

CLARIFICATION STATEMENT:

Ref	Clause in Bid Document	Comment/ Query of Prospective Bidders.	NEEPCO's Reply
Section 4.5, Page 9	Annual Technical Support: <ul style="list-style-type: none"> • Provide free upgrades, updates & patches of the ERP software and tools to NEEPCO as and when released by OEM • Technical upgrade of the installation to the new version, when required by NEEPCO. • As and when any new releases/ higher version become available, the bidder will inform NEEPCO for the enhancements and interpret how it may benefit NEEPCO directly. The bidder shall accordingly inform NEEPCO through various media including product newsletters, hotline access, release notes, design alerts or technical bulletins. All product fixes or release updates on the new system will take place at NEEPCO's discretion. 	<p>As we understand NEEPCO may or may not opt for any upgrade during support period. In present condition we have to factor 3 minimum upgrade whereas the industry standard is one upgrade in minimum 5-6 years after implementation of one version.</p> <p>Here we would request to keep the upgrade as optional line item in the price schedule. Bid can be evaluated without considering commercial.</p>	Annual Technical Support: <ul style="list-style-type: none"> • Provide free upgrades, updates & patches of the ERP software and tools to NEEPCO as and when released by OEM • As and when any new releases/ higher version become available, the bidder will inform NEEPCO for the enhancements and interpret how it may benefit NEEPCO directly. The bidder shall accordingly inform NEEPCO through various media including product newsletters, hotline access, release notes, design alerts or technical bulletins. The decision to upgrade to a new release will be at NEEPCO's discretion. However, if NEEPCO decides to upgrade to higher version or new release, the bidder will be asked to quote separately in due course of time.
Detailed NIB, Clause 1.0 QR	1.2 The bidder must have experience of successfully completed "system integration project consisting of hardware and ERP Solution" during last 7 (seven) years ending last day of the submission of bid and should be either	The bidder must have experience of successfully completed/ in-progress/ substantially completed "system integration project consisting of hardware and ERP Solution" during last 7 (seven) years ending last day of the	Bid Stipulation prevail.

	<p>of the following:</p> <p>a) Three(3) “system integration projects consisting of hardware and ERP Solution” of value not less than Rs.25.00 Crore (Rupees twenty five crore only)</p> <p>Or</p> <p>b) Two(2) “system integration projects consisting of hardware and ERP Solution” of value not less than Rs.31.00 Crore (Rupees thirty one crore only)</p> <p>Or</p> <p>c) One(1) “system integration projects consisting of hardware and ERP Solution” of value not less than Rs.50.00 Crore (Rupees fifty crore only).</p> <p>Details, like value of works executed, name of client/employer, client certificate, proof of satisfactory completion of the above work shall be furnished</p>	<p>submission of bid and should be either of the following:</p> <p>a) Three(3) “system integration projects consisting of hardware and ERP Solution” of value not less than Rs.25.00 Crore (Rupees twenty five crore only)</p> <p>Or</p> <p>b) Two(2) “system integration projects consisting of hardware and ERP Solution” of value not less than Rs.31.00 Crore (Rupees thirty one crore only)</p> <p>Or</p> <p>c) One(1) “system integration projects consisting of hardware and ERP Solution” of value not less than Rs.50.00 Crore (Rupees fifty crore only).</p> <p>Details, like value of works executed, name of client/employer, client certificate, proof of satisfactory completion/ in-progress / substantial completion of the above work shall be furnished.</p> <p>Reason: Similar turnkey ERP projects in Govt/PSU are generally executed in various phases/ milestones and shall be in-progress/substantially completed in nature</p>	
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