

Clarifications to the Pre-Bid Queries

Background Note

Clause No.	Detailed Clause	PSTCL Response
Background Note Clause 5	<p>Way Forward: Procurement of Hardware and associated IT Infrastructure for the Data Centre for the ERP project will be taken up under separate tender after framing up the required specifications in consultation with the ERP Implementation Partner selected as a result of this tender</p> <p>However, Training & Development servers of suitable configuration is to be brought by the IP for use during initial phase of implementation.</p>	<p>It can be allowed to get Training & Development servers through cloud by following the Government rules and regulations.</p>

Scope of Work

Clause No.	Detailed Clause	PSTCL Response
Clause 1.1 (A) Supply of ERP Licenses Number of Users	<p>IP shall initially supply 200 ERP named user licenses including their ESS and Payroll licenses at the time of Pilot Phase and also HR Self-service and Payroll licenses for total number of employees (presently 3372 numbers), then IP shall supply 300 ERP named user licenses at the time of Roll-out Phase of the contract period. However, if required by PSTCL, IP shall supply additional 100 number of ERP named user licenses at same rate and terms and conditions during the contract period.</p>	<p>PSTCL shall procure license for 500 users at a time with an option of additional 100 User Licenses at later stage if required.</p> <p>(Regarding Break-up of users Department wise) Original tender clause shall prevail.</p> <p>Break up for ERP named users department wise cannot be fixed and PSTCL will have right to choose as per need.</p>
Clause 1.1 (B) (IV) Detailed Design	<p>IP has to design the relevant business processes with all details. This effort shall have the following important tasks: AS-IS process mapping to activity/ task level and current state analysis to identify areas of improvement and opportunities for standardization.</p> <p>Review the AS-IS processes and define the TO-BE processes that are based on business requirements, GAP Analysis and ERP enabled “best practices” and processes. Functional Requirements Specifications (as provided in Appendix - I of the RFP document) are only indicative and not exhaustive in nature and is not the final scope of work. All the business processes and the reporting requirements of PSTCL</p>	<p>All the business processes and the reporting requirements of PSTCL will be finalized only after Business blueprinting. The finalized business blueprint shall be considered as the final scope of work for the ERP implementation at PSTCL.</p>

Clause No.	Detailed Clause	PSTCL Response
	<p>will be finalized only after Business Blueprinting. The finalized business blueprint shall be considered as the final scope of work for the ERP implementation at PSTCL.</p> <p>Designing of the specific screens and data formats along with the process and method for entering the details.</p> <p>Note: PricewaterhouseCoopers Pvt Ltd (PWC), a consultancy firm was engaged by PSTCL for rendering consultancy assistance & advisory services in various fields of accounts, finance, audit and internal control systems in compliance of various provisions of applicable, laws, & regulations. The consultancy firm have submitted the AS-IS, TO-BE & Gap Analysis Report which has been accepted by PSTCL. These documents will be made available to the Implementation Partner for implementation of ERP in PSTCL.</p>	<p>PSTCL shall share the report prepared by PwC for reference of the bidder.</p> <p>IP has to do fresh study for As-Is, To-Be and Gap Analysis. However, IP may use the documents prepared by PwC for their reference. There will be no involvement of PwC in this.</p>
<p>Clause 1.1 (B) (VI) Developments and Interface Management with Legacy Systems</p>	<p>Developments shall be in the nature of enhancements to existing applications, additional applications, additional reports, and form changes.</p> <p>Interfaces/ Integration will be to existing legacy systems or to additional standalone/new applications. These interfaces may be interim (during the course of the project) or permanent (extending beyond the project) in nature. IP shall validate and confirm the need for any such developments/ interfaces that are required in order to meet the functionality of modules.</p> <p>Details about PSTCL Legacy Systems</p>	<p>All the legacy systems to be replaced by ERP system.</p> <p>Existing IT applications in PSTCL have already been mentioned in the RFP.</p> <p>ERP Integration with intra-state boundary metering system and GIS system is required.</p>
<p>Clause 2: Functional Scope: Legacy Systems to be integrated with ERP system</p>	<p>All the legacy systems will be integrated with ERP system using EAI layer. Integration will be done using standard connectors as appropriate to the ERP system and the legacy systems. However, some of the legacy systems may have to be connected to ERP system on point-to-point basis where they are not compatible with EAI software. During implementation, number of touch points of each system may increase or decrease. Also if all the functionalities of an existing legacy system are covered in ERP, then that system will be shifted to ERP.</p>	<p>All the existing systems shall be replaced/integrated with the ERP system.</p>

Clause No.	Detailed Clause	PSTCL Response
Clause 1.1 (B) (VIII) Data Migration	All specifications that are needed to populate the data into the new ERP system need to be defined.	Bidder may visit PSTCL before their bid submission and study the volume of master data and requirement for master data conversion
	IP's responsibility for Data Migration This shall include the following tasks:	All the data/records can not be brought to Central location such as data related to Asset and Maintenance Management etc.
	Assistance in Checking data quality and Integrity	IP shall do this with the assistance of PSTCL
	The following data need to be migrated: All opening transactions and all transactions from the start of financial year of Go-Live. Standing or master data such as vendors/suppliers, customers, all employees, material, work breakdown structures, equipment, work specification, cost data, etc. Transactional data for all live projects of PSTCL. The live project data to be populated based on the agreed TO-BE process requirement. All the related Master Data and associated drawings, test results etc. as applicable	Bidder may visit PSTCL before their bid submission and study the volume of master data
	The migration of historical data is not in the scope of this project. However, some available historical data like Consumption data, Last Purchase Price etc. (if required) to be migrated to the ERP system.	Migration of historical data is not in the scope of this tender except a few data (if required by the ERP solution).
	IP's responsibility shall be to ensure that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled.	
	PSTCL's responsibility for Data Migration PSTCL shall only rationalize and validate the data with IP's assistance.	PSTCL shall check and validate the master data PSTCL shall only rationalize and validate the master data with IP's assistance. Please refer to Clause No. VIII in section II Scope of work of the tender document.
Clause 1.4 Quality Audit by the ERP OEM	The IP shall ensure to depute consultants from ERP OEM each during Blueprint & Go-Live phase on mutually agreed dates at PSTCL site for ensuring smooth and proper implementation of the ERP system at PSTCL. The ERP OEM shall submit two	The ERP OEM shall submit two Audit Reports/Audit Observations on the ERP implementation to PSTCL, one after the Business Blue Print and the other before the Pilot Go-Live of the ERP system.

Clause No.	Detailed Clause	PSTCL Response
	<p>Audit Reports/Audit Observations on the ERP implementation to PSTCL, one after the Business Blue Print and the other before the Pilot Go-Live of the ERP system. The envisaged responsibilities of the ERP OEM for the ERP implementation project at PSTCL are as follows:</p> <p>Monitor and Review Quality of Project's Progress Review Business Blueprint Documents prepared by the IP Review Go-Live parameters/ readiness for the ERP implementation</p> <p>(The bidders will have to submit a confirmation with regard to above, from ERP OEM on their Letter head signed by their authorized signatory and enclosed with technical bid part – I).</p>	<p>Bidder to estimate the number of days required for Quality Audit by ERP OEM based on their experiences.</p>
<p>Clause 1.1 (B) (X): Clause 4 (End User Training)</p>	<p>All the end users need to be trained by the IP for the smooth functioning on ERP System. The IP shall submit a detailed Training Plan for all the end users. IP need to conduct the following training for the End Users: Process Walkthrough Workshop during Business Blueprinting Phase IP shall conduct training for the End Users of the ERP project during the Business Blueprinting Phase. IP shall involve the End Users for Business Blueprinting and the IP shall conduct process walkthrough workshops function-wise for the End Users to educate them on the processes designed for PSTCL. End User training before Go-Live of the project IP shall conduct extensive training for all the End Users before the Go-Live of the ERP project. IP shall also give hands-on training of the ERP system to all the End Users. This training should be for atleast 1 week for each function to all the End Users.</p>	<p>Some Power Users and End Users may be involved during Blueprinting stage. This is not for all the end users.</p> <p>Training may be conducted at at 4/5 cities in state of Punjab as selected by PSTCL.</p> <p>Approx. 20 number of Core Team members and 500 number of End Users</p> <p>At the start of the project few End Users from the site offices shall be involved for process mapping and testing. IP need to provide overview level training to those End Users at the start of the project.</p>
<p>Clause 1.1 (B) (X): Clause 2 (Detailed Functional Level Training for</p>	<p>The training should be given to approximately 20 personnel of PSTCL by IP themselves, at the cost of IP at PSTCL. The quality of the training should be equivalent to ERP certification training based on standard ERP certification training material.</p>	<p>IP need to assure that the level of training is comparable to certification level training.</p> <p>Training is an on-going process. Details of training shall be finalized during Project Preparation stage.</p>

Clause No.	Detailed Clause	PSTCL Response
the Core Team during Project Preparation Phase)		
Clause 5 Deliverables	Delivery Schedule in Weeks	The delivery schedule is tentative. It will be finalized after the contract signing by both the IP and PSTCL. However, the total time-period for the ERP implementation shall remain same.
Clause 5 Deliverables Table's Point No.19	<p>Deliverables:</p> <p>Realization Phase: Assist in Acceptance/ Quality Testing of the delivered IT infrastructure for the ERP Data Centre/DRC of PSTCL</p> <p>Assist PSTCL in Installation and Commissioning of the ERP Data Centre/DRC</p>	Clause is self explanatory
Clause B (XII) Post Go Live Support (b) Annual Maintenance Support	<p>Annual Maintenance Support</p> <p>In addition to (a) above, IP is required to provide Annual Maintenance Support on-site at PSTCL for two (2) years and six (6) months from the end of Post Go-Live stabilization support period at a price to be quoted in the financial bid. During this period, IP shall ensure trouble free running of the total system. A minimum average of 3 Functional and Technical Consultants per month to be deployed onsite at PSTCL during the AMC support period. All the deployed consultants must be having an experience of at least 1 ERP project implementation.</p> <p>Additionally, the IP is required to provide handholding support for another 1 year at the discretion of PSTCL with the same price and terms & conditions of the contract as that of Annual Maintenance Support.</p> <p>For smooth running of the system & day-to-day functioning it is of paramount importance that adequate transfer of knowledge to the core team members of PSTCL takes place. Towards this, the IP should mentor a group of core team members who will be responsible for doing any configuration change independently. IP needs to take the responsibility of creating post-go-live support strategy. The objective of this exercise is to ensure that PSTCL</p>	Handholding support may be required for 1 year after the completion of on-site Annual Maintenance Support period at PSTCL at the discretion of PSTCL. The price for this handholding support will be same as the Annual Maintenance Support price for 1 year. It is not required to be priced separately in the price bid.

Clause No.	Detailed Clause	PSTCL Response
	builds in-house competencies to maintain the ERP solution in the long term without dependency on external consultants.	
Clause B (XII) Post Go Live Support (b) Annual Maintenance Support	For smooth running of the system & day-to-day functioning it is of paramount importance that adequate transfer of knowledge to the core team members of PSTCL takes place. Towards this, the IP should mentor a group of core team members who will be responsible for doing any configuration change independently. IP needs to take the responsibility of creating post-go-live support strategy.	IP needs to take the responsibility of creating post-go-live support strategy plan and document.
Clause 2 (Functional Scope): Phase II Roll Out Phase	Roll out Phase- Roll-Out sites shall address the Go-Live of the remaining offices/ sites of PSTCL. The roll-out of all the remaining locations should be completed by 8 months. In addition, IP shall also provide 6 months of stabilization support after the Go-Live at all the locations of PSTCL. The price for the Roll-Out Phase as quoted in this tender shall remain valid till 3 years from the date of submission of this bid.	Original tender clause shall prevail which is as following- Post Go-Live Stabilization support will start after the Go-Live of the ERP system at all the locations of PSTCL. AMC will start after the end of Post Go-Live Stabilization support.
Clause 2 (2.2) Other Features	Management Dashboard & MIS Reports/ Business Intelligence (for the above mentioned prime functions) Document Management (restricted to attachment of documents) Workflow Management (restricted to movement of documents and approvals) Enterprise Portal (required for ESS)	"Regarding Document Scanning for Document Management":- Bidder to build this cost on their charges for ERP implementation service in the price bid
Clause 1.1 (B)(VII) Integration Management and Testing	Integration Management And Testing	ERP product and its IP shall be selected through this tender. IP shall provide all testing tools for use during testing phase of the implementation.

Instructions to the Bidders

Clause No.	Detailed Clause	PSTCL Response
Submission of Bids Clause 13: Sealing and Marking of Bids 13.1	Submission of Bids Sealing and Marking of Bids The Bidder shall prepare and seal the following two packets for his bid: a) Technical Bid consisting of the EMD – Superscribed Bid Security in a separate small envelope, Cost of Specification – Superscribed Cost of Specification in a separate small envelope, Qualification Requirements- Superscribed Qualification Requirements, Commercial Bid &	The bid is electronic but the supporting documents uploaded alongwith the bid are to be submitted in sealed envelopes on/before the opening of the bid.

Clause No.	Detailed Clause	PSTCL Response
	<p>Technical Bid –Superscribed Technical & Commercial Bid.</p> <p>b) Financial Bid–Superscribed Financial Bid</p> <p>Each packet will contain the original and the copy of the bid in separate envelopes, duly marking the envelopes as “ORIGINAL BID” and “COPY” (Copies for EMD need not be submitted).</p> <p>All the above 2 packets shall then be sealed in a single big outer envelope.</p>	
Clause 19: Evaluation and Comparison of Bids	<p>PSTCL will evaluate and compare the bids that have been determined to be substantially responsive. The bidding evaluation will be based on Quality-Cost Based Selection (QCBS) criteria.</p> <p>Total score of the bidding party will be determined based on the following formula: Total score = 0.60 * Technical score + 0.40 * Financial score</p>	<p>Original Tender Clause shall prevail.</p> <p>It cannot be changed to 75:25 as the DIETY guidelines mandate it only in case when “RFP is for Projects where there is inadequate clarity on the solution“</p>

Conditions of Contract

Clause No.	Detailed Clause	PSTCL Response
Clause I Definitions: Contract Elements	<p>“Effective Date” means the date of signing of the Contract Agreement, for the purpose of determining the Supply, Development, Implementation, Integration, Stabilisation and Acceptance dates for the ERP System</p>	<p>Original tender clause shall prevail.</p>
Clause I Definitions: Activities Point (v)	<p>“Stabilization Period” means successful running of the full system for at least six months from Go-Live.</p>	<p>Please refer to clause no. 1 (d) (vii) of the Conditions of Contract section of the tender document: “Stabilization Acceptance” means the acceptance by PSTCL that the ERP system is capable of attaining the functional and performance requirements (relating to Go-Live) as specified in the Scope of Work and Agreed and Finalized Project Plan in accordance with CC Clause 16.</p>
Clause I Definitions: Activities Point (viii)	<p>“Final acceptance” means the acceptance by PSTCL after successful completion of the Annual Maintenance Support period.</p>	<p>Please refer to clause no. 1 (d) (viii) of the Conditions of Contract section of the tender document: “Final acceptance” means the acceptance by PSTCL after successful completion of the Annual Maintenance Support period.</p>
Clause 2 (2.2)	<p>The order of precedence of the Contract documents will be as follows: (f) Any other item as applicable</p>	<p>Please refer to clause no. 2 (2.1 & 2.2) Contract Documents of the Conditions of Contract section of the</p>

Clause No.	Detailed Clause	PSTCL Response
		tender document
Clause 22 (22.2.2) Change in Contract Elements	The pricing of any Change shall be as far as practicable, calculated in accordance with the rates included in the Contract. If the nature of the Change is such that the Contract rates are inequitable, the parties to the Contract shall agree for a mutually acceptable price for valuing the Change.	Original tender clause shall prevail. The tender is fixed price contract; hence there will be no change control mechanism.
Clause 25 (25.2.6) Termination	If the PSTCL completes the ERP implementation, the cost of completing the ERP implementation by the PSTCL shall be determined. If the sum that the Implementation Partner is entitled to be paid, pursuant to CC Clause 25.2.5, plus the reasonable costs incurred by the PSTCL in completing the ERP exceeds the Contract Price, the Implementation Partner shall be liable for such excess. If such excess is greater than the sums due to the Implementation Partner under CC Clause 25.2.5, the Implementation Partner shall pay the balance to the PSTCL, and if such excess is less than the sums due to the Implementation Partner under CC Clause 25.2.5, the PSTCL shall pay the balance to the Implementation Partner. The PSTCL and the Implementation Partner shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.	This is an open tender for evaluating the ERP product vendor and the Implementation Partner.

Functionality Matrix

Clause No.	Detailed Clause	PSTCL Response
FM 2: Functionality Matrices (FM) for Project Management function of PSTCL	Planning Support - Ability to create planning support repository which will consist of documents related to standard templates of resources, risk & effective mitigation strategies, learning from other projects, other historical data etc.	The planning repository is maintained in physical form.

Other Queries

Query	PSTCL Response
Has any ERP product been finalized by PSTCL? It appears	RFP document is self explanatory

Query	PSTCL Response
from the RFP documents that SAP is the ERP to be implemented. Please confirm.	
What is the expected year on year user growth across various business functions?	Cannot be predicted.
Service window for the AMC services: For optimum utilization and pricing, we are assuming regular support hours from 9am to 6pm from Monday to Friday with on call support for Severity 1 issues being 24x7. Please confirm. Shall we consider support window as normal Business hours- 9AM to 6PM, Monday to Friday	Terms and Conditions will be decided during award of AMC contract. PSTCL needs 24x7 support for the field offices and 9AM-6PM Monday to Friday for Administrative, Corporate offices and other functions.
Assumed that Customer will provide the connectivity through VPN to access their systems from Remote location.	Terms and Conditions will be decided during award of AMC contract.
Please share the planned Team Structure for ERP Implementation and Support	A Core team consisting of 20-25 officers from various Business functions and 3-5 IT personnel.
Where is the location of current IT support team?	Patiala
Are there any restriction in terms of recording the voice/sessions of the current SMEs(Subject Matter Experts) during the Knowledge Transfer ?	Prior permission will have to be obtained from PSTCL
PSCTL will be primarily responsible for Coordination and contract with a bandwidth service provider for provision of Bandwidth	PSTCL will float an independent Tender for this
PSCTL will be primarily responsible for Network Support for Links (bandwidth on ongoing basis)	PSTCL will float an independent Tender for this
PSCTL will be primarily responsible for VPN Connectivity to IP IDCs and network (SW & License)	PSTCL will set up its own Data Centre or outsource it.
There are no SLA's defined in the RFP, so can SI suggest as per industry standards for Application performance.	Can be decided during project preparation phase.