

नॉर्थईस्टर्नइलेक्ट्रिकपावरकॉर्पोरेशनलि.  
(भारतसरकारकाउधम)  
**NORTH EASTERN ELECTRIC POWER CORPORATION LTD**  
**(A GOVT. OF INDIA ENTERPRISE)**  
CIN U40101ML1976GOI001658



**BID DOCUMENT FOR IMPLEMENTATION OF  
ERP IN NEPCO**


**NIB No:292 DATED 31.08.2018**

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The Bid Document contains:


- Section-I : Notice Inviting Bids
- Section-II : Instruction to Bidders
- Section-III : General Terms and Conditions of Contract
- Section-IV : Technical specification
- Section-V : Bid Forms and other Forms
- Section-VI : Data Sheets
- Section-VII : Price Schedules
- Section-VIII : Security Forms and Draft Contract Agreements

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	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

## Contents

<b>1. Context</b> .....	3
<b>2. Brief scope</b> .....	3
<b>3. Indicative timelines of implementation</b> .....	4
<b>4. Eligibility Criteria</b> .....	5
<b>4.1 Eligibility Criteria for Bidder (Individual firm/Company)</b> .....	5
<b>4.2 Eligibility Criteria for OEM of ERP product</b> .....	8
<b>5. Participation in bid</b> .....	9
<b>5.1 Conflict of interest</b> .....	9
<b>5.2 Bid fee and related details</b> .....	9
<b>5.3 Procedure for participation</b> .....	9
<b>6. Submission of bids</b> .....	11
<b>7. Important dates</b> .....	12
<b>8. Other general instructions</b> .....	12

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

**DETAIL NOTICE INVITING BID (NIB)  
(Domestic Competitive Bidding)**


**N.I.B. No.: 292 Dated: 31.08.2018**

**1. Context**

- 1.1 North Eastern Electric Power Corporation Ltd. (NEEPCO or “Company” or “Corporation”) is a Miniratna, ‘Schedule A’ organization under the Ministry of Power, Government of India.
- 1.2 The Company was established on 2 April, 1976 to harness the vast power potential of North Eastern (NE) region and is a premier power sector company with its Corporate Office at Shillong, Meghalaya.
- 1.3 The Corporation has already executed 5 (five) hydro-electric power projects and 3 (three) gas based power projects and (one) renewable project with an installed capacity of 1287 MW (without JV inclusion). Apart from these projects in operation, a number of hydro and thermal projects are in various stages of construction and survey & investigation.
- 1.4 NEEPCO contributes more than 39.34% of the energy requirement of NE Region, India (FY 2017-18) and is the only power company in India to operate in all NE states.
- 1.5 NEEPCO in its endeavor to upgrade its IT systems invites e-tenders through single stage two envelope system in domestic competitive bidding route from eligible bidders for “**Implementation of Enterprise Resource Planning**” at NEEPCO

**2. Brief scope**

- 2.1 NEEPCO intends to implement an Integrated ERP system and is looking to select a capable Bidder for implementing the following brief scope of work (detailed scope available for reference in RfP).
  - 2.1.1. Preparation of project charter including project management plan, project governance structure, resource deployment plan, communication matrix, site survey plan, project risks, mitigation plans and dependencies etc.
  - 2.1.2. Presentation to NEEPCO management on the functionality of the ERP system
  - 2.1.3. Initial training to the NEEPCO team on the ERP product, implementation plan, tasks to be carried out and roles & responsibilities of various stake holders
  - 2.1.4. Detailed As-is study of all the business processes of NEEPCO
  - 2.1.5. Preparation and finalization of To-Be processes to be implemented in ERP system
  - 2.1.6. Gap-analysis and change management
  - 2.1.7. Finalization of business blueprint / solution design with required process re-engineering which shall include hardware, network design, security architecture, integration/interface strategy and process with legacy and other required systems
  - 2.1.8. Data Centre (DC) and Data Recovery (DR) Centre’s design, which include sizing along with technical specification for smooth functioning of the ERP solution finalized with NEEPCO (DC planned at Corporate Office, Shillong and DR center planned at New Delhi). However, Bidder may also explore cloud and collocation or IaaS options for deployment of the solution.

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid


- 2.1 9. Preparation of Bill of Material (BoM) for IT and non-IT infrastructure i.e. Hardware, networking equipment and additional system software required for implementation and running of ERP
- 2.1 10. Assistance in preparation of RfP for IT infrastructure procurement as per BoM.
- 2.1 11. Assist NEEPCO in validating the delivery and installation of the hardware as per requirement
- 2.1 12. Provisioning of Servers & associated hardware/software of suitable configuration required for Training, Development & Configuration, Quality Testing for use during implementation till NEEPCO infrastructure is available for utilisation. SI needs to factor requirements such as infrastructure, connectivity and any other item. In case of delay in hardware procurement (After realization Phase) cost of temporary system will be given by NEEPCO on Pro-rata basis as per Price Schedule-IIA.
- 2.1 13. Supply, installation, configuration & commissioning of ERP licenses as well as ERP related software, database, clustering tools, integration tools & other components
- 2.1 14. Data collection, cleaning & preparation of migration strategy along with templates
- 2.1 15. Quality Check & audit of DC, DR setup, Hardware, network infrastructure
- 2.1 16. Testing & operationalization of DC & DR replication
- 2.1 17. Migration of legacy data to the ERP system
- 2.1 18. Operational training to the NEEPCO team on Operation & Maintenance of DC & DR
- 2.1 19. Functional training to the NEEPCO team on the Module wise ERP functions
- 2.1 20. Implementation of ERP solution at Pilot locations and subsequent roll out at balance locations
- 2.1 21. Annual Technical Support for ERP system for 5 (five) years from license procurement (planned for two phases) post phase-wise license procurement
- 2.1 22. Annual Functional Support for ERP system for 3 years post stabilization period
- 2.1 23. Resource deployment for operation of DC & DR for 5 years from the last site roll-out
- 2.2 Bidder shall provide all required equipment, tools and resources which may not be specifically stated herein, but required to meet intent of ensuring completeness, maintainability and reliability of the total system covered under this specification

### 3. Indicative timelines of implementation

3.1 The entire scope of the work must be completed within 23 months from the date of issue of the Letter of Intent

3.2 Key phases for implementation are defined as below for Bidder's reference: -

Sl. No.	Key phases of implementation of ERP at NEEPCO	Indicative Timelines from date of release of Letter of Intent by NEEPCO (Months)
1	Project Preparation/ Inception	1 month
2	Bill of Material (BoM) for IT and non-IT infrastructure (Hardware, DC & DR, etc.) and finalisation of technical	2 months

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid


	specification	
3	Sign-off of Business Blueprint	7 months
4	Realization	11 months
5	Final Preparation/Transition	13 months
6	Successful Pilot phase- Go-Live	14 months
7	Successful last site Go-Live	17 months
8	Post Go-Live Support & Stabilization	23 months

#### 4. Eligibility Criteria


The Bidder should be either an Individual firm/Company who shall fulfil the Eligibility Criteria mentioned here under. The Bidder can only participate in the Bid with single ERP OEM.

##### 4.1 Eligibility Criteria for Bidder (Individual firm/Company)


Sl. No.	Parameter	Mandatory Eligibility Criteria	Evidence required
<b>A. Technical capabilities</b>			
1	Registration Status	Bidder must be incorporated in India under the Companies Act' 1956/2013 or registered as an LLP firm under LLP Act' 2008 and should have been in business for at least 10 (Ten) years, preceding the date of submission of bid	Certificate of Incorporation of Bidder
2	CMM/ CMMI Level 5	Bidder must have CMM/CMMI Level 5 certification as on date of submission of bid	Copy of a valid certificate self-attested by the Authorized Signatory of Bidder In case validity of CMM/CMMI level 5 certificates is expired, bidder needs to submit copy of application for renewal along with expired certificate along with Bid. Also, Bidder needs to submit a valid Certificate at the time of award of contract."
3	Client satisfaction	Bidder should not have been black listed by any Public Sector Undertaking/ Government Departments as on the date of submission of bid	Self-certification from Authorized Signatory of Bidder
4	Project Implementation Experience	The Bidder should have undertaken at least 3 (three) implementations of ERP product, in the last 15 (fifteen) years prior to date of the Tender	1. Completion certificate/ under execution (LOI/ LOA/ Work Order) from the

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

Sl. No.	Parameter	Mandatory Eligibility Criteria	Evidence required
		<p style="text-align: center;"><b>AND</b></p> <p>Out of the above 3 (three) implementations, at least 1 (one) of the offered ERP implementation with at least 300 transactional licenses should be completed and be in Energy/ Power Utilities Sector in India /Globally</p> <p style="text-align: center;"><b>AND</b></p> <p>Out of the balance 2 (two), Bidder must have at least 1 (one) ERP Project with minimum 100 transactional licenses of the ERP product in any sector of Bidder's choosing, completed or on-going in India, in the last 5 (five) years from the date of the Tender</p> <p style="text-align: center;"><b>AND</b></p> <p>Balance 1 (one) implementation with at least 300 transactional licenses should be completed and be in the State/Central PSU in India</p> <p style="text-align: center;"><b>AND</b></p> <p>Bidder must have experience of implementing at least 4 (four) functions out of the following functional areas in each such ERP implementation-</p> <ul style="list-style-type: none"> <li>• Inventory &amp; Procurement</li> <li>• Asset Maintenance Management</li> <li>• Human Resource Management &amp; Payroll</li> <li>• Finance and Accounting</li> <li>• Business Intelligence Reporting</li> <li>• Plant Operations</li> <li>• Project Management</li> </ul>	<p>customer for each complete implementation including number of transactional licenses, functions covered &amp; date of implementation and completion date</p> <p>2. For on-going ERP Project, copy of LOI/LOA/Work Order to be submitted along with End Users Certificate certifying the present status of the Project and that the bidder has successfully completed the Blueprint phase of the Project. In absence of End User certificate Bidder can submit self-certification from authorized signatory</p>
5	Product Partnership	Bidder should have an active existing authorized partnership with the offered ERP product as on date of submission of the bid	Certificate from OEM
6	Support Centre	Bidder must have a functional 24x7 support center for the offered ERP product in India, functional since at least 3 years from the date of Tender as on date of submission of the bid	Self-certification from Authorized Signatory of Bidder
7	Availability of Resources with Bidder	The Bidder must have a minimum of 100 full time IT/ERP resources and should be experienced of the proposed ERP product in India. Additionally, there should be twenty (20)	Self-certification from Authorized Signatory of Bidder

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

Sl. No.	Parameter	Mandatory Eligibility Criteria	Evidence required
		ERP OEM certified resources with the Bidder as on date of submission of the bid	
<b>B. Financial capabilities</b>			
9	Minimum Average Annual Turnover (MAAT) from IT activities	The average annual turnover of the Bidder in the best 3 (three) financial years out of the last 5 (five) years financial year from IT software and services should not be less than Rs. 27 crores. Other income will not be considered for arriving at annual turnover.	Audited financial statements for each year/ Certification from the statutory auditor
10	Liquid Asset	The Bidder should have liquid assets or / and evidence to availability of unutilized credit facilities of not less than Rs. 4 Crores The certificate of the Banker regarding the availability of unutilized credit facility should not be dated earlier than 30 (thirty) days prior to the date of submission of the bid	Relevant certificate from bank
11	Net Worth	The Net Worth of the Bidder as on last day of the preceding financial year shall not be less than 50% of the Paid up Share Capital. The Net Worth shall be calculated based on Subscribed and Paid-up Capital + Free Reserves + Unallocated balance surplus amount of Profit & Loss Account if not reduced from Reserves.	Complete Audited Annual Reports along with Audited Balance Sheets, Profit and Loss Account & detailed Schedule and other financial statements for the preceding 5 (five) financial years, ending 31 <sup>st</sup> March of the previous Financial Year, along with Letter of adequacy and commitment from their Bankers/Financial Institutions of International repute should be furnished along with their bids for evaluating the above financial criteria. In case where the audited results of the preceding financial years are not available, certified financial statements from a practicing Chartered Accountant will be also be considered acceptable.

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

#### 4.2 Eligibility Criteria for OEM of ERP product


The ERP product proposed by the Bidder must be from OEM, who shall have to meet the following criteria-

Sl. No.	Parameter	Mandatory Qualification Description	Evidence required
1	Registration Status	OEM must be incorporated in India under the Companies Act' 1956/2013 and should have been in business for at least 10 (Ten) years, preceding the date of submission of bid	Certificate of Incorporation of OEM
2	Support and Training Centre availability	OEM should have at least one center in India with employee base of minimum 100 functional/ technical resources	Self-Certification by Authorized Signatory of OEM
3	Product Partners / Implementation Partners	OEM should have at least 3 certified implementation partners in India (including the Bidder/Lead Bidder)	Self-Certification by Authorized Signatory of OEM with names of implementation partners
4	Client satisfaction	OEM should not have been black listed by any PSU and/or State/ Central Government of India.	Self-Certification by Authorized Signatory of OEM
5	Implementation in related industry globally (Including India)	The offered ERP product should have been implemented for at least 3 (three) operational global customers in Power Utility Sector	Certificate of experience from OEM with signatures from Authorized Signatory of OEM
6	India specific Tax Compliance  India Localization	The offered ERP product must incorporate Indian taxation requirements and is also capable of incorporating future changes therein  Proposed ERP Product must have India Localization features such as taxation, employee related rules & regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc.)and is also capable of incorporating future changes therein	Provide self-certificate from Authorized Signatory of Bidder stating how the product will incorporate future changes, as & when applicable

#### 4.3 Note (applicable for Clauses 4.1 & 4.2):

- 4.3 1. In ERP Implementation, technical upgrades and rollouts would not be considered eligible
- 4.3 2. All self-certificates must be signed by the Authorized signatory, unless specified otherwise



	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

- 4.3 3. OEM of ERP product would need to additionally meet the Eligibility Criteria for OEM of ERP product as specified in Tender document
- 4.3 4. Wholly owned Indian subsidiary company having guaranteed support from their parent company can also participate in the bidding process. In such a case, Bidder can utilize the technical and financial credentials of its 100% of parent company and / or of 100 % subsidiary company/companies, which are wholly owned by the same parent company. Provided, the Parent Company / subsidiary Company /Companies commits to sign a separate Agreement (Guarantee of the Parent Company to NEEPCO) with NEEPCO as per enclosed format ( FORM NO-F )evincing full support for the Technical and Financial requirement of the subsidiary Company and commit to take up the work itself in case of non-performance by the subsidiary company in the event of award of work to the subsidiary Company. An undertaking by the parent/ holding company to this effect shall be submitted along with the bid as per enclosed format(FORM No-G)
- 4.3 5. Wholly owned Indian subsidiary company not taking any guaranteed support from the parent company need not provide guarantee agreement from the parent company.

## 5. Participation in bid

### 5.1 Conflict of interest

- 5.1 1. M/s. PricewaterhouseCoopers (PwC) and M/s. NTPC and any entity affiliated with them who were associated with the preparation of this Tender Document shall not participate in any manner in the bid.
- 5.1 2. The Bidder must submit a certificate of no conflict through authorized signatory confirming that there would be no conflict of interest with NEEPCO. Bids of any Bidder may be rejected if a conflict of interest between the Bidder and NEEPCO is detected at any stage.


### 5.2 Bid fee and related details

Bidders shall have to make BID FEE (non-refundable) of Rs. 10,000.00 (Rupees Ten Thousand) plus GST @18% (SAC Code 9984) (NEEPCO Shillong GST NO.: 17AAACN9991J1ZT) for participation in the Tender. In addition, Bidders also are required to submit an Earnest Money Deposit (Refundable) of INR 69 lakhs for participation in the Tender.

- 5.2 1. Bidders are required to submit the bid with a validity of 180 (One hundred & Eighty) days from date of submission of the bid. In case of timeline extensions, date of validity of EMD would be 180 days from original date of submission of the bid.
- 5.2 2. Details and mode of submission of EMD and Bid fee are provided in Instruction to Bidders.


### 5.3 Procedure for participation

- 5.3 1. Bidders intending to participate in the e-tendering and to download the detailed bid document have to register themselves in the NEEPCO's e-tendering portal <https://neepco.abcprocure.com>. The registration of bidder once registered shall be valid for one year from the date of activation of Bidder profile.
- 5.3 2. The Bidders who have already registered in NEEPCO's e-tendering portal having valid registration need not register again. However, such bidders are to ensure that their registration in the e-tendering system is valid till the completion of the entire bidding process of the relevant NIB.

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

- 5.3.3. The fees for Bidder Registration in the portal is INR 3000.00 (Rupees three thousand) only per year (Nonrefundable)
- 5.3.4. The procedures for registration in the e-tendering portal are as under-
- **Step-1:** Visit the e-tendering portal <https://neepco.abcprocure.com>
  - **Step-2:** Click on new register and submit the online Form for company /bidder details required. Already registered bidder having a valid registration may directly log-in to the e-tendering portal
  - **Step-3:** The bidder has to map the digital certificate (Class-II or Class –III Signing & Encryption Certificate) with his login-id as per the name of the registered company for approval process. For registration & Digital Certificate related information, the bidders may contact the Service Provider at:
    - E-Procurement Technologies Limited (ETL)
    - Mr. Himalaya Vaishnav
    - Phone No. +91-79-40016866/38/21/18
    - Mobile No. +91-9099090830
    - Email [info@abcprocure.com](mailto:info@abcprocure.com)
  - **Step-4:** Payment for bidder registration in the e-tendering portal: Bidders shall make the payment of non-refundable Bidder registration fee of Rs.3000.00 (Rupees Three thousand only) through “SB-COLLECT” of State Bank of India as per procedures/steps elaborated below.
  - **Step-5:** After payment of bidder registration fee through “SB-COLLECT” of State Bank of India, this system generated receipt shall be downloaded and send it to the Contracts & Procurement Department, NEEPCO, Shillong at e-mail ID: [contract\\_neepco@yahoo.com](mailto:contract_neepco@yahoo.com) to advice the service provider for approval of the Bidders’ registration. Bidders may also contact **Sri N. Kithan, Manager (C), C&P Department**, NEEPCO, Shillong, and Mobile No. +91-9436306773, to get confirmation regarding receipt of bidder registration fee.
  - **Step-6:** On approval of the bidder in the system, e-mail will be sent by the Service Provider to the Company/bidder regarding their bidder profile activation. The registration is valid for one year once bidder profile is activated.
- 5.3.5. All the bidders are requested to get themselves registered well in advance and no extra time will be considered for submission of bids for the delay in on-line Bidder Registration, if any.
- 5.3.6. The bidder shall make the payment towards Bid fee **through “SB-COLLECT” of State Bank of India** as per procedures/steps elaborated in below. Payment of bid fee through other mode of payment like DD etc. will not be acceptable.
- 5.3.7. During payment of bid fee through “SB-COLLECT” of State Bank of India, Bidders shall clearly indicate the NIB No. against which the bid fee is paid.
- 5.3.8. The procedure/steps for payment by SB-COLLECT of State Bank of India (for payment of portal registration fee, Bid fee, EMD etc.):

STEP-1	The bidder shall visit url/web page <a href="https://www.onlinesbi.com/prelogin/institutiontypedisplay.htm">https://www.onlinesbi.com/prelogin/institutiontypedisplay.htm</a> on any
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	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid


	internet browser
STEP-2	State Bank Collect page will appear. Select “ <b>ALL India</b> ” for “ <b>State of Corporate/Institution</b> ” Select “ <b>PSU</b> ” for “ <b>Type of Corporate/Institution</b> ” Click “GO”
STEP-3	In the new screen, select PSU Name as “ <b>North Eastern Electric Power Corporation Limited</b> ” and Submit
STEP-4	In the new screen, select Payment Category as “ <b>SHILLONG- PARTIES</b> ”
STEP-5	New Screen will appear, here the bidder has to fill all the required information for the payment as under: i) Under <b>Name of Payer</b> : The Bidder is to fill up his Name and Address. ii) Under <b>Short Details of Payment</b> : The Bidder shall indicate Portal <b>Registration Fees, BID FEE, and EMD as applicable</b> . In case of BID FEE and EMD payment, the Bidder shall indicate BID FEES or EMD as applicable and the NIB No. (Example: for payment of EMD against NIB No. .... dated DDMMYYYY, the bidder has to fill under this option as “EMD for NIB No. XX dated DDMMYYYY”). iii) <b>Under Type of PAYER</b> : The Bidder is to select VENDOR OR CONSULTANT whichever is applicable. iv) <b>Under CIN in case the Payer is a company</b> : The bidder is to fill up his CIN in case of a company, otherwise may kept blank. v) <b>Under Payment amount</b> : The bidder is to fill up the amount as per bid condition. vi) Subsequent information for Name, Date of Birth/Incorporation, and Mobile Numbers are to be filled as required. vii) Fill Captcha. Then Submit
STEP-6	In the new screen, check the details and click “ <b>CONFIRM</b> ”, if correct.
STEP-7	The <b>Multi Option Payment System</b> will be available for making the payment. The Bidder may select option as per convenient and make the payment.
STEP-8	After successful payment, the system will generate receipt. The receipts may also be generated from Reports - i.e. SB Collect (Request Report/ Download Report). This system generated receipt shall be downloaded for submission as per bid condition.

## 6. Submission of bids

6.1 The Bidder shall submit the Bid under the Single-Stage Two-Envelope bidding system in electronic form as follows:

- Envelope No. 1: Techno-Commercial Bid.
- Envelope No. 2: Shall contain Price Bid. Price Bids of only those Bidders who qualify in Technical evaluation shall be opened.

6.2 Detailed instructions on submission of bids is provided in Instructions to Bidders for reference

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

6.3 Bidders shall prepare and submit their bids in the electronic form in <https://neepco.abcprocure.com>. Online bidding forms will be available in the above website

6.4 Bidders may view the tender opening results of techno-commercial bid in <https://neepco.abcprocure.com> by marking their presence for online tender opening.

## 7. Important dates

S No.	Description	Date
1	Start date for downloading bid document	01.09.2018
2	Last date for receipt of Bidder queries prior to pre bid meeting	11.09.2018
3	Pre-Bid conference for Bidders in Shillong, Meghalaya	18.09.2018
4	Receipt of queries if any after pre bid meeting	22.09.2018
5	Response to Bidder queries / clarifications by NEEPCO	24.09.2018
6	Last date for submission of online bids	11.10.2018
7	Technical bid opening by NEEPCO	11.10.2018
8	Price bid opening by NEEPCO	To be intimated to Bidders at a later date
9	Declaration of selected bidder by NEEPCO	To be intimated to Bidders at a later date
10	Award of LOI for successful bidder	To be intimated to Bidders at a later date

In the event the last date specified for submission of bids and date of opening of bids is declared as a closed holiday for NEEPCO, the bids shall be submitted as per stipulated time and date, however, the date of opening of bids will be the following working day at the appointed times.


## 8. Other general instructions

8.1 ***NEEPCO reserved the right regarding reply to queries received after the pre-bid conference. Therefore, interested bidders are requested to put up their queries within the stipulated date as mentioned in cl. 7 above prior to the schedule date of the pre-bid meeting.***

8.2 Bidders are requested to visit <https://neepco.abcprocure.com> and <http://www.neepco.co.in> regularly for any modification/clarification of the bid document

8.3 Submission of bids shall not automatically construe qualification for evaluation. NEEPCO reserves the right to reject any or all bids, or to annul the bidding process and reject all the bids, without thereby incurring any liability to the affected bidders, nor does it have any obligation to inform the bidders of the ground for such action on the part of the Purchaser.

8.4 For any clarification related to terms and conditions of Bid Document, bidders are requested to forward e-mail clearly stating their queries to tendering authority at **e-mail id** [contract\\_neepco@yahoo.com](mailto:contract_neepco@yahoo.com) and/or [contract@neepco.co.in](mailto:contract@neepco.co.in). Bidder may contact in regard to the instant NIB at 0364-2503346/9402197818.

	Enterprise Resource Planning (ERP) IMPLEMENTATION	Section-I
	North Eastern Electric Power Corporation Ltd	Detailed Notice Inviting Bid

8.5 For any clarification related to procedure for bid submission, online furnishing of clarification in e-procurement portal etc., bidders may contact:

**E-Procurement Technologies Limited (ETL)**

A - 201-208, Wall Street - II / Opp. Orient Club  
Near Gujarat College / Ellis bridge, Ahmedabad - 380015.  
Gujarat, India

**Phone No.: +91-79-4027 0564 | 555 | 563 | 507 | 548**

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Support Help-Desk No. at NEEPCO Shillong:

Tel: 0364-2507270/8974665789

Mail: support.neepco@eptl.in|support@abcProcure.com

**Sd/-**  
**General Manager**  
**I/C Contracts & Procurement**