NEPAL ELECTRICITY AUTHOR ITY
(A Government of Nepal Undertaking)
Finance Directorate

Country: Nepal
Project: Nepal India Electricity Transmission and Trade Project (NIETTP)
Sub-Project: Institutional Strengthening Project (ISP)
Assignment Title: Supply, Installation and Implementation of Integrated Financial Management Information System (IFMIS) and Revenue Management System (RMS)
IFB Number: NIETTP-AF-ISP-NCS-IFMIS-075/76-01

Clarifications to pre-bid queries (Clarifications -1)
Tuesday, 20 August 2019

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
1	ITB 6.1 (a)	42	Bidder/ Joint Venture (including all its partners) must be eligible in accordance to ITB Clause 4. Qualification criteria for COTS (Commercial off-the-shelf) ERP OEM (Original Equipment Manufacturer) and COTS ERP product being proposed in bid	Numerous largescale government IT transformation projects have faced challenges in successful implementation due to inadequate experience of implementation agency in the proposed solution for a similar industry. OEM's limited involvement, only restricted to provision of licenses, may also lead to major risk for the utility, during implementation and O&M phase where changes are needed in the existing product. We, thus, strongly believe that NEA may please consider inclusion of RMS solution provider who has the implementation experience of the proposed RMS solution, as part of the allowed subcontractor so that NEA benefits from participation of the right implementation agency. Bidder can propose to use subcontractors for the provision of following types/categories of services: • Post go-live operation & maintenance for hardware and standard software (except maintenance of IFMIS and RMS Application) • Training • Hardware procurement, delivery, installation & commissioning • Data Migration • **RMS solution provider/ implementation services** We would also request you to please change the relevant qualification requirement to below: G. During last 10 (ten) years from date of submission of bid, Bidder or any partner in case of JV **or subcontractor** must have implemented (as on date of submission of bid) at least 1 project covering Metering, billing and collection being offered in Government organizations/ PSUs/ Companies for minimum 1 million consumers. Format: Use Format 3.1.5 of Section VII	Refer Addendum-3
2	ITB 6.1 (a)	42	B. ERP OEM should have at least average annual turnover for last three audited financial years of US$ 200 Million. Average Annual Turnover of registered firm of OEM will be considered. Turnover of Parent or Subsidiary firms will not be considered	It is clearly evident from the scope of work of the RFP that two major solutions are being procured through this tender – ERP and RMS. As can be clearly seen in the mentioned existing clause, ERP OEM should have average annual turnover should be $200 million. We believe in the same manner, the average annual turnover of the RMS OEM should be at least 1/10th the value requirement of ERP OEM. Since RMS is a niche product, the RMS OEM may have lesser turnover but substantial turnover should be evaluated in order to ensure right product selection. It will help procure a product which has been developed and under support from a financially sound OEM, who will be able to support the product in the future also. We thus request you to kindly consider the below clause. **RMS OEM should have at least average annual turnover for last three audited financial years of US$ 20 Million.**	As per bid document
3	ITB 28.5	52	Metering, Billing & Collection'Software, being offered, in Government organisation/ Public Sector Undertaking (PSU)/ Companies in Power Sector with • >=1 million consumer and <2 million consumers - 2 marks • >=2 million consumer and <3 million consumers - 3 marks • >=3 million consumer and <4 million consumers - 4 marks • Each project will carry maximum 4 marks (Maximum 2 projects to be considered)	Considering the importance and criticality of the Metering, Billing & Collection software being procured under this ICB, we strongly believe that the criteria should be evaluated for higher customer count. We request you to kindly consider the following revised clause: Metering, Billing & Collection Software, being offered, in Government organisation/ Public Sector Undertaking (PSU)/ Companies in Power Sector with • **>=1 million consumer and <2.5 million consumers - 2 marks** • **>=2.5 million consumer and <4 million consumers - 3 marks** • **>=4 million consumer and <5.5 million consumers - 4 marks** • **Each project will carry maximum 4 marks (Maximum 2 projects to be considered)** Apart from evaluating the experience of handling the number of consumers in projects, it is equally important to also evaluate the cumulative consumer base handled by the product across various projects. • **>=10 million consumer and <15 million consumers - 1 marks** • **>=15 million consumer and <20 million consumers - 2 marks** • **>=20 million consumers - 4 marks**	Refer Addendum-3

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4	1.5.2.2	182	Component 2: Supply & Installation of Software 2. RMS Software-Product (may or may not be COTS ERP) for Metering, Billing and Collection, and Energy Audit (RMS Modules). This product may be an a. in-house developed software by bidder (by any member of JV, in case of JV) or its sub-contractor OR b. a COTS product	ERP and RMS are business critical software which will help to improve their revenue management (through RMS) and business processes and efficiency (through ERP). Considering the criticality of these software in achieving the envisaged benefits of NEA, **it is important that a Customized-off-the-Shelf (COTS) product is procured for both - ERP and RMS.** It will provide numerous benefits to NEA: • Quick deployment within the planned project timelines as all the functionalities will be available out-of-the box for implementation post necessary configuration and customization • Regular updates and upgrades as part of the overall offering leading to lower Total Cost of Ownership for the overall solution along with the future requirements. • Extensive customer care availability helping customers to address and help users with any issues/bugs in the solution. We,thus,request you to clearly highlight that both ERP and RMS should be strictly COTS product.	As per bid document
5	Terms of Payment (GCC Clause 12)	143	Delivery of RMS Software (The bidder needs to provide the details of delivery of application in their technical bid including date of delivery of application from the "Effective Date of Contract". In case of COTS for RMS, the Supplier needs to take the required approval from NEA before procurement of application license) Supporting Document: 1.UAT Completion Report issued by NEA, 2. Software License Purchasing/ Delivery Document	In case of the payment for licenses towards IFMIS product, it is clearly mentioned that "Proof for Software License Purchasing in the name of NEA" is the only supporting document required. For a COTS RMS product, the supporting document requirement is mentioned as 1. UAT Completion Report issued by NEA, 2. Software License Purchasing/Delivery Document Since RMS is also a COTS product just like IFMIS, the payment should be done on proof of software license purchase only and not on the basis of UAT completion report. We, thus, request you to kindly keep the documentary evidence required for RMS license payment similar to that of IFMIS. In most of the ERP/RMS related projects, substantial amount of charges towards the license fees is paid on delivery of licenses as the licenses become property of the utility. **We, thus, request you to kindly increase the amount payable from 70% to 75%.**	Refer Addendum-3
6	Section VI. Technical Requirements E. Implementation Schedule	211	IFMIS, RMS and other standard software(Software, except as required for development & testing, should be procured only after completion of UAT of IFMIS or RMS, whichever is earlier, by NEA- before procuring the software licenses written approval from NEA is required) From (start) - 29 To (Delivery/Submission) - 32	As per the timeline mentioned for procurement of IFMIS and RMS licenses in the implementation schedule, it is understood that licenses will be procured only around the 8th month. As per global standards, the licenses are procured at the beginning of the project to enable development/testing or any work on the software, just like IT infrastructure is procured at the beginning to host these products. We, thus, request you to please modify the clause as follows: *IFMIS, RMS and other standard software(Software, except as required for development & testing, should be procured only after completion of UAT of IFMIS or RMS, whichever is earlier, by NEA- before procuring the software licenses written approval from NEA is required)* *From (start)-8 To (Delivery/Submission) - 12*	As per bid document
7	6.5.3 Data Base Servers and BI/Reporting Server	237	2. Two number of latest generation processors with minimum 32 cores scalable to 48 cores	We assume total number of cores (32) are across two processors (16+16) and not from a single processor. Kindly confirm whether our understanding is correct?	The given requirement is for two number of latest generation processors with minimum 2x (16 cores per processor) i.e. a total 32 cores, scalable to 2x (24 cores per processor) i.e. a total of 48 cores
8	6.5.5 SAN Storage	242	18. Host Ports & Back-end Ports: Offered storage shall have 16 number of SAS Back-end lanes running at 6Gbps speed.	Since the requirement is for FC storage, please let us know if 16 No's SAS back-end ports for the storage apart from SAN FC switches. Kindly confirm.	As per bid document
9	1.5.1 Summary of Scope of Work	177	Project Duration of phase I shall be for 3 years; 1 year for implementation, and 2 years for post go-live operation and maintenance support.	Kindly confirm, whether the warranty shall be considered for 1 Year or for 3 years. Also, kindly confirm whether the post operational acceptance support is for a period of 2 years or 3 years, as in the implementation schedule it is mentioned that the support should be valid till 208 weeks (i.e. 4 years since start of project and 3 years from go-live)	Refer SCC and GCC Clause 29.4 for Warranty Period. Refer SCC and GCC Clause 1.1 (e) (xii) for Post-Warranty Services Period. Refer Addendum-3 pertaining to Post Go-Live O&M support period mentioned in Implementation Schedule.
10	1.5.2.1 Component 1: Supply & Installation of Hardware	180	All hardware & networking components should be procured by System Integrator with1 year warranty.		All hardware and networking components must be purchased with minimum 1 year warranty from date of Operational Acceptance of System. Any cost related to one year warranty should be factored in the cost of component itself. Bidder has to meet bid document requirements including technical specifications for warranty period. Refer Section-VI for the scope of work and service levels related to warranty and post-warranty support services.
11	6.5.18 Enterprise Service Bus	266	Enterprise Service Bus	With reference to the usage of ESB, there are some products which may need ESB whereas others may not need. In non-ESB required products, various other methodologies such as API based point to point integration etc. are used. Kindly confirm, whether the ESB requirement is mandatory.	Bidder may propose ESB or any better solution meeting bid document requirements
12	Attachment 6. Minimum Bill of Material	385	Quantity for Backup Site	In BOQ, required hardware quantity for Backup Site is not clear in terms of numbers. Kindly confirm the required quantity at the Backup Site for all the line items.	Minimum bill of materials for Backup site is mentioned in the bid document. Bidder may propose any other material, if required, in addition of what is mentioned in the bid document.
13	1.5.2.3.3 Design of Business Blueprint/Design Document	187	System Integrator should create a backup site at Load Dispatch Centre (LDC Office) at Siuchatar substation, Kathmandu Area of NEA	What percentage of DC needs to be considered for the Backup (DR) site? Kindly confirm, whether 50% or 100% of DC Compute is expected in the project.	As per bid document

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14	Attachment 6. Minimum Bill of Material	385	Quantity (DC)	Backup solution (device/software) is not provided in the BOQ/requirement. Kindly confirm whether the backup solution is part of the scope. If yes, kindly provide relevant inputs.	Bidder shall provide requisite replication and backup software along with the SAN storage solution. Solution should be capable to take incremental and full backup at required frequency on a server.
15	1.5.2.5 Component 5: Operation & Maintenance Support	196	SLA Monitoring - System Integrator shall provide automated tool based monitoring of all performance indices and online reporting system for SLAsdefined in Attachment 1, Section VI of this bidding document.	Request you to provide minimum technical specification for the monitoring tool if any.	Bidder should consider the SLAs that will be monitored and accordingly propose the monitoring tool.
16	1.5.2.5 Component 5: Operation & Maintenance Support	197	Incident Reporting and Management- System Integrator must establish incident reporting mechanism to cater to the end-user complaints of IFMIS and RMS Modules users. A help desk along with required software and call management service.	Request you to provide minimum technical specifications for Help Desk tool if any.	Bidder should consider helpdesk tool which meets bid document requirements including SLAs
17	Attachment 3. Current Hardware & Network	364	Network Infrastructure	Assuming, Internet bandwidth at DC and Backup site (DR), VPN, replication link between DC and Backup site, connectivity between DC/DR to other office location are under NEA Scope. Kindly confirm.	Internet bandwidth/ connectivity/ replication link required for the project shall be responsibility of NEA.
18	Attachment 6. Minimum Bill of Material	385	Mail and Messaging Server	Kindly provide the mail and messaging requirement with appropriate mail box numbers/mail box size.	As per bid document
19	Attachment 6. Minimum Bill of Material	386	Software Requirement: Directory, SSO, SOA/ESB	Request you provide the quantity for Directory Service User CAL license SI need to consider.	Bidder is to consider User CAL licences based on no. of users mentioned in the bid document.
20	2.2 Network and Communications Specifications	202	It will be the responsibility of the System Integrator to assess the existing connectivity and make necessary recommendations to meet the requirements of their proposed solution.	Request you to provide detailed list of offices need to access the proposed solution along with details like Office location, Office name, No. of system go to access the IFMIS and RMS application, existing bandwidth and existing connectivity type	Please refer Section VI of bid document
21	2.1 Computing Hardware Specifications	201	Bidder should propose the necessary hardware and networking equipment requirement of the end user location and provide the specification for the same as part of technical proposal.	Kindly help with the total count of end users for the same.	Refer attachment 4 and 5 of Section VI for indicative user assessment and other clarifications provided with respect to no. of users.
22	Section VI. Technical Requirements (including Implementation Schedule) BC 143	458	The system must enable the sending of electricity tokens for prepaid customers by text messaging and email for payments by telephone and internet respectively	As per the scope of work, it is clearly evident that a prepaid vending system should also be provided as part of the billing and collection module of RMS. To ensure similarity and conformance to current and future prepaid requirements, **we would request you to kindly procure an either STS or CTS certified prepaid vending system.** Procurement of such a certified system will help also help NEA for a better and standard pre-paid deployment.	As per bid document
23	Bid Document 28 May 2019	98	GCC Clause 3 Regarding "Product Upgrade" 23.1	Regarding "Product Upgrade - should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its bid and still to be delivered" Assuming this only apply for latest version and patch upgraded, not for the technology shift as that will be consider as completely new project (For example: SAP ECC to S4 HANA OR S4 HANA on premise to S4 HANA Public Cloud or change into database or technologies". Please clarify.	Product upgrade includes all the areas as mentioned in the bid document and doesn't include technology shift e.g. SAP ECC to S4 HANA OR S4 HANA on premise to S4 HANA Public Cloud.
24	Bid Document 28 May 2019	98	GCC Clause 3 Regarding "Product Upgrade" 23.3 & 23.4	Regarding "Warranty period" & "Performance of the Contract" As understood, their would not be any cost for "new versions, release and updated software" under warranty however added cost under "Performance of contract" should not exceed those quoted value for "new versions, release and updated software". Please confirm.	As per bid document
25	Bid Document 28 May 2019	98	GCC Clause 3 Regarding "Product Upgrade" 23.5	Point 23.5 Statement is not clear. Does this mean bidder has to update "new versions, release and updated software" while supporting to "Post Go-Live" duration (24 months). Please clarify.	Yes. As per bid document.
26	Bid Document 28 May 2019	113	Regarding "35. Care of the System" 35.1	Regarding point 35.1, NEA will be custodian of "Applications & Infra" once delivered (or purchase) into landscape, not the Supplier. Is our understanding correct?	As mentioned in bid document, the Purchaser (NEA) shall have custody of the System or Subsystems upon their Delivery.
27	Bid Document 28 May 2019	136	Regarding "A. CONTRACT AND INTERPRETATION" - GCC 1.1. (e) (xii)	Regarding "Warranty Period & Post Warranty Services". As understood, Warranty Period (N) will start from the date of operational acceptance of IFMIS or RMS. Please provide clarify around "Warranty period start and end" date, so that bidder can understand and propose appropriately "Post Warranty Services" for 12 Months.	Refer SCC and GCC Clause 29.4 for Warranty Period. Refer SCC and GCC Clause 1.1 (e) (xii) for Post-Warranty Services Period.
28	Bid Document 28 May 2019	142	Regarding Payment Milestone No 1 "Supply of Hardware at NEA office"	Regarding "Hardware should not be supplied before completion of UAT of IFMIS or RMS whichever is earlier- refer implementation schedule. However, Hardware required for development & testing purpose may be procured by the bidder" Does this mean bidder has to provide "Temporary Infra" for development & testing till UAT. Please clarify.	Bidder may consider the procurement of necessary infrastructure required for development & testing as and when required.

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29	Bid Document 28 May 2019	142	Regarding Payment Milestone No 12 "Supply and Installation of Software"	Regarding "NEA will decide when the order for procurement of required licenses will be placed depending on the progress of the project and lead time for delivery of licenses)" And we understood from GCC 16.1 (b) (vii) (Page151) that NEA is already in the process for unbundling and companies are being created by NEA......". ERP license does not sold individual license for each functionality, its an ONE product with all the features / functionality. Hence, its not possible to procure as we progress on the project? Can license payment will be 100% on procurement? Please clarify.	Bid document doesn't mention that licences are to be purchased based on progress of implementation of functionalities. As per bid document. Refer Addendum-3 for revised payment terms for procurement of licences.
30	Bid Document 28 May 2019	-	General	Is proposed products OEM auditing is in scope? Des NEA have 3rd Party auditing as part of this project. If Yes, assuming this cost will be borne by NEA. Please confirm.	Please refer Table 4 (Implementation Schedule Table), section VI-'Technical Requirements (including Implementation Schedule)' at page No. 209 wherein it is mentioned that 'NEA will hire services of Third Party Auditor separately at its own cost'.
31	Bid Document 28 May 2019	167	1.1.1 Current ICT Status	Regarding "Customer Complaint handling system – No Lite". Does NEA looking for alternative solution around ticket handling. Please clarify.	As per bid document. No such alternative solution is envisaged at this stage.
32	Bid Document 28 May 2019	172 & 175	Exhibit 2 1.3.2 Solution Framework	We understood, NEA expectation to have Customer Care Call Centralize location for all Offices. Please confirm. As understood, NEA would like to 3 Tier environments SAND, DEV, QA, PRD and not DR. Please clarify. Can bidder consider share service delivery model during implementation as well as AMS? Please clarify.	Refer to Functional Requirements Specifications mentioned under category 'Customer Care'. The bidder shall be responsible for creating environment for Development, Testing and Production. Also, there shall be a Back up site. No. Shared service delivery model will not be considered.
33	Bid Document 28 May 2019	-	General	Assuming GIS, Outage Mgt, CTI / IVR, Smart Metering, MDM, SCADA, AMR systems etc. , not in scope of this project however require integration with proposed IFMIS and RMS applications. Please confirm	As per bid document
34	Bid Document 28 May 2019	184	Procurement of Licenses	As understood, proposed components once implemented for IFMIS & RMS will carry forward to Subsidiary companies with additional license & infra as a change request. Please confirm.	Refer "Procurement of Licences" section at page No. 184 of bid document: ".....Since the functional requirements of various modules for subsidiary companies may differ from functional requirements of NEA, proposed product will be initially implemented in NEA. Post its successful implementation at NEA, bidder may be asked to implement same proposed product in the subsidiary companies by procuring additional licenses of proposed product as required, with change request in line with provisions of Contract. NEA will conduct study and prepare functional requirements for IFMIS modules (e.g. Finance, Assets, Inventory and HRMS) for subsidiary companies....."
35	Bid Document 28 May 2019	184	General	Assuming NEA holding companies "Upper Tamakoshi Hydropower Limited and Chilime Hydropower Company Limited" are not in scope of this project. Please confirm.	Refer "Procurement of Licences" section at page No. 184 of bid document
36	Bid Document 28 May 2019	185	1.5.2.3 Component 3: Implementation Services	Regarding "j) Third Party Audit Support of IFMIS and RMS solutions". Could you please provide expectation from bidder around 3rd party Audit support.	Please refer to Page No. 192, Clause No. 1.5.2.3.11 i.e. 'Third Party Audit Support of IFMIS and RMS Solution'.
37	Bid Document 28 May 2019	185	1.5.2.3 Component 3: Implementation Services	Regarding "g) Pilot Implementation of IFMIS and RMS solutions". As understood, NEA would like to go first Pilot Go-Live around solutions however full implementation has to complete by end of 12th Month.. Does NEA have target timeline to complete Pilot Go-Live and remaining office Rollouts before end of 12th month.	Refer 'Implementation Schedule' of Section VI for timelines.
38	Bid Document 28 May 2019	185	1.5.2.3 Component 3: Implementation Services	Could you please define "Pilot Go-Live". As per our understanding, Pilot Go-Live will be into QA (or similar system) for 1 Month transaction (to capture learning) and not the production Go-Live. Production Go Live will be declared after completion of rollouts into other office. Is our understanding correct? The reason, legacy system can't be sunset once Pilot GoLive into production system as legacy applications still being used by other office which still be rollouts. This would have large impact on all over solution from Integration prospective also. we should have all legacy system and integration should be available	As per bid document. The term "Pilot Go-Live" is not used in the bid document.

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39	Bid Document 28 May 2019	209	4. Implementation Schedule Table	Regarding "Pilot Go Live location". Is our understanding correct that functionality / processes which Go Live on Pilot Location, will be retired or sunset. Assuming no other NEA office will continue use these legacy applications after Pilot Go-Live. Please clarify.	Proposed solution is intended to replace existing solution of similar functionality.
40	Bid Document 28 May 2019	185	1.5.2.3 Component 3: Implementation Services	Assuming Pilot Go Live will be dummy (near correct data) data migration data. Please confirm,	Pilot implementation will be done on live data after completion of data migration.
41	Bid Document 28 May 2019	209	4. Implementation Schedule Table	Does bidder need to adhere implementation timeline or suggest alternative suitable option. Please clarify.	Bidder is encouraged to propose alternative timelines considering that timeline requirements specified in Implementation Schedule are met.
42	Bid Document 28 May 2019	209	4. Implementation Schedule Table	Regarding "Data Migration of IFMIS and RMS for pilot locations" As understood, Pilot Go Live will happen between 25-32 weeks and run into Production till 50 weeks. Please confirm	As per bid document
43	Bid Document 28 May 2019	228	6.3 Reference Sites for Past Experience	Can bidder propose **Global** Government bodies/PSUs/Companies customer reference?	Bidder can propose its global customer references. However, reference sites should be proposed pertaining to those credentials which are provided for technical evaluation.
44	Bid Document 28 May 2019	275	6.6 Minimum Technical Requirement Specification	Regarding "Support Devanagari script in printing" Does needs to support for all Devanagari script include Sanskrit. Please clarify.	Devanagari script support is required for Nepali local language.
45	Bid Document 28 May 2019	534	Table B3: Post Go-Live Support Services	Is that minimum requirements from NEA to deploy resources during Post Go-Live as well as	Query seems incomplete. Refer clause 1.6, 'Team Composition & Qualification Requirements' at page 198 for minimum resource requirement.
46	Bid Document 28 May 2019	536	Table B3: Post Go-Live Support Services	Regarding "please refer to Clause 1.6 of technical requirements for minimum man months" I could not identify the Clause 1.6. Please provide.	Please see page no. 198 of bid document for clause No. 1.6, 'Team Composition & Qualification Requirements' for minimum man month requirement.
47	Bid Document 28 May 2019	534	General	Similar to Post Go Live Support. Do you have minimum resources to be deploy during implementation	Minimum resource requirement specified in clause 1.6, 'Team Composition & Qualification Requirements' at page 198 is for complete project i.e. implementation period as well as post go-live operation and maintenance period.
48	Bid Document 28 May 2019	-	-	Does NEA has Testing / Performance / Migration / Training tools that can be leverage for this project or bidder has to propose the appropriate testing / migration / training tool. Please clarify. After project implementation, Performance / Testing / Migration Tools / training license will be owned by NEA or will they be owned by Bidder. Please clarify.	Bidder is required to propose all necessary software/tools as required to perform. As per bid document
49	Bid Document 28 May 2019	-	-	Please share current NEA landscape details around DC-DR (Data Center-Disaster Recovery), HA - High Availability etc. related to visualization and so on to disaster recovery readiness, replications.	As per bid document. Refer Section VI.
50	Bid Document 28 May 2019	-	-	Please share DC-DR bandwidth and DR RTO & RPO info as per NEA DR policy if applicable	No DR solution other than backup site is envisaged at this stage.
51	Bid Document 28 May 2019	-	-	We recommend "Train the Trainer" Approach. Under this approach we will train NEA Core team (5-10) and this core team would be responsible to train NEA end users. This approach would help to up-skill NEA Core team skill well in advance that will be help reduce overall program efforts/costs & utilized for testing solution as well as train to other NEA users. Please do let us know if NEA are OK with this approach.	As per bid document
52	Bid Document 28 May 2019	-	-	Assuming this project will execute from one location (i.e. NEA Head Quarter) and does not require team to travel to other location. Please confirm	Most of the project work is expected to be carried out from NEA Head office and proposed DC site. However, travel to other locations may be required during the project such as during requirement gathering stage, data migration, pilot implementation, training and rollout.

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53	Bid Document 28 May 2019	190	1.5.2.3.7 Data Migration	This does not provide complete information on volume of data needs to migrate into new system. Complete Service Book Data - HR All Master Data – Must be migrated All Open Transactions – Must be migrated All transactions in the current financial year – Must be migrated Historical Transactions How old Historical data needs to migrate if applicable What is the volume of Historical data to be migrated? Are this data in Digitised format? Usually, customer provides the digitized data in our format and the data is also validated by customer Please specify the current volume data exists into current apps to migrate to new ERP systems. For example: Master Data : Customer, Vendor, Devices / Assets Type of Transaction : Purchase, Quotation, Sales, Billing/Invoice Document Management: Existing volumes / Total Size (not in scope)	Indicative data migration requirements are already specified in the bid document. All the data related to proposed solution and available with NEA in digitised form in any format may be required to migrate into new system. Supplier shall assist NEA for conversion of data in required format.
54	Bid Document 28 May 2019	-	-	Please provide below information from NEA Portal and Mobile prospective - Provide details on the number of Internal and external customers? - Are we expecting all the existing customer and internal users to access Portal? - What are the functionalities that would be accessed by Customers (Internal and External) through Portal? - Provide details on the functionalities accessed through Mobile devices. - What are the systems that will be Integrated with Portal? - Are there any specific vendor expectation on the LDAP server? - Is there any document management or collaboration tool and functionalities used in the current landscape or required? If yes, provide details documents volume etc. - Is multilanguage support / internationalization required for portal?	As per bid document. Refer Section VI.
55	Bid Document 28 May 2019	447	Regarding Functional Requirements BC 10 "Digital Signatures"	You have requirements around digital signature however this has not captured into Bill Of Material. Is that mean NEA already have digital signature hence bidder should not consider it. Please clarify.	Procurement of Digital Signature shall be considered by NEA separately.
56	Bid Document 28 May 2019	275	6.6 Minimum Technical Requirement Specification	As per requirements, we understood NEA only have DEV, QA, PRD environment and not DR. Please clarify.	DR is not envisaged at this time. However, refer Section VI of bid document for sope related to backup site.
57	Bid Document 28 May 2019	463	Regarding Functional Requirements - BC 200	Regarding "The billing module must be capable of interfacing with a GIS system". Which is the existing GIS ?	GIS solution is under implementation currently through a separate project. Proposed RMS solution must have functionalities for interfacing with GIS system, if required in future.
58	Bid Document 28 May 2019	465	Regarding Functional Requirements - BC 235	Does NEA also need contact center telephony solution as well?	Refer to Functional Requirements Specifications under 'Customer Care' at page no. 465.
59	Bid Document 28 May 2019	465	Regarding Functional Requirements - BC 235	NEA operates in a regulated market. Do they need application for marketing processes like campaign management ? Do they want to sell other products as well ?	NEA may have marketing requirements such as campaign, and also, may need selling products as part of NEA's business.
60	Bid Document 28 May 2019	472	Regarding Functional Requirements - BC 235	Requirements is not clear. The depiction of physical assets in the system ? The control of changing the network lies with operation systems and not the ERP system ? pls explain	Query is not clear. Given reference clause seems incorrect.
61	Bid Document 28 May 2019	490	Regarding Functional Requirements - MA Mobile Application	Does NEA looking for a platform to develop mobile apps ? Are you open to cloud platform?	Please refer to section VI for requirements pertaining to mobile application. Cloud solution are not envisaged.
62	Bid Document 28 May 2019	508	Integration scope with other Applications	Regarding "Billing and collection system" Does this mean that NEA would continue with current Billing and collection system?	Envisaged RMS solution will replace existing Mpower (billing and collection) system.
63	Bid Document 28 May 2019	553	3.1.6 Form for Signature Authorisation	Instead of POA, can we process LOA (along with Tech Mahindra Board resolution copy)	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
64	32.1	109	The Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of: (a) installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located; (b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and (c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause 32.2.	In regards to Indemnity clause, we propose to have this clause mutual.	As per bid document
65	33	112	Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	1.1 Nothing in this Agreement shall limit or exclude either Party's liability for (a) death or personal injury caused by its (or its agents') negligence, or (b) any liability which cannot be excluded or limited by law. 1.2 Notwithstanding anything contained in this Agreement, neither Party shall be liable to the other Party for any indirect or consequential Losses, damages, whether arising from tort (including negligence) or breach of contract including without limitation loss of profits, operation time, goodwill or anticipated savings. 1.3 Same as provided in Clause 1.1, the total aggregate Liability of either Party shall in no circumstances (including any liability, damages, Losses or claim arising from tort, contract, representation or warranty, indemnity, negligence or otherwise) under or in connection with this Agreement or based on any claim for indemnity or contribution exceed the total Fees received by Supplier from the Purchaser under the relevant SOW six (6) months preceding the date of such claim.	As per bid document
66	13.3.1	149	The Performance Security shall be for an amount equal to 10 percent of the Contract Price, excluding any Recurrent Costs. In case of multiple contract currencies, performance security shall be for each contract currency of amount equal to 10% of contract price (excluding any recurrent costs) in that currency	We propose deletion of performance security from RFP terms.	As per bid document
67	GCC 8.2	138	Readiness of backup site (testing of SAN to SAN data replication)	Is Route mandatory as there is only SAN to SAN replication?	Yes. As per bid document
68				Is Firewall mandatory as there is only SAN to SAN replication.	Yes. As per bid document
69				Is LAN switch mandatory for the Backup Site as the core switch itself if very powerful and only SAN to SAN replication is required.	Yes. As per bid document
70	1.3	172	Envisaged Solution	A Call center solution has been proposed here. Can we know what specific solution is being considered here?	Refer to Functional Requirements Specifications under 'Customer Care' at page no. 465.
71	6.5.3	237	2.Two number of latest generation processors with minimum 32 cores scalable to 48 cores	No. of core asked for RISC and CISC is same, as performance of RISC server is 2-3 times superior then CISC, hence core requirement for RISC and CISC will not be same. For CISC requirement please mention the processor type as required.	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the requirements specified in bid documents.
72			7. Min 2 x 10 Gigabit Ethernet ports on-board or via one or more full bandwidth PCI-E card(s)	Request you to maintain card level redundant level.	
73			8. Two Nos. of 8 Gbps FC HBA ports to be provided.	Minimum 16 Gbps FC HBA is available, hence request you to change it 16Gbps. Also request you to maintain card level redundant.	
74					
75	6.5.4	238	2. Minimum two number of latest generation processors with minimum 16 cores scalable to 32 cores	No. of core asked for RISC and CISC is same, as performance of RISC server is 2-3 times superior then CISC, hence core requirement for RISC and CISC will not be same. For CISC requirement please mention the processor type as required.	
76			7. Min 2 x 10 Gigabit Ethernet ports on-board or via one or more full bandwidth PCI-E card(s)	Request you to maintain card level redundant level.	

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
77			8. Two Nos. of 8 Gbps FC HBA ports to be provided.	Minimum 16 Gbps FC HBA is available, hence request you to change it 16Gbps. Also request you to maintain card level redundant.	
78					
79	6.5.5	240-242	5. The Storage Array shall be offered with Minimum usable 40 TB Capacity in RAID 1+0 using Minimum 300 GB 10K RPM drives	As requirement is 40TB after RAID, can we propose 10K RPM drives with higher capacity?	
80	6.5.6	243	2. Shall support Fast Ethernet IEEE 802.3u) and Gigabit Ethernet ports (IEEE 802.3ab or 802.3z).	Interface Details are not mentioned which would cause issues in the design of the network. Please provide the detail.	The Bidder needs to consider other interface requirements based on the proposed solution.
81			4. The appliance should have 16 GB RAM and up to 10Gbps of system throughput to support multiple load balancing features and functions.	The throughput of the system is not mentioned properly. Is this throughput referring to L7 Throughput?	This minimum throughput is mentioned for both L4 and L7
82	6.5.7	245-246	2. The router architecture should have Modular Chassis with following features	Modular Chassis Details are not provided. Please provide.	Bidder may consider Modular Chassis meeting requirements specified in bid document.
83			3. The router architecture should have Ethernet LAN Ports -> 4 x 10/100/1000 Mbps. It must have additional 4 x Gigabit Ethernet modules SFP type	Interface details provided are not matching to requirement of the project. Please clarify.	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the requirements specified in bid documents.
84			6. Memory Required: Minimum RAM Required -> 1GB	The memory requirement given for a router is very low which is not matching to the design. Please suggest.	
85			7. Minimum Flash Memory Required -> 1GB	The memory requirement given for a router is very low which is not matching to the design. Please suggest.	
86	6.5.8	248	Firewall Throughput of minimum 7 Gbps	The throughput mentioned is hypothetical. Real-World throughput for Threat Prevention throughput should be mentioned.	
87	6.5.9	250	-	The firewall now days comes build-in with intelligent IPS so this would not be required	As per bid document
88			5. The appliance monitors upto 4 inline segment and has 8 10/100/1000 interfaces for the same	Port Segment are not matching to the design. Please suggest.	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
89			13. IPS should perform stateful packet inspection	Stateful packet inspection is legacy method	As per bid document
90	6.5.10	252	6. Should have 8 X 10 Gig SR distributed across over 2 line cards/modules. Should have 80 x 10/100/1000 Mbps Ethernet ports Should have 48 x 1000 BaseSX ports & 48 x GigByte SFP ports.	Transceivers are not mentioned, Also very low quantity of 10G is mentioned as the throughput capacity of the network should all be made 10G for better performance and no congestion.	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
91			Chassis should support 10G Technology	It would be better if we have 40G port incorporated.	
92	6.5.11	255	8. 512 MB SDRAM and 1 GB flash memory	RAM and Memory is very low	
93	-	392	A-050 ACCOUNTS RECEIVABLE	Whether the bank reconciliation process is manual or automated?	Once bank statement is received, it gets reconciled through existing system i.e. CAIS.
94	F17	406	Ability to forecast gratuity, leave encashment, medical benefits, pension, etc. required for preparation of budget considering the actuarial valuation.	Forecast on which parameter and on which platform. Please clarify.	Based on employee service, bye-laws/rules and NFRS/IFRS.
95	F45	407	Ability to prepare Standard Cost	What is meant by "Ability to prepare Standard Cost"?	The term 'Standard cost' in financial management is widely known.
96	F189	416	Ability to capture the Metering, billing and Collection information in to the finance module through integration/ interface with existing Metering, billing and Collection module	What is the current system recording the metering and billing information? Please clarify.	Currently, metering and billing information are recorded through Handheld Devices(both offline and online), AMI and manually at some locations. Smart meters are to be onboarded shortly.
97				Why to integrate with existing metering, billing system when this RFP is to replace it? Please clarify.	Envisaged RMS solution will replace existing Mpower (billing and collection) system.
98			Ability to adjust the funds received from the Government with the consumer bills in existing Metering, billing and Collection module and finance module.	Please briefly explain the process of F193 "Receiving funds from government and adjusting against consumer bills"	Government provides funds to incentify certain category of consumers. Funds are directly payable to NEA against consumer bills and adjusted with the dues from consumer on periodic basis.
99	BC 54	452	Every bill is uniquely identified by its bill ID. Bill ID is a random, system-assigned number. In some locales, bills have an additional identifier known as a "sequential bill number". Sequential bill numbers are system assigned, sequential numbers. An additional requirement is that no gaps may exist between the sequential bill numbers.	The sequential bill number is provided by the authorized agency before hand or it will be obtained from the agency (in real time) during the creation of billing document?	Unique Bill ID will be generated by proposed RMS solution. Additional sequential bill number, if required, will be generated through system itself on real-time basis.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
100	BC 8	447	If there is any credit on account of prepayment, adjustment etc., the system should be able to adjust the credit against the amount payable for the month and generate a zero or a negative bill.	Why to integrate with existing metering, billing system when this RFP is to replace it? Please clarify.	Envisaged RMS solution will replace existing Mpower (billing and collection) system.
101	BC 200	463	The billing module must be capable of interfacing with a GIS system to enable graphical representation of installations like meters at customer premises	Which is the existing GIS ?	GIS solution is under implementation currently through a separate project. Proposed RMS solution must have functionalities for interfacing with GIS system, if required in future.
102	BC 235	465	The specification is for establishment of a centralized and computerized customer care centre with single window operation equipped with latest technology & multi skilled customer service representatives. In addition to Complaints received online through Telephone, email, fax, letters and IVR system, many customers may choose a personal visit and therefore the Customer care Centre set up to address their grievances, must be equipped with basic amenities, clean environment and manned by trained personnel, who should be sensitive to customer needs.	Is NEA looking for a contact center telephony solution as well? Please clarify.	Refer to Functional Requirements Specifications under 'Customer Care' at page no. 465.
103	BC 268	468-469	The sales and marketing functionality satisfies many diverse requirements. For example, you can use this functionality to: • Enrol new customers using a single transaction (i.e., you don't have to use the person, premise, service point, and start / stop transactions to enrol a new customer who resides at a new premise). • Sell new products to existing customers. • Update person, account and premise information using a single transaction. • Market your services to prospects from a marketing list (and measure the success of your efforts). If the customer responds to your sales efforts, the system will automatically setup the customer, premise and related service agreements. • Setup marketing surveys and record your customers' responses. • Quickly create one-time charges. • Setup proposals for prospective services (and then send a quotation to the customer for these services).	NEA operates in a regulated market. Do they need application for marketing processes like campaign management ? Do they want to sell other products as well ?	NEA may have marketing requirements such as campaign, and also, may need selling products as part of NEA's business.
104	EA 28	472	The module should have a graphical network diagram indicating schematics of each substation, connected transformers, incoming & outgoing feeders, and connected meters. Based on the input from field, operator should be able to modify the switch position to represent reconfigured network. The time of carrying out such operation shall be informed by field staff (the system should support for input come from DMS/SCADA automatically, when it is implemented in the future). From the condition of switches, the system should be able to understand the power flow logic at any given point of time.	What is required here ? the depiction of physical assets in the system ? the control of changing the network lies with operation systems and not the ERP system ? pls explain	As per bid document
105	MA	490-495	Mobile Application	are you looking for a platform to develop mobile apps ? are you open to cloud platform	Please refer to section VI for requirements pertaining to mobile application. Cloud solution are not envisaged.
106	2.5	522	Table A1: Cost of Hardware at Data Centre (DC) and Backup Site	Hardware for DR (Backup site) is not mentioned, Please clarify.	Minimum bill of materials for Backup site is mentioned in the bid document. Bidder may propose any other material, if required, in addition of what is mentioned in the bid document.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
107	3.1.7	555	Manufacturer's Authorization Form	Will NEA allow the MAF to be provided by OEM authorized Distributor or reseller for the territory as most of the OEM will work with local partner?	Bidder can submit MAF provided by OEM authorised distributor or reseller for territory in required format along with an authorisation document provided by OEM to authorised distributor or reseller.
108	ITB 6.2 (e)	14	either as a single Bidder on its own, or as partner in one, and only one, Joint Venture. If, as a result of the bid opening pursuant to ITB Clause 24, this requirement is not met, all bids involving the firm as a single Bidder or Joint Venture partner will be disqualified;	As per the RFP, a firm may submit bid as a single bidder or as a partner in a JV. RMS implementation agency will have experience of implementing the proposed RMS product which is important for the overall success of the project. The importance of implementation agency's expertise apart from a mature and robust product is important and must be evaluated. It may happen that considering the RFP requirements, various system integrators may want to work with a particular RMS implementation agency to handle the proposed product. Restricting such implementation partner to only one JV can lead to utility not able to take the services of the right/desired RMS implementation agency. **We, thus, request you to kindly allow a RMS implementation agency to participate in multiple bids either as a subcontractor or as a consortium member.**	Refer ITB Clause 6.4.
109	ITB 6.1 (c)	46	Total sub-contract value should not exceed 20% of total contract value.	We understand that the RMS implementation agency needs to be tightly bound in the bid along with the other partners. To ensure that the RMS implementation agency is completely involved and responsible for the project, a tripartite agreement can be signed between the client, implementation agency and the RMS implementation agency (subcontractor). **We also request you to not have any limitation on the total sub-contractor value as long as the services are from the list of services allowed under subcontractor (including RMS implementation)**	As per bid document. For sub-contracting value, Refer Addendum-3.
110	ITB 28.5	51	Bidder or any partner in case of JV must have implemented (as on date of submission of bid) Format: Use Format 3.1.5 of Section VII for providing project details	Along with allowing RMS implementation agency's experience as a subcontractor in the pre-qualification related to Metering, Billing, Collection, we would also request you to please allow the same in the **technical evaluation** for pt. d) and e) also, We, thus, request you to kindly modify the clause as - "During last 10 years, Bidder or any partner in case of JV **or subcontractor** must have implemented (as on date of submission of bid) Format: Use Format 3.1.5 of Section VII for providing project Details of ITB 28.5 **Note: Subcontractor experience will be considered only for pt. d) and e)**	Refer Addendum-3
111	Section I. Instructions to Bidders (ITB)	5	Bids must be delivered in hard copy only to the address below at or before 14:00 hours NST on 9 July 2019. Bids need to be secured by a Bid Security. The amount of Bid Security required is NPR 12,000,000/- (Nepalese Rupees Twelve Millions only) or an equivalent amount in a freely convertible currency. The Bidder has the option to submit the bid security in the form of either a certified check, letter of credit, or a bank guarantee from a banking institution. Late bids will be rejected. Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below at 16:00 hours on 9 July 2019.	Since M/s. ITI Limited a Central Government of India tendering in vast domains like defence, utility, transport etc. and being one we are allowed to submit Corporate Guarantee as a Security Deposit. We request you to allow us to provide Corporate Guarantee which are being submitted in the bid for EMD and security Deposit. In case NEA insists then we can consider submitting the same from Indian Scheduled/ nationalised bank instead of banks of Nepal	As per bid document
112	Section I. Instructions to Bidders (ITB)	5	Bids must be delivered in hard copy only to the address below at or before 14:00 hours NST on 9 July 2019. Bids need to be secured by a Bid Security. The amount of Bid Security required is NPR 12,000,000/- (Nepalese Rupees Twelve Millions only) or an equivalent amount in a freely convertible currency. The Bidder has the option to submit the bid security in the form of either a certified check, letter of credit, or a bank guarantee from a banking institution. Late bids will be rejected. Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below at 16:00 hours on 9 July 2019.	In India, generally all the Government Organizations give exemption to MSME registered units. This is in line with promoting the digital India concept. Since Govt. of Nepal is emphasizing on Digital Nepal, we would request you to consider MSME units of India (Either of the Consortium Members) for the exemption of EMD.	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
113	Section II : Bid Data Sheet A. General ITB 6.1(a)	43	Qualification criteria for Bidder/ Lead Partner of JV are as follows: E. Shall be SEI CMMi (Capability Maturity Model) Level 3 or higher certified. Document Required: Copy of the certificate. If the certification is under audit, provide the letter from the auditor along with the last certificate	Laconically, we would like to apprise that, ITI Limited (Under Ministry of Communications and Information Technology) being a Central Government entity do not proffer CMMI Certification. We would like to chiefly stipulate that, for Government organization(s) like ours, who work for Ministry of defence (MOD), it is nugatory for us to be CMMI certified. Benevolently refer the clauses elucidated underneath, that vindicate ITI Limited not being CMMI Certified: • CMMI in an IT industry may prove to be a liability as it may add some overhead in terms of Organizational decisions due to its e-Governance Project Development and process enhancement nature. Not necessarily the best "Solution outcome" has a CMMI structure behind. The coexistence embraces due to the experience and market structure of the business and importantly the nature of business. • For a steady state operational firm, it becomes imperative to constantly learn, adapt and improvise the organizational process structures, not necessarily binding by the edges of the CMMI perspective. An in-flow delivery of product and Customers infrastructure plays an important role in molding the business process of a firm. For that extra bit of efforts a structure may adopt and equally justify the changed business structure other than CMMI. • Besides above, the Capability Maturity Model does come with some drawbacks. One of which is that when organizations use CMM, they look at each level as a target. They make their goal to reach the next level up. This can be a dangerous thought because if you become fixated on reaching the next level, you begin to lose perspective and forget that the real goal is to actually improve the processes. • Another disadvantage is that, CMM only helps if it is put into place early in the e-Governance Project Development process. For example, if there is a process that is in a crisis then CMM will not help overnight. It can't be used as an emergency method of recovering from a difficult position. • Finally, CMM is concerned with the improvement of management related activities. Whilst this is a big issue in the s e-Governance Project Development process it is not necessarily the most important thing to look at. Improved quality of code may be a vital issue in the context of the e-Governance Project. We would also like to add, M/s. ITI Limited is having all Quality Certificates like ISO 9001:2015, ISO 20000, ISO 27001, ISO 14000. In this regards, we would like to request you to exempt this clause for Government Organizations like us. The same shall be reflected in an evaluation process. Please modify the clause as:- E. Shall be SEI CMMi (Capability Maturity Model) Level 3 or higher certified or PSU. Document Required: Copy of the certificate. If the certification is under audit, provide the letter from the auditor along with the last certificate	Refer Addendum-3.
114	Section II : Bid Data Sheet A.General ITB 6.1(a)	45	**Qualification criteria for each partner (other than Lead Partner) of JV are:**	Maximum how many JV partners are allowed?	A JV can have maximum 3 partners including lead partner.
115	Section II : Bid Data Sheet A. General ITB 6.1(b)	45	Manufacturer's Authorizations for Information Technologies – except for those technologies which the Bidder itself manufactures - are required for the following types/categories: "All hardware and software items specified in Attachment 6 of Section VI, excluding passive cabling, electrical cabling and components"	Please clarify that the MAF from the OEM can be submitted in the name of any of the Consortium Partner. Also confirm that MAF can be issued directly to SI by the OEM or by the local partner of OEM in Nepal to the SI (Any of the Consortium Partner)	MAF should be submitted in name of Bidder/Lead Partner of JV only. Bidder can submit MAF provided by OEM authorised distributor or reseller for territory in required format along with an authorisation document provided by OEM to authorised distributor or reseller.
116	Section II Bid Data Sheet ITB 28.5 The technical/quality evaluation parameters and scoring scheme are provided below:	51	b) Number of Professionals for the ERP Product, being offered. • >=100 and <150 - 2 marks • >=150 and <=200 - 2.5 marks • More than 200 - 3 marks	Please modify the clause as: b) Number of Professionals for the ERP Product, being offered. • >=50 and <100 - 2 marks • >=100 and <=150 - 2.5 marks • More than 150 - 3 marks	As per bid document
117	Section II Bid Data Sheet ITB 28.5 The technical/quality evaluation parameters and scoring scheme are provided below:	51	c) CMMi (Capability Maturity Model) certification of the bidder. • Level 3 Certificate- 2 marks • Level 4 Certificate- 3 marks • Level 5 Certificate- 4 marks	Please modify the clause as: CMMi (Capability Maturity Model) or PSU certification of the bidder. • Level 3 Certificate- 2 marks • Level 4 Certificate- 3 marks • Level 5 Certificate Government Undertaking PSU- 4 marks	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
118	Section II Bid Data Sheet ITB 28.5 The technical/quality evaluation parameters and scoring scheme are provided below: ii)Past Experience	52	d)Metering, Billing & Collection System, being offered, in Government body/Public Sector Undertaking (PSU)/ Companies in Power Sector with • >=1 million consumer and <2 million consumers - 2 marks • >=2 million consumer and <3 million consumers - 3 marks • >=3 million consumers and <4 million consumers - 4 marks • Each project will carry maximum 4 marks (Maximum 2 projects to be considered)	Please modify the clause as: Metering, Billing & Collection System, being offered, in Government body/Public Sector Undertaking (PSU)/ Companies in Power Sector with • >=1 million consumer and <2 million consumers - 2 marks • >=2 million consumer and <3 million consumers - 5 marks • >=3 million consumer and <4 million consumers - 8 marks	As per bid document
119	Section II Bid Data Sheet ITB 28.5 The technical/quality evaluation parameters and scoring scheme are provided below:	52	e)At least one project covering Energy Audit Module, being offered, in Government body/Public Sector Undertaking (PSU)/ Companies in Power Sector – 2	Please modify the clause: At least one project covering Financial Accounting Module, being offered, in Government body/Public Sector Undertaking (PSU)/ Companies - 2	As per bid document
120	Section V. Special Conditions of Contract 12. Terms of Payment (GCC Clause 12)	142	Supply of Hardware at NEA office (Hardware should not be supplied before completion of UAT of IFMIS or RMS whichever is earlier- refer implementation schedule. However, Hardware required for development & testing purpose may be procured by the bidder.) Supporting Document: Hardware delivery document along with receipt acknowledge from NEA: 75% of A1	You are requested to increase the license payment to 90%	Refer Addendum-3
121	Section V. Special Conditions of Contract 13. Securities (GCC Clause 13) GCC 13.3.1	149	The Performance Security shall be for an amount equal to 10 percent of the Contract Price, excluding any Recurrent Costs. In case of multiple contract currencies, performance security shall be for each contract currency of amount equal to 10% of contract price (excluding any recurrent costs) in that currency	Security Deposit validity: You have asked for PBG to be valid for Complete duration of the project, we will request you to consider the submitting PBG for security deposit on annualised basis; as the complete scope of work reduces year on year.	Refer Addendum-3
122	Section V Special Conditions of Contract D. Intellectual Property Rights 15. Copyright (GCC Clause	150	i.the Supplier is required to deliver the Source Code to the escrow agent and make replacement deposits to ensure that the Source Code is up to date;	Who all will be the part of this escrow agreement? And source code that will be shared would be a customized version?	Parties to Escrow Agreement will be Purchaser, Bidder/Lead Partner in case of JV and Escrow Agent. Customised Source Code will be shared with Escrow Agent after operational acceptance and subsequently at every release.
123	Section V Special Conditions of Contract D. Intellectual Property Rights 15. Copyright (GCC Clause	151	iii. The Supplier shall be responsible to make the payment of the escrow agent's fee;	Please provide some more clearance on this escrow agreement, agent and on what grounds fee will be paid by the supplier to the agent?	Bidder needs to explore this with potential Escrow Agents.
124	Section V Special Conditions of Contract D. Intellectual Property Rights 16. Software License Agreements (GCC Clause 16) GCC 16.1 (b) (vii)	151	NEA is already in the process for unbundling and companies are being created by NEA. While purchasing the licenses, it must be considered that NEA may get unbundled in any number of companies (e.g. Generation, Distribution, Transmission companies) and/or create companies as and when required. In case of unbundling or creation of companies by NEA, the licenses procured by NEA will be used by all unbundled/new companies of NEA at no additional cost to NEA, provided that total number of users will not exceed the number of users for which licenses are procured.	On this, the parent organization should not be changed. New companies generated from NEA (Parent Organization) can use the licenses, provided that total number of users will not exceed the number of users for which licenses are procured.	Understanding is correct.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
125	Section V. Special Conditions of Contract 22. Procurement, Delivery, and Transport (GCC Clause	155	The Supplier shall be free to use transportation through carriers registered in any eligible country and shall obtain insurance from any eligible source country.	Please clarify who will bear the cost of Insurance and details for the purpose of Insurance. Please clarify the insurance clause in the RFP	Supplier shall bear the cost of Insurance.
126	Section VI Technical Requirements B.Business Function And Performance Requirements 1.1.1 Current ICT Status	167	The main application systems in use include:	Are the main applications that are referred here have to be integrated with the Financial & Revenue Management System? If yes, then APIs need to be provided by the purchaser. Kindly clarify	Any API if required to integrate with existing/to-be systems such as MDM of smart metering solution, will be provided by Supplier procured under this bid.
127	Section VI Technical Requirements B.Business Function And Performance Requirements 1.1.1 Current ICT Status	167	All users have access to Desktops/Laptops/Printers with power backup. A LAN and WAN has been established across NEA.	Please clarify that the hardware deliverables will use the existing network and bandwidth of NEA. The supplier need not to consider the networking & bandwidth.	Networking /bandwidth requirement shall be responsibility of NEA.
128	Section VI Technical Requirements B.Business Function And Performance Requirements 1.3.1 Implementation	174	1. For deployment and accessibility prospective, a *Centralized Approach* would be adopted.	The architecture shown here is an existing architecture or has to be created by the supplier? If has to be created by the supplier then who will be responsible for the lease line and networking?	Bidder shall propose the to-be architecture based on envisaged solution mentioned in the bid document. Lease line/networking shall be responsibility of NEA.
129	Section VI Technical Requirements B.Business Function And Performance Requirements 1.5.2.1	179	Component 1: Supply & Installation of Hardware The System Integrator (SI) is required to supply and install the requisite software, hardware and networking infrastructure for the proposed IFMIS and RMS including setting-up the supplied hardware at NEA's server room. Primarily, the essential incremental hardware necessary for implementation of IFMIS and RMS shall be procured under the project. To the extent possible, existing ICT Infrastructure of NEA shall be used (e.g. server room, optical fiber network, PCs/Laptops for users, etc.). The envisaged network diagram highlighting the components to be supplied under this project is provided below:	Here it is mentioned the SI will supply & install the hardware at NEA's server room. Who will be responsible for the civil work? And if initially the existing hardware will be used then if the warranty expires of the hardware supplied by the SI then SI won't be responsible for the same & installation will be within the contract period.	Civil work will be carried out by NEA. As per bid document.
130	Section VI Technical Requirements B.Business Function And Performance Requirements 1.5.2.1	180	System Integrator will supply the required hardware for creating the development environment at the start of the project and subsequently supply remaining hardware, as required after the successful UAT acceptance of IFMIS & RMS.	Every hardware has the warranty period. The warranty will start from the day the hardware is delivered whether before or after delivery. Kindly clarify	Bidder may factor-in the cost of warranty from date of delivery to date of operational acceptance in the cost of hardware item. Under this contract, warranty period shall start as per SCC and GCC Clause 29.4.
131	Section VI Technical Requirements B.Business Function And Performance Requirements 1.5.2.1	180	Data center is likely to be setup at NEA LDC office; however, location for data center within Kathmandu will be finalized at a later stage.	Is data centre to be developed by the SI and if yes, who will be responsible for civil work?	Civil work of data centre and backup site, if any, will be carried out by NEA. As per bid document.
132	Section VI Technical Requirements D. Testing And Quality Assurance Requirements	205	The System Integrator will be required to implement the recommendations of the IT Security Audit exercise prior to the solution going live at no additional cost.	Is IT security audit mandatory to be done by a Nepal based firm or even can be done by a Supplier's based firm?	NEA will appoint security auditor. As per bid document.
133	Section VI Technical Requirements Attachment 6	385	Integrated Data Centre Rack Solution (Data Centre)- two racks solution	Please elaborate the Integrated Data Centre solution. Is this only two racks for servers and other equipment?	Refer technical specifications specified in sub-section 6.5 of section VI of bid document.
134	Section VII Sample Forms 2.2 Grand Summary Cost	518	Foreign Currency 1	There are FC1, FC2, FC3. Foreign supplier will be filling either of the three?	Bidder can quote price in maximum 3 foreign currencies. Bidder needs to go through all provisions related to currencies as specified in bid document carefully.
135	Section VII Sample Forms 2.2 Grand Summary Cost	518	Total Cost including all taxes & duties except VAT payable in Nepal	Other countries are having different taxation. Do we need to quote including our taxation?	As per bid document. Cost should include all taxes and duties except VAT payable in Nepal.
136	Additional Suggestion	-	-	We would request you to consider on cloud data centre. This will cut down your investment both on hardware and software as it will be on opex not on capex model. Please confirm.	As per bid document.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
137	ITB Clause 17	24-25	_	We are two big Public Sector Undertakings of the Government of India and are governed by certain Government of India (GoI) norms (CVC- Central Vigilance Commission). We being the Government of India Organizations have to follow GFR (General Financial Rules) for procurement & tendering processes. Since our bankers are already pre-defined, we have no option but to submit Bank Guarantee (BG) in INR (Indian Rupees) of the required amount from our Banker: Corporation Bank of India. We as a special case would request you to consider the submission of Indian Bank Guarantee from Corporation Bank of the Lead Bidder being a Government of India Organization. Your clause for EMD should be exempted for Government of Indian Organizations by considering Indian BG from Indian Bank.	Refer ITB Clause 17.
138	Section II : Bid Data Sheet A. General ITB 6.1(a)	43	Qualification criteria for Bidder/ Lead Partner of JV are as follows: E. Shall be SEI CMMi (Capability Maturity Model) Level 3 or higher certified. Document Required: Copy of the certificate. If the certification is under audit, provide the letter from the auditor along with the last certificate	Please allow CMMI certification of any of the partners under JV	Refer Addendum-3
139	Section 6.5.6 - Server Load Balancer, Clause No. 4	243	The appliance should have 16 GB RAM and up to 10Gbps of system throughput to support multiple load balancing features and functions.	The Clause asks to support multiple load balancing features and functions which means that the Appliance/Platform should support multi-tenancy as per our understanding. Any true next-generation, multi-tenant platform/appliance supports not only load balancing but other critical network functions such as Application/Machine Authentication, WAF and Third-party, Open Source Softwares. Also, to run multiple functions, we need to size the appliance appropriately, for ex. A device supporting up to 8 Network Functions wil need at least 64 GB RAM and apt storage to function efficiently. To ensure that the Department procures the latest in technology and to maximize Return on Investment, we recommend to change the clause to "**The appliance should have 64 GB RAM with 2 TB HDD/SSD and up to 40Gbps of system throughput to support a minimum of 8 Virtual Network Functions including load balancing, Application Authentication, WAF and the capability to install and run open source and third party softwares on the same appliance from Day 1.**"	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
140	Section 6.5.6 - Server Load Balancer, Clause No. 14	244	Should provide advanced high performance memory/packet based reverse proxy Web cache; fully compliant with HTTP1.1 to enhance the speed and performance of web servers.	Along with Reverse Proxy Cache, the appliance should support Forward Proxy deployments along with a Webagent/Proxy Service which can thoroughly sanitize outbound requests as well and to cache DNS request and responses not only load balancing the application access. We recommend to change the clause to "**Should provide advanced high performance memory/ packet based reverse proxy Web cache; fully compliant with HTTP1.1 to enhance the speed and performance of web servers. The Appliance should also support acting as a Webagent service to implement explicit Forward proxy mode and to perform DNS Caching**"	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
141	Section 6.5.6 - Server Load Balancer, Clause No. 26	245	Supports FIPS (Federal Information Processing) and AES (Advanced Encryption Standard) encryption.	FIPS compliant HSM (Hardware Security Module) has already been asked in the other specifications and since majority of the encryption/decryption will be done at the HSM Level, having FIPS Compliance should not be a mandatory requirement for Server Load Balancer. Also, each ADC/Server Load Balancer OEM has different models that comply with FIPS according to respective company policies and it greatly limits the amount of participation in the RFP. We request to **make this an optional requirement** or **remove** it completely. We suggest to change the clause to "**Supports FIPS (Federal Information Processing) OR AES (Advanced Encryption Standard) encryption.**"	As per bid document
142	Section 6.5.6 - Server Load Balancer, Clause No. 27	245	Should provide comprehensive and reliable support for high availability with Active- active & active standby unit redundancy mode.	Since the RFP asks for following Industry Standards in most of the products, we recommend to use Industry Standard Protocols for achieving High-Availability as well to maintain uniformity in the qualification process and to ease the deployment and troubleshooting process. Also, Since the device is asked to serve multiple features and functions, the High-Availability should also be done on both, the Virtual Functions and the Hardware Appliance. We recommend to change the clause to "**Should provide comprehensive and reliable support for high availability with Active- active & active standby unit redundancy mode. High Availability/Clustering should be done using Standard VRRP (RFC 2338) for ease of deployment and troubleshooting. The Solution should support high-availability on both, Device-level and Virtual Instance level.**"	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
143	Section 6.5.6 - Server Load Balancer, Clause No. 29	245	Able to detect system failure or shutdown/reboot, and perform failover to ensure high availability, by using network and serial connection based heartbeat.	Each OEM has their own way of sending/receiving heartbeat signals from one device to another in a cluster and this clause limits most of the leading Server Load Balancer manufacturer's in participating. We request to change the clause to "**Able to detect system failure or shutdown/reboot, and perform failover to ensure high availability, by using network OR serial-connection based heartbeat.**"	As per bid document
144	27.2	32	Single Currency 27.1 For evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in various currencies and amounts into a single currency specified in the BDS, using the selling exchange rate established by the source and on the date also specified in the BDS.	We propose if exchange rate variation is more than two percent (2%) on the date specified in the BDS, then a new rate shall be established, as mutually agreed between NEA and the MSP	As per bid document

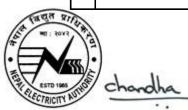| Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
145	ITB 6.1(a)- F, G, Past Experie	44,51	Use Format 3.1.5 of Section VII	We would request NEA to accept Format 3.1.5 signed by the Company Secretary masking names of the customer in case an NDA is signed	As per bid document
146	Pg 189	189	Integration of Systems	Please clarify whether this is a greenfield implementation or whether we require to integrate with the existing system running at the NEA premise	As per bid document. Refer to integration requirements as specified in the bid document.
147	GCC 37.1 c)	158	Insurances- The Supplier shall obtain Third-Party Liability Insurance amounting to 15% of the contract value, excluding any recurrent cost	We would propose the System Integration to obtain the insurance policy defined as per the SIs guidelines.	As per bid document
148	1.5	177	However, bidder has to quote cost for phase 1 & phase 2 together at the time of this bidding.	We propose deletion of this as OEMs do not provide a quote for 10 years.	As per bid document
149	Attachment 6	386	Payment Gateway	We assume that the per-transaction cost would be born by NEA. SI would propose one-time Payment Gateway Setup and Integration cost	Bidder is not responsible for transaction cost of payment gateway.
150	Additional	-	-	We would like to have a view on the following • # of consumers • # of meters • # of meter readers • # of users in the field maintenance • # of Employees • # of employees/users involved in the processes of metering / billing / collection	Find the details as stated below: No. of consumers = 3.5 million No. of meters = 3.5 million No. of meter readers = around 1500 No. of users in the field maintenance =around 350 No. of Employees = around 10000 No. of employees/users involved in the processes of metering / billing / collection = Around 1344 Above figures are indicative. Bidder should also consider scalability requirements as specified in the bid document.
151	Additional	-	-	We propose provision of deemed acceptance of deliverables	As per bid document. NEA will form a committee for timely review and approval of deliverables and milestones.
152	Additional	-	Queries on product licenses	Number of total users (to determine the licenses) kindly confirm • Meter management – these should be location wise + some power user in the head office o Meter installation, removal, replacement o Meter reading management • Billing – these should be power users in the central team as this process should be controlled from back end • Collection and managing customer ledger – these should be location wise and some in the central office as power users Will meter readers interact with the new system on real time basis instead of manual upload/download of data. If yes, what is the count of these people Customer service processes like complaint handling will be done location wise ? do NEA has separate business users for this ? if yes, what is the count	Refer attachment 4 and 5 of Section VI for indicative user assessment and other clarifications provided with respect to no. of users.
153	GCC 11.2 (b) & GCC 12.1	139-148	C. Payment	Can SI or Bidder propose the LC opening to its principal supplier for Infrastructure , Software Licenses or any other 3rd party components for the project & this will also ease to comply country of origin issue?	As per bid document
154	GCC 29.4	157	Warranty Period (N) will start from the date of operational acceptance of IFMIS or RMS, whichever is earlier, by NEA. Warranty period will extend for 12 months from date of its start.	Warranty is only mentioned for the stage 1 while the post warranty is added while stage 2 would require 24 months. So the total warranty would not suffix the two phases. Please clarify.	As per bid document
155	-	181	Scalability Requirements of the System	Please provide the number of active SAP users who will access the system	Refer attachment 4 and 5 of Section VI for indicative user assessment and other clarifications provided with respect to no. of users.
156	-	181	Scalability Requirements of the System	Classification on the SAP User Licenses they want to procure , if any (Professional, Semi-Professional, Shop-Floor, Workers, etc.)	As per bid document
157	-	-	-	Can NEA have a direct ERP License procurement deal with OEM?	As per bid document
158	6.5.2	235	Integrated Data Centre Rack Solution (for Backup Site)	Please help with clear architecture diagram for DC and DR site (Backup Site).	Refer Section VI of bid document.
159	-	181	Scalability Requirements of the System	Kindly, request you to provide the number of users for the following: Nos. of consumers Nos. of meters Nos. of meter readers Nos. of users in the field maintenance Nos. of Employees Nos. of employees/users involved in the processes of metering / billing / collection	Refer attachment 4 and 5 of Section VI for indicative user assessment and other clarifications provided with respect to no. of users.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
160	ITB 6.1 (a)	44	G. During last 10(ten) years from date of submission of bid, Bidder or any partner in case of JV must have implemented (as on date of submission of bid) at least 1 project covering Metering, billing and collection being offered in Government organisations/PSUs/Companies for minimum 1 million consumers	Kindly, request you to amend the clause as following "During last 10(ten) years from date of submission of bid, Bidder or any partner in case of JV must have implemented (as on date of submission of bid) at least 1 project in large Utility company in Government organisations/PSUs/Companies for minimum 1 million consumers. " Company having experience in Large Utility Company have the capability to handle this kind of prestigious project. Hence, kindly amend to the experience in Large Utility Company rather than focussing only on Metering, Billing and Collection.	Refer Addendum-3
161	GCC 12.1	142-144	Payment Schedule for (1) Supply and Installation of Hardware and (2) Supply and Installation of Software.	Kindly, request NEA to make the payment 100% for the Software License and Hardware procurement. In this kind of big tender normally the license and hardware part are paid fully after the delivery.	Refer Addendum-3
162	6.5.3	237	9. Should be configured with minimum 4 x dual ported 300 GB, 10K rpm, latest SAS/SCSI/FC/SSD Hot pluggable hard drives.	Dual Ported drives are not available in all the server brands. Hence request to remove "**Dual Ported**" to make specification more generic.	Refer Addendum-3
163	6.5.4	238	9. Should be configured with minimum 2 x dual ported 300 GB, 10K rpm, latest SAS/SCSI/FC/SSD Hot pluggable hard drives.	Dual Ported drives are not available in all the server brands. Hence request to remove "**Dual Ported**" to make specification more generic.	Refer Addendum-3
164	6.5.5	240-242	8. End - to- End throughput should be minimum 8 Gbps	Enterprise storage are available with minimum 16Gbps, hence request you to change accordingly.	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
165	6.5.5	240-243	11. Offered Storage Array shall support 6Gbps dual-ported 300 / 450 / 900GB hot-pluggable Enterprise SAS hard drives, 100 / 200 / 400 GB SLC SSD Drives along with SAS MDL 2TB / 3TB drives	100, 200 and 450 drives are not available in all storage Brand, hence request you to change accordingly. Dual Ported drives are not available in all the storage brands. Hence request to remove "Dual Ported" to make specification more generic.	Refer Addendum-3
166	6.5.7	240-244	18. Offered Storage shall have minimum of 4 host ports for connectivity to servers running at 8Gbps speed scalable up to 12 host ports	Generally, storage come with 16Gbps FC, hence request you to change it accordingly.	Minimum specifications have been provided in the bid document. Bidder may propose better specifications but it should be in compliance with the bid document requirements.
167	PA 4	438	Ability to create project-specific material codes, Equipment and other resources.	What are the specific requirements? Material codes shall be uniformly compiled by MM module, not specified by project module.	Material codes shall be uniformly defined through MM module. However, there may be some material items which are specific to project. Therefore, provision should be there to link material code with project.
168	PA 28	439	Ability to identify, classify, and prioritize potential risks associated with specific WBS elements Resources. It must support the creation of risk management.	Requirements need to be further clarified on how you want to identify potential WBS risks. It is the project manager's responsibility to identify risks, not necessarily from the system.	As per bid document. System must support in identifying risks by concerned project manager/user based on data entered and business logics which will be further discussed mutually at the time of system design.
169	PA 38	440	Be able to track everyone's spending A single job code applies to the assets of all such assets	Needs to be further clarified	As per bid document. System should have ability to track expenditure in respect of each individual asset (e.g. laptop) where a single job code (e.g. laptop repair) is applicable for all such assets
170	PA 39	440	Ability to define, track and report budgets for each department The project is at the lowest task level	Should it be included in the FICO fund budget?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. It is acceptable if this functionality is available through finance module.
171	PA 51	440	Allows storage cost estimates per resource Type, which forms part of a task or job.	What does storage cost mean?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement.
172	PA 61	441	Ability to support NPV and SVA (shareholder value added) project and sub-project analysis.	Specific requirements need to be identified	As per bid document
173	PA 62	441	Ability to perform minimum cash flow analysis For a year.	Whether to implement in FICO	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
174	PA 63	441	The allowed cash flow could be: per month, Quarterly, annual, user-defined	Whether to implement in FICO	As per bid document
175	PA 64	441	Ability to modify cash flows to accommodate changes in project expenditure estimates (i.e., quarterly) and to be indicative Funds required by the project for a specific period (i.e. the second quarter of the year).	Should have nothing to do with the system itself, belong to offline work	System should be able to revise cash flow based on changes made in estimated project expenditure
176	PA 90	443	Ability to submit reports as required after review Projects that indicate/show the cost of errors that need to be transferred to other projects.	Needs to be further clarified Should have nothing to do with the system itself, belong to offline work	As per bid document. System should be able to generate report showing erroneous records as identified during the review of project. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement.
177	PA 94	444	Be able to apply preliminary estimates and apply them Revalidate at the beginning of the project	Need to further clarify requirements, such as what to verify, verification basis?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
178	PA 98	444	Ability to obtain technical and commercial approvals By delegation of authority	Need to further clarify the requirements, interpreted as authorization deviation?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
179	PA 106	445	Able to generate resource decomposition structure (RBS), cost decomposition structure (CBS), project Decomposition structures (PBS).	Needs to be further clarified to provide definitions of terms and supposed data sources.	As per bid document. RBS refers to Resource Breakdown Structure. CBS refers to Cost Breakdown Structure. PBS refers to Project Breakdown Structure. These are standard and widely known terminology. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement.
180	PA 107	445	Ability to balance resources Programmable options.	Further clarification of requirements, such as how to balance.	System should be configurable for resource levelling by authorised user based on resource breakdown structure/resource loading reports generated by system. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement.
181	PA 108	445	Be able to provide time and time for various hypothetical scenarios Optimize program resources	Needs to be further clarified	As per bid document. Referred clause of bid document is self-explanatory. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement.
182	PA 111	445	Ability to establish relationships between projects in real time The update.	Need to further clarify requirements and how you want to build relationships between projects	For illustration, one of relation between projects may be primary and sub-contract.
183	PA 121	445	Ability to support and create VAT terms of use Credit of material/engineering contracts.	Should be reflected in the association module such as MM	It is acceptable if this functionality is made available through MM module.
184	PA 129	446	Be able to do a portfolio analysis based on Financial v/ s strategic rating	Is it in the FICO category? Need to specify requirements	As per bid document. Referred clause of bid document is self-explanatory.
185	PA 130	446	Ability to analyze projects based on estimated v/ s Final cost	Is it in the FICO category? Need to specify requirements	As per bid document. Referred clause of bid document is self-explanatory.
186	PA 135	446	Be able to do a cost breakdown view of labor costs The actual v/ s is left over after v/ s is completed	Need to specify requirements	As per bid document. Referred clause of bid document is self-explanatory.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
187	F 13	405	No burden/interim budget.	To be clear, this is a budget adjustment	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
188	F 14	405	Budgetary estimates/actual conditions and budgetary figures for materials and administrative costs related to shop consumption, repairs and maintenance and purchases can be obtained	It needs to be clear whether it reflects the performance of the budget (clear and detailed presentation, such as materials, administrative expenses, etc., and by period).	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
189	F 45	406	Be able to prepare standard cost	Just to be clear, what exactly is the standard cost here	The term 'Standard cost' in financial management is widely known.
190	F 168	415	Systems control to ensure that work is directed only towards an open and positive order.	It needs to be specific	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
191	F 212	417	Ability to automatically reverse certain categories of journals based on selection events.	It needs to be specific	System should have provision to reverse certain categories of journals which will be finalised at the time of design of system.
192	F 226	418	Ability to reverse credentials to accommodate temporary entries. These can be automatically reversed during the creation of a voucher during a specified financial period	Need to be clear, specific content	System should have provision to reverse certain types of vouchers which will be finalised at the time of design of system.
193	F 236	419	Ability to age analyze debtors, liabilities, creditors, advances, claims, etc.	Need to be clear, age or accounting age	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Age refers to any period such as days/months/quarters/years and should be configurable.
194	F 238	419	Be able to analyze various ratio criteria according to user definition	Need to be clear, specific content	Referred clause of bid document is self-explanatory.
195	F 239	419	Ability to maintain contingent liabilities	Need to be clear, specific content	Referred clause of bid document is self-explanatory.
196	F 241	419	Ability to allocate expenses during construction and interest in related projects during construction	Need to be clear, specific content	Referred clause of bid document is self-explanatory.
197	F 248	419	Support auto shift in joint venture	Need to be clear, specific content	System should have provision to reverse certain categories of Journal Vouchers which will be finalised at the time of design of system. It is clarified that 'JV' used in context of vouchers for finance module/system refers to Journal Voucher.
198	F 252	419	Ability to support temporary entries (Performa JVs)	Need to be clear, specific content	Referred clause of bid document is self-explanatory.
199	F 255	420	Ability to generate suspension code balance reports.	Need to be clear, specific content	Referred clause of bid document is self-explanatory.
200	F 259	420	Able to generate detailed information on age: various debtors, store inventory, obsolete/excess/non-mobile store inventory, recoverable and payable claims, loans and advances, creditors and liabilities, idle assets	Just to be clear, the age here is the billing age	Age refers to period from date of referred transactions.
201	F 289	422	The system should perform assignments for reporting purposes only.	Need to be clear, specific content	The allocations are not meant for accounting purpose but to be used for reporting purpose.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
202	F 290	422	The system should provide the actual allocation of reversals and accounts based on the spread of the overall interest rate at the end of the year.	Need to be clear, specific content	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
203	F 309	423	Easy to configure and extend	Need to be clear, specific content	Dashboard for financial intelligence should be easily configurable and extensible.
204	F 318	423	Make informed decisions in a timely manner	Need to be clear, specific content	System should support Purchaser to make informed decisions in a timely manner
205	F 319	423	Training in the details of receivables and payables invoices	It needs to be clear that the training here is traceable	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
206	F 324	423	Determine which specific transactions are critical to key performance indicators	Need to be clear, specific content	System should be able to pre-defined transactions contributed to the key performance indicators.
207	HR 11	473	Be able to formulate all terms and conditions in accordance with all applicable laws, regulations and rules relating to NEA employees and contract employees	~~Requirements unknown, need to elaborate~~ provide us the English copy of Laws ,regulations and rules relating to NEA employees.	Refer NEA's website www.nea.org.np for legal documents which may not necessarily be in English. Bidder shall be responsible for understanding and interpreting the documents (Acts, rules, regulations, policy, operational documents, etc.) correctly, if the documents are in Nepali language.
208	HR 13	473	The system should be able to generate employee code automatically. The employee code will contain a predefined, Scalable, user-defined optional combination of Numbers (numeric), a set of letters (alpha characters), or Each character must be assigned a unique alphanumeric. The system shall have the ability to record and capture the following personnel information but not limited to: • name, if any, previous name • gender • employee ID department code • job location, • home address, mailing address, email address, marital status, religion, nationality, date of birth :• relevant information • emergency contact information, • permanent account (PAN),• bank account,• date of appointment passport number,• driver's license number, • salary history,• personal assets declaration,• education and professional qualifications,• bilingual language skills,• ability, • payment time, • job information • employment status,• activity • termination • paid or unpaid leave • retirement • voluntary retirement • workers' compensation • disability • other user-defined criteria • wage status: hourly/wage, • minimum/ maximum payment,• payment rate, overtime pay, • allowances,• deductions :• description • frequency • quantity • limits on deductions • start and end dates • third party deductions, • pension payments, • non-cash benefits, • departures by type and time, • health plans and coverage, • retirement dates, • any other user-defined fields or categories.	The employee code cannot support customization. Can I use the serial number as the employee ID Or add extra fields for such representation.	As per bid document
209	HR 14	475	Ability to view vacancy lists and vacancy status (fill/vacancy/cancel)	Based on what criteria? Department? Job nature? <u>Date</u> Time? <u>Position / Designation?</u>	System should have provision to show vacancy list as updated by NEA user including information related to department, job nature, position/designation, etc.
210	HR 16	475	Make it easy for users to create new messages or modify existing ones with appropriate approvals	A completely custom email format or one based on a standard template?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
211	HR 19	475	Ability to generate comprehensive manpower plans (department/department/unit) Approved by workflow management system	What points should be included in the integrated manpower plan? Recruitment needs? Talent pool?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
212	HR 23	475	Facilitate the selection of office areas for shortlisted candidates	Do not understand this requirement, I hope to elaborate the business links before and after to understand /	In case of multiple job locations, system should facilitate NEA and/or shortlisted candidates in selecting office location.
213	HR 26	476	Facilities to provide identification CARDS to all NEA employees and the same identification CARDS to all NEA employees on the day of orientation	Is the id card required by NEA based on the unique staff code for permanent/temporary of NEA ?	System should have provision to generate ID cards for both permanent and temporary employees as per format specified by NEA.
214	HR 27	476	The system should allow the preparation of permanent/temporary staffing lists at any time. It should also facilitate the preparation of contract/outsourcing employee lists, daily wages, etc.	Do shortlisted candidates choose which branch to join?	System should have provision to allow shortlisted candidates to choose joining location.
215	HR 36	476	Establish workflow for approval applications at all levels	Or employees are placed near their location based on preference.	System should also have provision to identify job locations based on different parameters such as home locations of candidates, no. of years of experience, etc.
216	HR 38	476	The system should be easy to maintain and automatically upgrade the service record should contain all details of the book for each service, including payment for fixed time items, grant's annual increments, nominations for anti-gas, gratuities, etc., in addition to the regular validation service provided	What part of the recruitment business does this requirement represent?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
217	HR 44	477	Define the assessment criteria and facilities to produce the assessment results	Review what? Interviewer's review of candidates?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
218	HR 47	477	Ability to record payments to team members/invigilators, etc.	The company provides an interview allowance for the interviewer / Interviewees, which is paid with salary.	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
219	HR 48	477	Ability to maintain candidate data by unfair means	The demand is unknown. I hope you can explain it in detail	System should have provision to maintain the details of candidates involved in doing unfair practices
220	HR 51	477	The system should have system parameters for determining transfer policies	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
221	HR 52	477	The relevant authorities may publish the final list of post transfer (MIS statement)	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
222	HR 61	478	The system should store the termination and entry details of the transferred employee (termination and entry dates, passes issued at the current workplace)	What is passes issued ?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
223	HR 62	478	The system should publish the final transfer list on the department's list The web site.	The system provides a list of the final completed post transfer. Can the announced action be completed manually?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
224	HR 66	478	Appointment list is based on : Record of formal schooling Current roles and responsibilities Scale of payment Job level grouping	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
225	HR 67	478	Prepare the position seniority list of the employees who apply for the position	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
226	HR 69	478	The system should issue a release and connect letter to Employee representatives.	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
227	HR 71	478	Promote employee self-service and make it online Employee interaction with the department, such as:	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
228	HR 74	479	Modify qualified personal information online field	Employees modify personal information online?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
229	HR 77	479	Online tax return	Does the inland revenue department provide the relevant reporting interface?	As per bid document. This specification is related to online tax declaration. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory
230	HR 81	479	Complete self-assessment	The demand is unknown. I hope you can explain it in detail	As per bid document. This specification is related to completing self-appraisal. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
231	HR 82	479	Apply for a loan online	Not part of HR business. Bank loans? SAP has a loan module	As per bid document
232	HR 83	479	An employee submits a claim for himself and his dependant on the basis of his eligibility	The demand is unknown. I hope you can explain it in detail	Referred clause of bid document is self-explanatory.
233	HR 84	479	To view the claim balance eligibility and claim summaries of all categories by eligibility	The demand is unknown. I hope you can explain it in detail	Referred clause of bid document is self-explanatory.
234	HR 86	479	Facilities that allow users to view their retirement benefits (up to date) after completion of mandatory service requirements	The demand is unknown. I hope you can explain it in detail	Referred clause of bid document is self-explanatory.
235	HR87	479	Tools that allow authorized users to define claims limits and employee level wise qualifications for each type of claim (travel claims/medical) and required documentation (if necessary)	This requirement should belong to the financial content in the travel management system to achieve the function	As per bid document. It is acceptable if functionality is made available through Finance module
236	HR88	479	Implement reimbursement level analysis tool through cadre/department/position	This requirement should belong to the financial content in the travel management system to achieve the function	As per bid document. It is acceptable if functionality is made available through Finance module
237	HR89	479	A tool for submitting single expense claims and multiple expense claims and uploading supporting documents	This requirement should belong to the financial content in the travel management system to achieve the function	As per bid document. It is acceptable if functionality is made available through Finance module

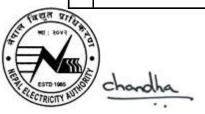| Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
238	HR90	479	Provide workflow based review and approval of all reimbursement claims	This requirement should be part of the financial content that needs to be implemented in conjunction with the process engine	As per bid document. It is acceptable if functionality is made available through Finance module
239	HR91	479	Provide employees with tools to track reimbursement status	This requirement should belong to the financial content in the travel management system to achieve the function	As per bid document. It is acceptable if functionality is made available through Finance module
240	HR92	479	Integration of finance and accounting modules Human resource management system module for handling reimbursement.	This requirement shall belong to the financial content, which is mainly the connection of travel management system with SAP	As per bid document. It is acceptable if functionality is made available through Finance module
241	HR 93	479	"Prescribing the rules and conditions for the cashing of leave, the cumulative leave, the expiry of leave, the upper limit of accumulated leave, the combined leave type rules, the minimum and maximum number of leave days, etc."	Some requirements are not clear, need to elaborate, what is the combined vacation type?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
242	HR 98	480	Use to define, change, and configure the type of vacation. The types of leave currently used are: 1. Personal leave 2. Holidays 3. The sick leave 4. Unconditional leave (not heard, not paid) 5. Home leave 6. Study vacations 7. Maternity leave 8. Maternity leave (parental leave) 9. Substitute vacation (transfer vacation? Don't know whether to pay) 10. Funeral leave	I don't understand the two holidays, "Unconditional leave", "Substitute leave", we need to confirm the rules	Unconditional leave (Asadharan Bida) is applicable when an employee has no more leaves and decides not to continue his services due to any reason. This leave may be applied for a period of 2 years. Substitute vacation (Satta Bida) - During shift works and other sensitive operations, an employee may remain at work even during weekend / holidays. In such cases, such employee gets substituted leaves which may be availed later.
243	HR 101	480	"Provisions for defining hierarchical workflow Holiday recommendations and approvals"	Leave approval stream? (no contact with HCM approval), do you need approval for leave?	Referred clause of bid document is self-explanatory.
244	HR 102	480	Record approval/denial of leave and update employee leave account and service records accordingly	HCM can only record approved leave Service record: positive attendance record. Need approval records?	Referred clause of bid document is self-explanatory.
245	HR 103	480	"Proof allows you to select the general reason for refusing a vacation from the drop-down menu and to provide a text box for inserting other specific reasons."	Leave approval stream? (no HCM approval), approval result?	Referred clause of bid document is self-explanatory.
246	HR 104	480	"Provisions regarding cancellation, amendment, extension, advance or postponement of leave."	Selling false, change false business to need clerk manual operation, need to determine these businesses to go through the examination and approval	As per bid document
247	HR 105	480	Ability to trigger alarms and obtain required supporting documents based on the circumstances of leave (e.g. doctor's certificate, sick leave certificate, health certificate, etc.)	Whether special holidays need to be accompanied by documents, approval related	Referred clause of bid document is self-explanatory.
248	HR 109	481	Keep records of unauthorized absences	Approval related, call the approval record	As per bid document
249	HR 110	481	"Demonstrate that if a person is absent from work for more than a predetermined period of time without proper approval or in accordance with regulations and policies, then wages will automatically cease to be paid."	"Proper approval" requires approval?	As per bid document
250	HR 115	481	Terms for creating privileges/roles and assigning corresponding rights to the system."	Assigned and authorized management of attendance related business data?	Provision for creating privileges/roles and assigning rights is required for all type of functionalities.
251	HR 116	481	"Able to download/upload user information and fingerprints of corresponding units and superior administrative authorities"	The data of biological indicators of human body are stored in the corresponding punching machine, and the attendance accounting system does not need to be stored	As per bid document. Bidder needs to integrate proposed solution with finger print machines installed at units for providing these functionalities

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
252	HR 117	481	Handle fingerprint registration procedures at branches and higher administrative authorities	Register in the attendance equipment	As per bid document. Bidder needs to integrate proposed solution with finger print machines installed at units for providing these functionalities
253	HR 119	481	You should also be able to import attendance records via email and USB	The attendance records are automatically obtained from the attendance machine integration, and when they need to be imported, they are sorted out by EXCEL and imported manually. The collated EXCEL file storage medium is independent of the import process	As per bid document. Bidder needs to integrate proposed solution with finger print machines installed at units for providing these functionalities
254	HR 127	482	"The system should have the option to increase field work related to the office, such as training"	Do you want to achieve remote clocking?	Remote clocking feature is not envisaged at present.
255	HR129	482	Ability to automatically process travel requests	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
256	HR130	482	Ability to define travel requirements (rail/air/highway) form	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
257	HR131	482	Ability to define and select • calendar and schedule of travel plans • national/state/city tourism planning • types and modes of travel (local/domestic/international travel	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
258	HR132	482	Ability to make travel applications for local/domestic/international travel	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
259	HR133	482	Ability to select cost centers while presenting travel requirements	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
260	HR134	482	Define the capabilities of the approving and reviewing authorities for vetting/approving/rejecting travel applications	This requirement belongs to the financial category of travel management system combined with the process engine to achieve the function	As per bid document. It is acceptable if functionality is made available through Finance module
261	HR135	482	Can recommend train name and number, flight number/airline name	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
262	HR136	482	Can add passenger number, name, age, department, function	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
263	HR137	482	Ability to check approval/rejection of travel applications	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
264	HR138	482	Ability to notify the travel information desk of approved travel applications	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
265	HR139	482	Ability to request cancellation of travel tickets or reservations	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
266	HR140	482	Create, change, display, review and publish travel loans	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
267	HR141	482	A reminder letter should be issued to staff who fail to submit their travel and travel final bills within the specified time	This requirement falls under the financial category and is implemented in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
268	HR150	483	A facility to generate reminders/upgrade reports when staff do not comply with training plans	Reminders for employees who are absent from training? Is it an email reminder?	Referred clause is self-explanatory. Reminder will be sent through email and/or letter.
269	HR157	483	Facilities in the system to define/change NEA specific relevant promotion and increment rules and eligibility criteria	Promotions and raises based solely on performance reviews?	Referred clause of bid document is self-explanatory.
270	HR158	483	Provide terms and conditions for triggers generated by the system in time according to the stipulated rules and regulations, indicating that employees should be promoted, increased salary, etc	Promotions and raises based solely on performance reviews?	Referred clause of bid document is self-explanatory.

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271	HR162	484	Provide mandatory checklists, such as completion of specified training, before promotion/increase	This requirement has nothing to do with performance and belongs to the preparatory work of personnel promotion business	As per bid document
272	HR163	484	Employees who had been considered earlier refused to provide facilities for recording details of promotions	This requirement has nothing to do with performance and belongs to the preparatory work of personnel promotion business	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
273	HR164	484	Be able to issue promotion orders online and communicate with related employees	The demand is unknown. I hope you can explain it in detail	System should have facility to generate on-line promotion orders and provision for auto-email to the relevant employees.
274	HR165	484	To automatically approve an increase in pay for an employee's promotion in accordance with prescribed rules and regulations	This requirement is not related to performance. Is there a clear standard for salary increase in promotion?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
275	HR166	484	Facilities that handle normal and special increments (stagnant increments/advance increments, etc.) for each employee, based on predefined rules and rules	The demand is unknown. I hope you can explain it in detail	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
276	HR167	484	A facility that automatically updates salary information and service records in the event of promotion/formalization	What salary information is automatically updated? By what standards?	As per bid document. Payroll information such as promoted designation, basic pay, etc. should be automatically updated in service records once employee is promoted or regularised. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement.
277	HR168	484	Automatic recalculation of allowances affected by the increase	The application of performance results to pay belongs to pay management	As per bid document. It is acceptable if functionality is made available through Payroll module
278	HR169	484	Facilities for defining/changing the types of misconduct and rules for conducting departmental/disciplinary investigations	Requirements unknown, need to elaborate	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
279	HR172	484	Facilities that allow authorized users to generate charge forms against employees	Requirements unknown, need to elaborate	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
280	HR174	484	Procedures for recording cases online	Requirements unknown, need to elaborate	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
281	HR175	484	Make it easier for employees to submit their online responses	It does not belong to the hr function to realize this function in the travel management system	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
282	HR177	484	Provisions that automatically affect pay/employee promotion based on enquiries/decisions to be processed	How does it affect compensation?	The compensation affect will be based on pending enquiry/decision.
283	HR178	484	Allow employees to appeal decisions in cases online	It does not belong to human resource business to enable SAP's dispute management or third-party platform integration process approval	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
284	HR179	484	To facilitate case decisions such as warning/dissatisfaction/criticism to employees	The function of determining whether a standard is good or bad according to the selection value?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
285	HR185	485	Provision to dial a unique number to pursue complaints and to maintain records of cases with material information	Requirements unknown, need to elaborate	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
286	HR193	485	Ability to process each department's NDC (no required certificate)/license when exiting the e-exit process	At the time of dimission, the relevant departments carry out system account closure, computer recycling and other affairs for employees.	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
287	HR197	485	Nominated after the death of the employee	What kind of person? Is the person on staff?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
288	HR206	486	Track and clear employee responsibilities	The demand is unknown. I hope you can explain it in detail	System should have provision to track and clear liabilities related to payroll, loans and retirement benefits
289	HR207	486	Monitor and recover employee advances - disbursement, recovery, interest, etc	This requirement falls under the financial business category of developing reports in SAP or implementing in the travel management system	As per bid document. It is acceptable if functionality is made available through Finance module
290	HR208	486	Facilitate leave management	The demand is unknown. I hope you can explain it in detail	System should have provision to consider leaves for making payment to employees
291	HR209	486	Interface with finance module to facilitate employee responsibility transfer	The demand is unknown. I hope you can explain it in detail	System should have provision to interface with finance module to enable transfer of employee's liabilities from existing job location to new job location
292	HR212	486	Promote comprehensive and final settlement of employees	What does settlement include? The hr department only has jurisdiction over the payroll	Full & final settlement is with respect to net payment to employee
293	HR213	486	Issue pension payment order and manage pension payment	The demand is unknown. I hope you can explain it in detail	Referred clause of bid document is self-explanatory.
294	HR214	486	"The convenience of defining/changing multiple types of loans and advances in accordance with applicable rules and regulations."	This requirement does not belong to the loan management of hr SAP	As per bid document
295	HR215	486	"Self-service online loan application facilities	This requirement does not belong to the loan management docking peripheral system of hr SAP	As per bid document
296	HR216	486	"Ease of checking loan applications against available funds, individual base salary, length of service, number of advance payments available, etc."	This requirement does not belong to the loan management docking peripheral system of hr SAP	As per bid document
297	HR217	486	"Facilities for calculating various instalments/emi - simple/comprehensive/monthly relief and recording of repayment conditions"	This requirement is not a human resource requirement	As per bid document
298	HR218	486	"Provisions allowing the definition of a grading workflow for the approval of loans/advances"	This requirement does not belong to the hr travel management system combined with the process engine to achieve this function	As per bid document
299	HR219	486	Provide integration with HRMS module to recover loan instalments etc.	This requirement does not belong to the human resource loan management system to customize the human resource system	As per bid document
300	HR220	486	"Change of facilities for any particular instalment/emi and define the impact of the remaining emi on changes in interest rates, etc."	This requirement is not customized by the human resource loan management system to the peripheral system	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
301	HR221	487	"To provide integration with employee service records for verifying loan eligibility and loan amount."	This requirement is not customized by the human resource loan management system to the peripheral system	As per bid document
302	HR222	487	"Requiring employees to submit information on loans/advances outside government agencies"	This requirement is not customized by the human resource loan management system to the peripheral system	As per bid document
303	HR223	487	To amend the annual increase in remuneration	Compensation system adjustment?	Referred clause of bid document is self-explanatory.
304	HR224	487	Pay and amend promotion/demotion terms	Compensation system adjustment?	Referred clause of bid document is self-explanatory.
305	HR225	487	Provisions to deal with arrears and late payment calculations in accordance with pre-specified criteria	What are arrears and late payments? Should it be financial business?	Referred clause of bid document is self-explanatory. Functionality may be made available through Payroll/Finance module.
306	HR227	487	The ability to calculate arrears at the time of a case promotion is retroactive	What amount is owed? Should it be financial business?	Referred clause of bid document is self-explanatory. Functionality may be made available through Payroll/Finance module.
307	HR231	487	Be able to integrate with fixed assets module, project accounting module, financial module and material management module.	What are the specific integration business contents?	The envisaged IFMIS solution should have capability to share data from one module to another as per requirement
308	HR233	487	Ability to automatically monitor hr process dates (e.g. date of increase, date of departure, etc.)	Implement email reminder function?	Referred clause of bid document is self-explanatory.
309	HR236	487	All facilities are documented, such as travel/transportation, allowances/transportation, etc.	Do you want the system to maintain data such as employee transportation allowances?	Referred clause of bid document is self-explanatory.
310	HR 238	487	"Wages are paid in a way that takes into account the income and returns of all employees."	Requirements unknown, need to elaborate	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. Referred clause of bid document is self-explanatory.
311	HR 240	487	Ability to maintain employee ledger for advances and accounts receivable.	This requirement is not for customized development by human resources SAP	As per bid document
312	HR 241	488	"Function of preparing bank payment vouchers to pay employees"	Payment vouchers belong to banking services. Does the demand refer to automatic docking with the bank to complete salary payment? SAP does custom development	System should generate bank payment voucher for payment of salaries to employees
313	HR 242	488	Ability to obtain detailed information of cost expenditure according to cost center intelligence, responsibility center intelligence, factor intelligence, account code intelligence, etc.	Does this need to be assessed as part of the financial business?	As per bid document. Text stated in query for the referred clause of bid document is not same as mentioned in bid document. Please refer to bid document for correct statement. It is acceptable if functionality is made available through Finance module.
314	HR 243	488	"The system should be able to hold the data of all employees, including reimbursement, sick leave, authorised doctors, authorised hospital lists and medical classification (if applicable)."	What types of data are stored? Is a picture? File?	The referred data is not likely to be picture.
315	HR 244	488	"The system should be able to monitor the recurring reimbursement of each employee for each illness."	This requirement is not implemented by hr travel management system	As per bid document
316	HR 245	488	"The system should be able to provide monthly medical reimbursement details for all indoor, outdoor and specific illnesses."	This requirement is not implemented by hr travel management system	As per bid document
317	HR 246	488	"The system should be able to validate documents against reimbursement rules."	This requirement is not implemented by hr travel management system	As per bid document
318	HR 247	488	"Access to medical bills, hospital bills, and other functions used for medical reimbursement."	This requirement is not implemented by hr travel management system	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
319	HR 248	488	Ability to check eligibility criteria for various loans and advances. Be able to calculate the electromagnetic interference of the loan and recover the advance payment."	This requirement does not belong to the customized development of human resource loan management	As per bid document
320	HR 249	488	Be able to provide TDS certificate for employees	Requirements unknown, need to elaborate	TDS refers to tax deducted at source. System should be able to generate TDS certificate for employees based on tax deducted from income
321	HR 252	488	Ability to separate employer contributions to PF and distribute them to their respective authorities	Not sure what business PF is?	PF refers to Provident Fund.
322	HR 254	488	Ability to handle employee recovery data and pay to related departments, such as PF	Not sure what business PF is?	PF refers to Provident Fund.
323	HR 257	488	Able to generate all loans and advance ledger.	This requirement does not belong to the customized development of human resource loan management	As per bid document
324	HR 259	488	"Ability to keep employee contribution and employer contribution separately"	Not sure what business PF is?	PF refers to Provident Fund.
325	HR 260	488	Able to compile loan recovery list	This requirement does not belong to the customized development of human resource loan management	As per bid document
326	HR 261	488	"Be able to create monthly pension bills to pay pensioners."	Retire, annuities business is unfamiliar	As per bid document
327	HR 262	488	Able to prepare annual ledger for each pensioner	This requirement is not for hr travel management implementation or customized development based on hr system	As per bid document
328	HR 263	488	"Provision for welfare schemes. Currently, there are the following benefit plans 1. Group accident insurance A) medical insurance 2. Life insurance	Requirements unknown, need to elaborate	As per bid document
329	HR 264	489	"To define the types of loans, NEA currently has the following types of loans: 1) housing and land purchase loan (500,000) 2) natural disaster loan (100,000) 3) home maintenance (50,000) 4) social activities behavior)(20,000) 5) medical loan (ten thousand) 6) Shramajyoti loans 7) Bidhutkarmi loans 8) retirement fund loans 9) provident fund loans 10) citizen investment trust loans 11) insurance loans 12) other matters shall be governed by the office rules of NEA welfare department."	This requirement does not belong to the customized development of human resource loan management	As per bid document
330	5(b) (Incidental Services)	12	the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Bidder and as specified in the Contract.	Bidder submits that the scope of work be limited to the scope and requirements agreed in the Contract and other documents. Bidder shall not be able to commit to deliver other implied services that is not agreed in the Contract or agreed documents. However Bidder submits that such other services may be accommodated as part of the Services through change management procedure. Kindly remove this requirement.	As per bid document

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331	1.5.2.3 Component 3 (Incidental Services)	185	The System Integrator however is not expected to limit its services to the below mentioned scope only and may require to perform activities which are deemed appropriate by NEA in order to meet the expectations & goals of the Project which includes implementation of IFMIS and RMS solution.		
332	7.2 (Incidental / inferred Services)	77	The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract.		
333	GCC 9.9 (incidental services)	139	To perform tasks which may be necessary to achieve the end objectives of NEA as and when required during the contract and taking on board any changes that may occur at operational or policy level.		
334	6.3 (Subcontractors)	15	The Purchaser reserves the right to delete any proposed Subcontractor from the list. This shall be done prior to Contract signature, by deleting such unacceptable Subcontractors from Appendix 3 to the Contract Agreement, which shall list the approved Subcontractors for each item prior to Contract signature. Subsequent additions and deletions from the list of approved Subcontractors shall be performed in accordance with GCC Clause 20 (as revised in the SCC, if applicable) and Appendix 3 to the Contract Agreement.	Bidder submits that the deletion of any subcontractor be done with mutual consent. The quotation and proposal submitted by Bidder is based on the price quote of the subcontractors and on the assumption that any work subcontracted will be performed by the subcontractor. Unilateral decision of NEA in changing or deleting the subcontractors may impede the ability of the Bidder to provide the services and comply with the timelines and price quote.	As per bid document. The bidder should propose subcontractors who meet the requirements of the bidding documents.
335	14.7 (Fixed Price)	22	Unless otherwise specified in the BDS, prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to increases on any account.	Agreed. However Bidder submits that the price quotes, Scope of work, timelines, plans and charges proposed by Bidder in the proposal is based on the information made available to it at the time of submission of the proposal and assumptions, dependencies indicated in the proposal. In case there is subsequent change in the scope of work or timelines, or the information provided by NEA is incorrect and incomplete, any impact on the pricing will be agreed through the change procedure in the Contract.	As per bid document
336	31.2 (Client visits)	38	This determination may include visits or interviews with the Bidder's clients referenced in its bid, site inspections, and any other measures.	Bidder submits that such visits be pre-agreed between the parties and the Bidder's client.	As per bid document.
337	1.5.2.2 (Supply & Installation of Software)	182	All licenses (including RMS, if COTS product) procured should be of full use, enterprise, perpetual, unrestricted and irreversible. In case RMS software is not the COTS product, it must be delivered with full rights of enterprise version of software, perpetual, unrestricted and irreversible. System Integrator shall be responsible to procure and supply any additional software license, if required, for successful implementation (including integration) of project.	NEA shall use the software and hardware products in accordance with the license terms and restrictions specified by the OEM for the use of such hardware and software products. Bidder will charge additional charges for additional software, unless the requirement for additional software is due to reasons attributable to the Bidder.	As per bid document.
338	1.5.2.2 Component 2 (Additional Services)	184	Post its successful implementation at NEA, bidder may be asked to implement same proposed product in the subsidiary companies by procuring additional licenses of proposed product as required, with change request in line with provisions of Contract. NEA will conduct study and prepare functional requirements for IFMIS modules (e.g. Finance, Assets, Inventory and HRMS) for subsidiary companies. However, other ICT infrastructure procured under this project should be available for use by subsidiary companies also, if this project is implemented in subsidiary companies at a later stage.	Understanding is that implementation of the solution in subsidiary companies is not in the scope envisaged in this Contract. Any such work will be handled as a separate project upon terms, charges and unit rates as agreed between the parties.	Refer "Procurement of Licences" section at page No. 184 of bid document: "…..Since the functional requirements of various modules for subsidiary companies may differ from functional requirements of NEA, proposed product will be initially implemented in NEA. Post its successful implementation at NEA, bidder may be asked to implement same proposed product in the subsidiary companies by procuring additional licenses of proposed product as required, with change request in line with provisions of Contract. NEA will conduct study and prepare functional requirements for IFMIS modules (e.g. Finance, Assets, Inventory and HRMS) for subsidiary companies….."

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
339	1.5.2.3.13 (Relevant Legal Codes)	193	System Integrator should ensure the compliance of following while implementing the solution: -Nepal Electricity Authority Act, 1984 - NEA Employees Rules and Regulations - NEA Financial Administration Rules and Regulations Electricity Act, 1992 - Nepal Accounting Standards and IFRS/NFRS - Guidelines issued by NEA/ GoN from time to time	Kindly share a copy of all of these codes and regulations.	Refer NEA's website www.nea.org.np for legal documents which may not necessarily be in English. Bidder shall be responsible for understanding and interpreting the documents (Acts, rules, regulations, policy, operational documents, etc.) correctly, if the documents are in Nepali language.
340	1.5.2.5 Component 5 (O&M Support)	196	System Integrator must ensure the full time availability of all required resources (as specified in format- 3.7.2, Section VII of this bidding document) at NEA Head office for first year of O&M Support. Thereafter, O&M support for second and third year may be onsite/offsite, provided no compromise on quality of support to NEA.	Bidder submits that the availability and deployment location of resources be mutually agreed between the parties.	As per bid document
341	3.3.3 and 3.3.4 (Operational Acceptance)	206	3.3.3 Based on the above and only after being completely satisfied that all the concerned users of System have access to the System and are using the System for the respective functional areas, the Purchaser shall issue Operational Acceptance (Go-Live) for the System. 3.3.4 The System Integrator must agree to above criteria for operational acceptance and further agree that in order to accept the System, Purchaser must be satisfied that all of the work has been completed and delivered to Purchaser's complete satisfaction and that all aspects of the System perform acceptably.	Acceptance must be provided once the system or part there of meets the acceptance criteria as agreed between the parties. Satisfaction of NEA is a subjective term and difficult to quantify and prove by the Bidder. All work will be performed as per the requirements agreed in the Contract. Kindly remove this requirement.	As per bid document. Refer clause 3.3.2 wherein activities to be completed by System Integrator have been mentioned in order to obtain Operational Acceptance. Purchaser's complete satisfaction is in context with the Purchaser's acceptance of work and activities mentioned in bid document, system integrator's proposal and Contract.
342	BID SUBMISSION FORM	512	we, the undersigned, offer to supply, install, achieve Operational Acceptance of, and support the Information System under the above-named **Contract in full conformity with the said Bidding Documents** for the sum of:	Bidder requests that certain deviations to the Contract terms be permitted and the Contract to be signed between NEA and Bidder should be a mutually acceptable agreement. Bidder submits that the response to RFP shall be deemed acceptance of the RFP terms except for such specific sections against which deviations are proposed by Bidder in a separate section for easy identification. Kindly confirm acceptance of this intent.	As per bid document.
343	3.5.8 Litigation History	565	Bidders, including each of the partners of a Joint Venture, shall provide information on any history of litigation or arbitration resulting from contracts executed in the last five years or currently under execution.	Bidder submits that the information sought be limited to only those litigations which may affect or hinder the ability of the bidder to provide the services. Other litigation matters if any are confidential and may not be possible to share.	Provision of the bidding document remains unchanged.
344	3.6.3 Undertaking on Resource Deployment	568	Entire clause	Bidder submits that in the proposal, only the sample resumes with required skill sets will be presented. Resources deployed will be of equivalent skill sets as set out in the sample resumes. Bidder shall have a right to remove and replace personnel as it deems necessary during the provision of services. All replacement resources will be of equivalent skills.	As per bid document. Bidder needs to provide CVs of resources to be deployed on the project.
345	3.6.4 (IP and source code)	569	Further, I/we do hereby undertake that any custom development carried out for the proposed IFMIS and RMS solution will come along with the necessary source code. If the NEA wants to use such custom developed product for further development of their application on top of the product, it would be able to use the proposed software for such a development work. I/ we give an undertaking that the source code would be provided to the NEA without any condition.	Custom software and material to be owned by the customer will be listed out in the separate section as set out in the contract. Source code in this software if separable from the underlying base software will be provided to the customer. Customer may use the custom software and its source code for development work, provided it does not infringe any existing IPRs of the OEM in the base software.	As per bid document. Bidder should provide details of existing IPRs of the OEM in technical bid.
346	3.5 (Incoterms)	71	Incoterms	Bidders seeks that the terms of trade and delivery of goods be governed by the delivery terms of the OEM and requests non-applicability of Incoterms.	As per bid document
347	4.1.1 (Notices)	74	Any notice sent by cable, telegraph, telex, facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch by notice sent by airmail post or special courier, except as otherwise specified in the Contract.	Please confirm if this means that any notice sent through Fax or email has to be confirmed through post or courier. If yes, bidder seeks this requirement to be removed.	As per bid document.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
348	9.4 (Permits)	79	The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Purchaser under GCC Clause 10.4 and that are necessary for the performance of the Contract.	Bidder submits that it will obtain all permissions that are applicable to the provision of services. Those which are the responsibility of NEA for procuring the services and other general permissions, approvals etc. will be NEAs responsibility.	Referred clause is self-explanatory
349	9.5 (Compliance with laws)	79	9.5 The Supplier shall comply with all laws in force in the Purchaser's Country. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1.	Bidder submits that it will comply with all laws applicable to it for performance of the services and its business and industry. NEA must comply with all laws applicable to it and its business and if any of such laws, policies or regulations are required to be complied by the Bidder, NEA will notify the bidder of such compliance requirements and pay the costs associated with such compliance requirements.	As per bid document
350	12 (Payments) and GCC 12.3	82 and 148	Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier.	Payment schedule, milestone and percentages will be mutually discussed and agreed between the parties. If the deliverable meets the acceptance criteria, it will be deemed accepted by NEA and Bidder will issue an invoice. If any milestone or deliverables under it is partially accepted by NEA, payment for the partially accepted services will be done as per the Contract terms. Bidder submits that all payments be made within 30 days of date of the invoice. Any disputes in the bill shall be notified before due date. All late payments are subject to interest fee at the rate of 1.5% per month calculated from the day after the due date till the date full payment of the charges. Bidder may suspend services after giving a notice of 15 days in case of overdue payments.	As per bid document
351	13 (Advance Security) and GCC 13.2.1d	83 and	Entire clause	Is this only optional and applicable in case bidder seeks advance payment for implementation?	Refer Addendum-3
352	13.3 (Performance Security) and GCC 13.3.1 and GCC 13.3.4	83	Entire clause	Bidder seeks amendment that PBG be limited to 5% of the implementation cost. PBG for the duration after operational acceptance will be 5% of the contract value of warranty and post warranty period. Bidder understand that PBG be called upon only in the event of failure to achieve operational acceptance as per clause 30.3. Please confirm that this is correct. Bidder seeks a cure period of 30 days to achieve operational acceptance before PBG can be invoked.	As per bid document
353	15.3 (IPR) and GCC 15.3	85 and 150	Entire clause principles for further discussion are set out in column E.	1. Source code in standard software cannot be provided to NEA. Any transfer, assignment or licensing will be done as per the license and usage terms of the OEM. 2. Ownership in the custom software and material will vest in NEA upon completion of payment 3. Escrow arrangement requirement is requested to be removed as source code for all custom software will be provided to NEA if separable from the underlying base software. NEA may use the custom software and its source code for development work, provided it does not infringe any existing IPRs of the OEM in the base software. 4. Ownership in any pre-existing IP and modifications, enhancements and customization to it, will remain with the Owner of the IP. 5. NEA will have the limited license and RTU the Software and IP that may be embedded in the system or deliverables and is needed for proper functioning and use of the system or deliverables in its ordinary course of business. 6. Ownership and IPR in any processes, methodologies or techniques, improvements developed by Bidder before or during the provision of the services will remain with Bidder. 7. NEA shall grant to Bidder, necessary rights and license to any intellectual property, tool or software belonging to it or its third party vendors that is necessary for Bidder to perform the services. 8. NEA shall use the software and hardware products in accordance with the license and usage terms and restrictions specified by the OEM for the use of such hardware and software products.	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
354	GCC 16.2	152	This is Supplier's responsibility to ensure that the Standard Software are used as per the license agreement and requirements given in this bidding document. Supplier shall intimate, in written, to Purchaser if it is found by Supplier that Standard Software are not used as per the license agreement and requirements given in this bidding document.	This is not agreeable. Kindly remove this requirement. NEA is responsible for compliance with licensing terms of the software it uses.	As per bid document
355	17.5 (Confidential Information)	89	NA	Exception to confidentiality obligation will apply to information developed independently by the recipient without reference to the confidential information.	As per bid document
356	18.2 (Supplier's representative)	90	entire clause	Bidder shall notify NEA of appointments. In case NEA has reasonable objections, Bidder will accommodate NEA's concerns. Any replacement will also be notified to NEA and its concerns accommodated in the appointment of replacements. Any delegation will also be notified to NEA	As per bid document
357	18.3 (Supplier's Personnel)	91	entire clause	Bidder submits that if the personnel are required to be replaced due to performance related issues, such issues will be mutually discussed between the parties and a remedial plan be put in place. If the remedial plan fails or the Bidder is not able to remedy the issue within the time agreed in the plan, Bidder will replace the personnel with a equivalent resource within 30 days. Bidder will replace personnel directly in the event of gross misconduct or personnel being a security threat.	As per bid document
358	23.1 and 23.2, (Upgrades)	98	At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System). At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).	Bidder reasonably cannot commit to provide any technological advances or upgrades at the same or lesser prices. However Bidder submits that such upgrades and advancement may be implemented if agreed through the change management procedure.	As per bid document
359	24.2	99	Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its Bid) and shall not exceed the prevailing rates charged by the Supplier to other purchasers in the Purchaser's Country for similar services.	Bidder will reasonably endeavour to provide services at prevailing rates, however the rates charged to customers depend on various factors and bidder cannot guarantee that the rates as applicable to other customers will be provided to NEA. Please remove this requirement.	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
360	28.2 and 28.3 (LDs)	105	the Supplier shall pay to the Purchaser liquidated damages at the rate specified in the SCC as a percentage of the Contract Price, or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount specified in the SCC ("the Maximum"). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2. 28.3 Unless otherwise specified in the SCC, liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule in the Technical Requirements and/or Agreed and Finalized Project Plan.	Bidder seeks confirmation if LD is applicable only if the final operational acceptance of the entire system is not achieved or for individual milestones as well. The language seems ambiguous. Bidder seeks that the LD rate is 0.5% of the implementation cost and capped at 5% of the total implementation cost. LD is payable only if the delay is for reasons attributable to the bidder.	As per bid document Refer SCC for GCC Clause 28.3 for applicablity of liquidity damages
361	29.1 (Defect Liability)	106	Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.	Bidder submits that warranties related to any third party software and hardware will be as per the warranty terms of the original OEM. Any exclusions to such warranty will be applicable to NEA	As per bid document
362	29.10 (Defect Liability)	108	If the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within the time period specified in the SCC, the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.	Third party may step in if the Bidder does not commence the work within 30 days of such notice by NEA. Bidder will be responsible to pay additional costs incurred by NEA up to 10% of the charges that Bidder would charge had it performed the services. In such events, 3rd party may not have access to systems and confidential information of the bidder as the 3rd party may be a competitor of the bidder. Bidder will resume work once the services for which the third party is brought in is complete.	As per bid document
363	29.13	108	At the request of the Purchaser and without prejudice to any other rights and remedies that the Purchaser may have against the Supplier under the Contract, the Supplier will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Supplier.	Please explain the intent of this right and when it will be invoked.	Referred clause is self-explanatory
364	30.1	109	The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract.	Issuance of operation acceptance from NEA represents that the system is complete and compliant with technical requirements. Please remove this as a guarantee by the bidder.	As per bid document
365	32.1(c)	110	sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause 32.2.	Bidder reasonably cannot warrant this as bidder has no control over how and in what manner the sale is carried out by NEA. Please remove this requirement.	As per bid document

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
366	33.1 (LOL)	112	Entire clause	Bidder will not be liable for any loss of business and reputation as well. What does liquidated damages entail? Bidder submits that this must not be excluded. Bidder submits that the aggregate annual liability cap be limited to the amount paid or payable in that annual year. Bidder proposes the following additional language: Bidder will not be liable for delays, losses and damages due to any breach, default or delay which is caused by or otherwise attributable to any act or omission on part of NEA or third party vendors of NEA or Bidder's reliance on any directions or instructions given by NEA. Each party is obligated to take reasonable measures to minimize the losses incurred by it.	As per bid document
367	34	113	With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Purchaser at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.	Ownership will be transferred upon payment and if and as agreed in the Contract.	As per bid document
368	36.2 and 36.4 (indemnity)	114 and 115	entire clause	Bidder's indemnity limited to death or *bodily* injury and damage to *tangible* property NEA must indemnify for loss or damage to any property and not just NEA's property that is caused by any action or omission of NEA whether insurance is claimable or not.	As per bid document
369	GCC 34 (b) & GCC 41 (Exit Management)	158 and	Exit management and handover obligations	This services will be mutually agreed between the parties and will be additionally chargeable as determined in the exit management plan.	As per bid document
370	40 (Delays)	123	entire clause	Any additional costs incurred by the bidder due to delays attributable to NEA will be paid by NEA	As per bid document
371	41.1.2 (b) and 41.1.2(d)(ii), 41.2.3(b), 41.2.3(d), 41.3.3(b), 41.3.3(d)(ii) (termination)	125	to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;	This is not agreeable. Rights and ownership will be transferred as agreed in the Contract. Subcontracts cannot be transferred as many of these are not exclusively contracted for the purpose of this transaction. Bidder can only agree to reasonably cooperate with NEA in securing a new contract with bidder's subcontractors.	As per bid document
372	41.2.2(d) (termination)	128	entire clause	Bidder seeks a cure period of 30 days before NEA can terminate the contract for material breach of bidder.	As per bid document. Cure period of 14 days is already provided.
373	41.2.4 (termination)	129	Entire clause	NEA may not use Supplier's Equipment in performance of the remaining services as many of this may not be dedicated to NEA's project. Kindly modify this clause to that effect.	As per bid document
374	41.2.6 (termination)	129	Entire clause	Bidder's liability is capped at 10% of the charges that would be charged by the bidder for such services that were completed by NEA.	As per bid document
375	Attachment 1 (SLAs)	284	Entire section	1. SLA will be mutually agreed between the parties. 2. Service level default will occur wherever Bidder fails to meet minimum service level for reasons solely attributable to itself and its vendors. In Service level and penalties calculation, any failures due to reasons not attributable to Bidder will not be included. 3. Any change in SLs measurement will be mutually agreed between the parties 4. Penalties during implementation phase will be calculated as a percentage of implementation charges and capped at 5% of the total implementation charges. 5. Penalties during maintenance phase will be calculated as a percentage of quarterly maintenance charges and capped at 5% of the quarterly maintenance charges for each quarter.	As per bid document
376	3.1(e) and 3.4 of page 206 (Audits)	10 and 206	will have the right to require that a provision be included in bidding documents and in contracts financed by a Bank loan, requiring bidders, suppliers, and contractors and their sub-contractors to permit the Bank to inspect their accounts and records and other documents relating to the bid submission and contract performance and to have them audited by auditors appointed by the Bank.	Agreed provided a prior written notice is given. Bidder may impose reasonable confidentiality restrictions on the auditors to protect its and its other customers' confidential information (if accessed by the bank or its auditors). If third party auditors are appointed, they will be non-competitors of the Bidder or appointed with the consent of the Bidder. Right is available only once an year and for the contract duration.	The referred clause is self-explanatory.
377	9.8 (Audits)	79	The Supplier shall permit the Bank and/or persons appointed by the Bank to inspect the Supplier's offices and/or the accounts and records of the Supplier and its sub-contractors relating to the performance of the Contract, and to have such accounts and records audited by auditors appointed by the Bank if required by the Bank.		

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
378	1.5.2.3.11 (Audits)	192	NEA may engage a Third Party Audit of entire IFMIS and RMS. System Integrator shall facilitate and co-ordinate with Third Party Auditor (TPA) for the audit. In case of any changes suggested by Third Party Auditor, the System Integrator shall implement the changes in consultation with the Client. System Integrator will submit compliance report of Third Party Audit. Selection of TPA will be based on NEA's governance and regulation policies.	If third party auditors are appointed, they will be non-competitors of the Bidder or appointed with the consent of the Bidder. Audits will be with a prior notice to the bidder.	System Integrator will be informed in advance for any third party audit of IFMIS and RMS.
379	3.2.3 (Audits)	205	The System Integrator will be required to implement the recommendations of the IT Security Audit exercise prior to the solution going live at no additional cost.	Agreed, provided the deficiency in the IT security of the system is not because of reasons attributable to NEA.	Any such reason wherein deficiency in security of the system is due to reason solely attributable to NEA will be mutually discussed and resolved. System Integrator shall support NEA towards its resolution.
380	Appendix 4	585	Definition of customer software and standard software	Custom software is defined as software which is exclusively developed for NEA as agreed in the Contract and the ownership of which is agreed to be transferred to NEA. All other software for the purpose of this Contract will be considered as standard software.	As per bid document
381	NA	NA	Key Experts	Key experts are not defined in the contract. Please confirm who will be Key Experts.	Refer para 1.6 of Section VI at page 198 of bid document.
382	1.5.2.5 Component 5 (Upgrade)	196	Install all required Upgrades, Updates, and patches release by OEM vendors for proposed product and other software.	Upgrades may not be available during warranty and post warranty phase without additional costs. TBD	As per bid document
383	1.5.2.5 Component 5 (Additional Reports)	196	☐ Additional reports as required	This will be additionally chargeable.	As per bid document
384	1.5.2.5 Component 5 (Helpdesk space)	197	System Integrator shall be responsible for arranging necessary space, power, infrastructure, etc. for helpdesk to be set up.	This shall be NEA's responsibility	As per bid document. Supplier may factor-in the cost related to this.
385	1.6 Team Composition & Qualification Requirements	198	In case of international bidder, it is mandatory to have strong local support in Nepal for prompt and effective service and issue resolution.	Does the foreign bidder have to have an agent in Nepal and office for local support in Nepal?	As per bid document
386	15 Bid Currencies & 12.4 Payment Terms	23 & 82	Prices shall be quoted in following currencies All payments shall be made in the currency(ies) specified in the Contract Agreement, pursuant to GCC Clause 11.	Billing and payment should be done in USD.	As per bid document
387	12.3 Terms of payment	82	Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier.	Payment shall be made within 30 days from the date of invoice.	As per bid document
388	14 Taxes & Duties	84	Taxes & Duties	Any withholding taxes will be on customer's account and our prices will be grossed up by the same.	As per bid document
389	41.1 Termination for Purchaser's Convenience	124	The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.	Request for deletion of this clause, as purchaser already have the right to terminate in case of any default.	As per bid document
390	41.2 Termination for Supplier's Default	126	If the Supplier fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Purchaser may terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.	Contract shall be terminated only for the material breaches after giving 30 days cure period.	As per bid document
391	12. Terms of Payment (GCC clause 12)	141	Terms of payment	Hardware - 100% payment shall be made on delivery. Software License - 100% payment shall be made on delivery. AMC & ATS - 100% payment shall be made yearly in advance. Implementation Services - Payment shall be made as per mutually agreed milestones between both the parties. Capacity Building - 100% on approval of capacity building and change management plan. Support Services - Payment shall be made monthly in arrears.	Refer Addendum-3

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
392	GCC 13.3.1	149	The Performance Security shall be for an amount equal to 10 percent of the Contract Price, excluding any Recurrent Costs. In case of multiple contract currencies, performance security shall be for each contract currency of amount equal to 10% of contract price (excluding any recurrent costs) in that currency	Request for deletion of this clause.	As per bid document
393	F. Guarantees & Liabilities	156	Liquidated damages shall be assessed at 0.5 percent of Contract Price per week. The maximum liquidated damages are 10percent of the Contract Price, or relevant part of the Contract Price if the liquidated damages apply to a Subsystem.	Liquidated damages should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the affected service or product per week subject to the maximum of 5% of the value of affected service or product.	As per bid document
394	4 SLA Monitoring	289	Violations and Associated Penalties (From S. No. 2 to 5)	The overall SLA penalty shall not exceed 5% of the applicable fee for that month.	As per bid document
395	ITB 6.1 ©	46	Bidder can propose to use Subcontractors for the provision of following types/categories of services: ☐ Post go-live operation & maintenance for hardware and standard software (except maintenance of IFMIS and RMS Application) -Training - Hardware procurement, delivery, installation & commissioning - Data Migration	Subcontracting be allowed for implementation phase as well. DXC shall be the Main bidder with resourcing from subcontractors	Refer Addendum-3
396	ITB 6.1 ©	46	Total sub-contract value should not exceed 20% of total contract value.	Total sub-contract value be allowed at 40% of total contract value. Overall delivery ownership shall be with bidder	Refer Addendum-3
397		191	System Integrator must undertake all necessary data migration for the proper functioning of the solution. System Integrator is required to conduct all cleansing activities, if required, for data migration	The bidder does not have insight into NEAs legacy data. The bidder shall however advise on the various data cleansing measures. The actual data cleansing of legacy data shall be owned by NEA	Data cleansing will be done by System Integrator in consultation with Purchaser.
398	(1) Supply and Installation of Hardware	142	Hardware required for development & testing purpose may be procured by the bidder.	Will NEA retain the development and testing hardware procured for further use? What is NEAs plan for the HW procured by bidder for Dev and testing	Hardware procured for development & testing may be used as Development/QA server to be procured as per bill of material specified in bid document provided that it meets specifications stated in bid document. In such cases, cost of warranty from date of its delivery to date of Operational Acceptance of System may be factored in its cost itself.
399	IFMIS & RMS users	371	Attachment 5. Indicative assessment for offices and user for IFMIS and RMS	Page no 181 mentions number of ERP users as 1600 with scalability upto 2000 in 3 years. However Attachment 5 gives an indicative number of users at ~ 2100 users. Kindly clarify	Initially, NEA intends to purchase licenses for 1600 users. Subsequent to its successful implementation and as per requirement, NEA may purchase additional licences in multiple of 100 users based on unit rate quoted to be quoted by bidder.
400	Locations	371	Attachment 5. Indicative assessment for offices and user for IFMIS and RMS	List shows 220 offices for IFMIS and 181 locations for RMS. Please clarify if the rollout can be from central location	System Integrator may be required to visit end-locations for smooth or faster implementation/roll out of the system.
401	Functional requirements	405	Attachment 8. Functional Requirement Specifications of IFMIS and RMS	Please provide functional and technical requirements list in an Excel format	As per bid document.

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402		44	During last 10(ten) years from date of submission of bid, Bidder or any partner in case of JV must have implemented (as on date of submission of bid) at least 1 project covering Metering, billing and collection being offered in Government organisations/PSUs/Companies for minimum 1 million consumers. Format: Use Format 3.1.5 of Section VII	Request for amendment in clause meeting one of the criteria (either Metering, billing and collection)	Refer Addendum-3
403	Additional	NA	Additional	We would request NEA to share an excel sheet for sharing the SIs compliances based on the requirements	As per bid document.
404	Section VI. Technical requirements (including implementation schedule)	466	BC 241: Integration with Self service modules for registering no supply related and Commercial related complaints	Does this means integration of Self service with Outage management system or data file and sending notification for Planned/ Unplanned Outages to consumers as well?	No
405	Section VI. Technical requirements (including implementation schedule) BC 246	466	BC 246: Create own login and password feature with activation link sent to the registered email id	Login component is there for first time users. Should the login also include "Forgot Password" link to retrieve password? Can registered users registered users change their account password and account information as well as registered mobile number through OTP feature?	Features like 'forgot password', 'change password', change account information including email id, mobile no., etc. should also be available through OTP feature sent to both email and mobile no.
406	Section VI. Technical requirements (including implementation schedule)	466	BC 247: Creation of FAQs, wizard based self service	What does wizard based self service means - Chatbot or Co browsing to guide customers ?	In BC 247, wizard based self service related to cobrowsing to guide consumers
407	Section VI. Technical requirements (including implementation schedule) BC 248	466	BC 248: Add/Delete own accounts to profile	Does addition of accounts will give a separate access to authorised users or not? Like Linking an account to a friend or family member for bill payment	Bidder needs to propose solution for access e.g. access to added account to authorised user may be configurable depending upon the requirement. In such case, linking account for payment should allow authorised user to make payment only.
408	Section VI. Technical requirements (including implementation schedule)	466	BC 251: View/Print detailed bill as that of the regular bill delivered	View & Print bill implies activating e-bill or paperless bill option or not?	Customer should be able to view and print bill even if e-bill/paperless bill option is not opted
409	Section VI. Technical requirements (including implementation schedule)	466	BC 252: View complaint/commercial request history along with the closure details	Should the end consumer be able to see the status of the open complaint or Track complaint status anytime before the closure or not?	Yes
410	Section VI. Technical requirements (including implementation schedule) BC 254	466	BC 254: Make payments online using integrated payment gateways as approved by NEA or payment. Wallets as applicable. Subscribe for alerts and notification	What sort of alerts and notification modes should be there: SMS/ Email/ Push notification or IVR? Should there be a notification preference center for customers to opt for a particular mode of notification or not?	Bidder is required to propose solution. Notification should be at least through SMS and/or email.
411	Section VI. Technical requirements (including implementation schedule)	466	BC 257: Mobile self service should be available with all the features embedded into native app along with the online mobile notifications	The user experience of Mobile app and Customer self service portal has to be similar in terms of look and feel, navigation, menu and access to data or not?	The user experience of mobile app and customer self-service portal can be as per bidders' proposed solution.
412	Section VI. Technical requirements (including implementation schedule) BC 268	468	BC 268: The sales and marketing functionality satisfies many diverse requirements. - - Enrol new customers using a single transaction (i.e., you don't have to use the person, premise, service point, and start / stop transactions to enrol a new customer who resides at a new premise). - Sell new products to existing customers.	The sales and marketing functionality will include User interface banners or not for Mobile app and Customer self service portal or not? Enrolling a customer means enrolment for a Saving program or a scheme? Sell new products implies that do we have to create a Market Place for NEA ?	Sales & marketing functionality may be used through user interface banners, mobile app, and/or customer self-service portal. Enrolling a customer refers to enrolling for a saving programme or a service or a scheme. NEA may promote products to customers through solution.
413	Section VI. Technical requirements (including implementation schedule) BI 1	489	BI Dashboards should provide the GUI for viewing in a portal environment. By delivering key metrics with intuitive visual interface, BI Dashboards should deliver the critical information needed for enhancing business performance	The BI Dashboards for Customer self service/Mobile application are required or not? IF yes, then what are the key metrics ? Are the key metrics limited to Payment/ Customer behavior, Login details, Notification information etc.	Bidder needs to propose BI solution including key metrics for all modules
414	Section VI. Technical requirements (including implementation schedule) BI	490	BI Dashboards should be provided within the application	Does this also means Customer application?	Application herein refers to respective application e.g. inventory related BI dashboard should be accessible from MM module.
415	Section VI. Technical requirements (including implementation schedule) MA 1 Mobile Application	490	MA 1:The platform's used for development of mobile apps should support development of Hybrid/ Native apps	Current NEA App at Google play has reviews on "Bad response time". The Native app has far better responsiveness than Hybrid app because it is designed to run on specific operating systems to manage real-time communication with the utility. So can we limit the app development to Native app only?	As per bid document

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416	Section VI. Technical requirements (including implementation schedule) MA 2 Mobile Application	490	MA2: User Interface and User Experience of mobile App is to be designed to ensure that the service is user friendly	Does the Mobile app user interface needs to be consistent with Customer Self service portal for better customer experience or not? The Mobile app should be OS agnostic and should support both latest android and iOS devices or not?	As per bid document
417	-	-	-	Mobile app should support dial to call feature or not?	As per bid document
418	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		FA 10: Ability to allow electronic certification of physical inventory for locations including, but not limited to GM office, Regional Office, Budget Centres, sub-accounting units/ sub stores.	Please explain the process required.	System should be able to capture record on verification of physical inventory for given locations
419	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		FA 17: Ability to identify the replacement of Assets as separate category.	Is replacement to be indicated by asset status?	As per bidders' proposed solution
420	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		FA 19: Ability to monitor the assets contributed by consumers after the competent authorities approval	Please explain.	Referred clause is self-explanatory
421	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		FA 37: Ability to have the capability to create and maintain both central and agency dependent coding tables for all tracking fields (e.g. budget centre, regional office, sub-accounting units, etc.).	Is there a specific coding requirement? This is in addition to the codes generated by proposed ERP?	As per bid document. This coding is in addition of codes generated by ERP for assets.
422	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		FA 41: Ability to provide agencies with multiple identification codes. These codes would provide agencies with the ability to identify who is responsible for the asset, including but not limited to: Department assignment, Organization assignment, Group assignment, Individual assigned, Project responsible, District responsible, and Supervisor responsible.	Please explain.	Referred clause is self-explanatory
423	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		FA 42: Ability to allow for the identification of maintenance or capital costs performed.	Please explain. Refers to any additions to an FA for analysis purposes?	System should be able to record the expenditure incurred for revenue or capital items, and facilitate its accounting
424	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		F 84: Ability to disburse the funds to various field offices as per the approval from competent authority.	Funds can be disbursed from bank and necessary journals passed?	As per bid document
425	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		F 85: Ability to monitor the disbursement of funds from Head office to various field offices & accounting of the same.	Funds can be disbursed from bank and necessary journals passed?	As per bid document
426	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		F 86: Ability to generate performance report based on revenues, expenses & revenue losses	Please explain.	Referred clause is self-explanatory
427	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		F 88: Ability to capture the details of the claims by contractor or supplier in to the system.	What kind of details and purpose?	Details of claims are required to process the claims by NEA towards making payment to contractor/supplier
428	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		F 208: Ability to maintain parameters as mandatory for certain type of expenses.	Please explain.	System should have provision to make certain parameters mandatory as per requirement
429	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		F 231: Ability to prepare budget centre-wise JV Ledger	Please explain.	Referred clause is self-explanatory
430	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		HR 40: Facility to design tests to be conducted in written or online modes	Kindly suggest if you expect a test paper to be attached in HRMS?	As per bid document
431	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		HR 119: Should also able to import the attendance log through email and USB	We understand that attendance data from remote locations will come on e-mail or USB in excel, CSV or other electronic format and you want to import that bulk data in payroll software. Kindly confirm.	The Bidder should provide solution to import attendance data from biometric devices through email or USB
432	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		MM 41: Ability to receive Vendor Registration Application from vendors online	Kindly confirm that vendors will send registration application on E-Mails and vendors will be registered by a users in IFMIS Purchase module. Kindly confirm that you don't need any supplier portal	As per bidders' proposed solution

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433	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		PA 107: Ability to perform resource levelling with programmable options.	In our experience, project based organizations see resource loading reports and further take conscious decision to level them. Kindly confirm the same.	System should be configurable for resource levelling by authorised user based on resource breakdown structure/resource loading reports generated by system
434	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		PA 108: Ability to provide various what-if scenarios on time and resources to optimize the schedule	Kindly suggest what kind of what-if scenarios do you expect.	Bidder is required to propose what-if scenarios which would be further discussed and finalised during system design stage
435	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		General Compliance (STD / CST / TPS)	What will be NEA's marking policy if bidder miss to provide response (STD / CST / TPS) for a point? Will NEA consider them STD or deduct bidder's mark?	Bidder is required to pay full attention towards compliance to each functional requirements. Any non-compliance may disqualify the bid. In case of any miss response to a functional requirement, it will be considered as 'Third Party Integration System' (TPS), which may impact technical score of bidder. However, any miss response will not reduce bidder's liability to implement that functionality.
436	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		General Compliance (STD / CST / TPS)	There might be some FRS points that are not available in offered COTS product, not possible to customize and there is no standard third party product available only for few points. What should bidder reply for such points?	Bidder should have requested to remove those functional requirements through pre-bid queries.
437	Attachment 8. Functional Requirement Specifications of IFMIS and RMS		Business Intelligence: BI Dashboards	Kindly quantify number of BI Dashboards that are expected from Bidder.	Bidder needs to propose BI solution including number of BI dashboards.
438	General	General	General: Maximum within 30 days of Operational Acceptance a separate escrow contract must be agreed upon with a reputable escrow agent	As a practice, COTS vendor does not provide source code even through escrow agreements. Can you please remove this clause?	It excludes source codes for Commercial-Off-The-Shelf (COTS) software packages and includes, but not limited to, source codes for customisation over COTS standard solution.
439	General	General	General: Maximum within 30 days of Operational Acceptance a separate escrow contract must be agreed upon with a reputable escrow agent	Kindly suggest periodicity for escrow contract as there is not such mention.	It will be as frequent as release of a new version of system.
440	Attachment 5. Indicative assessment for offices and user for IFMIS and RMS		Summary of total number of users	Number of users for BI are not mentioned. Kindly suggest how many users will need access to BI Application or dashboards?	Bidder is required to propose adequate number of BI licences based on number of NEA's users, offices, business operations, and other requirements as stated in bid document.
441	12. Terms of Payment (GCC Clause 12)		(1) Supply and Installation of Hardware: (Hardware should not be supplied before completion of UAT of IFMIS or RMS whichever is earlier- refer implementation schedule. However, Hardware required for development & testing purpose may be procured by the bidder.)	Can we use our cloud platform for development & testing?	Yes, system integrator can use its own cloud platform for initial development and testing. However. production will not be done on cloud platform.
442	Invitation for Bids (IFB) Section VI. Technical Requirements		Invitation for Bids (IFB): E. IMPLEMENTATION SCHEDULE • Stage 1: Supply, Installation, Customisation and Operational Acceptance/Go-Live of the System (both IFMIS and RMS). Estimated time duration of this stage is 12 calendar months from effective date of Contract. • Stage 2: Post Go-Live Operational & Maintenance Support- The estimated time duration of this stage is 24 calendar months from date of Operational Acceptance of System.	As per ITB, stage 1 (Pilot and Rollout) is expected to complete in 12 months and O&M support is for 24 months. However as per Implementation Schedule, pilot and rollout is expected to complete in 74 week. There is a contradiction. Please suggest actual duration in which you want to complete pilot and rollout.	As per bid document. Pilot phase is to be completed and System should be ready to go-live within 52 weeks. Rollout to all locations of NEA will happen from 53rd to 74th weeks. Post go-live operational & maintenance support will be for a period of 24 months from date of Operational Acceptance of system. In case Operational Acceptance is achieved separately for IFMIS and RMS then it will be upto 24 months from Operational Acceptance/Go-Live of IFMIS or RMS, whichever is earlier. However, in such case, second system must be operational within 24 weeks from date of Operational Acceptance of first system to avoid the penalty towards delay in implementation.
443	1.5.2.3.7 Data Migration		During the Phase I implementation of the Project, System Integrator will assess the requirement for migration of data from existing databases (Central and unit databases) and prepare the mechanism for data migration to new IFMIS and RMS.	Kindly provide existing database for all applications from which data is expected to be migrated.	Database related information is mentioned at page 191.
444	1.5.2.3 Component 3: Implementation Services	No 185	j) Third Party Audit support of IFMIS and RMS solution	Kindly confirm who shall be responsible for conducting the Third Party Audits of IFMIS and RMS solution.	As per bid document. NEA will be responsible to appoint third party auditor.

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445	1.5.2.3.3 Design of Business Blueprint/Design Document	No 187	System Integrator must note that NEA is already in the process for unbundling and companies are being created by NEA. While designing solution, it must be considered that NEA may get unbundled in any number of companies (e.g. Generation, Distribution, Transmission companies) and/or create companies as and when required. In case of unbundling or creation of companies by NEA, software design should permit capturing, processing and reporting of data considering requirement of un-bundled companies and consolidated reports for whole NEA.	In case of NEA creating multiple companies - what will impact on the data capture, data processing and data reporting	System integrator shall design the system in such a way that unbundling of NEA should impact least in terms of data capturing, processing and reporting. This will be further discussed and finalised during system design phase.
446	1.5.2.3.4 Customisation and Configuration of IFMIS, Metering, Billing and Collection, and Energy Audit solution	No 188	System Integrator shall provide all required output/reports directly from the system in multiple formats (Excel/PDF/Word, etc.) in line with the forms and formats, as specified in NEA Manuals and decided during the course of implementation.	The required output/reports and the format to define scope of development	Bidder may visit to NEA for estimating efforts based on formats used in current reporting and NEA's Accounting Manual
447		448	BC 17 The system must allow the entry of meter readings from the following sources: • Meter Data Management (Smart-Meter) • Portable Handheld Reading Terminals (PRTs) • Automatic meter reading (AMR) • Manual reading by meter readers • Customer reading	Is the data from these systems going to be received in the RDBMS directly or an integration would be needed to capture their data entry?	Bidder needs to propose solution for capturing meter readings from different type of sources.
448		449	BC 25 Facility for Net metering: Customers in a distributed generation energy market may have renewable energy devices such as solar panels or wind turbines connected to their meters. The energy generated at this service point, as well as any energy used, could possibly be measured by a single meter, with the energy generated being netted against the energy used. This is called net energy metering (NEM). The meter records a positive number when customers use more energy than they generate, and a negative number when they generate more than they consume. These customers may owe a minimum charge each month. Their actual energy charges and generation credits are accrued until the account is adjusted at the end of a specified period. When the account is trued up, the consumption charges and generation credits for the period are combined to determine if the customer owes money to the utility.	What is meant by "When the account is trued up"?	It refers to reconciliation of account for credits and charges.
449		450	BC 41 Software shall have a flexible, user configurable tariff/ TCOS and business rule management interface and almost all the changes can be configured without changing at the code level. The system shall also allow and flexible enough to define any new tariff configurations.	Need details for TCOS	TCOS refers to Tariff Concession Orders
450		454	BC 88 Invoices can be generated automatically or manually after a bill run	Does NEA use pre-printed stationary for printing bills?	Yes. After implementation of system, bill may or may not be printed on pre-printed stationary

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451		467-468	BC 263 Umbrella agreement functionality to manage many situations, including (but not limited to) the following: • Creating a "negotiated contract" with a large customer with many sites. • Creating a "negotiated contract" with all customers in a common geographic area, for example a specific city or an apartment complex • Grouping and managing the proposal service agreements created during the quoting process • Managing the renewal process for special contracts • Applying override rate terms to one or more service agreements for a given effective period	Need more information on how to build the Umbrella agreement functionality	Bidder is required to propose solution in line with bid document requirement
452		468	BC 266 The Rebate Claims feature allows search, view, and maintaining rebate claims submitted as part of a conservation program.	Need more information on the Rebate Claims functionality	Further details will be provided during system design stage.
453		455	BC 106 System must be able to inform customer regarding new bill along with due date & amount via SMS automatically.	Kindly confirm any SMS gateway to be provided for the project or NEA will take care of the SMS gateway?	SMS gateway is under scope of work of Supplier as per bid document
454		447	BC 10 In some locales, billing software is required to generate and store digital signatures for each bill. Digital signatures are used to secure bills that are stored in the database, and the digital key for the bill will be known only to the vendor.	Kindly confirm NEA will provide the Digital Signatures in this project	Procurement of Digital Signature shall be considered by NEA separately.
455		472	EA 28 The module should have a graphical network diagram indicating schematics of each substation, connected transformers, incoming & outgoing feeders, and connected meters. Based on the input from field, operator should be able to modify the switch position to represent reconfigured network. The time of carrying out such operation shall be informed by field staff (the system should support for input come from DMS/SCADA automatically, when it is implemented in the future). From the condition of switches, the system should be able to understand the power flow logic at any given point of time.	Need more information on how to develop the Graphical network diagram - Need a checklist on all types of data to be connected in the network diagram	Further details will be provided during system design stage.
456				Kindly confirm RMS to be built with support for both Nepali and English language.	Both IFMIS and RMS should support Nepali local language and English
457				Kindly confirm the edition of MySQL licensing in the HRMS software - Standard/Enterprise/Community	This is MYSQL 5.0.22 - a freeware.
458	Total number of application users/ Concurrent users	NA	NA	Please provide an indicative breakup of the total users, concurrent users for each application module which is critical to optimize the computing capacity.	Refer attachment 4 and 5 of Section VI for indicative user assessment and other clarifications provided with respect to no. of users.
459	Existing environment details	NA	NA	Please provide the details of existing IT infrastructure environment (Servers, storage, network, backup) make and models, and whether they are covered under an AMC or technical support from the OEM and till what date. In case the existing IT infra is covered under valid warranty, in such case can the bidder propose to utilize the same to minimize the capital investment?	Refer attachment 3 of Section VI of bid document
460	Network / Security equipment	NA	NA	Please provide the currently implemented Network equipment / Security software implemented and what is the warranty / AMC and their AMC / Warranty details.	Refer attachment 3 of Section VI of bid document
461	DC - DR Replication	NA	NA	Kindly confirm whether Backup site is full-built and operational. What is the kind of connectivity established between DC & DR	Backup site is to be set up. No additional DR site is envisaged at this stage.
462	Remote office connectivity	NA	NA	Kindly confirm how many remote officers are already connected.	Refer attachment 3 of Section VI of bid document
463	Software licenses	NA	NA	What are the software licenses (OS, DB, Middleware, Antivirus, Backup and other application and tools are already implemented. Are they covered under maintenance / software assurance contract with the OEM.	As per bid document. Refer to bill of material.
464	Clause 6.4 Resource Qualification and Experience Requirement Qualification for Metering,	231	ERP module Certification in Metering, Billing and Collection	There is a requirement of ERP module certification in Metering, Billing and Collection for the Metering, Billing and Collection Module Lead. We assume that the certification required for MBC module lead shall be "MBC module certification" rather than "ERP module certification".	Requirement of ERP module certification in Metering, Billing and Collection is removed. Refer Addendum-3

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465	Additional	-	Queries on product licenses	Number of total users (to determine the licenses) kindly confirm o Meter management – these should be location wise + some power user in the head office § Meter installation, removal, replacement § Meter reading management o Billing – these should be power users in the central team as this process should be controlled from back end o Collection and managing customer ledger – these should be location wise and some in the central office as power users - Will meter readers interact with the new system on real time basis instead of manual upload/download of data. If yes, what is the count of these people - Customer service processes like complaint handling will be done location wise ? do NEA has separate business users for this ? if yes, what is the count	Refer clarifications provided above for no. of different types of users. Bidder shall propose full use licence for all users except where licence is required for senior executives where role of user is only to view and approve the record. Roles (admin user, data entry, data processor, reporting user, etc.) will be defined during design/implementation stage.
466	1.5.1 Summary of Scope of Work	177	2nd Phase support	Most of the infrastructure OEM recommend hardware refresh by 5 year or max by 7 year but in your case your are looking for 10 year support (5+5) which normally OEM not support, kindly suggest how you want to purpose the support as you requested price for 10 year	As per bid document. Estimated duration of phase-1 is 3 years and that of phase-2 is 5 years, resulting a total estimated period of 8 years.
467	Incident Reporting and Management	197	A help desk along with required software and call management service, is required that will automate processes to consolidate, log, track, manage and escalate incidents and problems.	Please confirm that NEA is expecting SI to procure and Implement ITSM tools and Call Center software, which will be used by NEA users.	SI shall procure all required tools or solution to meet the requirements as specified in the bid document.
468	Incident Reporting and Management	197	A help desk along with required software and call management service, is required that will automate processes to consolidate, log, track, manage and escalate incidents and problems.	If NEA expect SI to implement ITSM & Call Center Software, kindly confirm who will bear the recurring cost for Call Center	Bidder shall be responsible for provisioning the cost towards all required tools & software and its maintenance.
469	2.4 Consumables and Other Recurrent Cost Items	203	The System Integrator shall supply consumables required for day-to-day operations of the Data Centre and other locations covered under the project. These consumables include, but not limited to, storage media, data cables, UPS batteries etc	As per best practice consumable can't be added into fixed cost in a greenfield implementation, request NEA to consider the same	As per bid document
470	Attachment 1. Service Performance Levels	285	The tools to perform the audit will need to be provided by the Supplier	Please confirm what is the expectation with respect to Audit tools as SLA reporting tools are the one which used for Audit, if NEA is looking some specific feature in Audit tools	Supplier shall provide SLA tools for monitoring and reporting of all SLAs defined in the bid document.
471	4. SLA Monitoring	286	For monthly SLA, monitoring average of the day wise availability shall be taken for arriving at the monthly score for the concerned parameter. However, if there is a breach of two days in a month, then the entire parameter for that month would be taken as breached.	Please further elaborate how you calculate the daily SLA and how the breach is consider	Measurement of SLAs are adequately described in bid document.
472	Violations and Associated Penalties (For S. No. 1&2)	293	Penalty Calculations: The framework for Penalties, as a result of not meeting the Service Level	Please elaborate the Penalty calculation as there is no clarity with respect to the calculation	Penalty Calculations are adequately described in the bid document.

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473	-	-	Bidder can propose to use Subcontractors for the provision of following types/categories of services: • Post go-live operation & maintenance for hardware and standard software (except maintenance of IFMIS and RMS Application) • Training • Hardware procurement, delivery, installation& commissioning • Data Migration For each of above services, written agreements by the proposed sub-contractors to provide these services in case of contract(s) resulting from this bidding shall be submitted as attachments in the Technical Submission separately. Total sub-contract value should not exceed 20% of total contract value. Bidders shall provide the details of the sub-contractors in the format specified in Form 3.2 in Section VII- Sample Forms. Bidders may also provide profile of key staff of the sub-contractors along with profile of its own personnel as per format given in 3.5.6 and 3.5.6a in Section VII- Sample Forms.	Bidder can propose to use Subcontractors for the provision of following types/categories of services: • Customization/ configuration/ Implementation services of IFMIS and RMS application • Post go-live operation & maintenance for hardware and standard software (except maintenance of IFMIS and RMS Application) • Training • Hardware procurement, delivery, installation& commissioning • Data Migration For implementation services sub-contractor's credentials will be considered for qualification and evaluation criteria. For above services, written agreements by the proposed sub- contractors to provide these services in case of contract(s) resulting from this bidding shall be submitted as attachments in the Technical Submission separately. Total sub-contract value should not exceed 50% of total contract value. Bidders shall provide the details of the sub-contractors in the format specified in Form 3.2 in Section VII- Sample Forms. Bidders may also provide profile of key staff of the sub-contractors along with profile of its own personnel as per format given in 3.5.6 and 3.5.6a in Section VII- Sample Forms.	Refer Addendum-3
474	-	-	Qualification criteria for COTS (Commercial off-the-shelf) ERP OEM (Original Equipment Manufacturer) and COTS ERP product being proposed in bid	To be amended as Qualification criteria for COTS (Commercial off-the-shelf) / In house software (Bespoke) ERP OEM (Original Equipment Manufacturer) and COTS / In house software (Bespoke) ERP product being proposed in bid	As per bid document
475	-	-	ERP OEM should have presence in ERP Business for more than 15 Years as on submission of bid Document required (a. Certification of Incorporation/Registration and b. copy of wok/ purchase order/Self Certificate for being in ERP business	ERP OEM should have presence in ERP / RMS Business for more than 10 Years as on submission of bid Document required (a. Certification of Incorporation/Registration and b. copy of wok/ purchase order/Self Certificate for being in ERP business)	As per bid document
476	-	-	ERP OEM should have at least average annual turnover for last three audited financial years of US$ 200 Million. Average Annual Turnover of registered firm of OEM will be considered. Turnover of Parent or Subsidiary firms will not be considered. Document required - Certificate for Average Annual Turnover (from Statutory Auditor)	ERP OEM should have at least average annual turnover for last three audited financial years of US$ 5 Million. Average Annual Turnover of registered firm of OEM will be considered	As per bid document
477	-	-	During last 5 years, proposed ERP product should have been implemented in at least three (3) Government organizations/ PSUs/ Companies. Document required (Client certificate for successful implementation or work order) Format: Use Format 3.1.5 of Section VII Note: For above E criteria, project either should have been completed or must have achieved operational acceptance by purchaser as on date of submission of bid	During last 5 years, proposed ERP product should have been implemented in at least one (1) Government organizations/ PSUs/ Companies. Document required (Client certificate for successful implementation or work order) Format: Use Format 3.1.5 of Section VII	As per bid document

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478	Qualification criteria for Bidder/ Lead Partner of JV are as follows	-	Shall have an Average Annual Turnover of at least US$ 20 million for the last 3 (three) audited financial years. In case of JV, Lead partner mush have Average Annual Total Turnover of at least US$ 8 million for the last 3 (three) audited financial years. Total Average Annual Turnover of all members of JV must be at least US$ 20 million for the last 3 (three) audited financial years. In any case, turnover of Parent or Subsidiary firms will not be considered. Document Required: • Copy of Audited Balance Sheet and profit & loss statement • Certificate for Average Annual Turnover (from Statutory Auditor)	Shall have an Average Annual Turnover of at least US$ 15 million for the last 3 (three) audited financial years. In case of JV, Lead partner mush have Average Annual Total Turnover of at least US$ 5 million for the last 3 (three) audited financial years. Total Average Annual Turnover of all members of JV must be at least US$ 15 million for the last 3 (three) audited financial years. In any case, turnover of Parent or Subsidiary firms will not be considered. Document Required: • Copy of Audited Balance Sheet and profit & loss statement • Certificate for Average Annual Turnover (from Statutory Auditor)	As per bid document
479	-	-	During last 10 (ten) years from date of submission of bid, Bidder must have implemented (as on date of submission of bid) at least 3 projects with ERP product (covering at least Finance, Inventory & HRMS modules) being offered in Government bodies/PSUs/Companies	During last 10 (ten) years from date of submission of bid, Bidder must have implemented (as on date of submission of bid) at least 1 project with ERP product (covering at least Finance, Inventory & HRMS modules) being offered in Government bodies/PSUs/Companies	As per bid document
480	-	-	-	To be added: Bidder must meet the Qualifying requirements individually and in case of a consortium, collectively by the members of Consortium	As per bid document
481	BDS for ITB Clause 6.1 (c)	46	Bidder can propose to use Subcontractors for the provision of following types/categories of services: • Post go-live operation & maintenance for hardware and standard software (except maintenance of IFMIS and RMS Application) • Training • Hardware procurement, delivery, installation& commissioning • Data Migration For each of above services, written agreements by the proposed sub-contractors to provide these services in case of contract(s) resulting from this bidding shall be submitted as attachments in the Technical Submission separately. Total sub-contract value should not exceed 20% of total contract value. Bidders shall provide the details of the sub-contractors in the format specified in Form 3.2 in Section VII- Sample Forms. Bidders may also provide profile of key staff of the sub-contractors along with profile of its own personnel as per format given in 3.5.6 and 3.5.6a in Section VII- Sample Forms.	Bidder can propose to use Subcontractors for the provision of following types/categories of services: • Customization/ configuration/ Implementation services of IFMIS and RMS application • Post go-live operation & maintenance for hardware and standard software (except maintenance of IFMIS and RMS Application) • Training • Hardware procurement, delivery, installation& commissioning • Data Migration For above services, written agreements by the proposed sub- contractors to provide these services in case of contract(s) resulting from this bidding shall be submitted as attachments in the Technical Submission separately. Total sub-contract value should not exceed 50% of total contract value. Bidders shall provide the details of the sub-contractors in the format specified in Form 3.2 in Section VII- Sample Forms. Bidders may also provide profile of key staff of the sub-contractors along with profile of its own personnel as per format given in 3.5.6 and 3.5.6a in Section VII- Sample Forms.	Refer Addendum-3
482	1.5.1-Summary of Scope of W	177	Project Duration of phase I shall be for 3 years; 1 year for implementation, and 2 years for post go-live operation and maintenance support.	Scope of project is extremely huge & considering the time expected in approval for each deliverable by NEA, time required for the third party reviews & data preparation; 12 months for pilot Go-Live will be very challenging. Can you consider the timelines of 18 months for pilot	As per bid document
483	3.4-Regular Third Party Audit	206	3.4.1 During post Go-Live operation & maintenance period, the Purchaser (with the assistance of the System Integrator may conduct complete or partial audit through a third party. 3.4.2 During the maintenance and operation period, the NEA will decide on when to conduct IT Security Audits and the Audit may be assigned to another contractor. The System Integrator will however be required to provide support as required to the Independent Third Party Auditor	If the SI needs to provide the same, please provide following information: 1. Number of days and at what stages the audit would be needed. 2. Please provide the clear scope for third party audit like, functionalities duration etc.	1. Refer Implementation Schedule provided in Section VI. 2. Refer para 1.5.2.3.11 and sub-section 'D. TESTING AND QUALITY ASSURANCE REQUIREMENTS' of Section VI of bid document for more details.

Sr. No.	Reference Clause	Page No.	Existing Clause of Bid Document	Query	Response
484	5.5.13.17.2.-Testing Load & Stress Testing		Load & Stress Testing To test the system based on simulated growth in terms of users and transaction volume. Solution should meet SLA parameters	Would NEA provide the requisite Load testing tools or the bidder (SI) is expected to provide them. Please confirm	Bidder is required to propose all necessary tools.
485	33. 1- Purchaser's Right to Vary Quantities at Time of Award	38	Right to Vary Quantities at Time of Award 33.1 The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) indicated in the BDS, any of the following	We would be comfortable if the variance in Quantities is limited to plus or minus 5%. Please confirm if this deviation can be taken	As per bid document
486	ITB 38.1	59	Percentage for quantity increase or decrease: up to 15% of total Contract Value.	Request you to please limit it to 5 %	As per bid document.
487	SCC-Payment Schedule	144	Delivery of IFMIS ERP License (The bidder needs to provide the details of delivery of application license in their technical bid including date of delivery of application licenses from the "Effective Date of Contract". Also, post commencement of the Project and before procurement of application license, the Supplier needs to take the required app	All infra and Software cost has to be paid to OEM upfront by SI. NEA has proposed 70% payment for the same & rest 30% after Operational acceptance. Can you consider as 90 % against supply of software/hardware/infra & rest 10% at time of Operational acceptance	Refer Addendum-3
488	SCC-Implementation Services	145	payment terms	Can we take deviation as below: ERP Implementation Services Cost o Advance - 10% o Business Blue Print for both IFMIS and RMS - 30% o Operational acceptance of IFMIS - 40% o Operational Acceptance of RMS - 20%	No deviation is allowed. As per bid document.
489	1.5.2.3.5-Scope of Work	188 & 508	Integration of Systems With respect to integration of the system, the System Integrator needs to ensure the following, including but not limited to: ☐ Ability to interface with Handheld devices used for meter reading ☐ Flexible Interface through API ☐ Customizable adapters and interfaces to integrate ☐ RESTful API for Smart Metering, Payment Systems As per the Smart Metering Phase-I RFP integration point are covered under the scope of the system integrator and MDM solution is Service Oriented Architecture (SOA) enabled. MDM integration with other systems shall include but not limited to the following:	For the NEA systems to be integrated, please provide the following details: Number of systems/applications to be integrated Do we need to provide any middleware, relevant license, ATS and hardware also for the same? Please clarify. If yes, for the integration interfaces, please share the following details: 1. List of all the interfaces & if it is batch or real time. 2. Message types, size and frequency of the interfaces 3. Are there any bidirectional interfaces 4. What APIs are exposed by the applications for integration Please share the above details for all the NEA systems/ applications which need to be integrated	Refer Section VI of bid document.
490	1.5.2.3.7-Scope of Work	189	Data Migration System Integrator must undertake all necessary data migration for the proper functioning of the solution. System Integrator is required to conduct all cleansing activities, if required, for data migration	We would provide the templates for data migration to NEA. We request NEA to provide the data in soft copy or digital corm to us as per the template. Also any necessary data cleansing needs to be performed by NEA only	Data cleansing will be done by System Integrator in consultation with Purchaser.
491	1.5.2.4- Capacity Building	193	Followings are the minimum training to be provided by System Integrator: ☐ Management training ☐ Application user training ☐ Technical user training	Please indicate the number of batches, attendants per batch and the number of training per batch required for the 2000 IFIMS users. We are assuming that all necessary training infrastructure like, training rooms, network, workstations/laptops etc. as needed for the 2000 user training would be provided by NEA	One batch of training should not have more than 30 trainees. Purchaser shall be responsible for training space, power, power backup, chairs, desktop/laptops for participants, and internet connectivity only. Bidder should consider any other requirement necessary for imparting training effectively including secondary internet connectivity.
492	2. Handholding Support: Helpdesk	292	95% of the calls shall be answered within 45 seconds. Severity of Violation: High	45 Second response on call is extremely ambitious considering number of sites, number of users & proposed number of consultants in section 1.6 related to Team Composition on page 198.	Bidder should propose adequate number of helpdesk staff to meet the referred service level requirement.
493	Helpdesk	197	System Integrator shall be responsible for arranging necessary space, power, infrastructure, etc. for helpdesk to be set up.	Is it expected to be executed from offshore since it's expected from SI to arrange for Infra & space.	Helpdesk may be operated from any location at the bidder's option. However, system integrator shall be liable to provide all the information related to operation of helpdesk as desired by the Purchaser