Replies to Queries for Tender Notice No.: DLI/CON/ITD/152/338 dated 27/04/2012 (IMPLEMENTATION OF ERP SOLUTION)

Q) Queries related Eligibility Criteria (OEM): Request for deletion or making optional of clause no. 11 (The Product OEM should be IPV6 ready).
R) This is Mandatory. No changes in the eligibility criteria.

Q) Queries related Eligibility Criteria (Implementation Partner)
R) No changes in the eligibility criteria.

Q) Queries related to Payment terms
R) EPI will not be modifying payment terms at this point of time.

Queries related to ERP

The ERP product should have readymade modules for Finance, Inventory, Fixed Assets, Human Resources, Procurement, Sales, Projects and Business Intelligence capability. Each of these modules must be out of the box integral with each other and with any COTS Project Management solution to be implemented later that is capable of providing estimation, contract management, tender management and other functionality related to Architecture, Engineering and Construction Industry. It has also to be integrated with Ms-Project and Primavera.

Q) Are you also looking for CAD Integration as a standard functionality for future integration?
R) NO. CAD Integration not required but storing/viewing with Document Management required.

Q) Life time support: As Per Industry Standards, Product Support is available for next 5-7 years. We request you to kindly re- consider Product Support clause for next 5-7 years.
R) EPI will consider this. But however broad product roadmap should be provided.

Q) As you have mentioned that source code of the Product would be required for all the modules. We would like to know what is the format that Partner would be submitting to EPIL with authorization from OEM that Product source code would be shared with EPIL. We have not seen any undertaking document in the BID where in such confirmation is sought by EPIL.
R) The entire source code for the implemented modules should be provided to EPI. If required, EPI should be in a position to extend/customize the functionalities implemented in the system, which includes compilation and deployment on the production server. Vendor should quote all the necessary components and licenses to achieve this.

Q) In Finance module, System should support purchase validations against the budgets set. Purchase validations can only be carried out after implementation of purchase functionality - Please clarify.
R) Provision should be kept in Accounts Payable for P.O verification/Reference
Q) System should support maintenance cost of fixed assets to be booked to the Project - Only possible after the projects functionality is implemented. Please clarify
R) Yes. To be included in Project accounting.

Q) System should support purchase order and work order given to vendors from CO - Only possible after the Purchasing functionality is implemented. Please clarify
R) Yes. To be included in Project Accounting

Q) System should support project control, and approval procedures - Only possible after the projects functionality is implemented. Please clarify
R) Yes. To be included in Project Accounting

Q) System should support management of Project Level Inventory, assets and stores - Only possible after the projects and inventory functionality is implemented. Please clarify
R) Only Financials in Project Accounting to be included.

Q) System should support multiple types of projects including deposit work as well as BOQ based and project management consultancy project - Only possible after the projects functionality is implemented. Please clarify
R) Yes. To be included in Project Accounting.

Q) System should support financial closure of projects - Only possible after the projects functionality is implemented. Please clarify
R) Yes. To be included in Project Accounting

Q) System should support Inter-project transactions with approval of workflows - Only possible after the projects functionality is implemented. Please clarify
R) Only Financials in Project Accounting to be included.

Q) Should support different types of projects for Project Accounting reports such as Buildings, Roads, Industrial Projects etc. - Only possible after the projects functionality is implemented - Please clarify
R) Yes. Project accounting to be implemented

Q) Project cost statement and Cost estimate report - Only possible after the projects functionality is implemented. Please clarify
R) Yes. To be included as an extension to Project Accounting.

Q) Details / Summary of purchase, sales etc. for VAT returns / Service tax returns state wise-Only possible after the projects, purchasing, sales and inventory functionalities are implemented. Please clarify
Q) Yes. Required

Q) System should support management of project level different types of insurances - Only possible after the projects functionality is implemented. Please clarify
R) Yes. Part of Project Accounting
Q) The implementation schedule spans over a period of 12 months within which all the three modules indicated herein must be completed - Can the implementation be completed before 12 months? Would you consider the 2 year support period from the date of the go live.
R) Yes

Q) Calls for Implementation of Project and Materials (Procurement, Inventory) Modules - Is EPIL looking for only the financial data related to Inventory, WIP and Projects or the complete details
R) Yes. Only financial data

All the components/modules are to be included if they are required to address the requirements. Please include the same in the pricing as indicated in price format.

Q) Please provide more details of ERP DMS Application
R) All document formats need to be supported including the following but not limited to DWG, DWF, CAD, Image, Doc, Excel, PPT, PDF, Video Clips, Visio, etc. Vendor should provide an appropriate procedure for Document Archiving Strategy, life cycle & period of storage, Backup and Recovery Plan.

Q) Do we need to use CORE ERP DMS (Default) or have leverage to use any open source?
R) DMS is required to address our requirement and should be supported by CORE ERP.

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General Queries

Q) In case EPI decides for carrying out work at its premises then EPI will only provide electricity, space & furniture, computers etc and rest all other logistics including additional equipments, software etc will be responsibility of the bidder.
R) Additional equipment includes laptops, internet access cards, misc.software etc which are required for the vendor’s onsite persons to work.

Q) The warranty scope also includes making necessary changes and enhancement required by EPI. We request EPIL to kindly elaborate on the exact scope during the Maintenance period
R) The necessary changes and enhancements that might be required are reconfiguration of workflow, addition of user logins, addition and modification of user roles, report modifications etc.

Q) We request EPIL to kindly add a Technical Evaluation Matrix with Quality marks against each category.

R) This will be at sole discretion of EPI

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Q) Can we follow ITIL framework for all standard procedures - Incident, Problem Enhancements - Customer to confirm if there is any deviation
R) The vendor can choose to follow any standard but the templates need to be provided. The idea is to have a standard procedure to manage the implementation project.

Q) There is no 24*7 support mentioned for Application Maintenance - Customer to confirm. This is not to be confused with 24*7 Datacenter uptime.
R) Only application support required and no data center support is required from the vendor.

Q) Service Window for 1st year Onsite Support & 2nd Year Offshore Support (like Monday to Friday 9 AM to 5.30 PM) - There is no on call support mentioned. Customer to clarify
R) 1st year – Full time onsite functional level 1 support.
2 year – Email and telephonic support for functional and technical (includes bug fixing and patch updates). On site/on call visit may be required if vendor could not solve from remote location.

Q) Does the customer require a help desk or this will be manned by customers own resources if "YES".
R) Vendor will be responsible for all the help queries for year one and year two.

Q) Customer has not specified about any tools being used - we will use own SSC tools for change, configuration, ticketing tool. Customer to confirm and/or validate if they are going to follow any specific tools for release, configuration management, Change Requests. Will we be given access to production system during remote support? OR all access will be only restricted to DEV system
R) Vendors will be provided access only to development and test environment. Any access to the production server to the vendor will be given only under the supervision of the EPI’s IT team.

Q) Customer has not mentioned about any KPI for Enhancements. We assume this is an open item and is free to propose these KPI's
R) Yes

Q) Does the customer have any specific procedure for Testing methodologies
R) Vendor to provide an appropriate procedure

Q) Does the customer have any specific procedure for Change Management
R) Vendor to provide an appropriate procedure

Q) Will customer maintain a central DB for Configuration items? Please share any information on how release management is handled for production support, maintenance, enhancement and development.
R) Vendor to provide an implementation methodology
Q) Is maintenance of OS and DB in the scope of current infrastructure service provider?
R) No. Only the items supplied by the vendor to be covered in the scope of maintenance.

Q) Are there any service levels defined for 3rd parties? Are the SLAs/OLAs aligned between the vendors? Does AM support include managing these 3rd party vendors
R) No

Q) Customer owns the development, testing, and production environments. Please confirm
R) Yes

Q) Within two years of implementation will the customer go for additional implementation of other ERP MODULES?
R) Not within the scope of this contract

Q) Please give module wise break up of users across the locations. How many total user licenses does EPIL plan. How many concurrent users does the customer plan to have?
R) Already mentioned in the Tender document

Q) We will use USD as ticketing tool and SLA reports will be based on this Tool. Please share any information on how release management is proposed to be handled for production support, maintenance, enhancement and development. Are all processes documented?
R) No

Q) Is there a defined Quality process which all vendors need to adhere to?
R) Refer section 6.2 of Tender Document.

Q) Is there a Release Policy & Plan which includes Major/Minor and Emergency SW & HW releases?
R) Refer section 6.2 of Tender Document.

Q) What is your process for application version/release control? Do you use a tool for this process? If yes, please identify.
R) Refer section 6.2 of Tender Document.

Q) Data for test and quality systems will be provided by customer for the entire application environment - please confirm
R) Yes

Q) Please describe any special processes to be followed for high priority incidents
R) Refer section 6.2 of Tender Document

Q) Will the customer have any key users or L1 support or all incidents will have to be supported
R) All incidents related to application should be supported for year 1 and year 2 by vendor.
Q) Please provide location wise details of current customer super user and IT team structure.
R) Refer section 1.0 of Tender Document.

Q) Please provide the Current IT organization structure
R) Refer section 1.0 and 2.0 of Tender Document.

Q) Please share the overall organization of your IT Department
R) Refer section 1.0 and 2.0 of Tender Document.

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Q) The Implementation Partner will give adequate training at all locations to different personnel at various levels of the organization. How many personnel to be trained? Batch-size for training?
R) General Awareness/Orientation training to top management (Approx. 20 nos). Application Maintenance, System Administration, Database Administration to IT personnel and Technical/Functional Core users (Approx. 20 nos). HR/Payroll module (Approx. 15 nos). FA module (Approx. 25 nos). Document Management may be included in above training. Batch size may be decided mutually.

Q) Data migration will take place from the current system to proposed ERP for the data that is two year old. The amount of Data to be migrated is estimated to be around 10 GB. What format is the data in? We understand it is only financial and payroll data.
R) Yes

Q) The Implementation Partner in co-ordination with DBA must provide the tools to archive and restore the data from time to time. What is expected as part of Data Archiving?
R) Coordinating with DBA to set up the backup plan and execute the same. Also to help the DBA in restoring the data.

Q) The product should be available with the source code with developer licenses. Users/developers? Is the entire OEM source code required or only the code for the customized development over and above source code?
R) The entire source code for the implemented modules should be provided to EPI. If required, EPI should be in a position to extend/customize the functionalities implemented in the system, which includes compilation and deployment on the production server. Vendor should quote all the necessary components and licenses to achieve this.
Q) IEEE standards should be followed wherever applicable during the implementation of the project. If there is no such standard or any other standard is to be followed, then the bidder should get his/her template formally approved by EPI before proceeding. Please attach a copy of any other standards which you intend to use with the technical response, if any. Is there any Preferred Project Management IEEE Standard?

R) The vendor can choose to follow any standard but the templates need to be provided as mentioned above. The idea is to have a standard procedure to manage the implementation project.

Q) The backup processes within the Data Centre shall ensure that all lost data can be recovered in the event of data centre failure. The Implementation Partner shall assume responsibility for verifying the recovered data of ERP application. What is the scope for the SI for Disaster Recovery?

R) SI will be responsible for setting up the backup and recovery mechanism and will be responsible verifying the integrity of the recovered data in the event of a data recovery.

Q) Should Support Digital Asset Management Kindly specify the need of having a DAM component with ERP Solution?

R) To manage the inventory of the digital assets of EPI in the ERP system

Q) Should support visual workflow configuration-Do you need a separate workflow designer in DMS or just a workflow configuration interface?

R) System should have an option to visually configure the workflows

Q) How the budgets & other related Project controls will be monitored , if Project Systems is not implemented in Phase -1?

R) Yes. Project accounting to be implemented

Q) Would there be an Integration of any third party Softwares’ with ERP.

R) Yes

Q) Would there be customised reports & MIS if yes then Numbers & Complexity Levels

R) Refer the Annexure for all report requirements. All standard reports in each module should be available. Additional Customized reports if required by users, to be included during process study.

Q) Does the organization have its own PF trust?

R) Yes

Q) Does Scope deliverable include PF Trust management functionality?

R) No. But export/import facilities of data to be provided between PF Trust and HR/Payroll application data.
Q) Number of employees specified is 450+ does this number include contract employees?
R) NO

Q) Discrepancy in the non-refundable amount mentioned in the document. The amount in words says "Rupees Five thousand" but numeric value says "10000", please clarify.
R) This should be ‘Rupees Ten Thousand’