

MSEDCL's Response to Pre-Bid Queries

Tender Name: Appointment of an agency for Application Maintenance Services (AMS) towards Development and Maintenance of SAP - ERP, HRMS, Payroll, ESS & Dashboard systems for 5 year

Tender No. : CGMIT/AMS/20-21/1 dtd. 18-08-2020

Sr.No	Clause No.	Page No.	RFP Section & Clause	Query	MSEDCL's Response
Bidder 1					
1	3	3	The bidder must have minimum average annual turnover of Rs. 50 Crores of last three audited financial years (2016- 17, 2017-18, 2018-2019).	<p>We Request department to consider</p> <p>The bidder must have minimum average annual turnover of Rs. 50 Crores of last three audited financial years <u>(2017- 18, 2018-19, 2019-2020)</u> .</p> <p>If 2019 -2020 years audited balance sheet is unavaible, in that case last 3 years audited balance sheet should be provided.</p>	Please refer revised clause mentioned in the modified tender/corrigendum
2	5	3	<p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p>	<p>We Request department to consider.</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, <u>for minimum 3 years</u> to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less <u>than Rs. 8 Crore</u></p> <p>Or</p> <p>b) Two work orders costing not less <u>than Rs. 6 Crores</u> each</p> <p>Or</p> <p>c) Three work orders costing not <u>less than Rs. 4 Crores</u> each</p> <p>Above work orders may be for completed projects during last 5 years .</p> <p>Multiple work order for same client for different years should be considered together for the above value.</p>	Please refer revised clause mentioned in the modified tender/corrigendum
3	6	4	The Bidder should have minimum SEI CMMi level 3 certification	<p>We Request department to consider</p> <p>The Bidder should have <u>minimum CMMi level 3</u> certification</p>	Please refer revised clause mentioned in the modified tender/corrigendum
4				<p>We Request department to consider following Clause.</p> <p>Consortium should be allowed Lead + 1</p>	No Change, Will be as per tender.

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5				We Request department to consider following clause . As this is a big size SAP related AMS work Project in that Case lead bidder should an SAP Partner.	No Change, Will be as per tender.				
6	4.1 Brief Scope of Work :	14	Development and maintenance of User Interface (UI) for Centralized Customer Billing system developed in Java (Spring & Hibernate) and Sybase ASE 16 Enterprise Edition database.	Please let us know the following: Is Java based customer billing sytem is only used for customer billing or there is any other business process mapped in this system? Has MSEDCL employed any other agency to maintain this system or the proposed bidder will have to maintain this system?	Centralized Billing System is only used for Consumer Billing. The Maintenance is done by inhouse team. The Agency should deploy resources for Java UI development and Sybase DBA as mentioned in RFP.				
7	4.2 Detailed scope of work	15	Bidder shall provide Application Maintenance Services (AMS) towards Development and Maintenance of SAP – ERP, HRMS, Payroll, ESS & Business Intelligence for a period of 5 years	Please provide us the following information: Is there a centralized helpdesk system at MSEDCL or bidder need to deploy resources at multiple location? What is the helpdesk tool that is being currently used by MSEDCL for helpdesk and ticket management? What is the expected volume of the functional and technical support ticket?	a) Centrally Managed b) Solman (Solution Manager) is used for Ticket Management c) Monthly Average Volume 7250 tickets per month. Approx. 1200 are related to development/bug fixing and rest for Technical support.				
8	4.2 Detailed scope of work	15	Development and Maintenance of existing SAP-ERP modules, Custom developed modules and interfaces with Non-SAP modules for following SAP landscape	Request you to provide the following details : List of the third party applications which are integrated with the SAP system The number of interfaces with the third party system The number of the custom development that has been done in SAP sytem	List of various applications which are integrated with SAP: 1.Online cash collection system (OCCS), 2. E-tender, 3.AG solar Portal, 4.Works (Maintenance) Portal, 5.Inspection Portal, 6.New Connection (NC), 7.Network Data Mgmt (NDM), 8.MDAS, 9.Non-conventional Energy (NCE), 10.Power Purchase (PP), 11.Legal, 12.Mobileapp, 13.Dashboard, 14.Vendor Invoice Tracking System (VITS), 15.Centralised Payment System (CPS),16.Dataware. Custom Modules:1. Power Purchase (PP),2. Non conventional Energy (NCE),3.Testing,4.DF,5.TRC The no. of interfaces with various applications: Webservices: 44, FTP: 57, URL: 1 File based: 14 For custom development refer detailed scope of work of tender.				
9	9. Terms and Conditions	40	<table><tr><td>2</td><td>Quarterly Invoices</td><td>Equally distributed Quarterly instalments for 5 years</td><td>At the end of each Quarter.</td></tr></table>	2	Quarterly Invoices	Equally distributed Quarterly instalments for 5 years	At the end of each Quarter.	Request you to change the payment milestone as:" At the start of Quarter".	No Change, Will be as per tender.
2	Quarterly Invoices	Equally distributed Quarterly instalments for 5 years	At the end of each Quarter.						

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10	NA	NA	NA	<p>Could you please let us know how many resource are required for each of Profile</p> <p>Resource Skill Set</p> <p>1 SAP BASIS</p> <p>2 Database Administrator-Sybase ASE</p> <p>3 Database Administrator - HANA</p> <p>4 Business Objects and Dashboards(BOBJ)/BW</p> <p>5 Finance & Control Consultants (FICO)</p> <p>6 Project Systems Consultants (PS)</p> <p>7 Material Management Consultants (MM)</p> <p>8 Plant Management Consultants (PM)</p> <p>9 HRMS Functional Consultant(OM,PA,PY,TM,PMS)</p> <p>10 Process Integrator (PI) /Orchestration (PO)</p> <p>11 ABAP Developers</p> <p>12 Java Developers</p> <p>13 Project manager (The bidder to appoint Project Manager for managing the contract, who will serve as single point of contact (SPOC) for MSEDCL.)</p>	Indicative quantity of resources (minimum) per skillset is given revised RFP
Bidder 2					
11	Qualification Criteria	17	The Bidder should have Experience of minimum 5 years for successfully providing Operations and Maintenance Support for SAP ERP in India in past 10 years	<p>The Bidder should have Experience of minimum 5 years for successfully providing Operations and Maintenance Support for SAP ERP in India or global in past 10 years.</p> <p>Reason for change: This clause is specifically asking for the SAP ERP experience in India. Bidders with global SAP ERP support experience will be able to bring in best practices that are followed globally, which can be beneficial for MSEDCL. Hence we are requesting to consider the global experience in supporting SAP ERP.</p>	No Change, Will be as per tender.

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12	Qualificati on Criteria	17	The bidder should be a single company registered / incorporated in India under companies act 1956 and 2013 or LLP with registered office in India and should have been in operation in India, from minimum last 2 years. Consortium/Joint Venture is not allowed.	<p>The bidder should be a single company registered / incorporated in India under companies act 1956 and 2013 or LLP with registered office in India and should have been in operation in India, from minimum last 2 years. Consortium/Joint Venture is not allowed, The experience and credentials will be considered for the Parent Company and its fully owned Subsidiaries.</p> <p>Reason for change: Since consortium / JV is not allowed, subsidiaries which are fully owned by the parent company should be considered as the both companies leverage the resources and knowledge practices</p>	No Change, Will be as per tender.
13	Qualificati on Criteria	17	<p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below:</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years</p>	<p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India or global in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below:</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 8 years</p> <p>Reason for change: This clause is specifically asking for the SAP ERP experience in India. Bidders with global SAP ERP support experience will be able to bring in best practices that are followed globally, which can be beneficial for MSEDCL. Hence we are requesting to consider the global experience in supporting SAP ERP.</p>	Please refer revised clause mentioned in the modified tender/corrigendum
Bidder 3					
14			Additonal Clause	We kindly request Department to allow consortium (lead +1)	No Change. Will be as per tender.

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15	5	3	<p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p>	<p>We Request MSEDCL to consider.</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 2 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 7 Crore</p> <p>Or</p> <p>b) Two work orders costing not less than Rs. 3 Crores each</p> <p>Or</p> <p>c) Three work orders costing not less than Rs. 2 Crores each</p> <p>Above work orders may be for completed projects during last 2 years .</p> <p>Multiple work order for same client for different years should be considered together for the above value.</p>	Please refer revised clause mentioned in the modified tender/corrigendum
16	6	4	The Bidder should have minimum SEI CMMi level 3 certification	We request Department to remove this clause.	Please refer revised clause mentioned in the modified tender/corrigendum
Bidder 4					
17	3	3	The bidder must have minimum average annual turnover of Rs. 50 Crores of last three audited financial years (2016- 17, 2017-18, 2018-2019).	<p>MSEDCL to consider the turnover of 2019-20</p> <p>The bidder must have minimum average annual turnover of Rs. 50 Crores of last three audited financial years (2017- 18, 2018-19, 2019-2020).</p>	Please refer revised clause mentioned in the modified tender/corrigendum
18	5	3	<p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p>	<p>We Request MSEDCL to consider.</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 2 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 8 Crore</p> <p>Or</p> <p>b) Two work orders costing not less than Rs. 5 Crores each</p> <p>Or</p> <p>c) Three work orders costing not less than Rs. 4 Crores each</p> <p>Above work orders may be for completed projects during last 3 years .</p>	Please refer revised clause mentioned in the modified tender/corrigendum

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19	6	4	The Bidder should have minimum SEI CMMi level 3 certification	We Request MSEDCL to consider The Bidder should have <u>minimum CMMi level 5</u> certification	Please refer revised clause mentioned in the modified tender/corrigendum
20			ADDITIONAL CLAUSE	SHOULD BE A SAP VAR PARTNER. SAP SHOULD ISSUE MAF FOR THE OPPORTUNITY	Please refer modified tender/corrigendum
Bidder 5					
21			General Clarification	Please help with information on Golive Date of SAP ERP System and Analytic application / system	Jan-15
22			General Clarification	There are two database in RFP (Sybase & HANA), would like to know which all applications runs on Sybase and which all applications runs on HANA DB	The centralized billing system is using sybase ase 16 database, SAP ERP using sybase ase runtime and the analytical dashboard is using HANA as mentioned in RFP.
23			General Clarification	Please lets us know on count of custom developments, and these customization are done only in SAP ERP ECC system?	Please refer detailed scope of work mentioned in tender for custom developments in SAP modules. Customization is done as per buisness requirements of MSEDCL.
24	4.2 Detailed scope of work	15	g. Skill set required for resources deployed in the project (Table given in tender)	a) Please let us know on the count of resources / consultant for modules given in Resource Table. b) Is the bidder allow to use mix model of support i.e onsite and offsite	a) Please refer revised RFP for the minimum resources required (skillsetwise). b) The bidder should deploy the resources onsite.
25			General	Kindly specify if there is any 3rd party interface with SAP	List of all the applications integrated(having interface) with SAP given in revised RFP

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26	2. Bid Data Sheet	10	Original EMD must be submitted to the Office of Chief General Manager (IT) on or before last date of bid submission.	Considering the current pandemic situation, there may be delay in postal service hence please accept the necessary physical document as per tender within 6 days of tender submission to be received at MSEDCL HO. All soft documents need to be uploaded at time of bid	<p>As per revised tender clause for EMD.</p> <p>Considering the pandemic situation if bidder is unable to submit the original EMD, then it is requested to upload scanned copy of BG/DD of EMD alongwith the bid and also mail to itetender@mahadiscom.in for enabling technical bid opening.</p> <p>However in such case, the original hard copy of BG/DD of EMD should be submitted within 7 days from bid opening.</p>
27	5. Eligibility / Qualifying Criteria	17	<p>Point No (5)</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p> <p>Documents Required:</p> <p>Copy of work order / copy of agreement / LOI / LOA AND Work completion certificate from client.</p>	<p>We have few clarification related to this point.</p> <p>(A) Hope there is no restriction on minimum and maximum duration of support services for a particular customer whose credential will be submitted against below mention criteria i.e</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years</p>	<p>Please refer revised clause mentioned in the modified tender/corrigendum</p>

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28	5. Eligibility / Qualifying Criteria	17	<p>Point No (5)</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p> <p>Documents Required:</p> <p>Copy of work order / copy of agreement / LOI / LOA AND Work completion certificate from client.</p>	<p>(B) Hope MSEDCL will accept yearly renewal PO of same customer for post golive support related service activities in last 10 years (Since 2010) without any break in year of support services i.e continous service to meet the PO value creteria mentioned by MSEDCL as below</p> <p>i.e</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years</p> <p>Justification for (B):- In some scenarion, the contract get renewed yearly instead of (1) single order / long term contract , customer issue multiple order, hence consolidate value of renewal PO should get accepted)</p>	As per tender.
29	5. Eligibility / Qualifying Criteria	17	<p>Point No (5)</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p> <p>Documents Required:</p> <p>Copy of work order / copy of agreement / LOI / LOA AND Work completion certificate from client.</p>	<p>(C) We request MSEDCL to relax the value creteria and accept maximum (1) Global order under clause (b) and (c) as mentioned below</p> <p>i.e</p> <p>a) One work order costing not less than Rs. 10 Crore Or</p> <p>b) Two work orders costing not less than Rs. 6 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 4 Crores each</p> <p>Above work orders may be for completed projects during last 5 years</p>	No Change. Will be as per tender.

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30	5. Eligibility / Qualifying Criteria	17	Point No (5)	<p>(D) We request you to please accept even email communication as documentary evidence because few compnay as policy do not issue completion certificate on letter head. We will submit relevant order copy.</p> <p>(E) We assume only O&M value of work order will be accepted to meet the value creteria?</p>	No Change, Will be as per tender.
31	8.3 Overview of Bidding Process	21	10. The bid having lowest value may be declared as the Bid Winner or Successful Bidder.	Since the MSEDCL SAP landscape is very critical in terms of process , business and user , though it is support project but we feel instead of L1 MSEDCL should opt for QCBS.	No Change, Will be as per tender.
32	8.3 Overview of Bidding Process	21	11. MSEDCL may issue a Letter of Award to successful single Bidder.	Successful bidder will need minimum 60 days of lead period to deploy the resources onsite from date of LOI.	No Change, Will be as per tender.
33	8.5.24 CONTRACT PERFORMANCE SECURITY	38	2. The Bidder should provide the contract performance guarantee for the sum of 10 % (ten percent) of the Contract Price for due performance of contract. This Contract Performance Security shall be valid till the expiry of 180 days after the end of Support period of the works covered under the contract.	We request MSEDCL to accept PBG of yearly contract value @10% which will get renewed yearly	No Change, Will be as per tender.
34	9. Terms and Conditions	40	Payment schedule table of tender	<p>We are thankfull to MSEDCL for giving 10% advance of 1st year AMC value which will be adjusted in 1st quater bill.</p> <p>Justification for our request :- Though it is support project but the nature of project is resources intensive and which will have committed high value salary outflow for resources deployed at onsite every month and in such situation with quaterly payment terms followed by 45 days of bill clearance cycle, the cash flow of bidder will be negative throught out the duration of 5 Yrs and in such situation our finance team has given no go for the project. Hence we request you to consider and accept :-</p> <p>a) Please accept monthly billing with 30 days of payment clearance cycle OR</p> <p>b) Please allow bidder to raise the Invoice on 45th day of each quater with 45 days of payment clearance cycle</p>	No Change, Will be as per tender.

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35			General Clarification	Once the successful bidder is on board (other then existing partner of MSEDCL), the new suport partner shall not be held responsible for previous open tickets prior to start of new contract. The old open tickets should get closed by existing partner	All the details of existing open tickets will be handed over to the new support partner during Knowledge Transfer.
36			General Clarification	We assume MSEDCL will provide desktop to the consultant deployed by bidders at MSEDCL	The seating arrangement and connectivity will be provided by MSEDCL. However the laptops/desktops required for the resources deployed will be bidder's responsibility.
37			Suggestion On New Eligibility Creteria	<p>Justification :- considering the current sap landscape , user base , nature of business and contract value we request MSEDCL to reconsider to add in eligibility creteria.</p> <p>A) Bidder should be SAP authorized partner from last 10 Years. (Any goverment / PSU customer for even small scope of work keeps this creteria mandatory in eligibility clause.)</p> <p>B) Bidder should have atleast (1) SAP ERP implementation experience in Indian PSU / Govt, Power Utility Company</p> <p>C) Bidder should be CMMi Level 5 company</p>	No Change, Will be as per tender.

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38	5. Eligibility / Qualifying Criteria	17	<p>Point No (5) Existing Clause</p> <p>The bidder's relevant experience in Operations & Maintenance of the SAP ERP in India in past 10 years, for minimum 5 years to any functionalities as mentioned in</p> <p>sr no. 2, as below :</p> <p>a) One work order costing not less than Rs. 15 Crore Or</p> <p>b) Two work orders costing not less than Rs. 8 Crores each Or</p> <p>c) Three work orders costing not less than Rs. 6 Crores each</p> <p>Above work orders may be for completed projects during last 5 years .</p> <p>Documents Required:</p> <p>Copy of work order / copy of agreement / LOI / LOA AND Work completion certificate from client.</p>	We assume bidder credential against this clause should be of Lead Bidder and not as consortium member	Yes. Consortium is not allowed as per the Qualifying Criteria mentioned in the tender.
39			Bid Submission Date 11/9/2020	We request you to please extend the bid submission date by 3 weeks from date of release of clarification and corrigendum by MSEDCL	
Bidder 6					
40	4.1 Brief Scope of Work	14	i. Development and Maintenance of all existing SAP-ERP modules at MSEDCL (SAP-ERP modules are FICO, MM, PM, PS, PO, HRMS, ESS and all custom developed modules on SAP platform)	We understand that MSEDCL can provide remote access of SAP & other software, for successful bidders to get secured remote access for support when required. Please confirm.	Yes but in exceptional cases. Resources have to be provided as envisaged in the tender.
41	4.1 Brief Scope of Work	14	General	What is the envisaged quantum and complexity (simple, medium, complex) of incident /call logs per month? It will help successful bidder if MSEDCL also gives historical data of past one year.	Monthly Average Volume 7250 tickets per month. Approx. 1200 are related to development/bug fixing and rest for Technical support.

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42	4.2 Detailed scope of work	15	a. Development and Maintenance of existing SAP-ERP modules, Custom developed modules and interfaces with Non-SAP modules	What would be the plan and duration for Knowledge Transfer from existing vendor to new SI onboarded. What would be the shadow period? What are the documents related to software - User manuals, FRS, SRS, CR, software administration manuals etc - available and would be handed over to the new SI who is awarded the contract?	Knowledge Transfer must be done within 1 month from date of LOA.
43	4.2 Detailed scope of work	15	b. Development & Maintenance of UI for centralized customer billing system developed in Java (Spring & Hibernate) on Sybase ASE 16 Enterprise Edition on Sybase database platform.	This is not clear. Please clarify is bidder need to do Development & Maintenance of only UI or end to end solution. Customer billing solution would be a vast software whereas UI - front end customer facing portal may be a part of the same. Hence please give clarity that would help in doing proper effort estimation. Also give details of functionality covered under this software the way it is given for SAP modules.	Centralized Billing System is used for Consumer Billing. The Maintenance is done by inhouse team. The Agency should deploy resources for Java UI development and Sybase DBA as mentioned in RFP.
44	4.2 Detailed scope of work	16	g. Skill set required for resources deployed in the project	Please clarify if MSEDCL wants manpower onsite, offsite, combination of onsite & offsite? RFP gives skill required for resources however it does not mandate quantity required .we request you to mention the minimum quantity.	Please refer revised clause mentioned in the modified tender/corrigendum
45	4.2 Detailed scope of work	16	g. Skill set required for resources deployed in the project	It will help Successful bidder if MSEDCL share details about internal team structure for resources skilled on sap and other software within the scope of this RFP	Refer the scope of work for minimum resources required
46	4.2 Detailed scope of work	16	g. Skill set required for resources deployed in the project	What will be the working days & business hours for support?	MSEDCL Working days & hours. However with prior intimation from MSEDCL, the resources should be available on holidays if required. Please refer revised clause mentioned in the modified tender/corrigendum
47	11.6 Annexure 7: Price Bid Proposal	53	Application Maintenance Services (AMS) towards Development and Maintenance of SAP – ERP, HRMS, Payroll, ESS & Dashboard systems for 5 years as per the scope of work mentioned in the document:-	This statement above the commercial table refers to only some module of SAP whereas the scope covered in the RFP is wider than that - for e.g. UI for centralized customer billing is also covered. Please clarify.	Refer the detailed scope of work

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Bidder 7					
48	9 Terms and Conditions	38	<p>9 Terms and Conditions</p> <p>9.1 Payment Terms</p> <p>Description : Project Initiation</p> <p>Payment: 10% cost of 1st year AMS Charges (to be deducted Deducted from 1st quarter Payment)</p> <p>Milestone: Upon resources deployment</p>	<p>Request Payment to be modified to :</p> <p>The project initiation amount on deployment of resources to be 10% of the total tender value to be adjusted equally against each quarterly bills for 5 years</p> <p>OR</p> <p>The project initiation amount on deployment of resources to be 25% of the 1st year's tender value to be adjusted equally against four quarters of 1st year.</p>	No Change, Will be as per tender.