

**ANNEXURE:1**

SI	Query from Bidder	NEEPCO's Earlier Reply	NEEPCO's Amended Reply
1	The specifications mention implementation plan of 24 months, 3 years warranty and subsequent support for 2 years from expiry of warranty. Does this mean that the total project duration is 7 years which includes 5 years of support? Please confirm.	Warranty of Hardware and Software shall start from successful implementation of ERP in pilot projects which will be for 3 years and subsequent 2 years will be on AMC	The total project timeline is for five (5) years, out of which all software and hardware components will be under warranty for three (3) years and shall be under AMC, ATS and support for the subsequent two (2) years. The warranty shall start from successful installation of software and hardware components supplied by the vendor. It is envisaged that all the software and hardware components will not be required initially for development and implementation. Considering this, the detailed delivery schedule shall be framed up after discussion with the successful bidder after issue of LOI. Therefore, bidder should quote considering five (5) years Project Timeline. Also, bidder should quote per year AMC, ATS and support price for relevant Software and Hardware components. In case of ERP software, the three (3) years warranty period shall include the two(2) years implementation period.
2	The implementation and rollout phase indicates that the system will initially go live in 4 sites and it will be deployed across other sites within 18-24 months of vendor selection post stabilization period of 2 months. Does this timeline include Phase1 (Assess and Procure) and Phase2 (Design and Prepare). Further, it also mentions Pilot within 12 months and all roll out within another 12 months. Please clarify on the proposed timeline for all phases. Also, are these times calculated from issue of LOI?	For Pilot project it is 12 months and for go live is another 12 months.	
3	Our understanding of project timeline is – 1 year pilot sites rollout, 1 year remaining all sites roll out, next three years warranty, following 2 years AMC, so total 7 years engagement. In the 7 <sup>th</sup> year (last year) will the AMC of pilot sites be extended and it will overlap with the AMC of the remaining sites? Please clarify.	As discussed in the pre-bid meeting, total period of Warranty and AMC support will be for FIVE years. Quote also per year AMC rate.	

