

DM/IT/COR-OF/166

Dated: 16.06.2022

LETTER OF ACCEPTANCE

To,

M/s Accenture Solutions Private Limited

5th Floor, Worldmark-3,

Delhi Aerocity, New Delhi 110037

Email Id : amneet.singh@accenture.com

(hereinafter termed as "Contractor")

(Kind Attention: Mr. Amneet Singh (Managing Director))

Sub : Bid No. DM/IT/COR-OF/166 : Integrated Design, Supply, Installation, Testing, Integration, Commissioning and Support of Integrated and Realtime Enterprise Asset Management System (iDREAMS) for RRTS.

Ref: -

- i. Press Advertisement dated 21.03.2022
- ii. Bidding Document No. DM/IT/COR-OF/166 dated 21.03.2022 including all 04 A&Cs and Pre-Bid Replies.
- iii. Technical Bid opened online on 10.05.2022.
- iv. NCRTC Letter for Presentation dated 14.05.2022.
- v. Post Bid queries asked on 23.05.2022 through Official Email-Id of Procurement Cell.
- vi. Your Presentation dated 23.05.2022.
- vii. Your Post Bid Replies received through email dated 26.05.2022 and 30.05.2022.
- viii. Financial Bid opened online on 07.06.2022.
- ix. This Office Letter No.DM/IT/COR-OF/166 dated 10.06.2022 regarding calling of Negotiation meeting.
- x. Negotiation meeting Held on 13.06.2022.
- xi. Your Letter No. Nil dated 13.06.2022 regarding reconfirmation of obligations under the Bidding documents and the availability and deployment of Key Experts.

1. This is to notify that your Bid dated **06.05.2022** for execution of the "**Bid No. DM/IT/COR-OF/166 : Integrated Design, Supply, Installation, Testing, Integration, Commissioning and Support of Integrated and Realtime Enterprise Asset Management System (iDREAMS) for RRTS**" for the Accepted Contract Amount in the Equivalent of **INR 55,91,72,238.64/- (Indian Rupees Fifty Five Crore Ninety One Lakh Seventy Two Thousand Two Hundred Thirty Eight and Paise Sixty four only)** is hereby accepted by National Capital Region Transport Corporation Limited. The amount includes all the applicable taxes and duties (**except GST**), royalties, cess and other levies payable by the contractor under the contract or for any other cause. The work shall be carried out as per the scope of work specified in Part II (requirements) of Bidding document and payment shall be made in accordance with Bill of Quantities included in the Price Bid.

2. In terms of Clause 40 of ITB, you are requested to furnish the Performance Security for an amount of **INR 1,67,75,167/- (Indian Rupees One Crore Sixty Seven Lakh Seventy Five Thousand One Hundred Sixty Seven only)** within 28 days of the receipt of notification of award from the Employer using for that purpose the Performance Security Form included in Section 9 (Contract Forms) of the Bidding Document. The Performance Security shall be submitted to Procurement Cell of NCRTC.
3. **Deployment of Key Personnel:** In terms of Clause 1.1 of EQC/R1, you are required to deploy the following Key Personnel (as detailed in Table-1 below) as proposed by you and acceptable to NCRTC within 35 (thirty-five) days of issuing of this LOA.

Table-1

S.No.	Name	Designation of Key Personnel
1.	Mr. Nishit Rajkhowa	Project Manager
2.	Mr. Parag Pandit	AMS Lead
3.	Mr. Mukesh Shukla	ERP Lead

In terms of Clause 1.1 of EQC/R1, you are also required to submit the Details and CV of the Balance Personnel as acceptable to NCRTC within 15 days of issuing of this LOA in the form CF-6 and CF-7 given in Section-9: Contract Forms of Bidding document. Further, in terms of Clause 1.1 of EQC/R1, you are required to deploy these Balance Personnel acceptable to NCRTC within 35 (thirty-five) days of issuing of this LOA.

In case, of your failure to furnish the details of aforementioned personnel or unable to depute the approved personnel within 35 days of issue of this LOA then Employer reserves the right to take action in terms of Note 4 of sub-clause 1.2 of clause 33 of GCC mentioned in SCC.

4. Further, the representative of the Employer termed as **“Employer Representative”** for the present Contract shall be :

“Group General Manager/ IT”
National Capital Region Transport Corporation,
Gatishakti Bhawan, INA,
New Delhi-110023.

You are hereby requested to send all your Technical and Commercial Correspondences related to the work for Employer to the “Employer’s Representative” mentioned above.

Yours faithfully,

For & on behalf of
National Capital Region Transport Corporation Limited


(Signature)
16/06/2022
(Sunil Bhasker)
Group General Manager/Procurement

Encl : Financial Bid.

NATIONAL CAPITAL REGION TRANSPORT CORPORATION LIMITED



Name of work: DM/IT/COR-OF/166 : Integrated Design, Supply, Installation, Testing, Integration, Commissioning and Support of Integrated and Realtime Enterprise Asset Management System (iDREAMS) for RRTS.

Financial Bid

**NATIONAL CAPITAL REGION TRANSPORT CORPORATION LTD.
GatiShakti Bhawan, INA, New Delhi- 110023
Phone : 011-24666700**



Bid No.DM/IT/COR-OF/166

**Financial Bid
PREAMBLE**

1	The Financial Bid shall be read in conjunction with the provisions of Bidding Document.
2	The Financial Bid shall be uploaded online on the CPP Portal as mentioned in clause 1.2 (l) of IFB (Bid Schedule). The rates/lumpsum price shall be quoted in the Financial Bid provided in excel format in the bidding documents. The bidder shall download the excel file and quote the rates/ lumpsum price against the respective Schedule/items/cost centre. After quoting the rates/ lumpsum price the excel file shall be uploaded accordingly.
3	The rates/Unit price, lumpsum price shall not be offered/quoted elsewhere in the technical submission/ tender submission otherwise Bid of the Bidder may result in its rejection.
4	Whole Excel Sheet is Locked except the Cells which are opened for quoting purpose. These Cell are highlighted in Blue Colour for ease of identification however, the Bidder should check the complete Financial Bid before quoting their offer. Bidder is required to quote his offer amount as lumpsum in worksheet "Total" and offer rates for different types of licenses in worksheet "A.1".
5	Prospective Bidders are advised to Quote rates/ lumpsum price upto two decimal places.
6	The Financial Bid broadly consists of two main parts /cost centres. Cost Centre I and Cost Centre II : (i) Cost Centre I consists of "Implementation Cost - CAPEX A". (ii) Cost Centre II consists of "Operation Cost - OPEX- B+C+D+E".
7	The "Implementation Cost - CAPEX A" is bifurcated in four activity i.e. activity A.1, A.2, A.3 and A.4. (i) Activity A.1 pertains to "Supply of software licenses Cost". (ii) Activity A.2 pertains to "Solution Implementation cost". (iii) Activity A.3 pertains to "System Integration Cost (including Hardware, software, implementation and support)". (iv) Activity A.4 pertains to "Training Cost"
8	The "Operation Cost - OPEX- B+C+D+E" is further bifurcated in four cost centres i.e. Cost Centre B, C, D and E. (i) Cost Centre B pertains to AMC Cost for contract period. (ii) Cost Centre C pertains to Total Cost of Support Manpower. (iii) Cost Centre D pertains to Cloud Subscription Cost. (iv) Cost Centre E pertains to Security Audit Cost.



[Handwritten Signature]
16/06/2022

9	<p>(i) Bidder is required to quote the Lumpsum Amount in worksheet "Total" for the cost centre A (excluding cost centre A.1), C,D & E. This should be the first activity done by the Bidder while quoting their offer as the rates to be quoted in worksheet "A.1" is dependent on this activity.</p> <p>(ii) The Lumpsum quoted Amount will be distributed in the predefined Percentage amongst the cost centre A (excluding cost centre A.1), C,D & E.</p> <p>(iii) The predefined percentage of lumpsum amount loaded for cost-centre D (Cloud Subscription Cost), will again be distributed in the predefined percentage for cloud infrastructure for year 1 to year 5.</p> <p>(iv) The Evaluation will be done on the basis of Grand Total Cost which is automatically calculated in the worksheet "Total" after Lumpsum amount/ rates are quoted as above.</p>
10	<p>For Activity A.1 (Supply of software licenses Cost with 1st year Annual Maintenance Cost), against the Type of AMS and ERP Licenses, the Bidder have to first select any one option either "Proposed Named Users" or "Proposed Concurrent Users" from the drop down cell. Thereafter, the Bidder will required to fill rates in the respective items. <u>In case no option is selected, the excel sheet will calculate the amount assuming "Proposed Named Users".</u></p>
11	<p>(i) Bidder is required to quote the Amount for various Licenses as given in worksheet "A.1", Bidder may select the Name User/ Concurrent User for AMS and ERP module.</p> <p>(ii) The Licenses are required in three stages and the Concurency Percentage is also mentioned in Worksheet A.1.</p> <p>(iii) The AMC cost mentioned in worksheet B is auto calculated at the rate of 22% of stagewise License cost.</p> <p>(iv) Bidder can quote a maximum of 40% of the Amount quoted as Lumpsum in worksheet Total.</p> <p>(v) In case, Bidder does not quote any rates for a particular/all Licenses either himself or due to capping of maximum of 40% mentioned in (iv) above, it will be assumed that rates for these Licenses and its AMC for 5 years are inclusive in the Licenses for which rates have been quoted or in the lumpsum amount quoted in the worksheet "Total".</p> <p>(vi) Employer may request to supply any/all Licenses for the quantity mentioned in Worksheet "A.1" including the varied quantity permitted in the Bidding Document, for which no rates have been quoted by Bidder before releasing payment of any/all license mentioned in the worksheet "A.1" at any stage. Supply of any/all licenses shall cover their AMC also for 5 years.</p>
12	<p>If the bidder fails to quote lumpsum price in worksheet "Total", the Financial Bid of the Bidder may be treated as incomplete and non-responsive and may result in the rejection of the Bid.</p>
13	<p>Bidder should not tamper the Financial Bid (i.e. Excel File). If the Financial Bid is found to be modified by the bidder, then the same will be treated as incomplete and non-responsive and may result in the rejection of the Bid.</p>
14	<p>Bidder shall quote their offer in INR and only upto two places of decimal.</p>
15	<p>Errors will be corrected by the Purchaser for any arithmetic errors in computation or summation as per contract conditions.</p>
16	<p>All duties, taxes [except Goods and Services Tax (GST)], royalties, cess and other levies payable by the Bidder under the Contract, or for any other cause, as of 28 days prior to the deadline for submission of bids, shall be included in the rates and the total Bid Price submitted by the Bidder. Goods and Service Taxes will be paid extra.</p>



FINANCIAL BID

Bid No.	DM/IT/COR-OF/166
Name of the Bidder	Accenture Solutions Private Limited
Total Lumpsum Cost excluding cost of Licenses and its AMC for 05 years	40,15,05,985.00
COST CENTRE	COST CENTRE DESCRIPTION
I	Implementation Cost - CAPEX A
A	Design, Supply, Installation, Testing, Integration and Commissioning of IDREAMS solution in NCRTC as per RFP
II	Operation Cost - OPEX- B+C+D+E
B	AMC Cost for contract period
C	Total Cost of Support Manpower
D	Cloud Subscription Cost
E	Security Audit Cost
	Grand Total Cost
	55,91,72,238.64



SHEET A.1

Proposed Concurrent Users
Proposed Named Users

Type of AMS Licenses
Type of ERP Licenses

S.No.	Name of License	Unit Rate (INR)	Total Quantity Proposed Named users (nos.)	Stage 1 Quantity	Stage 2 Quantity	Stage 3 Quantity	Concurrence	Stage 1 Amount	Stage 2 Amount	Stage 3 Amount	Total Amount
A.1.1.1	Admin (AMS + ERP)	1066530.00	14	14	0	0	15%	3259590.00	0.00	0.00	3259590.00
A.1.1.2	Management users	362177.00	67	20	47	0	15%	1066531.00	2897416.00	0.00	3963947.00
A.1.1.3	Business users	362177.00	300	60	150	90	15%	3259593.00	8330071.00	5070478.00	16660142.00
A.1.1.4	Technicians	362177.00	307	61	154	92	15%	3621770.00	8692248.00	5070478.00	17384496.00
A.1.1.5	Requesters/Issue Raisers	0.00	300	60	150	90	15%	0.00	0.00	0.00	0.00
A.1.1.6	Mobile User (AMS only)	0.00	307	61	154	92	15%	0.00	0.00	0.00	0.00
Specialized (Add-on features to above users)											
A.1.1.7	Rolling Stock Asset Configuration	724352.00	7	7	0	0	15%	1448706.00	0.00	0.00	1448706.00
A.1.1.8	Linear Asset Management	362177.00	67	32	35	0	15%	1810885.00	2173052.00	0.00	3983937.00
A.1.1.9	Predictive Maintenance & reliability	724352.00	20	6	0	14	15%	724352.00	0.00	2173059.00	2897412.00
A.1.1.10	Planners & Schedulers, Dispatchers	362177.00	14	14	0	0	15%	1066528.00	0.00	0.00	1066528.00
A.1.1.11	Environmental, Health & Safety	724352.00	20	20	0	0	15%	2173059.00	0.00	0.00	2173059.00
A.1.1.12	Calibration	362177.00	7	7	0	0	15%	724352.00	0.00	0.00	724352.00
A.1.1.13	BIM Viewer	0.00	200	50	50	100	15%	0.00	0.00	0.00	0.00
A.1.1.14	GIS Viewer	32193.00	600	600	0	0	15%	2897370.00	0.00	0.00	2897370.00
Finance, HR, Procurement and Payroll Modules											
A.1.1.15	Business Users	115796.00	94	20	74	0	100%	2315720.00	8668164.00	0.00	10883884.00
A.1.1.16	ESS and Learning Management with mobile app	7243.00	400	50	350	0	100%	362450.00	2537150.00	0.00	2899600.00
A.1.1.17	Vendor Portal	32795.00	50	10	40	0	100%	327950.00	1311800.00	0.00	1639750.00
Other Software Licenses											
A.1.1.18	Database License (if required separately)		Lumpsum								0.00
A.1.1.19	Integration Layer Licenses (if required separately)		Lumpsum					10446147.00			10446147.00
A.1.1.19	Other Software Licenses (if required)		Lumpsum					2,50,98,857.00	4,49,56,058.00	1,23,14,015.00	82368830.00
Total Cost for Supply of software licenses											

NOTE: (i) "Requesters/Issue Raisers", "Mobile User (AMS only)", "Rolling Stock Asset Configuration", "Linear Asset Management", "Predictive Maintenance & reliability", "Planners & Schedulers, Dispatchers", "Environmental, Health & Safety" and "Calibration" are the Add-ON Users, and are a subset of Admin, Management users, Business users and Technicians.

(ii) The Bidder have to first select any one option either "Proposed Named Users" or "Proposed Concurrent Users" from the drop down cell. Thereafter, the Bidder will required to fill rates in the respective items. In case no option is selected, the excel sheet will calculate the amount assuming "Proposed Named Users".

(iii) In case of Concurrent Users the Concurrence percentage has been mentioned. In case the number of Licenses arrived due to Concurrence is not in whole number the excel sheet will round up the number of Licenses to the next higher whole number.

(iv) If the unit rate of various Licenses is seriously unbalanced or front-loaded in the opinion of the Employer, the Employer may require the Bidder to produce detailed price analysis for any or all the Licenses to demonstrate the internal consistency of those prices with the pricing and sources of Licenses. Employer reserve the right to negotiate the unit rate of any/all Licenses in case unit rate of any of the Licenses are on the higher side in the opinion of the Employer.



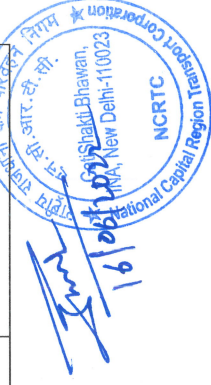
SHEET A.4

S.No.	Item List	Training Mandays	Unit Cost per man-day	Total Amount
A.4	Training Cost	118	6217.22	733631.74
Total Training Cost				₹ 7,33,631.74



SHEET A

S.No.	Description of Activities	Percentage	Total Amount
A.1	Supply of software licenses Cost		₹ 8,23,68,930.00
A.2	Solution Implementation cost	31.18450%	125207633.89
A.3	System Integration Cost (including Hardware, implementation and support)	3.89806%	15650944.20
A.4	Training Cost	0.18272%	733631.74
Total Cost for Design, Supply, Installation, Testing, Integration and Commissioning of IDREAMS solution in NCRTC as per RFP			₹ 22,39,61,139.83



SHEET B

Cost Centers	Description of Cost Centers	Percentage(%) of license cost	Total AMC Amount excluding Taxes (INR)
B.1	1st year AMC Cost	22%	₹ 55,21,748.54
B.2	2nd year AMC Cost	22%	₹ 1,54,12,081.30
B.3	3rd year AMC Cost	22%	₹ 1,81,21,164.60
B.4	4th year AMC Cost	22%	₹ 1,81,21,164.60
B.5	5th year AMC Cost	22%	₹ 1,81,21,164.60
Total AMC Cost for contract period			₹ 7,52,97,323.64



S.No.	Description	Duration (months)	Total Percentage	Monthly rate excluding Taxes (INR)	Total Amount
C	Support Manpower Cost	42	50.12403%	47,91,690.01	20,12,50,980.37

TOTAL Cost for Support Manpower					₹ 20,12,50,980.37
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SHEET D

S.No.	Item List	Percentage of quoted Lumpsum Amount	Total Amount excluding taxes
D	Cloud Subscription Cost	13.76419%	55264046.64

S.No.	Item List	Percentage Distribution	Total Amount excluding taxes
D.1	Cloud Subscription Payout for 1st year	15%	₹ 82,89,607.00
D.2	Cloud Subscription Payout for 2nd year	15%	₹ 82,89,607.00
D.3	Cloud Subscription Payout for 3rd year	20%	₹ 1,10,52,809.33
D.4	Cloud Subscription Payout for 4th year	20%	₹ 1,10,52,809.33
D.5	Cloud Subscription Payout for 5th year	30%	₹ 1,65,79,213.99
Total Cloud Subscription Cost			₹ 5,52,64,046.64

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16/06/2022

SHEET E

S.No.	Item List	Number of Audits	Percentage for total Audit cost	Unit Cost each Audit excluding taxes	Total Amount excluding taxes
D.1	Security Audit Cost	4	0.84650%	8,49,687.04	3398748.163
Total Security Audit Cost					₹ 33,98,748.16

Summ
16/06/22