align: center;">10%</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Business Blueprint finalization and sign-off from GNIDA</td> <td style="text-align: center;">10%</td> </tr> </tbody> </table>	S. No.	Payments	% of Total Fee	A.	Implementation Phase		1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%	2.	Signing of ERP Licensing Agreement with GNIDA	10%	3.	Business Blueprint finalization and sign-off from GNIDA	10%
S. No.	Payments	% of Total Fee																											
A.	Implementation Phase																												
1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%																											
2.	Business Blueprint finalization and sign-off from GNIDA	10%																											
S. No.	Payments	% of Total Fee																											
A.	Implementation Phase																												
1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%																											
2.	Signing of ERP Licensing Agreement with GNIDA	10%																											
3.	Business Blueprint finalization and sign-off from GNIDA	10%																											

Sr. No.		Clause in the RFP		Corrigendum/ Addendum		
	3.	Setting up of cloud platform for ERP application hosting	20%	4.	Setting up of cloud platform for ERP application hosting	10%
	4.	ERP application Go-Live	25%	5.	ERP application Go-Live	15%
	B.	Operations & Maintenance Phase		B.	Operations & Maintenance Phase	
	1.	Twenty quarterly instalments over five (5) years from the "Go-Live" date, each instalment being a maximum of 2% of total contract value depending upon the quarterly performance level assessed on the basis of SLAs defined in this RFP.	40%	1.	Twenty quarterly instalments over five (5) years from the Go-Live date, each instalment being a maximum of 2.5% of total contract value depending upon the quarterly performance level assessed on the basis of SLAs defined in this RFP. However, across entire Operations & Maintenance Phase SLA penalty shall be capped at 10% of the total value of the Operations & Maintenance Phase of the project.	50%
15.	Annexure VIII: Pre-Qualification Criteria, Sr. No.: 5			Annexure VIII: Pre-Qualification Criteria, , Sr. No.: 5		
	5	<p>Technical Capability</p> <p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Local Bodies or Central/ State Government Department(s)/ PSU in India or Real State Sector ERP package implementation Globally of value specified herein:</p> <ul style="list-style-type: none"> One project not less than the amount value equal to 15 Crores; <p>OR</p> <ul style="list-style-type: none"> Two projects not less than the amount equal value equal to 7.5 Crores; 	<p>Annexure – VII along with</p> <p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion; OR</p> <p>Work order + Phase completion certificate from the client</p> <p>Note: The documents supplied should clearly mentioning the project scope, project duration</p>	5	<p>Technical Capability</p> <p>Bidder must have successfully completed or under advance stages (i.e. project should be under User Acceptance Testing or in pilot go-live or near to go-live) of executing project(s) of ERP implementation with Urban Local Bodies or Central/ State Government Department(s)/ PSU in India or Real State Sector ERP package implementation Globally or ERP/Software implementation project globally with urban local bodies of value specified herein:</p> <ul style="list-style-type: none"> One project not less than the amount value equal to 15 Crores; <p>OR</p>	<p>Annexure – VII along with</p> <p>Completion certificates from the client; OR</p> <p>Work order + Self certificate of completion; OR</p> <p>Work order + Phase completion certificate from the client</p> <p>Note: The documents supplied should clearly mentioning the project scope, project duration</p>

Sr. No.		Clause in the RFP		Corrigendum/ Addendum				
		OR • Three projects not less than the amount equal value equal to 5 Crores	(phase wise if any), project value, project start date etc.		• Two projects not less than the amount equal value equal to 7.5 Crores; OR • Three projects not less than the amount equal value equal to 5 Crores	(phase wise if any), project value, project start date etc.		
16.	Annexure VIII: Pre-Qualification Criteria for ERP/COTS OEM, Sr. No.:1 Roadmap: The ERP/COTS OEM should have an established and published roadmap for atleast next 5 years			Annexure VIII: Pre-Qualification Criteria for ERP/COTS OEM, Sr. No.: 1 Roadmap: The ERP/COTS OEM should have an established and published roadmap for minimum period of 3 years.				
17.	Annexure IX: Technical Qualification Criteria, Sr. No.: 2			Annexure IX: Technical Qualification Criteria, Sr. No.: 2				
	2	Relevant experience of executing ERP project(s) or Software/ IT project(s) worth more than 10 crore in last 10 years (from the date of bidding) for Urban Local Bodies, Development Authority/ Housing Board/ Municipalities or for Central/ State Government Department(s)/ PSU(s) in India or Real State Sector ERP package implementation Globally as System Integrator for ERP solution design, development, deployment/ Data Center built/ Hosting Services/ hardware supply, installation, commissioning, maintenance and operations support. The projects should necessarily have application design, development and deployment component. • Experience of executing 1 Project: 5 marks • Experience of executing 2 Projects: 10 marks	15	Completion certificates from the client; OR Work order + Self certificate of completion; OR Work order + Phase completion certificate from the client Along with Annexure VII	2	Relevant experience of executing ERP project(s) or Software/ IT project(s) worth more than 10 crore in last 10 years (from the date of bidding) for Urban Local Bodies, Development Authority/ Housing Board/ Municipalities or for Central/ State Government Department(s)/ PSU(s) in India or Real State Sector ERP package implementation Globally or ERP/Software implementation project globally with urban local bodies as System Integrator for ERP solution design, development, deployment/ Data Center built/ Hosting Services/ hardware supply, installation, commissioning, maintenance and operations support. The projects should necessarily have application design, development and deployment component. • Experience of executing 1 Project: 5 marks	15	Completion certificates from the client; OR Work order + Self certificate of completion; OR Work order + Phase completion certificate from the client Along with Annexure VII

Sr. No.	Clause in the RFP				Corrigendum/ Addendum			
	<ul style="list-style-type: none"> Experience of executing 3 or more Projects: 15 marks <p>Note: Projects should be substantially completed i.e. completed or 70% completed. For 70% completion please attach client certificate or payment receipt confirmation.</p>			<ul style="list-style-type: none"> Experience of executing 2 Projects: 10 marks Experience of executing 3 or more Projects: 15 marks <p>Note: Projects should be substantially completed i.e. Go-live or 70% completed of the total project value. For 70% completion please attach client certificate or payment receipt confirmation.</p>				
18.	Annexure IX: Technical Qualification Criteria, Sr. No.: 3				Annexure IX: Technical Qualification Criteria, Sr. No.: 3			
3	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, Infrastructure, technical & manpower support, and operations & maintenance support) worth more than 20 crore in Central/ State Government Department(s)/ PSU(s) in India or Real State Sector ERP package implementation Globally. The work order should have been issued within the last 10 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> Experience of executing 1 Projects: 4 marks Experience of executing 2 Projects: 8 marks Experience of executing 3 Projects: 12 marks Experience of executing 4 Projects: 16 marks 	20	<p>Completion certificates from the client; OR Work order + Self certificate of completion; OR Work order + Phase completion certificate from the client</p> <p>Along with Annexure VII</p>	3	<p>Relevant experience of executing software development & maintenance services project(s) on turnkey basis (including ERP implementation/ Bespoke Development, Infrastructure, technical & manpower support, and operations & maintenance support) worth more than 20 crore in Central/ State Government Department(s)/ PSU(s) in India or Real State Sector ERP package implementation Globally or ERP/Software implementation project globally with urban local bodies. The work order should have been issued within the last 10 years, as on date of submission of bid.</p> <ul style="list-style-type: none"> Experience of executing 1 Projects: 4 marks Experience of executing 2 Projects: 8 marks Experience of executing 3 Projects: 12 marks 	20	<p>Completion certificates from the client; OR Work order + Self certificate of completion; OR Work order + Phase completion certificate from the client</p> <p>Along with Annexure VII</p>	

Sr. No.	Clause in the RFP	Corrigendum/ Addendum
	<ul style="list-style-type: none"> • More than 4 Projects: 20 marks <p>Note: Projects should be substantially completed i.e. completed or 70% completed. For 70% completion please attach client certificate or payment receipt confirmation.</p>	<ul style="list-style-type: none"> • Experience of executing 4 Projects: 16 marks • More than 4 Projects: 20 marks <p>Note: Projects should be substantially completed i.e. Go-live or 70% completed of the total project value. For 70% completion please attach client certificate or payment receipt confirmation.</p>
RFP Volume – III		
19.	<p>Clause No. 13.3.3 If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which increase or decreases the cost incurred by the System Integrator in performing the Services, then all such taxes (except GST which will be paid extra by GNIDA), duties and other charges while executing the task should be borne by the System Integrator.</p>	<p>Clause No. 13.3.3 If, after the date of this Agreement, there is any change of rate of levy under the existing applicable laws of India with respect to taxes and duties, which increase or decreases the cost incurred by the System Integrator in performing the Services, then all such taxes (except GST or equivalent tax which will be paid extra by GNIDA), duties and other charges while executing the task should be borne by the System Integrator.</p>
20.	<p>Clause No. 15.1.8.2 Complete documentation for the entire system handed over to the GNIDA/ replacement System Integrator/ identified agency.</p>	<p>Clause No. 15.1.8.2 Complete technical documentation for the entire system handed over to the GNIDA/ replacement System Integrator/ identified agency.</p>
21.	<p>Clause No. 15.1.8.3 Handover of all AMC support related documents, credentials etc. for all OEM products supplied/ maintained in the system. Handover MoUs signed for taking services taken from third parties such as digital signature agencies, etc.</p>	<p>Clause No. 15.1.8.3 Handover of all AMC support related documents, credentials etc. for all OEM products supplied/ maintained in the system. Handover MoUs signed (except the commercials part) for taking services taken from third parties such as digital signature agencies, etc.</p>
22.	<p>Clause No. 20 The System Integrator warrants that the Project, including all the system(s) and other Services provided, shall be free from any defect or deficiency in the material, design, engineering, and performance/workmanship that prevent the Project and/or any of its systems(s) from fulfilling the functional or technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the Project and/or any of its system(s) as per warranty period defined in the RFP. The warranty period for the project shall be 1 month from</p>	<p>Clause No. 20 The System Integrator warrants that the Project, including all the system(s) and other Services provided, shall be free from any defect or deficiency in the material, design, engineering, and performance/workmanship that prevent the Project and/or any of its systems(s) from fulfilling the functional or technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the Project and/or any of its system(s) as per warranty period defined in the RFP. The warranty period for the project shall be entire contract</p>

Sr. No.	Clause in the RFP	Corrigendum/ Addendum																		
	<p>the date of successful completion of User Acceptance Testing / Final Acceptance Testing of the ERP System at GNIDA. If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the System Integrator, the System Integrator shall promptly, in consultation and agreement with GNIDA, and at the System Integrator's sole cost repair, replace, or otherwise make good (as the System Integrator shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. Any defective system that has been replaced by the System Integrator shall remain the property of the System Integrator. If the Project or any of its System cannot be used by reason of such default, defect or deficiency and/or making good of such default, defect or deficiency, the warranty period for the Project shall be extended by a period equal to the period during which the Project or any of its system could not be used by the GNIDA because of such defect and/or making good of such default, defect or deficiency.</p>	<p>period from the date of Go-live of the ERP System at GNIDA. If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the System Integrator, the System Integrator shall promptly, in consultation and agreement with GNIDA, and at the System Integrator's sole cost repair, replace, or otherwise make good (as the System Integrator shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the Project caused by such default, defect or deficiency. Any defective system that has been replaced by the System Integrator shall remain the property of the System Integrator.</p>																		
23.	<p>Clause No. 21 Time is the essence of the Agreement and the delivery dates are binding on the System Integrator. In the event of the System Integrator's default in adhering to the agreed time frame/ scheduled set of activities as laid down in the contract or any gross negligence, for causes attributable to the System Integrator, System Integrator shall be liable to pay liquidated damage @ 0.5% of the milestone value per week of delay subject to a maximum of 10% of the milestone value. Further, across all the milestone liquidated damage will be capped at 10% of the total contract value. The delay has to be directly attributable to System Integrator's default.</p>	<p>Clause No. 21 Time is the essence of the Agreement and the delivery dates are binding on the System Integrator. In the event of the System Integrator's default in adhering to the agreed time frame/ scheduled set of activities as laid down in the contract or any gross negligence, for causes attributable to the System Integrator, System Integrator shall be liable to pay liquidated damage @ 0.5% of the milestone value per week of delay subject to a maximum of 10% of the milestone value. Further, across all the milestones liquidated damage shall be capped at 10% of the total value of the implementation phase of the project i.e. Design, Development, Implementation of ERP application. The delay has to be directly attributable to System Integrator's default.</p>																		
24.	<p>SCHEDULE IV – Payments Schedule</p> <table border="1" data-bbox="185 1209 1140 1428"> <thead> <tr> <th data-bbox="185 1209 286 1281">S. No.</th> <th data-bbox="293 1209 981 1281">Payments</th> <th data-bbox="987 1209 1140 1281">% of Total Fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="185 1286 286 1318">A.</td> <td data-bbox="293 1286 981 1318">Implementation Phase</td> <td data-bbox="987 1286 1140 1318"></td> </tr> <tr> <td data-bbox="185 1323 286 1428">1.</td> <td data-bbox="293 1323 981 1428">Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement</td> <td data-bbox="987 1323 1140 1428">5%</td> </tr> </tbody> </table>	S. No.	Payments	% of Total Fee	A.	Implementation Phase		1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%	<p>SCHEDULE IV – Payments Schedule</p> <table border="1" data-bbox="1167 1209 2130 1428"> <thead> <tr> <th data-bbox="1167 1209 1267 1281">S. No.</th> <th data-bbox="1274 1209 1962 1281">Payments</th> <th data-bbox="1968 1209 2130 1281">% of Total Fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="1167 1286 1267 1318">A.</td> <td data-bbox="1274 1286 1962 1318">Implementation Phase</td> <td data-bbox="1968 1286 2130 1318"></td> </tr> <tr> <td data-bbox="1167 1323 1267 1428">1.</td> <td data-bbox="1274 1323 1962 1428">Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement</td> <td data-bbox="1968 1323 2130 1428">5%</td> </tr> </tbody> </table>	S. No.	Payments	% of Total Fee	A.	Implementation Phase		1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%
S. No.	Payments	% of Total Fee																		
A.	Implementation Phase																			
1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%																		
S. No.	Payments	% of Total Fee																		
A.	Implementation Phase																			
1.	Mobilization fees against submission of Performance Bank Guarantee and signing of Master Service Agreement	5%																		

Sr. No.		Clause in the RFP	Corrigendum/ Addendum
	2.	Business Blueprint finalization and sign-off from GNIDA	10%
	3.	Setting up of cloud platform for ERP application hosting	20%
	4.	ERP application Go-Live	25%
	B.	Operations & Maintenance Phase	
	1.	Twenty quarterly instalments over five (5) years from the "Go-Live" date, each instalment being a maximum of 2% of total contract value depending upon the quarterly performance level assessed on the basis of SLAs defined in this RFP.	40%
	2.	Signing of ERP Licensing Agreement with GNIDA	10%
	3.	Business Blueprint finalization and sign-off from GNIDA	10%
	4.	Setting up of cloud platform for ERP application hosting	10%
	5.	ERP application Go-Live	15%
	B.	Operations & Maintenance Phase	
	1.	Twenty quarterly instalments over five (5) years from the Go-Live date, each instalment being a maximum of 2.5% of total contract value depending upon the quarterly performance level assessed on the basis of SLAs defined in this RFP. However, across entire Operations & Maintenance Phase SLA penalty shall be capped at 10% of the total value of the Operations & Maintenance Phase of the project.	50%