

**Clarification to Prospective Bidders' queries against NIB 126 dtd:03/03/15**

| Sr. No. | Document Reference                                 | Clause in the Document  | Clarification sought with Justification  | Suggestion   | NEEPCO's Reply  |  |
|---------|--|---|--|--|---|--|
| 1       | Section 5.4, RFP Pg. 12                            | <b>Data migration:</b><br>Would require the opening and Closing Balances of Min. 5 years.   | It is neither practical nor suggestive as per the best industry practices to migrate the entire legacy data into the new application environment, albeit on cutover data is migrated. The understanding can be further assimilated wide a document published from OEM around data migration strategy as well.  | Data to be migrated shall be based on Best Industry practices and Cutover Strategy defined in consultation & mutual congruence within project team (i.e. Bidder & Purchaser) | A cut off date shall be decided for data migration considering the practicality and completeness of the system and the necessity of data migration shall be further discussed and reviewed during implementation phase.   |  |
| 2       | Section 1- Page 94                                 | The price schedule sheet shows ERP licenece requirement for 300 users whereas on Page 94 of RFP lists down approximately 1631 as ERP users  | Kindly advise -<br>a) The Correct No. of ERP Users for Licensing<br>b) Also provide the breakup of users departmentwise (i.e. no. of users in Finance, Commercials, HR and so on!)   |  | The tentative number of ERP users licenses required is 300. Detail breakup shall be based on actual use. However it is anticipated that there shall be Finance :80, HR : 60,O&M:25,Material: 40,Procurement:20, Director: 4, ED/HOD:21,Document Management : 40,Energy Billing:10 . However 1631 concurrent users are anticipated in case users accesses employee's self-service concurrently . |  |
| 3       | Section 4.1 Page 4 Phase 2 & Tech Spec RFP, Pg. 11 | Training to be provided at each site or location..  | Training to be provided centrally from 4 locations of NEEPCO; such locations shall be finalized in mutual agreement during the Implementation phase. Further, all such trainings shall be carried out in batches with 20 25 users/batch  |  | This shall be discussed during implementation. However training may be imparted from 4 to 5 locations of NEEPCO where nearby location's users shall be invited.   |  |
| 4       | Section 6.0- Post Implementation stablization      | The bidder shall provide post Implementation support, as a part of this project, by deputing at least two technical & functional consultants at site for full twelve months in three shifts of 8 hrs each after final Roll out. The cost of this shall be borne by the Bidder | 1. During the Implementation Phase, project shall adhere to 8X5, Monday to Friday working schedule<br>2. Further, all support (application perspective), whether during the Rollouts or Warranty or AMS period shall again follow 8X5, Mon to Fri working schedule, besides on-call for only Severity 1 issues/tickets during off business hours and weekends.<br>3. Application Support shall be carried out from 1 central location i.e. NEEPCO, Shillong only<br>4. Infra Support would continue to be 24X7 wide a central helpdesk constituted at a central location at NEEPCO, Shillong |  | It is highlighted that in Corporate Office Shillong ,D&E Office Guwahati and at NEEPCO New Delhi, the office hours is from 9:00 am to 6:00 pm from Monday to Friday. However the project sites Offices are open in all Saturdays except on 2nd Saturday.Considering this office timings of NEEPCO, the solution may be provided for smooth functioning of ERP system.                           |  |
| 5       | Tech Spec RFP, Pg. 10                              | The no. of certified consultants to be 30%  | Bidder to deploy certified Functional/Technical leads during the Implementation Phase however no. of such resources during the Support/Rollout phase maybe revisited and mutually agreed prior to start of Rollout/Support Phase!  |  | Bid condition prevails  |  |

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| 6  | Section "Scope of Work", RFP  | The scope of Work mentions - Tender Management (award to contract) vis a vis the FRS referring to SRM with 2 part tenders and reverse auction ie E tendering  | NEEPCO already has an effective e-Tendering system (different application), which shall continue to exist within the NEEPCO Application environment. Hence deploying another e-tendering solution from another vendor isn't required, however bidder to factor adequate integration with NEEPCO's current e-tendering application with offered ERP application as maybe possible.  |  | The scope of SRM shall be limited to the scope of work mentioned under 4.2 Sl. no. 3. NEEPCO has been using e-Tendering system out of NEEPCO application environment at M/s e-Procurement Technologies. Hence data needs to flow from the e-tendering system to ERP for populating in the respective module based on feasibility. |  |
| 7  | Section 4.1 Page 4 & Section 6.1- Annual maintenance support                    | Bolt on Applications under EHS refers to Medical services   | Bolt-On Applications are processes which NEEPCO has been carrying within their environment for employee welfare; hence NO separate application/add-on is required however bidder to ensure implied accounting treatment for such processes/transactions would be accorded into the offered ERP Application adequately. Record methodology for such transactions could be mutually agreed upon during the SRS Phase of ERP Implementation |  | As far as understanding on Bolt-on application is concerned, NEEPCO expects that all modules as mentioned under scope of work clause No. 4.2 shall be available within ERP. Any such processes which is not within the offered ERP shall be considered as bolt-on.  |  |
| 8  | Section 4.5, Page 9   | Annual technical Services providing free upgrades, updates patches of the ERP Technical upgrade into the newer version  | Bidder to render an application environment wherein version upgrades of such applications from the respective OEM's are offered free of charge however should NEEPCO desires to Implement the same, such shall be treated as change request with extra commercials as maybe determined within the project team than  |  | Bid condition prevails. Refer Clause No. 4.5 on page 9.   |  |
| 9  | Section 6.1- Annual maintenance support   | Resolution Matrix- Resolution SLA High- 90min, Medium- 4hrs and Low-8 hrs   | Response Time is relaxed to High- 90 mins, Medium - 12 hrs and Low-24 hrs. Further, bidders are expected to derive the SLA baselines whilst rendering 1st year of warranty support period, post which mutually agreed SLA's would be published, adhered & monitored for the remainder of the warranty & AMS Support period.  |  | Bid condition prevails.   |  |
| 10 | 4. Technical Spec for RFP; page-90 , C4. Facilities Management Support. Point-6 | Resolving all problems pertaining to all servers and Datacenter Equipments to ensure at least 99.9% uptime. This would include interfacing with all other third party vendors, ISPs, agencies involved in running of the IT infrastructure. | Request you modify this clause. The SLA clock should be suspended at the time on which the ticket is transferred to external Resolver Group responsible for incident resolution.   |  | Bid condition prevails  |  |
| 11 | 4. Technical Spec for RFP; page-87 , Penalty                                    | If downtime < 99.9% - 25 lacs per % downtime on prorata basis for each quarter.   | Request you modify this clause with a penalty capping of 10% - 15% of QGR  |  | Downtime is already amended to 99%. For penalty charges bid condition prevails.   |  |
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