

Tender Name:		Tender for "Selection of System Integrator (ERPSI) for "Upgrade of SAP ECC Platform to SAP S/4 HANA Platform, Installation, Commissioning, Implementation of SAP TRM & GRC Module & Application Maintenance Services for cloud-based SAP-ERP System at MSEDCCL for the period of 5 years".			
Tender No.:		CGM(IT)/RDSS/SAP AMS/22-23/006			
Sr. no.	RFP Clause No. & Detail	Page No.	RFP Clause Description	Query	MSEDCCL Response
1	Section 2. Eligibility and Qualification Requirements 11.0 - Qualification Requirements. The technical and financial requirements of qualification for the System Integrator (ERPSI) (1.5)	17	1.5)The bidder must have at least more than 500 full time resources of the proposed SAP ERP product. Additionally, bidder must have at least 10 no. of SAP Certified resources of each proposed module of the proposed SAP ERP Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2nd	Self-declaration certificate regarding SAP certified resources shall be provided as per the requirement of RFP. Giving the names of the resources is not possible in the competitive environment.	No change in RFP. Name of resources not required. Bidder may provide no.of SAP certified resources as given in RFP.
2	Section 2 . Eligibility and Qualification Requirements (12.0 - Technical Evaluation Criteria)	21	Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses, network components etc. during the last 10 (ten) financial years, a) for one project value not less than INR 24 crore or 80 % of the estimated project cost (Whichever is higher) • One (1) project – 9 Marks • Two (2) projects – 10 Marks OR, & Certificate of Go-Live / Certification for project being operational as on date of Bid Submission as proof of services provided b) two projects each costing not less than the amount equal to INR 15 Cr. or 50 % of the estimated project cost (Whichever is higher) • Two (2) projects – 9 Marks • Four (4) projects – 10 Marks OR, c) three projects each costing not less than the amount equal to INR 12 Cr. or 40 % of the estimated project cost (Whichever is higher) Three (3) project 9 Marks • Six (6) projects – 10 Marks	Keeping in mind the present RFP scope and size, implementation projects of the offered ERP product in Indian Power Sector Utility should only be considered. We suggest modification in the clause -- Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses of offered ERP OEM product, network components etc. in India during the last (8) financial years.....	Refer revised RFP.
3	Section 3. Instructions to Bidders and Bid Data Sheet 10.1 Document Checklist and List of Forms	53	12.3(a)Banks by whom Bank Guarantee is required to be issued: Any Nationalized Bank / Scheduled Bank in Favor of Maharashtra State Electricity Distribution Company Ltd. Payable at Mumbai only.	Bank Guarantee from scheduled foreign commercial banks like Bank of America should be acceptable	Accepted. EMD BG from Bank of America payable at Mumbai only, is acceptable
4	Section 4. Bidding Forms- Technical Proposal Form 10	75	Form 10: Format of Power of Attorney	There is a standard Power of Attorney issued by the organization authorizing an individual. We request MSEDCCL to accept standard Power of Attorney as it is very difficult to get the board approval for different formats of PoA issued by different RFPs.	No Change in RFP
5	Section 3. Instructions to Bidders and Bid Data Sheet. 30.0 - Signing of Contract and Contract Performance Security	48	30. Signing of Contract and Contract Performance Security : 30.2 Within 21 (twenty-one) Days of the receipt of Letter of Award from MSEDCCL, the Successful Bidder shall furnish the Performance Security, for an amount equivalent to three percent (5%) (or as per CVC guidelines applicable at the time) of the Contract Price (final price after the negotiation (if any)), using for that purpose the format of Performance Security given in Form 1 in Section 8. Immediately upon furnishing of Performance Security, ERPSI may request the MSEDCCL to execute the ERPSI Contract.	Performance security is given as three percent but in bracket it's written as five percent. Please clarify the correct percentage	Refer revised RFP. Performance security is five percent.
6	Section 2. Eligibility and Qualification Requirements 11. Qualification Requirements	18	3.2 Credentials and Experience for Qualification Requirements and Technical Evaluation Criteria For Completed Projects : Bidders must provide the Necessary Purchase Order/ LOI/ Contract Agreement. Further, the bidder must provide the successful completion letter from the client. The successful completion shall include at least one year AMS subsequent to Go-Live. For Ongoing Projects : Bidders must provide the Necessary Purchase Order/ LOI/ Contract Agreement. Further, the bidder must provide a letter from the client explicitly mentioning that the project has successfully achieved Go-Live status. (*Completion Certificate for completed projects shall be issued after the Go-Live and at least one year AMS period is over)	Upgrade projects should not be considered	No Change in RFP.
7	"Section 2. Eligibility and Qualification Requirements 11. Qualification Requirements	18	Credentials and Experience for Qualification Requirements and Technical Evaluation Criteria	1. All credentials of Bidder as a Lead Bidder should be considered and following credentials / certifications should not be considered: a) Client Orders subcontracted by OEM to SI b) Implementation in subsidiary/associate companies of the Bidder 2. If any project / contract involves multiple group companies / subsidiaries, it should be treated as only one credential / experience.	No Change in RFP.
8	Section 3. Instructions to Bidders and Bid Data Sheet 4.0-Bidders to inform itself fully,	28-29	4.1 The Bidder shall make independent enquiry and satisfy itself with respect to all the required information, inputs, conditions (including site conditions) and circumstances and factors that may have any effect on its Bid. Once the Bidder has submitted the Bid, the Bidder shall be deemed to have examined the laws and regulations in force and fixed its price taking into account all such relevant conditions and also the risks, contingencies and other circumstances which may influence or affect the Services performed within the scope of work, as provided in this RFP. Accordingly, the Bidder acknowledges that, on being selected, it shall not be relieved from any of its obligations under the RFP Documents nor shall be entitled to any extension of time for commencement of Services or financial compensation for any reasons whatsoever attributable to ERPSI. 4.2 The Bidders should particularly acquaint themselves with the technical requirements of MSEDCCL_s all the existing business processes, systems, operations, assets, equipment, statutory codes, and standards. 4.3 The Bidder shall familiarize itself with the procedures and time frames required to obtain all consents, clearances and permits required for implementation of the Project	We wish to clarify that our bid will be basis the information provided in the RFP, and if at a later stage, it is found that the information was not correct and the same impacts the commercials , then the Bidder should have the right to make the necessary changes and submit the revised price. It is further clarified that the Bidder has relied on the information shared under the RFP and data shared by MSEDCCL thereafter for providing deliverables or performing of services by Bidder. Bidder shall not independently validate any information provided to it by MSEDCCL, its agents or third parties and shall be entitled to rely upon such information's.	No change in RFP.
9	Section 4. Bidding Forms- Technical Proposal Form 7 Covering Letter	66	Section 4. Bidding Forms- Technical Proposal Form 7: Format of Covering Letter by ERPSI-Lead/ Sole Bidder for Submission of Bid	We submit our bids, subject to the deviations provided in our proposal.	No Change in RFP. As per RFP, no deviation is allowed.
10	Section 4. Bidding Forms- Technical Proposal Form 1- List of Consortium Members/ Sub-Contractor(s)	58	Form 1: List of Consortium Members/ Sub-Contractor(s) [The Bidder shall identify below the Consortium Members/ Sub-contractor(s) for major Project items. For sub-contractor a Letter of Intent must be provided.]	Form 1 suggest that ERP OEM has to be subcontractor. We would like to submit that, Accenture will supply all third-party products / services through the resale modal , and such products shall be governed under the terms and conditions of the Resale Agreement to be signed between the parties, separately to the services agreement. Our standard resale agreement template is attached below along with detailed rationale for your review and inputs.	No change in RFP. Bidder has to fill-up details of consortium member/sub-contractors in FORM-1 if applicable
11	Section 6. ERP System Requirements and Service Level Agreement 3.0 -Implementation, Migration, Customization, integration, testing and commissioning 3.2.2.2 -Resource Management	104	3.2.2.2. Resource Management a) ERPSI shall be responsible for adequately sizing of the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels. b) For auto-scaling of any major expected increase in the workloads, the ERPSI shall carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution c) The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits must be changed) must be carried out with prior approval by the MSEDCCL The Service Provider shall provide the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.	We wish to submit that Bidder would do sizing requirement basis information's provided under RFP and if any additionally by MSEDCCL. So, if any further scaling required and then that should be mutually discussed and MSEDCCL must pay additional cost to Bidder for the same. Pls clarify.	No change in RFP.

12	Section 6. ERP System Requirements and Service Level Agreement 15. Service Level Agreement (SLA) 15.2 Service Level Agreements and Targets	183	Service Parameter Service level Validation Penalty Business Applications Software (ERP system and BI) Availability of Business Application Software as mentioned in the Scope of Work =>99.95% uptime Availability & Downtime Reports measured using Management Tool. Measured 24*7 Basis and Validated by Monthly SLA Performance Report. => 0.05% but <1% of SLA 5% of the Quarterly Payment => 1% but <3% of SLA 20% of the Quarterly Payment => 3% but <5% of SLA 50% of the Quarterly Payment =>5% of SLA No Payment Business Supporting Applications (Like DMS, IDAM, EMS, etc.) Availability of supporting Applications and System Software Services which are required to support the Business Applications as mentioned in Scope of Work => 99.5% uptime Availability & Downtime Reports measured using Management Tool. Measured 24*7 Basis and Validated by Monthly SLA Performance Report. Less than 1% of SLA 2% of the Quarterly Payment =>1% but <3% of SLA 10% of the Quarterly Payment	We request MSEDCL that SLA penalties mentioned in various cases under 15.2 to be limited at aggregate 5% of the quarterly O&M billable charges.	No Change in RFP.
13	Section 6. ERP System Requirements and Service Level Agreement 15.5 - Clause Termination of Contract and Penalties 15.5.2 (2)15.5)	195	15.5.2 (2) Selected bidder should reply to the notice within three working days.	We request MSEDCL to serve 30 days' notice period to rectify the defects , if any notified before terminating the contract. 3 days period for response may be ok, but there must be rectification period thereafter for 30 days. Pls clarify	No Change in RFP
14	Section 7. Conditions of Contract. I. General Conditions of Contract 4. Contract Price and Payment (4.1.6 of GCC)	300	4.1.6 The MSEDCL to release payments within 45 calendar days of the date of the invoice.	We request MSEDCL to modify payment period from 45 days to 30 days from the date of invoice . Further, if there is any delay in payment on account of MSEDCL, MSEDCL should also pay interest @1.25% per month till date of actual payment.	No Change in RFP
15	Section 7. Conditions of Contract. General Conditions of Contract (GCC) 11. Liability/Indemnity (11.1 of GCC)	311	11.1 The ERPSI hereby agrees to indemnify MSEDCL, for all conditions and situations mentioned in this Article, in a form and manner acceptable to MSEDCL. The ERPSI agrees to indemnify MSEDCL and its officers, servants, agents (—MSEDCL Indemnified Persons) from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising, or incurred inter alia during and after the Contract Period out of: any negligence or wrongful act or omission by the ERPSI or its agents or employees or any third Party associated with ERPSI in connection with or incidental to this Contract; or any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Solution or any part thereof.	We request MSEDCL to modify the clause as suggested below, as such there is requirement under law to seek indemnity right for contractual commitments or breach of Contract terms, as MSEDCL will have right under contract itself to claim damage, if any cause due to breach of contract terms or commitment for which indemnity right is not required:"11.1 The ERPSI hereby agrees to indemnify MSEDCL, for all conditions and situations mentioned in this Article, in a form and manner acceptable to MSEDCL. The ERPSI agrees to indemnify MSEDCL and its officers, servants, agents (—MSEDCL Indemnified Persons) from and against any costs, loss, damages, expense, claims arising including those from third parties or liabilities of any kind howsoever suffered, arising, or incurred from third parties inter alia during and after the Contract Period out of: any gross negligence or wrongful willful misconduct or omission by the ERPSI or its agents or employees or any third Party associated with ERPSI in connection with or incidental to this Contract; or any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Solution or any part thereof."	No Change in RFP.
16	Section 7. Conditions of Contract. General Conditions of Contract (GCC) 11. Liability/Indemnity (11.3 of GCC)	311-312	11.3 Without limiting the generality of the provisions of the Article 11.1 and 11.2, the ERPSI shall fully indemnify, hold harmless and defend MSEDCL Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which MSEDCL Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic	We request MSEDCL to include an additional provision for third party IP breach indemnity, where breach will not be result of Bidder's default: "Bidder will have no liability, however, to MSEDCL and any Indemnified Party to the extent the alleged infringement or misappropriation was caused by: (I) modifications to any Deliverable (made by or on behalf of MSEDCL); (II) use of the Deliverable in combination with any hardware, software or other products or services where such combination was not within the reasonable contemplation of the Parties; (III) the failure of an Indemnified Party to use corrections or enhancements to the Deliverable provided by the Indemnifying Party; (IV) specifications or direction provided by the Indemnified Party; or (V) use of the Deliverable not authorized under this Agreement."	No Change in RFP.
17	Section 7. Conditions of Contract. General Conditions of Contract (GCC) 11. Liability/Indemnity (11.6 of GCC)	312	11.6 LIMITATION OF LIABILITY 11.6.1 Except in cases of gross negligence, fraud, or willful misconduct: Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the ERPSI to pay liquidated damages to the MSEDCL; and The aggregate liability of the ERPSI to the MSEDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual Property Rights.	We request MSEDCL to modify the clause as suggested below, as there should not be any exception to indirect & consequential damage disclaimer. Further, exception of replacing defective equipment will make this clause infructuous and have no meaning of limitation of liability; "11.6 LIMITATION OF LIABILITY 11.6.1 Except in cases of gross negligence, fraud, or willful misconduct: Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the ERPSI to pay liquidated damages to the MSEDCL; and Except in cases of gross negligence, fraud, or willful Misconduct, the aggregate liability of the ERPSI to the MSEDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual Property Rights."	No Change in RFP.
18	Section 7. Conditions of Contract. General Conditions of Contract (GCC) 14. Miscellaneous (14.3of GCC)	316	14.3 INSURANCE 14.3.1 The Goods supplied under the Contract shall be fully insured by the ERPSI against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery. 14.3.2 The ERPSI shall furnish to the MSEDCL copies of certificates and policies of the Insurances as soon as they are affected and renewed by or on behalf of the ERPSI from time to time in terms of Article 14.	We are supplying any goods under this RFP, hence request to delete this requirement or make this Article NOT APPLICABLE .	Refer Revised RFP. Clause 14(C) in Section 7 is not applicable and deleted
19	Section 6. ERP System Requirements and Service Level Agreement 6. Audits and IT Security	123-128	IT /Cyber Security Audit :- - Audits and IT Security -IT /Cyber Security Audit	We wish to clarify that the security services requirements need to be mutually discussed and agreed upon at the contracting stage	No change in RFP.
20	Section 2. Eligibility and Qualification Requirements	17	1.5. General: The bidder must have at least more than 500 full time resources of the proposed SAP ERP product. Additionally, bidder must have at least 10 no. of SAP Certified resources of each proposed module of the proposed SAP ERP Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2nd.	1. Please Consider 200 full time resources of the Proposed ERP product. 2. Please consider at least 5 no. Of SAP certified Resources of each proposed Module.	Refer Revised RFP
21	Section 2. Eligibility and Qualification Requirements. 11.0- Qualification Requirements 2.0-FINANCIAL Qualification Requirements (2.1)	17	2.Financial:2.1. Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the bidder should not be less than INR 90.30 Crores i.e., 100% of the estimated cost of the project. In case of a consortium, ERPSI-Lead and ERPSI- 2nd combined should meet this requirement of turnover, with ERPSI Lead meeting minimum INR 81.27 Crore i.e., 90% out of this.	Please consider MAAT of Rs.50 Cr. for best three years out of last five financial years for ERPSI Lead.	No change in RFP.
22	"Section 2. Eligibility and Qualification Requirements. 11.0- Qualification Requirements 3.0 CREDENTIALS AND EXPERIENCE	18	3.1. Credentials and Experience: The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	1.Please consider at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 24 Cr OR, two projects each costing not less than the amount equal to INR. 7 Cr. OR, three projects each costing not less than the amount equal to INR. 5 Cr.	No change in RFP.
23	Section 2. Eligibility and Qualification Requirements. 11.0- Qualification Requirements 2.0-FINANCIAL Qualification Requirements (2.1)	17	The ERPSI should have at least CMM/CMMI level 5 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified	We request to consider the CMM/CMMI level 3 certificate Rationale: CMMI Level 3 is a reasonably higher standard. Some of these CMMI Level 3 SI's would be far superior in terms of experience and capabilities than CMMI Level 5 SI.	No change in RFP.

24	Section 2. Eligibility and Qualification Requirements 11.0- Qualification Requirements 3.0 CREDENTIALS AND EXPERIENCE Qualification Requirements (3.1)	18	CREDENTIALS AND EXPERIENCE The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	We request to amend the clause as: The Bidder(s) should have experience of SAP Implementation (configuration, customization, implementation, roll out) /upgradation /migration, deployment of solution on Data centre / public cloud as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 40 Cr. OR, two projects each costing not less than the amount equal to INR. 20 Cr. OR, three projects each costing not less than the amount equal to INR. 10 Cr. The project should have atleast Gone-Live. Rationale: The major scope of this RFP is "Upgradation of SAP ERP ECC6 EHP 5.0 platform to SAP S/4 HANA, deployment on public cloud and AMS"; hence we recommend considering "SAP Implementation/ upgradation/ migration experience and related services as part of Qualification and Technical evaluation" rather than general "Turnkey IT System Integration" experience.	No change in RFP.
25	Section 2. Eligibility and Qualification Requirements 11 (1.1) Qualification Requirements	19-20	The technical and financial requirements of qualification for the System Integrator (ERPSI) The Sole Bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. In case of consortium, the consortium members should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008. Supporting Documents Required: Certificate of incorporation / Partnership deed <input type="checkbox"/> GST Registration <input type="checkbox"/> Certificate of commencement of business (if applicable) (Such supporting documents should be submitted for Bidder/ all the consortium members, as applicable)	We request for allowing submission of Member firm certifications and experiences. Considering the network structure of global multinational organizations like ours, we suggest to please allow certifications and experiences of member firms as submissible documents to demonstrate our capability. This will allow us to bring in Subject Matter Experts and global Leading practices during the project execution as well. This is all the more required as we are Limited Partnerships (LLPs) and are not structured as holding / subsidiary companies. This has been discussed with MOP (Ministry of Power) as well. The RFP on National Feeder Management System of MoP released by RECPDCL also allows member firms as a part of the pre-qualification and technical evaluation Several other RFPs from leading PSUs in India have recognized and allowed usage of qualification / experience/ certification across the Member Firms in meeting the Qualification requirements. We would be happy sharing all the recent RFPs of PSU's for your reference. Hence, we request to add a clause in the tender as: "Experience/Certifications of the "member of same network or member of same global firm" shall also be acceptable	No Change.As per RFP,
26	Section 2. Eligibility and Qualification Requirements 11.(3.1) (3.2) Qualification Requirement CREDENTIALS AND EXPERIENCE	18	Necessary Purchase order / LOI / Contract/ Certification on client letterhead / Completion certificate as on date of Bid as proof of services provided For Completed Projects : Bidders must provide the Necessary Purchase Order/ LOI/ Contract Agreement. Further, the bidder must provide the successful completion letter from the client. The successful completion shall include at least one year AMS subsequent to Go-Live. For Ongoing Projects : Bidders must provide the Necessary Purchase Order/ LOI/ Contract Agreement. Further, the bidder must provide a letter from the client explicitly mentioning that the project has successfully achieved Go-Live status. (*Completion Certificate for completed projects shall be issued after the Go-Live and at least one year AMS period is over)	Global multinational organizations like ours have NDA's signed with most of the clients which limits us sharing contract related documents to any of the third parties. Hence, we request to consider either of the following as a proof of our project experiences: 1) Copies of PO/WO/Contract Agreement/SoW, OR 2) Completion certificate / successful Go-Live certificate from client OR Certificate from Bidder's Statutory Auditor certifying the value required has been paid as on the date of submission of bid	No change. As per RFP
27	Section 2. Eligibility and Qualification Requirements 11. Qualification Requirement	17	1 - GENERAL 1.3 - Bidder should be authorized system integrator / implementation partner of M/s SAP for sale, support, and services of SAP ERP Product.	As MSEDCL is purchasing licenses directly from OEM, the clause proposed as below : 1.3 : Bidder should be authorized system integrator / implementation partner of M/s SAP for support, and services of SAP ERP product.	Clause Deleted.
28	Section 2. Eligibility and Qualification Requirements 11. Qualification Requirement	18	3 - CREDENTIALS AND EXPERIENCE 3.1 - The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software / licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 50 Cr OR, two projects each costing not less than the amount equal to INR. 30 Cr. OR, three projects each costing not less than the amount equal to INR. 20 Cr.	No change in RFP.
29	Section 2. Eligibility and Qualification Requirements 11. Qualification Requirement	18	3 - CREDENTIALS AND EXPERIENCE 3.2 - The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above- The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/ 4 HANA project must have been implemented in Central / State PSU or Government organization.	The Bidder(s) should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA / ECC 6 projects in India / Global in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above- The SAP ERP S/4 HANA / ECC 6 must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) or Water or Gas utilities in private sector shall also be considered. However, at least one SAP ERP S/ 4 HANA / ECC 6 project must have been implemented in Central / State PSU or Government organization or power distribution.	No change in RFP.
30	Section 2. Eligibility and Qualification Requirements 12. Technical Evaluation Criteria	21 & 22	3. Turnkey System Integration (TSI) Experience 3.1 - Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses, network components etc. during the last 10 (ten) financial years, a) for one project value not less than INR 24 crore or 80% of the estimated project cost (whichever is higher) • One (1) project – 9 Marks • Two (2) projects – 10 Marks OR, b) two projects each costing not less than the amount equal to INR. 15 Cr. or 50% of the estimated cost, whichever is higher • Two (2) projects – 9 Marks • Four (4) projects – 10 Marks OR, c) Three projects each costing not less than the amount equal to INR. 12 Cr. or 40% of the estimated cost, whichever is higher. • Three (3) project 9 Marks • Six (6) projects – 10 Marks	Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software / licenses during the last 10 (ten) financial years, a) For one project value not less than INR 24 crore or 80% of the estimated project cost. • One (1) project – 9 Marks • Two (2) projects – 10 Marks OR, b) Two projects each costing not less than the amount equal to INR. 15 Cr. or 50% of the estimated cost. • Two (2) projects – 9 Marks • Four (4) projects – 10 Marks OR, c) three projects each costing not less than the amount equal to INR. 12 Cr. or 40% of the estimated cost. • Three (3) project 9 Marks • Six (6) projects – 10 Marks	Refer revised RFP.
31	Section 2. Eligibility and Qualification Requirements 12. Technical Evaluation Criteria	22	4 ERP Implementation Experience 4.1 - The bidder should have successfully implemented at least two SAP S/4 HANA Projects in India in last 10 (ten) years with at least 500 ERP licenses in each project. Further, in both projects mentioned above, - SAP S/4 HANA must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). At least 3 modules out of following functions / modules Product must have been implemented- o Finance and Accounting (FICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll & ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury & Risk Management (TRM) o Business Intelligence Reporting Total number of SAP S/4 HANA ERP projects completed/operational: • 2 SAP S/4 HANA projects (at least 1 completed project) – 6 Marks • 3 SAP S/4 HANA projects- (at least 2 completed projects) – 8 Marks • >= 4 SAP S/4 HANA projects (at least 3 completed projects) – 10 Marks	The bidder should have successfully implemented at least two SAP S/4 HANA / ECC 6 Projects in India / Global in last 10 (ten) years with at least 500 ERP licenses in each project. Further, in both projects mentioned above, - SAP S/4 HANA / ECC 6 must have been implemented in a Central/ State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) or private utilities (Power / Gas / Water). At least 3 modules out of following functions / modules Product must have been implemented- o Finance and Accounting (FICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll & ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury & Risk Management (TRM) o Business Intelligence Reporting Total number of SAP S/4 HANA / ECC 6 ERP projects completed/operational: • 2 SAP S/4 HANA / ECC 6 projects (at least 1 completed project) – 8 Marks • >=3 SAP S/4 HANA / ECC 6 projects- (at least 2 completed projects) – 10 Marks	No change in RFP.

32	Section 2. Eligibility and Qualification Requirements 12. Technical Evaluation Criteria	23	4 - ERP Implementation Experience 4.1 b 1 SAP S/4 HANA project in Power sector – 4 Marks. 2 SAP S/4 HANA project in Power sector – 5 Marks	1. SAP S/4 HANA / ECC 6 project in utilities (Power / Gas / Water) sector – 4 Marks. 2.SAP S/4 HANA / ECC 6 project in utilities (Power / Gas / Water) sector – 5 Marks	Refer revised RFP.
33			General Subsidiary Clause	Request you to consider the Experience of Subsidiary Companies	No Change in RFP.
34	Section 6. ERP System Requirements and Service Level Agreement 2.1 Brief Scope of Work:	94	Implementation and customization of SAP Governance Risk and Compliance Module (GRC) powered by HANA.	The scope includes provision of GRC solution. Please specify the number of user & detailed scope of implementation	Refer revised RFP.
35	Section 6. ERP System Requirements and Service Level Agreement 2.1 Brief Scope of Work:	94	General	The scope includes provision of TRM solution. Please specify the number of user & detailed scope of implementation	Refer revised RFP.
36			General	Please suggest the bid price validity in days . It is recommended to keep for max 90 days from bid submission.	Refer revised RFP (Bid validity is 180 days)
37	Section-11. Project Management, 5. MSEDCL IT Team I.T. team shall ensure all the technical aspects of the ERP project such as Hardware/Cloud, Software, Network infrastructure, Data center requirements etc. Role	159	General	Kindly provide details of the network Infra & connectivity to connect to SAP RISE cloud.	As per RFP
38	Section 1. Request for Proposal Notice TABLE - Important Dates, Amounts and Other Details	13	Tender Fee to be submitted with the RFP (Non- Refundable) : INR 29,500.00 Including GST	Please make the RFP download free & organise one more prebid meeting to address other points in the RFP.	Bidder has to purchase the RFP for download as per MSEDCL policy.
39	General		General	Please clarify if the SAP ATS charges are paid directly to SAP by Mahadiscom.	SAP-ATS charges are not in bidder scope
40	general		13. Bid Opening and Evaluation Methodology Stage 2: Financial Evaluation point 3.	Please clarify who shall bear the ATS charges during the migration phase.	SAP-ATS charges are not in bidder scope
41			General	Please clarify if the SAP RISE will be contracted directly with SAP. If yes then the scope of only migration & AMS will be with the ERPSI and the scope for licenses , support , Infra & Infra management will be done by SAP in case of RISE.	Refer detail scope of work in RFP.
42	Section-11. Qualification Requirements , 3. CREDENTIALS AND EXPERIENCE	18	General	Please provide details of S4 HANA pre requisite checks.	MSEDCL will share S/4 HANA pre requisite check. Bidder may visit MSEDCL office for additional information.
43	Section 2. 11. Qualification Requirements ,3. CREDENTIALS AND EXPERIENCE	18	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above- The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization.	Please provide details of existing HANA DB licenses for which upgrade is required . Please clarify if the contract for ATS of this license is directly with SAP.	SAP-ATS charges are not in bidder scope.
44			General	Please confirm of all the ATS fees till date are paid by Mahadiscom for all the SAP licenses.	SAP-ATS charges are not in bidder scope
45	Section 1. Request for Proposal Notice TABLE - Important Dates, Amounts and Other Details	13	Tender Fee to be submitted with the RFP (Non- Refundable) : INR 29,500.00 Including GST	Please remove the tender fee to download the Tender	Bidder has to purchase the RFP for download as per MSEDCL policy.
46	Section 2. 11. Qualification Requirements ,3. CREDENTIALS AND EXPERIENCE	18	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years.	Please dilute 2 SAP H4 HANA projects to 1 . Please make it as the bidder should have implemented 1 Project for SAP H4 HANA.	No change in RFP.
47	Section 6. ERP System Requirements and Service Level Agreement 15. Service Level Agreement (SLA) 15.2 Service Level Agreements and Targets	188	Infrastructure Management Supply, Installation, commissioning & testing of hardware as per BoQ within 10 months from the date of project start	Request to remove all third party procurement	The SLA parameter for 'Site Infrastructure Management' is not Applicable.
48	Section 6. ERP System Requirements and Service Level Agreement Section-14. -Payment Terms	180-182	The payments shall be strictly made based on acceptance and quality of deliverables, performance and timelines of services delivered by the System Integrator, Consortium Partner and Other Third-party agencies. (As applicable) The System Integrator (ERPSI) should produce a completion/ installation certificate indicating —Ready-for-use status (i.e., delivery, installation, commissioning, and successful operation of system) for respective deliverable/services for ERP system, duly signed as accepted by the MSEDCL	Request that all the payment for any third party products included, in the bid, should have all payments to be made on delivery of the products.	There is no third party product mentioned in scope of work.
49	Section-2 Eligibility and Qualification Requirements Credentials and Experience	18	The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	Request to clarify that projects only with services portion will qualify for this credential	No Change in RFP.
50	Section-2 Eligibility and Qualification Requirements 3.2 Credentials and Experience	18	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidders should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above- The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization.	SAP S4HANA is a more recent software. Kindly clarify that :Will SAP ECC projects qualify - Will SAP ECC / S4 hana upgrade projects qualify here (the reason we ask is because this project is also an upgrade project and not a fresh implementation)	1. No 2. Projects involving implementation of S/4 HANA or Upgradation to S/4 HANA will be considered as S/4 HANA projects.
51	Section 11.1 (Clause 1.3)	17	Bidder should be authorized system integrator/implementation partner of M/s SAP for sale, support, and services of SAP ERP Product.	SAP partnership criteria in the Prequalification should be removed . Bidder is not expected to purchase license and hence this should not be mandatory. Companies who have good experience in SAP projects in Govt. should be allowed to participate irrespective of being SAP partner. MSEDCL is directly procuring the license and hence SAP OEM will be bound to support till the time ATS is paid.	Clause Deleted.
52	Section 11.1 (Clause 1.5)	17	The bidder must have at least more than 500 full time resources of the proposed SAP ERP product. Additionally, bidder must have at least 10 no. of SAP Certified resources of each proposed module of the proposed SAP ERP Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2nd	It is a very high expectation to have 500 SAP resources in a company with 90+ Cr turnover. Please change this to 500 IT resources. And 10 SAP certified resources	Refer revised RFP.
53	Section-2 Eligibility and Qualification Requirements 11.1 (Clause 3.2)	18	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above- The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization.	Considering scope of the MSEDCL project, this criteria of 750 users should be revisited. MSEDCL has 9000-10000 users. Hence the criterion should ask for total 9500 users – which can be combined experience of 1 or 2 projects. Which means, the criterion should be – The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented SAP ERP S/4 HANA projects in India in last 10 years. Further, in both projects mentioned above- The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization. · the SAP ERP implementation/ migration shall have cumulatively 9500 transactional user-base in two eligible ERP projects. · At least 3 SAP ERP modules out of following functions / modules must have been implemented– o Finance and Accounting (F ICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll and ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM)	No change in RFP.
54	Section 6. ERP System Requirements and Service Level Agreement 15.2 Service Level Agreements and Targets 15.2.1 Availability Management	183	SLA and penalties	SLAs and penalties need to be relooked at. Current penalties are too high and would not allow us getting approval to bid	No change in RFP.

55	Section 6. ERP System Requirements and Service Level Agreement 14.Payment Terms	180	14.Payment Terms:14.2 ERP System Operation & Maintenance Phase Cost 1.Application Maintenance Services (AMS) (After Successful Go-Live of ERP System)	Payment terms do not have any payment attached to the maintenance of existing SAP system. Please relook at payment terms and accommodate these payments for initial 6 months of the project	AMS charges are applicable for every year during the contract period
56	Section 6. ERP System Requirements and Service Level Agreement 11. Project Management 11.2 Project Timelines	154	Project Management and timelines	Knowledge transfer should be allocated minimum 3 months* time which would enable bidder to understand the current system thoroughly	No change in RFP.
57	Section 6. ERP System Requirements and Service Level Agreement 11.4.1 Initial Composition, Full Time Obligation;Continuity of Personnel Clause	161	11.4.1 Initial Composition, Full Time Obligation; Continuity of Personnel	The RFP is asking CVs for all 50+ resources. It is requested that CVs of only those profiles for which the marking are to be done in Evaluation is asked. Basic details of other resources can be taken but entire CV would not be required.	Bidder shall submit CVs of resources for evaluation as mentioned in section 12.1.
58	Section 6. ERP System Requirements and Service Level Agreement 14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System) – 14.2.2 Cloud Service Provider Cost	180	For Cloud Service Provider Cost Payment term is Quarterly payments at the end of each quarter and Payment Milestone is □ Receipt of invoices from the ERPSI □ After submission of Utilization and SLA reports by ERPSI and acceptance by MSEDCL (Note: Payments for CSP shall be made based on the actual utilization and inline to CSP services report and as per pay as you use policy Shall include Penalty deductions, as applicable)	Cloud Service Provider expects monthly payment in advance and hence MSEDCL to consider monthly payments for Cloud..	No change in RFP.
59	Section 7. Conditions of Contract (c) Limitation of Liability (11.6)	312	11.6 LIMITATION OF LIABILITY 11.6.1 Except in cases of gross negligence, fraud, or willful misconduct: Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the ERPSI to pay liquidated damages to the MSEDCL; and The aggregate liability of the ERPSI to the MSEDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual Property Rights.	Please re-look at this – it is an unlimited liability in case of cost of repairing or replacing defective equipment. This may be relooked at to make it limited liability.	The cost of repairing and replacing defective equipment is not applicable in this RFP.
60	GENERAL C. Submission, Opening and Evaluation 18.10	42	All Bids shall be electronically submitted and physically received, as may be specified in this Section, by MSEDCL no later than the Bid Submission Deadline indicated in BDS as may be extended from time to time by the MSEDCL.	We request extension of 4 weeks for bid submission	Refer schedule of events for the RFP on MSEDCL tender portal.
61	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements:	17	The ERPSI should have at least CMM/CMMI level 5 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified.	We request to consider the CMM/CMMI level 3 certificate for lead bidder and also allow submission of Provisional certifications for the organization which are undergoing the reassessment of the maturity level. Rationale: CMMI Level 3 is a reasonably higher standard. Some of these CMMI Level 3 SI's would be far superior in terms of experience and capabilities than CMMI Level 5 SI.	No change in RFP.
62	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements:	17	The ERPSI should have at least CMM/CMMI level 5 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified.	Similarly we request to consider ISO/ IEC-9001: 2008/2015 or ISO 27001:2013 for the second SI in case of consortium. Also request to allow submission of Provisional certifications for the organization which are undergoing the reassessment of the certifications	No change in RFP.
63	Section 2. Eligibility and Qualification Requirements. 11.3. The technical and financial requirements of qualification for the CSP Vendor	19	The technical and financial requirements of qualification for the CSP Vendor	We assume that CSP would be subcontractor to SI. We also assume that MSEDCL will continue to have arrangement of on premises licenses with SAP. In case if it shifted to Rise with SAP (Due to some policy change) we assume that MSEDCL will continue to have the direct contract arrangement with SAP.	Refer revise RFP.
64	Section 2. Eligibility and Qualification Requirements. 12.Technical Evaluation Criteria, 4. ERP Implementation Experience -4.1	22	ERP Implementation Experience The bidder should have successfully implemented at least two SAP S/4 HANA Projects in India in last 10 (ten) years with at least 500 ERP licenses in each project. Further, in both projects mentioned above, - • SAP S/4 HANA must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) . • At least 3 modules out of following functions / modules Product must have been implemented– o Finance and Accounting (FICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll & ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury & Risk Management (TRM) o Business Intelligence Reporting Total number of SAP S/4 HANA ERP projects completed/operational: • 2 SAP S/4 HANA projects (at least 1 completed project) – 6Marks • 3 SAP S/4 HANA projects- (at least 2 completed projects) – 8Marks • >= 4 SAP S/4 HANA projects (at least 3 completed projects) – 10 Marks	Scope of this project is for migration of existing SAP instance. Therefore relevant experience of migration should be considered as primary qualification in no of projects. Thus request to change the clause below 1. "The bidder should have successfully implemented at least one SAP S/4 HANA migration Projects in India in last 10 (ten) years with at least 1500 ERP licenses including the following modules. . Finance and Accounting (FICO), Human Resource Management, Payroll & ESS (HCM), Project Systems (PS), Plant Maintenance (PM), Material Management (MM) Business Intelligence Reporting (BI) 2. "The bidder should have successfully implemented at least one SAP S/4 HANA Projects in India in last 10 (ten) years with at least 50 ERP licenses with atleast GRC, TRM modules.	Refer revised Clause
65	Section 2. Eligibility and Qualification Requirements. 12.Technical Evaluation Criteria,4. ERP Implementation Experience -4.1 a	23	ERP Implementation Experience * 1 SAP S/4 HANA project in Power sector – 4 Marks. * 2 SAP S/4 HANA project in Power sector – 5 Marks	Scope of this project is for migration of existing SAP instance. Moreover MSEDCL is not using SAP ISU. Therefore experience of migration in Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution) in place of experience of S/4 HANA project in Power Sector	No change in RFP. Projects involving implementation of S/4 HANA or upgradation to S/4 HANA will be considered as S/4 HANA projects.
66	Section 2. Eligibility and Qualification Requirements. 12.Technical Evaluation Criteria, 5. Bidder's Cloud Experience - 5.1	23	Bidders Cloud Experience The Bidder(s) should have experience of Cloud based solution hosting projects (any cloud hosting project experience allowed). • 1 project – 7.5 Marks • 2 projects – 8.5 Marks • 3 projects – 10 Marks Work Orders / Purchase Orders and Successful Completion Certificates of the project mentioning the cost of cloud component issued by Officers not below the rank of Executive Engineer. (*Completion Certificate for completed projects shall be issued after the Go-Live and at least one year AMS period is over)	Request to remove the following clause. 1. "Work Orders / Purchase Orders and Successful Completion Certificates of the project mentioning the cost of cloud component issued by Officers not below the rank of Executive Engineer" 2. *Completion Certificate for completed projects shall be issued after the Go-Live and at least one year AMS period is over) In place of above request to include the following clause. "Work Orders / Purchase Orders and Go Live proof provided by competent authority" Rationale: 1. This being migration project we recommend considering hosting of SAP Instance experience as part of Qualification and Technical Evaluation in place of "The Bidder(s) should have experience of Cloud based solution hosting projects (any cloud hosting project experience allowed)" 2. In case of the pvt. organizations the competent authorities are responsible for signing the contracts/Documents.	Refer revise RFP.
67	Section 2. Eligibility and Qualification Requirements. 12.Technical Evaluation Criteria,6.FRS Compliance with Solution,6.1	23	The Bidder(s) shall indicate in the checklist the compliance of the proposed solution as per format enclosed for each of the Functional Requirements. The compliance shall be categorized as under: Availability of full functionality as part of the solution proposed through parameterization or software configuration (i.e., no code change) would be given higher weightage. i.e., Compliant (C) Where part functionality is available, or the required functionality is met with customization OR an add-on/bolt-on software including any bespoke development would be given lower weightage i.e., Customized Compliant (CC). FRS must be demonstrable. Random sample verification may be conducted during presentation. All line items as mentioned in FRS would be considered along with weightage as mentioned above. The total marks will be awarded based on the cumulative response and total points for each requirement.	Please confirm whether the compliance required against the FRS Points mentioned in this section If Yes, we assume that the compliance required against the FRS Points mentioned in this section is for GRC and TRM solution only. Request MSEDCL to provide a detailed editable Excel Sheet for the FRS document.	Refer revised RFP for FRS compliance of all the module.
68	General		Implementation of Governance risk and Compliance Module (GRC) powered by HANA	The scope includes provision of GRC solution. Please specify the number of user & detailed scope of implementation	Refer revised RFP.
69	General		Implementation of Treasury and Risk Module (TRM) powered by HANA	The scope includes provision of TRM solution. Please specify the number of user & detailed scope of implementation	Refer revised RFP.
70	General		Pre-Bid Meeting	Please organise one more prebid meeting to address further points.	Pre-bid meeting is already over on 09.12.2022.
71	General		SAP ATS During Migration Phase	Please clarify who shall bear the ATS charges during the migration phase.	SAP-ATS charges are not in bidder scope
72	General		S/4 HANA Pre-requisites	Please provide details of S4 HANA pre requisite checks.	S / 4 HANA prerequisite checks will be shared by MSEDCL. Bidder may visit MSEDCL office for additional information.
73	Section 4. Bidding Forms- Technical Proposal Section 3. Instructions to Bidders and Bid Data Sheet 12 (12.3) Proposal / Bid Validity & Bid Security		Bid Price Validity	Please suggest the bid price validity in days . It is recommended to keep for max 90 days from bid submission	Refer revised RFP (Bid validity is 180 days)

74	Qualifying Requirements: Sr. No 1.2	Bid Notice Page No. 2	<p>CREDENTIALS AND EXPERIENCE The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr</p> <p>OR,</p> <p>two projects each costing not less than the amount equal to INR. 45.15 Cr.</p> <p>OR,</p> <p>three projects each costing not less than the amount equal to INR. 36.12 Cr</p>	<p>We request to amend the clause as below: The Bidder(s) should have experience of SAP Implementation (configuration, customization, implementation including supply of license) /upgradation /migration, deployment of solution on Cloud as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 30 Cr</p> <p>OR,</p> <p>two projects each costing not less than the amount equal to INR. 15 Cr.</p> <p>OR,</p> <p>three projects each costing not less than the amount equal to INR. 5 Cr.</p> <p>The project should have atleast Gone-Live. Rationale: We understand that major portion of RFP is for "migration of SAP ERP ECC6 EHP 5.0 platform to SAP S/4 HANA, deployment on public cloud and AMS". Hence we recommend considering "SAP Implementation, upgradation/migration experience and related services as part of Qualification and Technical evaluation" rather than general "Turnkey IT System Integration" experience</p>	No change in RFP.
75	Qualifying Requirements: Sr. No 1.2	Bid Notice Page No. 2	General - Regarding Documentary evidences for the experiences	<p>Global multinational organizations like ours have NDA's signed with most of the clients which limits us sharing contract related documents to any of the third parties. Hence, we request to consider either of the following as a proof of our project experiences: 1) copies of PO/WO/Contract Agreement/SoW, OR 2) completion certificate / successful Go-Live certificate from client OR Certificate from Bidder's Statutory Auditor certifying the value required has been paid as on the date of submission of bid</p>	No Change in RFP.
76	Qualifying Requirements: Sr. No 1.3	Bid Notice Page No. 2	Bidder should be authorized system integrator/implementation partner of M/s SAP for sale, support, and services of SAP ERP Product	This being critical SAP migration project we recommend that all the partners need to authorized SAP Partners.	Clause Deleted.
77	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (1.2)	17	1.2)The ERPSI should have at least CMM/CMMI level 5 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified.	<p>CMMI was originally developed at Carnegie Mellon University in US and CMMI Institute is the official body to appraise organisations for CMMI. We have observed many organisations acquire CMMI from some other bodies. Hence it is required that validity of CMMI is verified from its official website.</p> <p>We request to amend the criteria as below:</p> <p>The ERPSI should have at least SEI CMM/CMMI level 5 valid certification and company name should be validated at https://cmmiinstitute.com/. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified.</p>	No change in RFP.
78	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (1.3)	17	1.3)Bidder should be authorized system integrator/implementation partner of M/s SAP for sale, support, and services of SAP ERP product.	<p>We understand that RFP does not include scope of License Supply. MSEDCL will be directly procuring SAP license and ATS from SAP. SAP as an OEM will be contractually bound to support MSEDCL as per the EULA.</p> <p>Hence mandatory criteria for the bidder to be the SAP partner should be removed. SI with proven similar experience should be allowed to bid irrespective of being SAP partner.</p>	Clause Deleted.
79	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (3.2)	18	<p>The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years.</p> <p>(In case of a consortium, this requirement needs to be met by the ERPSI-Lead.)</p> <p>Further, in both projects mentioned above-</p> <p>The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization.</p>	<p>This is a very critical and complex project, wherein core ERP system that has been used and stabilised at MSEDCL over past several years is expected to be upgraded and supported for further five years. It is vital to onboard an SI who has been into IT software & services business for past 10 years. Currently the RFP has mandated this criterion but it is not applicable to all the members in case of a consortium.</p> <p>We request you to amend this clause as:</p> <p>For Sole Bidder/ Lead Bidder – the organization should complete at least 10 years into IT/ITES and for consortium partner, the organisation should have completed at least 7 years into IT/ITES for 7 years. Documents to be submitted should be: Certificate of Incorporation along with MOA and AOA.</p>	No change in RFP.
80	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (3.1)	18	<p>The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years.</p> <p>(In case of a consortium, this requirement needs to be met by the ERPSI-Lead.)</p> <p>Further, in both projects mentioned above-</p> <p>The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization.</p>	<p>As understood from RFP that existing ERP users are 9400.</p> <p>As per the MeITy guidelines and rule followed in PQ 3.1 as well, the similar experience should have 1 project of 80% of no. of users, or 2 projects of 50% of no. of users or 3 projects of 40% of the no. of users.</p> <p>The current condition of 750 transactions users is too low. We suggest making the change accordingly and keeping transactional users' criteria as: 1 project with 7500 transactions users, 2 projects with 4700 transactions users or 3 projects with 3750 transactions users.</p>	No change in RFP.
81	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (3.2)	22	<p>The bidder should have successfully implemented at least two SAP S/4 HANA Projects in India in last 10 (ten) years with at least 500 ERP licenses in each project. Further, in both projects mentioned above, -</p> <p><input type="checkbox"/> SAP S/4 HANA must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution).</p> <p><input type="checkbox"/> At least 3 modules out of following functions / modules Product must have been implemented-</p> <ul style="list-style-type: none"> o Finance and Accounting (FICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll & ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury & Risk Management (TRM) o Business Intelligence Reporting 	<p>Pre-Qualification criteria 3.2 is a corresponding criterion to this Technical Evaluation criteria. That (PQ3.2) is on transactions users and this too should be based on transactional users instead of licensed users.</p> <p>The change proposed in PQ 3.2 for 1 project with 7500 transactions users, 2 projects with 4700 transactions users or 3 projects with 3750 transactions users based on no. of transactional users should be applied here too.</p>	No change in RFP.
82	Section-2. Eligibility and Qualification Requirements. 11. Qualification Requirements (3.2)	23	<p>11. Qualification Requirements</p> <p>11.1 The technical and financial requirements of qualification for the System Integrator (ERPSI)</p>	<p>There is no Supporting Documents are asked/ mentioned in the RFP against this RFP. Please consider the below mention clause for supporting document:</p> <p>Work Order/LOA/ Agreement / On-going certificate – an on-going project should be considered.</p>	Please refer RFP for documents required
83	Section-2, Eligibility and Qualification Requirements. 11.1 (Clause 3.1 & 3.2)	18	<p>3.1 The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years,</p> <p>3.2 The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.)</p>	<p>We understand that one of the main scope of this project is Migration to S/4 HANA. Further, in current scenario, except for a Green-field implementation, most of the project in SAP ERP are Migration and Upgradation projects hence, projects involving migration-upgradation to S/4-HANA OR implementation would qualify under this criterion. . Please confirm.</p>	No change in RFP. Migration and Upgradation to SAP S/4 HANA will be considered as S/4 HANA Projects .
84	Section 2. Eligibility and Qualification Requirements, 12 (Clause 12.2) 12.2 Technical Evaluation Criteria for ERP OEM	24	<p>The ERP OEM product should have been successfully implemented at least three ERP Projects of the offered ERP OEM Product in India in last 10 (ten) years with at least 500 ERP licenses in each project.</p> <p>Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution)</p> <p>Total no. of ERP projects implemented:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 3 ERP projects – 11Marks <input type="checkbox"/> 4 ERP projects – 13 Marks <input type="checkbox"/> >= 5 ERP projects – 15 Marks <p>Work order / Purchase Order directly placed on OEM /through ERPSI along with Agreement copy and a cover letter from the ERP OEM</p>	<p>As a part of Technical Evaluation Criteria of RFP, 20 Marks are assigned for "FRS Compliance with Solution" and 20 Marks for "Technical Evaluation Criteria for ERP OEM". Since the OEM is SAP allocating 40/100 marks for OEM compliance and OEM related criteria is depriving MSEDCL, an opportunity of evaluating bidders. These 40 marks can be allocated to better criteria such that the most capable bidder – bidder having experience of large SAP projects in Government, long-term SAP projects i.e. 5+ years, projects involving multiple locations, projects involving more users, etc.- gets advantage in technical evaluation.</p>	Refer Revised RFP

85	Section 3. Instructions to Bidders and Bid Data Sheet Section C. Submission, Opening and Evaluation 30. Signing of Contract and Contract Performance Security	48	Within 21 (twenty-one) Days of the receipt of Letter of Award from MSEDCL, the Successful Bidder shall furnish the Performance Security, for an amount equivalent to three percent (5%) (or as per CVC guidelines applicable at the time) of the Contract Price (final price after the negotiation (if any)), using for that purpose the format of Performance Security given in Form 1 in Section 8. Immediately upon furnishing of Performance Security, ERPSI may request the MSEDCL to execute the ERPSI Contract.	Please confirm on the amount of PBG is 3% or 5% as there is a mismatch in figures written in numbers and in words. As per the guidelines issued during COVID, 3% PBG was recommended by the Govt.	Refer revised RFP. The clause modified as below : Within 21 (twenty-one) Days of the receipt of Letter of Award from MSEDCL, the Successful Bidder shall furnish the Performance Security, for an amount equivalent to five percent (5%)
86	Section 3. Instructions to Bidders and Bid Data Sheet B. Preparation of Proposals 12.3 (b)	53	Banks by whom Bank Guarantee is required to be issued: Any Nationalized Bank / Scheduled Bank in Favor of Maharashtra State Electricity Distribution Company Ltd. Payable at Mumbai only.	Please share the MSEDCL bank details such as Bank Name and Branch Name. This information is required by bankers for EMD/ BG preparation.	Bank details will be shared with bidder through mail.
87	Section 3. Instructions to Bidders and Bid Data Sheet Bid Data Sheet ,C. Submission, Opening and Evaluation 18.10	54	The Bid Submission Deadline is: Date: 23.12.2022 Time: Up to 5 PM	Request to please give at least 3 weeks' time for bid submission from the date of publishing of corrigendum and response to pre-bid queries	Refer schedule of events for the RFP on MSEDCL tender portal.
88	Section 4. Bidding Forms- Technical Proposal Form 5: Resume and Declaration	62	Name of Bidder: Form 5: Resume and Declaration Position [#1]: [title of position] Personnel information Name: Date of birth: Address: E-mail: Professional qualifications: Academic qualifications: Language proficiency: [language and levels of speaking, reading, and writing skills] Details Address of employer: Telephone: Contact (manager / personnel officer): Fax: Job title: Years with present employer:	Phone number and other contact details like email id etc. need not be asked at RFP stage. Such details of employees are confidential and bidder's may not want to share it at Bid submission stage. Request you to please consider and relax this and same can be shared at a later stage if required.	Personal detail of employee are optional.
89	Section 4. Bidding Forms- Technical Proposal, Form 12: Record of Similar Work Done	79	Client Name: Client Address: Type of Client: (PSU / Power MSEDCL/ Indian Power MSEDCL/ Private/ Others): Project Duration (In Months): Project Value: (In INR Crores): Status: (Complete / Ongoing) Start Date: Completion Date: Number of Users*: Modules covered*: Name of the ERP OEM Product implemented*: Complete Documentary Evidence Attached (Yes/No): Documentary Evidence (Start Page No. To End Page No.): CGM	Type of Client: This needs to be in line with the Technical Evaluation criteria and should be amended as below: Type of Client: Central / State Govt./Private Organizations in Power Sector.	Refer revised RFP. Typographic error corrected as below : Type of Client: (PSU / Power Utility/ Indian Power Utility/ Private/ Others)
90	Section 4. Bidding Forms- Technical Proposal, Table 2: Bill of Materials and Services for ERP System Licenses [Indicative Only. To be defined by ERPSI]	80	Table 2: Bill of Materials and Services for ERP System Licenses [Indicative Only. To be defined by ERPSI] 1. Full Use - ERP Application Users No. 2. Payroll User_s Employee No. 3. Self-service users for employees No.	Please share BOQ and license details of current SAP Landscape	Details of existing system are provided in RFP. For any additional information, bidder may visit MSEDCL office.
91	Section 5. Financial Proposal - Form, Form 14: Table of Compliance	81	The Bidder shall submit _Clause by Clause_ compliance to the RFP document including the technical specifications and functional requirements (with amendments, if any) as per the format prescribed in Form 14 The Bidder shall annotate the Table of Contents of each section to provide a high-level summary of compliance status. In all cases, the following symbols, and no others shall be used: <input type="checkbox"/> C - Bid complies with all requirements in the adjacent paragraph. <input type="checkbox"/> A - Bid is not compliant with the requirements in the adjacent paragraph, but a functional alternative is proposed. <input type="checkbox"/> X - Bid takes exception to the requirements of the adjacent paragraph and no functional alternative is proposed.	It is said "The Bidder shall submit _Clause by Clause_ compliance to the RFP document including the technical specifications and functional requirements" - below format depicts compliance for PQR and TQR. We understand that clause by clause compliance of PQR, TQR along with signed RFP as a part of technical bid will fulfil the requirement.	Bidder has to submit the compliances as per Form 14 in RFP.
92	Section 5. Financial Proposal - Form-Form 2: Format for Financial Breakup of Cost Components	88	General	As, MSEDCL is procuring License from OEM-SAP directly, we recommend that this cost too is directly paid by MSEDCL. Since SI will be an implementation agency the auditing agency should appointed by MSEDCL and should not be under control of the SI.	No change in RFP.
93	Section 5 (11) Part G- Manpower Cost Estimate Column 3 Total Estimated Person Days Required (B)	89	Part G – Manpower Cost Estimate Following cost estimate will be utilized for Section 7 : Clause no. 13 (b) for "Change Request / Change Order for new / enhancement to Software Applications"	Under this commercial format, man-days and rates are expected to be filled in by the SI. In this reference, we would like to mention here that this is a variable component and every bidder will quote as per their understanding and assumptions. MSEDCL should note that these rates would be used for approving change requests. Such current provisions may be used to quote very high man-day charge with low man-days efforts. This may benefit a bidder to become L1, but later when CR is approved, MSEDCL may end up paying more based on actual efforts being approved. Hence, MSEDCL should define fixed man-days against each category and expect SI to capture rates.	Refer revise RFP.
94	Section 6 (3). Implementation, Migration, Customization, integration, testing and commissioning of: Clause No. 6	96	6. MSEDCL's SAP system is hosted at AWS cloud infrastructure. Selected ERPSI should host new SAP Systems on AWS cloud. Till successful Migration (successful UATs and Declaration of Go-Live for all modules) the ERPSI has to bear all the cost of cloud hosting.	Please inform the details of the SAP and non-SAP landscape currently deployed on AWS cloud. We request you to please share the per month cost being paid to AWS by MSEDCL for the current SAP landscape. This cost for current setup is expected to be paid by new SI – for how many months?	SAP and Non SAP landscape shared in RFP. The cloud deployment is not in the scope of bidder.
95	Section 6 (3). Implementation, Migration, Customization, integration, testing and commissioning of: Clause No. 14	97	14. Successful ERPSI will be responsible for all open tickets after Knowledge Transfer. All the details of existing open tickets will be handed over to the new support partner during Knowledge Transfer. ERPSI must complete all Knowledge Transfer activities in maximum one month from date of LOA	Considering that MSEDCL has been using SAP ERP since very long and volume of users and tickets / issues, 1 months' time for KT is not enough. We suggest at least 2 months' time is provided for the Knowledge transfer.	No change in RFP.
96	Section 6 (3). Implementation, Migration, Customization, integration, testing and commissioning of: Clause No. 16	97	Support shall be provided for 24x7. In case of emergencies, ERPSI may deploy additional resources to work in shift to resolve the problem in time.	We understand this 24*7 Support condition is applicable only in case of any critical issues.	As per RFP. 24*7 support will be needed for System maintenance including technical services & functional critical issues within the SLA parameters
97	Section 6 (3) Implementation, Migration, Customization, integration, testing and commissioning of: 3.2.2.1 Supply of Licenses (a)	104	3.2.2.1. Supply of Licenses a) The ERPSI will be responsible for supply, installation and maintenance of any additional Licenses pertaining to the cloud-based IT infrastructure and network services for MSEDCL including all software necessary for security of the offered equipment and services.	We understand that this is pertaining to the migrated version of SAP landscape i.e. SAP HANA and not for existing landscape that is being maintained by MSEDCL currently.	Refer revise RFP.
98	Section 6 (3). Implementation, Migration, Customization, integration, testing and commissioning of: 3.2.2.1 Supply of Licenses (b)	104	b) The ERPSI shall update the licenses and version of ERP System to the latest commercially available version during the course of Contract.	During this update, license fees and ATS will be paid by MSEDCL directly to the OEM-SAP.	License fees and ATS are not in the scope of bidder
99	Section 6 (3). Implementation, Migration, Customization, integration, testing and commissioning of: 3.2.2.8 Support for Audit and Compliance	108	a) The MSEDCL may undertake technical audits on a periodic basis and the same may be conducted by a third-party technical auditor which may be appointed by the MSEDCL The ERPSI shall be required to provide necessary support for this and adequately address the audit findings in a timely manner. These audits may include: i. Information Security audits ii. SLA compliance audits iii. BCP readiness audit iv. Cloud based IT Infrastructure audit v. Policy compliance audit vi. Cyber security audit etc. b) Shall support for the third-party auditor / program management team / internal IT team with respect to third party audits and other requirements such as forensic investigations, SLA validation etc. c) The Solution and services offerings shall comply with the audit requirements of STQC d) MEITY guidelines as and when published. e) Cost of all such audits shall be bear by the System Integrator / Consortium Partner/ CSP/ NBSB	Request you to please share the frequency of these audits.	MSEDCL may undertake technical audit once in a year.
100	Section-6. Training for Higher Management of MSEDCL c. Location of Training	134	Locations of training: The training shall be provided at the location(s) at Corporate Office and Site office locations of MSEDCL The space and furniture at these locations would be provided by the MSEDCL	Please share the details of training locations. Are trainings to be planned centrally, at district HQ or at sub-division offices? Of SI can plan this as per the strategy proposed?	User level & Core Team trainings will be conducted at MSEDCL locations such as Corporate, Regional & Zone level. The details will be shared with successful bidder.
101	Section-6 (9). Application Maintenance Services (AMS) Clause j.	139	j) The ERPSI shall deploy enough and qualified, skilled manpower to carry out the AMS services. It is imperative for AMS staff to know the tender including scope of work, solution etc. and be able to deal with all the queries related to the ERP System. The ERPSI shall ensure replacement in not more than 7 days of the AMS staff whose performance is not found satisfactory by the MSEDCL	The ERPSI shall deploy enough and qualified, skilled manpower to carry out the AMS services. It is imperative for AMS staff to know the tender including scope of work, solution etc. and be able to deal with all the queries related to the ERP System. The ERPSI shall ensure replacement in not more than 7 days of the AMS staff whose performance is not found satisfactory by the MSEDCL. Considering current market situation, on-boarding related activities and necessary training time for new resources, we request 3-4 weeks' time to be considered for replacement of resources.	No change in RFP.
102	Section 6 (9) Application Maintenance Services Clause No. 12 Helpdesk	145	General	We understand that Helpdesk support is applicable only for ERP/ Software not for network as network is not in the scope of this project. Kindly amend it accordingly.	Refer revised RFP.

103	Section 6 (11) Project Management 11.2 Project Timelines	154	11.2 Project Timelines 1. The System Integrator (ERPSI) is expected to follow the schedule as mentioned below. Each of the project activity should be accompanied with a presentation on the deliverables by ERPSI. 2. The submission of deliverable will be considered complete only after the submission of hard/soft copy of the deliverables and presentation by ERPSI. 3. The ERPSI must submit a detailed project implementation schedule including but not limited to the below mentioned project activities and list of deliverables that would be delivered during the project implementation. 4. The table gives a set of high level of activities and corresponding expected timelines, which MSEDCL envisions to be required as a part of this project. The ERPSI should use this list only as an indicative guideline expected in terms of activities. The ERPSI is required to furnish detailed information regarding each step of activities proposed during and after the implementation of the project. 5. System Integrator shall supply the ERP System - Software licenses (On Prorated Basis) as per the schedule suggested by ERPSI and accepted by MSEDCL 6. The project activities and timelines (In Months) as mentioned in the table below is the schedule by which the required project activities shall be completed with corresponding and required deliverables. (Where, T - Date of Letter of Intent)	Knowledge Transfer from MSEDCL to selected ERPSI is not reflected in the current project timelines. We recommend at least two months' time/ period for Knowledge Transfer must be provided to understand the existing system as suggested earlier.	No change in RFP.
104	Section-6(11). Project Management 11.2 Project Timelines Clause no 6	154	6. The project activities and timelines (In Months) as mentioned in the table below is the schedule by which the required project activities shall be completed with corresponding and required deliverables. (Where, T - Date of Letter of Intent	We request mobilization period of one month, wherein both MSEDCL and the SI will have to mobilise the resource and make necessary arrangements to initiate the project.	No change in RFP.
105	Section 6 (11) Project Management 11.2 Project Timelines Design & Customization Clause no 43	157	43. Data Digitization for minimum 40% volume as envisaged in the RFP document - T+ 6	Data Digitization for minimum 40% volume as envisaged in the RFP document. This clause should be removed as it is not in the scope of RFP.	Refer revised RFP. Clause no. 43 is deleted.
106	Section 6 (11) Project Management 11.2 Project Timelines Facility Management Support	157	Facility Management Support 58. ERP System - Facility Management Support T+60	RFP Clause: - Timeline (In Months): T+60.As understood FMS Support should start post Roll- OUT at all locations, therefore the timelines in months should start from T+13 and continue till T+72.	No Change in RFP.
107	Section 6 (11) Project Management, 11.4.1 Initial Composition, Full Time Obligation, Continuity of Personnel Clause e.	161	e) The Bidder needs to submit detailed CVs of each of the resource and Project Manager of the proposed project team. The Project team provided by the ERPSI must be on their regular roll and ERPSI shall certify the authenticity of their regular employmen	The Bidder needs to submit detailed CVs of each of the resource and Project Manager of the proposed project team. We request that CVs of Key resources required for technical evaluation should be submitted. For other resources basic details like no. of years of experience, relevant experience, etc. can be submitted.	Bidder shall submit CVs of resources for evaluation as mentioned in section 12.1.
108	Section 6 (11). Project Management, Table 10: Manpower Requirement before Go-Live	162	General	We understand that out of serial no 3 to 17, 15 resources are for Facility Management Services and Help Desk support at the centralized help desk of MSEDCL, for remaining 23 is there is any resource count envisaged by MSEDCL or SI to decide the same. Need more clarity on this.	ERPSI to decide sufficient man power to full fill the scope of work in RFP . Minimum man power requirement is given in RFP.
109	General		General	As licenses are being procured by MSEDCL, license and ATS related queries, matters and discussions are to be handled by MSEDCL.	License fees and ATS are not in the scope of bidder
110	Section-11. Project Management, 11.7 Roles and Responsibilities b. Responsibilities of the ERPSI	170	General	Workstations, printers, UPS, etc. required at various locations as per the requirements mentioned in this RFP. As understood from the scope of the RFP, client-side hardware or infrastructure for MSEDCL is not in the scope of RFP and seems irrelevant here, hence this should be deleted.	Refer revised RFP. Clause deleted.
111	Section-11. Project Management, 11.7 Roles and Responsibilities b. Responsibilities of the ERPSI	170	General	Ensure the entire hardware deployed at various locations for the entire duration of the agreement against vandalism, theft, fire and lightning etc. As understood from the scope of the RFP, this is not relevant to the scope of the RFP and hence should be deleted.	Refer revised RFP. Clause deleted.
112	Section-14. Payment Terms	180	General	The scope of work includes maintenance of existing SAP landscape till the time it migrated to SAP HANA. The payment of 10% of the overall implementation cost per quarter (2 quartets) should be release against maintenance of existing sap landscape.	No Change in RFP
113	Section-14. Payment Terms	180	General	It should be noted that this is state-wide project covering multiple modules at 650+ locations. There would be a scenario where implementation at one/ some of the locations is not completed or one/some of the modules are not progressing for reasons not fully attributable to the bidder. At such scenarios, it would become very difficult if the payments are stuck. To avoid such situation, RFP should provide for pro-rata payments based on no. of locations and no of modules for respective milestones like Migration, rollout, stabilization etc.	No change in RFP. Please refer detail scope of works.
114	Section 6. ERP System Requirements and Service Le	182	For Cloud Service Provider Cost Payment term is Quarterly payments at the end of each quarter and Payment Milestone is <input type="checkbox"/> Receipt of invoices from the ERPSI <input type="checkbox"/> After submission of Utilization and SLA reports by ERPSI and acceptance by MSEDCL (Note: Payments for CSP shall be made based on the actual utilization and inline to CSP services report and as per pay as you use policy Shall include Penalty deductions, as applicable)	We would request you to please change this payment term on Monthly basis instead of Quarterly basis as you may be aware that bidder has to pay to CSP on monthly advance basis and if bidder will get payment after 90+ 45 (after invoice submission) days that will be a financial burden to the bidder and may not attract more bidders to participate in this RFP.	No change in RFP.
115	15. Service Level Agreement (SLA), 15.2 Service Level Agreements and targets	183	General	While - "Parameter", "Service level" and "Validation" are acceptable but given Penalty are too stringent and restrict the participation from potential bidders. Hence, we request to MSEDCL to re-look in these penalties, % and conditions.	No change in RFP.
116	Section-15. Service Level Agreement (SLA), 5. The following table outlines the availability service levels - Site Infrastructure Management	185	General (Site infrastructure)	We understand only Cloud Based Data Centre and Disaster Recovery Centre infrastructure are in bidder's scope but no other infrastructure at client / remote locations. Hence, please remove this clause (Site Infrastructure) from here as well whenever it is mentioned in the RFP.	Refer revised RFP. Cloud deployment is not the scope of bidder. The SLA Parameter of 'Site Infrastructure Management' is not applicable
117	Section-15. Service Level Agreement (SLA), 15.2.2 Problem Notification & Resolution Times	188	Following service levels will be applicable to the selected bidder for handholding and maintenance support. It shall be noted that the SLA period is including problem identification, resolution from ERPSI or OEM and shall bear full responsibility with ERPSI:	The Threshold defined for Critical, High and Medium Problem Report needs to be revisited considering conditions in similar projects being executed by other similar organizations, provisions of internal guidelines like ITIL and considering ground realities. The definition of High and Medium Problem Report currently mentions only 5 users being impacted. This should be more than 50% of the users for High and more than 25% of the users for Medium Problem Report. Penalty proposed to be levied should also be relooked at. Further, for High and Medium PR, 95% (and not 100%) of the cases should be expected to be met by SI within the timelines prescribed.	No change in RFP.
118	Section-Annexures, Annexure E - Details of existing SAP ERP implementation in MSEDCL	282	Section-Annexures, Annexure E - Details of existing SAP ERP implem	We request you to please provide breakup of ticket count on the basis of category of complexity as: Simple, Medium, Complex on year wise to understand the analyse the problem and provide proper solution accordingly.	Ticketwise details are provided in RFP. Bidder may visit MSEDCL office for additional information required.
119	Section 7. Conditions of Contract I. General Conditions of Contract, 10. Termination (a) ERPSI Event of Default	305	10.1.1 ERPSI Event of Default means any of the following events arising out of any acts or omission of ERPSI, its representative, sub-contracts, employees and which have not occurred solely as a result of any breach of this Contract by the MSEDCL or due to Force Majeure, and where ERPSI has failed to remedy these events within a period of 90 (ninety) days of issuance of a notice by MSEDCL requiring ERPSI to remedy such event. n. ERPSI fails to comply with the local content requirement as specified in the Bid Submission; o. ERPSI fails to comply with any of its material obligations under this Contract. p. In the event the Solution supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/ modified by the ERPSI to meet the requirements within 14 (fourteen) working days of being informed by MSEDCL, or as mutually decided between MSEDCL and ERPSI.	Given time period 14 working days are very less, we would request you to please provide at least 30 working days' time.	No change in RFP.

120	Section 7. Conditions of Contract I. General Conditions of Contract,11. Liability/Indemnity – 11.1	311	11.1 The ERPSI hereby agrees to indemnify MSEDCL, for all conditions and situations mentioned in this Article, in a form and manner acceptable to MSEDCL. The ERPSI agrees to indemnify MSEDCL and its officers, servants, agents (—MSEDCL Indemnified Persons) from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising, or incurred inter alia during and after the Contract Period out of: any negligence or wrongful act or omission by the ERPSI or its agents or employees or any third Party associated with ERPSI in connection with or incidental to this Contract; or any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Solution or any part thereof terms of the RFP remains a shareholder of the ERPSI; m. In the event equipment installed or proposed to be installed by the ERPSI is found to have any embedded malware/ trojans/ cyber threat; n. ERPSI fails to comply with the local content requirement as specified in the Bid Submission; o. ERPSI fails to comply with any of its material obligations under this Contract. p. In the event the Solution supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/ modified by the ERPSI to meet the requirements within 14 (fourteen) working days of being informed by MSEDCL, or as mutually decided between MSEDCL and ERPSI.	The term "Third party" should be removed. "Negligence" should be change to " Gross negligence ". Kindly consider.	No change in RFP.
121	Section 7. Conditions of Contract I. General Conditions of Contract,11. Liability/Indemnity – 11.1	311	11.1 The ERPSI hereby agrees to indemnify MSEDCL, for all conditions and situations mentioned in this Article, in a form and manner acceptable to MSEDCL. The ERPSI agrees to indemnify MSEDCL and its officers, servants, agents (—MSEDCL Indemnified Persons) from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising, or incurred inter alia during and after the Contract Period out of: any negligence or wrongful act or omission by the ERPSI or its agents or employees or any third Party associated with ERPSI in connection with or incidental to this Contract; or any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Solution or any part thereof	Please remove the word "after contract period" from this clause	No change in RFP
122	Section 7. Conditions of Contract 24. Public Disclosure	316	General	We are public limited company and part of process and compliance, we require to do some statutory declarations and we may make some announcement like achievement of rollout, go-live etc. In this reference, we understand that these activities will not be consider as a noncompliance of this clause, please confirm.	No change in RFP
123	Section 4. Bidding Forms- Technical Proposal ,Form 8: Format of Consortium Agreement to be entered amongst all Members of a Bidding Consortium	69	General	RFP Clause: - "It is further agreed by the Members that the above sharing of responsibilities and obligations shall not in any way be a limitation of responsibilities and liabilities of the Members, with regards to all matters relating to the execution of the Bid and implementation of the Project envisaged in the RFP Documents." With reference to the above said clause and clause "11.6 Limitation of Liability" under Section 7. "Conditions of Contract" # Page no. 312. We understand that limitation of the liability of the bidder will not exceed the Contract Price, please confirm.	No change in RFP.
124	Section 7. Conditions of Contract,(c) Limitation of Liability	312	11.6 LIMITATION OF LIABILITY 11.6.1 Except in cases of gross negligence, fraud, or willful misconduct: Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the ERPSI to pay liquidated damages to the MSEDCL; and The aggregate liability of the ERPSI to the MSEDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price . Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual Property Rights.	RFP Clause: - "Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual Property Rights." As per standard practice in all Government tenders, we would request you to please keep limitation of liability of the bidders up to the contract cost not unlimited, else this clause will adverse effect and restrict the competition from possible bidders	No change in RFP.
125	Section 7. Conditions of Contract,(e) Consequences of Termination – 10.5.2	307	10.5 CONSEQUENCES OF TERMINATION Upon Termination of the Contract, the ERPSI shall: 10.5.1 Notwithstanding anything to the contrary contained in this Contract, any termination of this Contract pursuant to its term shall be without prejudice to accrued rights of any Party, including its right to claim and recover damages and other rights and remedies which it may have in law or contract. All accrued rights and obligations of any of the Parties under this Contract, shall survive the termination of this Contract to the extent such survival is necessary for giving effect to such rights and obligations. 10.5.2 Following issue of the Termination Notice by MSEDCL or ERPSI, MSEDCL takes possession and control of ERPSI's control room and call center , and the exclusivity granted to ERPSI under Article 4 will come to an end. 10.5.3 Upon termination of this Contract by MSEDCL or ERPSI on account of ERPSI's Event of Default (in accordance with Article 10.1.1, or termination of this Contract on account of MSEDCL's event of default (in accordance with Article 10.2.1), ERPSI shall be entitled to a termination payment subject to proper transfer of the installed ERP System, as agreed upon mutually. Upon termination of this Contract by MSEDCL or ERPSI on account of ERPSI's Event of Default (in accordance with Article 10.1.1), or termination of this Contract on account of MSEDCL's event of default (in accordance with Article 10.2.1), ERPSI shall be entitled to raise a supplementary invoice for an amount which is equal to the termination payment. The Supplementary invoice shall be paid separately by the MSEDCL within 30 (thirty) days from the date of such invoice. 10.5.4 The Termination payment value would be calculated basis the following mechanism: a. The present value of the receivables for the ERP system installed at MSEDCL offices shall be calculated by multiplying the outstanding payments towards the ERP system integrated and operationalized as on the date of termination and discounting the same as on date of termination at the percentage specified in SCC (—Present Value): b. All	We understand that call centre and control room is not a part of this RFP, please confirm.	Yes.
126	Section 4. Bidding Form,Form 8: Format of Consortium Agreement to be entered amongst all Members of a Bidding Consortium	61	General	RFP Clause: - "It is further agreed by the Members that the above sharing of responsibilities and obligations shall not in any way be a limitation of responsibilities and liabilities of the Members, with regards to all matters relating to the execution of the Bid and implementation of the Project envisaged in the RFP Documents." With reference to the above said clause and clause "11.6 Limitation of Liability" under Section 7. "Conditions of Contract" # Page no. 312, we understand that limitation of the liability of the bidder will not exceed the Contract Price, please confirm.	No change in RFP.
127	Section 7. Conditions of Contract,(c) Limitation of Liability	312	11.6 LIMITATION OF LIABILITY 11.6.1 Except in cases of gross negligence, fraud, or willful misconduct: Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the ERPSI to pay liquidated damages to the MSEDCL; and The aggregate liability of the ERPSI to the MSEDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price . Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual	RFP Clause: - "Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the ERPSI to indemnify the MSEDCL with respect to infringement of any Intellectual Property Rights." As per standard practice in all Government tenders, we would request you to please keep limitation of liability of the bidders up to the contract cost not unlimited, else this clause will adverse effect and restrict the competition from possible bidders.	No change in RFP.
128	Section 7. Conditions of Contract,II. Special Conditions of Contract	318	General	Numbers of clauses of amendments are related to the GCC Article/ Clause are not linked properly, hence we would request you to please do link and elaborate properly.	As per RFP.
129	Section 7. Conditions of Contract,6. Liquidated Damages, Penalty, and Incentive	301	6.1 Except in case of Force Majeure or where the delay in delivery of the Solution is caused due to any delay or default of MSEDCL if the delivery, site installation, integration, and operationalization of ERP System with related hardware, software and equipment is delayed by more than 9 (nine) months from the date of execution of the Contract the ERPSI shall be liable to pay liquidated damages as per the rates specified in SCC	Here, RFP is directing to SCC clause for Liquidated Damages, Penalty but it seems some typo error in SCC clauses, hence we request MSEDCL to elaborate actual % to be considered Liquidated Damages, Penalty by the bidders.	As per RFP.
130	Section-3. I Implementation, Migration, Customization, integration, testing and commissioning of: 3.2 Detailed Scope of Work Clause no 12	96	12. Support, Maintenance & Administration of Sybase ASE 16 Enterprise Edition database for Centralized Consumer Billing system.	We understand that, the current SAP modules using Sybase database and the centralised billing system is also using the Sybase database. Section-4.1-2c refers to migration of SAP module's data to HANA database.However, centralised consumer billing system will continue to use Sybase database. We further understand that the scope mentioned in 4.1-Point 4 covers administration and maintenance of database only. This may mean performance tuning, indexing etc. This doesn't cover maintenance of centralised billing application system. Pl. confirm if our understanding is correct.	Yes
131	Section-3. I Implementation, Migration, Customization, integration, testing and commissioning of,Establish industry standard policy for archiving and purging of enterprise data in the ERP environment.	97	General	Query - We understand that identification of obsolete data that needs to be purged would be the primary responsibility of MSEDCL. Please confirm if our understanding is correct.	The purging and archiving to be done by SI after approval of MSEDCL.
132	Section-3. I Implementation, Migration, Customization, integration, testing and commissioning of,Support, Maintenance & Administration of Sybase ASE 16 Enterprise Edition database for Centralized Consumer Billing system.	96	General	The current SAP modules using Sybase database and the centralised billing system is also using the Sybase database and will continue to use Sybase database and this database will not be migrated to SAP Hana, please confirm if our understanding is correct.	Yes

133	Section-3.1 Implementation, Migration, Customization, integration, testing and commissioning of,Data Migration and Data Cleansing	95	General	Department needs to provide the data in the required format with validation. ERPSI will support for collecting the data & cleansing the data. We request department to confirm the same.	MSEDCL will provide the data as per mutually agreed format .
134	Section-6. Audits and IT Security,SLA Audit - At discretion of MSEDCL	122	General	Request the department to provide a schedule	As per RFP
135	11. Project Management,Enterprise Architect/ Integration Expert	160	General	As per industry standard SAP PI/PO lead consultant may be deployed.Please confirm on the same.	Yes, ERPSI has to deploy all the required resources to complete the scope of work
136	Section 7. Training Requirements,Technical training	131	General	Please provide more details whether SAP technical training is to be imparted.	Yes, SAP technical training is to be imparted to CTM & IT staff.
137	3.2.3.12. Security: -Inspector: Automated security assessment service that helps improve the security and compliance of applications deployed on cloud	117	Commercial CSPs offer cloud services to multiple consumers. In such an environment, the security controls and compliance to various standards (Including ISO 27001, ISO 27017, and ISO 27018) should be verified by third party auditors. Third-party certifications and evaluations provide assurance that effective physical and logical security controls are in place. Although, the Cloud Service Providers (CSPs) offer assurances of effective physical and logical security controls through the third-party certifications such as ISO 27001, ISO 27017, ISO 27018, etc. and also, may provide a host of security services such as encryption, web application firewall, etc., it is the responsibility of the ERPSI to define the security services that need to be implemented for their workloads depending on the nature of the applications / data hosted on the cloud. Now a days, CSPs offer tools and features to help consumers to meet their security objectives concerning visibility, auditability, controllability, and agility. These tools and features provide basic but important security measures such as Distributed Denial of Service (DDoS) protection and password brute-force detection on CSP_s accounts. However, the following basic security features should be ensured by any CSP-	The asked security feature is OEM Specific, Kindly allow the bidder to provide functionally same alternative tool.	Cloud infrastructure is not in the scope of bidder
138	Section-12. Project Implementation Methodology: - Migration Queries	176	General	Kindly share the details as to how many VM's have to be migrated.	Cloud infrastructure is not in the scope of bidder
139	Section-12. Project Implementation Methodology: - Migration Queries	176	General	Kindly confirm the existing data size needs to be migrated. (e.g. MB/GB/TB)	Volume data is defined in RFP. Bidder may visit MSEDCL Office for additional information.
140	Section 1. Request for Proposal Notice General (Amounts for Bidding) TABLE - Important Dates, Amounts and Other Details	13	Tender Document Cost - Rs. 29500/-	We request you to please waive off tender document cost since as per Public Procurement Policy the units registered with NSIC are eligible to get the benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012 and amendment vide order no. S.O. 5670(E) dated 9th November 2018. Under this order we are exempted to Tender document Costs since we are an MSME & NSIC registered firm and also a recognized Start Up by Department for Promotion of Industry and Internal Trade. Attached are our certificates & below links for your referenc	Bidder has to purchase the RFP for download as per MSEDCL policy.
141	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (1.2)	16	The ERPSI should have at least CMM/CMMI level 5 valid certification. In case of a consortium, this requirement needs to be met by the ERPSI-Lead and ERPSI-2nd must be ISO/ IEC-9001: 2008/2015 or above certified.	Request you to please allow us relaxation on this clause and also allow bidder with CMM/CMMI level 3 valid certification.	No change in RFP.
142	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (1.5)	17	The bidder must have at least more than 500 full time resources of the proposed SAP ERP product. Additionally, bidder must have at least 10 no. of SAP Certified resources of each proposed module of the proposed SAP ERP Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2nd	Request you to please allow relaxation on this clause upto 50% on the required manpower on this clause as we are an MSME & NSIC registered firm and also a recognized Start Up by Department for Promotion of Industry and Internal Trade..	Refer revised RFP
143	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (2.1)	17	Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the bidder should not be less than INR 90.30 Crores i.e., 100% of the estimated cost of the project. In case of a consortium, ERPSI-Lead and ERPSI- 2nd combined should meet this requirement of turnover, with ERPSI[1]Lead meeting minimum INR 81.27 Crore i.e., 90% out of this.	We request you to kindly provide us with relaxation upto 40% on the required turnover on this clause as we are an MSME & NSIC registered firm and also a recognized Start Up by Department for Promotion of Industry and Internal Trade.	No Change in RFP
144	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (3.1)	18	The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	We request you to please allow relaxation upto 8 years .	No Change in RFP
145	Section 2. Eligibility and Qualification Requirements. 11. Qualification Requirements (3.2)	18	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above[1]The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization.	We request you to please allow relaxation upto 8 years.	No change in RFP.
146	Section 3. Instructions to Bidders and Bid Data Sheet	54	The Bid Submission Deadline is: Date: 23.12.2022 Time: Up to 5 PM	we request you to please extend the bid submission deadline for 2 weeks. We request you to please extend the bid submission deadline for this tender, as we require more time to prepare the solution/bid for this tender and provide/support you with our best of services by submitting our best bid. We are an MSME, NSIC registered firm and a recognized Start-up by DIPP.	Refer schedule of events for the RFP on MSEDCL tender portal.
147	Section 2 : Eligibility & Qualification Requirements,	13	The Technically Evaluated Entity may be the Sole Bidder or the ERPSI-Lead of a Consortium, as the case may be. The Consortium may consist of 2 members at the maximum (i.e., the ERPSI-Lead and the ERPSI-2 nd). The ERP OEM, CSP and DDA are all sub contracted.	We request the department to allow consortium of 3 members considering the complex and huge scope of work and change the clause to – The Consortium may consist of 3 members at the maximum (i.e., the ERPSI-Lead and the ERPSI-2 nd & ERP 3	No change in RFP.
148	Section 2 : Eligibility & Qualification Requirements, 11 Qualification Requirements(Point 1.3)	14	Bidder should be authorized system integrator/implementation partner of M/s SAP for sale, support, and services of S A P ERP Product.	We request the department to change the clause to – Bidder should be authorized partner of M/s SAP.	Clause Deleted.
149	Section 2 : Eligibility & Qualification Requirements, 11 Qualification Requirements(Point 1.3)	16	The bidder must have at least more than 500 full time resources of the proposed SAP ERP product. Additionally, bidder must have at least 10 no. of SAP Certified resources of each proposed module of the proposed SAP ERP Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2 nd	We request the department to change the clause to – The bidder must have at least more than 250 full time resources of the proposed SAP ERP product. Additionally, bidder must have at least 50 no. of SAP Certified resources of the proposed SAP ERP Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2nd	Refer revised RFP
150	Section 2 : Eligibility & Qualification Requirements, 11 Qualification Requirements(Point 1.3)	15	The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project including supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	We request the department to change the clause to – The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) / application project supply of Hardware /cloud services/ Software / licenses along with installation, configuration, customization, implementation / Roll Out as well as providing AMS services / System Operation services during the last Ten (10) financial years, worth at least INR. 72.24 Cr OR, two projects each costing not less than the amount equal to INR. 45.15 Cr. OR, three projects each costing not less than the amount equal to INR. 36.12 Cr.	No change in RFP.

151	Section 2 : Eligibility & Qualification Requirements, 11 Qualification Criteria (Point 2.1)	15	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.) Further, in both projects mentioned above The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization. <input type="checkbox"/> The SAP ERP implementation shall have cumulatively 750 transactional user-base in two eligible ERP projects <input type="checkbox"/> At least 3 SAP ERP modules out of following functions / modules must have been implemented- <ul style="list-style-type: none"> o Finance and Accounting (F I C O) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll and ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury and Risk Management (TRM) o Business Intelligence Reporting <input type="checkbox"/> Out of the two (2) implemented projects, at least	We request the department to change the clause to – The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented 2 (two) SAP ERP S/4 HANA projects in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead , ERPSI-2nd & ERPSI-3rd jointly.) Further, in both projects mentioned above. The SAP ERP S/4 HANA must have been implemented in a Central / State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). The experience of implementation of ERP in Power sector (including Generation, transmission & distribution) in private sector shall also be considered. However, at least one SAP ERP S/4 HANA project must have been implemented in Central / State PSU or Government organization. * The SAP ERP implementation shall have cumulatively 750 transactional user-base in two eligible ERP projects * At least 3 SAP ERP modules out of following functions / modules must have been implemented- <ul style="list-style-type: none"> o Finance and Accounting (F I C O) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll and ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) 	No change in RFP.
152	Section 2 : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria(Point 2.1)	18	Project Manager (Project In-charge) Should have worked as a Project Manager for Large Projects of System Integration (More than INR. 24 Cr. or 80% of the estimated project cost, whichever is higher) with Central / State Govt./Private Organizations in Power Sector: More than 2 Projects = 2 Marks , 2 Projects = 1 Mark Total Year of Experience > =20 years : 1.5 Marks , >=15 and < 20 Years: 1 Mark Relevant experience in offered ERP >=15 YEARS : 1.5 Marks >=10 and < 15 years :1 Mark	We request the department to change the clause to – Project Manager (Project In-charge) Should have worked as a Project Manager for Large Projects of System Integration (More than INR. 24 Cr.) with Central / State Govt./Private Organizations : More than 2 projects = 2 Marks. 2 projects = 1 Marks. Total Year Of Experience >=20 years :1.5 Marks >=15 and < 20 Years: 1 Mark. Relevant Experience In Offered ERP >= 15 Years: 1.5 Marks >=10 and <15 years: 1 Marks.	Refer revise RFP.
153	Section 2 : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria(Point 2.2)	18	Associate Project Manager (Project Coordinator at <=>) Worked as a Project Manager for Projects of System Integration (More than INR. 24 Cr. or 80% of the estimated project cost, whichever is higher) with Central / State Govt./Private Organizations in Power Sector: <input type="checkbox"/> 2 or More projects = 2 Marks 1 project = 1 mark , Total years of experience > = 10 years : 2 Marks, >=5 and < 10 Years: 1 Mark	We request the department to change the clause to – Associate Project Manager Worked as a Project Manager for Projects of System Integration (More than INR. 24 Cr.) with Central / State Govt. /Private Organizations : 2 or more Projects = 2 Marks, 1 projects = 1 Marks. Total Year Of Experience >= 10 years: 2 Marks >=5 and <10 years: 1Marks.	Refer revise RFP.
154	Section 2 : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria(Point 3.1)	18	IT Infrastructure expert 10 years_ experience – 1 mark Greater than 10 years of experience – 2 marks	We request the department to remove the proposed resources as the solution will be hosted on Cloud, so IT Infrastructure expert is not required .	Refer revise RFP.
155	Section 2 : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria(Point 3.1)	18	Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses, network components etc. during the last 10 (ten) financial years, a) for one project value not less than INR 24 crore or 80 % of the estimated project cost (Whichever is higher) • One (1) project – 9 Marks • Two (2) projects – 10 Marks OR b) two projects each costing not less than the amount equal to INR 15 Cr. or 50 % of the estimated project cost (Whichever is higher) • Two (2) projects – 9 Marks • Four (4) projects – 10 Marks OR, c) three projects each costing not less than the amount equal to INR 12 Cr. or 40 % of the estimated project cost (Whichever is higher) Three (3) project 9 Marks • Six (6) projects – 10 Marks	We request the department to change the clause to – Bidder should have at least (1) turnkey / application project work where bidder has implemented hardware/Cloud/ software / licenses / network components etc. during the last 10 (ten) financial years, a) for one project value not less than INR 24 crore or 80% of the estimated project cost (Whichever is lower) • One (1) project – 9 Marks • Two (2) projects – 10 Marks OR b) two projects each costing not less than the amount equal to INR 15 Cr. or 50 % of the estimated project cost (Whichever is lower) • Two (2) projects – 9 Marks • Four (4) projects – 10 Marks OR, c) three projects each costing not less than the amount equal to INR 12 Cr. or 40 % of the estimated project cost (Whichever is lower) Three (3) projects - 9 Marks • Six (6) projects – 10 Marks	Refer revise RFP.
156	Section 2 : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria(Point 4.1)	19	The bidder should have successfully implemented at least two SAP S/4 HANA Projects in India in last 10 (ten) years with at least 500 ERP licenses in each project. Further, in both projects mentioned above, - * SAP S/4 HANA must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). * At least 3 modules out of following functions / modules Product must have been implemented- <ul style="list-style-type: none"> o Finance and Accounting (FICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll & ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury & Risk Management (TRM) o Business Intelligence Reporting Total number of SAP S/4 HANA ERP projects completed/operational: • 2 SAP S/4 HANA projects (at least 1 completed project) – 6Marks • 3 SAP S/4 HANA projects- (at least 2 completed projects) – 8Marks • >= 4 SAP S/4 HANA projects (at least 3 completed projects) – 10 Marks	We request the department to change the clause to – The bidder should have successfully implemented at least two SAP S/4 HANA / ECC Projects in India in last 10 (ten) years with at least 400 ERP licenses in each project. Further, in both projects mentioned above, - * SAP S/4 HANA / ECC must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution). * At least 3 modules out of following functions /modules Product must have been implemented- <ul style="list-style-type: none"> o Finance and Accounting (FICO) o Governance, Risk and Compliance (GRC) o Human Resource Management, Payroll & ESS (HCM) o Project Systems (PS) o Plant Maintenance (PM) o Material Management (MM) o Treasury & Risk Management (TRM) o Business Intelligence Reporting Total number of SAP S/4 HANA ERP projects completed/operational: • 2 SAP S/4 HANA /ECC projects (at least 1 completed project) – 6Marks • 3 SAP S/4 HANA /ECC projects- (at least 2 completed projects) – 8Marks • >= 4 SAP S/4 HANA /ECC projects (at least 3 completed projects) – 10 Marks	No change in RFP.
157	Section 2 : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria	19	* 1 SAP S/4 HANA project in Power sector – 4 Marks. * 2 SAP S/4 HANA project in Power sector – 5 Marks	* 1 SAP S/4 HANA project with atleast 100 users in Power sector – 4 Marks. * 2 SAP S/4 HANA project with atleast 100 users in Power sector – 5 Marks	Refer revise RFP.
158	Section 2 (4.1) : Eligibility & Qualification Requirements, 12 Technical Evaluation Criteria	20	* For Completed projects: Bidders must provide the Necessary Purchase Order/ LOI/ Contract Agreement. Further, the bidder must provide the successful completion letter from the client. The successful completion shall include at least one year AMS subsequent to Go-Live. * For ongoing Projects: Bidders must provide the Necessary Purchase Order/ LOI/ Contract Agreement. Further, the bidder must provide a letter from the client explicitly mentioning that the project has successfully achieved Go- Live status. (*Completion Certificate for completed projects shall be issued after the Go-Live and at least one year AMS period is over)	We request the department to make amendments to the supporting documents required to be submitted against the clause. Work Orders / Purchase Orders and Successful Go-Live / Completion Certificates of the project issued by the client . (*Completion Certificate for completed projects shall be issued after the Go-Live and at least one year AMS period is over).	No change in RFP.
159	Section 2 : Eligibility & Qualification Requirements, 13.1.2 Technical Bid Evaluation (Section 4 - Point 2)	22	Those Bids which obtain minimum Seventy (70) marks out of 100 in Technical Evaluation will be considered further for financial evaluation process.	We request the department to change the clause to Those Bids which obtain minimum Sixty (60) marks out of 100 in Technical Evaluation will be considered further for financial evaluation process.	No change in RFP.
160	Section 6 : ERP System Requirements & Service Level Agreements,14.1 ERP System Implementation Phase Cost	177	For Mobilization Advance payment term is 5% of the ERP System Implementation Cost quoted for ERP Project against a BG of 105% of equivalent value. (ERP System Implementation Phase cost	1 Mobilization advance - 5 % of Implementation Cost against 105% BG. We request department to provide Mobilization Advance "10 % of Implementation Cost", as we are providing PBG 5%	No change in RFP.

161	Section 6 : ERP System Requirements & Service Level Agreements, (14) : Payment Terms,14.1 ERP System Implementation Phase Cost	178	ERP System Implementation Services, Upgradation & Migration to S/4 HANA (ERP System Implementation Phase Cost) 1) Business Blue Printing - 20% of the cost of implementation phase 2) Customization - 30% of the cost of Successful UAT completion 3) Data Migration and Go-Live - 30% of the cost of implementation phase 4) Rollout - 10% of the total cost of implementation phase 5) Stabilization & Go-live - Balance 10% of the total cost of implementation phase	14.1.4 ERP System Implementation Services, Upgradation & Migration to S/4 HANA (ERP System Implementation Phase Cost) 1) Business Blue Printing - 20% of the cost of implementation phase 2) Customization - 30% of the cost of implementation phase 3) Data Migration and Go-Live - 30% of the cost of implementation phase 4. Rollout - 10% of the total cost of implementation phase 5. Stabilization & Go-live - Balance 10% of the total cost of implementation phase We request department to provide Implementation cost as below to avoid cash - ve ness. "1) Mobilization of resources, Project Plans & As Is Study - 10% of the cost of implementation phase 2) Business Blue Printing - 30% of the cost of implementation phase 3) Customization & Configuration - 10% of the cost of implementation phase 4) User Acceptance Testing - 20% of the cost of implementation phase 4) Data Migration and Go-Live - 10% of the cost of implementation phase 5) Rollout - 10% of the total cost of implementation phase 6) Stabilization & Go-live - Balance 10% of the total cost of implementation phase"	No change in RFP
162	Section 6 : ERP System Requirements & Service Level Agreements, (14) : Payment Terms,14.1 ERP System Implementation Phase Cost	178	ERP System Implementation Services, Upgradation & Migration to S/4 HANA (ERP System Implementation Phase Cost) 1) Business Blue Printing - 20% of the cost of implementation phase 2) Customization - 30% of the cost of Successful UAT completion 3) Data Migration and Go-Live - 30% of the cost of implementation phase 4) Rollout - 10% of the total cost of implementation phase 5) Stabilization & Go-live - Balance 10% of the total cost of implementation phase	As per "Clause 2.1 Brief scope of work - g) Application Maintenance Services (AMS) towards Support, Maintenance & Enhancement of all existing SAP systems (Core & Custom modules) at MSEDCL till declaration of go-live of SAP S/4 HANA. (Page 91) ", department requires support during implementation phase. The payment milestone along with financial bid is required to be specify. We request department to provide monthly payment for AMS provided during the implementation phase.	No change in RFP
163	Section 5. Financial Proposal - Forms Page no (85) Part (E)	178/85	As per Section 5. Financial Proposal - Forms Page no (85) Part E - ERP System Audit ERP System - OEM Audit Cost payment should be Lump Sump	As per "Form 2: Format for Financial Breakup of Cost Components - Part E - ERP System Audit (Page 85)", price for ERP System Audit to be provided. As per "6. Audits and IT Security requirements - Cost of 5 iterations should be borne by ERPSI (Page 117) As per "6.1.1.2. ERP System- OEM Audit(Page 118)- Two iterations needs to be carried out by ERPSI" Payment milestone for the same is not specified. We request department to provide 100% payment after every iteration.	No Change in RFP
164	Section 5. Financial Proposal - Forms Page no (85) Part(F)	178/85	As per "Form 2: Format for Financial Breakup of Cost Components - Part F - Training Cost (Page 85)", price for ERP System – Training & Change Management, to be provided.	As per "Form 2: Format for Financial Breakup of Cost Components - Part F - Training Cost (Page 85)", price for ERP System – Training & Change Management, to be provided. Payment milestones for the same are not specified. We request department to provide payment as specified below. 1) 100% payment after training completion.	No Change in RFP
165	Section 6 : ERP System Requirements & Service Level Agreements,14. Payment Terms, ,14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System)	182	As per 14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System) Payment term for Application Maintenance Services (AMS) is Quarterly payments at the end of each quarter	14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System) 1. Application Maintenance Services (AMS)- Quarterly payments at the end of each quarter". We request department to provide payment of "Application Maintenance Services (AMS)" on monthly basis during support phase.	No change in RFP
166	Section 6 : ERP System Requirements & Service Level Agreements,14. Payment Terms, ,14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System)	182	As per 14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System) Payment term for Cloud Service Provider Cost is Quarterly payments at the end of each quarter.	14.2 ERP System Operation & Maintenance Phase Cost (After Successful Go-Live of ERP System) 2. Cloud Service Provider Cost- Quarterly payments at the end of each quarter". This section specifies "Cloud Services" payment during Support phase. The "Cloud Services" payment during implementation phase is not specified. We request department to provide payment of Cloud Services on monthly basis during implementation & support phase.	No change in RFP.
167	Section 5 : Financial Proposal - Forms Part G – Manpower Cost Estimate	89	Part G – Manpower Cost Estimate Following cost estimate will be utilized for Section 7 : Clause no. 13 (b) for "Change Request / Change Order for new / enhancement to Software Applications	As per "Form 2: Format for Financial Breakup of Cost Components - Part G – Manpower Cost Estimate (Page 86)", price for "Change Request / Change Order for new / enhancement to Software Applications", to be provided. Payment milestones for the same are not specified. Since Total estimated person days are not specified (Except "ERP Module – Functional Leads" and "Lead Programmer"). Each bidder will specify non standard efforts. which will lead to price variation by different ERPSI. We request department to provide a) Standard efforts for price estimation. b) Payment for Change request on monthly basis.	No change in RFP
168	Section 6 : ERP System Requirements & Service Level Agreements, (15) : Service Level Agreement (SLA) 15.2.7 Calculation for Availability Service Levels	189	Each of the Support Category is associated with respective response and resolution time. The criticality definitions are as follows: Support Category : Maximum Response time : Resolution time Critical : 15 Minutes 60 Minutes High : 1 Hour 4 Hours Medium : 2 Hour 8 Hours Low : 8 Hours 24 Hours	Support Category : Maximum Response time : Resolution time Critical : 15 Minutes : 60 Minutes High : 1 Hour : 4 Hours Medium : 2 Hour : 8 Hours Low : 8 Hours : 24 Hours The above criticality definitions are stringent. We request department to amend as below. Critical :15 Minutes : 4 Hours High : 4 Hours : 8 Hours (1 Working day) Medium : 8 Hour (1 working day) : 16 Hours (2 Working days) Low : 16 Hour (2 working day): As per agreed timeline	No Change in RFP
169	Section 6 : ERP System Requirements & Service Level Agreements, (11) : Project Management, Facility Management	154	Facility Management Support 58. ERP System - Facility Management Support T+60	As per RFP clause – The timeline for ERP System – Facility Management Support is T+60 months, whereas the entire duration of project is for 60 months and AMS will start post Go- Live, i.e T+16 months . So we request the department to confirm the AMS period.	AMS is to be provided for entire contract period.
170	Section 6 : ERP System Requirements & Service Level Agreements, 3.3.3 ERP Functional Requirements (Point 1)	98	A detailed functional requirement specification (_FRS_) is shared in Annexure A of Section 6 of the RFP document.	The detailed FRS (Functional Requirement Specifications of TRM & GRC module is not shared in the Annexure A of Section 6 of the RFP document. We request the department to provide a) The detailed FRS of TRM & GRC module. b) Nos of users for TRM & GRC	Refer revised RFP .
171	Section 6 : ERP System Requirements & Service Level Agreements,14.1.2 ERP System Software (License Component) (ERP System Implementation Phase Cost – Part A)	178	Payment terms for Supply of Licenses is - 85% of cost of software and for UAT Completion is - 15% of cost of software	License - Supply of Licenses 85% of cost of Software - UAT Completion - 15% of cost of Software SAP has stopped providing On premises licenses & only supplying SAAS base solution "RISE with SAP S4 HANA " where cloud services are provided. Please provide clarity on a) Type of license (On premise or RISE With S4 HANA) b) license details (if On premises) c) Existing Cloud hardware details if needs to be implemented on 3rd party cloud (other than SAP supplied cloud)	License fees and ATS are not in the scope of bidder
172	Section 6 : ERP System Requirements & Service Level Agreements, 9 : Application Maintenance Services(AMS), (Point i)	135	i) AMS Team: ERPSI shall appoint an AMS Helpdesk Coordinator of project in the Application Maintenance Services phase. AMS Helpdesk Coordinator will be single-point-of-contact for responding to all the queries or accepting its problem management requests from MSEDCL The AMS Helpdesk Coordinator would be stationed at Corporate Offices/ Head Quarters of MSEDCL The helpdesk team shall be stationed at MSEDCL HQ. The space for setting up the helpdesk would be provided by MSEDCL All requisite infrastructure and resources required for smooth functioning of the AMS helpdesk would be provided by the ERPSI at no extra cost to MSEDCL	As per RFP clause – i) ERPSI shall appoint an AMS Helpdesk Coordinator of project in the Application Maintenance Services phase. AMS Helpdesk Coordinator will be single-point-of-contact for responding to all the queries or accepting its problem management requests from MSEDCL The AMS Helpdesk Coordinator would be stationed at Corporate Offices/ Head Quarters of MSEDCL The helpdesk team shall be stationed at MSEDCL HQ. The space for setting up the helpdesk would be provided by MSEDCL All requisite infrastructure and resources required for smooth functioning of the AMS helpdesk would be provided by the ERPSI at no extra cost to MSEDCL. We understand that all necessary sitting arrangement, call lines, network, power supply and other facilities will be provided by MSEDCL. We request department to confirm.	As per RFP . Space for sitting arrangement for resources would be provided by MSEDCL .

173	Section 6 : ERP System Requirements & Service Level Agreements, (11) : Project Management, 11.4 Minimum Resource Requirement from ERP SI (11.4.1 f)	158	f) The ERPSI shall deploy the minimum 15 resources for Facility Management Services and Help Desk support at the centralized help desk of MSEDCL	As per the RFP clause - The ERPSI shall deploy the minimum 15 resources for Facility Management Services and Help Desk support at the centralized help desk of MSEDCL, whereas in table 10, the total no of resources required before Go-Live is 51. We request the department to confirm whether, the 15 resources are in addition to these 51 resources required before Go- Live stage .	Refer revised RFP. Clause no. 11.4.1(f) is deleted.
174	Section 6 : ERP System Requirements & Service Level Agreements, (11) : Project Management, 11.4 Minimum Resource Requirement from ERP SI (Point 4)	157	Should Be SAP S/4 HANA Certified minimum 5 years' experience in working with ABAP and workflow technology. Should have completed at least one SAP S/4 HANA project as a lead programmer	The Lead Programmer should be SAP S/4 HANA Certified minimum 5 years' experience in working with ABAP and workflow technology. Should have completed at least one SAP S/4 HANA project as a lead programmer. Only Lead programmer should be SAP S/4 HANA certified . Please confirm.	As per RFP.
175	Section 6 : ERP System Requirements & Service Level Agreements, (11) : Project Management, 11.4 Minimum Resource Requirement from ERP SI	159	The resources required before Go-Live is mentioned 51 and Min No. of Resources Required (After Go- Live) 51	The minimum number of resources required before Go- Live is 51. Please confirm, the resources required post Go- Live are same or less.	As per RFP.
176	Section 6 : ERP System Requirements & Service Level Agreements, (14) : Payment Terms, 14.1.4 – Payment Terms (Point No 4)	179	For activity Rollout payment term is 10% of the total cost of implementation phase. Payment milestone is Complete and successful rollout of the system at all locations and deployment of the all the requisite software along with licenses and hardware as defined in the subsection 12.5 of section 6 and Testing and acceptance of the ERP System by MSEDCL as defined in the Sub-Section 12.4 of Section 6	As per RFP Clause - Rollout 10% of the total cost of implementation phase. Complete and successful rollout of the system at all locations and deployment of the all the requisite software along with licenses and hardware as defined in the subsection 12.5 of section 6 Subsection 12.5 of Section 6 is for Pilot Go- Live and Subsection 12.6 of Section 6 is for Roll out. Please clarify.	As per RFP.
177	Section 6 : ERP System Requirements & Service Level Agreements, 3. Implementation, Migration, Customization, integration, testing and commissioning of ,3.3.2. PHASES OF IMPLEMENTATION OF ERP SYSTEM ,3.1.2.2. Phase 2 (point 6)	98	Provide basic and specialized training to the user community pertaining to their areas of work. Also, handhold and institute advanced training and capacity building measures for system administrators, technical staff, IT community regarding all aspects of technical and operational features of the new ERP platform	Training will be related to Delta Portion and for changes related to S4 HANA. , and not for entire cycle for core & custom modules. Is our understanding correct?	Hands on training should be given to all users related to core and custom modules as per S4 HANA for entire cycle.
178	Section 6 : ERP System Requirements & Service Level Agreements, 7. Training Requirements ,b. End User Training, Point(u,v)	129	Point u. The ERPSI shall carry out the training of MSEDCL team on reports development, configuration of application setups and other skill sets as required to create a team of experts capable to independently handle the maintenance & support requirement by MSEDCL. Point v. The ERPSI shall carry out the hands-on training of core team members & end users on ERP System and Other associated applications including training on system configuration, database administration, backup & restoration, development, and maintenance task etc.	Configuration or enhancement training will be for TRM & GRC. Is our understanding correct ?	As per RFP. Configuration or enhancement training to be provided for all modules of S/4 HANA to MSEDCL as per scope of works
179	Section 6 : ERP System Requirements & Service Level Agreements, 3. Implementation, Migration, Customization, integration, testing and commissioning of ,3.3.2. PHASES OF IMPLEMENTATION OF ERP SYSTEM ,3.1.2.2. Phase 2 (point 6)	98	Provide basic and specialized training to the user community pertaining to their areas of work. Also, handhold and institute advanced training and capacity building measures for system administrators, technical staff, IT community regarding all aspects of technical and operational features of the new ERP platform	Other modules like PS, HCM, MM, PM, FICO are already implemented and config training is NOT part of training for these modules. Is our understanding correct ?	As per RFP. Configuration or enhancement training to be provided for all modules of S/4 HANA to MSEDCL as per scope of works
180	Section 6 : ERP System Requirements & Service Level Agreements, 8. Change Management ,8.2 Key Change Management Implication	132	The implementation of a new ERP system, MSEDCL will have several change implication emanating from the following changes: a. Process and procedural (necessary introduction of some new process and systems emanating from the need of changing core functional information flow in a few cases) b. Technical and technological (introduction of new technologies for enabling the new /unaddressed business requirements) c. Organizational (transformation of existing organizational structure and redefined roles and responsibilities)	As this is upgradation project there is no change management involved. Change management is when you are implementing SAP first time in organisation. Is our understanding correct ?	Change Management to be done as per scope of work. Refer section 6, clause 8 for change management.
181	Section 6 : ERP System Requirements & Service Level Agreements, Section 1. Overview of the ERPSI Scope of Work 2.1 Brief Scope of Work:	91	b) Implementation of Treasury and Risk Module (TRM) powered by HANA.	The scope includes provision of TRM solution. Please specify the number of user & detailed scope of implementation	Refer revised RFP.
182	General		General	Please suggest the bid price validity in days . It is recommended to keep for max 90 days from bid submission.	Refer revised RFP.
183	General		General	We request the department to make the RFP download free & organise one more prebid meeting to address other points in the RFP.	No change in RFP.
184	General		General	Please clarify if the SAP ATS charges are paid directly to SAP by Mahadiscom.	SAP-ATS charges are not in bidder scope
185	General		General	Please clarify who shall bear the ATS charges during the migration phase.	SAP-ATS charges are not in bidder scope
186	General		General	Please clarify if the SAP RISE will be contracted directly with SAP. If yes then the scope of only migration & AMS will be with the ERPSI and the scope for licenses , support , Infra & Infra management will be done by SAP in case of RISE.	Refer detail scope of works in RFP.
187	General		General	We request the department to provide details of S4 HANA pre requisite checks.	MSEDCL will provide S/4 HANA pre-requisite. Bidder may visit MSEDCL office for additional information.
188	General		General	We request the department to provide details of existing HANA DB licenses for which upgarde is required. Please clarify if the contract for ATS of this license is directly with SAP.	Bidder may visit MSEDCL office for additional information. Licenses & ATS charges are not in bidder scope
189	General		General	All the ATS fees till date are paid by Mahadiscom for all the SAP licenses. Please confirm.	SAP-ATS charges are not in bidder scope

