

**Thrissur Corporation Electricity Department(TCED), Thrissur-680001, Kerala-State**

**Tender Queries- InfraSelection of System Integrator (ERPSI) for Supply, Installation, Commissioning, Implementation and Support for Enterprise Resource Planning (ERP) System at TCED**

Sr. No	RFP Reference	Statement in RFP	Query	TCED Comments
1	Not Applicable	Not Applicable	Total number of Concurrent Users for Desktop, Web and Mobile	Managerial level-20 End User level – 55 (Assuming 50% concurrent users) To be finalised during design phase
2	Not Applicable	Not Applicable	Is TCED using any GIS Products within their other functions or department? If yes, Can bidder consider those licenses to be used in this project with required additional licenses? Please Confirm	Presently TCED not using any GIS products.
3	Pg. No 277, G 11	Solution to be deployed on-premise at TCED, Thrissur.	Within the RFP its asked to Deploy complete solution over cloud and at this point its mentioned ON Premise deployment. Kindly Clarify	Bidder to propose both options.
4	Pg. No 285, I 3.5.2	The application provides the ability to create, maintain and save a geometric network using designated features or by adding features to an empty geometric network.	Geometric Network is terminology used by older ArcGIS data model framework, currently ArcGIS provides Utility Network modelling, and on top of geometric network, utility network allows for complex, rule-based connectivity associations that can represent real-world network behavior, including containment relationships, structural attachments, and connectivity associations between assets.	RFP mentions the minimum requirements. Bidder is free to propose advanced technologies and options.
5	Pg. No 285, I 3.5.3	The application can create and maintain flow direction in a geometric network based on the current configuration of sources and sinks	We assume, TCED has no objection in implementing Utility Network data model which provides advanced capabilities over geometric network with respect to Data Modelling, Connectivity and analysis. Please confirm.	
6	Pg. No 298, I 3.7.28	A stencil with relevant shapes for drawing a Single Line Diagram (SLD) will be provided which will enable the user to create a schematic representation of the basic electrical network.	Our Proposed GIS System with Electric Utility Network data model will have inbuilt Schematics application as out of box functionality to generate, store and share Schematics / single line diagrams with various out of box layout options to change required schematics layout such as Dispatch (force directed, linear dispatch, spatial dispatch, grid), Mainline Tree (Left to Right, Right to Left, Top to Bottom, Bottom to Top), Main Ring, Radial Tree etc and required asset symbols can be used for representing various assets within SLD. The generated SLD or Schematics can be further edited by user with respect to labelling or annotation, symbol or asset representation, adding other drafting text or symbols. Kindly confirm if our understanding on the requirement of Stencil is correct.	The proposed software should provide collection of symbols, shapes and templates to enable end users to create schematic representation of electrical network

7	17	<p>Under Section 2: Eligibility requirements, under Financials, point 3 – “ Minimum Average Annual Turnover (MAAT) for best three years out of last five financial years of the ERP OEM should not be less than INR Five Hundred (500) Crore. ERP OEM must have positive net worth.”</p>	<p>Kindly amend as “Bidder should have minimum average annual turnover (MAAT) of the amount put to tender i.e. INR Five (5) crores during last three audited financial years ending 31st March 2023 (2020-21, 2021-2022 and 2022-2023)”.</p> <p>Justification: The minimum requirement of MAAT of ERP OEM being 500 crores will curb the competition and will allow only global companies to participate which will be in contrary to the “Make in India” policy and not allow Indian ERP product OEM to participate. Having the ERP OEM MAAT requirement to the amount put to tender will ensure more Indian companies will get an opportunity to present the ERP product which has been stabilized over the years at various DISCOM in India by supporting home grown solutions.</p>	As per RFP
8	17	<p>Under Section 2: Eligibility requirements, under Financials, point 5 – “ 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 years with at least 500 ERP licenses in each project.” Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution)</p>	<p><b>Kindly amend as</b> “The ERP OEM product should have been successfully implemented at least Two ERP Projects of the offered ERP OEM Product in India in last 10 years with at least 300 ERP licenses in each project.” Out of the Two (2) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution)”</p> <p>Justification: <b>Number of License:</b> As per the IPDS guidelines issued earlier, the bidder in at least one ERP project shall have more than 100 users. Further, as we are all aware that there are over 60 DISCOMs in India and the size of each DISCOM varies as per the state and the requirement of the licenses also differs from one DISOM to another. Big DISCOMs have asked for 100 number of users making way for better competition and capping on the number of licenses to a minimum of 500 users will curb the competition.</p>	As per RFP
9	17	<p><b>Under Section 2: Eligibility requirements, under Credentials and Experience, point 4 –</b> “The OEM of the ERP OEM Product should have at least Five (5) Implementation Partners / System Integrators who must have experience in implementation of the proposed ERP OEM product in enterprises. Partners must have implemented at least One (1) ERP System not more than ten (10) years earlier from the date of submission of bid.”</p>	<p><b>Kindly amend as</b> “The OEM of the ERP OEM Product should have at least Two (2) Implementation Partners/ System Integrators who must have experience in implementation of the proposed ERP OEM product in enterprises. Partners must have implemented at least One (1) ERP System not more than ten (10) years earlier from the date of submission of bid.”</p>	As per RFP

10	23	Under Section 2: Eligibility requirements, under Technical Evaluation Criteria for ERP OEM, Point 1- “ The ERP OEM product should have been successfully implemented at least three ERP Projects of the offered ERP OEM Product in India in last 8 years with at least 500 ERP licenses in each project. Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution) Max Marks- 5	Kindly amend as – “ The ERP OEM product should have been successfully implemented at least <b>two</b> ERP Projects of the offered ERP OEM Product in India in last 8 years with at least 300 ERP licenses in each project. Out of the two (2) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution) Max Marks- 5	As per RFP
11	23	Under Section 2: Eligibility requirements, under Technical Evaluation Criteria for ERP OEM, Point 2- Total no. of ERP projects implemented: 3 ERP projects – 3 Marks 4 ERP projects – 5 Marks	Kindly amend as-“ Technical Evaluation Criteria for ERP OEM, Point 2- Total no. of ERP projects implemented: 2 ERP projects – 3 Marks 3 ERP projects – 5 Marks	As per RFP
12	10	<b>Bid Security (Refundable) -Rs. 5,00,000/-</b> Other Payments or Bank Guarantees for the ERP System Integrator (ERPSI) shall be as per the terms and conditions defined in this RFP	We Request to the department kindly <b>allow EMD exemption to MSME bidders .</b>	As per prevailing rules and regulations
13	14	<b>Section 2. Eligibility Requirements</b>  The bidder must have at least more than 500 full time resources of the proposed ERP OEM product. Additionally, bidder must have at least 10 OEM certified resources of each proposed module of the proposed ERP OEM Product.  In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2 nd	Request to department kindly amend this clause as :  The bidder must have at least more than <b>250</b> full time resources <b>on compnay payroll till submission due date . <del>the proposed ERP OEM product.</del></b> Additionally, bidder must have at least <b>2</b> OEM certified resources of each proposed module of the proposed ERP OEM Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2 nd	<b>It's amended like " the bidder must have at least more than 250 full time resources of the proposed ERP OEM product" and Additionally, bidder must have at least 5 OEM certified resources of each proposed module of the proposed ERP OEM Product.</b>

14	16	<p><b>Section 2. Eligibility Requirements</b></p> <p>The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented Three ERP Projects of the offered ERP OEM Product in India in last 10 years. (In case of a consortium, this requirement needs to be met by the ERPSI-Lead.)</p> <p>Further, in all the three projects mentioned above-</p> <ul style="list-style-type: none"> <li>• the offered ERP OEM Product must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution).</li> <li>• the offered ERP OEM Product shall have more than 500 transactional user base</li> <li>• At least 4 modules out of following functions / modules of the offered ERP OEM Product must have been implemented– <ul style="list-style-type: none"> <li>o Finance and Accounting– (Mandatory for option 1 and 3)</li> <li>o Purchasing/Contract Management</li> <li>o Inventory Management</li> </ul> </li> </ul>	<p>We Request to the department kindly allow <b>upgrade &amp; Support experience also along with implementation for ERP .</b> Kindly amend this clause as:</p> <p>The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented/<b>Upgraded &amp; Support Two ERP</b> Projects of the offered ERP OEM Product in India in last 10 years.  (In case of a consortium, this requirement needs to be met by the <b>either ERPSI-Lead or ERPSI 2nd</b>)</p> <p>Further, in all the <b>Two</b> projects mentioned above-</p> <ul style="list-style-type: none"> <li>• the offered ERP OEM Product must have been implemented/<b>Upgraded &amp; Support</b> in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution).</li> <li>• the offered ERP OEM Product shall have more than 500 transactional user base</li> <li>• At least <b>3</b> modules out of following functions / modules of the offered ERP OEM Product must have been implemented/<b>Upgraded &amp; Support</b> – <ul style="list-style-type: none"> <li>o Finance and Accounting– (Mandatory for option 1 and 3)</li> <li>o Purchasing/Contract Management</li> <li>o Inventory Management</li> <li>o Governance, Risk and Compliance (GRC)</li> <li>o Human Resource Management, Payroll and ESS - (Mandatory for option 1 &amp; 3)</li> </ul> </li> </ul>	As per RFP
15	22	<p><b>Section 2 Eligibility Requirements :</b> Technical Evaluation Criteria -</p> <p>Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses, network components etc. during the last (8) financial years, for a project value not less than INR 24 crore or 80% of the estimated project cost (whichever is lower)</p> <ul style="list-style-type: none"> <li>• One (1) project – 7 Marks</li> <li>• Two (2) projects – 8 Marks</li> <li>• Three (3) projects – 9 Marks</li> <li>• Four (4) projects – 10 Marks</li> </ul>	<p>Request to department kindly amend this clause as :</p> <p>Bidder should have at least (1) turnkey project work where bidder has implemented hardware/Cloud, software including licenses, network components etc. during the last <b>(10)</b> financial years, for a project value not less than INR 24 crore or 80% of the estimated project cost (whichever is lower)</p> <ul style="list-style-type: none"> <li>• <b>One (1) project – 8 Marks</b></li> <li>• <b>Two (2) projects – 10 Marks</b></li> <li>• <del>Three (3) projects – 9 Marks</del></li> <li>• <del>Four (4) projects – 10 Marks</del></li> </ul>	As per RFP

16	22	<p><b>Section 2 Eligibility Requirements :</b> Technical Evaluation Criteria -</p> <p>The bidder should have successfully implemented at least three ERP Projects of the offered ERP OEM product in India in last 8 years with at least 500 ERP licenses in each project.</p> <p>Further, in all the three projects mentioned above, -</p> <ul style="list-style-type: none"> <li>• the offered ERP OEM product must have been implemented in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution).</li> <li>• At least 4 modules out of following functions / modules of the offered ERP OEM Product must have been implemented–</li> <li>o Finance and Accounting– (Mandatory for option 1 and 3)</li> <li>o Purchasing/Contract Management</li> <li>o Inventory Management</li> <li>o Governance, Risk and Compliance (GRC)</li> <li>o Human Resource Management, Payroll &amp; ESS - (Mandatory for option 1 and 3)</li> <li>o Business Intelligence Reporting</li> <li>o Document management system</li> <li>o E-Office</li> <li>o GIS &amp; Network Analysis</li> </ul>	<p>kindly amend this clause as :</p> <p>Technical Evaluation Criteria -</p> <p>The bidder should have successfully implemented/<b>Upgraded &amp; Support</b> at least <b>TWO</b> ERP Projects of the offered ERP OEM product in India in last <b>10</b> years with at least 500 <b>transactional user base</b> in each project.</p> <p>Further, in all the three projects mentioned above, -</p> <ul style="list-style-type: none"> <li>• the offered ERP OEM product must have been implemented/<b>Upgraded &amp; Support</b> in a Central/State PSU or Govt. Organization or Power sector (Generation, Transmission or Distribution).</li> <li>• At least <b>3</b> modules out of following functions / modules of the offered ERP OEM Product must have been implemented/<b>Upgraded &amp; Support</b> –</li> <li>o Finance and Accounting– (Mandatory for option 1 and 3)</li> <li>o Purchasing/Contract Management</li> <li>o Inventory Management</li> <li>o Governance, Risk and Compliance (GRC)</li> <li>o Human Resource Management, Payroll &amp; ESS - (Mandatory for option 1 and 3)</li> <li>o Business Intelligence Reporting</li> <li>o Document management system</li> <li>o E-Office</li> <li>o GIS &amp; Network Analysis</li> </ul>	As per RFP
17	22	<p><b>Section 2 Eligibility Requirements :</b> Technical Evaluation Criteria -</p> <p>Total number of ERP projects implemented:</p> <ul style="list-style-type: none"> <li>• 2 ERP projects – 3 Marks</li> <li>• 3 ERP projects – 5 Marks</li> </ul>	<p>kindly amend this clause as :</p> <p>Total number of ERP projects implemented/<b>Upgraded &amp; Support</b> :</p> <ul style="list-style-type: none"> <li>• 2 ERP projects – 3 Marks</li> <li>• 3 ERP projects – 5 Marks</li> </ul>	As per RFP
18	22	<p><b>Section 2 Eligibility Requirements :</b> Technical Evaluation Criteria -</p> <ul style="list-style-type: none"> <li>• ERP project in Power sector – 3 Marks.</li> <li>• Additional 1 mark – Implemented in India</li> <li>• Additional 1 mark – Implemented with offered ERP OEM Product.</li> </ul>	<p>kindly amend this clause as :</p> <ul style="list-style-type: none"> <li>• ERP project in Power sector – 3 Marks.</li> <li>• Additional 1 mark – Implemented/<b>Upgraded &amp; Support</b> in India</li> <li>• Additional 1 mark – Implemented/<b>Upgraded &amp; Support</b> with offered ERP OEM Product.</li> </ul>	As per RFP

19	22	<p>Section 2 Eligibility Requirements : Technical Evaluation Criteria -</p> <p>The Bidder(s) should have experience of Cloud based solution hosting projects (any cloud hosting project experience allowed). The Total cost of each project should not be less than the amount equal INR 24 Crores (80% of estimated cost)</p> <ul style="list-style-type: none"> <li>• 1 project – 7 Marks</li> <li>• 2 projects – 8 Marks</li> <li>• 3 projects – 9 Marks</li> <li>• 4 projects – 10 Marks</li> </ul>	<p>kindly amend this clause as :</p> <p>The Bidder(s) should have experience of Cloud based solution hosting projects (any cloud hosting project experience allowed). <b>in the last 10 years</b> <del>The Total cost of each project should not be less than the amount equal INR 24 Crores (80% of estimated cost)</del></p> <ul style="list-style-type: none"> <li>• <b>1 project – 8 Marks</b></li> <li>• <b>2 projects –9 Marks</b></li> <li>• <b>3 projects – 10 Marks</b></li> <li>• <del>4 projects –10 Marks</del></li> </ul>	As per RFP
20	118	<p><b>Data Migration-</b> Data Migration refers to validation and migration of data from the manual/legacy system to the new database schema, linking and Meta tagging the documents to the relevant records in the Document Management System (DMS) and conformance to quality control requirements</p>	<p>If a migration is necessary, kindly provide a list of the applications and the technology stack used, along with the data size.</p>	Data migration envisaged from legacy billing and customer care systems, if required as per bidder application requirements.
21	119	<p><b>Data Digitization -</b> Data digitization will be carried out to ensure electronic images of paper source documents, where the image is intended to replace the original as the official record, are captured</p>	<p>Please provide the below information:</p> <ol style="list-style-type: none"> <li>1. How many pages in total need to be digitised?</li> <li>2. The number of pages in accordance with the page size (A4/A3/A2/A0/legal paper/MAP, etc.).</li> <li>3. Are metadata and indexing necessary?</li> </ol>	Data digitization requirements to be finalised during design stages.
22	122	<p><b>Data Entry-</b> Data entry to be carried out by the ERPSI from the data scanned by the ERPSI as per templates provided by TCED. The ERPSI has to Link each record with scanned filename/code in the DMS</p>	<p>Please provide the below information:</p> <ol style="list-style-type: none"> <li>1. How many pages in total require data entry?</li> <li>2. How many fields are there on each page?</li> <li>3. which language—such as English, Hindi, or Kerla—is necessary for data entry.</li> </ol>	Data entry requirements to be finalised during design stages as per application requirements
23	168	<p>The minimum resource requirement before Go-Live is mentioned in table below: The minimum resource requirement post Go-Live is mentioned in table below:</p>	<p>Please provide the minimum number of resources needed for the ERP system before Go- live and Post Go-live.</p>	Bidder to declare the minimum number of mentioned resources’ deployment
24	187	<p><b>Payment terms-</b> ERP System Software (License Component) Supply of Licenses 85% of cost of software UAT Completion-15% of cost of software</p> <p>Facility Management Services (FMS) Quarterly payments at the end of each quarter</p>	<p>We would like to inform you that bidder has to pay advance payment for software licenses</p> <p>We request you to kindly amend the payment terms as:</p> <p>ERP System Software (License Component) Supply of Licenses <b>90%</b> of cost of software UAT Completion-<b>10%</b> of cost of software</p> <p>Facility Management Services (FMS)- <b>Monthly Payment</b> at the end of each <b>month</b></p> <p><b>Please confirm: If the department chooses to host its ERP solution in the cloud, why is the hardware payment condition listed here? Check and amend this.</b></p>	As per RFP

25		In the RFP Mentioned Project cost - RS 4,95,56,000/-	The mentioned budget for the ERP solution is extremely inexpensive compared to the project scope and maintenance costs over a five-year period. Please confirm the budget .	As per RFP
26		BOQ- Number of license missing	For ERP modules, the number of required licences is missing. Please give the Module-by-Module number for the necessary licences.	Number of licenses required depends on the proposed solutions and the licensing policies as per bidder
27	60	Form 3: Project Implementation Plan	Is there any document available for Requirements from TCED or we need to visit their site and come up with requirements as Site Survey is mentioned in the RFP document?	Site survey to be carried as part of project implementation and as per solution requirement.
28	60	Form 3: Project Implementation Plan	What are the Legacy Systems being used by TCED?	Legacy system for billing, collection and customer care
29	60	Form 3: Project Implementation Plan	If there is an existing system in place, is it in Cloud or On-Prem?	Legacy system is on premise
30	60	Form 3: Project Implementation Plan	What are the Business Functions catered by the existing system, if any?	Billing, collection and customer care
31	60	Form 3: Project Implementation Plan	Do you have different applications serving different business functions, if so, do you have any application landscape diagram available for our reference?	One application for Billing, collection and customer care
32	60	Form 3: Project Implementation Plan	Is there any legacy system which database might be using it to store data?	Legacy system for billing, collection and customer care uses database to store data
33	97-Installation	3. Supply, installation, integration, testing and commissioning	TCED expecting their Database and application system with High Availability?	Yes. HA is required
34	102-Cloud Service	APPLICABLE ONLY WHERE CLOUD SERVICES ARE BEING OPTED BY TCED: Pont I	The rates offered for cloud services must be valid for the entire contract/project duration and no upward variation in these quoted rates shall be allowed during this period." - requires clarification as the rates can go up and down based on the usage	As per RFP
35	105-Backup service	Database Backup: Point F	"System Integrator shall perform and store data and file backups consisting of an initial full back up with daily incremental backups for files." - Tapes are required to be present in the cloud storage or in the on-prem.	As per the deployment
36	106-Network Service	Network: Point N	"ERPSI is expected to supply, install, test and commission and maintain all network and security equipment for TCED sites for the contract period. The ERPSI needs to factor and consider that all network equipment's and infrastructure sized, procured, should be useable and scalable for a period of Contract" if the equipment will be procured after the initial contract how the bill is calculated?	As per RFP
37	HR	Human Resources	For the HR related module, we need to check which are the existing HR related applications that currently exist in TCED. Among the pre-existing applications which all applications need to be continued/ dis-continued. Would like to know whether we are discontinuing all the preexisting applications all build all the functionalities in Oracle.	No pre-existing application on HR that requires continuance
38	1.5-General	The bidder must have at least more than 500 full time resources of the proposed ERP OEM product. Additionally, bidder must have at least 10 OEM certified resources of each proposed module of the proposed ERP OEM Product.	We request to add bidder/OEM for the Self-declaration certificate	As per RFP
39	General	Bid Date extension	We have dependency from OEM to collect certificates as per the RFP. We request to change the Bid submission date	Bid submission extended upto 16.10.2023.

40	3.1-PQ	The Bidder should have been in the IT / Software services for the last 10 years. Further, the bidder should have successfully implemented Three ERP Projects of the offered ERP OEM Product in India in last 10 years.	We need the Bidder/OEM implementation experience in India and other countries.	As per RFP
41	General	General	The estimated project value seems to be low compare to the wide scope its covering including the O&M. Please clarify whether the GST component is extra?	As per RFP
42	11	The Bid can be submitted by a Sole Bidder as an individual entity or a Consortium of firms/companies	Is joint bank account among the cosortium partners necessary in the case of consortium	As per RFP
43	14	<b>Section 2. Eligibility Requirements   11. Qualification Requirements</b> 1.2 The ERPSI should have at least CMM/CMMI level 5 valid certification.	Request to allow CMMI Level 3 companies to become the ERP SI - Lead/ ERP SI - 2 / . Most of ERPSI s are in the CMMI Level 3 category. CMMI Level 3 ensures process focus, improvement, standardization, risk management and quality	As per RFP
44	14	<b>Section 2. Eligibility Requirements   11. Qualification Requirements</b> 1.5 The bidder must have at least more than 500 full time resources of the proposed ERP OEM product.	We believe this criteria in the SBD released by PFC meant for large Discom . As TCED is comparitively small in size, request to reduce the numbers. Request to allow the bidder with atleast 200 full time resource for software application development	As per RFP
45	14	<b>Section 2. Eligibility Requirements   11. Qualification Requirements</b> 1.5 Additionally, bidder must have at least 10 OEM certified resources of each proposed module of the proposed ERP OEM Product. In case of a consortium, the requirement may be met jointly by ERPSI-Lead and the ERPSI-2 nd	Kindly provide relaxation on the specific OEM certification as we have very expertised reosource in the ERP domain on various industry leading platform	As per RFP
46	15	<b>Section 2. Eligibility Requirements   11. Qualification Requirements</b> 2.2 Net Worth for the each of the last three Financial Years should be positive	As you are aware companies are overcoming from covid's adverse impact. Hence request you to relax this criteria to "postitive network for last two years- FY 22-23, Fy 21-22	As per RFP
47	16	Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution)	Any ERP software in all industry deals with managing the raw material and humar resource between the functions of procurement and sales. As TCED also have the same functions existing implementation in Power sector may not really significant to evaluate the expertise of an OEM. Hence request you to relax the mandatory criteria of " Out of the three (3) projects at least One (1) project must have been implemented in Power Sector (Generation, Transmission or Distribution)"	As per RFP
48	16	Section 2. Eligibility Requirements   11. Qualification Requirements/DDA: The Data Digitization agency should have executed or completed at least two (2) projects for providing the workforce and carrying out data entry and data digitization service of not less than INR50 Lakh per annum for each project and handling of at least25 Lakh physical record digitization.	Request to reduce the number of physical records to atleast 5 lakhs pages in proportion to the TCED's consumer base	<b>It's amended like " Qualification Requirements/DDA: The Data Digitization agency should have executed or completed at least two (2) projects for providing the workforce and carrying out data entry and data digitization service of not less than INR50 Lakh per annum for each project and handling of at least 5 Lakh physical record digitization".</b>



49	96	<b>1. Overview of the ERPSI Scope of Work</b> Finance & Accounts Management	Does TCED have multiple branches from a Financial Module perspective?	Bidder is free to visit TCED offices and understand the administrative and financial structure of TCED, in the light of the proposed solution of the bidder
50	96	<b>1. Overview of the ERPSI Scope of Work</b> The required functional modules to be implemented	Should the proposed system be a single ERP product. Can we propose a solution consisting of multiple integrated systems to comply with all the features and functionalities proposed?	As per RFP
51	98	<b>1. Overview of the ERPSI Scope of Work</b> Any modifications required in the existing system of the TCED (Billing, Website, etc.	Are you considering a Billing Module as part of the ERP Solution? Or do we need to integrate with the existing Billing application	Required modules as per RFP. Integration with billing module will be required.
52	120	<b>4. Data Digitization and Migration</b> Data Migration	Will the client provide Data for Migration in predefined excel format?	Data migration is the responsibility of ERPSI
53	125	<b>4. Data Digitization and Migration</b> Table 1: Estimated Volume of Data Digitization	Kindly give filled details of this table?	Data digitization requirements to be finalised during design stages.
54	125	<b>4. Data Digitization and Migration</b> Table 2: Estimated Volume of Master/Transaction Data	Kindly give filled details of this table? Kindly give volume of data to be digitized	Data migration envisaged from legacy billing and customer care systems, if required as per bidder application requirements.
55	127	<b>5. ERP System Integration</b>	Ensure SmartMeter Provider (MBC) , Bio-metric , Payment gateway Side API integration compactibility. Also need to standard API contract document from Vendors side .	Presently available application is for billing, collection and customer care. ERPSI to assist in integration with future applications, if any, as required.
56	140	<b>7. Training Requirements</b> The expected increase in end user base is approximately 2% YoY in the next 3 years	Can you please give the Estimated Number of End Users of the ERP System	Approximately 75 users.To be finalised during design stage.
57	170	<b>11.4.1 Initial Composition, Full Time Obligation; Continuity of Personnel</b> The ERPSI shall deploy the minimum XX resources for Facility Management Services and Help Desk support at the centralized help desk of TCED	What is the minimum number of resources envisaged for Facility Management Services	Bidder to propose as per the solution requirements and deployment strategy
58	188	Clause 14 - Payment Terms, Mobilization advance	5% of the ERP System Implementation Cost quoted for ERP Project against a BG of 105% of equivalent value	As per RFP
59	191	Section 15 Service Level Agreements Service Level Agreements and Target	The percentage of penalty clause seems high. Request to the penalties are capped at 5% as stipulated in RFP	As per RFP
60	191	Section 15 Service Level Agreements Service Level Agreements and Target	We request you not to introduce any other additional LD Clauses apart from the RFP document later	As per RFP
61	279	I.1.2 Asset Mapping GIS Mapping of all network assets up to the consumer end including Substations and Offices.	Kindly provide comprehensive information about the network assets to be mapped, as mentioned in the RFP. This should include the total number of PSSs, DTs, and Consumers, as well as the total length of 33 kV/11 kV HT & LT Lines.  Additionally, kindly indicate the specific Bill of Quantity (BoQ) line item and section where we can include the cost of GIS mapping services & software	Bidder is advised to conduct preliminary assessment of the required data as per their application requirements and costing. TCED will provide all the necessary assistance in this regard
62	279	I.1.2 Asset Mapping GIS Mapping of all network assets up to the consumer end including Substations and Offices.	Should we consider the consumer indexing in the scope?	Requirement as per the proposed application requirements of the bidder
63		6. Scaleup	What is the TCED Scaleup probability on multiple branch and multiple company	No comments

64	General	Supply of Licenses	Pls clarify that all the licenses (apps, DB, etc) as part of the project need to be in the name of TCED. This will help in portability of the solution without any constraints or impact after the contract period. Portability is a practical issue that all customers face after contracts or during a contract when they want to move their solution to a different cloud or on-premise and finally have to fall in the mercy of the CSP.	As per RFP. Pls refer ITB and financial proposal forms.
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