

Reply for the Queries related to the EOI for ERP, with reference to tender No. 2023_NHDCL_761638_1

SR. No	EOI Clause No.	Clause	Queries	Reply for queries
1	3. Eligibility Norms Sr. No.: 03 Page No: 08	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)	The Bidder should have an average annual turnover of at least Rs. 20 Crore (Rupees Twenty Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)	No change
2	3. Eligibility Norms Sr. No.: 06 Page No: 09	CMMi Level 5 Certified- Copy of CMMI Certificate	Bidder should be a CMMI Level 5 Certified /ISO 9001:2015 Certificate or above.- Copy of CMMI Certificate/ ISO 9001:2015 Certificate	No change
3	6. General terms and conditions of the work Sr. No.: 6.9 Page No: 14	The bidders are not allowed to form a consortium for bidding.	Kindly Please Allow the consortium for bidding.	No change
4	6.11	PBG 10% of the total contract value and valid for a period of 5 years and 3 months.	We request you to kindly revise it to 3% to 5% for a health cashflow.	No change
5	2.17	Cloud Based Support ERP	Scope and Payment term not specify	Please revisit EOI document Page 11-12
6	6.3	Requirements study		No change
7	6.3	Preparation and submission of SRS document	10%	No change
8	6.3	Review and sign-off on SRS - (15%)	15%	No change
9	6.3	Preparation and submission of SDD		No change
10	6.3	Review and sign-off on SDD - (15%)	15%	No change
11	6.3	Application development, unit testing,		No change
12	6.3	User's Acceptance testing - (30%)	30%	No change
13	6.3	Application rollout at First Regional Office - (10%)	15%	No change
14	6.3	Application Roll-out at all Regions - (20%)	15%	No change
15	6.3	On completion of milestone defined in para 5 above with complete stabilization of services pan NHDC as certified by the "User in charge" as authorized by MD NHDC and on submission of a bank guarantee for 10%, valid for a period of 5 years and 3 months. - (10%)		No change
16	6.3	On satisfactory completion of each year (12 months) of service with yearly security audit , post milestone defined in para 6 above , for a period of 5 years (60 months) - (4% Per Annum)	20% Per Annum	No change
17	page no 20 point no 5	Last Date and Time for submission of Bids: Eligibility Criteria, Technical and Financial Proposals 26 / 08 / 2023 up to 18:00 hours.	Considering the project requirements and complexity of the solution, it is requested to increase the timeline of bid submission by 2 weeks from response to queries submitted by bidders.	Revised date of submission is 18/09/2023 03.00 PM
18	page 8 Eligibility Norms point no 3	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023).	We understand the complexity of the project requirements and the need of integrated approach. Hence, this shall be attempted by mid to large organization. We request you to please increase the Turnover to 500 Cr	No change
19	page 8 Eligibility Norms point no 4	The Bidder should have successfully completed roll out of at least 1 ERP Project for any Government Organization / PSU in India where the value of the assignment should be at least Rs. 2 Crore.	For a competitive and better technical expertise from the same domain, Requesting to increase this to at least 3 projects	No change
20	page 8 Eligibility Norms point no 5	The Bidder should have successfully completed roll out of at least 1 project for e- Governance / Web Application / Web Portal / Dashboard / Development for any Government organization/ PSU in India where the value of each assignment should be at least Rs. 1 Crore.	For a competitive and better technical expertise from the same domain, Requesting to increase this rollout exp to at least 3 projects	No change
21	page 8 Eligibility Norms point no 6	Bidder should have minimum 200 fulltime employees working on Software Development & IT services	To have better competitive participation, request you to increase this to minimum 500 full time employees from IT.	No change

22	page no 10, point no 4 of Technical Evaluation Criteria	The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU in India where the value of each assignment should be at least Rs. 2 Crore. 1. 1 Project = 5 Points 2. >1 Project and <=4 Projects = 8 Points 3. > 4 Projects = 12 Points Note: Additional 3 marks if any of the above mentioned ERP Projects have been executed for the client from similar domain. The definition of similar domain is Handloom.	Please remove the additional mark from the same domain. We request you to have the better comparison/ evaluation shall be considered for similar technologies or similar platform.	No change
23	page no 12 point no 5.3 of Documents required with EOI	The envelope of the Financial Bid must contain duly signed and stamped offer of the bidder in INR plus applicable taxes for the complete scope of work as defined in Annexure-I , without the Annual Maintenance cost (AMC) for the mandated period of 5 years (60 months) post stabilization of the offered solution . NHDC will pay fixed AMC @4% per annum of the accepted cost of the solution plus applicable taxes on completion of each year of successful service as certified by the user in-charge of work at NHDC.	18-20 % is the industry standard for maintenance charge. Why 4% fixed is been added. It should be quarterly paid in order to maintain the liquidity in project	No change
24	page no 13 point no 5.4 of Documents required with EOI	The total cost of the solution to NHDC comprising of one time cost plus 20% of the one-time cost for 5 years AMC and the 20 days of onsite technical support and 20 days of online training cost, plus applicable taxes on the date of evaluation of offer, will be considered for financial ranking of received offers. However, while paying the accepted charges to the successful bidder, taxes as applicable on the date of processing payment will stand paid by NHDC.		No change
25	page no 14 point no 7 of Payment Schedule	On satisfactory completion of each year (12 months) of service with yearly security audit , post milestone defined in para 6 above , for a period of 5 years (60 months)	Please make the maintenance payment terms to be as quarterly. Please elaborate on the satisfactory completion definition?	No change Please revisit EOI document
26	page no 16 point no 8	The bids shall be submitted online in following parts, viz., Eligibility Criterion, Technical Bid and Financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.	Please clarify if it is a EOI or proposal submission as it requires all the financials to be submitted along with the proposal document.	Please revisit EOI document
27	page no 25 point no 2.2	The selected bidder will be responsible for conducting the gap assessment of the solution with NHDC's framework, policy, procedures, governance, methodology, approach, existing system, tools, models, reports as per this EOI requirements	No separate time has been assigned for this activity. If resolution of gaps requires some major changes how would that be incorporate in the time plan. Please clarify.	Please revisit EOI document
28	Page no 26 point no 2.4	Bidder will be responsible for setting and maintaining the test environment during the entire period of project implementation and will ensure its configuration and parameterization for conducting the UAT as per NHDC's framework and in compliance with this EOI's requirements. The bidder shall ensure that the test environment has the same configuration and functionalities as that of the production environment.	We understand that this set up is being arranged at the NHDC facility. Please clarify	Please revisit EOI document
29	page no 29 point no 2.8	Each Bidder should notify NHDC of any error, fault, or discrepancy found in this EOI document but not later than 30/06/2023. NHDC's responses to the queries raised by proposed bidders will be put on NHDC's website. The Bidders shall, by responding to NHDC's EOI document, be deemed to have accepted the terms as stated in this EOI document.	Please clarify the last date of 30 Jun	A typo . This was till 04.08.2023

30	page no 11, point no 5	Proposed Team – 05 marks	Please clarify the minimum number of resources required on site.	The number is left to the discretion of the bidder to meet the scope of work as per EOI . The marking is based on quality, experience and competence of proposed team .
31	page no 34	Stabilization period - Post Go-live support, review and monitoring of installed system Three (3) months from date of T + 42 weeks	we understand the timeline of development and implementation including the trainings are T + 42 weeks. Please clarify this stabilization period is of extra 3 months and also post this the Maintenance period of 60 Months will begin (T + 42+ 12 + 60)	EOI condition is clear
32	Page no 97 point no 6	Post stabilization, bidder shall deploy skilled personnel for handholding, helpdesk services. Go live run of all modules at Head Office and Regional offices with real time data along with “Stabilization of the System” for the duration of three (3) months from Go-Live date.	Looking at your requirement we understand resource should be virtually supporting for your regional office during stabilization period	EOI condition is clear
33	page no 13 point no 6.1	The selected agency will also sign service level agreement for maintenance post stabilization period of software along with the needed cloud services for the application hosting, computing resources needed to meet Service levels and data storage, for a period of 60 months.	We understand DC/DR FMS will be provided by client and we understand SLA confirmation will be finalized during contract sign-up. Please elaborate the SLA/ Penalties clauses	Please revisit EOI document
34	2.5. Training	The Bidder shall be responsible for training the employees of NHDC in the areas of system administration, implementation, use / operations, management, database management, error handling / troubleshooting, etc. of the proposed Solution. Bidder should provide online training to 150 internal users. Training should be provided in 2 sessions of 4 hours each spread across 2 back-to-back days for each batch. Bidder should provide such training TWO times, one before Go Live and second (refresher training) after 15 days of Go Live. All the users can join the training session in a single & common batch.	a) Will there be external agencies to be trained ? b) What are the levels of training required ? c) Can training be done online ? d) What are the languages needed for training ? e) Can training be done online ? f) Will training be an ongoing process ?	Please revisit EOI document
35	5.1.1 Current ERP Software Scenario in NHDC	1. Customised Cloud based ERP – for its all activity relating to Yarn, Dyes and Chemicals business ERP also takes care of Employee Data, Salary Data and Processing, Leave Management, PF and PF accounting. The customized ERP is being managed by M/s Vasista Enterprises on SaaS basis. Front-end UI is provided to customer and supplier to excess ERP along with the NHDC employees.	Will the new system also be required on SAAS ?	Please revisit EOI document and corrigendum 2
36	5.2.10 Management of other Inventory Items – Office Items	NHDC uses and stores several other equipment, for its official use. Some of the other equipment purchased and stored or used is as follows – > Cars for official Use In the case of a Fixed Asset (Car/Laptop/PC etc.), the application should also calculate the Depreciation etc. as per normal rates. The store inventory module should have the facility to record purchase, issue, inventory etc., of store items and reports thereon for proper control purposes.	a) Will there be a need to maintain fleet management b) Should the services and maintenance of cars be tracked ?	Please revisit EOI document

37	5.3.11 Court Case:	NHDC is also dealing with various court cases mainly related to the commercial activities i.e. for recovery of debtors and administrative matters like recruitment, disciplinary matter, suspension etc. The following functionality is required for monitoring the court cases. > Type of court case i.e. commercial / administrative. > Details of case like filing date, petitioner and defendant, place of filing case i.e. which District Court / High Court / Supreme Court. > Brief of case, grounds of case and appeal to case. > Provision to upload the affidavits and court orders. > Provision to track current status of case and notification for next date of hearing. > Brief summary of hearing. > Final order of court > Appeal in upper court if any and their details	Are judgements and verdicts to be stored ?	Please revisit EOI document
38	5.5 Migration	NHDC currently has existing integrated applications for both the ERP Functionality and the HR Functionality. The details of these applications are given in the above sections. Data Migration from these existing applications to the new Application should also be considered in the scope of this solution. Details of the data to be migrated, formats of the data etc. will be worked out later. NHDC will provide data in pre-defined Excel format to the bidder for data migration.	a) How much data is there to be migrated ? B) Will data cleansing be required ? C) Will de-duplication be required ?	Please revisit EOI document
39	General	No of Concurrent Users	How many concurrent users are there	Please revisit EOI document
40	General	Max Transaction per Day	What is the number of transactions per day	Please revisit EOI document
41	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Please revisit EOI document
42	General	Any Document Upload Permitted	Is there any document upload required	Please revisit EOI document
43	General	Max Size of File in MB	What is the file Upload size in MB	Please revisit EOI document
44	General	Max Files per User	What is the file upload per user required	Please revisit EOI document
45	General	Database Backup Policy	What is the database back policy	Please revisit EOI document
46	General	Database Retention Policy	What is database retention policy	Please revisit EOI document
47	General	DC - DR Policy	What is Data recovery policy	Please revisit EOI document
48	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	Please revisit EOI document
49	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	Please revisit EOI document
50	General	Data Archival Policy	What is the Data Archival Policy	Please revisit EOI document
51	General	What is Project Budget ?	What is the Project Budget ?	Please revisit EOI document
52	5.4	Annexure I TCO 5.4. The total cost of the solution to NHDC comprising of one time cost plus 20% of the one-time cost for 5 years AMC and the 20 days of onsite technical support and 20 days of online training cost, plus applicable taxes on the date of evaluation of offer, will be considered for financial ranking of received offers	No format/template/ annexure has been given. We also presume that bidder has to quote the price in consolidated manner but the payment will be in accordance with the clause 6.3. The TCO should comprise of Development + Implementation + support & maintenance. Please do clarify	Please see corrigendum 2

53	5.4	Annexure I TCO 5.4. The total cost of the solution to NHDC comprising of one time cost plus 20% of the one-time cost for 5 years AMC and the 20 days of onsite technical support and 20 days of online training cost, plus applicable taxes on the date of evaluation of offer, will be considered for financial ranking of received offers	We presume the price bid should comprise of 1. Cost of development & implementation 2. AMC for 5 years 3. Taxes as applicable. Kindly confirm.	Please see corrigendum 2
54		Disastrous Recovery Management	Is there any Disastrous Recovery Management System Planning? And What is the backup kind of policy available with NHDC? Need clarification please	Please revisit EOI document and corrigendum 2
55		Data Migration	Data Migration cut-off date and from which period migration required were not clear	Please revisit EOI document
56		Under 2.Scope of Assginement, Page no.23 6) The solution/s offered should be Cloud hosted , open platform and support data transfer and consolidation from both the networked and standalone system	Our understanding is like both Local system and server system should be in sync - i.e. both should be available always. Is our understanding is correct?	Please revisit EOI document and corrigendum 2
57		Other Materials > In addition to yarn activity, Dyes & Chemical activity and fabric activity, provision should be available for incorporating the activities of marketing of handloom products, garments etc. > Provision may be made for handling the imported material viz; Chinese silk.	It was mentioned in the RFP that future requirement might be there on these two functionalities and the scope will be informed later - without knowing the depth of the functionality commitment may be difficult	Please revisit EOI document
58		Is Phase-wise delivery is allowed or all at once to be delivered or in any way within the period of 12 months?	Need clarification please	Please revisit EOI document
59		Is cost of Security features such as HTTPS, SSL Certification, Security Audit are to be covered in Contract Price ?	Need clarification please	Please revisit EOI document
60		Is it mandatory to go with Security Audit before going for Live - if so can we include the cost in contract price?	Need clarification please	Please revisit EOI document
61		Will there be SPOC for each module as it is very important for interaction ?	Need clarification please	Please revisit EOI document
62		Is there any approval work flow need to be incorporated	Need clarification please	Please revisit EOI document
63		How many years of data to be migrated to new system with a cut of date - as this is connected to data storage?	Need clarification please	Please revisit EOI document
64		No specific mentioning on the Technology w.r.t. FrontEnd and BackEnd	Understanding is Bidder can with any option by ensuring IPV6 compability	Please revisit EOI document and corrigendum 2
65		Technical evaluation Criteria : The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU in India where the value of each assignment should be at least Rs. 2 Crore.	Kindy change this as The bidder should have experience of executing IT Implementation / System Integration for IT solutions / Software development projects with value not less than 2 Cr. for any State/ Central/ local government / PSU or any other government institution in India or global large enterprises	No change
66		Technical evaluation Criteria : The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU in India where the value of each assignment should be at least Rs. 2 Crore.	kindly allow under implementation project as acceptance for this	Please revisit EOI document
67		Technical evaluation Criteria : The Bidder should have successfully completed roll out of at least 1 project of e-Governance / Web Application / Web Portal Development for any Government organization / PSU in India where the value of each assignment should be at least Rs. 1 Crore.	Kindly change as below a.The Bidder should have successfully completed roll out of at least 1 project of e-Governance / Web Application / Web Portal Development for any Government organization / PSU in India or global large enterprises where the value of each assignment should be at least Rs. 1 Crore. b. OEM experience to be allowed	No change

68		Technical evaluation Criteria : The Bidder should have successfully completed roll out of at least 1 project of e-Governance / Web Application / Web Portal Development for any Government organization / PSU in India where the value of each assignment should be at least Rs. 1 Crore.	kindly allow under implementation project as acceptance for this.	Please revisit EOI document
69		The envelope of the Financial Bid must contain duly signed and stamped offer of the bidder in INR plus applicable taxes for the complete scope of work as defined in Annexure-I , without the Annual Maintenance cost (AMC) for the mandated period of 5 years (60 months) post stabilization of the offered solution . NHDC will pay fixed AMC @4% per annum of the accepted cost of the solution plus applicable taxes on completion of each year of successful service as certified by the user in-charge of work at NHDC.	A. Kindly consider Online support for AMC period with SLA terms B. Kindly consider breakup for AMC for technical support & Product updates	Please revisit EOI document
70	Section 3, Eligibility Norms	The Bidder should have successfully completed roll out of at least 1 ERP Project for any Government Organization / PSU in India where the value of the assignment should be at least Rs. 2 Crore	We request you to change this requirement to as below: The Bidder should have successfully completed roll out of at least 1 ERP Project for the "proposed product/solution" for any Government Organization / PSU in India where the value of the assignment should be at least Rs. 2 Crore. The implemented solution shall have atleast 2 modules similar to scope of this RFP	Please see Corrigendum 2
71	Section 3, Eligibility Norms	Bidder should have minimum 200 fulltime employees working on Software Development & IT services	We request you to change this requirement to as below: Bidder should have minimum 200 fulltime employees working on Software Development & IT services. Out of this, at least 50% employess should be trained on the proposed product and at least 20 resources shall be certified by OEM	Please see Corrigendum 2
72	Section 4, Selection procedure	The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU in India where the value of each assignment should be at least Rs. 2 Crore. 1. 1 Project = 5 Points 2. >1 Project and <=4 Projects = 8 Points 3. > 4 Projects = 12 Points	We request you to change this requirement to as below: The Bidder should have successfully completed roll out of at least 1 ERP Project for the "proposed product/solution" for any Government Organization / PSU in India where the value of the assignment should be at least Rs. 2 Crore. The implemented solution shall have atleast 2 modules similar to scope of this RFP	Please see Corrigendum 2
73	Section 3, Eligibility Norms & Section 4, selection procedure	NA	While NHDC has kept eligibility and selection criteria for bidder, we request you to include certain criteria for the proposed solution as well. Some of the points that may be considered are: 1. Multiple implementation partner of the proposed solution with experience in implementing ERP in Government 2. Implementation of the proposed product in multiple government organizations with minimum 200-300 users and includes modules such as Finance, HR & Payroll, material Management (scope similar to RFP)	Please see Corrigendum 2

74	Annexure 1, section 2.1, Responsibility of Bidders	Set up, allocate and test the required computing , storage and application resources in HA mode in the cloud from a MeITY approved Cloud Service Provider with needed levels of security to comply with Gol norms and data protection guidelines of Govt of India	SAP offers 2 flavours of cloud solution, Public cloud and Private cloud. Based on the requirements highlighted in the EOI, we feel that public cloud offering of SAP will be more cost effective for NHDC. While the business critical application of finance and commercial will be hosted out of MEITY empanned cloud, we request NHDC to allow delivery of HRMS solution from our global data centers.	Please see Corrigendum 2
75	Section 6, Non-functional Requirements	Availability and Performance – The application should have availability at 99.9% uptime	While the SLA of 99.9% is deliverable, the industry standard for cloud based ERP is 99.7% application uptime. We would request you to change the requirement to 99.7% and further, this SLA shall be delivered by ERP OEM as part of their contract with NHDC.	Please see Corrigendum 2
76	Section 6, Non-functional Requirements	Number of Users – Currently, NHDC has about 150 employees, and all are expected to be using this application. The application should support up to 300 employee Users of NHDC	Cloud based solution offer the flexibility of up-scaling at any time and hence provides flexibility to add users quickly. In that regard, it may be prudent to start with minimum requirement and add additional licenses when required. Hence, please clarify that at the time of bidding do we consider 150 licenses or 300. Further, kindly provide a break up of these 150 employees across different modules if possible especially the breakup of number of users for the following modules: 1. Finance & accounts 2. Material Management	Please see Corrigendum 2
77	Stage II : Presentation on the project	1. Understanding of the Scope of Work – 10 marks 2. Proposed Solution – 10 marks 3. Approach & Methodology - 10 marks 4. Work Plan – 05 marks 5. Proposed Team – 05 marks 6. Bidders Past Work Experience – 10 marks	Please include 10 Marks for OEM or proposed solution's credentials as well.	Please see Corrigendum 2
78	3.0 Eligibility Norms	CMMi Level 5 Certified	change the CMMI level 5 criteria to CMMI level 3 in the PQ and TQ criteria for participating in this bid.	No change
79	3.0 Eligibility Norms	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)	turnover relaxation	No change. MSME relaxation as per extant instructions holds good .
80	2.17. Project Timelines	Uploading & Migration of legacy data	Financial Books	Please revisit EOI document
81			Financial Books	Please revisit EOI document
82			Financial Books	Please revisit EOI document
83	Eligibility Norms	It is not a loss making entity – The bidder should have been making profit for the last three Financial years i.e. 2020-2021, 2021-2022 and 2022-2023	It is not a loss making entity – The bidder should have been making profit for the last three Financial years i.e. 2019-2020, 2020-2021 and 2021-2022 (or) 2020-2021, 2021-2022 and 2022-2023	Please revisit EOI document
84	Eligibility Norms	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2019-2020, 2020-2021 and 2021-2022) or (2020-2021, 2021-2022 and 2022-2023)	Please revisit EOI document
85	Eligibility Norms	The Bidder should have successfully completed roll out of at least 1 ERP Project for any Government Organization / PSU in India where the value of the assignment should be at least Rs. 2 Crore.	he Bidder should have successfully completed roll out of at least 1 Software Application Project for any Government Organization / PSU/Private in India where the value of the assignment should be at least Rs. 2 Crore.	No change
86	Eligibility Norms	Copies of order from client and successful work completion certificate.	Copies of order from client (or) successful work completion certificate.	No change
87	Eligibility Norms	CMMi Level 5 Certified	Either CMMI or ISO	No change

88	Technical Evaluation Criteria	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years(2019-2020, 2020-2021 and 2021-2022) or (2020-2021, 2021-2022 and 2022-2023)	No change
89	Technical Evaluation Criteria	The Bidder should have successfully completed roll out of at least 1 project of eGovernance / Web Application/ Web Portal Development for any Government organization / PSU in India where the value of each assignment should be at least Rs. 1 Crore.		No change
90		The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU in India where the value of each assignment should be at least Rs. 2 Crore.	The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU/Private in India where the sum of all project should be at least Rs. 3 Crore.	No change
91	Technical Evaluation Criteria	If the bidder has Only CMMi Level 5 = 1 Mark CMMi Level 5 + ISO 9001 = 2 CMMi Level 5 + ISO 9001 + ISO 20000 = 3 Marks CMMi Level 5 + ISO 9001 + ISO 20000 + ISO 27001= 5 Marks	If the bidder has Only CMMi Level 5 = 1 Mark CMMi Level 5 (or) SO 9001 = 2 CMMi Level 5 (or) ISO 9001 + ISO 20000 = 3 Marks CMMi Level 5 (or) ISO 9001 + ISO 20000 + ISO 27001= 5 Marks	No change

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