



F. No.: SWFS&SPFO-ERP/2024

Date: 06/10/2025

CORRIGENDUM

Tender Title: RFP for Selection of SI for ERP development of Seamen's Provident Fund Organization (SPFO) and Seafarers Welfare Fund Society (SWFS)

Tender Reference No.: SWFS&SPFO-ERP/2024

Tender ID: 2025_DGS_875898_1

The following changes are hereby made to the RFP document originally issued on 3RD September, 2025.

1. Changes in the eligibility criteria are as follows:

SN	Reference	Earlier Clause/ Criteria/ Specification	Amended Clause (To be read as)
1	17.2 TECHNICAL EVALUATION CRITERIA, Page No. 114	Experience in Similar Solution The Bidder must have System Integrator experience of successful implementation of an ERP/ Large Scale project during the last Five years (as on 31st March 2025)	Experience in Similar Solution The Bidder must have System Integrator experience of successful implementation of an ERP/ Large Scale project during the last Five years (as on 31st March 2025). In addition, ongoing ERP/ Large Scale projects with substantial completion (CAPEX \geq 50%) supported by a completion/ substantial progress certificate from the client shall also be considered for meeting this criterion
2	Page 114, Section 17.3 – Technical Evaluation Criteria Point : 3	Experience in Similar Solution The Bidder must have System Integrator experience of successful implementation of an ERP/ Large Scale project during the last Five	The Bidder must have System Integrator experience of successful Upgrade/implementation of an ERP/ Large Scale project during the last Five years (as on 31st March 2025) Each project must include

		<p>years (as on 31st March 2025)</p> <p>Each project must include implementation of a minimum of 4 of the following modules:</p> <ul style="list-style-type: none"> • Budget Management • Receipt/Expenditure Management • Financial Accounting Management • PF or NPS management • Scheme/Contract Performance Management • Web Portal & MIS Dashboard • Technical Support/ Helpdesk Management <p>7.5 marks per project will be allotted. A bidder can submit a maximum of 2 projects. Maximum 15 marks will be awarded</p>	<p>implementation of a minimum of 4 of the following modules:</p> <ul style="list-style-type: none"> • Budget Management • Receipt/Expenditure Management • Financial Accounting Management • PF or NPS management • Scheme/Contract Performance Management • Web Portal & MIS Dashboard • Technical Support/ Helpdesk Management <p>7.5 marks per project will be allotted. A bidder can submit a maximum of 2 projects. Maximum 15 marks will be awarded</p>
3	Page 68, Section C – Technical Support (Onsite)	<p>Onsite technical support shall be provided by the Solution Provider by deploying a dedicated team of three persons for a period of 36 months. Once the Software is implemented, technical support services shall be commenced. Since this is a centralized solution, accessible over the web, support personnel shall be positioned at a centralized location SPFO, Mumbai during onsite period.</p>	<p>For SPFO – Onsite – Technical support – 3 person Offsite – Helpdesk support – 2 person <i>(The BoQ has been revised. Bidders are requested to download the updated BoQ from the link provided below)</i></p>
4	Page 98, Section 16.4.10.3 – Technical Support (Onsite) and Helpdesk Support	<p>Onsite technical support shall be provided by the Solution Provider by deploying a dedicated team of two persons for a period of 36 months, along with the Implementation Support Team. Once the Software is</p>	<p>For SWFS – Onsite – Technical support – 3 person Offsite – Helpdesk support – 2 person <i>(The BoQ has been revised. Bidders are requested to</i></p>

		implemented, technical support services shall be commenced. Since this is a centralized solution, accessible over the web, support personnel shall be positioned at a centralized location SWFS, Mumbai during onsite period.	<i>download the updated BoQ from the link provided below)</i>
5	Page 13, Section 4.4 – Eligibility (d) Exemption of EMD & Tender Fees	Registered MSME Units / Registered NSIC bidders will be exempted from payment of EMD & Tender Fees. In such cases, proof of exemption with valid supporting documents need to be submitted along with the technical bid to avail the exemption.	Registered MSE Units / Registered NSIC bidders will be exempted from payment of EMD & Tender Fees. In such cases, proof of exemption with valid supporting documents need to be submitted along with the technical bid to avail the exemption.
6	Penalty Terms	RFP not containing any Penalty terms bifurcation/SLA, please provide the same.	Refer to the Annexure-I
7	BoQ		<p>The BoQ has been revised. Bidders are requested to download the updated BoQ from the link provided below and use the same for submission of their financial proposal. It is hereby instructed that the file name of the BoQ must remain unchanged — bidders shall not rename the BoQ under any circumstances.</p> <p>Link for the updated BoQ: BoQ</p>

2. The other RFP clause shall remain unchanged.

Annexure – I

Service Level Agreement (SLA) and Penalty Structure

This Service Level Agreement (SLA) defines the key performance parameters, service standards, and associated penalty mechanisms to ensure timely and quality delivery of services by the **System Integrator (SI)** for the ERP Development and Implementation for SPFO & SWFS.

The SLA shall be binding throughout the contract period, including implementation, training, operations & maintenance phases. Non-adherence to the SLA shall attract penalties as indicated below, which may be recovered from the running bills, security deposit, or Performance Bank Guarantee.

Sl. No.	Service / Deliverable	Target SLA	Penalty for Non-Compliance	Remarks
1	Completion of entire project including implementation & Go-Live	As per Intended Completion Date specified in contract	0.5% of total contract value per week of delay , subject to a maximum of 10% of contract value	As per Liquidated Damages clause in GCC
2	Submission of key deliverables (SRS, Design Documents, UAT Sign-off, Final Go-Live Report, Training Completion Report, etc.)	As per approved Deliverables & Timeline Schedule	0.25% of milestone payment per week of delay	Linked to milestone-based payments
3	System Uptime (ERP Application)	≥ 99% monthly uptime (excluding planned downtime)	2% of quarterly O&M payment for every 1% drop below SLA	Monitoring through uptime logs and reports
4	Helpdesk / Incident Resolution – Critical Issues (System Down, Major Security Breach)	Resolution within 4 hours of ticket logging	₹ 5,000 per incident beyond SLA	Incident logging through helpdesk system
5	Helpdesk / Incident Resolution – Major Issues (Business-critical functionality affected, workaround possible)	Resolution within 8 hours of ticket logging	₹ 2,500 per incident beyond SLA	SLA timer monitored through ticketing system
6	Helpdesk / Incident Resolution – Minor Issues (Non-critical, cosmetic or UI issues)	Resolution within 24 hours of ticket logging	₹ 1,000 per incident beyond SLA	Escalation to DGS if repetitive
7	Non-performance / Persistent breach of contractual obligations	As per contract terms	Invocation of Performance Bank Guarantee (3% of bid)	Applicable in case of repeated non-compliance

			value) and/or termination as per GCC	
8	Reporting & Documentation (Progress Reports, SLA Reports, Meeting Minutes, Audit Reports)	Monthly / Quarterly as per contract	Withholding of up to 10% of invoice amount until submission of due reports	Ensures governance and monitoring compliance

General Conditions

- All SLA timelines shall be measured from the time of official communication (ticket logging, email, or letter) by DGS.
- Repeated SLA violations may lead to additional corrective actions including issuance of warning notices, contract review, or termination.
- The cumulative penalty in any quarter shall not exceed **10% of the total contract value** for that period.
- DGS reserves the right to recover penalties by deduction from pending payments or invocation of PBG.
- The SLA and penalties shall be reviewed periodically to ensure alignment with project requirements and performance trends.



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