

TENDER ENQUIRY NO. : IT16PST002 dated 28.12.2016				Annexure VIII-C	Prebid Clarifications	
No	Tender Section	Tender Clause	Tender Page No	Content of Tender Document requiring clarification	Query / Clarification	Balmer Lawrie Response
1	General				BL might have to be ready for a code freeze during EhP upgrade where changes might not be possible and should plan the Schedule ?	BL will follow standard SAP recommendations
2	General				Please indicate if there are any other on-going project/s that will impact upgrade?	No new projects will impact the upgrade
3	General				The Present Infrastructure might not be capable of handling SAP ECC 6.0 EhP7 and corresponding Netweaver Version and hence BL would need to revisit their hardware before the upgrade.	Bidder can verify the same before the due date of the tender document/ POC

4	Section III	11	14	Terms of Payment	The 4th milestone mentions about Completion of technical upgrade on Production Server. Section V – Clause 4 talks about Final Acceptance, Clause 10 mentions that product will be considered as implemented only after 60 days of successful running, Clause 11 mentions completion certificate , only after the solution runs successfully for 90 days from the go live date. Scope of Work talks about Final Acceptance.	Post Go-live support will be of 90 days (30 + 60) which will include 30 days of Hypercare (onsite) + 60 days support *
5	Section III	11	14	Terms of Payment	The 5th milestone talks about Completion of post Go live support (Two weeks onsite). However Annexure VII , Price Bid mentions support for stabilization period which will be around one month. No payment milestone is defined for Stabilization	Kindly ignore (two week onsite) as mentioned. Post Go-live support will be of 90 days (30 + 60) which will include 30 days of Hypercare (onsite) + 60 days support *
6	Section V	4	21	Warranty	It has been mentioned that Warranty should commence from the date of Final Acceptance of the proposed solution by BL. There is no payment milestone/price bid for Warranty.	Warranty will be of 60 days (after 30 days Hypercare) *
7	Section V	2	18	Requirement Synopsis	Training plan for the new ERP version. Bidder assumes that training will be imparted by Bidder to the BL core team only.	Yes

8	Section V	3	20	Scope of Work	Bidder assumes that the functional testing of 15 working days by the BL functional team will cover all the SBUs and all existing processes, in a big bang manner.	Yes
9	Section V	3	20	Scope of Work	The bidder will work with BL to carry out User Acceptance testing in Kolkata and other locations within Kolkata only.	Yes
10	General			Tender Submission	Kindly confirm if there is any tender purchase fee	There is no tender purchase fee
11	Section III	4	8	Bid Submission	Kindly confirm if submission should be only in online mode for technical as well as commercial. Is hard copy submission required.	Soft Copy / CD of the Technical bid is required. Price bid should be submitted online only
12	Section V	3	20	Scope of Work	Please confirm the implementation and warranty support period. Its mentioned that implementation should be 90 days in Page 20. In payment terms, the last milestone which is Post Go Live Support is mentioned as 2 weeks. In Section 10 Page 24, it mentions that the Go Live will be treated as successful if the product runs for 60 days. In Annexure VII, Page 35, it mentions that stabilization period should be 1 month. The payment terms also should be changed accordingly.	Kindly ignore (two week onsite) as mentioned. Post Go-live support will be of 90 days (30 + 60) which will include 30 days of Hypercare (onsite) + 60 days support *

13	Annexure VII		35	Price Bid	It is stated in Page 35 that commercials quoted should be valid for 3 years. But in Page 1, its is mentioned that Price Bid validity should be 1 year. Kindly confirm	Validity of Price is for 1 year for price bid line items A & B. Validity of man-month rate for price bid line items C, D, E, F will be 3 years
14	Annexure VII		35	Price Bid	Kindly confirm if the project milestones of 100% are corresponding to addition of Line Items A and B of Price Bid. Also confirm if Commercial Price Calculation will be on the basis of addition of Line Item A and B and whether line items C to G will have any implication on the commercial price calculation.	Yes. Payment Milestones are 100% of Line Items (A + B + G(if any)) of the Price Bid
15	Annexure VII		35	Price Bid	Prices will be quoted exclusive of taxes and taxes will be shown separately. Kindly confirm if line item G should be used for taxes.	All Items should be quoted excluding taxes. Line Item G should be clarified & Taxes to be mentioned separately. Line Item G is not to be used for quoting taxed. Any other item except the Price bis is to be stated in line item G. Taxes will be mentioned separately at the time of invoice.

16	Section V	7	24	Performance Bank Gurantee	Kindly confirm the validity of PBG	Validity of Bank Guarantee as EMD will be 3 months. Validity of Performance Bank Guarantee will be 1 year (Performance Bank Guaranty will be applicable only for the successful bidder) *
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*** A Corrigendum will be issued shortly**