Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
28, 82	3 - Implementation Plan, 9.5 Geographic Scope		Implementation Plan and Geographical locations provided in tender document	All units for single roll-out are based out of different geographic locations. What are criteria the for grouping the units for each roll-out.	Based on the Owner's implementation experience
12	Finance - Excise		Excise o CENVAT Entries o Excise Duty payment o Service Tax o Attending to Excise Authorities o Excise & Service tax Audit o Returns & Assessments o WCT/VAT Assessment o Export o Others	Are all the excise registers maintained in SAP?	Yes
39/40	4.11 Security Deposit (SD)		a. In the event that the successful Bidder fails to sign the Final Contract Agreement within a maximum of 15 calendar days from the date of issue of draft agreement.	We request BHEL to provide us with a copy of the draft agreement at this stage itself so that the terms and conditions can be accommodated in our solution and response. If this is not the case, we request BHEL to not impose any penalty on the bidder in case the draft agreement cannot be mutually agreed and the bidder decides to withdraw (e.g. onerous conditions) and to refund any EMD / Security Deposit / BG which may have been submitted.	The Final Contract will be based on RFP & addendums and Purchase Order.
40	4.13 Interest Liability		In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment.	We request BHEL to consider a reasonable interest payment clause for the delay in payment for services already rendered. We therefore request BHEL to include Interest @15% on delayed payments	As a policy matter, we can not consider your request.
46	5.4.2 Global Annual Financial Turnover		The Implementation Partner should have Global Annual turnover of more than INR 2000 Crores per year out of which INR 400 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The Company should be profit making at least for 2 years out of the last 3 years. Evidence: Auditor's Certificate of the Turnover of offered ERP Licenses.	Accenture does not report revenue by ERP product implementation type so it may not be possible for us to provide an Auditor's certificate as evidence of turnover of offered ERP licenses. We can however provide BHEL with a self-certificate on our capabilities and credentials in the offered ERP area as well as analyst mentions in reports which we request BHEL to accept as evidence. We request to consider the suggestion accordingly.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
46	5.4.2 Indian Annual Financial Turnover		The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years Evidence: Audited financial statements for the last three financial years. Auditor's Certificate of the Turnover of offered ERP Licenses.	Accenture India is a private listed company and the financial information like annual turnover and P&L is considered "non-public". Instead of providing audited financial statements, we request BHEL to consider Statutory Auditors Certificate certifying the annual turn-over and profitability criteria Also, Accenture does not report revenue by ERP product implementation type so it may not be possible for us to provide an Auditor's certificate as evidence of turnover of offered ERP licenses. We can however provide BHEL with an Auditor's certificate for Systems Integration (SI) and Information Technology Services (ITS) work which we request BHEL to accept as appropriate documentation for the purpose of meeting the requirement of this section.	Refer addendum for Pre-Qualification criteria clarifications
	5.4.2 Implementation partner		Qualification conditions for implementation partner under the following: 3. Global Implementation 4. Implementation of ERP functions 5. Implementation in manufacturing industry 6. Implementation in EPC industry 7. Current implementation experience 8. Indian PSU experience 9. Large implementation experience 10. Multi location implementation experience 11. Project Value	For the said qualification condition, we request BHEL to also accept certificate from client as evidence	Refer addendum for Pre-Qualification criteria clarifications
13	Finance - Cash Management		Interfaces with Bank for cheque printing is missing	Are cheques being printed directly from SAP or is there any other software being used?	Yes
	Annexure # 3.2 Existing Applications – SAP ERP		SAP - ERP	Are EDI/ALE-IDOC are used in the integration process.	For this information please visit the concerned unit, if required.
13	Finance - Cash Management		Electronic payment method is not provided..	Are there any electronic payment being used in SAP?	Yes
12	Global setting - Finance		Currency related set up not provided.	Are there any parallel currencies used in BHEL	For billing multiple currencies being used
5-6	Annexure#4 - Overview of Functions-Quality		Document Management System -All Quality Records & Documents,	Are there any separate content servers for loading documents? What are the document types related to quality and are these associated with any objects like equipment, material, product etc	Please refer FRS and TRS

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
57	6.1 Responsibilities of the owner		10. The decision of the Owner shall always be final and binding.	We propose that the decision be mutually agreed by parties after due consultations.	No change in clause
69	8.2.1 Team Profile		All resources deployed at any stage of the project should be mandatorily certified for the relevant function/ technical module of offered ERP product	As a policy, Accenture provides ERP training in house to its resources. In this light, we request BHEL to waive the requirement of having resources certified.	No change in clause
45	5 Selection Process / ERP Product Vendor (Clause 5.4.1)		It is mentioned under Mandatory Qualification Requirement on page 45 for Training Centers (S. No. 14): "The company should have its own training centre in India with minimum capacity of 50 participants per batch"	As global best practice, SAP recommends maximum 16 participants per batch for all SAP Standard trainings. This is to allow the instructor to be able to manage every participant with proper attention during the training and hands-on exercises on SAP ERP. However, SAP's training center has capability of training more than 100 plus participants in parallel batches of 16, at any given time. We request BHEL for acceptance of this condition	Refer addendum for Pre-Qualification criteria clarifications
97-98	9.12 Implementation of ONE BHEL Solution / 9.12.2.3. Interface/Integration with existing applications		The Integrated Solution should have the capability to interface with the PLM at appropriate points in the work flow with the help of out of the box connectors or custom built connectors. The probable PLM platforms can be one of the standard and proven PLM platforms which integrate our Engineering processes and facilitate required collaboration among the stakeholders	As per the tender its mentioned that the offered ERP product should be capable of integrating with the following - • Auto CAD • Engineering automation & Product Life Cycle management software As mentioned currently BHEL has AutoCAD and Wrench as Engineering software's. Generally , Wrench is mostly used to manage and track all engineering deliverables including engineering drawings, worksheets, specification etc during project execution; and AutoCad is using primarily used for computer-aided design (CAD) and drafting. Kindly advice if they are being used for any other function also. Also, can you kindly confirm if BHEL AutoCAD generates 3D designs also? Apart from Wrench and AutoCAD is there any other engineering/product lifecycle management software being used across end to end product lifecycle development. Also with regard to PLM integration with ERP , kindly tell the integration points envisaged.	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The integrated solution should interface with the Engineering systems mentioned in Annexure # 3. Also, it should have the capability to connect to any other standard PLM or 3D software using standard connectors.
84	9.7 Hardware Infrastructure sizing		The successful bidder would be responsible to conduct necessary site visits to prepare bill of material and all specifications for required IT / Non-IT infrastructure and Data Centre (DC) and Disaster Recovery (DR) site after studying the existing hardware inventory across owner's premises for reuse / economical solution, as feasible.	BHEL currently has few ERP instances and applications running. Since it is expected to best utilize the existing hardware, so we would like the BHEL to circulate the existing hardware with the SAPS on each server, so that the same can be factored in while sizing the hardware for the BOM.	The sizing needs to be done keeping in mind the Owner's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted spares & services. The bidder must factor the number of licenses requirement and functional & technical scope.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 60	Supply of ERP Software & Licenses - Clause 7.2		ERP product OEM shall upgrade the existing SAP licenses, if required, for meeting functional & technical requirements of 'ONE-BHEL'.	BHEL to confirm that the ERP product OEM Applications owned by BHEL are under Active ERP product OEM Global Support. Further BHEL should also confirm if ERP product OEM has to provide latest upgraded Software or Service for Functional & Technical Upgrade.	The understanding is correct.
115	11.4 Confidentiality		All the material / information sent to the Bidder shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The successful bidder and their employees deployed on the project have to furnish a Non-Disclosure Agreement (NDA) as per Annexure #21 Non-Disclosure Agreement in line with the Owner's Information Security Management System (ISMS).	At present, confidentiality provision and NDA template is unilateral in favor of BHEL. We request that confidentiality obligations are made mutual.	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
115	11.7 Risk Purchase		In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses.	The bidder should be given an opportunity to show cause why the bidder wishes to withdraw from the process. The bidder in principle is willing to agree to this provision however only reasonable cost for incidentals may be recoverable	A show cause notice will be given to bidder before invoking the risk purchase clause. Notice period of 30 days will be given. The term Incidental means all obligations which even if not spelt out exhaustively are necessary and indispensable to the successful performance/ contractual objectives. Limitation of Liability clause defines the maximum limit. W.r.t. the request of the bidder for only reasonable cost for incidentals may be recoverable, please note that there is no change in the original clause. However, the meaning of the term 'incidental' as requested for in the pre-bid meeting is being clarified herein.
116	11.9 Force Majeure		Should the Bidder be delayed by Force Majeure in performing any of its obligations under the Contract, that party shall notify the other party immediately giving the full particulars thereof along with tangible proof thereof submitted and intimated within 3 (three) days of the onset of such event, in writing and shall use its best efforts to minimize the effect of the Force Majeure on the Work and to take remedial measures.	Time period of 3 days seems too short. We propose increasing this time frame to at least 7 days.	Modified clause included in addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
116 / 117	11.13 Termination and Suspension		Suspension of the Work The Owner may, by a written order, instruct the Bidder to suspend the Work or any part of the Work for the period and in the manner which the Owner considers necessary. The Bidder shall cease work on said part of the Work on the effective date of suspension, but shall continue to perform any unsuspended part of the Work. During the suspension the Bidder shall properly protect and secure the Work so far as is necessary in the opinion of Owner. The Owner shall not pay any costs incurred by the Bidder in giving effect to the suspension order, including under the following: * necessary because of Force Majeure; or * necessary for the proper execution of the Work, or any part thereof; or * necessary because of some negligence, error or other default on the part of the Bidder; or * necessary for the health or safety of Owner and/or Bidder Personnel, third parties or for the protection of the Work, Owner property or environment; or * otherwise provided for in the Contract. If the suspension of the Work is not attributable to any	We request BHEL to define a notice period for suspension of services. We also request BHEL to include the following modifications in contract: In case the suspension of work is not attributable to any negligence, default or error of the bidder, BHEL should compensate the bidder for the duration that the work remains suspended. The bidder should also be compensated for any extension which is mutually agreed between the parties. Further, in case the suspension is for a longer duration of time, Bidder would have the right to demobilize its resources and mobilize them upon resumption of work with no guarantee of the same resources being brought back.	Notice period for suspension of services is 15 days. The suspension period is not expected to exceed 3 months. No compensation for suspension period. Resource Deployment as per RFP. For the avoidance of doubt, such notice perio of 15 days is only valid in case practicable. Suspension arising out of unforeseen circumstances like Force Majeure etc. which need to be implemented immediately cannot possibly have a notice period.
117	11.13 Termination and Suspension		Termination of the contract The Owner shall have the right at any time and at its absolute discretion to terminate the Contract by giving the Bidder notice of termination. Such notice shall become effective immediately after delivery to the Bidder or on such later date or after completion of such work in progress as specified by the Owner in the notice served one month in advance.	We seek to delete the termination right by Owner for no reason. The termination should only be made for some breach of material terms and conditions with cure period of 30 days. Alternatively, we request that the termination clause which is unilateral at present be made mutual. The one month notice for termination on account of "convenience or no reason" is too short and we request that it be at least 180 days.	Modified clause has been included in the addendum.
117	11.13 Termination and Suspension		Default by Bidder In the event of the failure, refusal or inability of the Bidder to perform any part of the Work in accordance with the Contract, the Owner may give notice of default to the Bidder stating the details of such failure. If the Bidder within five (5) calendar days after receipt of such notice does not commence, or having commenced does not continuously proceed with action satisfactory to the Owner to remedy such failure, the Owner may issue a notice of termination, without prejudice to any other rights or remedies which the Owner may have under the Contract.	5 days period is short for cure of a breach. We propose the cure period be extended to at least 30 days	Modified clause included in addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
118	11.13 Termination and Suspension		Amounts payable on termination If the Owner terminates the Contract, then the Bidder shall be entitled to payment for the value of Work completed in accordance with the Contract prior to the date of notification of termination by the Owner, or, the amounts actually paid under the Contract for such part of the Work, whichever is the lower. No further payments shall be due to the Bidder under the Contract.	If BHEL wants to terminate for convenience / no reason, the same should be at least accompanied with a notice period of 180 days to the bidder and be linked to adequate termination fees to be paid to the bidder to demobilize the resources and termination fees.	No fees payable. Rest To be discussed Detailing on effects on termination.
120	11.18.2 Payments Due & 11.18.4 Form of Payment		11.18.2 Payments Due In consideration of the Bidder's performance of the Work, the Owner shall pay the Bidder the Contract Price in accordance with the Contract, except where it is explicitly provided that the Owner shall carry out an obligation under the Contract at its own cost, all things required to be supplied, temporary and permanent or performed by the Bidder under the Contract shall be at the Bidder's cost and deemed to be included in the Contract Price. 11.18.4 Form of Payment 1. Within forty five (45) days of receipt of the correctly prepared and adequately required documentary supported invoice duly certified by the Owner for fulfilling the criteria for payment, the Owner shall pay the amount of such invoice into a nominated bank account of the Bidder, provided the Bidder has submitted such invoice in accordance with the provisions of this clause/Article. 2. All payments made by the Owner to the Bidder shall be made by bank transfer to the latter's nominated bank account. The nominated account shall be in the name of and solely owned by the Bidder.	Time period for payment is 45 days from the date of issue of invoice. We request that BHEL consider reducing it to 30 days. Further, in the event BHEL fails to pay in time for the services to the bidder, BHEL shall pay a late payment fee equivalent to 15% of the invoice amount	No change in the clause.
59/60	7.2 Supply of ERP Software & Licenses		requirement of Licenses in case of a SAP ERP product.	Can we get a breakup of the users between each functional area (in the to-be system)?	The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 9.6. Details will be shared with the sucessful bidder.
122	12.3 Jointly & Severally responsibility		Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	Joint and several responsibility. We request the liability to be made several and not joint. Please also clarify, if J&S is retained, the mechanism of PwC being made jointly and severally responsible with the consortium members. Will PwC be a party in the consortium agreement?	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No 67	Solution Expert Consulting Services - Clause 7.7 / Manpower Cost for Solution Expert Consulting - Annexure 18.2		The cost for Solution Expert Consulting Services should be quoted as per Annexure #18 (18.2).	Can we provide man day rate for each respective year till the end of warranty period, instead of one rate all across	no change in clause
NA	NA		No liability cap given in the RFP	We request to consider following liability cap:- "The sole liability of Bidder and any of its affiliates (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this agreement, including the work, deliverables or services covered by this agreement, shall be the payment of direct damages and damages due by Bidder under this agreement shall in no event in the aggregate exceed the annual fees and expenses received by Bidder under this agreement with respect to the work involved. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence."	Refer addendum for clarification. The recommendation given by the bidder saying that "In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business/profits/savings even if advised of its possible existence" is NOT ACCEPTABLE.
72	Annexure 25 – Consortium agreement		Page 72 to 85	We understand the draft agreement is a guidance document. We assume that provisions of the consortium agreement can be modified based on discussion and negotiation between the consortium members. Kindly confirm the understanding	The understanding is correct. However, it is further clarified that the basic structure and requirements mandated in this draft shall not be altered/diluted. Matters pertaining to detail can be considered at a later phase but in any event these would be considered to the extent that they do not defeat or contravene the basic structure and understanding.
1	3.2 Existing Applications – SAP ERP			Can you please elaborate on the middleware used for Integration? Do you use any middleware apart from SAP XI?	The software available and implemented in BHEL are indicated in Annexure # 3
NA	NA		Compensation for delay for reasons not solely attributable to bidder	We request BHEL to include a clause to compensate the bidder adequately for delays the reasons for which are not solely attributable to bidder	Cannot be considered.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	Can you please provide the % of Enhancements of to the Existing Reports?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
82	9.5 Geographic scope			Can you please share details for each unit like number of users in each unit, no. of users to be trained in each unit, financial data for each unit, business processes applicable for each unit?	The number of users business sector /plant wise and Function wise will be shared with the successful bidder. Refer section 3.3 Implementation Plan The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 9.6.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	Can you provide some information on the existing BI and BO System Landscape?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	3.2 Existing Applications		Currently there are two different ECC6 and 4.7 versions are used in BHEL .	Could you please clarify if all the plants will be converted to ECC 6? Is BHEL following a WIP calculation in SAP?	Yes
Page No 66	Team Profile & Deployment - Clause 7.6 / Team Profile - Clause 7.6.1		All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	Criteria for minimum years of experience (eg 25 years of Program Manager,15 years for functional/technical leads) is too stringent. SAP as a highly integrated product of today has evolved over last 12-15 years. Therefore the criteria for minimum years of experience should be relaxed.	Modified clause included in addendum.
	Annexure 3.2- Existing Applications		MDM for Customers, Suppliers, Products, SRM, TDMS, XI, BO, GRC	Detail information of Current System integrated with SAP MDM. The current repository is a Standard Repository or a Customized one.	For this information please visit the concerned unit, if required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
121	12.2 Resource Replacement		1) The Bidder must not replace any personnel of the Project Team unless the personnel has resigned from the Bidder's Organization. If for any reason beyond the control of the Bidder, there arises a need to replace any personnel, the bidder shall provide a replacement person of equal or better qualification and experience, subject to written approval of the CV(s) by Owner. 2) The Owner, by notice to the Bidder, may object to any representative or person employed by the Bidder in the execution of the contract who, in reasonable opinion of the Owner, may have behaved inappropriately, be incompetent, or be negligent. The Bidder shall remove such person from work on the contract and promptly appoint a replacement person of equal or better qualification and experience, subject to written approval of the owner.	Discretion to replace resources should remain with bidder because the bidder is finally responsible for delivery of quality services and SLA.	No change in clause.
	Global setting for Controlling		How many controlling areas used in 4.7 and ECC6 version.	Do they intend having a common controlling area?	For this information please visit the concerned unit, if required.
	Annexure 3 - Existing Software			Existing SAP implemented at different locations are to be replaced with Global template. There would be no need to upgrade existing 4.7 versions to ECC 6. Is this understanding correct ?	Refer Section 3.2
NIL	Not Applicable		Not Applicable	General Assumptions for Training, OCM, Content Creation Scope from ERP OEM. Request BHEL to kindly confirm below assumptions from ERP OEM's scope for Training, OCM and Content Creation: 1. Content creation (for training, elearning, online help manual, etc.) and trainings will be done in English language only 2. Content creation (for training, elearning, online help manual, etc.) will be restricted to SAP applications only 3. Content deliverables will be limited to Simulations, End User Documentation in PDF format, concept slides, exercises 4. It is assumed that 40% transactions will be global standard content and they will not be edited during roll outs 5. Standards for review and approval of content created will be agreed between BHEL and SAP 6. Training infrastructure will be provided by BHEL (including training server, class rooms, projectors, stationery, whiteboards, virtual class room technology etc.) 7. BHEL will make available trainees as per training calendar finalized 8. No of trainees per batch will be limited to a maximum of 16 per batch 9. No of batches per module will be decided based on the thumb rule of 16 participants per batch 10. SAP responsibilities will include change impact analysis, OCM Strategy & Plan, coaching, suggesting appropriate communication and other OCM interventions to Customer. While SAP will co-manage implementation of recommendations, the outcome of such	No change in RFP Scope
1	3.2 Existing Applications		Only Hyderabad plant is implemented functional version SAP ECC6 .	Has BHEL implemented a New General ledger accounting?	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
14	Finance - Purchasing(Foreign Purchase)		§ Establishment of LC § Accounting & Pricing of SRV for imported material § Payment to vendors- LC/CAD bills-received intimation from Bank § Payment of consultancy/ royalty / technical know-how fee / testing Bank Guarantee / FDR Monitoring § Payment of Miscellaneous bills	How are Bill of exchange details maintained in SAP?	Partially implemented using Opti suite
	Annexure # 3.2 Existing Applications – SAP ERP		Adobe Interactive Forms	How many Adobe Interactive forms are used in each Module and what are the languages these forms need to support?	For this information please visit the concerned unit, if required.
1	Global setting Controlling		Version is major one for budgeting.	How many budgeting versions is BHEL using now?	One version
1	Global setting		Chart of account are required to know for the local legal reporting.	How many chart of accounts is BHEL using now?	Multiple
	General			How many contract (any types - sales, purchase, legal, HR) you want to manage through the system?	Refer to Section 9 and FRS & TRS
1	Global setting		Company code details are required for BHEL based on reporting	How many legal entities are there in BHEL and local reporting etc.?	Refer section 9.5 geographical scope
1	3.2 Existing Applications		Reporting related details are required for scoping.	How many reporting software's is BHEL using for legal and consolidated reporting?	All existing software are mentioned in Annexure # 3. The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
	General			How many users will use import & Export system?	The explicit functionality wise users will be shared with the successful bidder at the appropriate time. The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 7.2.
28	3.3 Implementation Plan		3.3 Implementation Plan	How was the implementation timeline arrived at?	Based on the Owner's implementation experience
70	8.2.2 Minimum Resource Deployment		8.2.2 Minimum Resource Deployment	How was the min deployment res arrived at?	Based on the Owner's implementation experience

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
1	3.2 - Existing Applications		SAP GRC Access Control Package	If GRC is in scope in the current program, could you please let us know 1. Which version of GRC is currently being used? V3 or V10? 2. What components of GRC have been implemented? Is Process controls / Risk management also involved in scope or is it restricted only to Access management? 3.Does all the security (access) requirements in the ECC system currently managed through GRC or are there any exceptions? 4.Is there any version upgrade on GRC is being planned in near future?	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
85	9.7 - Hardware/Infrastructure Sizing		The Bidder will provide necessary inputs and support for the preparation of the RFP for H/W and N/W infrastructure to enable the Owner to procure all the required IT/ non-IT infrastructure and services.	Implementation Partner will support owner in h/w sizing, but overall responsibility of hardware will rest with third party h/w vendor	No change in clause.
			Interfaces with third party/non-SAP Applications	In addition to the list of all the third party systems that will continue to exist after ONE BHEL implementation we would like to know the typical formats in which those systems send the output data, so that we can recommend and design the integrations accordingly	Details would be provided to the successful bidder.
56	6.1 Responsibilities of the owner		5. In order to facilitate the smooth functioning and execution of the project the Owner shall as far as practicable provide all necessary approvals, reviews as may be applicable on a reasonable effort basis as expeditiously as possible. Provided hereinafter that the documents/subject matter on which such approvals/reviews are sought shall be accurate, unambiguous and qualitatively satisfactory in the opinion of the Owner. Provided further that for the purposes of the above obligation, the Bidder shall ensure that such reviews & approvals are sought at least 21 working days prior to its intended utilization so as to allow the Owner adequate time to complete protocols in connection therewith. Nothing contained in this section shall apply in the event of Force Majeure as defined under Section 11.9 and to oral requisitions	In order to meet the timelines, we request that BHEL consider 5 working days (instead of 21 working days) for completing the review and approval of the deliverable.	No change in clause
	Annexure # 3.2 Existing Applications – SAP ERP		Adobe Interactive Forms	Is Adobe interactive forms being used in any of the below modules PS, MM, FI,CO,PP, SD, QM, PM, others.	For this information please visit the concerned unit, if required.
1	3.2 Existing Applications		COPA related report are developed for management reporting purpose	Is COPA been implemented at BHEL?	To be implemented

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	1.2 Business Process at BHEL / 1.2.1 BHEL Overall process flow		The existing material stock is checked for availability and issue of material. If material is available, it is issued to Production. If not, indenting of required material quantity is done by engineering.	Is MRP used? Project MRP or Material/Plant MPR?	All varietes are used
	Annexure #3.3 Existing SAP License		SAP - ESS Payroll	Is payroll on ESS business package currently being used in existing SAP HCM system .	Yes
	Annexure # 9 Pre qualification		Technical - Integration capability	Is SAP HCM system landscape different with other SAP Module landscape	The understading is correct
69	8.2.1 Team Profile		Entire Section	Is the year of experience is flexible?	Refer addendum for clarification.
77	8.8.2 Post Go-Live Support			Is there an existing service management tool used by the owner for the Application support?	The bidder shall propose any tools required as part of the solution.
	Annexure # 3.2 Existing Applications – SAP ERP		SAP - ERP	Is there any interface between SAP and Non sap Systems. If yes, how many NON sap systems are integrated with SAP system?	For this information please visit the concerned unit, if required.
12	Finance - Excise		Service tax related register details not provided.	Is there any service tax registers maintained in SAP?	Yes
89-90	9 Scope of Work / Training Plan (Clause 9.11.3)		The training plan as required and envisaged by the Owner is provided below…	It is assumed that 1. All Core team training will be done during phase 1 of the project 2. Training for other categories will be done in the respective phases of the project 3. Numbers specified for other than core team category are for all phases 4. Request confirmation on SAP's responsibility for training beyond Phase 1 (since there is a mention that ERP OEM training manager is required only till phase 1 final preparation phase)	The understading is correct
67	7 Obligation of Product OEM / Training Manager (Clause 7.6.2)		It is mentioned that Training Manager is required to be deployed from Planning till Phase 1 Final Preparation completion	It is assumed that ERP OEM's involvement for training of any nature is not required in Phases 2 and 3 of the implementation project.	The understanding is correct.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Tender document		Integration point	it is mentioned that BHEL might want to retain a few applications like medical or hospital system , knowledge management, estate management, attendance recording system , corporate portal. We would like to seek more clarity on these application so that we can firm the integration strategy accordingly.	Further details would be provided to the successful bidder.
Page No. 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9		Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases	Kindly amend this to exclude ERP OEM responsibility for Inclusion of Custom Development in standard ERP/Add-on Engines in subsequent releases	no change in the clause
Page No. 19	Technical Evaluation Methodology - Annexure 5		Client Citations - Minimum Marks (cut off) 60%	Let us know, if the minimum marks for Client Citations are 60% or 80%.	No change in clause
	Annexure 3.2- Existing Applications		MDM for Customers, Suppliers, Products, SRM, TDMS, XI, BO, GRC	MDM is in scope ?	Refer FRS & TRS. The bidder must propose a Single instance integrated solution and propose the software.
Page No 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9 / Functional requirement specifications (FRS) - Annexure #5		The FRS response of the Bidder has to be certified by the ERP Product OEM w.r.t. the coverage of the solution through standard ERP, customization and 3rd Party software/solution.	More clarity required around area of certifying by OEM on customization?	no change in the clause
26	3.2 Implementation Approach & strategy		The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Need more clarification on the depth of integration expected between PLM, PDMS, Wrench etc & other legacy systems. Also need the details of other PLM or other legacy systems expected to be integrated	Please refer Section 9.12.2.3 of the RFP.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
16	1.2 Business Process at BHEL / 1.2.1 BHEL Overall process flow		Issue of internal Order to units- On award of a contract to BHEL, the corporate marketing issues Internal Order to respective units. Unit commercials issues work order based on the Internal Order for respective products	Need more elaboration of processes on internal orders. Is it a sales order-Purchase Order process or otherwise, please detail the process	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
10-11	Annexure 4 Overview of Functions		Advance engineering actions, § Advance manufacturing actions. Diversions of Order Miscellaneous Activities	Need more information on the Engineering actions, Is it an ETO Order? What is diversion of orders? Miscellaneous activities, does it need order creation?	The detailed process documents would be shared with the successful bidder.
96-97	9.12.2.3 - Interfaces/Integration with existing applications		Interfaces with AutoCAD, SAP HCM, Hospital/Medical System, KM, Corporate Portals, Estate Mgmt, Attendance Recording	Number of interfaces and middleware envisaged by bidder	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The detailed documents would be shared with the successful bidder.
26	3.2 Implementation Approach & Strategy			ONE-BHEL would have a single ERP instance. This would require migrating the existing instances . Does BHEL have a specific view towards this process ?	Refer Section 3.2 Implementation Approach & Strategy
	Annexure #3.3 Existing SAP Silence		Payroll records	Payroll records are executed on Portal or ECC system	Payroll is processed in R3 and the payslips can be viewed by the employees in Portal (ESS). For all other information please visit the concerned unit, if required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
67, 68 / 70	8.2.2 Minimum resource deployment		Page 67: The bidder shall deploy full time, onsite human resources from ERP Product OEM across the functional and technical areas, as specified in the below table, for the mentioned phases of the project. At no point in time, ERP Product OEM's number of resources shall fall below the minimum numbers as specified below, apart from its concurrent availability at all times, otherwise penalty as mentioned in Annexure #22 Penalty would be levied on the bidder. Page 70: Owner's project site. During the implementation stage i.e. till the last go-live date, the full team needs to be deployed on-site i.e. at the Owner's premises. The Owner would not permit any offshore / onsite mix in the deployment. The bidder should deploy adequate resources for required duration on site at the Owner as well as any other site / unit / location as may be necessary during any stage of the project. The bidder shall deploy concurrent resources, comprising of members specified & approved by owner, to ensure concurrent execution to meet overall	Please clarify if the resources deployed, both as part of minimum resource deployment and over and above minimum resource deployment are required to be full time onsite resources.	Minimum resources to be deployed shall be full time and onsite.
107	9.12.5.3 - Post Go-Live Support		Bidder shall provide post Go-Live Implementation support for a period of two months for all locations at respective locations.	Please clarify if the SLA's will be applicable during this 2 months period for post Go-Live Implementation support?	For SLA applicability Refer Section 9.12.5.4
	Annexure 2 - Technical Requirements			Is interface required between PS and Primevera as part of implementation scope?	Refer Sno 12 of TRS and the requirements mentioned in the FRS.
	Annexure 2 - Technical Requirements			Is development of portal with internal and external access in scope of implementation? If yes, what business process would need internal access and external access	YES, Vendor, Customer and Site and Other BHEL Units Interaction. The details will be shared with the successful bidder
57	6.1 Responsibilities of the owner		Owner will provide the following facilities to the successful bidder: Office seating space (Central location), Network connectivity, Internet, PCs for Project Team	Please confirm if Hyderabad would be the central location for implementation, sustenance and post go live support.	The central location is Hyderabad/ Bhopal/ Delhi NCR
77	8.8.2 Post Go-Live Support			Please confirm if the application support is required from the owner location? Can the support team be placed at bidder's location?	No change in the clause
77	8.8.2 Post Go-Live Support		During Post Go-Live support period of 1(one) year for the 'ONE-BHEL' solution after the completion of sustenance support for Business Intelligence & Dashboards - CORPORATE MIRs or after expiry of 36 months from start of Project,	Please confirm if the post-go live support is required from month 37 to 48.	Refer Section 8.8.2 Post Go-Live Support

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
1	Annexure 3.2- Existing Applications		MDM for Customers, Suppliers, Products, SRM, TDMS, XI, BO are listed in scope of existing SAP system at Hyderabad	Please confirm whether MDM, TDMS, SRM are in scope of implementation	Please refer Section 9 of the RFP.
27	3.3 - Implementation Plan		Implementation Phases and sub-activities	Please inform number of business entities to be considered in scope of this ONE BHEL implementation	Refer section 1.1.3 and 9.5
70-72	8.2 - Resource Deployment			Please provide as-is application landscape diagrams for different units	All systems other than the systems mentioned in Section 9.12.2.3 need to be migrated. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder.
70-72	8.2 - Resource Deployment			Please provide high level to-be application landscape diagram	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
75	Minimum number of workshops required for conducting change management workshops should be:		Location of workshop	Please provide List of other workshop locations	The details shall be finalised in discussion with the successful bidder.
Page No. 23	Existing Applications - Clause 1.3.3 / Existing Software - Annexure #3		The list of existing ERP & Non ERP software is mentioned in Annexure #3 Existing Software	Please provide the list of applications that need to interfaced with ERP product OEM	The bidder must propose a Single instance integrated solution and propose the software components.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No 65	Solution Quality Review Services - Clause 7.5 / Schedule of Solution Quality Review Services - Clause 7.5.6			Realization Review is not included as part of overall Solution Quality Review services. Should this be included as part of review mechanism? In addition, should Business Process Review be included as part of overall review mechanism	no change in clause
74-75	8 Obligation of Implementation Partner / Organization Change Management (clause 8.6)		Minimum number of workshops required for conducting change management workshops should be: …	Request BHEL to kindly confirm: 1. Are the total participants indicated in the table for OCM Workshops, is across the three phases, covering entire duration of the project? 2. Whether OCM workshops will be conducted in each phase, for the respective locations in scope? 3. Is there any specified limit on maximum batches by BHEL, or bidders can specify the same? 4. Batch sizes of 50 and 25 are too high to handle OCM workshops. Suggested batch sizes are 25 and 15. Need confirmation if bidder can change these guidelines in RFP 5. BHEL will provide change agents for execution of OCM strategy defined.	The details shall be finalised in discussion with the successful bidder.
All			Multiple references to "Central Project site" of BHEL (Owner)	Request BHEL to please clarify on which will be the central project location?	Hyderabad/ Bhopal/ Delhi NCR
75	8 Obligation of Implementation Partner / Organization Change Management (clause 8.6)		Success of above change management implementation through written satisfaction level of the trainers of such change management practices / trainings imparted	Request modification to this statement to express "joint responsibility of Change Management teams of BHEL and ERP OEM"	This is one of the factors that needs to be considered while designing and executing the change management plan of One-BHEL.
Page No. 59	Supply of ERP Software & Licenses - Clause 7.2		Proposed tentative License Buying Schedule based on the proposed Implementation schedule as mentioned in Section 3.3 Implementation Plan; which could vary depending upon the ownerwithout any price implications.	Since BHEL is deploying a Global Master Template across the Organisation, we request all required Applications to be procured by BHEL at the time of the award of the Contract and Users for these Applications may be phased as per the tentative License Buying Schedule based on the proposed Implementation schedule.	Refer addendum for clarification

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No 28	Implementation Plan - Clause 3.3			Since Bluprinting phase is continuing till eighth month and Realization phase is starting from beginning of seventh month, it is assumed that all sign-offs for Blueprinting phase happen by sixth month so that Realization phase can begin by seventh month?	Please refer Section 3.3 for schedule.
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2 / License & ATS Cost for SAP ERP) - Annexure #17.1		The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids).	Since ERP OEM Vendors follow Global Licensing norms, providing entire Bill of Material on a metric of Users is not possible. BHEL needs to allow Bidder and the respective OEM to quote a lump-sum price for Engines and separate bundled price for category of users.	Refer addendum for clarification
Page No. 112	Payment Schedule for Manpower Cost - Clause 10.3 / Solution Expert Consulting manpower cost - Clause 10.3.1		Payment for ERP Product OEM's manpower for Solution expert consulting services (ref. section 7.7) shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide Services will be between BHEL and Lead Bidder. Kindly allow Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	No change in clause.
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2		The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. ERP product OEM will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	Refer addendum for clarification

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 61	Annual Technical Support (ATS) - Clause 7.3		Owner will take ATS for ERP licenses & Add-ons directly from the ERP product OEM. The Bidder shall make provision for the Owner to make the payments for ATS directly to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. Kindly allow the Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	No change in clause
Page No. 112	Payment Schedule for Manpower Cost - Clause 10.3 / Solution Expert Consulting manpower cost - Clause 10.3.1		Payment for ERP Product OEM's manpower for Solution expert consulting services (ref. section 7.7) shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Since SAP is not the Lead Bidder, the Agreement to provide Services will be between BHEL and Lead Bidder. SAP will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	No change in clause.
1	3.1 Existing Engineering Software / 3.2 Existing Applications – SAP ERP			Since the ERP implementation is done across multiple sites, are there integration points between each of those ERP systems with external systems such as Auto CAD, etc?	The software available and implemented in BHEL are indicated in Annexure # 3

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
62, 74	7 Obligation of Product OEM; and 8 Obligation of Implementation Partner / Program Management Office (Clause 7.4); and Organization Change Management (Clause 8.6)		There is a mention in page 62 that "The Change Manager from ERP Product OEM shall conduct the assessment, recommend strategy for Change Management, align the change management program with the implementation methodology and coach change agents of Owner on how to drive change across all units" And, There is a mention in page 74 that "Implementation of Change Management Plan – The bidder shall implement all the necessary services for successful implementation of the change management plan developed by the bidder & approved by owner. The bidder shall be responsible for all the costs involved in design and implementation of the change management plan for 'ONE-BHEL' Project."	Statement in page 62 suggests that BHEL needs only one OCM Manager from SAP. A chain of change agents will come from BHEL, who will have to be coached for implementation of OCM Strategy along with OCM Manager from SAP. However, statement in page 74 contradicts the above understanding. Need clarity on what is the expected approach and level of involvement of SAP, for OCM, by BHEL If SAP were to implement total OCM strategy, we will need more OCM consultants for the same, considering the size and spread of each phase	Refer section 8.6. The statements from Page 62 & 74 are complementing. The leader in this case is the OEM. The bidder shall fully assist the OEM in the change. The other details are self explanatory in the clause
88, 89, 90	9 Scope of Work / Owner teams to be trained (Clause 9.11.1); Type of Training (Clause 9.11.2); and Training Plan (Clause 9.11.3)		There is a mention in page 88 (Clause 9.11.1) as training scope: "Central Technical Core Team: Technical Core Team at the Owner ... Internal/ Statutory Auditors: This team comprises of the Internal Auditors of the Owner" There is a mention in page 89 (Clause 9.11.2) "Helpdesk Training (lecture & hands-on mode): training to chosen helpdesk team (resources of the Owner and the bidder) on maintaining and managing an ERP helpdesk with the aid of appropriate tools during post go-live support"	The Helpdesk users as mentioned in Clause 9.11.2 are not contained in scope of training narrated in pages 89 and 90 (Clause 9.11.3) of bid document. Need confirmation if Helpdesk user trainings are in scope of Lead bidder? If yes, request for volume estimates (phase-wise users in each category)	Helpdesk trainings are part of the project. Further details will be shared with successfule bidder.
29	Eligible bidders 4.1 (e)		All payment transactions shall be done by the Owner to the members of the Bidding Consortium on certification by the Lead Member of the Bidding Consortium. For the avoidance of doubt, the lead member of the consortium must collect payments on behalf of all consortium members	The statement that the lead member of the consortium must collect payments on behalf of all consortium members conflicts with payment mechanism for licenses and ATS support later in the RFP document wherein it is mentioned that the payment for licenses and ATS would be done directly to the OEM vendor (7.1 and 10.1.1). Please clarify	The modified clause is included in the addendum.
	TRS Document Management System		Does the system allow documents to be shared?	We would like to know the exact requirement of the sharing of the documents , would this sharing mean that in case a document is attached with some transaction , that document is available for others who access that transaction . Or is there some other understanding regarding the sharing of documents ?	Document availablity to users(internal/external) is based on authentication & privileges . Eg: View, Print, Download etc

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	TRS Web Portal		Ability to support redundant single sign on server	Details needed for the term : redundant single sign on server.	Redundancy at Single Sign-on server level
	TRS Security and controls		Ability to support authentication by use of User IDs, passwords, encryption, tokens, PIN codes and timeouts	authentication systems requiring encryption/tokens would need third party tools . None of these are mentioned in the RFP. Also, authentication using PIN codes is mentioned. So we seek clarification for the same	The bidder must propose a Single instance integrated solution and propose the software.
	TRS Integration		Ability to interface with Bar Code, SMS Gateway, GPS, RF devices, & RFID Systems	it is mentioned to interface with GPS. We would like to have more clarity whether this GPS is expected as part of mobility or else what exactly is sought when the interface with GPS is mentioned.	GPS Interface for Journey Management (Movement of Material to Site)
15	1.2 Business Process at BHEL / 1.2.1 BHEL Overall process flow		BHEL Overall process flow	The tender document coverage on Business processes is not detailed. Will BHEL share a detailed as-is document for these processes.	The detailed process documents would be shared with the successful bidder.
	TRS Operational		Provision for data transfer between different systems of the landscape like configuration data along with master data, based on particular period/financial period/ particular business node /company code data/specific business process etc.,	it is mentioned that the data might be required to be transferred based on different parameters like company code etc. Based on this, we might need specialized tools to achieve this functionality, hence would seek more clarity on this point	This is for the migration of data across the landscape production, quality, & development servers. The bidder must propose a Single instance integrated solution and propose the software.
	TRS User Friendly capabilities		Ability of the solution to provide query/ messaging facilities through: IVRS on intercom telephones, Mobile SMS based application, Feedback triggers similar to telebanking	it is mentioned that the solution should have messaging facility with IVRS on telephones. would need more clarity as to what sort of messaging or integration is required between the solution and the IVRS intercom telephones.	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
Page No 28	Implementation Plan - Clause 3.3			Three months of Process realignment and three months of Business Blueprinting is mentioned as per implementation plan. Can it be assumed that process realignment, blueprinting and global template creation for all the locations will happen at a Central Location where the core team members from different locations shall assemble and be available across the six month duration?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
15-21	1.2.1 - BHEL Business Processes Flow, 9.4 - Technical Scope, Annexure # 1 - Functional Requirements Specifications		List of SAP Modules mapped to processes and modules within existing SAP Systems	To confirm SAP modules in scope - SAP-MM, SD, PP, PM, QM, PS, FICO, HCMS, BI/BO, GRC, DMS	Please refer Section 9 of the RFP.
	TRS Mobility		The solution should support mobile application development and deployment for enterprise mobility	Requirements are not given in the RFP regarding which all application/ modules/ processes needs to be developed for the mobile phone. Therefore, request you to list all the applications needs to be developed for mobile deployment and the total number of mobile users using these applications	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
	TRS Reporting Capability		Access to data and report based on user responsibilities (Roles based access to reports)	Please provide the total number of Corporate MIR and Unit MIR accessing KPI monitoring Dashboards, other reports and Adhoc query capability etc	The major requirements are mentioned in the FRS and TRS. For further information, the bidders can visit the concerned units.
85	9.9 Configuration, Customization & Bespoke (Custom Developments)		The Owner prefers to have product standard functionalities in the 'ONE-BHEL' Solution. Wherever customization is required and undertaken, the bidder will hand over the source code and all documentation to the owner. The title, rights and IPR (Intellectual Property Rights) over such customization will be passed on to the Owner.	We agree to grant rights in the customization to BHEL which is perpetual and irrevocable and royalty-free for its internal use. To summarize we wish to clarify to BHEL that: (i) Ownership of intellectual property in all deliverables including software solution shall vest with the Accenture. (ii) Ownership of intellectual property in pre-existing materials, including any enhancement and modifications to the pre-existing materials shall continue to be with Accenture. (iii) Accenture will provide a limited internal license in deliverables, including software solution, and any pre-exiting materials for use in conjunction with the Services provided by Accenture. (iv) Accenture shall not provide source code on the software and obligation of use of software and materials shall continue to be limited to mutually agreed terms.	No change in clause
100	Annexure 28 Implementation Payment Schedule		Implementation payment schedule	We feel that the existing payment schedule is not commensurate with the services delivered. Under the existing payment schedule, the bidder would have expended much of the effort without receiving the commensurate fee. We would like to discuss alternate payment schedules with BHEL and request BHEL to give us an opportunity to do so.	No change in clause.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
69	8.2.1 Team Profile		Resource experience and qualifications profile	We feel that the number of years of experience required for the resources is extremely restrictive. We propose that BHEL consider other alternate criteria which could be based on the type of experience for example size of the project managed etc. We request BHEL to give us an opportunity to discuss alternatives for changing the criteria	No change in clause
54	5.8.1 Instructions for Alterations / Deletions		2. The Owner shall, at its sole discretion, be entitled to instruct in writing any variation to the scope of Contract, subject to 10 percent (%) of the total contract price, though without extension of the Contract Period apart from the other terms of the Contract remaining unchanged. However, this does not entitle the Bidder to claim any variations under any reason whatsoever.	We need clarification on whether submitting this fee is only limited to variation, if any, on the scope of the contract or other general terms of the contract as well?	No change in clause
107	9.12.5.3 Performance Testing & Tuning		Performance Testing will take place at Owner's site as per the approved Performance Testing plan. At the beginning of this phase, the performance testing benchmark environment, the performance requirements and the method of conducting the performance testing to determine system performance against the response time targets will be specified by the Bidder in consultation with the Owner. If as a result of performance testing, Owner determines that one or more system performance requirements have not been satisfied, then each of these requirements will be recorded as a defect with a severity classification of "High". The cost incurred for the fixing of the Problem shall be borne solely by the Bidder and such cost shall not be reimbursed by Owner. The Bidder has to perform stress testing and load testing, as well assist Owner in performing the same. The bidder should use a tool to simulate post-go live environment for the same	We propose that the acceptance criteria be mutually agreed between the parties which are objective and verifiable. This will be agreed in the final contract.	No change in clause.
57	6.1 Responsibilities of the owner		6. For the purposes of the above mentioned clauses, any grievances/complaints/delay claims by the Bidder, which, in the opinion of the Owner are just, reasonable and warrant for a resolution shall be dealt with and addressed by the Owner at the end/conclusion of the project/initiative	We propose that the grievances / complaints / delay claims of the bidder be discussed and addressed accordingly in the monthly steering committee meetings	The modified clause is included in the addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 60	Supply of ERP Software & Licenses - Clause 7.2		Owner will award the contract for purchase of ERP licenses directly to the ERP product OEM.	We request BHEL to award the contract of purchase of Software licenses to the Lead Bidder.	Refer addendum for clarification
54	5.7 Signing of contract		After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with Security Deposit (SD) & Bank Guarantee (BG). Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order along with submission of SD & BG by the Bidder. The Contract agreement between the Owner & Bidder shall be signed in the next 15 days	We request BHEL to modify the timelines as below: 1. The time for accepting the PO issued by BHEL and submitting the security deposit and contract performance bond to be increased from 7 working days to 15 working days 2. The time for signing the final contract agreement from the date of issue of the draft agreement to be increased from 15 calendar days to 30 working days.	No change in clause
69	Annexure 22 Penalty		Note: The total cumulative penalty for the above shall not exceed 20% of the total Contract Price.	We request BHEL to reduce the overall penalty cap from 20% of total contract price to 5% of the total price for the system implementation phase	No change in clause.
29	Eligible bidders 4.1 (b)		For the purposes of clause a. above, the Bidding Consortium of ERP OEM vendor and its authorized Implementation Partner may associate with any other Third Party Solution Vendor at their end for related IT application / tools etc. if required Provided hereinafter that should such an alliance/collaboration be contemplated, such arrangement and intention should be made known to the Owner through the signed letter mentioned in clause a. above and that such alliance/collaboration if any, shall be duly reflected in the Consortium Agreement mentioned in clause a. above. For the avoidance of doubt, such Consortium Agreement shall warrant and reflect the joint and several liability clauses between all participating entities in the Consortium.	We understand that BHEL would like third party solution vendors to be jointly and severally responsible. We propose that the third party solution vendors be made jointly and severally responsible only if the value of their solution component is more than 20% of the contract value.	The modified clause is included in the addendum.
2	Annexures (3 to 30) p. 16		3.3 - Existing SAP Licenses	We understand that currently Optisuite is being used in HPEP, Hyderabad. Would Optisuite (Collabera) be extended to all manufacturing plants ?	The bidder must propose a Single instance integrated solution and propose the software.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What are the existing Modules which are implemented?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What are the major concerns with existing reports at a high level?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What are the module wise Number of Reports?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What are the modules / areas where the reports need a major makeover?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
96	4. 9.12.2.3 Interface / Integration with existing applications		Integration with SAP HCM: SAP HCM is implemented at the corporate level for the entire organization and its integration with "ONE BHEL" ERP solution is required to be created to achieve ONE BHEL objectives using industry standard tools/ technologies . Work related to full filling of any data requirement from SAP HCM but which is not available in SAP HCM, But required to achieve ONE BHEL Objectives, is also within scope of work of the bidder	What are the sub modules under SAP HCM in scope?	The Bidder has to ensure that the objectives of One-BHEL are achieved. Additional functionality over and above BHEL's SAP HCM implementation required for One-BHEL solution shall be implemented in the proposed solution. For all other information please visit the concerned unit, if required.
	Annexure #3.3 Existing SAP Silence		Manager Self service	What functionalities are implemented in MSS	Controlling Officer / HoD / Designated Officers can view the attendances and absences of the employee under them. The system allows HoDs / Controlling officer to view about training programs attended for their employees. The System allows HoDs/ Controlling officers to manage all requests such as request for travel, etc for the employees under him.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 40	Interest Liability - Clause 4.13		In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment	Interest on delayed payment will be as per the terms of the Software Agreement executed with ERP product OEM by Lead Bidder.	No change in the RFP.
Page No. 29	Eligible Bidders - Clause 4.1 / Consortium Agreement - Annexure #25		The Bidder shall include a letter signed by both the members of the consortium who are bidding jointly expressing their intention to be jointly and severally responsible for the project. In the above arrangement, the ERP OEM vendor's authorized Implementation Partner must be nominated as a Consortium Lead Member and this nomination along with the joint and several liability undertaking between members of such consortium shall be evidenced by submitting an entry into force of a duly stamped agreement of the duly executed Consortium Agreement in accordance with the format placed in Annexure #25 Consortium Agreement.	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause
Page No. 122	Jointly and severally responsibility - Clause 12.3		Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 40	Contract Performance Bond - Clause 4.12 / Contract Performance Bond - Annexure #26		We irrevocably and unreservedly guarantee, upon the request of your Successful Bidder (Insert successful bidder name), a company incorporated under (mention incorporating statute), participating in this Project/Awarded Tender together with (Insert Consortium Partner name) a company incorporated under (mention incorporating statute), having its seat or domiciled in (insert registered address of both partners and country of registration), with each of its members bearing joint and several responsibility towards BHEL (the beneficiary),	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		Audited financial statements for the last three financial years.	Only Auditor's Certificate be allowed for India Business unit of ERP product OEM	Refer addendum for Pre-Qualification criteria clarifications
Page No. 44	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The offered ERP product should be capable of integrating with the following - -Auto CAD -Engineering automation & Product Life Cycle management software -SAP-HCM Provide the list of PLM software which can be integrated with the Offered ERP product.	Request, BHEL to provide the list of PLM software which needs to be integrated with ERP product OEM Software.	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The company should have at least 10 ERP Product installations in India with at least 500 licenses in each installation in last 7 years.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4 / ERP Product Vendor - Clause 5.4.1		The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	Please also accept Customer attested reference certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the BO Version being used presently?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the BO Version which is intended for the new implementation / project?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing BeX Queries?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing BW Users?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing Crystal Reports?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing Cubes / Multiproviders?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing Dashboards?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing Periodic Reports, the frequency (daily / monthly / annual) in which it is executed and the criticality associated with it?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the number of existing Webi Reports?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the satisfaction percentage with the existing reports?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
57	6.2 Responsibilities of Programme Management Consultant		Review the documentation provided by the Bidder and ensure its conformance to standards.	What is the standard established for the documentation.	Shall be decided by the Owner, PwC and the successful bidder
	Annexure # 3.2 Existing Applications – SAP ERP		Technical version	What is the technical version in each of the regions: Trichy, EDN Bangalore & EDP Bangalore. Hope both ABAP stack and JAVA stack are used for the respective versions, please confirm	Refer Annexure 3.2
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the total number of Business Content Datasources?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	Annexure # 3.2 Existing Applications – SAP ERP		* BO Development * BO Concurrent Users	What is the total number of custom Datasource?	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
1	3.1 - Existing Engineering Software		Test Data Migration Server	What is the volume of data to be migrated?	The software available and implemented in BHEL are indicated in Annexure # 3
	General			What is total annual spend volume of BHEL?	Refer the annual reports of BHEL
107	9.12.5.3 - Performance Testing and Tuning		The Bidder has to perform stress testing and load testing, as well assist Owner in performing the same. The bidder should use a tool to simulate post-go live environment for the same.	Whether this is in scope of implementation partner. Whether tool licenses are bought and resources planned for this automated performance testing, as this requires specialized skills and depending on tool and effort towards tool set-up, configuration and running scripts	This is part of scope of work of the Bidder and should use the appropriate tools and resources to conduct the aforementioned tests.
25	3 - About ONE BHEL Initiative		Currently, five of the Owner's manufacturing units (Trichy, HPEP & PESD Hyderabad, EDN & EPD Bangalore) have implemented SAP-ERP on separate instances while the remaining units and business sectors have implemented in-house developed computer systems. SAP-HCM is implemented at corporate level for entire BHEL as a single instance.	Whether we will consolidate all SAP systems, re-implement existing SAP systems or integrate existing with new implementation	Please refer clause 3.2 of the RFP.
110	9.12.5.5 Sustenance Support			Which is the preferred central location by the owner for provide onsite support?	Hyderabad/ Bhopal/ Delhi NCR

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
26	Objectives		Standardized, rationalized, automated and integrated business processes and systems across BHEL to deliver business value.	Who will be the Final authority for standardization	Bidder shall carry out Standardized, rationalized, automated and integrated business processes and systems across BHEL to deliver business value with the approval of the Owner. Owner's decision shall be final and binding while deciding what constitutes adequate standards etc.
23	1.3 IT Landscape at BHEL	1.3.3 Existing Applications	Aggregate of such business applications in operation across Owner's establishments' totals to few hundreds & these applications are residing on several hardware & software procured at substantial costs, apart from major expenditures made on human resources on change management, engagements, trainings, etc. Oracle has been used as RDBMS technology & J2EE/Oracle forms reports/ JSP/ASP are the major existing technologies used for application development	Please provide list of all legacy applications being used in different BHEL divisions along with detailed information on version ;functionalities and technology supported	Please refer Annexure # 3 Existing Software
26	3 About 'ONE-BHEL' Initiative	3.2 Implementation Approach & Strategy	All engineering centres are well equipped with engineering workstations using advance Engineering Software for Designing, Modelling, Analysis and Drafting etc. Electronic Depositories, with appropriate work flow & change control, have been implemented particularly for Engineering Documents at major units.	We understand that some of the PDM/PLM systems being used at BHEL include AutoCAD; PDMS and Wrench. Pls provide the list of all PDM/PLM software being used at BHEL? Pls also mention the integration /Interface required with SAP system?	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The integrated solution should interface with the Engineering systems mentioned in Annexure # 3. Also, it should have the capability to connect to any other standard PLM or 3D software using standard connectors.
28	3 About 'ONE-BHEL' Initiative	3.3 Implementation Plan	The Owner proposes the below timelines for the 'ONE-BHEL' initiative. Owner reserves the right to change the roll-out locations during final discussion with Successful Bidder depending on the ease of roll-out and geographical constraints without any implications on overall timeframe & payments. The Bidder's plan must include integration/ interface activities.	We expect business realignment to Is be a major activity considering the diverse nature of BHEL business. The time allocated of 3 months looks somewhat less considering the activities and units considered to cover all the main business processes. Is There a possibility of modifying the timeline for certain phases?	Refer section 3.3 Implementation Plan

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
28	3 About 'ONE-BHEL' Initiative	3.3 Implementation Plan	Project Plan on page 28	Phase 2 and Phase 3 rollouts considers only master data conversion; cutover and end user training only. However there is no time allocated for certain transitions issues and last minute delta additions for local specific requirements and issue. ? Is there is a flexibility available for bidder to suggest few weeks in each rollout to cover this aspect?	Refer section 3.3 Implementation Plan
28	3 About 'ONE-BHEL' Initiative	3.3 Implementation Plan	Project Plan on page 28	What are the other projects /Programs which are going on currently in BHEL which can potentially have interdependence; overlapping with the One BHEL program?	As of now no other similar project is currently under execution/envisaged
56	6 Roles & Responsibilities	6.1 Responsibilities of the Owner	Mobilize appropriate personnel from the Owner and constituent organizations (other than those by bidder which forms part of bidder's own obligations) in the project team. Provided hereinafter that the tangible requirements and timelines of such mobilisations shall be given by the Bidder adequately and with sufficient time prior to its intended utilization.	Under Mobilization of Owner resources; We assume that a full time core team suggested by the bidder and representing all the BHEL organization in scope will be provided for the entire course of the project?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1.
56	6 Roles & Responsibilities	6.1 (6.1.5) Responsibilities of the Owner	In order to facilitate the smooth functioning and execution of the project the Owner shall as far as practicable provide all necessary approvals, reviews as may be applicable on a reasonable effort basis as expeditiously as possible.	How will the overall milestone approval process flow particularly when this is a joint responsibility of bidder; Prodct OEM; pwc and the owner?	Refer other points in the Section 3.1 and also Section 8.1.1. No change in J&S responsibility.
65	7.5 Solution Quality Review Services	7.5.7 Hardware/ Infrastructure Sizing	All such bidder recommendations have to be explicit and duly vetted at competent levels in ERP Product OEM organization and submitted to the Owner at appropriate juncture.	Bidder is expected to recommend the Hardware sizing and infra requirements. We assume the information about the current IT landscape; performance along with hardware details will be provided by individual BHEL units in order to arrive at IT Hardware and Infra	The sizing needs to be done keeping in mind the Owner's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted spares & services. The bidder must factor the number of licenses requirement and functional & technical scope.
74	8.6 Organization Change Management	8.6 Organization Change Management	For Organization Change Management, the bidder (led by ERP Product OEM's Organization Change Manager) shall focus on building awareness in the Owner employees on benefits of 'ONEBHEL' project, changes (if any) to their current roles and responsibilities, processes, changes in dashboard screens & its solution addressing the employee's concerns and apprehensions w.r.t. implementation of 'ONE-BHEL' Project.	Overall Plan on Page 28 does not provide for change management activities for adoption. Also there is no mention of potential realignment of roles and activities of the users If the process realignment is to result in potentially beneficial resource realignment will this be a part of scope of change management. If this is the intent then potential impact and Risks needs to be included for successful adaption of ONE BHEL program.	Change management is part of the entire implementation cycle of the project at all stages.
79	9 Scope of Work	9.3 Functional Scope	The AS-IS processes, as compiled by the Owner, would be shared with the successful Bidder	Will the Owner share the entire AS-IS process documentation for the entire scope with bidder during the project kick off and planning phase.	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
80	9.4 Technical Scope	9.4.5 Data Archival	In order to meet statutory and MIS requirements, archiving and easy retrieval of data along with supporting documents/ attachments is required. The bidder must ensure that the Integrated Solution provides a data archiving capability, with support for implementing archival policies. The Integrated Solution should also be able to access archived data for on-line inquiry and reporting as and when required. Bidder should provide a policy document for archival along with the solution. The Integrated Solution should be compliant to ISMS standard (ISO 27001).	If any Recent investment is done by BHEL in any Data archival solution. ?	No
85	9 Scope of Work	9.9 Configuration, Customization & Bespoke (Custom Developments)	Customization & Developments for process enhancementt.	We understand that RICEFW list will be finalised during Gap list finalization. The technical resource requirement for RICEFW objects will be discussed and agreed during the Gap list discussion. At this juncture we can assume certain no ,of developments to arrive at the development cost.	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
83	9 Scope of Work	9.6 Supply and Installation of Software & Application Licenses	All 3rd Party software & licenses shall be supplied by the Bidder on the basis of written requisition of the Owner. The Bidder shall provide the 3rd party licenses to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction @0.5% of the total contract price for delay of each week or part thereof (refer Annexure #22).	Based on the information available in the RFP currently we have limited visibility of all the 3 'rd party software that will be required to support the standalone system or speciality applications, Is it possible to provide a comprehensive list of applications for which third party software may be required for integration.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
68	Section 7: Obligations of ERP Product OEM, section	7.8 Setting up of Certified Competency Centre / Centre of Excellence	The Certified Competency Centre / Centre of Excellence will support the live system, provide enhancements and developments, act as a knowledge Centre on best practices, evaluate future technologies, tools, & bolt-on applications.	Is owner central location (HYDERABAD) and CoE location same ?	Central Location and CoE location is Hyderabad/ Bhopal/ Delhi NCR
108	Section 9. Scope of Work	9.12.5.4 Desk Support	This will come into existence from end of Realization phase till the end of support period.	It is mentioned that the Helpdesk support has to be provided from end of realization phase till end of support phase. While in the implementation plan on Page 28, it is shown for only two months alongwith the implementation support. Please clarify. Also, Shouldn't it be applicable till last day of Post Go Live Support?	Help desk support starts from Phase 1 Go-Live and support phase start upto completion of Go-Live and sustenance support phase of Business Intelligence & dashboards-Corporate MIRs. The clause 9.12.5.4 has been suitably modified and included as part of addendum.
108	Section 9. Scope of Work	9.12.5.4 Desk Support	Bidder is required to create and maintain a dedicated onsite Help Desk / hotline	What is the geographical location of Onsite Helpdesk?	Owner's central project location: Hyderabad/ Bhopal/ Delhi NCR
108	Section 9. Scope of Work	9.12.5.4 Desk Support	The help desk support to users shall be provided for all Owner working days from 6:00 AM to 10.00 PM.	What are owner Working days?	Normally the working days are Mon-Sat. However, in few units and sites, the work is carried out on all 7 days.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
108	Section 9. Scope of Work	9.12.5.5 Sustenance Support		What are the SLAs for the sustenance support? During sustenance support:- What is the support window? (days of the week ? time ?)	The SLAs mentioned for Helpdesk support are applicable for sustenance support as well. During the sustenance support, the support would be provided by the bidder's team at the central location. Refer section 8.8.1
76	8 Obligations of Implementation Partner	8.8.1 Project Implementation & Sustenance Support	24x7 Unlimited Support through telephone/Fax/E-mail/Video Conferencing/ Installation visit as required.	Please clarify 24X7 support scope. (Because as per Section 9.12.5.4 Helpdesk Support, Support is expected only from 6 AM till 10 PM.)	Refer section 8.8.1 and 9.12.5.4 which are self explanatory.
29	4 Instructions to Bidder	4.1 Conflict of Interest	To clarify, conflict of interest may arise from due to multiple reasons including the following: 3. □ If any team members of the Bidder who has worked for any period in this project shall not work with the competitor of BHEL till the expiry of the agreement with BHEL	We suggest deletion for sub-section 3.	No change in clause
51	5.4.2	16 – Client Satisfaction	The Bidder Company should not have been black listed by PSU, Govt. of India and / or have past & on-going legal cases with such entities.	We suggest revising the second part of the pre-qualification criteria to state that: "on-going legal cases with such entities which will affect the performance of the Bidder under the Agreement with the Owner".	Refer addendum for Pre-Qualification criteria clarifications
54	5.8 Amendments and Variations to Contract	5.8.1 Instructions for Alterations/ Deletions	For the avoidance of doubt, no indirect, overhead and/or consequential costs can be claimed as payable by the Bidder.	Does this term mean that any form of indirect, consequential, incidental or loss of business profits can be claimed by Bidder or does it mean that this clause is a disclaimer of any form of liability as mentioned in 5.8.1	No change in clause. Refer 5.8 in totality.
54	5.8 Amendments and Variations to Contract	5.8.2 Confirmation of verbal instructions	For the purposes of this section/Article all Instructions contemplated herein should be issued in writing. However, if the Owner considers it necessary to issue an Instruction verbally the Bidder shall immediately comply with such verbal request. Where the Owner confirms a verbal request in writing, either before or after carrying out of the Service, this shall be deemed an Instruction. If the Owner does not confirm such a verbal request in writing within seven (7) days then the Bidder shall so confirm within a period of seven (7) further days and shall obtain the Owner's written agreement which shall be deemed an Instruction. No claims shall be made by Bidder & entertained by Owner if the Owner does not confirm in writing such approval within above 7(seven) days.	Does this mean that such verbal instructions to be carried out even while it is pending confirmation in writing from the Owner. If such instruction has a commercial impact on the project, will the bidder be required to raise a change request and only upon execution of the change request, be carry on the verbal requisition.	Modified clause included in addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
57	6 Roles and Responsibilities	6.2 Responsibilities of Programme Management Consultant – M/s. PricewaterhouseCoopers Private Limited (PwC)	PwC would act on behalf of the Owner and be responsible for its acts and omissions at all times.PwC would seamlessly integrate and coexist with the ERP product OEM, Implementation Partner and other agencies. PwC, ERP product OEM and the Implementation Partner shall be either jointly and severally responsible for performance of the Integrated Solution.	How would the contract structure be defined between PWC, ERP Product vendor and Implementation Partner. Would PWC be also a party to the consortium Agreement	PWC shall not be part of the Consortium Agreement but shall be part of the main contract between Owner and Consortium and may appear as an independent contracting party in the capacity of owner's Consultant.
115	11 General Conditions of Contract	11.5 Arbitration	Any arbitration shall be under the 'Arbitration and Conciliation act 1996' and the rules there under as amended from time to time. Centre of arbitration shall be in New Delhi. The contract shall be governed by the Indian law. The suits/claims in respect of this contract shall be in the courts having jurisdiction at New Delhi.	We suggest to include that there will be three arbitrators. Each party will appoint one arbitrator and the arbitrators so appointed will chose the third arbitrator.	Combination of the two will be provided. First Sole arbitrator basis and if no agreement reached then 3 arbitrators basis. To be part of contract.
115	11 General Conditions of Contract	11.6 Subcontracting	The Bidder shall not assign this Contract or sub-contract any portion or portions of the Contract without Owner's prior written consent, however, it shall not absolve the Bidder of the responsibility of fulfilling Owner's requirements.	It is suggested to include that Bidder can subcontract the work to its affiliates	No change in clause
115	11 General Conditions of Contract	11.7 Risk Purchase	In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses.	It is suggested suggest that any liability under the risk purchase clause be capped to the total TCV of the contract and only direct cost should be recovered under the project.	While this is principally acceptable, it may be preferable to make it clear that : (i) in any event there is no change in the existing Risk Purchase Clause and the Risk Purchase Clause cannot be capped at total TCV of the contract. (ii) The suggestion that only Direct costs be recovered is not tenable. (iii) Even if Limitation of Liability clause is added, it will be subjected to its general exceptions such as willful negligence, misconduct, defect etc.
115	11 General Conditions of Contract	11.8 Adjustment of Recovery:	Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the Owner.	It is suggested that this term as any other contract in existence with other unit will have its separate terms and conditions and the terms of this contract cannot be extended to such other contracts	No change in clause.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
116	11 General Conditions of Contract	11.13 Termination and Suspension	The Owner may, by a written order, instruct the Bidder to suspend the Work or any part of the Work for the period and in the manner which the Owner considers necessary. The Bidder shall cease work on said part of the Work on the effective date of suspension, but shall continue to perform any unsuspended part of the Work. During the suspension the Bidder shall properly protect and secure the Work so far as is necessary in the opinion of Owner.	It is suggested that termination rights be applicable for specific events including force majuere, non-performance, bankruptcy. Any right to terminate for convenience is suggested for deletion. Further the Bidder should also have a right to terminate if there is non-payment from Owner for more than 60 days. In the event of any form of suspension, if there is an impact on price, the Bidder should have the provision to submit change orders to mutually agree on cost. Upon execution of the change order, the Bidder will proceed with change in provisions of services.	No change in clause
117	11 General Conditions of Contract	11.13 Termination and suspension	The Contract shall terminate on the date of the issuance of the certificate of Final Completion of the Work by operation of law without any notice being required, unless terminated earlier in accordance with the provisions of this Article or unless otherwise explicitly provided for in the Contract. The Owner shall have the right at any time and at its absolute discretion to terminate the Contract by giving the Bidder notice of termination. Such notice shall become effective immediately after delivery to the Bidder or on such later date or after completion of such work in progress as specified by the Owner in the notice served one month in advance.	Deletion of termination for convenience is suggested. The termination will be for specific reasons including, force majeure, bankruptcy and non-performance. The termination for cause rights should be mutual	No change in clause
121	11.18 Payment Terms	11.18.6 Final Completion	The issue of a Final Completion certificate shall not absolve the Bidder from the obligation to remedy, or indemnify the Owner for the cost of remedying, latent defects which transpire within ten years from the issue of the Final Completion certificate and which are attributable to the Bidder, a Sub-Bidder or Bidder Personnel. In this Article, the term "latent defect" shall mean a defect which produces no readily observable effects prior to the issue of the Final Completion certificate and which is attributable to an unfit for purpose design, or to poor or faulty engineering or workmanship, or to Materials which do not conform to the Contractual specifications or are unfit-for-purpose	We suggest deletion of this clause.	No change in clause
121	12 Special Conditions of Contract	12.1 Resource Deployment	The team members of the Bidder should be permanent staff of the Bidder.	We suggest revising this requirement to include permanent and/or consultants	No change in clause
122	12 Special Conditions of Contract	12.3 Jointly and severally responsibility	Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	Need clarification on the contract structure to be entered between Owner, Owner ERP Consultant and Consortium members	Refer consortium agreement

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
122	12 Special Conditions of Contract	12.4 Go Live deferment	The Owner reserves the right to defer the Go-Live for any/ multiple location. In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder.	It is suggested that this be revised	Modified clause has been included in the addendum.
		Limitation of Liability Clause		We suggest to include the following clause: "Subject to anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort, or otherwise, for special, punitive, indirect or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility. The total damages payable by the Bidder to the Owner (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), including the entire liability for all claims in the aggregate arising from or related to each product or service or otherwise arising under this Agreement shall be limited to an amount equal to the total charges payable to the Bidder."	While insertion of a new clause pertaining to 'Limitation of Liability' is accepted in principle, our clarifications must specify that this present suggestion by the bidder is NOT ACCEPTABLE. As explained above, the limitation of liability clause will be subjected to general exceptions in the category which would be further detailed in the contracting stage. The present text as suggested by the bidders is not acceptable.
31	4.4.1 Envelope 1	3	EMD should be in the form of pay order or Demand draft issued by a nationalised bank drawn in favour of Bharat Heavy Electricals Limited payable at Hyderabad.	Request if this can be changed to a bank guarantee or dd or pay order.	No change in the RFP.
46	5.4.2	Implementation Partner	Auditors Certificate of the turnover of offered ERP licenses.	Is it a must to have auditors certificate or we could give a certificate signed by a Chartered Accountant.	Refer addendum for Pre-Qualification criteria clarifications
119	11.18	Payment Terms	For the avoidance of doubt no payments shall be made unless the services rendered are proven to be tangible and beneficial to Owner.	What is the definition of beneficial service? What levers are to be used to justify the benefit to the owner? Are these benefits tangible or non-tangible?	Modified clause has been included in the addendum.
94	9.12.2 Business Blueprint Phase	9.12.2.1 Business Process Pe-alignment	The Owner expects the 'ONE-BHEL' project to impact the realization of a number of business objectives around project delivery efficiency, cost and quality, along with internal efficiencies and financial performance.	None of the suggested parameters are outlined within the scope section of the RFP. So bidder assumes such parameters shall not be used as criteria for phase or integrated solution completion criteria?	Please refer Section 3.1 Objectives and Section 9.12.2.1 BPR
28	3.3 Implementation Plan	3.3 Implementation Plan	Plan	BPR phase of 3 months, how is this broken down into further smaller work units around need, gap, and change?	Bidder and Owner to mutually finalize during the project planning
113	10.4 Payment Schedule for Training Cost	10.4 Payment Schedule for Training Cost	Training & certification cost is payable after completion of training & certification of Owner's entire central core team.	Request a relaxation to allow bidder to raise invoices immediately upon delivery of certification?	Modified clause has been included in the addendum.
112	10 Key Deliverables & Payment Schedule	10.1.2 Other Software Cost (incl. ATS)	The payment for 3rd Party software & ATS shall be as per the Percentage of licenses of total ERP licenses acquired by the Owner at different points.	What happens if the 3rd party software & ATS are needed to execute business as usual for Owner? 3rd party software and ATS to be quoted as actuals	Refer addendum for clarification

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
57	6 Roles and Responsibilities	6.2 Responsibilities of PwC	Provide guidance and clarifications to the successful partner (e.g. FRS)	Bidder assumes that management consultant PwC will provide full guidance, insight, and clarifications into All "As-Is" situations and potential "To-Be" model to facilitate continuity from day one onwards.	Yes. The understanding is correct.
58	No reference	No reference	No reference	Will the current incumbent(s) be responsible for ensuring smooth transition from "As" Is" to " "To Be"	Bidder is responsible for ensuring smooth transition from "As" Is" to " "To Be"
50	5.4 Pre-Qualification Criteria	5.4.2 Implementation Partner	The Implementation Partner must have following valid certificates for last one year: • Level 5 SEI CMMi • ISO 9001:2008 certifciation • ISO 27001/27002 certification/ IB clearance	The need for quality management system be made more comprehensive by changing it to • Level 5 SEI CMMi OR • ISO 9001:2008 certifciation • AND • ISO 27000 • AND • ISO 20000 certification/	Refer addendum for Pre-Qualification criteria clarifications
29	4 Instructions to the Bidder	4.1 Eligible bidders	Existing ApplicationsThe Bidder shall include a letter signed by both the members of the consortium who are bidding jointly expressing their intention to be jointly and severally responsible for the project.	Definition of word "project" is not available in definitions section of the RFP	Project here means 'One-BHEL' ERP Project.
54	5.7 Signing of Contract		The Contract agreement between the Owner & Bidder shall be signed in the next 15 days.	Specified period might be too short given the internal process of the global organizations	No change in clause
46	5 Pre Qualification Criteria	5.4.2 Implementation Partner	The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.The company should be profit making at least for 2 years out of the last 3 years.	ERP implementation revenue of the implementation partner from India operations for at least 2 of last 3 years be attenuated to fifty crore	Refer addendum for Pre-Qualification criteria clarifications
	General Scope		NA	Request to please provide Number of legal entities / companies to be covered under the SAP implementation	Refer section 9.5
	General Scope		NA	What financial year is followed at BHEL for annual financial document preperations	Refer the annual reports of BHEL

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	General Scope		NA	Please clarify on the exact number of users are every location according to the modules.	The number of users business sector /plant wise and Function wise will be shared with the successful bidder. Refer section 3.3 Implementation Plan The sizing needs to be done keeping in mind the Owner's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted spares & services. The bidder must factor the number of licenses requirement and functional & technical scope.
	General Scope		NA	Is BHEL open to usage of 'Train the trainer' approach for end user training? Are there any specific SAP tools are required for training?	Refer Section 9.11
	General Scope		NA	Request to please provide list of interfaces planned to be connected to SAP System	Refer 9.12.2.3 Interface/ Integration with Existing Applications. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder.
	General Scope		NA	24*7 is required for SAP applications as well?	Query not clear
	General Scope		NA	What is the scope of change management? Is there any special requirement from bidder in the change management?	Refer section 8.6.
2	Annexure 3 Existing Software Annexure 3.3 Existing Applications – SAP ERP		Business Intelligence & Dashboards – Corporate MIRs	Are these BO Dashboards and Reports on top of BW or some other DataWarehouse like Oracle, SQL Server etc	The clause number and statement do not match
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	Will there be SAP BW implementation as well. If so, What is the BW version that will be implemented 7.0 or 7.3 . (PDF Document: Annexure 3.2 currently doesn't mention any BW version)	The bidder must propose a Single instance integrated solution and propose the software.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	If BW system already in place, How many Cubes, BEx queries are present in the system	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	What is expected Volume of Data (approximate) into BW implementation from source systems like ECC and other ERP systems	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	What functional areas will the BW implementation be focused on (from PDF Annexure, it shows: (PS, MM, FI,CO, PP, SD, QM, PM as Functional areas for ERP systems)	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	Are there are other ERP systems from which data will be populated into BW like SAP CRM or SAP SCM etc	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	Understanding is, BW Basis (administration) and Security activities also needs to be taken care like Roles creation, BW Landscape/Server Scalability)	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
3	Annexure 4 Overview of Functions		NA	Currently, what is the version on BO (BOBJ) and on which backend DataWarehouse are these Dashboards/reports implemented.	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
3	Annexure 4 Overview of Functions		NA	How many reports and Dashboards are present in current BOBJ (BO) Landscape.	Refer FRS

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
3	Annexure 4 Overview of Functions		NA	What version of BOBJ will this new implementation be, SAP BOBJ 4.1 ?	The bidder must propose a Single instance integrated solution and propose the software.
3	Annexure 4 Overview of Functions		NA	Will the BOBJ reports be on top of SAP BW or some other DataWarehouse.	BI has been implemented. BO is under implementation. 10% of reports are under BI. For further clarifications, refer FRS or visit the concerned units, if required.
3	Annexure 4 Overview of Functions		NA	How many users are present currently who use the BO reports.	BO is under implementation.
3	Annexure 4 Overview of Functions		NA	What is the expected no: of Users in new BO environment post this 3 years implementation.	Refer Section 7.2
2	Annexure 3 Existing Software Annexure 3.2 Existing Applications – SAP ERP		NA	Understanding is, BOBJ Administration and Security activities also needs to be taken care like Roles, Users creation, BOBJ Landscape/Server Scalability.	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
2	Annexure 3 Existing Software Annexure 3.4 Existing Oracle Database Licenses		NA	All production systems are running on high availability environment as far as database and application is concern?. Does SAP runs on Oracle RAC environment?	High availability - Yes. RAC - No.
2	Annexure 3 Existing Software		NA	DR site is being maintained for entire SAP production environment if not then mentioned the systems are excluded from the DR arrangement.	Production environment is on DR
	NA		NA	What is the data replication technique is used for DR scenario (e.g. archiving shipping).	Multiple technologies
2	Annexure 3 Existing Software		NA	We are assuming all the inflow/outflow of data from third-party systems to SAP environment is via SAP PI? Or is there any direct communication?	Data inflow/outflow is through SAP PI direct data uploads.
2	Annexure 3 Existing Software		NA	Which tools are being used to monitor the SAP landscape? Is SOLAMN 7.0 is being used for the same?	Yes
2	Annexure 3 Existing Software		NA	What tools are being used for the monitoring at the OS level (like FS, memory, CPU and processes).	No specific tools. Only OS commands.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
19	Annexure 5 Technical Evaluation Methodology Technical requirement specifications (TRS)		Technical upgrades and rollouts would not be considered.	Software upgrade might be required in any stage for requirement execution, pls. elaborate. As per our understanding any release or version upgrade for SAP, Oracle & SQL servers (if any) would be in scope?	This clause is only related to the evaluation parameter citations.
2	Annexure 3 Existing Software		NA	What advance database optimization techniques are being used (like table/index partitioning, compression techniques etc.)	No specific technique is followed as a standard.
3	Annexure 4 Overview of Functions		NA	Does, as per the appendix –H "DBA support by others" applies to only SAP environment or includes other environments for support.	Query not clear
	General Scope		NA	Is BHEL using the TREX for document indexing?	For this information please visit the concerned unit, if required.
78	ONE BHEL RFP- 9 Scope of work 9.2 General Scope			Is BHEL using the content management server for document storage?	The software available and implemented in BHEL are indicated in Annexure # 3. All the requirements are mentioned in FRS & TRS.
	General Scope		NA	Are they using the hardware load balancer device or using the web dispatures for distributing the web/ internet load of portal.	Multiple technologies
78	9.2 General Scope		General Scope	Do we need to integrate ERP with existing GRC	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
78	9.2 General Scope		General Scope	Will User Provision be done through GRC	The bidder must propose a Single instance integrated solution and propose the software. For all other information please visit the concerned unit, if required.
78	9.2 General Scope		General Scope	Do they have any Authorization Model which needs to be integrated/followed	Refer Section 9 in totality
78	9.2 General Scope		General Scope	Will Business perform Authorization Role Testing	Refer Section 9 in totality
	General Scope		NA	What is the backup and restore mechanism currently being used?	Multiple technologies
78	9.2 General Scope		General Scope	Does BHEL has adopted any Tools for SDLC Model for their earlier Implementation - Is Owner (BHEL) open for leveraging HCL tools for SDLC.	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
78	9.2 General Scope		General Scope	Does the Owner (BHEL) has any Business Process Management and Process Orchestration Services in the current Landscape	Not being used
78	9.2 General Scope		General Scope	On the Integration / Interface front , what is the percentage of B2B Business to Business Interfaces to the over all interface list	Not relevant
22	1. Introduction 1.3.3 Existing Applications		NA	Provide us the Existing Business to Business (B2B) Products in the current system landscape along with the message formats and EDI transaction sets	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
23	1. Introduction 1.3.3 Existing Applications		NA	What is the current alert / notification system or product in the owner's (BHEL) landscape.	Emails, SMS, etc
76	9.2 General Scope		General Scope	Can BHEL provide us the current volume of interfaces per day , per month and per year apart from peak loads. Anticipated extrapolation volume of interface for the next 7 years	This will be provided to the successful bidder
77	9.2 General Scope		General Scope	Does the owner(BHEL) sysem envisage any system integration with one or more government agencies / bodies in relation to export /import regulations and complaince . If so provide us the approximate list of agencies and government bodies along with the respective geographical locations.	All requirements are included in the FRS.
78	9.2 General Scope		General Scope	What is the system or products in place for workflows - of documents , approvals in the current landscape	workflow in SAP and workflow in tailor made systems.
79	9.2 General Scope		General Scope	How many engineering products does the system has to integrate other than Autocad & Wrench	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The integrated solution should interface with the Engineering systems mentioned in Annexure # 3. Also, it should have the capability to connect to any other standard PLM or 3D software using standard connectors.
97	9. Scope of work 9.12.2.3 Interface/ Integration with Existing Applications		Owner might want to retain along with the Integrated Solution is: 1. Hospital / Medical system 2. Knowledge management 3. Unit/Corporate Portals 4. Estate Management 5. Attendance Recording System	Could the owner (BHEL) provide the details of platform / products of the above legacy systems to the bidder (HCL) and the reason behind to retain	For indicative list of Product/platform/technology, refer Section 1.1.3. Further details would be provided to the successful bidder. These are stand alone applications which are not in all locations.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
26	3 About 'ONE-BHEL' Initiative 3.2 Implementation Approach & Strategy		certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution	What are the other legacy systems in the owner's (BHEL) Landscape which has to be migrated to the Integrated Solution	All systems other than the systems mentioned in Section 9.12.2.3 need to be migrated. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder.
23	1. Introduction 1.3.3 Existing Applications		NA	Does the owner (BHEL) has any testing tools for perfomance, regression and stress testing in the current landscape (ex Loadrunner , winrunner etc)	The software used or the functionalities required are mentioned in Annexure #3 and FRS/TRS respectively.
23	1. Introduction 1.3.3 Existing Applications		NA	For the High Availability of the current System , what Is the cluster software's available in the current system	OS Cluster
78	9.2 General Scope		General Scope	Does the owner (BHEL) will agree for "Train the Trainer" approach in training the Owner's Team	Refer section 9.11
78	9.2 General Scope		General Scope	Does The owner (BHEL) has any other Master Data management tool other than Netweaver MDM	Refer annexure # 3
14	1. Introduction 1.1.3 BHEL Units		Units Divisions location details	How many Excise registrations and VAT registrations does BHEL has overall	Refer section 9.5 for geographical scope
27	3. About 'ONE-BHEL' Initiative 3.2. Implementation approach & Strategy		Separate Balance sheet is required for each manufacturing unit, corporate functions, regions, business sectors and derived balance sheet for the Corporate	Is BHEL one legal entity, how many separate Trial Balances are currently maintained at BHEL. Are there any legal entities abroad, are they planned to be on SAP as well.	Refer section 9.5 for geographical scope
27	3. About 'ONE-BHEL' Initiative 3.2. Implementation approach & Strategy		Separate Balance sheet is required for each manufacturing unit, corporate functions, regions, business sectors and derived balance sheet for the Corporate	For consolidation, do you intend to you SEM-BCS. Any other plans?	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
16	1.2 Business process at BHEL		Tendering is collaborative exercise between Corporate Sales outfits, Unit sales & engineering divisions.	Is this process is capture in current SAP system or any other 3rd party system or out of system	The bidder must propose a Single instance integrated solution and propose the software.
16	1.2 Business process at BHEL		Technical Clarifications by unit engineering – Technical Clarifications, if required, are taken by Unit engineering and preliminary designs are worked out to estimate the material and labour requirements.	Pre-trender process is captured in any system	The process is captured in a system in few units. However, The bidder must propose a Single instance integrated solution.
16	1.2 Business process at BHEL		Order Award – Further process starts in case the Order is awarded to BHEL else data is used for market analysis.	What system is used to store or capture these data	The process is captured in a system in few units. However, The bidder must propose a Single instance integrated solution.
16	1.2 Business process at BHEL		Technological review by technology groups – There are technology groups at Unit level. These groups do the technological review of the drawings and BOM.	Variant configuration (VC)/BOMs/Classification used to design & Did version of BOMs are tracked in the current system	Bidder can make this a part of the integarted single instance solution.
16	1.2 Business process at BHEL		Preparation of the design – Detailed design is worked out by the Unit Engineering and engineering documentation including drawings, BOM etc are prepared. In BHEL Group technology is used where in a large product such as Steam Turbine is broken in several sub-products (Groups) each having their modular documents. Complete product is assembled using these modular subproducts/Groups.	Any interface required to capture these details	Bidder can make this a part of the integarted single instance solution.
16	1.2 Business process at BHEL		Issue of Quality plan and customer drawings – Along with the release of drawings to manufacturing, the customer drawings are also issued. Quality plan is issued by Quality Assurance in consultation with design department as per Customer requirement. It includes erection & commissioning drawings.	Is this all AutoCAD drawings been captured in any system and linked with the orders	Bidder can make this a part of the integarted single instance solution.
18	1.2 Business process at BHEL		Delivery to site – The material is delivered to site through approved transporter.	Is Shippment and transportation is managed in SAP	It is managed in SAP in units where SAP has been implemented. In other places tailor made systems are used.
19	1.2 Business process at BHEL		Project Engineering Management (PEM) Division is BHEL's power plant System Integrator, a nodal agency providing total engineering solutions for conventional thermal and gas based power projects and conventional island of nuclear power plant, and procurement of BOP packages enabling BHEL to offer complete Engineering, Procurement and Construction (EPC) services.	Is this team's effect/cost/design/version/comments/feedback is captured	Part of the information is captured in tailor made systems.
21	1.2 Business process at BHEL		Customer / Site complaint – After handover of the project, the customer complaints are received by commercial, quality or the engineering functions.	Since CS is not listed in the SAP modules list, what tools are used to Capture or analysis,	Tailor made systems

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	1.2 Business process at BHEL		Reporting details are missing in RFP documents	Are there any requirement of Dashboard such as KPI Reporting dashboard, product/navigation/catalog dashboard, Single sign on catalog (like windows 8 screen)?	Please refer to Section 9.4.9 Business Intelligence
46	5.4.2.Implementation Partner		1. Global Annual Financial Turnover : The Implementation Partner should have Global Annual turnover of more than INR 2000 Crores per year out of which INR 400 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The Company should be profit making at least for 2 years out of the last 3 years. Evidence : Audited financial statements for the last three financial years. Auditor's Certificate of the Turnover of offered ERP Licenses.	We request that for the evidence instead of Auditor's Certificate, a self declaration signed by the authorised signatory of bidder by accepted	Refer addendum for Pre-Qualification criteria clarifications
46	5.4.2.Implementation Partner		2. Indian Annual Financial Turnover : The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years. Evidence : Audited financial statements for the last three financial years. Auditor's Certificate of the Turnover of offered ERP Licenses.	We request that the criteria be modified as below : Indian Annual Financial Turnover : The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 50 Crores per year should be from Software Services at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.	Refer addendum for Pre-Qualification criteria clarifications
47	5.4.2.Implementation Partner		5. Implementation in manufacturing industry : The Implementation Partner must have implemented offered ERP product in at least 1 company in heavy equipments engineering & manufacturing sector with atleast 500 licenses.	We request that this criteria be modified as below: The Implementation Partner must have implemented ERP product in at least 1 company in manufacturing sector / Power Generation with atleast 100 licenses. We request similar change be done in the related clause in Annxure-5 for Evaluation parameter	Refer addendum for Pre-Qualification criteria clarifications
48	5.4.2.Implementation Partner		6. Implementation in EPC industry : The Implementation Partner must have implemented the offered ERP product in at least 2 companies in Engineering, Procurement and Construction (EPC) industry with atleast 500 license in each installation.	We request that this criteria be modified as below: The Implementation Partner must have implemented the offered ERP product in at least 1 company in Engineering, Procurement and Construction (EPC) industry with atleast 100 license in each installation.We request similar change be done in the related clause in Annxure-5 for Evaluation parameter	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
25	Annexure #5 Technical Evaluation Methodology		The Bidder needs to provide detailed citations in the format defined in the Annexure #15 Citations for each of the areas mentioned above. The scoring for each of the above area will be based on percentile basis whereby maximum Client citations provided by Bidder will be taken as baseline & other Bidder's score will be calculated based on that. The following formulae will be used to get the score for each of the above area - Client Citation score for area 1 = {Number of citations provided by Bidder for area 1 / Maximum number of citations provided by any Bidder in area 1) X Maximum Score for area 1} (adjusted to 2 decimals) Client Citation score for Bidder 1 = {Raw Score of Bidder 1 / Maximum Raw Score amongst the Bidders) X Maximum Score for Client Citations i.e. 20} (adjusted to 2 decimals)	We request that instead of a percentile scale , scoring should be on the number of cases submitted by bidders against a maximum number of cases required against each clause.	No change in clause
38	4.9 Earnest Money Deposit (EMD)		One time EMD of INR 2,00,00,000 (INR Two Crore Only) is to be submitted by each bidder in the form of Pay order or Demand draft issued by a Nationalized bank drawn in favour of 'Bharat Heavy Electricals Limited' and be payable in Hyderabad	We request that EMD in the form of a Bank Guarantee be accepted	No change in the RFP.
38	4.9 Earnest Money Deposit (EMD)		EMD may be forfeited under following conditions: a. After opening of bid, the bidder revokes his bid within the validity period or increases his earlier quoted rates. b. Non-faithful performance, including but not limited to delayed and non-qualitative/ inadequate response, in the opinion of the Owner in the bidding process until order is placed.	We request you to remove pt.b of this clause : " Non-faithful performance, including but not limited to delayed and non-qualitative/ inadequate response, in the opinion of the Owner in the bidding process until order is placed. "	The modified clause is included in the addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
115	11.7 Risk Purchase		In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses	We request that the maximum cost which can be recovered from Bidder be limited to 10% of the Cost quoted by the Bidder . This clause should be applicable only in the event of failure by the bidder to supply the goods and services as oer Terms & Conditions of the Contract for reasons fully attributable to Bidder	A show cause notice will be given to bidder before invoking the risk purchase clause. BHEL team deliberated in depth on this issue before issuing the tender and concluded with a view that the breach of contract by bidder will severly effect the project schedule and the loss incured will be.much more. Hence no change in clause.
120	11.18.5 Right to offset		• Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. • If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. • If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute.	We request that this clause be removed	No change in RFP clause.
66	Annexure #21 Non-Disclosure Agreement		23. For the avoidance of the doubt, the owner hereby reserves the right at all times to file for / oblige for any applicable copyright / patent and / or any other licenses as applicable and to this effect the Receiving Party hereby undertake to ensure that there is no infringement of the owner's Intellectual Property Interest (IPR) at any time.	We request that this clause be modified to make it more specific as such wide statements for IPR transfer and that too under confidentiality is not recommended	No change in clause. However further detailing can be done in order to bring more clarity on specific protections. To this effect, the Bidder may suggest specific for Owner's consideration at the detailing phase.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
68	Annexure #22 Penalty		Payment to the Bidder shall attract the following penalties on the total contract price. The Penalty applicable to the Bidder shall be independent of the Security Deposit and the Contract Performance Bond submitted by the successful Bidder. * Note: The total cumulative penalty for the above shall not exceed 20% of the total Contract Price.	We request that Penalty should not be considered as additional over and above the Security Deposits and Contract Performance Bonds, which themselves have forfeiture conditions. We also request that upper cap of LD is very high and should be restricted to 5% of delayed portion instead of Total Contract Price. Before levying Penalty adequate notice must be given to bidder and the bidder should be allowed to cure the default/failure within a cure period of [30] days and there should be no penalty on Bidder for delays which are attributable to customer and not to bidder.	no change in clause
68	Annexure #22 Penalty		Availability of license : If the Bidder is not able to provide the license within 4 weeks of requisition by the Owner, the payment to the Bidder will be liable for deduction @0.5% of the total contract price for delay of each week or part thereof. Ceiling : Total price of Licenses as per the Owner's requisition.	We request that the Ceiling for this Penalty should be 5% of Total price of delayed portion of Licences as per Owner's requisition	Refer addendum for clarification
68	Annexure #22 Penalty		Availability of required & agreed manpower. from ERP product OEM / Implementation partner : If the Bidder is not able to provide the required & agreed man-power from ERP product OEM / Implementation Partner within 15 days from the scheduled date of deployment, the payment to the Bidder shall be liable for deduction at the rate of INR 1,00,000 (One Lac) per manpower resource per day Ceiling : 20% of the total contract price	We request that this clause be removed	no change in clause
68	Annexure #22 Penalty		Adherence to overall Project timelines : If the Bidder fails to achieve the completion of project within defined duration, the payment to him will be liable for deduction @1% of the total contract price for delay of each week or part thereof. Ceiling : 20% of the total contract price.	We request that the Ceiling for this Penalty should be the value of 5% of delayed portion of project	no change in clause
68	Annexure #22 Penalty		Adherence to Milestone timelines : If the Bidder fails to achieve the completion of any milestone within defined duration, the payment to him will be liable for deduction @1% of the milestone payment for delay of each week or part thereof Ceiling : Total payment linked to the respective milestone.	We request that this clause be removed	no change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
68	Annexure #22 Penalty		Adherence to minimum resource requirement : If the Bidder fails to deploy the minimum resources as mentioned in Section 7.6 Minimum Resource Deployment and/ or 8.2 Minimum Resource Deployment from the date the Contract becomes effective, the payment to the Bidder shall be liable for deduction at the rate of INR 1,00,000 (One Lac) per manpower resource shortfall for each day. Ceiling : 20% of the total contract price	We request that this clause be removed	no change in clause
68	Annexure #22 Penalty		Non-compliance or non-implementation of corrections arising out of periodic Quality Audits. : If the Bidder fails to deliver the recovery compliances or implementation of corrections arising out of periodic Quality Audits, the payment to the Bidder will be liable for deduction @1% of the total contract price for each non-compliance Ceiling : 20% of the total contract price	We request that the Ceiling for this Penalty should be 5% of the value of non compliant portion.	no change in clause
75	Annexure #25 Consortium Agreement			We request that some modification to this Agreement be acceptable as there are some unacceptable conditions which is likely to put the contracting party at huge risk	No change in clause
115	11.8 Adjustment of Recovery		Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the Owner.	We request that this clause be deleted	There is full transparency in BHEL. With due justification only the recovery will be done. Request can not be considered.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
116-117	11.13 Termination and Suspension		**Suspension of the Work** The Owner may, by a written order, instruct the Bidder to suspend the Work or any part of the Work for the period and in the manner which the Owner considers necessary. The Bidder shall cease work on said part of the Work on the effective date of suspension, but shall continue to perform any unsuspended part of the Work. During the suspension the Bidder shall properly protect and secure the Work so far as is necessary in the opinion of Owner. If the suspension of the Work is not attributable to any negligence, error or default of the Bidder, in the opinion of the Owner, and should be of such duration as to entitle the Bidder in the Owner's reasonable judgement to an extension of the Completion Date, the parties shall negotiate such extension. The Owner may, at any time, authorise resumption of the suspended part of the Work by notifying the Bidder of the part of the Work to be resumed and the effective date of withdrawal of the suspension. The Work shall be promptly resumed by the Bidder after receipt of such notification.	Please put a maximum cap for duration of such suspension of work to one week and also provide a mechanism for reimbursing to the bidder the extra cost which bidder has to bear due to such Suspension of work	No change in clause.
117	11.13 Termination and Suspension		**Termination of the Contract :** The Contract shall terminate on the date of the issuance of the certificate of Final Completion of the Work by operation of law without any notice being required, unless terminated earlier in accordance with the provisions of this Article or unless otherwise explicitly provided for in the Contract. The Owner shall have the right at any time and at its absolute discretion to terminate the Contract by giving the Bidder notice of termination. Such notice shall become effective immediately after delivery to the Bidder or on such later date or after completion of such work in progress as specified by the Owner in the notice served one month in advance.	We request you to suggest on the compensation mechanism by BHEL to the Bidder for the investments made by it inclduing the costs incurred in resources re-deployment, incidental costs,etc . in such a case of Termination for convenience by BHEL.	The clause is self-explanatory.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
117	11.13 Termination and Suspension		**Default by Bidder :** In the event of the failure, refusal or inability of the Bidder to perform any part of the Work in accordance with the Contract, the Owner may give notice of default to the Bidder stating the details of such failure. If the Bidder within five (5) calendar days after receipt of such notice does not commence, or having commenced does not continuously proceed with action satisfactory to the Owner to remedy such failure, the Owner may issue a notice of termination, without prejudice to any other rights or remedies which the Owner may have under the Contract	We request that Adequate Cure period must be given to Bidder for curing such breach i.e. at least of 30 days which in this case is 5 days	Modified clause has been included in the addendum.
119	**11.14 Negligence**		If Bidder neglects to execute the scope of work with due diligence or expedition or refuses or neglects to comply with any reasonable orders given to him in writing by the Owner in connection with the scope of work or contravenes the provisions of contract, Owner may give notice in writing to the Bidder calling upon him to make good the failure, neglect or contravention complained of within such time as may be deemed reasonable and in default of the compliance with the said notice, Owner may rescind or cancel the contract	We request that for any negligence on part of bidder the damages or claim should always be limited to a particular amount i.e. there should be a limitation on liability arising out of negligence.We suggest this to be capped at 10% of the order value	No change in RFP clause. Legally, losses arising out of negligence cannot be capped.
120	11.18.5 Right to offset		• Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. • If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. • If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute.	We request that this clause be removed	No change in RFP clause.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
55	Annexure 16		7.B Input Tax credit on account of VAT	Input of the VAT to customer will depend on bill to party & ship to party of the customer where the license delivery will be taken. Please provide the same to the mapping . We suggest that delivery of licences for all locations be taken at a single central location , BHEL-Delhi	Bill to party is BHEL Hyderabad. Bidder billing from Andhra Pradesh(AP) can quote with VAT (AP TIN) and those billing from states other than AP can quote with CST (without AP TIN). Input credit is available for AP VAT.
				LIMITATION OF LIABILITY 1.1. Neither Party shall be liable in connection with this RFP/Agreement and/or a P.O, whether under contract, tort or otherwise, for (a) any indirect, consequential, incidental, punitive, exemplary or special Losses; or (b) loss of data/programs, loss of profits or revenue, loss of anticipated savings and loss of goodwill, even if the loss or damages was reasonably foreseeable or a Party has been advised of the possibility of such damages. 1.2 Subject to clause 1.3, each Party's and its Affiliates' aggregate and collective liability arising out of or in connection with this RFP/Agreement and any P.O (whether in contract, tort, negligence, under an indemnity or by statute or otherwise) entered into subject to its terms, will, to the extent permissible by law, be limited to the amount of Loss directly resulting from the relevant cause of action and will also not exceed the Annual Charges (excluding reimbursement of expenses, pass-through expenses, taxes and amount attributable to purchase of hardware and software on behalf of Customer) paid or payable by the Customer to bidder under the relevant P.O to which the cause of action relates. For the purpose of this clause 0, "Annual Charges" mean the annual average Charges paid to the bidder in respect of Services delivered under the relevant P.O. For the avoidance of doubt any claim made under an P.O, where the tenure of the P.O	The suggested wordings in the clause is not accptable. Clause 11.19 Limitation of Liability added. Details will be mentioned in the Contract document.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
				TERMINATION: 1 In the event either Party has committed a material breach ("Defaulting Party") in the performance of any of its primal obligations under this Agreement, (provided that the Non-Defaulting Party has first given the Defaulting Party written notice of the grounds supporting the material breach or default and the Defaulting Party has not commenced to cure in a reasonable manner and with all due speed, the material breach of default within sixty (60) days of receipt of such notice. For avoidance of doubt it is hereby clarified that bidder shall be entitled to recovery of all the outstanding amounts due for the provision of the Services plus accrued interest as provided for in this Agreement. 2 Either Party may terminate this Agreement, by providing thirty (30) days notice, upon occurrence of an Insolvency Event of the other Party. 3 Either Party may terminate by providing notice to the other Party, upon occurrence of a Force Majeure Event that materially prevents the other Party from performing its obligations for a period exceeding sixty (60) days. 4 Termination Notice A notice of termination issued pursuant to this clause, shall be in writing and shall specify the date on which this	The suggested wordings in the clause is not acceptable. Modified clause has been included in the addendum.
				WARRANTY: The bidder specifically disclaims the implied warranties of merchantability, non-infringement, and fitness for a particular purpose. All other express or implied terms, conditions or warranties and liability in respect of the quality, fitness or condition of the product/services arising directly or indirectly from the supply or their use are excluded. The above warranties are exclusive and no other warranty, whether written or oral, is expressed or implied.	The suggested clause is not accptable.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
				FORCE MAJEURE: 1. Neither Party shall be liable to the other for any breach or delay in the performance of its obligations hereunder if and to the extent that such breach or delay is caused due to a Force Majeure event (an event that is beyond the reasonable control of either Party and includes fires, flood, earthquakes, element of nature or acts of God, war, explosion, acts of terrorism, governmental action, change of regulation, riots, insurrection, strikes or labour disputes). 2. Upon occurrence of a Force Majeure event, the non-performing Party shall be excused from further performance of its obligations until such Force Majeure Event ceases to prevents or hinder the performance of those obligations, save and except the obligation of the BHEL to pay bidder for the Services already performed.	Modified clause has been included in the addendum.
				DISPUTE RESOLUTION: 1 The Parties agree that in the event any Dispute is not resolved in the ordinary course of business, the Parties shall in good faith attempt to resolve the Dispute through negotiation by their representatives. 2 If a Dispute cannot be resolved by negotiation within 1 (one) month of commencement of negotiations, the Dispute may be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act 1996.	Already covered under Section 11.5 Arbitration and Jurisdiction.
				IPR: • Bidder to own its Pre-existing IP, Third Party IP to belong to third party, Developed IP to belong to Customer (where asked & subject to payment) • Restriction on use of Pre-existing and third party IP in isolation or as stand-alone. Third party IP shall be subject to third party BHEL • OEM terms and conditions.	No change in RFP.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
				CONFIDENTIALITY: • Clear definition of Confidential Information should be provided by BHEL • Standard Exclusions (already in public BHEL domain, disclosure required per law, received from third party without confidentiality obligation, got or developed independent of the contract) • Term <5 years Bidder should be allowed to retain Confidential Information after termination of contract to the extent necessary to meet statutory & other requirements.	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
				• No indemnity for general breach of contract. Standard indemnification procedure should be included in any contract which may be entered pursuant to the bid. No worldwide IP indemnity, specifically for Patents and No IPR indemnity if Customer fails to follow guidelines and instructions. Right with Bidder to replace infringing version / procure BHEL to use / obligation to refund fee after deducting usage charges.	No change in RFP.
26	3.2		Base Project Location & Primary Data Center Location	We assume that this will be BHEL, Hyderabad. Pls confirm	Hyderabad/ Bhopal/ Delhi NCR - Central Location DC - Hyderabad
26	3.2	Bullet Point #1	The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & **certain** legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Please share entire list of existing applications which need to be interfaced with One BHEL ERP.	For interfaces, please refer Section 9.12.2.3
26	3.2	Bullet Point #2	Existing SAP-HCM system will have integration with proposed 'ONE BHEL' solution.	What components of SAP HCM are implemented ? Is Payroll functionality mapped in SAP? Our understanding of HCM integration scope is posting Financial entries for Payrol nto ONE BHEL ERPsolution. Pls confirm.	The Bidder has to ensure that the objectives of One-BHEL are achieved. Additional functionality over and above BHEL's SAP HCM implementation required for One-BHEL solution shall be implemented in the proposed solution. For all other information please visit the concerned unit, if required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
26	3.2	Bullet Point #3	Apart from the benefits, goals & requirements to be delivered by the consortium to the Owner by implementing 'ONE-BHEL' ERP solution, **the benefits & business values/goals which Owner's establishments have been deriving from legacy & currently running SAPERP business applications, shall continue to be provided as a minimum**, with efforts for improvement, through 'ONE-BHEL' ERP solution design and implementation.	Can you please enumerate the present benefits accrued with these applications?	Key benefits and learnings have been taken as part of the requirements in FRS.
27	3.2		To achieve ONE BHEL ERP objective, standalone applications shall have to be interfaced/integrated with proposed optimized solution	Please share the list of standalone apps to be interfaced with one BHEL ERP	Refer section 9.12.2.3 Interface/ Integration with Existing Applications
28	3.3	Bullet Point #2	Implementation Plan	Can we know the number of users business sector /plant wise and Function wise? Is BHEL open to any regroupng of locations and refinement of plan phase durations ?	The number of users business sector /plant wise and Function wise will be shared with the successful bidder. Refer section 3.3 Implementation Plan
54	5 Selection Process	5.8 Amendments and Variations to Contract	5.8.1 Instructions for Alterations/ Deletions 1. The Owner shall, at its sole discretion, be entitled to instruct any alteration, suspension, cancellation or deletion to the form, scope, specification, quality or quantity of the Work/Project. 2. The Owner shall, at its sole discretion, be entitled to instruct in writing any variation to the scope of Contract, subject to 10 percent (%) of the total contract price, though without extension of the Contract Period apart from the other terms of the Contract remaining unchanged. However, this does not entitle the Bidder to claim any variationsunder any reason whatsoever. 3. Upon issue of such written instructions, the Bidder, while taking up the execution of such instructions (without delay and immediately), shall also submit, within 10 (ten) days to the Owner, variation to costs arising out of such instructions, detailing direct manpower requirements (including but not limited to type and number of days of engagement for such instructions) and direct supplies (including but not limited to type and number of licenses) impacted and claimed.	The impact on efforts/cost/project schedule needs to be assessed and subsquent remediations are to be mutually agreed.	No change in clause
96	9.12.2.3		Interface 'ONE-BHEL' ERP solution with the latest version of AutoCAD is required to be created to achieve 'ONE-BHEL' objectives. Bidder shall build necessary interfaces (on both sides) for integrating with AutoCAD using Industry standard tools/technologies	Which AutoCAD Product? Can we know what all AutoCAD components and versions are available for ensuring backward compatibility.	Latest version available in the market

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
122	12.4		Go-Live deferment	Bidder should be given the flexibility to plan - replan the resource Ramp up and Ramp down Schedule as required by the project explicitly. Further 30 days notice to Ramp down / ramp up is required.	No change in clause
122	12 Special Conditions of Contract	12.1 Resource Deployment	The team members of the Bidder should be permanent staff of the Bidder.	Since bidder is totally respnsible for the delivery, bidder can choose to deploy permanent staff/contract staff o the project. Howver key positions like Program Manager/Project Manager will be permanent staff.	No change in clause
62	7.4	nil	Program Management Office - ERP Product OEM's participation in the Program Management Office in the following areas is mandatory	PMO review will be conducted both by PwC & OEM?	Refer section 8.1.1 Project Management Structure
66	7.6.2	nil	Minimum Resource Deployment - The bidder shall deploy full time, onsite human resources from ERP Product OEM across the functional and technical areas, as specified in the below table, for the mentioned phases of the project. At no point in time, ERP Product OEM's number of resources shall fall below the minimum numbers as specified below, apart from its concurrent availability at all times ...	OEM's role should be review at milestones and expert inputs to ensure quality of the project. The positions like functional leads, technical leads,OCM, Trg Manager can be provided by SI.	no change in clause
86	9.9	nil	Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases	Does that mean be-spoke development is OEM's responsibility? This may not be feasible. Relevant custom adevelopment can be undertaken by SI	no change in the clause
86	9.9	nil	However, where use of such applications becomes unavoidable, the same will be implemented without changing any code in ERP software.	Enhancement means standared code change or modification with Access Key provided by SAP.	Please read 9.9 in totality
46	5.4.2	Experience	Global Implementation	Global Implementations will cover projects in India as well outside India	Refer addendum for Pre-Qualification criteria clarifications
78	9.2	General Scope	Development Scope, Support Scope	Is BHEL open to onsite/off-shore hybrid model ?	Refer section 8.2.2. The minimum resource deployment has to be onsite.
	Annexure # 23	Resource Deployment Declaration	Human Resources proposed for the Project as mentioned in Annexure #14 - Team Profiles	SI will deploy the team as per CVs submitted OR equivalent meeting qualifications & experience criteria.	No change in clause
	Annexure # 5	Technical evaluation methodology	# of Client Citations -	Please confirm if these are applicable to COTS OEM only. If otherwise, what is weightage for OEM & SI ?	Refer addendum for clarification.
	Annex 2 Tech Req. Spec	34	Ability to support standard W/F language	What do you mean by standard W/F language?	Generic Standard languages for reading W/F
	Annex 2 Tech Req. Spec	49	Does the system provide different type of workflow?	Different type means?	Condition based workflows and alternate workflows for a particular document flow.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
		MM/008	Ability to track the movement of files	Is the expectation to maintain In / Out Register to track the movement of physical files? Or it this related to track the status of the electronic file and with whom it is presently with?	Both physical and electronic files
		MM/014	Ability for Auto Reminder to vendor at agreed Milestone (e.g., Due Dates can also be taken)	Is this reminder part of registration process or related to job work?	Reminder is: 'Alerts to the vendor' e.g to either indicate the data on milestone completion or delay in completion.
38	4-Bid Price	7	Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as nonresponsive and rejected	As the bidder is required to quote the relevant taxes in the pricing schedule, please clarify BHEL will bear the variation in the taxation quoted , if any, during the term of the contract.	Prevailing taxes & duties on the date of completion of milestone will be admitted. However, in case of delay in completion of milestone attributable to the Bidder, the taxes and duties that are reimbursed would be the one that would be applicable on the scheduled Purchase Order delivery date (milestone payment date) or the amount actually paid whichever is less.
40	4-Contract Performance Bond	12	The Owner shall have the right, without limitation, to call the performance bond for any noncompliance with the terms of the Contract which the Bidder fails to remedy within the period stated in the notice issued by the Owner advising the Bidder to remedy the non-compliance	Please clarify, on whether for non complaince to T&C against which there is a SLA and liqidated damages specified in the RFP, performanmce bonds needs to be called for only once the maximum penalty cap is reached.	No change in clause
24	2 - Definations	Bidding Consortium / Bidder:	Bidding Consortium / Bidder: Shall mean, ERP Product Vendor and its authorized Implementation Partner entering into a Consortium Agreement for a common objective of satisfying the Owner's requirements & represented by the Implementation Partner as Lead member of the consortium	Please clarify, whether the implementation partner and the ERP OEM can bid on a Prime and Sub methodolgy or bidding as a consortium is manadatory	No change in clause
68 and 69	Annexure #22 Penalty		Note: The total cumulative penalty for the above shall not exceed 20% of the total Contract Price.	It is requested to cap the overall penalty to 7.5% of the contract price	Refer addendum for clarification.
68 and 69	Annexure #22 Penalty	1	If the Bidder is not able to provide the license within 4 weeks of requisition by the Owner, the payment to the Bidder will be liable for deduction @0.5% of the total contract price for delay of each week or part thereof.	It is requested to chage the languae as below: If the Bidder is not able to provide the license within 4 weeks of requisition by the Owner, the payment to the Bidder will be liable for deduction @0.5% of the total ~~contract~~ Licenses price for delay of each week or part thereof.	Refer addendum for clarification.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
68 and 69	Annexure #22 Penalty	2 and 5	If the Bidder is not able to provide the required & agreed man-power from ERP product OEM / Implementation Partner within 15 days from the scheduled date of deployment, the payment to the Bidder shall be liable for deduction at the rate of INR 1,00,000 (One Lac) per manpower resource per day and If the Bidder fails to deploy theminimum resources as mentioned in Section 7.6 Minimum Resource Deployment and/ or 8.2 Minimum Resource Deployment from the date the Contract becomes effective, the payment to the Bidder shall be liable for deduction at the rate of INR 1,00,000 (One Lac) per manpower resource shortfall for each day.. Cieling - 20% of the total contract price.	It is requested to change the ceiling to 20% of the affected manpower cost	Refer addendum for clarification.
115	11-General Conditions of Contract	7- Risk purchase	In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses.	It is requested to provide adequate notice and cure period to the partner before invoking risk purchase. The partner should be liable to pay only reasoble additional direct cost associated with the deliverable for which risk purchase is invoked	Modified clause has been included in the addendum.
120	11-General Conditions of Contract	11.18.4 - Form of payment	Within forty five (45) days of receipt of the correctly prepared and adequately required documentary supported invoice duly certified by the Owner for fulfilling the criteria for payment, the Owner shall pay the amount of such invoice into a nominated bank account of the Bidder, provided the Bidder has submitted such invoice in accordance with the provisions of this clause/Article.	It is requested to change the payment terms to 30 days from invoice date	No change in the clause.
24	2 Definitions	Work	Work: Shall mean all work to be carried out and all services rendered by the Bidder including all temporary work, design, procurement and installation work to be performed by the Bidder for and in connection with the permanent and temporary works, and all other work and services to be carried out by the Bidder under the Contract.	We understand that the Work shall be mutually agreed and accepted at the time of finalizing the SOW and shall not be anything beyond that.	No change in clause.
25	2 Definitions	Instruction	Instruction: Shall mean communication issued by the Owner in accordance for purposes herein including but not limited to requiring the Bidder to add to, omit from, alter, cancel or delete all or part of the Work.	We understand that any instruction to omit, alter or delete any part of work shall be through the change control mechanism.	No change in clause.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
29	4 Instructions to Bidders	4.1 Eligible Bidders	3. If any team members of the Bidder who has worked for any period in this project shall not work with the competitor of BHEL till the expiry of the agreement with BHEL.	We understand that the requirement here is that the members of the Bidder should not be appointed by the Bidder to work for any competitor of BHEL.	Clause is self explanatory.
	4 Instructions to Bidders	4.1 Eligible Bidders	The bidder shall comply with the following mandatory requirements: a. The Bidder shall include a letter signed by both the members of the consortium who are bidding jointly expressing their intention to be jointly and severally responsible for the project. In the above arrangement, the ERP OEM vendor's authorized Implementation Partner must be nominated as a Consortium Lead Member and this nomination along with the joint and several liability undertaking between members of such consortium shall be evidenced by submitting an entry into force of a duly stamped agreement of the duly executed Consortium Agreement in accordance with the format placed in Annexure #25 Consortium Agreement.	Please clarify, whether the implementation partner and the ERP OEM can bid on a Prime and Sub methodolgy this would be the prefered method (Please see queries on this from the OEM below). However, if this is not agreable then the Draft Consortium agreement as suggested by BHEL as Annexure # 25 should be a guiding document only, the consortium partners should be allowed to sign a contract in a format acceptable to them.	No change in clause
32	4 Instructions to Bidders	4.4.2 Envelope 2	5. Types of Indemnities (duly stamped and notarized), to be provided: □ General Indemnity for protection of 3rd party claims against the Owner □ IPR compliance and compliance of law and regulations in force □ Compliance of licenses and registration, as applicable □ Joint and several liability □ Vicarious (can be combined with Joint & several liability)	We understand that General Indemnity shall be with respect to third party claims of IPR infringement, bodily injury and death and any damage to real and personal propertyu due to any wilful misconduct by the Bidder. And the vicarious liability shall be the liability with respect to the subcontractors and the consortium partner.	Bidder may suggest specifics for Owner's consideration.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
38 39	4 Instructions to Bidders	4.9 Earnest Money Deposit 4.11 Security Deposit (SD)	4.9 Earnest Money Deposit (EMD) EMD may be forfeited under following conditions: a. After opening of bid, the bidder revokes his bid within the validity period or increases his earlier quoted rates. b. Non-faithful performance, including but not limited to delayed and non-qualitative/ inadequate response, in the opinion of the Owner in the bidding process until order is placed. c. The Bidder not abiding by Section 5.7 w.r.t to failure to accept the issued PO within a maximum of 7 Calendar days along with the submission of Security Deposit. 4.11 Security Deposit (SD) Security deposit amount of Rs.4,00,000 (INR Four lacs only) plus 5% of the amount by which the order value exceeds Rs.50 lacs shall be submitted by the successful bidder before start of the work. Non-submission in time of SD for value stated herein shall lead to forfeiture of EMD and cancellation of Order. The Owner reserves the right to forfeit the Security	We are OK with point no (a) in the adjacent coloumn. However point no (b) & (c) should be deleted. 4.11 should be amended to require the Bidder to submitt the SD within reasonable time after execution of the contract. The security deposit should be returned after the Performance Guarentee is provided to the customer.	For 4.9 a & c, no change in clause. Modified clause 4.9 (b) has been included in the addendum. For 4.11, no change in clause.
54	5 Selection Process	5.7 Signing of Contract	5.7 Signing of Contract After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with Security Deposit (SD) & Bank Guarantee (BG). Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order along with submission of SD & BG by the Bidder. The Contract agreement between the Owner & Bidder shall be signed in the next 15 days.	The PO should only be required to accept the PO after execution of the mutually agreed contract. The SD and BG should also be required to be submitted within 15 days of contract signing.	No change in clause. The Contract will be based on RFP & addendums.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
54	5 Selection Process	5.8 Amendments and Variations to Contract	5.8.2 Confirmation of verbal instructions For the purposes of this section/Article all Instructions contemplated herein should be issued in writing. However, if the Owner considers it necessary to issue an Instruction verbally the Bidder shall immediately comply with such verbal request. Where the Owner confirms a verbal request in writing, either before or after carrying out of the Service, this shall be deemed an Instruction. If the Owner does not confirm such a verbal request in writing within seven (7) days then the Bidder shall so confirm within a period of seven (7) further days and shall obtain the Owner's written agreement which shall be deemed an Instruction. No claims shall be made by Bidder & entertained by Owner if the Owner does not confirm in writing such approval within above 7(seven) days.	This clause should be deleted.	No change in clause
57	6 Roles & Responsibilities	6.1 Responsibilities of the Owner	10. The decision of the Owner shall always be final and binding.	This clause should be deleted.	No change in clause
57 122	6 Roles & Responsibilities 12 Special Conditions of Contract	6.2 Responsibilities of Programme Management Consultant – M/s. PricewaterhouseCoopers Private Limited (PwC) 12.3 Jointly and severally responsibility	PwC, ERP product OEM and the Implementation Partner shall be either jointly and severally responsible for performance of the Integrated Solution. Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	Request deletion of this clause.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
85	9 Scope of Work	9.9 Configuration, Customization & Bespoke (Custom Developments)	The Owner prefers to have product standard functionalities in the 'ONE-BHEL' Solution. Wherever customization is required and undertaken, the bidder will hand over the source code and all documentation to the owner. The title, rights and IPR (Intellectual Property Rights) over such customization will be passed on to the Owner..... Every custom development must be documented in detail and the script ownership should be passed on to the Owner. ** Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases.	Any Bespoke/custom development is not part of this conract and therefore the clause hsould be deleted. In case any custome development is required at a later stage the parties shall agree on the terms of the same at a later stage.	no change in the clause
110	9 Scope of Work	9.12.5.4 Help Desk Support	If the owner feels that the help-desk is not suitably staffed, the owner reserves the right of securing additional consultants for Help Desk. Owner also reserves the right of altering the composition of the help desk team, if required.	We understand that this shall be done through the mutually agreed change control process.	No change in clause.
113	11 General Conditions of Contract	11.1 Deviations 11.2 Acceptance / Rejection of Bids	11.1 Deviations Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per Annexure #11 No Deviation Certificate. The bids with deviation(s) are liable for rejection. In the event of any assumptions, presumptions, key points of discussion, recommendation or any points of similar nature submitted along with the Bid, the Owner reserves the right to reject the Bid and forfeit the EMD.	It would be reasonable to allow deviatios, assumptions, presumptions etc for the bid submission.	No Deviation is permitted. The Contract will be based on RFP & addendums.
115	11 General Conditions of Contract	11.5 Arbitration and Jurisdiction	11.5 Arbitration and Jurisdiction □ Any arbitration shall be under the 'Arbitration and Conciliation act 1996' and the rules there under as amended from time to time. Centre of arbitration shall be in New Delhi. □ The contract shall be governed by the Indian law. The suits/claims in respect of this contract shall be in the courts having jurisdiction at New Delhi.	Please let us know the detailed Arbitration clause.	3 arbitrators acceptable in principle.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
115	11 General Conditions of Contract	11.8 Adjustment of Recovery	11.8 Adjustment of Recovery Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the Owner.	This clause should be deleted.	Modified clause has been included in the addendum.
116	11 General Conditions of Contract	11.10 Commencement	11.10 Commencement □ Effective date of Contract: This Contract shall come in to effect on the date of issue of Owner's signed Purchase. Such Purchase Order shall be accepted by the Implementation Partner within 7 Calendar days, from date of Purchase Order and shall be signed & sealed by bidder stating "Purchase Order Accepted" and return certified duplicate copy of owner.. If no such formal confirmation is received within the stipulated time of 7 Calendar days, then the contract is deemed to be accepted. □ The Bidder shall begin carrying out the services with installation of required hardware, software & services within one month after the date the Contract becomes effective.	The contract shoud only be effective after the signing of the contract and not from the dated of Purchase order.	No change in the clause. The Contract will be based on RFP & addendums.
117	11 General Conditions of Contract	11.13 Termination and Suspension	Termination of Contract	The biddershould also have the right to terminate the contract and suspend the performance in case of a breach by BHEL.	No change in clause
119	11 General Conditions of Contract	11.18 Payment Terms	11.18 Payment Terms Payment terms are linked to major milestone activities identified and percentage as stipulated in Payment Schedule for Implementation Effort. For the avoidance of doubt no payments shall be made unless the services rendered are proven to be tangible and beneficial to Owner.	The last sentence in this clause should be deleted.	Modified clause has been included in the addendum.
119	11 General Conditions of Contract	11.13 Termination and Suspension	Survival of terms and conditions Termination of the Contract shall not relieve the parties of any continuing rights, obligations and liabilities under the Contract, including but not limited to the Articles headed "Right to audit", "Performance bond", "Warranty for the Work", "Liabilities and indemnification", "Ownership patents and other proprietary rights and "Confidentiality."	The obligations to service as required in this clause are not reasonable. Except for the Confidentiality obligation which can survice for 2 years after termiation.	Modified clause has been included in the addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
120	11 General Conditions of Contract	11.18.5 Right to offset	11.18.5 Right to offset □ Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. □ If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. □ If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute	Request deletion of this clause.	Modified clause has been included in the addendum.
	Annexure 7	Bid Cover sheet	The Bidder hereby proposes to supply the Services as described in the Bid Documents for the prices stated in such Bid Documents upon the terms and conditions contained in the Request for Proposal.	This should be amended to mean that the services shall be supplier as per the contract executed between the parties. There are crutial contract terms which are missing from the RFP.	No change in clause
	Annexure 10	Techno-commercial Bid Covering Letter	Until a formal Contract is prepared and executed between us, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.	This should be amended to mean that the services shall be supplier as per the contract executed between the parties. There are crutial contract terms which are missing from the RFP.	The Final Contract will be based on RFP & addendums and Purchase Order.
	Annexure 21	Non-Disclosure Agreement	Non-Disclosure Agreement	The Confidentiality obligations should be valid for 2 yers after the date of expiry of the Contract.	Any specific provisions in the NDA could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
	Annexure 25	Consortium Agreements	Consortium Agreements	If it is made mandatory to agree to the consortium method BHEL may suggest its guiding principles or the Annexure 25 should act as a guiding document and not a mandatory format.	No change in clause
		General Query	NDA and Contract	Is the requirement that both the consortium parties should sign the NDA and Final Contract?	NDA and final contract is to be signed by the consortium.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
		General Query		We understand that Terms and conditions of the Contract to be mutually agreed and the bidder shall be given an opportunity to discuss and negotiate the contract.	The Final Contract will be based on RFP & addendums and Purchase Order.
		General Query	Requirements for ADDITIONAL TERMS TO BE INCLUDED in the contract as per response above :-	* - Aggregate Liability of Bidder for damages should be limited to six months charges paid by BHEL immediately preceding the 1st claim. Indirect, consequential, special and punitive damages including loss of profit etc. to be excluded. * - The software license and support terms to be governed by the EULA. * - Delayed payments will attract interest @ 1% per month. * - Other terms to be discussed and agreed at the time of agreement finalization.	The Final Contract will be based on RFP & addendums and Purchase Order.
	General	General		Request BHEL to share the word format of the PDF file Annexure 3-30 and also the excel sheet of the commercial Template.	cannot be provided
25	Annexures (3-30)	Annexure #5 Technical Evaluation Methodology	Area 1 - 9	Request BHEL to cap the number of citations in individual areas.	No change in clause
Page 46 of 122	Pre-Qualification 5.4.2 Implementation Partner - Financials	ONE BHEL ERP Tender Document.pdf	The Implementation Partner should have Global Annual turnover of more than INR 2000 Crores per year out of which INR 400 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The Company should be profit making at least for 2 years out of the last 3 years.	Request the clause to be modified to: The Implementation Partner should have Global Annual turnover of more than INR 2000 Crores per year out of which INR 400 Crores per year should be from Application Business Services- at least for 2 years out of the last 3 years. The Company should be profit making at least for 2 years out of the last 3 years.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page 46 of 122	Pre-Qualification 5.4.2 Implementation Partner - Financials	ONE BHEL ERP Tender Document.pdf	The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.	Request the clause to be modified to: The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from Application Business Services- at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.	Refer addendum for Pre-Qualification criteria clarifications
Page 47 to 50	Pre-Qualification 5.4.2 Implementation Partner	ONE BHEL ERP Tender Document.pdf	□ Completion certificate from the Customer for each complete implementation OR Self certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected.	Request the clause to be modified to: Completion certificate/Published Case Study/Relevant pages from the contract copy/reference letter from the Customer for each complete implementation OR Self certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected.	Refer addendum for Pre-Qualification criteria clarifications
	General	General		What is total annual spend volume of BHEL?	Refer the annual reports of BHEL
	General	General		How many contract (any types - sales, purchase, legal, HR) you want to manage through the system?	Refer to Section 9 and FRS & TRS
	General	General		How many users will use import & Export system?	Details would be provided to the successful bidder.
	TRS	Document Manangement System	Does the system allow documents to be shared?	We would like to know the exact requirement of the sharing of the documents , would this sharing mean that in case a document is attached with some transaction , that document is available for others who access that transaction . Or is there some other understanding regarding the sharing of documents ?	Document availablity to users(internal/external) is based on authentication & privileges . Eg: View, Print, Download etc
	TRS	Web Portal	Ability to support redundant single sign on server	Details needed for the term : redundant single sign on server.	Redundancy at Single Sign-on server level
	TRS	Security and controls	Ability to support authentication by use of User IDs, passwords, encryption, tokens, PIN codes and timeouts	authentication systems requring encryption/tokens would need thrid party tools . None of these are mentioned in the RFP. Also, authentication using PIN codes is mentioned. So we seek clarification for the same	The bidder must propose a Single instance integrated solution and propose the software.
	TRS	Integration	Ability to interface with Bar Code, SMS Gateway, GPS, RF devices, & RFID Systems	it is mentioned to interface with GPS. We would like to have more clarity whether this GPS is expected as part of mobility or else what exactly is sought when the interface with GPS is mentioned.	GPS Interface for Journey Management (Movement of Material to Site)
		Tender document , page 97	Integration point	it is mentioned that BHEL might want to retain a few applications like medical or hospital system , knowledge management, estate management, attendance recording system , corporate portal. We would like to seek more clarity on these application so that we can firm the integration strategy accordingly.	Details would be provided to the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	TRS	Operational	Provision for data transfer between different systems of the landscape like configuration data along with master data,based on particular period/financial period/ particular business node /company code data/specific business process etc.,	it is mentioned that the data might be required to be transferred based on different paramters like company code etc. Based on this, we might need specialised tools to achive this functionlaity, hence would seek more clarity on this point	This is for the migration of data across the landscape production, quality, & development servers. The bidder must propose a Single instance integrated solution and propose the software.
	TRS	User Friendly capabilities	Ability of the solution to provide query/ messaging facilities through: IVRS on intercom telephones, Mobile SMS based application, Feedback triggers similar to telebanking	it is mentioned that the solution should have messaging facility with IVRS on telephones. would need more clarity as to what sort of messaging or integration is required between the solution and the IVRS intercom telephones.	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
26	3.2	Implementation Approah & Strategy		ONE-BHEL would have a single ERP instance. This would require migrating the existing instances . Does BHEL has a specific view towards this process ?	Please refer Section 3.2
84	9.7	Hardware Infrastructure sizing	The successful bidder would be responsible to conduct necessary site visits to prepare bill of material and all specifications for required IT / Non-IT infrastructure and Data Centre (DC) and Disaster Recovery (DR) site after studying the existing hardware inventory across owner's premises for reuse / economical solution, as feasible.	BHEL currenlty has few ERP instances and applications running. Since it is expected to best utilise the existing hardware, so we would like the BHEL to circulate the existing hardware with the SAPS on each server, so that the same can be factored in while sizing the hardware for the BOM.	The sizing needs to be done keeping in mind the Owner's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted spares & services. The bidder must factor the number of licenses requirement and functional & technical scope.
	TRS	Mobility	The solution should support mobile application development and deployment for enterprise mobility	Requirements are not given in the RFP regarding which all application/ modules/ processes needs to be developed for the mobile phone. Therefore, request you to list all the applications needs to be developed for mobile deployment and the total number of mobile users using these applications	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
	TRS	Reporting Capability	Access to data and report based on user responsibilities (Roles based access to reports)	Please provide the total number of Corporate MIR and Unit MIR accessing KPI monitoring Dashboards, other reports and Adhoc query capability etc	The major requirements are mentioned in the FRS and TRS. For further information, the bidders can visit the concerned units.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
97-98	9.12 Implementation of ONE BHEL Solution	9.12.2.3. Interface/Integration with existing applications	The Integrated Solution should have the capability to interface with the PLM at appropriate points in the work flow with the help of out of the box connectors or custom built connectors. The probable PLM platforms can be one of the standard and proven PLM platforms which integrate our Engineering processes and facilitate required collaboration among the stakeholders	As per the tender its mentioned that the offered ERP product should be capable of integrating with the following - • Auto CAD • Engineering automation & Product Life Cycle management software As mentioned currently BHEL has AutoCAD and Wrench as Engineering software's. Generally , Wrench is mostly used to manage and track all engineering deliverables including engineering drawings, worksheets, specification etc during project execution; and AutoCad is using primarily used for computer-aided design (CAD) and drafting. Kindly advice if they are being used for any other function also. Also, can you kindly confirm if BHEL AutoCAD generates 3D designs also? Apart from Wrench and AutoCAD is there any other engineering/product lifecycle management software being used across end to end product lifecycle development.	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The integrated solution should interface with the Engineering systems mentioned in Annexure # 3. Also, it should have the capability to connect to any other standard PLM or 3D software using standard connectors.
15	1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	BHEL Overall process flow	The tender document coverage on Busines processes is not detailed. Will BHEL share a detailed as-is document for these processes.	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
26	3.2	Implementation Approach & strategy	The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Need more clarification on the depth of integration expected between PLM, PDMS, Wrench etc & other legacy systems. Also need the details of other PLM or other legacy systems expected to be integrated	Please refer Section 9.12.2.3 of the RFP.
26	3.2	Implementation Approach & strategy	Interfaces with third paty/non-SAP Applications	In addition to the list of all the third party systems that will continue to exist after ONE BHEL implementation we would like to know the typical formats in which thoese systems send the output data, so that we can recommend and design the integrations accordingly	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
All			Multiple references to "Central Project site" of BHEL (Owner)	Request BHEL to please clarify on which will be the central project location?	Hyderabad/ Bhopal/ Delhi NCR

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
89-90	9 Scope of Work	Training Plan (Clause 9.11.3)	The training plan as required and envisaged by the Owner is provided below…	It is assumed that 1. All Core team training will be done during phase 1 of the project 2. Training for other categories will be done in the respective phases of the project 3. Numbers specified for other than core team category are for all phases 4. Request confirmation on SAP's responsibility for training beyond Phase 1 (since there is a mention that ERP OEM training manager is required only till phase 1 final preparation phase)	The understading is correct
74-75	8 Obligation of Implementation Partner	Organization Change Management (clause 8.6)	Minimum number of workshops required for conducting change management workshops should be: …	Request BHEL to kindly confirm: 1. Are the total participants indicated in the table for OCM Workshops, is across the three phases, covering entire duration of the project? 2. Whether OCM workshops will be conducted in each phase, for the respective locations in scope? 3. Is there any specified limit on maximum batches by BHEL, or bidders can specify the same? 4. Batch sizes of 50 and 25 are too high to handle OCM workshops. Suggested batch sizes are 25 and 15. Need confirmation if bidder can change these guidelines in RFP 5. BHEL will provide change agents for execution of OCM strategy defined.	The details shall be finalised in discussion with the successful bidder.
75	8 Obligation of Implementation Partner	Organization Change Management (clause 8.6)	Success of above change management implementation through written satisfaction level of the trainers of such change management practices / trainings imparted	Request modification to this statement to express "joint responsibility of Change Management teams of BHEL and ERP OEM"	This is one of the factors that needs to be considered while designing and executing the change management plan of One-BHEL.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
62, 74	7 Obligation of Product OEM; and 8 Obligation of Implementation Partner	Program Management Office (Clause 7.4); and Organization Change Management (Clause 8.6)	There is a mention in page 62 that *"The Change Manager from ERP Product OEM shall conduct the assessment, recommend strategy for Change Management, align the change management program with the implementation methodology and coach change agents of Owner on how to drive change across all units"* And, There is a mention in page 74 that "*Implementation of Change Management Plan – The bidder shall implement all the necessary services for successful implementation of the change management plan developed by the bidder & approved by owner. The bidder shall be responsible for all the costs involved in design and implementation of the change management plan for 'ONE-BHEL' Project."*	Statement in page 62 suggests that BHEL needs only one OCM Manager from SAP. A chain of change agents will come from BHEL, who will have to be coached for implementation of OCM Strategy along with OCM Manager from SAP. However, statement in page 74 contradicts the above understanding. Need clarity on what is the expected approach and level of involvement of SAP, for OCM, by BHEL If SAP were to implement total OCM strategy, we will need more OCM consultants for the same, considering the size and spread of each phase	Refer section 8.6. The statements from Page 62 & 74 are complementing. The leader in this case is the OEM. The bidder shall fully assist the OEM in the change. The other details are self explanatory in the clause
67	7 Obligation of Product OEM	Training Manager (Clause 7.6.2)	It is mentioned that Training Manager is required to be deployed from Planning till Phase 1 Final Preparation completion	It is assumed that ERP OEM's involvement for training of any nature is not required in Phases 2 and 3 of the implementation project.	The understanding is correct.
88, 89, 90	9 Scope of Work	Owner teams to be trained (Clause 9.11.1); Type of Training (Clause 9.11.2); and Training Plan (Clause 9.11.3)	There is a mention in page 88 (Clause 9.11.1) as training scope: *"Central Technical Core Team: Technical Core Team at the Owner ...* *Internal/ Statutory Auditors: This team comprises of the Internal Auditors of the Owner"* There is a mention in page 89 (Clause 9.11.2) "*Helpdesk Training (lecture & hands-on mode): training to chosen helpdesk team (resources of the Owner and the bidder) on maintaining and managing an ERP helpdesk with the aid of appropriate tools during post go-live support"*	The Helpdesk users as mentioned in Clause 9.11.2 are not contained in scope of training narrated in pages 89 and 90 (Clause 9.11.3) of bid document. Need confirmation if Helpdesk user trainings are in scope of Lead bidder? If yes, request for volume estimates (phase-wise users in each category)	Helpdesk trainings are part of the project. Further details will be shared with successfule bidder.
45	5 Selection Process	ERP Product Vendor (Clause 5.4.1)	It is mentioned under Mandatory Qualification Requirement on page 45 for Training Centers (S. No. 14): "*The company should have its own training centre in India with minimum* *capacity of 50 participants per batch"*	As global best practice, SAP recommends maximum 16 participants per batch for all SAP Standard trainings. This is to allow the instructor to be able to manage every participant with proper attention during the training and hands-on exercises on SAP ERP. However, SAP's training center has capability of training more than 100 plus participants in parallel batches of 16, at any given time. We request BHEL for acceptance of this condition	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
NIL	Not Applicable	Not Applicable	Not Applicable	General Assumptions for Training, OCM, Content Creation Scope from ERP OEM. Request BHEL to kindly confirm below assumptions from ERP OEM's scope for Training, OCM and Content Creation: 1. Content creation (for training, elearning, online help manual, etc.) and trainings will be done in English language only 2. Content creation (for training, elearning, online help manual, etc.) will be restricted to SAP applications only 3. Content deliverables will be limited to Simulations, End User Documentation in PDF format, concept slides, exercises 4. It is assumed that 40% transactions will be global standard content and they will not be edited during roll outs 5. Standards for review and approval of content created will be agreed between BHEL and SAP 6. Training infrastructure will be provided by BHEL (including training server, class rooms, projectors, stationery, whiteboards, virtual class room technology etc.) 7. BHEL will make available trainees as per training calendar finalized 8. No of trainees per batch will be limited to a maximum of 16 per batch 9. No of batches per module will be decided based on the thumb	No change in RFP Scope
Page No. 112	Payment Schedule for Manpower Cost - Clause 10.3	Solution Expert Consulting manpower cost - Clause 10.3.1	Payment for ERP Product OEM's manpower for Solution expert consulting services (ref. section 7.7) shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Since SAP is not the Lead Bidder, the Agreement to provide Services will be between BHEL and Lead Bidder. SAP will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	No change in clause.
Page No 28	Implementation Plan - Clause 3.3			Three months of Process realignment and three months of Business Blueprinting is mentioned as per implementation plan. Can it be assumed that process realignment, blueprinting and global template creation for all the locations will happen at a Central Location where the core team members from different locations shall assemble and be available across the six month duration?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1.
Page No 28	Implementation Plan - Clause 3.3			Since Bluprinting phase is continuing till eighth month and Realization phase is starting from beginning of seventh month, it is assumed that all sign-offs for Blueprinting phase happen by sixth month so that Realization phase can begin by seventh month?	Please refer Section 3.3 for schedule.
Page No 65	Solution Quality Review Services - Clause 7.5	Schedule of Solution Quality Review Services - Clause 7.5.6		Realization Review is not included as part of overall Solution Quality Review services. Should this be included as part of review mechanism? In addition, should Business Process Review be included as part of overall review mechanism	no change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No 66	Team Profile & Deployment - Clause 7.6	Team Profile - Clause 7.6.1	All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	Criteria for minimu years of experience (eg 25 years of Program Manager,15 years for functional/technical leads) is too stringent. SAP as a highly integrated product of today has evolved over last 12-15 years. Therefore the criteria for minimum years of experience should be relaxed (eg Pragram Manager > 10 years, Functional/Technical Leads > 7 years of experience etc).	Modified clause included in addendum.
Page No 67	Solution Expert Consulting Services - Clause 7.7	Manpower Cost for Solution Expert Consulting - Annexure 18.2	The cost for Solution Expert Consulting Services should be quoted as per Annexure #18 (18.2).	Can we provide man day rate for each respective year till the end of warranty period, instead of one rate all across	no change in clause
Page No 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9	Functional requirement specifications (FRS) - Annexure #5	The FRS response of the Bidder has to be certified by the ERP Product OEM w.r.t. the coverage of the solution through standard ERP, customization and 3rd Party software/solution.	More clarity required around area of certifying by OEM on customization?	no change in the clause
Page No. 60	Supply of ERP Software & Licenses - Clause 7.2	None	Owner will award the contract for purchase of ERP licenses directly to the ERP product OEM.	We request BHEL to award the contract of purchase of Software licenses to the Lead Bidder.	Refer addendum for clarification
Page 60	Supply of ERP Software & Licenses - Clause 7.2	None	ERP product OEM shall upgrade the existing SAP licenses, if required, for meeting functional & technical requirements of 'ONE-BHEL'.	BHEL to confirm that the ERP product OEM Applications owned by BHEL are under Active ERP product OEM Global Support. Further BHEL should also confirm if ERP product OEM has to provide latest upgraded Software or Service for Functional & Technical Upgrade.	The understanding is correct.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 59	Supply of ERP Software & Licenses - Clause 7.2	None	Proposed tentative License Buying Schedule based on the proposed Implementation schedule as mentioned in Section 3.3 Implementation Plan; which could vary depending upon the owner without any price implications.	Since BHEL is deploying a Global Master Template across the Organisation, we request all required Applications to be procured by BHEL at the time of the award of the Contract and Users for these Applications may be phased as per the tentative License Buying Schedule based on the proposed Implementation schedule.	Refer addendum for clarification
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2	License & ATS Cost for SAP ERP) - Annexure #17.1	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids).	Since ERP OEM Vendors follow Global Licensing norms, providing entire Bill of Material on a metric of Users is not possible. BHEL needs to allow Bidder and the respective OEM to quote a lump-sum price for Engines and separate bundled price for category of users.	No change in clause
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2	None	The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. ERP product OEM will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	no change in clause
Page No. 61	Annual Technical Support (ATS) - Clause 7.3	None	Owner will take ATS for ERP licenses & Add-ons directly from the ERP product OEM. The Bidder shall make provision for the Owner to make the payments for ATS directly to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. Kindly allow the Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	no change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 40	Interest Liability - Clause 4.13	None	In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment	Interest on delayed payment will be as per the terms of the Software Agreement executed with ERP product OEM by Lead Bidder.	No change in clause
Page No. 29	Eligible Bidders - Clause 4.1	Consortium Agreement - Annexure #25	The Bidder shall include a letter signed by both the members of the consortium who are bidding jointly expressing their intention to be jointly and severally responsible for the project. In the above arrangement, the ERP OEM vendor's authorized Implementation Partner must be nominated as a Consortium Lead Member and this nomination along with the joint and several liability undertaking between members of such consortium shall be evidenced by submitting an entry into force of a duly stamped agreement of the duly executed Consortium Agreement in accordance with the format placed in Annexure #25 Consortium Agreement.	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause
Page No. 122	Jointly and severally responsibility - Clause 12.3		Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 40	Contract Performance Bond - Clause 4.12	Contract Performance Bond - Annexure #26	We irrevocably and unreservedly guarantee, upon the request of your Successful Bidder (Insert successful bidder name), a company incorporated under (mention incorporating statute), participating in this Project/Awarded Tender together with (Insert Consortium Partner name) a company incorporated under (mention incorporating statute), having its seat or domiciled in (insert registered address of both partners and country of registration), with each of its members bearing joint and several responsibility towards BHEL (the beneficiary),	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	Audited financial statements for the last three financial years.	Only Auditor's Certificate be allowed for India Business unit of ERP product OEM	Refer addendum for Pre-Qualification criteria clarifications
Page No. 44	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should be capable of integrating with the following - -Auto CAD -Engineering automation & Product Life Cycle management software -SAP-HCM Provide the list of PLM software which can be integrated with the Offered ERP product.	Request, BHEL to provide the list of PLM software which needs to be integrated with ERP product OEM Software.	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The company should have at least 10 ERP Product installations in India with at least 500 licenses in each installation in last 7 years.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	Please also accept Customer attested reference certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 112	Payment Schedule for Manpower Cost - Clause 10.3	Solution Expert Consulting manpower cost - Clause 10.3.1	Payment for ERP Product OEM's manpower for Solution expert consulting services (ref. section 7.7) shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide Services will be between BHEL and Lead Bidder. Kindly allow Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	No change in clause.
Page No. 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9	None	Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases	Kindly amend this to exclude ERP OEM responsibility for Inclusion of Custom Development in standard ERP/Add-on Engines in subsequent releases	no change in the clause
Page No. 23	Existing Applications - Clause 1.3.3	Existing Software - Annexure #3	The list of existing ERP & Non ERP software is mentioned in Annexure #3 Existing Software	Please provide the list of applications that need to interfaced with ERP product OEM	The bidder must propose a Single instance integrated solution and propose the software components.
Page No. 19	Technical Evaluation Methodology - Annexure 5	None	Client Citations - Minimum Marks (cut off) 60%	Let us know, if the minimum marks for Client Citations are 60% or 80%.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
46	Pre-Qualification Criteria 5.4	Implementation Partner 5.4.2	The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.	We are assuming here that India Operations can include Offered ERP product implementation projects delivered from offshore delivery. Kindly confirm.	Refer addendum for Pre-Qualification criteria clarifications
46	Pre-Qualification Criteria 5.4	Implementation Partner 5.4.2	The Implementation Partner must have implemented offered ERP product for at least 3 operational global customers with at least one of those implementation having minimum 5000 licenses.	We request you to kindly amend this clause as -"The Implementation Partner must have implemented offered ERP product for at least 3 operational global customers with at least one of those implementation having minimum **3000** licenses."	Refer addendum for Pre-Qualification criteria clarifications
47	Pre-Qualification Criteria 5.4	Implementation Partner 5.4.2	The Implementation Partner must have implemented offered ERP product which covers the following functions in a single implementation:Sales, Marketing & Oispatch, Project Management, Material Management, Production Management, Financial Management & costing, Engineering, Quality & Plant Maintenance.	We request you to kindly amend this clause as -The Implementation Partner must have implemented offered ERP product which covers the following functions in a single implementation:Sales, Marketing & Oispatch, Project Management, Material Management, Production Management, Financial Management & costing, Quality & Plant Maintenance.	Refer addendum for Pre-Qualification criteria clarifications
48	Pre-Qualification Criteria 5.4	Implementation Partner 5.4.2	The Implementation Partner must have implemented offered ERP product for at least ten customers in last 5 years with at least 500 licenses in each implementation.	We request you to kindly amend this clause as -"The Implementation Partner must have implemented offered ERP product for at least **three (3)** customers in last 5 years with at least 500 licenses in each implementation.."	Refer addendum for Pre-Qualification criteria clarifications
49	Pre-Qualification Criteria 5.4	Implementation Partner 5.4.2	The Implementation Partner must have executed at least 1 offered ERP product implementation project in India with at least 1000 licenses.	We request you to kindly amend this clause as-"The Implementation Partner must have executed at least 1 offered ERP product implementation project for any customer with at least 2000 licenses."	Refer addendum for Pre-Qualification criteria clarifications
37	4.7	-	Bid Price	Are the costs allowed to be exclusive of transactional taxes or are they to be inclusive of the transactional taxes.	Clarification included as part of addendum.
39 and 40	4.11 and 4.12	-	Security Deposit and Contract Performance Bond	We need clarity on whether we would need to submit both these bonds before signing the contract as they refer to different amounts for the same performance.	Yes , you need to give both i.e BG towards SD and BG towards Contract Performance Bond. No change in clause
113	11.1	-	Deviations	As per this clause we are not allowed to take any deviations. However, please note that there are several clauses which have not been captured or which may not be favorable for the position of providing services. Hence, we would request BHEL to consider allowing the bidders to take deviations as this would provide a fair ground for negotiations.	No Deviation is permitted

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
113	11	-	General Conditions of Contract	There are no provisions for ownership of intellectual property rights, limitation of liability and other contractual remedies in this RFP. Can we introduce certain clauses for providing clarity on the relationship which would be governed by the Agreement.	Refer clause 9.9 for IPR. Refer addendum for Limitation of Liability.
62 (Annexures)	Annexure 21	-	Non-Disclosure of Agreement.	This NDA is a unilateral NDA protecting only BHEL' confidential information. Would BHEL be willing to either sign a separate NDA for protection of the confidential information of the bidder or can this NDA be made mutually applicable?	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
37	Instructions to Bidders, 4	Bid Price, 4.7	Price Bid shall be as per the format given from **Annexure #16** to **Annexure #20**. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between the Owner and the Bidder…..	Is the price to be quoted inclusive or exclusive of all transaction taxes applicable on the services envisaged to be provided by the bidder under this RFP. And whether the taxes paid on such services would be reimbursed. Whether BHEL will consider reimbursing such taxes when the tax rates are enhanced, if the bid price is stated to be inclusive of taxes.	You have to submit the Un Price Bid in the Annexure #16 to 20 along with Techno-commercial bid. 2) Prevailing taxes & duties on the date of completion of milestone will be admitted. However, in case of delay in completion of milestone attributable to the Bidder, the taxes and duties that are reimbursed would be the one that would be applicable on the scheduled Purchase Order delivery date (milestone payment date) or the amount actually paid whichever is less. The tender would be evaluated on cost-to BHEL basis
39	Security Deposit (SD), 4.11		Security deposit amount of Rs.4,00,000 (INR Four lacs only) plus 5% of the amount by which the order value exceeds Rs.50 lacs shall be submitted by the successful bidder before start of the work. Non-submission in time of SO for value stated herein shall lead to forfeiture of EMO and cancellation of Order.	What is the purpose of Security Deposit when there is a separate "contract performance bond"	Both are required (Security Deposit + contract performance bod) as per RFP.
54	Instructions for Alterations/ Deletions, 5.8.1	5.8.1.2	section "The Owner shall, at its sole discretion, be entitled to instruct in writing any variation to the scope of Contract, subject to 10 percent (%) of the total contract price, though without extension of the Contract Period apart from the other terms of the Contract remaining unchanged. However, this does not entitle the Bidder to claim any variations under any reason whatsoever."	We need to know what is intended by this clause.	Modified clause included in addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
55	Valuation of the Work,5.8.4		The alterations to the Work shall be finally valued by the Owner after consultation with the Bidder in accordance with the following principles: a) There shall be no variation in the Contract Price at any time. In the event of direct costs incurred due to amendment or variation of the Contract, the manner of payments as described in clause 5.8.1 (3) above. b) if in the opinion of the Owner such direct costs incurred as applicable require to be valued on a day work basis, which shall only be in circumstances where the method of payment specified in the Contract does not apply to such alteration, then a written order shall be issued. In respect of all such Work payable on a day-work basis the Owner and the Bidder shall comply with clause 5.8.1 above; and c) the value of any Instruction entailing direct costs, shall not include the costs incurred by the Bidder in administering, compiling or otherwise establishing the validity, or content of the instruction being valued. These costs shall be deemed included within the Contract Price and rates.	We want to get a better understanding of the section.	Modified clause included in addendum.
Page No. 60	Supply of ERP Software & Licenses - Clause 7.2	None	Owner will award the contract for purchase of ERP licenses directly to the ERP product OEM.	We request BHEL to award the contract of purchase of Software licenses to the Lead Bidder.	No change in clause
Page 60	Supply of ERP Software & Licenses - Clause 7.2	None	ERP product OEM shall upgrade the existing SAP licenses, if required, for meeting functional & technical requirements of 'ONE-BHEL'.	1. BHEL to confirm that the ERP product OEM Applications owned by BHEL are under Active ERP product OEM Global Support. 2. Further BHEL should also confirm if ERP product OEM has to provide latest upgraded Software or Service for Functional & Technical Upgrade. 3. Please provide details of existing SAP licenses.	The understanding is correct. Please refer Annexure 3.2 & 3.3.

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Page No. 59	Supply of ERP Software & Licenses - Clause 7.2	None	Proposed tentative License Buying Schedule based on the proposed Implementation schedule as mentioned in Section 3.3 Implementation Plan; which could vary depending upon the owner without any price implications.	Since BHEL is deploying a Global Master Template across the Organisation, we request all required Applications to be procured by BHEL at the time of the award of the Contract and Users for these Applications may be phased as per the tentative License Buying Schedule based on the proposed Implementation schedule.	No change in clause
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2	None	The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. ERP product OEM will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	no change in clause
Page No. 61	Annual Technical Support (ATS) - Clause 7.3	None	Owner will take ATS for ERP licenses & Add-ons directly from the ERP product OEM. The Bidder shall make provision for the Owner to make the payments for ATS directly to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. Kindly allow the Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	No change in clause
Page No. 40	Interest Liability - Clause 4.13	None	In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment	Interest on delayed payment will be as per the terms of the Software Agreement executed with ERP product OEM by Lead Bidder.	No change in clause
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	Audited financial statements for the last three financial years.	Only Auditor's Certificate be allowed for India Business unit of ERP product OEM	Refer addendum for Pre-Qualification criteria clarifications

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Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The company should have at least 10 ERP Product installations in India with at least 500 licenses in each installation in last 7 years.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	Please also accept Customer attested reference certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
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Page No. 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9	None	Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases	Kindly remove this clause	no change in the clause
Page No. 23	Existing Applications - Clause 1.3.3	Existing Software - Annexure #3	The list of existing ERP & Non ERP software is mentioned in Annexure #3 Existing Software	Please provide the list of applications that need to interfaced with ERP product OEM	The bidder must propose a Single instance integrated solution and propose the software components.
Page No. 23	1.3 IT Landscape at BHEL	1.3.3 Existing Applications	Aggregate of such business applications in operation across Owner's establishments' totals to few hundreds & these applications are residing on several hardware & software procured at substantial costs, apart from major expenditures made on human resources on change management, engagements, trainings, etc. Oracle has been used as RDBMS technology & J2EE/Oracle forms reports/ JSP/ASP are the major existing technologies used for application development. All engineering centers are well equipped with engineering workstations using advance Engineering Software for Designing, Modelling, Analysis and Drafting etc. Electronic Depositories, with appropriate work flow & change control, have been implemented particularly for Engineering Documents at major units.	What is the current process of converting designs into BOM and integration with ERP for actual production?	In some units designs are converted into BOM through KBE/Manual

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
page No. 23	Business processes at BHEL 1.2	Existing Applications 1.3.3	The Owner's establishments since the past few decades are engaged in full swing operations in heavy engineering, manufacturing, supply, erection/ commissioning, service after sales, spares, Renovation & Modernization of several types of products related to power plant, transportation & transmission. Such works of varied products were executed at different business establishments of the Owner. Over a period of time, such individual establishments of the Owner developed, operated & maintained several legacy applications (mostly web-based) for its local use.	Please mention Legacy applications (web based & non web based) that are being used at BHEL currently?	For interfaces, please refer Section 9.12.2.3
Page No. 23	Existing Applications - Clause 1.3.3	Existing Software - Annexure #3	The list of existing ERP & Non ERP software is mentioned in Annexure #3 Existing Software	Please provide the list of applications that need to interfaced with ERP product OEM	For interfaces, please refer Section 9.12.2.3
page No. 26	3.2 Implementation Approach & Strategy1	None	Existing SAP-HCM system shall have integration with the proposed 'ONE-BHEL' solution.	Is existing SAP HCM System implemented at all BHEL locations?	Existing SAP-HCM system shall have integration with the proposed 'ONE-BHEL' solution.
page No. 44	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should be capable of integrating with the following - -Auto CAD -Engineering automation & Product Life Cycle management software -SAP-HCM Provide the list of PLM software which can be integrated with the Offered ERP product.	Request, BHEL to provide the list of PLM software which needs to be integrated with ERP product OEM Software.	Refer addendum for Pre-Qualification criteria clarifications
Page No. 66	7.6 Team Profile & Deployment	7.6.2 Minimum Resource Deployment	The bidder shall deploy full time, onsite human resources from ERP Product OEM across the functional and technical areas, as specified in the below table, for the mentioned phases of the project.	Can we propose onsite offshore model as it is cost effective Model	no change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 74	8.6 Organization Change Management	8.6 Organization Change Management	The bidder is required to conduct the Change Management Workshops for all the Owner employees in a phased manner in line with the 'ONE-BHEL' implementation plan. These workshops shall be conducted at the respective workplaces of the Owner. The Change Management Workshops shall be conducted concurrently for three levels (Junior, Middle & Top management) of officials/employees in the Organization as defined by the Owner which will be communicated to the successful Bidder at the time of planning the workshops.	Is there a workflow for Change Management that needs to be formulated/followed which requires approvals across stakeholders/people/role?	There is no standard workflow, however, changes need to be formulated and approvals need to be obtained before implementation.
Page No. 87	9.10 Reports & Business Intelligence	9.10 Reports & Business Intelligence	After identification of the reports for development, the bidder shall verify whether standard reports or its variants shall meet the requirement. It is expected that custom reports need to be developed if the standard reports & its variants available in the Integrated Solution does not meet the Owner's specific requirements. These reports would include those, which would extract and present information already in the database in a specified format or could require some intelligence/ calculations built into it. The successful bidder may be required to customize critical and complex reports across all components of the Integrated Solution. The specific distribution of reports to be customized amongst various modules will be finalized during the implementation stage.	Kindly provide the size of existing reports	The clause is self explanatory. For furher assessment, refer FRS.
Page No. 89	9.11.2 Type of Training	9.11 Training	Adequate training of the Owner employees is a key success factor for the ERP implementation and usage. Out of the overall owner's team envisaged to be trained, the number of participants to be trained for either product would be decided at the time of planning phase of the project.	Please share the size of Functional, Technical team & Power user	Refer section 9.11
Page No. 96	9.12.2 Business Blueprint Phase	9.12.2.2 Global Business Template	Mapping of To-Be Business processes with Integrated Solution capabilities with details of variations / deviations for each of the unit processes.	For Global business template what is degree of deviation/variance for all BHEL Units?	To be minimum

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 102	9.12.4 Final preparation Phase	9.12.4.1 Master Data Conversion and Migration	To ensure adequate time is available to prepare the data for conversion & cleaning, activities of data conversion & cleaning should commence during early stages of the project to avoid any interruption & idling.	Please specify the amount of data(approximate numbers) that has to be migrated.	Details would be provided to the successful bidder.
Page No. 105	Phase Deliveriables	9.12.4.6 Phase Deliverables	The Successful bidder is responsible to identify and inform the Owner about pre cutover requirements like database setup, application patching techniques, operating system patching, database tuning and database synchronization etc.	Please provide details about cutover data for legacy system to be retained.	The successful bidder in consultation with the owner shall decide the cut over strategy and prepare the data for loading to ONE BHEL ERP solution.
23	Definitions	ERP/ Product and software	Shall mean, Standard, proven, off-the shelf, integrated, modular software application using an integrated database with the following functionality (single application and not as bolt-on solutions) – Sales, Marketing & Dispatch, Project Management, Material Management, Engineering Management, Production Management, Financial Management & Costing, Quality, Plant Maintenance, Document Management, Payroll and HR & Workflows. In case of any ambiguity in definition of modules, the above modules shall mean the above function as relevant to BHEL processes. These functions should be natively integrated applications on a single interoperable open platform and not the integration of multiple products & overlapping middleware	Multiple units having own ERP instance and requirement to have single instance. HCM is centralized and on another instance.	The understanding is correct.
			Implementation is for 36 month and Post go live support is for one year. Sustenance support till all units go live for the implemented	To confirm the understanding on the timelines	The understading is correct
NA	NA	General	Separate Balance sheet is required for each manufacturing unit, corporate functions, regions, business sectors and derived balance sheet for the Corporate. This shall be finalized at the time of Business Blueprinting.	Presently how many Books are there- howmany separate entities are required?	refer section 9.5 Geographical Scope
NA	NA	General	The bidder shall deploy a full-time, on-site dedicated team for the ERP implementation project at the Owner's project site. During the implementation stage i.e. till the last go-live date, the full team needs to be deployed on-site i.e. at the Owner's premises. The Owner would not permit any offshore / onsite mix in the deployment.	Is it Purely going to be an onsite model? IS BHEL open for offshore resources for technical developments ?	No change in clause
General	General		What is total annual spend volume of BHEL?	Additional clarification	Refer the annual reports of BHEL

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
General	General		How many contract types (any types - sales, purchase, legal, HR) you want to manage through the system?	Additional clarification	Refer to Section 9 and FRS & TRS
General	General		How many users will use import & Export system?	Need more clarity	Details will be shared with the successful bidder
TRS	Security and controls	Ability to support authentication by use of User IDs, passwords, encryption, tokens, PIN codes and timeouts	authentication systems requring encryption/tokens would need thrid party tools . None of these are mentioned in the RFP. Also, authentication using PIN codes is mentioned. So we seek clarification for the same	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	The bidder must propose a Single instance integrated solution and propose the software.
TRS	Integration	Ability to interface with Bar Code, SMS Gateway, GPS, RF devices, & RFID Systems	it is mentioned to interface with GPS. We would like to have more clarity whether this GPS is expected as part of mobility or else what exactly is sought when the interface with GPS is mentioned.	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	GPS Interface for Journey Management (Movement of Material to Site)
	Tender document , page 97	Integration point	it is mentioned that BHEL might want to retain a few applications like medical or hospital system , knowledge management, estate management, attendance recording system , corporate portal. We would like to seek more clarity on these application so that we can firm the integration strategy accordingly.	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Refer 9.12.2.3 Interface/ Integration with Existing Applications. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder. For indicative list of Product/platform/technology, refer Section 1.1.3
TRS	Operational	Provision for data transfer between different systems of the landscape like configuration data along with master data,based on particular period/financial period/ particular business node /company code data/specific business process etc.,	it is mentioned that the data might be required to be transferred based on different paramters like company code etc. Based on this, we might need specialised tools to achive this functionlaity, hence would seek more clarity on this point	Need more clarity	This is for the migration of data across the landscape production, quality, & development servers. The bidder must propose a Single instance integrated solution and propose the software.
	3.2	Implementation Approah & Strategy		ONE-BHEL would have a single ERP instance. This would require migrating the existing instances . Does BHEL has a specific view towards this process ?	Please refer clause 3.2 of the RFP.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
9.7	Hardware Infrastructure sizing		The successful bidder would be responsible to conduct necessary site visits to prepare bill of material and all specifications for required IT / Non-IT infrastructure and Data Centre (DC) and Disaster Recovery (DR) site after studying the existing hardware inventory across owner's premises for reuse / economical solution, as feasible.	BHEL currenlty has few ERP instances and applications running. Since it is expected to best utilise the existing hardware, so we would like the BHEL to circulate the existing hardware with the SAPS on each server, so that the same can be factored in while sizing the hardware for the BOM.	The sizing needs to be done keeping in mind the Owner's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted spares & services. The bidder must factor the number of licenses requirement and functional & technical scope.
TRS	Mobility	The solution should support mobile application development and deployment for enterprise mobility	Requirements are not given in the RFP regarding which all application/ modules/ processes needs to be developed for the mobile phone. Therefore, request you to list all the applications needs to be developed for mobile deployment and the total number of mobile users using these applications	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution & effort calculation	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
TRS	Reporting Capability	Access to data and report based on user responsibilities (Roles based access to reports)	Please provide the total number of Corporate MIR and Unit MIR accessing KPI monitoring Dashboards, other reports and Adhoc query capability etc	To identify the number of users	The major requirements are mentioned in the FRS and TRS. For further information, the bidders can visit the concerned units.
3.2	Implementation Approach & strategy		The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Need more clarification on the depth of integration expected between PLM, PDMS, Wrench etc & other legacy systems. Also need the details of other PLM or other legacy systems expected to be integrated	Please refer Section 9.12.2.3 of the RFP.
		Interfaces with third paty/non-SAP Applications	In addition to the list of all the third party systems that will continue to exist after ONE BHEL implementation we would like to know the typical formats in which thoese systems send the output data, so that we can recommend and design the integrations accordingly	Clarification on the process & understanding will help in proper mapping with appropriate solution & effort calculation	Details would be provided to the successful bidder.
All			Multiple references to "Central Project site" of BHEL (Owner)	Request BHEL to please clarify on which will be the central project location?	Hyderabad/ Bhopal/ Delhi NCR
89-90	9 Scope of Work	Training Plan (Clause 9.11.3)	The training plan as required and envisaged by the Owner is provided below…	It is assumed that 1. All Core team training will be done during phase 1 of the project 2. Training for other categories will be done in the respective phases of the project 3. Numbers specified for other than core team category are for all phases 4. Request confirmation on SAP's responsibility for training beyond Phase 1 (since there is a mention that ERP OEM training manager is required only till phase 1 final preparation phase)	The understading is correct

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
74-75	8 Obligation of Implementation Partner	Organization Change Management (clause 8.6)	Minimum number of workshops required for conducting change management workshops should be: …	Request BHEL to kindly confirm: 1. Are the total participants indicated in the table for OCM Workshops, is across the three phases, covering entire duration of the project? 2. Whether OCM workshops will be conducted in each phase, for the respective locations in scope? 3. Is there any specified limit on maximum batches by BHEL, or bidders can specify the same? 4. Batch sizes of 50 and 25 are too high to handle OCM workshops. Suggested batch sizes are 25 and 15. Need confirmation if bidder can change these guidelines in RFP 5. BHEL will provide change agents for execution of OCM strategy defined.	The details shall be finalised in discussion with the successful bidder.
75	8 Obligation of Implementation Partner	Organization Change Management (clause 8.6)	Success of above change management implementation through written satisfaction level of the trainers of such change management practices / trainings imparted	Request modification to this statement to express "joint responsibility of Change Management teams of BHEL and ERP OEM"	This is one of the factors that needs to be considered while designing and executing the change management plan of One-BHEL.
62, 74	7 Obligation of Product OEM; and 8 Obligation of Implementation Partner	Program Management Office (Clause 7.4); and Organization Change Management (Clause 8.6)	There is a mention in page 62 that *"The Change Manager from ERP Product OEM shall conduct the assessment, recommend strategy for Change Management, align the change management program with the implementation methodology and coach change agents of Owner on how to drive change across all units"* And, There is a mention in page 74 that "*Implementation of Change Management Plan – The bidder shall implement all the necessary services for successful implementation of the change management plan developed by the bidder & approved by owner. The bidder shall be responsible for all the costs involved in design and implementation of the change management plan for 'ONE-BHEL' Project."*	Statement in page 62 suggests that BHEL needs only one OCM Manager from SAP. A chain of change agents will come from BHEL, who will have to be coached for implementation of OCM Strategy along with OCM Manager from SAP. However, statement in page 74 contradicts the above understanding in the sense that it says bidder is responsible. Need clarity on what is the expected approach and level of involvement of ERP, for OCM, by BHEL	Refer section 8.6. The statements from Page 62 & 74 are complementing. The leader in this case is the OEM. The bidder shall fully assist the OEM in the change. The other details are self explanatory in the clause
67	7 Obligation of Product OEM	Training Manager (Clause 7.6.2)	It is mentioned that Training Manager is required to be deployed from Planning till Phase 1 Final Preparation completion	It is assumed that ERP OEM's involvement for training of any nature is not required in Phases 2 and 3 of the implementation project.	The understanding is correct.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
88, 89, 90	9 Scope of Work	Owner teams to be trained (Clause 9.11.1); Type of Training (Clause 9.11.2); and Training Plan (Clause 9.11.3)	There is a mention in page 88 (Clause 9.11.1) as training scope: *"Central Technical Core Team: Technical Core Team at the Owner ...* *Internal/ Statutory Auditors: This team comprises of the Internal Auditors of the Owner"* There is a mention in page 89 (Clause 9.11.2) "*Helpdesk Training (lecture & hands-on mode): training to chosen helpdesk team (resources of the Owner and the bidder) on maintaining and managing an ERP helpdesk with the aid of appropriate tools during post go-live support"*	The Helpdesk users as mentioned in Clause 9.11.2 are not contained in scope of training narrated in pages 89 and 90 (Clause 9.11.3) of bid document. Need confirmation if Helpdesk user trainings are in scope of Lead bidder? If yes, request for volume estimates (phase-wise users in each category)	Helpdesk trainings are part of the project. Further details will be shared with successfule bidder.
NIL	Not Applicable	Not Applicable	Not Applicable	General Assumptions for Training, OCM, Content Creation Scope from ERP OEM. Request BHEL to kindly confirm below assumptions from ERP OEM's scope for Training, OCM and Content Creation: 1. Content creation (for training, elearning, online help manual, etc.) and trainings will be done in English language only 2. Content creation (for training, elearning, online help manual, etc.) will be restricted to OEM ERP applications only 3. Content deliverables will be limited to Simulations, End User Documentation in PDF format, concept slides, exercises 4. It is assumed that 40% transactions will be global standard content and they will not be edited during roll outs 5. Standards for review and approval of content created will be agreed between BHEL and ERP OEM 6. Training infrastructure will be provided by BHEL (including training server, class rooms, projectors, stationery, whiteboards, virtual class room technology etc.) 7. BHEL will make available trainees as per training calendar finalized 8. SAP responsibilities will include change impact analysis, OCM Strategy & Plan, coaching, suggesting appropriate communication and other OCM interventions to Customer. While SAP will co-	No change in RFP Scope
Page No 28	Implementation Plan - Clause 3.3			Three months of Process realignment and three months of Business Blueprinting is mentioned as per implementation plan. Can it be assumed that process realignment, blueprinting and global template creation for all the locations will happen at a Central Location where the core team members from different locations shall assemble and be available across the six month duration?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No 28	Implementation Plan - Clause 3.3			Since Bluprinting phase is continuing till eighth month and Realization phase is starting from beginning of seventh month, it is assumed that all sign-offs for Blueprinting phase happen by sixth month so that Realization phase can begin by seventh month?	Please refer Section 3.3 for schedule.
Page No 65	Solution Quality Review Services - Clause 7.5	Schedule of Solution Quality Review Services - Clause 7.5.6		Realization Review is not included as part of overall Solution Quality Review services. Should this be included as part of review mechanism? In addition, should Business Process Review be included as part of overall review mechanism	no change in clause
Page No 66	Team Profile & Deployment - Clause 7.6	Team Profile - Clause 7.6.1	All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	Criteria for minimum years of experience (eg 25 years of Program Manager,15 years for functional/technical leads) is too stringent. SAP as a highly integrated product of today has evolved over last 12-15 years. Therefore the criteria for minimum years of experience should be relaxed (eg Pragram Manager > 10 years, Functional/Technical Leads > 7 years of experience etc).	Modified clause included in addendum.
Page No 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9	Functional requirement specifications (FRS) - Annexure #5	The FRS response of the Bidder has to be certified by the ERP Product OEM w.r.t. the coverage of the solution through standard ERP, customization and 3rd Party software/solution.	More clarity required around area of certifying by OEM on customization?	no change in the clause
36	4.4.3 Envelope 3	Point No. 14	License Price as Percentage (%) to Total Price	Kindly Remove this Clause.	Modified clause has been included in the addendum.
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point 3-8)	3. The offered ERP product should have been implemented in 5 different countries in last 7 years. 7. The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	Request you to kindly confirm if the reference date for calculation of 7 Years can be taken as 31st March 2013.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point 3)	Evidence for the Experience - Purchase Order / Work Order / Completion certificate for each implementation	We request you to kindly give an option of accepting a Self Certificate by the OEM Vendor for showing the Experience as you have allowed for Implemenation Partner.	Refer addendum for Pre-Qualification criteria clarifications
23	2 - Definitions		ERP Product / Software: Shall mean, Standard, proven, off-the shelf, integrated, modular software application using an integrated database with the following functionality (single application and not as bolt-on solutions) – Sales, Marketing & Dispatch, Project Management, Material Management, Engineering Management, Production Management, Financial Management & Costing, Quality, Plant Maintenance, Document Management, Payroll and HR & Workflows. In case of any ambiguity in definition of modules, the above modules shall mean the above function as relevant to BHEL processes. These functions should be natively integrated applications on a single interoperable open platform and not the integration of multiple products & overlapping middleware.	Our understanding is that the Add on solution for all the areas mentioned as part of the Single ERP Solution are allowed to be quoted. The Add on Solutions may generally not be part of the same ERP but should be owned by the same ERP OEM so that Integration & support is not a challenge. Kindly Confirm our understanding is correct.	The understanding is correct.
45	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point No. 12)	The company should have its own training centre in India with minimum capacity of 50 participants per batch.	Request you to remove the condition of 50 participants per batch.	Refer addendum for Pre-Qualification criteria clarifications
53	5.5.3	Evaluation Process	Reverse Auction	Request to not allow Reverse Auction in the overall evaluation.	No change in clause
53	5.5.3	Evaluation Process		1. Request to clearly define the Commercial Evaluation Formulae and Process. 2. Request to detail out the inclusions like ATS (No. of Years), Taxes etc. for the Commercial Evaluation Purpose.	Refer the RFP & addendum for Commercial Evaluation Formulae and Process.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
58	7.2	7.2 Supply of ERP Software & Licenses	The Owner has identified the indicative type of users & numbers and their system usage profiles of ERP users as follows: □ Transaction Users: A Transaction user has the profile of a data entry user & batch processing user and including full functionality of Medium Users. □ Medium Users: For Reporting/querying and Workflow/Approvals having role based access through portal. Reports viewing / querying should be cutting across Functions/Modules, add-on modules and Third party software	1. Owner should not classify the ERP users in Transaction and Medium users. It should ask for the usage right to read, write, reporting, querying, data entry functionality for all users so as to give flexibility to Owner in Long term and unforseen usages. 2. ERP OEM should certify that all the users have right and no License Restriction to 'Read, Write, Modify, Delete, Data Entry, Query'. The rights will be decided by the Owner as per the requirement during Implementation.	These are generic terms. The bidder shall propose the licenses linking to the functionality specified against the type of user description.
58	7.2	Supply of ERP Software & Licenses	Owner's existing SAP-ERP licenses (2129 nos.) to be factored at Actual Start of Phase-I Final Preparation Phase (975 nos.) and at Actual Start of Phase-III Final Preparation Phase (1154 nos.).	1. We request you to kindly take the parallel run into consideration while allowing the usage of exisitng SAP Licenses. 2. The requirement of net new SAP Licenses should be amended accordingly.	The assumption of parallel run is not correct. There will be a switch over to the new system. Refer section 9.0
61	7.3	Annual Technical Support	ATS for 7 years in L1 Calcualation	We request you to kindly consider the 7 years of ATS for the L1 Calculations for all the Software.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
65	7.5.7	Hardware/ Infrastructure Sizing		1. Request to Provide the Indicative Break up of the users as per various indicative functions of the Owner as given below : a) Finance & Accounts b) Project Management c) Manufacturing d) Stores e) Engineering f) Sales & Order Management g) Proposal Management h) Business Intelligence We request to provide the above details Plantwise and Locationwise.	The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 7.2. Details will be shared with the sucessful bidder.
65	Annexure 25		Consortium Agreement & Jointly & Severly Liability for the OEM	We request to change the clauses of the consortium agreement as per the below recommendations : 1.OEM should be liable towards the scope of its work both for customer and lead bidder. The SOW / Responsibilities of the OEMneed to be defined clearly without ambiguity in the Consortium agreement. 2. OEM liability should be limited to the money which it has been paid for this project. 3. OEM Indemnification shall only be for its IP Breach 4. Warranty and other provisions of the OEM should be as per its standard Warranty terms.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
83	9.6	Supply & Installation of Software & Application Licenses	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids). The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM. All ERP Licenses & Add-on engines shall be supplied by the ERP Product OEM (refer section 7.2). Bidders shall quote for the entire scope of contract on a "overall responsibility" basis such that the total bid price covers all the Bidder's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services. This includes all requirements under the Bidder's responsibilities for successful completion of the Integrated Solution implementation as per scope of work and, where so required by the bidding documents, the acquisition of all permits,	License Procrement - 1. The bidder should decide the Procurement plan of the ERP Licenses based on the need and their development & deployment plan. 2. the Procurement of the Licenses should be done by the SI and they should be solely responsible for the usage compliance to the OEM License requirements. 3. The Payment of the Licenses should be made to the SI against his inovices by owner. 4. The End User License Agreement should be signed directly between the Owner and the OEM containing detailed Bill of Material. 5. Payment terms for Licenses should be modified appropriately. 6. Yearwise ATS Cost should be provided by the SI in their commercial bid. The Owner should have the flexibility of renewing the ATS every year through bidder or directly with OEM. 7. Annexure 17.1 & 17.2 should be modified appropriately.	Refer addendum for clarification
1	Annexure # 3 Existing Software	Details of Existing Software		Request to also provide the details of Existing Primavera Licenses with BHEl.	BHEL's existing software are mentioned in Annexure # 3
61	Annexure 17.2 (The Page No. is for the Annexures)		License & ATS Cost for Non SAP ERP	The format needs to be reworded. The line items should ask for non SAP ERP Costs.	Modified Annexure 17.2 included in addendum.
84	9.6	Supply & Installation of Software & Application Licenses	The ERP product OEM shall certify the entire 'ONE-BHEL' solution BOM with explicit confirmation regarding non-availability of standard ERP functionalities wherever 3rd Party software is included in the solution (as also captured in FRS responses).	The Certification should be limited to the BOM of ERP OEM.	no change in clause
61	Annexure 17.1 (The Page No. is for the Annexures)	Point No. 5	Annual Technical Support for Owner's existing SAP Licenses (2129 nos.)	The ATS Price should be provided for the existing SAP Licenses.	Not relevant. Please refer section 7.2 for clarity.
44	Section 5.4: Pre-Qualification Criteria	Section 5.4.1: ERP Product Vendor	The offered ERP product must meet Indian tax requirement and also capable of incorporating future changes. Evidence required: Provide self-certificate stating how the product will incorporate future changes, as & when applicable	Please accept self-declaration/confirmation stating compliance with Indian taxation requirement and remove requirement of incorporation of future commitments. Product keeps itself abreast with latest taxation policies of India.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
69	8.1.1: Project Management Structure	NA	Steering Committee consisting of the Owner's top management, CEO from the Implementation partner, CEO from ERP Product OEM organization and Executive Director from PwC. The Steering committee would do monthly review of the project progress.	Request you to please change the requirement of CEO or ERP OEM to be part of steering committee. Please change it to program manager instead of CEO.	Modified clause included in addendum.
32	Clause 4.4.2.3 and 4.4.2.3		Board Resolution authorizing participation in tenders of similar classification. Power of Attorney, if applicable, duly executed and notarised.	Whether ERP OEM signatory POA would be required who is signing the Consortium and as requested in 4.4.2.3	Board Resolution to to be given by each Consortium member. POA to be executed in favor of the Leader of Consortium.
43	5.4.1 ERP Product Vendor Experience	Pt 3	**3. Globally Accepted ERP Product** The offered ERP product should have been mplemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	It is suggested that the ERP product experience clause should include both application and RDBMS, ie: The offered ERP product along with the offered RDBMS should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4.1 ERP Product Vendor Experience 4.0	Pt 4	4. Implementation in related industry globally The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4.1 ERP Product Vendor Experience	Pt 5	**5. Implementation in Engineer To Order (ETO) type of industry** The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
44	5.4.1 ERP Product Vendor Experience	Pt 6	**6. Implementation in Engineering, Procument & Construction (EPC) Industry in India** The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
44	5.4.1 ERP Product Vendor Experience	Pt 7	**7. Implementation experience in India** The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
44	5.4.1 ERP Product Vendor Experience	Pt 8	**8. Experience in Indian PSU** The offered ERP product should have been mplemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
46	5.4.2 Implementation Partner	Pt 3	**3. Global Implementation Experience** The Implementation Partner must have implemented offered ERP product for at least 3 operational global customers with at least one of those implementation having minimum 5000 licenses.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
48	5.4.2 Implementation Partner	Pt 6	**6. Implementation in EPC industry** The Implementation Partner must have implemented the offered ERP product in at least 2 companies in Engineering, Procurement and Construction (EPC) industry with atleast 500 license in each installation.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
48	5.4.2 Implementation Partner	Pt 7	**7. Current Implementation Experience** The Implementation Partner must have implemented offered ERP product for at least ten customers in last 5 years with at least 500 licenses in each implementation.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
49	5.4.2 Implementation Partner	Pt 9	**9.Large implementation Experience** The Implementation Partner must have executed at least 1 offered ERP product implementation project in India with at least 1000 licenses.	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
49	5.4.2 Implementation Partner	Pt 10.	**10. Multi location Implementation Experience** The Implementation Partner must have implemented offered ERP product in at least 1 company with multiple locations (minimum 5 locations).	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
49	5.4.2 Implementation Partner 11.0	Pt 11	11. Project Value The Implementation Partner must have implemented offered ERP product during the last 7 years worth: At least 3 jobs with each worth over INR 25 Crores Or At least 2 jobs with each worth INR 30 Crores Or At least 1 job worth INR 60 Crores	It is suggested that the implemetation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
58	7.2 Supply of ERP Software & Licenses		7.2 Supply of ERP Software & Licenses	It is suggested that the requirement should include that all the software licenses (ERP application, Database and other software) should be perpetual, unrestricted, full use and in name of the purchaser.	Refer addendum for clarification
	Annexure 2	-		Database parameters for inclusion: 1. The database should have published TPC-C and TPC-H benchmarks. 2. The TPC-C and benchmark of the database should be at-least placed in first five top results. 3. The proposed database in the solution should have received the security certification of level 4 (EAL4) or above from the International Common Criteria. 4. Database should provide horizontal scalability in such a manner that a new database node can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system such as without shutdown. This should be supported by native database clustering components.	No change in clause
26	About ONE-BHEL	3.1	Single version of information with 'ONE-BHEL' view to all the stakeholders.	Apart from a unified user interface for accessing information does it also comprise of – 1. Information getting available based on the context of the user 2. Personalized User Views enhancing user engagement (and incase of employees their productivity)	Yes. These are some of the things apart from the functionalities included in the FRS to meet the objectives of One-BHEL.
26	About ONE-BHEL	3.1	Single version of information with 'ONE-BHEL' view to all the stakeholders.	Are you looking for Web 2.0 based portal framework which can integrate will all the existing and proposed applications in owner's IT lanscape as a single centralized platform, has localization capabilities and provide features like Wikis, blogs, mashups, social integrations, Activity Streams, Project Communities, Knowledge Sharing etc. ?	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
26	Objectives	3.1	Management dashboards for monitoring and decision support systems at Unit and Corporate level.	Do you want your end users to use portal as unified single portal which gives incontext and intutive information. In order to do that , do you need your email server also integrated as part of the portal ? It enables users to compose a new mail message from within the application (with attachments) and delete, reply to, and forward messages from the portal itself.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
26	Implementation Approach & Strategy	3.2	ONE-BHEL' implementation shall ensure visibility of data, seamless data movement to achieve integration across inter / intra unit without human intervention, example – components visibility, financial transactions and information, procurement status, project related information i.e. 'ONE-BHEL' ERP solution shall provide an integrated solution across Owner's organization.	Do you need a comprehensive Enterprise Service Bus based Integration engine to integrate and exchange information with exiting applications such as Estate Management, Hospital Management, Knowledge Management etc.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS. 9.12.2.3 Interface/ Integration with Existing Applications
82	Scope of Work	9.4.16	Document Management	Pls Confirm – Document management workflows/tasks could be initiated or acted upon from the central ERP as well as the unified user interface/portal	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
59	Supply of ERP Software & Licenses	7.2	Business Partners: For access to Business Partners such as Vendors, Customers, etc. for input/output of information through web-based, mobile Portals.	Should the Portal Application have capabilities to cater to range of Mobile devices and render set of information based on device types and form-factor.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
80	Data Archival	9.4.6	In order to meet statutory and MIS requirements, archiving and easy retrieval of data along with supporting documents/ attachments is required.	Should the capabilities related to Document Conversion be also an intrensic feature of the proposed Content Management Solution?	As per Tender Document
1	Annexture 2, Technical Requirement Specification	S. No 16	The solution architecture should be CMMi compliant and should have Production, Development and Quality Assurance/ test environments	Please remove the point on CMMi for Solution Architecture as CMMI is a measure of Maturity Level of Product Development and Services Organization.	Modified clause included in addendum
96	Interface/ Integration with Existing Applications	9.12.2.3	Hospital /Medical System	Please share the technical details of the existing Hospital/ Medical System? Is this a Single Cemtral application for all the BHEL Employees?	Refer Section 1.1.3. Further details would be provided to the successful bidder.
96	Interface/ Integration with Existing Applications	9.12.2.3	Estate Management	Please share the technical details of existing Estate Management System? Is this a Single Central application for all the BHEL Employees? Or are there Unit Level separate applications?	Refer Section 1.1.3. Further details would be provided to the successful bidder.
96	Interface/ Integration with Existing Applications	9.12.2.3	Existing Bespoke Applications	Please share the technical details of the other Be-spoke Applications, both Corporate and Unit Level which need to be interfaced with ONE -BHEL Solution	RFP section referred is self-explanatory. Further details would be provided to the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
88	9.11.2	Type of Training	Certification Training for Central Core Team	1.What are locations where the trainings are required for users under above category by BHEL. 2. Functional Area wise breakup of participant who will be undergoing training under above category 3. Can we use BHEL Venue's for delivering training. If yes, then what all locations, and the details of their class room setup 4. Background of the participants (in terms of their experience, domain/functional knowledge, technical knowledge etc) who will be undergoing training under above category. 5. Whether the training delivery mode can be other than classroom like webex sessions?	The training for the Central Core Team will be conducted in Hyderabad/ Bhopal/ Delhi NCR. Refer Section 9.11 for details.
15	1.2 Business Processes at BHEL	1.2.1 BHEL Overall Process flow	Delivery Process	How many Warehouses are currently involved in BHEL business? Are all the Warehouses involved in carrying out standard operation such as pick-pack-ship? Does BHEL use any 3PL warehouse?	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
18	1.2 Business Processes at BHEL	1.2.1 BHEL Overall Process Flow	Release of design documents – The design documents are finally released for manufacturing & procurement by BHEL units, civil and structural works, erection & commissioning and procurement of Balance of Plant (BOP).	For BOP, is maintenance done by BOP provider/package or is it owned by the PEM Division? If it is done by the BOP provider, then, are there any systems for the BOP provider that the proposed solution needs to integrate with?	Bidder can make this a part of the integarted single instance solution.
18	1.2 Business processes at BHEL	Sub-contracting	Materials are issued to the vendor based on the Bill of Materials in the PO. If original materials are not available, alternate materials are issued.	Material that lies with the Subcontractor (not yet used) - does it show as Cost or as Asset in BHEL Books ?	It is shown as inventory
20	1.2 Business processes at BHEL	Power Sector – Regions and Site Teams	Contractor Billing – Contractor Bills are checked & verified by the Site Engineer & paid by the Site Finance personnel. Customer Billing - Customer billing is also done by Site Finance Personnel.	Is the concept of Back-to-Back Billing being practiced?	This is practiced in some cases.
23	2. Definitions	NA	ERP Product / Software: Shall mean, Standard, proven, off-the shelf, integrated, modular software application using an integrated database with the following functionality (single application and not as bolt-on solutions) – Sales, Marketing & Dispatch, Project Management, Material Management, Engineering Management, Production Management, Financial Management & Costing, Quality, Plant Maintenance, Document Management, Payroll and HR & Workflows. In case of any ambiguity in definition of modules, the above modules shall mean the above function as relevant to BHEL processes. These functions should be natively integrated applications on a single interoperable open platform and not the integration of multiple products & overlapping middleware.	Please confirm that complete solution coming from same OEM addressing requirements of the tender meets the stated definition of ERP Product.	The understanding is correct

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
23	1. Introduction	1.3. Existing Applications	Such above stated business applications built & relied upon by such establishments have been delivering certain business values & goals, apart from having developed system familiarity & adoption by the end users over passage of time.	We understand that BHEL has a vast number of legacy business applications running across different business units. SAP ERP has also been progressively rolled out across 5 units. Other than the need to rationalize and consolidate IT applications and infrastructure across the organization, what are the major pain areas in business w.r.t. the current IT stack that need to be addressed in ONE-BHEL.	Please refer Section 3.1 Objectives and Section 9.12.2.1 BPR
23	1.3 IT Landscape of BHEL	1.3.3 Existing Applications	The list of existing ERP & Non ERP software is mentioned in Annexure #3 Existing Software.	We understand that in order to achieve 'ONE-BHEL' objectives the detailed activity plan and multi level scheduling of a project (upto L4) needs to be maintained in the system. Please throw some light how this is being currently done . Please confirm that our understanding is correct that BHEL needs to maintain the detail project plan upto L4.	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
26	3.2. Implementation Approach & Strategy	First Bullet point	The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Kindly specify list of all "certain Legacy Systems". And what Integration is required to be achieved.	All systems other than the systems mentioned in Section 9.12.2.3 need to be migrated. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder.
26	3. About 'ONE-BHEL' Initiative	3.2 Implementation Approach & Strategy	Apart from the benefits, goals & requirements to be delivered by the consortium to the Owner by implementing 'ONE-BHEL' ERP solution, the benefits & business values/goals which Owner's establishments have been deriving from legacy & currently running SAPERP business applications, shall continue to be provided as a minimum, with efforts for improvement, through 'ONE-BHEL' ERP solution design and implementation.	It is not exactly clear what is the expectation here? Kindly elaborate and explain. Please specify details in tangible terms.	Please refer Section 3.1 Objectives and Section 9.12.2.1 BPR
26	3. About 'ONE-BHEL' Initiative	3.1. Objectives	Single version of information with 'ONE-BHEL' view to all the stakeholders.	Apart from a unified user interface for accessing information does it also comprise of – 1. Information getting available based on the context of the user 2. Personalized User Views enhancing user engagement (and incase of employees their productivity)	Yes. These are some of the things apart from the functionalities included in the FRS to meet the objectives of One-BHEL.
26	3. About 'ONE-BHEL' Initiative	3.1. Objectives	Single version of information with 'ONE-BHEL' view to all the stakeholders.	Are you looking for Web 2.0 based portal framework which can integrate will all the existing and proposed applications in owner's IT landscape as a single centralized platform, has localization capabilities and provide features like Wikis, blogs, mashups, social integrations, Activity Streams, Project Communities, Knowledge Sharing etc. ?	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
26	3. About 'ONE-BHEL' Initiative	3.1. Objectives	Management dashboards for monitoring and decision support systems at Unit and Corporate level.	Do you want your end users to use portal as unified single portal which gives in context and intuitive information. In order to do that , do you need your email server also integrated as part of the portal ? It enables users to compose a new mail message from within the application (with attachments) and delete, reply to, and forward messages from the portal itself.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
26	3. About 'ONE-BHEL' Initiative	3.2 Implementation Approach & Strategy	ONE-BHEL' implementation shall ensure visibility of data, seamless data movement to achieve integration across inter / intra unit without human intervention, example – components visibility, financial transactions and information, procurement status, project related information i.e. 'ONE-BHEL' ERP solution shall provide an integrated solution across Owner's organization.	Do you need a comprehensive Enterprise Service Bus based Integration engine to integrate and exchange information with exiting applications such as Estate Management, Hospital Management, Knowledge Management etc.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS. 9.12.2.3 Interface/ Integration with Existing Applications
26	3. About 'ONE-BHEL' Initiative	3.2. Implementation Approach & Strategy	The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Please elaborate on the legacy systems that shall remain and need to be integrated with the ONE-BHEL solution.	Please refer Section 9.12.2.3 of the RFP.
26	3. About 'ONE-BHEL' Initiative	3.2. Implementation Approach & Strategy	Bidder shall standardize and harmonize the business processes based on standard and global best practices to achieve process standardization across BHEL. The Global Business template should have base standardized processes with unit level variances as approved by the Owner. The Owner expects minimum unit level variances so as to achieve the 'ONE-BHEL' objectives	We assume that a Global template will be designed encompassing BHEL business process aligned to the ERP standard processes in order to avoid any gaps as much as possible, thereby reducing the customizations to the standard ERP. Please validate our understanding is correct .	Please refer Section 3.2 which is self explanatory
26	3. About 'ONE-BHEL' Initiative	3.2. Implementation Approach & Strategy	Subsequent to Global business template creation, the Bidder will do the realization called "Common realization" of base standardized processes with all Unit level variances along with the customizations.	As per the best practice approach to such large implementation like BHEL, We assume that the Common realization will be the global standardized processes which is common to all the business units of BHEL. The unit level variances should be Tested (including UAT) and deployed during the roll out of the common solution to the respective units. Please confirm whether bidder has the flexibility to tailor the prescribed approach in the tender document.	No change in clause
26	3. About 'ONE-BHEL' Initiative	3.2. Implementation Approach & Strategy	The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Please let us know the name of internal & external applications along with version & technology that are currently interfaced with your current ERP ? Also specify the number of interfaces are currently being used.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS. Refer 9.12.2.3 Interface/ Integration with Existing Applications

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28	3. About 'ONE-BHEL' Initiative	3.2 Implementation Approach & Strategy	To achieve the 'ONE-BHEL' ERP Objectives, standalone applications shall have to be interfaced / integrated with the proposed optimized solution.	Can we have the list of which applications need to be integrated and which ones will continue on a stand alone basis? Also please define clearly what Integration means.	Refer 9.12.2.3 Interface/ Integration with Existing Applications. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder.
28	3. About 'ONE-BHEL' Initiative	3.3. Implementation Plan	Implementation Plan Diagram	The project phases shown in RFP are of an SAP implementation (like Project Preparation, Blueprint, Realization, etc.). For Non SAP implementation, bidder can use the relevant phases of implementation as per the product proposed. Please confirm.	The scope and deliverables mentioned in the various phases remain the same. The nomenclature/ terminology could be different.
28	3. About 'ONE-BHEL' Initiative	3.3. Implementation Plan	Implementation Plan Diagram	Is there any parallel run cum reconciliation activity envisaged between the ONE-BHEL solution and any of the existing applications (critical ones)? If so, please provide the anticipated duration and roles and responsibilities.	Please refer the scope (Section 9) and implementation plan for clarity. There is no parallel run or reconciliation activity between the ONE-BHEL solution and any of the existing applications.
28	3. About 'ONE-BHEL' Initiative	3.3. Implementation Plan	Implementation Plan Diagram	As per Section 9.5.12.4. Helpdesk Support will continue till the end of support phase. However, the blue bar for Helpdesk Support activity is shown for 2 months only. Please clarify.	Help desk support starts from Phase 1 Go-Live and support phase start upto completion of Go-Live and sustenance support phase of Business Intelligence & dashboards-Corporate MIRs. The clause 9.12.5.4 has been suitably modified and included as part of addendum.
28	3. About 'ONE-BHEL' Initiative	3.3. Implementation Plan	The Owner proposes the below timelines for the 'ONE-BHEL' initiative.	Does BHEL want the bidder to stick to the proposed plan and activities sequencing as per the Tender document or the bidder has the flexibility to propose any alternate schedule with alternate activity sequencing as per the bidder's experience of such large ERP implementations? As per Sec 11.17 BHEL has mentioned that the bidder has to stick to the 36 months delivery period as per Sec 3.3. Does this signify that the entire deployment cannot exceed 36 months to complete from start but it does not mandate that it can be done within a lesser time frame? Please clarify this point clearly	No change in clause
28	3 About One BHEL Initiative	3.3 Implementation Plan	Implementation Plan	From the implementation plan, it appears that the UAT would be completed in 12 months with the 1st go-live and roll-outs continuing till 36 months. Are the unit-level variances in process expected to be completed within the common phases (12 months). In such a scenario, would it be possible to share how BHEL plans to handle any baseline changes happening in the 12-36 month period (e.g. statutory compliance changes)?	The global template with unit variations identified shall be completed before end of realization phase. However, if any changes occuring in the roll-out has to be incorporated in the global template and rolled out to the next location and correction to the earlier rolled out locations.

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29	4.1 Eligible Bidder	Point c.	c. The Lead Member of the Bidding Consortium shall be liable to incur all liabilities and receive instructions for and on behalf of both/all the members of the Bidding Consortium, as the case may be and shall be over-all responsible for delivery of all provisions of the contract till the completion of the contract.	It is very critical that Upper limit for overall liability on both sides be defined and limited to the contract value (excluding duties and taxes).	A new clause to be added on Limitation of Liability.
31	4.4.1 Envelope 1	Point No. 3	EMD should be in the form of Pay order or Demand draft issued by a Nationalized bank drawn in favor of 'Bharat Heavy Electricals Limited' payable in Hyderabad	Kindly confirm that instaed of EMD, Bank Guarantee valid for 30 days beyond bid validity can be given.	No change in clause
32	4.4.2 Envelope 2	Point No. 3	Board Resolution authorizing participation in tenders of similar classification.	We request you to modify this clause to allow either Board Resolution/ Approval from competent executive, authorizing participation in tender of similar classification.	No change in clause
32	4.4.2 Envelope 2	Point No. 4	Power of Attorney, if applicable, duly executed and notarized.	Whether ERP OEM signatory POA would be required who is signing the Consortium and as requested in 4.4.2.3	POA to be executed in favor of the Leader of Consortium.
32	5		General Indemnity for protection of 3rd party claims against owner	Please confirm that "Indemnity for third party IPR INFRINGEMENTclaims alone will be unlimited and subject to the standard exceptions of indemnity and indmenity claim procedure prescribed by the Bidder however all other claims under the contract are subject to the Limitation of Liability proposed by Bidder	No change in clause
33	4.4.2-envelope-2 No deviation Confirmation	4.4.2-(6) No deviation Confirmation	No deviation Confirmation	Owing to the complexities and size of this tender, bidders would have some deviations/variations and assumptions. Request BHEL to allow deviation and assumptions along with this bid.	No change in clause.
33	4.4.3-Envelope 3	4.4.3(2)- Envelope 3-No deviation Confirmation	No deviation Confirmation	Owing to the complexities and size of this tender, bidders would have some deviations/variations and assumptions. Request BHEL to allow deviation and assumptions along with this bid.	No change in clause.
36	4.4.3 Envelope 3	Point No. 14	License Price as Percentage (%) to Total Price	Kindly Remove this Clause as it is practically npt possible to share this information.	Modified clause has been included in the addendum.
37	4.7 Bid Price	4.7	Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as nonresponsive and rejected.	Prices shall remain fixed, however we request that any increase/decrease in taxes as a result of changes in tax laws / addition of any new taxes due to changes in Government Policies shall be passed to the customer.	Prevailing taxes & duties on the date of completion of milestone will be admitted. However, in case of delay in completion of milestone attributable to the Bidder, the taxes and duties that are reimbursed would be the one that would be applicable on the scheduled Purchase Order delivery date (milestone payment date) or the amount actually paid whichever is less.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
38	4.9 EMD		One time EMD of INR 2,00,00,000 (INR Two Crore Only) is to be submitted by each bidder in the form of Pay order or Demand draft issued by a Nationalized bank drawn in favor of 'Bharat Heavy Electricals Limited' and be payable in Hyderabad.	Request you to allow EMD to be in form of Bank Guarantee valid for 30 days beyond bid validity	No change in clause
39	4.11 Security Deposit (SD)			Validity of Security Deposit is not mentioned in case of BG	BG validity is mentioned in payment schedule, Annexure # 28 .
39	4.11 Security Deposit (SD)		Security deposit amount of Rs.4,00,000 (INR Four lacs only) plus 5% of the amount by which the order value exceeds Rs.50 lacs shall be submitted by the successful bidder before start of the work.	Since Performance Bond is being provided, request to please remove the clause on Security Deposit.	Both are required (Security Deposit + contract performance bod) as per RFP.
39	4.11 Security Deposit (SD)		• The Owner reserves the right to forfeit the Security Deposit under following circumstances: a. In the event that the successful Bidder fails to sign the Final Contract Agreement within a maximum of 15 calendar days from the date of issue of draft agreement.	the word Final Contract Agreement is not Defined in the RFP.	The Contract will be based on RFP & addendums.
40	4.13 Interest Liability	4.13 Interest Liability	4.13 Interest Liability In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment.	This clause must contain the interest payment clause and also right for Supplier to withhold the provisions services BHEL to confirm that it will release payments due within 2 weeks of completion of milestone failing which interest @1% per month shall be payable.	No change in clause
42	5.2 Preliminary examination of bid	Last Paragraph	In particular, bids with deviations from, objections to or reservations about critical provisions such as those concerning Bid Security, Governing Law, Taxes and Duties, Defect Liability, Maintenance period, Patent Indemnity or Limitation of Liability, that the Bidder is not prepared to withdraw, will be treated as non-responsive. The Owner determination of a bid's responsiveness will be based on the contents of the bid itself without recourse to extrinsic evidence.	At present, the RFP does not indicate anything particular about Defect Liability, Limitation of Liability, hence request BHEL to allow these clauses be included in assumptions for better clarity and coverage of interests of all the stakeholders.	Refer addendum for clarification.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
42	5 Selection Process	5.2 Preliminary Examinations of Bids	In particular, bids with deviations from, objections to or reservations about critical provisions such as those concerning Bid Security, Governing Law, Taxes and Duties, Defect Liability, Maintenance period, Patent Indemnity or Limitation of Liability, that the Bidder is not prepared to withdraw, will be treated as non-responsive.	This is prebid stage we are already stating that we have deviations and we will provide deviation sheet otherwise we loose the basic ground and will be barred at later stages. And if FINALLY client doesn't agree then that time it is purely management call to go or not to go forward on this bid. For now, our answer to this is "Supplier has deviations and suggestions for the terms and conditions of contract. Should Supplier submit Annexure with the statement "No deviations subject to the suggestions made in the deviation sheet" Given the nature and complexity of the project, deviations and assumptions are in-evitable. BHEL to allow bidders to give deviations and assumptions. "	No change in clause
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point 3-8)	3. The offered ERP product should have been implemented in 5 different countries in last 7 years. 7. The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	Request you to kindly confirm if the reference date for calculation of 7 Years can be taken as 31st March 2013.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point 3)	Evidence for the Experience - Purchase Order / Work Order / Completion certificate for each implementation	Please confirm that Self Certificate by the OEM Vendor for showing the Experience is acceptable.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4.1 ERP Product Vendor Experience	Pt. 3	**3. Globally Accepted ERP Product** The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Please confirm that the ERP product means and includes the offered ERP product along with the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4.1 ERP Product Vendor Experience 4.0	Pt. 4	4. Implementation in related industry globally The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Please confirm that the ERP product means and includes the offered ERP product along with the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4.1 ERP Product Vendor Experience	Pt. 5	**5. Implementation in Engineer To Order (ETO) type of industry** The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Please confirm that the ERP product includes the offered ERP product along with the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point 3-8)	3. The offered ERP product should have been implemented in 5 different countries in last 7 years. 7. The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	Request you to kindly confirm if the reference date for calculation of 7 Years can be taken as 31st March 2013.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria	The ERP Product Vendor must have Annual turnover from Indian Business of at least INR 400 Crores per year out of which INR 80 Crores per year should be from ERP Business for at least 2 years out of the last 3 years. The company should be profit making for at least for 2 years out of the last 3 years.	Please confirm that Globally declared revenue figures for product line breakups will meet the stated requirements.	Refer addendum for Pre-Qualification criteria clarifications
43	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point 3)	Evidence for the Experience - Purchase Order / Work Order / Completion certificate for each implementation	Plz confirm Self certificate from OEM will be accepted to meet the qualification criteria.	Refer addendum for Pre-Qualification criteria clarifications
44	Section 5.4: Pre-Qualification Criteria	Section 5.4.1: ERP Product Vendor	The offered ERP product must meet Indian tax requirement and also capable of incorporating future changes. Evidence required: Provide self-certificate stating how the product will incorporate future changes, as & when applicable	Plz confirm Self certificate from OEM will be accepted to meet the qualification criteria.	Refer addendum for Pre-Qualification criteria clarifications
44	5.4.1 ERP Product Vendor Experience	Pt. 6	**6. Implementation in Engineering, Procurement & Construction (EPC) Industry in India** The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	It is suggested that the implementation experience includes the offered ERP application and the offered database.	Refer addendum for Pre-Qualification criteria clarifications
44	5.4.1 ERP Product Vendor Experience	Pt. 7	**7. Implementation experience in India** The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	It is suggested that the implementation experience includes the offered ERP application and the offered database.	Refer addendum for Pre-Qualification criteria clarifications
44	5.4.1 ERP Product Vendor Experience	Pt. 8	**8. Experience in Indian PSU** The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	It is suggested that the implementation experience should include the offered ERP application and the offered database.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
45	5.4 Pre Qualification Criteria	5.4.1 OEM Pre Qualification Criteria (Point No. 12)	The company should have its own training center in India with minimum capacity of 50 participants per batch.	Request you to remove the condition of 50 participants per batch as it is not a best practice to have a bath size of 50 in one class room.	Refer addendum for Pre-Qualification criteria clarifications
46	5.4.2 Implementation Partner	Pt. 3	**3. Global Implementation Experience** The Implementation Partner must have implemented offered ERP product for at least 3 operational global customers with at least one of those implementation having minimum 5000 licenses.	Plz confirm that the implementation experience includes the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
46	5.4 Pre Qualification Criteria	5.4.2 Implementation Partner Experience (Point 3 to 10)	The Implementation Experience is related to the Offered ERP Product in various clauses	We request you to also add the offered Database in all the Experience Clauses for the Implementation Partner wherever offered ERP Product has been asked for.	Refer addendum for Pre-Qualification criteria clarifications
48	5.4.2 Implementation Partner	Pt. 6	**6. Implementation in EPC industry** The Implementation Partner must have implemented the offered ERP product in at least 2 companies in Engineering, Procurement and Construction (EPC) industry with at least 500 license in each installation.	Plz confirm that the implementation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
48	5.4.2 Implementation Partner	Pt. 7	**7. Current Implementation Experience** The Implementation Partner must have implemented offered ERP product for at least ten customers in last 5 years with at least 500 licenses in each implementation.	It is suggested that the implementation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
49	5.4.2 Implementation Partner	Pt. 9	**9.Large implementation Experience** The Implementation Partner must have executed at least 1 offered ERP product implementation project in India with at least 1000 licenses.	It is suggested that the implementation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
49	5.4.2 Implementation Partner	Pt. 10.	**10. Multi location Implementation Experience** The Implementation Partner must have implemented offered ERP product in at least 1 company with multiple locations (minimum 5 locations).	It is suggested that the implementation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications
49	5.4.2 Implementation Partner 11.0	Pt. 11	11. Project Value The Implementation Partner must have implemented offered ERP product during the last 7 years worth: At least 3 jobs with each worth over INR 25 Crores Or At least 2 jobs with each worth INR 30 Crores Or At least 1 job worth INR 60 Crores	It is suggested that the implementation experience should include the offered ERP application and the offered RDBMS.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
52	5.5.1 Evaluation Process	Step 1	The bidders qualifying in the Pre-Qualification criteria will be provided the Proof of Concept (POC) document along with the schedule for demonstration of POC.	What would be the duration allowed to the bidders for preparation of the Demo based on the POC? Can the POC script be shared earlier as it would take time to prepare a live demo as required in the RFP.	No change in clause
53	5.5.3 Evaluation Process	5.5.3 Evaluation Process		1. Request to clearly define the Commercial Evaluation Formulae and Process. 2. Request to detail out the inclusions like ATS (No. of Years), Taxes etc. for the Commercial Evaluation Purpose.	Refer Annexure # 16 along with Section 5.5.3 last 2 para.
54	5.8 Amendments and Variations to Contract	5.8 Amendments and Variations to Contract	2. The Owner shall, at its sole discretion, be entitled to instruct in writing any variation to the scope of Contract, subject to 10 percent (%) of the total contract price, though without extension of the Contract Period apart from the other terms of the Contract remaining unchanged. However, this does not entitle the Bidder to claim any variations under any reason whatsoever.	Request that any change in scope of work shall be mutually discussed and agreed upon.	Modified clause included in addendum.
54	5.8.2 Confirmation of verbal instructions	5.8.2 Confirmation of verbal instructions	For the purposes of this section/Article all Instructions contemplated herein should be issued in writing. However, if the Owner considers it necessary to issue an Instruction verbally the Bidder shall immediately comply with such verbal request. Where the Owner confirms a verbal request in writing, either before or after carrying out of the Service, this shall be deemed an Instruction. If the Owner does not confirm such a verbal request in writing within seven (7) days then the Bidder shall so confirm within a period of seven (7) further days and shall obtain the Owner's written agreement which shall be deemed an Instruction. No claims shall be made by Bidder & entertained by Owner if the Owner does not confirm in writing such approval within above 7(seven) days.	In case of a verbal instruction, request that the same has to be confirmed in writing and the financial impact agreed upon before the commencement of any addition in scope of work to analyze the cost impact.	No change in clause
54	5.7 Signing of Contract	5.7 Signing of Contract	5.7 Signing of Contract After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with Security Deposit (SD) & Bank Guarantee (BG). Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order along with submission of SD & BG by the Bidder. The Contract agreement between the Owner & Bidder shall be signed in the next 15 days.	1. PO should not contain any unilateral terms and conditions. 2. Contract should contain the mutually agreed clauses. All the terms of Final Contract Agreement have to be known right now and be discussed/finalised right at this stage for us to be able to abide by the commitment to sign final contract in 15 days time. BHEL to please share and confirm this.	No change in clause. Suggestions by the Bidder are not acceptable. For the avoidance of doubt it is practically impossible to provide all terms and clauses at this stage. Detailing to the extent that it does not modify or contravene the understanding of this RFP shall be done at upon award. The Final Contract will be based on RFP & addendums and Purchase Order.

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54	5.8.2 Confirmation of verbal instructions	5.8.2 Confirmation of verbal instructions	5.8.2 Confirmation of verbal instructions For the purposes of this section/Article all Instructions contemplated herein should be issued in writing. However, if the Owner considers it necessary to issue an Instruction verbally the Bidder shall immediately comply with such verbal request. Where the Owner confirms a verbal request in writing, either before or after carrying out of the Service, this shall be deemed an Instruction. If the Owner does not confirm such a verbal request in writing within seven (7) days then the Bidder shall so confirm within a period of seven (7) further days and shall obtain the Owner's written agreement which shall be deemed an Instruction. No claims shall be made by Bidder & entertained by Owner if the Owner does not confirm in writing such approval within above 7(seven) days.	Any instruction of work shall be in the form written form only. Hence this clause needs to be deleted or amended appropriately.	No change in clause.
56	6.1 Responsibilities of the Owner	Point # 5	Provided further that for the purposes of the above obligation, the Bidder shall ensure that such reviews & approvals are sought at least 21 working days prior to its intended utilization so as to allow the Owner adequate time to complete protocols in connection therewith	Can this 21 days be mutually discussed and relooked at for certain critical deliverables that can potentially impact the project schedule and timelines.	No change in clause.
57	6.2 Responsibilities of Programme Management Consultant – M/s. PricewaterhouseCoopers Private Limited (PwC)	6.2 Responsibilities of Programme Management Consultant – M/s. PricewaterhouseCoopers Private Limited (PwC)	PwC would act on behalf of the Owner and be responsible for its acts and omissions at all times. PwC would seamlessly integrate and coexist with the ERP product OEM, Implementation Partner and other agencies. PwC, ERP product OEM and the Implementation Partner shall be either jointly and severally responsible for performance of the Integrated Solution.	At this stage, bidder has no contractual relationship with Programme Management Consultant and is not under the control or guidance of the bidder, hence it cannot take joint and several liability for actions of PWC. BHEL to clearly share details of Partnership Agreement proposed to be entered with PWC prior to bidding.	PWC shall not be part of the consortium agreement but will be a party to the main agreement between consortium and BHEL as Owner's consultant. There is no separate Partnership Agreement with them.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	The Owner has identified the indicative type of users & numbers and their system usage profiles of ERP users as follows: □ Transaction Users: A Transaction user has the profile of a data entry user & batch processing user and including full functionality of Medium Users. □ Medium Users: For Reporting/querying and Workflow/Approvals having role based access through portal. Reports viewing / querying should be cutting across Functions/Modules, add-on modules and Third party software	1. Owner should not classify the ERP users in Transaction and Medium users. It should ask for the usage right to read, write, reporting, querying, data entry functionality for all users so as to give flexibility to Owner in Long term and unforeseen usages. 2. ERP OEM should certify that all the users have right and no License Restriction to 'Read, Write, Modify, Delete, Data Entry, Query'. The rights will be decided by the Owner as per the requirement during Implementation.	These are generic terms. The bidder shall propose the licenses linking to the functionality specified against the type of user description.
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	Owner's existing SAP-ERP licenses (2129 nos.) to be factored at Actual Start of Phase-I Final Preparation Phase (975 nos.) and at Actual Start of Phase-III Final Preparation Phase (1154 nos.).	1. We request you to kindly take the parallel run into consideration while allowing the usage of existing SAP Licenses. 2. The requirement of net new SAP Licenses should be amended accordingly.	The assumption of parallel run is not correct. There will be a switch over to the new system. Refer section 9.0
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	It is suggested that the requirement should include that all the software licenses (ERP application, Database and other software) should be perpetual, unrestricted, full use and in name of the purchaser.	Refer addendum for clarification
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	The ERP Product OEM will be responsible for supplying the current versions of ERP application licenses and related software, integration tools, along with the source code and support the Bidder for installing the same. The licenses shall be supplied by the ERP Product OEM only on the basis of written requisition of the Owner. The ERP Product OEM shall provide the licenses to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction @0.5% of the total contract price for delay of each week or part thereof (refer Annexure #22).	In case of delay in supply of license, request to deduct 0.5% of the license price and not on the total contract price.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	The Owner has identified the indicative type of users & numbers and their system usage profiles of ERP users as follows: □ Transaction Users: A Transaction user has the profile of a data entry user & batch processing user and including full functionality of Medium Users. □ Medium Users: For Reporting/querying and Workflow/Approvals having role based access through portal. Reports viewing / querying should be cutting across Functions/Modules, add-on modules and Third party software	1. Owner should not classify the ERP users in Transaction and Medium users. It should ask for the usage right to read, write, reporting, querying, data entry functionality for all users so as to give flexibility to Owner in Long term and unforeseen usages. 2. ERP OEM should certify that all the users have right and no License Restriction to 'Read, Write, Modify, Delete, Data Entry, Query'. The rights will be decided by the Owner as per the requirement during Implementation.	These are generic terms. The bidder shall propose the licenses linking to the functionality specified against the type of user description.
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	Owner's existing SAP-ERP licenses (2129 nos.) to be factored at Actual Start of Phase-I Final Preparation Phase (975 nos.) and at Actual Start of Phase-III Final Preparation Phase (1154 nos.).	1. We request you to kindly take the parallel run into consideration while allowing the usage of existing SAP Licenses. 2. The requirement of net new SAP Licenses should be amended accordingly.	The assumption of parallel run is not correct. There will be a switch over to the new system. Refer section 9.0
58	7 Obligations of ERP Product OEM	7 Obligations of ERP Product OEM	ALL the Sub clauses of this Sec.7	Does BHEL envisage this Contract as a tripartite Agreement? i.e. BHEL, OEM and Implementation Partner.	Consortium bid only.
58	7 Obligations of ERP Product OEM	7 Obligations of ERP Product OEM	ALL the Subclauses of this Sec.7	Does BHEL envisage this Contract as a tripartite Agreement? i.e BHEL, OEM and Implementation Partner BHEL to clearly share details of Partnership Agreement proposed to be entered with PWC prior to bidding.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
58	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses The ERP Product OEM will be responsible for supplying the current versions of ERP application licenses and related software, integration tools, along with the source code and support the Bidder for installing the same. The licenses shall be supplied by the ERP Product OEM only on the basis of written requisition of the Owner. The ERP Product OEM shall provide the licenses to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction @0.5% of the total contract price for delay of each week or part thereof (refer Annexure #22).	1. penalty amount shall be a percentage of the delayed portion value and subject to the upper limit of the delayed portion value and not a percentage of the total contract value. 2. there need to be an upper limit for penalty value.	No change in clause
59	Supply of ERP Software & Licenses	7.2	Business Partners: For access to Business Partners such as Vendors, Customers, etc. for input/output of information through web-based, mobile Portals.	Should the Portal Application have capabilities to cater to range of Mobile devices and render set of information based on device types and form-factor.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
59	7 Obligations of ERP Product OEM	7.2 Supply of ERP Software & Licenses	The table below gives the requirement of Licenses in case of a non-SAP ERP product.	Can a breakup of the number of users per functional area e.g. MM, Purchasing, Finance be provided ?	The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 7.2.
59	7 Obligations of ERP Product OEM	7.2 Supply of ERP Software & Licenses	The table below gives the requirement of Licenses in case of a non-SAP ERP product.	What is the Year-On-Year user growth % for the next 5-7 years post Go-Live of all sites?	Not relevant to the current project
59	ONE BHEL ERP Tender Document	7.2 Supply of ERP Software & Licenses	Business Partners: For access to Business Partners such as Vendors, Customers, etc. for input/output of information through web-based, mobile Portals.	Please list the user categories for the mobile portal	The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 7.2.
59	ONE BHEL ERP Tender Document	7.2 Supply of ERP Software & Licenses	Business Partners: For access to Business Partners such as Vendors, Customers, etc. for input/output of information through web-based, mobile Portals.	Please list the business functions to be provided to different categories of users through the mobile browser based portal.	Refer addendum for clarification.
59	ONE BHEL ERP Tender Document	7.2 Supply of ERP Software & Licenses	Business Partners: For access to Business Partners such as Vendors, Customers, etc. for input/output of information through web-based, mobile Portals.	Please list the business functions to be provided to different categories of users through the native mobile applications.	Refer addendum for clarification.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
61	7.3 Annual Technical Support	7.3 Annual Technical Support	ATS for 7 years in L1 Calculation	We request you to kindly consider the 7 years of ATS for the L1 Calculations for all the Software.	No change in clause
61	7.2 Supply of ERP Software & Licenses	7.2 Supply of ERP Software & Licenses	The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM.	In case the License are being routed through us, the payment for the same has to be made to us. Else suggest BHEL to enter into contract directly with ERP Product OEM for the License and ATS part and exclude the same from the pricing schedule.	No change in clause
61	7.3 Annual Technical Support (ATS)	7.3 Annual Technical Support (ATS)	The ERP Product OEM shall provide support, maintenance & upgrades for all the software products versions (ERP Licenses & all Add-on engines) supplied as per section 7.2 above for a period of 7(seven) years from the date of First Licensing agreement. The ATS cost shall be quoted as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids) and shall be valid for 7 (seven) years from the date of First Licensing agreement. The payments for ATS shall be done progressively as per the licenses being acquired by the Owner. Owner will take ATS for ERP licenses & Add-ons directly from the ERP product OEM. The Bidder shall make provision for the Owner to make the payments for ATS directly to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM	In case the ATS are being routed through us, the payment for the same has to be made to us. Else suggest BHEL to enter into contract directly with ERP Product OEM for the License and ATS part and exclude the same from the pricing schedule.	No change in clause
61	7.3 Annual Technical Support (ATS)	7.3 Annual Technical Support (ATS)	The ERP Product OEM shall provide support, maintenance & upgrades for all the software products versions (ERP Licenses & all Add-on engines) supplied as per section 7.2 above for a period of 7 (seven) years from the date of First Licensing agreement.	UPGRADES/UPDATES and Patches are provided by OEM as per their terms prevailing from time to time. Its deployment will be done by the Implementation Partner under Change Control Procedure which may or may not involve commercial aspects which has to be determined on case to case basis throught formal Impact Analysis. BHEL to confirm this arrangement.	No change in clause

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61	7.3 Annual Technical Support (ATS)	7.3 Annual Technical Support (ATS)	The ERP Product OEM shall provide support, maintenance & upgrades for all the software products versions (ERP Licenses & all Add-on engines) supplied as per section 7.2 above for a period of 7 (seven) years from the date of First Licensing agreement.	UPGRADES/UPDATES and Patches are provided by OEM as per their terms prevailing from time to time. Its deployment will be done by the Implementation Partner under Change Control Procedure which may or may not involve commercial aspects which has to be determined on case to case basis throught formal Impact Analysis. BHEL to confirm this arrangement.	No change in clause
63	7.5 Solution Quality Review Services	7.5 Solution Quality Review Services	content in ALL sub-clauses under 7.5	Does BHEL pre-suppose this Contract as Tri-Partite Agreement?	Consortium bid only.
65	7.5.7 Hardware/ Infrastructure Sizing	7.5.7 Hardware/ Infrastructure Sizing		1. Request to Provide the Indicative Break up of the users as per various indicative functions of the Owner as given below : a) Finance & Accounts b) Project Management c) Manufacturing d) Stores e) Engineering f) Sales & Order Management g) Proposal Management h) Business Intelligence We request to provide the above details Plant wise and Location wise.	The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 7.2. Details will be shared with the sucessful bidder.
65	7.5.7 Hardware/ Infrastructure Sizing	7.5.7 Hardware/ Infrastructure Sizing		1. Request to Provide the Indicative Break up of the users as per various indicative functions of the Owner as given below : a) Finance & Accounts b) Project Management c) Manufacturing d) Stores e) Engineering f) Sales & Order Management g) Proposal Management h) Business Intelligence We request to provide the above details Plant wise and Location wise.	The breakup of users per functional area is already factored in the requirement of licenses mentioned in section 7.2. Details will be shared with the sucessful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
65	7.5 Solution Quality Review Services	7.5.7 Hardware/ Infrastructure Sizing	ERP Product OEM shall review the hardware sizing estimate for Primary Site, Business Continuity Site and Remote Disaster Recovery Site prepared by the Implementation Partner	Normally DR site acts as the business continuity site and the primary site acts as the DC. What BHEL means here with a separate business continuity site? Does it mean HA solutions to be built in the same DC? Or does it mean a separate backup (near line DR) site?	Business Continuity Site is the near DR site with full DC capability and Remote Disaster Recovery is the far DR site.
65	7.5.7 Hardware/ Infrastructure Sizing	7.5.7 Hardware/ Infrastructure Sizing	7.5.7 Hardware/ Infrastructure Sizing	Is the DWH environment required to be replicated at the Business Continuity Site and Remote Disaster Recovery Site ?	The understanding is correct.
67	7.6.2 Minimum Resource Deployment	7.6.2 Minimum Resource Deployment	At no point in time, ERP Product OEM's number of resources shall fall below the minimum numbers as specified below, apart from its concurrent availability at all times, otherwise penalty as mentioned in Annexure #22 Penalty would be levied on the bidder.	It is not right to penalize the Bidder for resource short fall from the OEM as the Bidder will not be able to control the OEM's resource availability.	No change in clause.
68	7.7 Solution Expert Consulting Services	7.7 Solution Expert Consulting Services		Does BHEL pre-suppose this Contract as Tri-Partite Agreement?	Consortium bid only.
69	8.1.1 Project Management Structure	First Bullet Point	Steering Committee consisting of the Owner's top management, **CEO from the Implementation partner, CEO from ERP Product OEM organization** and Executive Director from PwC. The Steering committee would do monthly review of the project progress.	Steering Committee consisting of the Owner's top management, **top management** from the Implementation partner, **top management** from ERP Product OEM organization and Executive Director from PwC. The Steering committee would do monthly review of the project progress.	Modified clause included in addendum.
69	8.1.1 Project Management Structure	8.1.1 Project Management Structure	Steering Committee consisting of the Owner's top management, CEO from the Implementation partner, CEO from ERP Product OEM organization and Executive Director from PwC	It is requested that may be changed to company designated, senior executive of the Bidder organization to be present for such Steering Committee Meetings. The Geography Heads / Industry Heads may be considered for this role.	Modified clause included in addendum.
69	8.1.1: Project Management Structure	8.1.1: Project Management Structure	Steering Committee consisting of the Owner's top management, CEO from the Implementation partner, CEO from ERP Product OEM organization and Executive Director from PwC. The Steering committee would do monthly review of the project progress.	Request you to please change the requirement of CEO or ERP OEM to be part of steering committee. Please change it to program manager instead of CEO.	Modified clause included in addendum.
70	8.2. Team Profile & Deployment	8.2.2. Minimum Resource Deployment	The bidder shall deploy a full-time, on-site dedicated team for the ERP implementation project at the Owner's project site. During the implementation stage i.e. till the last go-live date, the full team needs to be deployed on-site i.e. at the Owner's premises. The Owner would not permit any offshore / onsite mix in the deployment.	Please clarify from which onsite location of BHEL the project will be executed.	Central Location is Hyderabad/ Bhopal/ Delhi NCR

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
76	8.8. Support Services	8.8.1. Project Implementation & Sustenance Support	Migration of the Integrated Solution from one Hardware Platform to another.	Requesting BHEL to remove this activity as it is not part of standard maintenance support activities but a new project in itself	no change in the clause
76	8.8 Support Services	8.8.1 Project Implementation & Sustenance Support	• Provide and apply "free upgrades", updates & patches of the products to Owner as and when released.	UPGRADES/UPDATES and Patches are provided by OEM as per their terms prevailing from time to time. Its deployment will be done by the Implementation Partner under Change Control Procedure which may or may not involve commercial aspects which has to be determined on case to case basis throught formal Impact Analysis. BHEL to confirm this arrangement.	no change in the clause
77	8.8.2 Post Go-Live Support	8.8.2 Post Go-Live Support	• Provision of software upgrades and patches and resolution of software bugs • Training	UPGRADES/UPDATES and Patches are provided by OEM as per their terms prevailing from time to time. Its deployment will be done by the Implementation Partner under Change Control Procedure which may or may not involve commercial aspects which has to be determined on case to case basis throught formal Impact Analysis. BHEL to confirm this arrangement.	no change in the clause
77	8.8 Support Services	8.8.2 Post Go-Live Support	During Post Go-Live support period of 1(one) year for the 'ONE-BHEL' solution after the completion of sustenance support for Business Intelligence & Dashboards - CORPORATE MIRs or after expiry of 36 months from start of Project, whichever is later, the Bidder shall provide on-site resources at Owner's location	BHEL to specify SLAs and leave flexibility to the bidders to achieve the same through on-site/off site based resources deployment.	no change in the clause
77	8.8.2 Post Go-Live Support	8.8.2 Post Go-Live Support	• Provision of software upgrades and patches and resolution of software bugs • Training	UPGRADES/UPDATES and Patches are provided by OEM as per their terms prevailing from time to time. Its deployment will be done by the Implementation Partner under Change Control Procedure which may or may not involve commercial aspects which has to be determined on case to case basis throught formal Impact Analysis. BHEL to confirm this arrangement.	no change in the clause
78	9. Scope of Work	9.2. General Scope	3) Recommendations on requirement of hardware & networking.	Provision of hardware and networking infrastructure is not in scope of the current tender. Bidder will have to provide the detailed infrastructure specifications during Project Preparation phase. However, Bidder needs to provide the recommended infrastructure landscape along with the Bid response. Please confirm our understanding.	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
78	9.2 General Scope 9.12.4.1 Master Data Conversion and Migration	9.2 General Scope 9.12.4.1 Master Data Conversion and Migration	General	Is there a need for a separate Master Data Management (MDM) application apart from the DWH solution? If yes, will it be done using a separate MDM tool? Does BHEL envisage to utilize MDM for entities other than Suppliers, Products and Customers ?	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
79	9 Scope of Work	9.4 Technical Scope	Technical requirements for the solution are attached in Annexure #2 Technical Requirement Specification of this tender document and provide technical specifications that have to be met by the Integrated Solution as envisaged by the Bidder.	For points 110 under Disaster recovery, TCS will propose Maximum availability architecture (MAA) for web, application and database tier which will incur additional H/W and license costs. please confirm	The bidder must propose a Single instance integrated solution and propose the software.
80	9.4.5 Data Archival	9.4.5 Data Archival	In order to meet statutory and MIS requirements, archiving and easy retrieval of data along with supporting documents/ attachments is required.	Should the capabilities related to Document Conversion be also an intrinsic feature of the proposed Content Management Solution?	The bidder must propose a Single instance integrated solution and propose the software.
80	9.4.5 Data Archival	9.4.5 Data Archival	General	What is the organizational data archival policy? Are there any special requirements for meeting compliance/regulation?	Details will be shared with successful bidder
81	9.4.9 Business Intelligence	9.4.9 Business Intelligence	Ability to access the reports on Mobile Devices (Device Independent).	Please provide the list of KPI that needs to be made available through mobile app based interface ?	The indicative KPI are mentioned in Section 9.12.2.1 Business Process Re-alignment (BPR). The final list will be shared with the successful bidder.
81	9.4.9 Business Intelligence	9.4.9 Business Intelligence	Generic	Does the owner have any preference regarding the number of instance required during implementation phase or the bidder is flexible to propose instance strategy ?	Refer 3.2 Implementation Approach & Strategy.
81	9.4.9 Business Intelligence	9.4.9 Business Intelligence	General	Are there any "Single Sign On" product currently in use and what are the application that integrated ?	No
82	9.4.16 Document Management	9.4.16 Document Management	Document Management	Pls. Confirm – Document management workflows/tasks could be initiated or acted upon from the central ERP as well as the unified user interface/portal	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
82	9.4 Technical Scope	9.4.14. 24x7 Operations	The Integrated Solution should support 24x7 operations since the plants work on multiple shifts and shipments from the stockyard/ plants may happen at any time of the day.	It is our understanding that the ONE-BHEL Solution will be available for users on a 24x7 basis. However, Helpdesk Support shall be provided for all BHEL working days from 6:00 AM to 10.00 PM only (as per Section 9.12.5.4.). Please confirm.	The understading is correct
82	9.4 Technical Scope	9.4.16. Document Management	The Integrated Solution shall have the provision to link all the documents stored in Document Management System (DMS) and provision for accessing the same from the Solution.	Please clarify if DMS is in scope and needs to be provided in the current ONE-BHEL solution or BHEL already has a DMS and the proposed ONE-BHEL solution needs to integrate with it. Please provide details of the existing DMS, if any.	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
83	9 Scope of Work	9.6 Supply and Installation of Software & Application Licenses	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids). The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM. All ERP Licenses & Add-on engines shall be supplied by the ERP Product OEM (refer section 7.2). Bidders shall quote for the entire scope of contract on a "overall responsibility" basis such that the total bid price covers all the Bidder's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services. This includes all requirements under the Bidder's responsibilities for successful completion of the Integrated Solution implementation as per scope of work and, where so required by the bidding documents, the acquisition of all permits,	License Procurement - 1. The bidder should decide the Procurement plan of the ERP Licenses based on the need and their development & deployment plan. 2. the Procurement of the Licenses should be done by the SI and they should be solely responsible for the usage compliance to the OEM License requirements. 3. The Payment of the Licenses should be made to the SI against his invoices by owner. 4. The End User License Agreement should be signed directly between the Owner and the OEM containing detailed Bill of Material. 5. Payment terms for Licenses should be modified appropriately. 6. Year wise ATS Cost should be provided by the SI in their commercial bid. The Owner should have the flexibility of renewing the ATS every year through bidder or directly with OEM. 7. Annexure 17.1 & 17.2 should be modified appropriately.	no change in the clause
83	9 Scope of Work	9.6 Supply and Installation of Software & Application Licenses	All 3rd Party software & licenses shall be supplied by the Bidder on the basis of written requisition of the Owner. The Bidder shall provide the 3rd party licenses to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction@0.5% of the total contract price for delay of each week or part thereof (refer Annexure #22).	In case of delay in supply of 3rd party software and license, request to deduct 0.5% of the software or license price and not on the total contract price.	no change in the clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
83	9 Scope of Work	9.6 Supply and Installation of Software & Application Licenses	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids). The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM. All ERP Licenses & Add-on engines shall be supplied by the ERP Product OEM (refer section 7.2). Bidders shall quote for the entire scope of contract on a "overall responsibility" basis such that the total bid price covers all the Bidder's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services. This includes all requirements under the Bidder's responsibilities for successful completion of the Integrated Solution implementation as per scope of work and, where so required by the bidding documents, the acquisition of all permits,	License Procurement - 1. The bidder should decide the Procurement plan of the ERP Licenses based on the need and their development & deployment plan. 2. the Procurement of the Licenses should be done by the SI and they should be solely responsible for the usage compliance to the OEM License requirements. 3. The Payment of the Licenses should be made to the SI against his invoices by owner. 4. The End User License Agreement should be signed directly between the Owner and the OEM containing detailed Bill of Material. 5. Payment terms for Licenses should be modified appropriately. 6. Year wise ATS Cost should be provided by the SI in their commercial bid. The Owner should have the flexibility of renewing the ATS every year through bidder or directly with OEM. 7. Annexure 17.1 & 17.2 should be modified appropriately.	no change in the clause
84	9 Scope of Work	9.6 Supply and Installation of Software & Application Licenses	The ERP product OEM shall certify the entire 'ONE-BHEL' solution BOM with explicit confirmation regarding non-availability of standard ERP functionalities wherever 3rd Party software is included in the solution (as also captured in FRS responses).	The Certification should be limited to the BOM of ERP OEM.	no change in clause
84	9 Scope of Work	9.7 Hardware/Infrastructure Sizing	The successful bidder would be responsible to conduct necessary site visits to prepare bill of material and all specifications for required IT / Non-IT infrastructure and Data Centre (DC) and Disaster Recovery (DR) site after studying the existing hardware inventory across owner's premises for reuse / economical solution, as feasible	Request BHEL provides detail schematics/ write-ups on their existing architecture /server specs for different sites comprising SAP, Legacy and miscellaneous other in-house applications & databases	self explanatory. No change in the clause
86	9.9 Configuration, Customization & Bespoke (Custom Developments)	NA	Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases.	Request you to change the requirement of customization by OEM R&D center to 'customization by OEM' only. Also, request you to please remove the requirement of commitment by ERP OEM that the features required by BHEL for their project will be added in future product release.	no change in the clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
87	9.11 Training		Bidder shall organize the following trainings for the Owner's manpower. Cost towards travel expenses, boarding, lodging etc. for the Owner's personnel shall be borne by the Owner and for Bidder's personnel shall be borne by the Bidder. Such trainings shall be conducted concurrently, if required by owner, at owner's different premises as per pre-agreed plan	We assume that the Training sessions can be done at a centralized location with representatives from each unit to be co-located during the training as per the training plan. This will be valid for all BHEL personnel as per the above section in the Tender document, except the End Users. In case of End users, it may be conducted at the regional hubs of BHEL . The end users will be collocated during the training sessions as per the training plan in their respective regional hub. Please confirm the approach.	no change in the clause
88	9.11 Training	9.11.1 Owner teams to be trained	The bidder must provide training to the following teams of the Owner - Central Functional Core Team / Central Technical Core Team / Central Project Management Core Team / Unit Functional Team / Unit Technical Team / Unit Power Users / End Users	The different Team specifications from BHEL who need to be trained in the 'ONE-BHEL' solution, given in the Tender document are mentioned below - Central core Team, Unit Functional Team, Unit Technical Team, Power Users, End users. What are the roles of the above teams in the 'ONE-BHEL' Program context and whether any of these teams will be dedicated to the Project throughout the entire duration and will be working jointly with the Implementation consultants? Please clarify how do you perceive the role and responsibilities of the different BHEL teams in context of the 'ONE-BHEL' program?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1. Refer Section 9.11.
89	9.11. Training	9.11.3. Training Plan	Training Plan Table	1) What is the maximum batch size? 2) Can Bidder propose Train the Trainer for the 2000 End Users to be trained? 3) Can the Bidder propose Train the Trainer for the other types of training? 4) Bidder recommends conducting all trainings at the central project location rather than each units.	Refer section 9.11
91	9	9.12 Implementation of 'ONE-BHEL' solution	Acceptance of Deliverables by Owner	There is no mention of any timeline within which the Deliverables would be accepted by the Owner. This cannot be kept open and a period of 7 days, from the date of submission of documents, may be specified for acceptance / comments by the Owner on any of the deliverables submitted by the Bidder. Any delay beyond the stipulated period should be to the account of the owner and the bidder cannot be held responsible for such delays leading to time and cost escalations in the project.	Refer S.No 5 of Section 6.1 Responsibilities of the Owner.
91	9.12.1.1. Project Charter	9.12.1.1.1. Training Server	Bidder shall establish on-premise training server of the ERP product for the owner to have hands-on experience of the configured standard processes of the product.	Please clarify if the Bidder is to provide the infrastructure (software and hardware) for the same. If so, where should the price be quoted?	Refer section 9.12.1.1.1
96	Interface/ Integration with Existing Applications	9.12.2.3	Hospital /Medical System	Please share the technical details of the existing Hospital/ Medical System? Is this a Single Central application for all the BHEL Employees?	Refer Section 1.1.3. Further details would be provided to the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
96	Interface/ Integration with Existing Applications	9.12.2.3	Estate Management	Please share the technical details of existing Estate Management System? Is this a Single Central application for all the BHEL Employees? Or are there Unit Level separate applications?	Refer Section 1.1.3. Further details would be provided to the successful bidder.
96	Interface/ Integration with Existing Applications	9.12.2.3	Existing Bespoke Applications	Please share the technical details of the other Be-spoke Applications, both Corporate and Unit Level which need to be interfaced with ONE -BHEL Solution	RFP section referred is self-explanatory. Further details would be provided to the successful bidder.
96	9.12.2. Business Blueprint Phase	9.12.2.3. Interface/ Integration with Existing Applications	Indicative list of applications (subject to review and mutual agreement at Business Blueprint phase) which the Owner might want to retain along with the Integrated Solution is: 1. Hospital / Medical system 2. Knowledge management 3. Unit/Corporate Portals 4. Estate Management 5. Attendance Recording System	Please provide complete list of such applications along with product/platform/technology which BHEL would like to retain.	Refer 9.12.2.3 Interface/ Integration with Existing Applications. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder. For indicative list of Product/platform/technology, refer Section 1.1.3
96	9.12 Implementation of 'ONE-BHEL' solution	9.12.2.3 Interface/ Integration with Existing Applications	Work related to fulfilling of any data requirement from SAP-HCM but which is not available in SAP-HCM, but required to achieve 'ONE-BHEL' objectives, is also within the scope of work	As we understand SAP HCM will remain to be the master for all HR data . If any particular data element is required in 'ONE-BHEL' which is not available in SAP HCM then the same would be made available in SAP HCM prior to being accessed by 'ONE-BHEL'. Please validate our understanding .	The Bidder has to ensure that the obejectives of One-BHEL are achieved. Additional functionality over and above BHEL's SAP HCM implementation required for One-BHEL solution shall be implemented in the proposed solution. Interface shall be built for the data required from the exiting SAP HCM implementation

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
98	9.12.2. Business Blueprint Phase	9.12.2.5. Development Environment	□ The Bidder shall establish the environment (hardware & associated software) for experimenting Owner's processes. □ The bidder shall install and maintain development environment for the entire team. The location of the development premises shall not be moved from the nominated location as per the agreement, without the approval of Owner. The bidder shall maintain the technical administration of the servers. The bidder shall be responsible for taking backups and ensuring security of backup media. On availability of servers for the above functionalities by Owner, the Bidder shall replicate the existing development servers to the new development servers.	Requirement is not clear. If Training Server is to be provided and BHEL is providing Development Environment, what is the purpose of this infrastructure requirement? Please elaborate.	Clause is self-explanatory.
98	ONE BHEL ERP Tender Document	7.2 Supply of ERP Software & Licenses	9.12.2.6 Central Core Team Certification Trainings	The Bidder shall provide certificate training to Owner's Central Core team	Refer section 9.11 in totality.
100	Annexure #28 Implementation Payment Schedule	Annexure #28 Implementation Payment Schedule	Blue printing - 10% Realization - 5%	There should be a Mobilization advance of 10%. Else the Blueprinting and Realization Phase Payments should be increased to 15% & 10% respectively.	No change in clause
100	9.12.3 Realization Phase	9.12.3.5 Integration Testing	• The Bidder should populate sample master data in the system along with the Owner's team. • The Bidder shall undertake the testing of the data conversion and migration to the new system, as part of system integration testing along with the Owner's team	As per our standard implementation methodology we would like to do a complete data conversion of both the Masters and Open transactions as of a cutoff date in context of the pilot deployment site (which is the phase 1 roll out sites in this case) before Integration Testing. Do you feel based on your organizations' internal data availability that this is a feasible option	For further details refer section 9.12.3.7 and 9.12.3.8. Data required for this phase is for testing.
102	9.12.4. Final Preparation Phase	9.12.4.1. Master Data Conversion and Migration 9.12.4.2. Cut-Over Data Conversion and Migration	Data Migration and Cleansing	It is our understanding that besides Master Data preparation, only in process transactional data of on going projects in electronic format will need to be migrated. Also data cleansing will be automated through the provision of relevant business logic/rules by BHEL. There will be no scope for manual data entry/cleansing. Please clarify.	The bidder need to help the Owner in automating the data uploads.
103	9.12.4 Final preparation Phase	9.12.4.1 Master Data Conversion and Migration	Data Extraction - This task would be done by the Owner but may include certain manual data entry activities by the Bidder after extraction to comply with ERP format / Testing and Verification - The Bidder is responsible for testing and verifying the accuracy of data which is loaded to ERP	We assume that all data migration verification and validation activities will be done jointly by BHEL core team and the TCS consultants after which BHEL will approve and sign off the data conversion success. Please validate the assumption?	This will be done jointly by Owner and Bidder. Further details would be provided to the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
104	9.12.4.2		Cut-Over Data Conversion and Migration	Is the Data sources (transactional & Historic data) for DWH system only from the proposed 'ONE-BHEL' transactional system or also from the system outside 'ONE-BHEL' systems like , SAP HCM , Hospital / Medical system, Knowledge management, Estate Management, Attendance Recording System, Unit/Corporate Portals etc. ?	Query not connected to statement as per tender document
107	9.12.5 Go-Live and Support Phase	9.12.5.1 Go-Live	The transactions that are carried manually during the black-out period shall be ensured by the Bidder for smooth transition to the new System.	It is our understanding that black out period transactions will be carried out by BHEL in the new system. Please clarify.	The bidder shall assist and ensure that the transactions that are carried manually during the black-out period are carried out in the new system
107	9.12.5 Go-Live and Support Phase	9.12.5.1 Go-Live	The status document of Trial Balance line items of company code where balance sheet is prepared.	Requirement not clear. Please clarify.	Modified clause included in addendum
107	9.12.5 Go-Live and Support Phase	9.12.5.2 Implementation Support	Bidder shall provide post Go-Live Implementation support for a period of two months for all locations at respective locations	As per Sec 3.3 Implementation Plan, after each phase go live , post the implementation support period of 2 months, the sustenance support starts which is 19 months after phase 1 to 3 months after Phase 3. Now as per sec 8.8.2 Post go live support the bidder is required to provide 1 year of production support after sustenance support is over for the entire 'ONE-BHEL' system. Please clarify the difference between sustenance support and Post go live support of 1 year. The bidder has to set up a separate production support team for the sustenance support after phase 1 and this team needs to be augmented as and when each phase goes live. Do we assume that this same team will continue production support for the 1 year period as per Sec 8.8.2.?	The sustenance support is part of the project implementation. For clarity on post go-live support, refer Section 8.8.2 in totality
108	9.12.5.4 Help Desk Support	9.12.5.4 Help Desk Support	Onsite Helpdesk support	Is the helpdesk support to be provided at the owner's central office?	Understanding is correct.
108	9 Scope of Work	9.12.5.4 Help Desk Support	Bidder is required to create and maintain a dedicated onsite Help Desk / hotline that will resolve problems and answer questions that arise from the use of the ERP solution as it is implemented	Do you have any specific on premise tool for Helpdesk management - please let us know.	The bidder shall propose any tools required for the helpdesk as part of the solution.
108	9.12.5.3 Performance Testing & Tuning	9.12.5.3 Performance Testing & Tuning	Reports response – Report fired by the user from the Report Generator	Is the response time of reports cater to both the analytical and transactional reports or only transactional report ?	Both analytical and transactional reports
111	9. Scope of Work	9.14. Center of Excellence (CoE)	The Bidder shall impart all the necessary trainings, knowledge transfer on the processes and methodologies to the Owner's personnel continuously throughout the Project period.	Please confirm where the COE will need to be set up and who all from BHEL side will be part of the COE. Also, please clarify if these BHEL resources can be used for ONE-BHEL implementation and support using a Joint Application Development (JAD) approach.	The location of the COE is Hyderabad/ Bhopal/ Delhi NCR. Refer section 9.14 in totality

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
112	10.1.2 Other Software Incl ATS	10.1.2 Other Software Incl ATS	For all 3rd party products, the Bidder shall mention total cost (quoted as per Annexure #17), ATS(%) and ATS Price as lump sum. The payment for 3rd Party software & ATS shall be as per the Percentage of licenses of total ERP licenses acquired by the Owner at different points. (E.g.. At start of Realization phase: Licenses requirement is 3.75% of total license requirement for non-SAP ERP product, hence, the 3rd party software cost payable at start of Realization phase shall not be more than 3.75% of total 3rd party software cost and total ATS cost).	Request you to pay third party software license and ATS as and when they are procured and not link with ERP license procurement Alternatively we request to have payment terms to be discussed and mutually agreed based on milestone completion	No change in clause.
112	10 Key Deliverables & Payment Schedule	10 Key Deliverables & Payment Schedule	Key Deliverables & Payment Schedule	The payment schedule is provided at a very high level. Request to provide detailed terms and conditions along with milestones.	No change in clause.
113	11 General Conditions of Contract	11.1 Deviations	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per Annexure #11 No Deviation Certificate. The bids with deviation(s) are liable for rejection.	It is requested that deviations/variations and assumptions be allowed to be submitted, given nature and complexity of the project.	No Deviation is permitted
113	11 General Conditions of Contract	11 General Conditions of Contract	General Conditions of Contract	There is no clause indemnifying the Bidder against Indirect and Consequential Damages / Liability. These terms need to be clearly and adequately defined right at this stage.	Refer addendum for clarification.
113	10 Key Deliverables & Payment Schedule	10.5. Payment Schedule for Post Go-Live Support	The payment for 'ONE-BHEL' project post go-live support cost (ref section 8.8.2) shall be made to the Bidder based on invoices raised after completion of 6 months and 12 months of Go-Live support since its commencement.	Request BHEL to consider invoicing every quarter instead of half yearly.	Modified clause has been included in the addendum.
113	11 General Conditions of Contract	11.1 Deviations	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per Annexure #11 No Deviation Certificate. The bids with deviation(s) are liable for rejection.	Supplier has deviations and suggestions for the terms and conditions of contract. Should Supplier submit Annexure with the statement "No deviations subject to the suggestions made in the deviation sheet"	No change in clause
113	11 General Conditions of Contract	11.1 Deviations	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per Annexure #11 No Deviation Certificate. The bids with deviation(s) are liable for rejection.	Supplier has deviations and suggestions for the terms and conditions of contract. Should Supplier submit Annexure with the statement "No deviations subject to the suggestions made in the deviation sheet" Given the nature and complexity of the project, deviations and assumptions are in-evitable. BHEL to allow bidders to give deviations and assumptions.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
115	11.7 Risk Purchase	11.7 Risk Purchase	11.7 Risk Purchase In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses.	Risk purchase clause cannot be unlimited there need to be upper limit and it shall be 10% of the amount originally quoted by the Implementation Partner for the items to be procured under risk purchase. BHEL to please amend this clause.	Modified clause has been included in the addendum.
115	11.8 Adjustment of Recovery	11.8 Adjustment of Recovery	Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the Owner.	Recoveries if any shall be limited to the respective Agreement under which the obligation arose.	Modified clause has been included in the addendum.
116	11.9 Force Majeure	11.9 Force Majeure	entire content	Payments which are due for the completed work shall be released be it Force Majeure period.	No change in clause
116	11.10 Commencement	11.10 Commencement	11.10 Commencement • Effective date of Contract: This Contract shall come in to effect on the date of issue of Owner's signed Purchase. Such Purchase Order shall be accepted by the Implementation Partner within 7 Calendar days, from date of Purchase Order and shall be signed & sealed by bidder stating "Purchase Order Accepted" and return certified duplicate copy of owner.. If no such formal confirmation is received within the stipulated time of 7 Calendar days, then the contract is deemed to be accepted. • The Bidder shall begin carrying out the services with installation of required hardware, software & services within one month after the date the Contract becomes effective.	1. Deemed Acceptance of Contract is not acceptable. 2. PO issued by BHEL shall not contain unilateral terms and conditions and it shall be subject to review and mutually acceptance only. 3. Contract to be signed also shall contain mutually agreed terms and conditions. All the terms of Final Contract Agreement have to be known right now and be discussed/finalised right at this stage for us to be able to abide by the commitment to sign final contract in 15 days time. BHEL to please share and confirm this.	Modified clause included in addendum. The Final Contract will be based on RFP & addendums and Purchase Order.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
116	11.13 Termination and Suspension	11.13 Termination and Suspension	Suspension: The Owner may, by a written order, instruct the Bidder to suspend the Work or any part of the Work for the period and in the manner which the Owner considers necessary. The Bidder shall cease work on said part of the Work on the effective date of suspension, but shall continue to perform any unsuspended part of the Work. During the suspension the Bidder shall properly protect and secure the Work so far as is necessary in the opinion of Owner. The Owner shall not pay any costs incurred by the Bidder in giving effect to the suspension order, including under the following: • necessary because of Force Majeure; or • necessary for the proper execution of the Work, or any part thereof; or • necessary because of some negligence, error or other default on the part of the Bidder; or • necessary for the health or safety of Owner and/or Bidder Personnel, third parties or for the protection of the Work, Owner property or	1. Suspension cannot be for unlimited period. 2. default rectification shall be done to meet the mutually agreed specifications or criteria only and not to the satisfaction of owner. Suspension of any part of the project can have commercial implications and the same shall have to be borne by BHEL on case to case basis. BHEL to confirm this.	No change in clause
116	11.9 Force Majeure	11.9 Force Majeure	entire content	Payments which are due for the completed work shall be released be it Force Majeure period.	The connected milestone with particular obligation should have been achieved as per Owner's acceptance.
116	11.10 Commencement	11.10 Commencement	11.10 Commencement • Effective date of Contract: This Contract shall come in to effect on the date of issue of Owner's signed Purchase. Such Purchase Order shall be accepted by the Implementation Partner within 7 Calendar days, from date of Purchase Order and shall be signed & sealed by bidder stating "Purchase Order Accepted" and return certified duplicate copy of owner.. If no such formal confirmation is received within the stipulated time of 7 Calendar days, then the contract is deemed to be accepted. • The Bidder shall begin carrying out the services with installation of required hardware, software & services within one month after the date the Contract becomes effective.	1. Deemed Acceptance of Contract is not acceptable. 2. PO issued by BHEL shall not contain unilateral terms and conditions and it shall be subject to review and mutually acceptance only. 3. Contract to be signed also shall contain mutually agreed terms and conditions. All the terms of Final Contract Agreement have to be known right now and be discussed/finalised right at this stage for us to be able to abide by the commitment to sign final contract in 15 days time. BHEL to please share and confirm this.	no change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
118	11.13 Termination and Suspension	11.13 Termination and Suspension	If the Owner terminates the Contract, then the Bidder shall be entitled to payment for the value of Work completed in accordance with the Contract prior to the date of notification of termination by the Owner, or, the amounts actually paid under the Contract for such part of the Work, whichever is the lower. No further payments shall be due to the Bidder under the Contract.	Payments for the work completed by Bidder shall be made. And shall be the maximum amount of the two[NOT lower of the two amounts] specified in the clause	No change in clause
119	11.16 Reverse Auction	11.16 Reverse Auction	The Owner reserves the right to finalize the Price Bids based on Reverse Auction procedure for the technically qualified Bidders.	Please confirm that BHEL will NOT exercise Reverse Auction clauxse owing to this being a Services oriented project of large magnitude and complex in nature.	No change in clause
119	11.17 Delivery Period	11.17 Delivery Period	Delivery period is 36 months as mentioned in Section 3.3 Implementation Plan which has to be complied…….	Does BHEL want the bidder to stick to the proposed plan and activities sequencing as per the Tender document or the bidder has the flexibility to propose any alternate schedule with alternate activity sequencing as per the bidder's experience of such large ERP implementations? As per Sec 11.17 BHEL has mentioned that the bidder has to stick to the 36 months delivery period as per Sec 3.3. Does this signify that the entire deployment cannot exceed 36 months to complete from start but it does not mandate that it can be done within a lesser time frame? Please clarify this point clearly	No change in clause. Refer section 3.3 and section 9
119	11.18 Payment Terms	11.18 Payment Terms	11.18 Payment Terms Payment terms are linked to major milestone activities identified and percentage as stipulated in Payment Schedule for Implementation Effort. For the avoidance of doubt no payments shall be made unless the services rendered are proven to be tangible and beneficial to Owner.	Payments shall be made upon completion of mutually agreed mile stones only. Whether the services are beneficial to owner shall not be criteria for payment in accordance with the agreed mile stones. Hence this clause need to be modified to give effect to the above.	Modified clause has been included in the addendum.
120	11.18.4 Form of Payment	11.18.4 Form of Payment	1. Within forty five (45) days of receipt of the correctly prepared and adequately required documentary supported invoice duly certified by the Owner for fulfilling the criteria for payment, the Owner shall pay the amount of such invoice into a nominated bank account of the Bidder, provided the Bidder has submitted such invoice in accordance with the provisions of this clause/Article.	Request all payments to be released within 2 weeks of these becoming due.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
120	11.18.3 Submission of invoice	11.18.3 Submission of invoice	11.18.3 Submission of invoice	1) In the event Owner disputes any invoice or payment, then Owner shall notify Bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by Owner within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by the Owner.	No change in clause
120	11.18.5 Right to offset	11.18.5 Right to offset	Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. • If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. • If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute.	Set-off shall only be made for the dues under the respective agreement which gave rise to liability and not any other amounts under any other contract with any of the Owner entities	Modified clause has been included in the addendum.
120	11.18.3 Submission of invoice	11.18.3 Submission of invoice	11.18.3 Submission of invoice	1) In the event Owner disputes any invoice or payment, then Owner shall notify Bidder reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by Owner within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by the Owner.	No change in clause
120	11.18.4 Form of Payment	11.18.4 Form of Payment	11.18.4 Form of Payment	1) Owner shall make Payments within two weeks from date of receipt of invoice. 2) BHEL project team to be reponsible to have the payments released through Contracts and Finance etc. Must provide Single point interface for all matters.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
120	11.18.5 Right to offset	11.18.5 Right to offset	Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. • If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. • If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute.	Set-off shall only be made for the dues under the respective agreement which gave rise to liability and not any other amounts under any other contract with any of the Owner entities	Modified clause has been included in the addendum.
121	11.18.6 Final Completion	11.18.6 Final Completion	11.18.6 Final Completion The issue of a Final Completion certificate shall not absolve the Bidder from the obligation to remedy, or indemnify the Owner for the cost of remedying, latent defects which transpire within ten years from the issue of the Final Completion certificate and which are attributable to the Bidder, a Sub-Bidder or Bidder Personnel. In this Article, the term "latent defect" shall mean a defect which produces no readily observable effects prior to the issue of the Final Completion certificate and which is attributable to an unfit for purpose design, or to poor or faulty engineering or workmanship, or to Materials which do not conform to the Contractual specifications or are unfit-for-purpose	This clause is not acceptable as Owner has several levels of acceptance and has third party expert to oversee the quality review. And in spite of all these, if there are defects, then Owner cannot extend the liability. Once goods are accepted or deemed accepted then any defects will be addressed at an additional cost to the Owner.	No change in clause
121	12.3 Jointly and severally responsibility	12.3 Jointly and severally responsibility	12.3 Jointly and severally responsibility • Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	There is no contractual relationship between PWC and also the participating Bidders or its consortium and also PWC is not governed by or controlled by Bidders, hence it cannot take Joint and several responsibility. However, joint and several responsibility shall be taken by Owner for any overt acts done by PWC which hinders the successful completion of project and all its consequences.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
121	11.18.6 Final Completion	11.18.6 Final Completion	11.18.6 Final Completion The issue of a Final Completion certificate shall not absolve the Bidder from the obligation to remedy, or indemnify the Owner for the cost of remedying, latent defects which transpire within ten years from the issue of the Final Completion certificate and which are attributable to the Bidder, a Sub-Bidder or Bidder Personnel. In this Article, the term "latent defect" shall mean a defect which produces no readily observable effects prior to the issue of the Final Completion certificate and which is attributable to an unfit for purpose design, or to poor or faulty engineering or workmanship, or to Materials which do not conform to the Contractual specifications or are unfit-for-purpose	This clause in the current form is not acceptable as Owner has several levels of acceptance and has third party expert to oversee the quality review. And in spite of all these, if there are defects, then Owner cannot extend the liability. Once goods are accepted or deemed accepted then any defects will be addressed at an additional cost to the Owner.	No change in clause
121	12.3 Jointly and severally responsibility	12.3 Jointly and severally responsibility	12.3 Jointly and severally responsibility • Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	There is no contractual relationship between PWC and also the participating Bidders or its consortium and also PWC is not governed by or controlled by Bidders, hence it cannot take Joint and several responsibility. However, joint and several responsibility shall be taken by Owner for any overt acts done by PWC which hinders the successful completion of project and all its consequences. BHEL to clearly share details of Partnership Agreement proposed to be entered with PWC prior to bidding.	No change in clause
122	12.4 Go-Live deferment	12.4 Go-Live deferment	The Owner reserves the right to defer the Go-Live for any/ multiple location. □ In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder.	Any deferment of Go Live has to be mutually discussed and agreed upon.	Modified clause has been included in the addendum.
122	12.4 Go-Live deferment		The Owner reserves the right to defer the Go-Live for any/ multiple location. In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder	As per this clause, the bidder has to hold the Implementation team in case of any deferment and restart the program at a later stage. A change of the team will attract the risk of knowledge flight and complex knowledge transition issues, hence to retain the team, there is an impact on the effort and price on the bidders part which need to be appreciated by BHEL. Please comment on the same	Modified clause has been included in the addendum.
122	12.4 Go-Live deferment	12.4 Go-Live deferment	12.4 Go-Live deferment • The Owner reserves the right to defer the Go-Live for any/ multiple location. • In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder.	Deferring go-live can have commercial implications and therefore it can be accomplished only shall be upon payment of additional cost to the Owner.	Modified clause has been included in the addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
122	Annexure #11 No Deviation Certificate	Annexure #11 No Deviation Certificate		1. Bidder shall have right to propose suggestions for mutually acceptable terms and conditions. 2.following sentence shall be added " except as given in the attached Deviation Sheet" Given the nature and complexity of the project, deviations and assumptions are in-evitable. BHEL to allow bidders to give deviations and assumptions.	No change in clause
116/117	11.13 Termination and Suspension	11.13 Termination and Suspension	Suspension: The Owner may, by a written order, instruct the Bidder to suspend the Work or any part of the Work for the period and in the manner which the Owner considers necessary. The Bidder shall cease work on said part of the Work on the effective date of suspension, but shall continue to perform any unsuspended part of the Work. During the suspension the Bidder shall properly protect and secure the Work so far as is necessary in the opinion of Owner. The Owner shall not pay any costs incurred by the Bidder in giving effect to the suspension order, including under the following: • necessary because of Force Majeure; or • necessary for the proper execution of the Work, or any part thereof; or • necessary because of some negligence, error or other default on the part of the Bidder; or • necessary for the health or safety of Owner and/or Bidder Personnel, third parties or for the protection of the Work, Owner property or	1. Suspension cannot be for unlimited period. 2. default rectification shall be done to meet the mutually agreed specifications or criteria only and not to the satisfaction of owner. Suspension of any part of the project can have commercial implications and the same shall have to be borne by BHEL on case to case basis. BHEL to confirm this.	The suspension period is not expected to exceed 3 months. No compensation for suspension period.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 11	Annexure #11 No Deviation Certificate	Annexure #11 No Deviation Certificate		1. Bidder shall have right to propose suggestions for mutually acceptable terms and conditions. 2.following sentence shall be added " except as given in the attached Deviation Sheet"	No Deviation is permitted
Annexure 17	Annexure 17.1	Point No. 5	Annual Technical Support for Owner's existing SAP Licenses (2129 nos.)	The ATS Price should be provided for the existing SAP Licenses.	Refer addendum for clarification
Annexure 17	Annexure 17.2		License & ATS Cost for Non SAP ERP	The format needs to be reworded. The line items should ask for non SAP ERP Costs.	Refer addendum for clarification
Annexure 18	Annexure #18 Manpower Cost	Annexure#18.1	The Owner wants the Bidder to provide the cost of additional man-power which owner may use and pay on actuals Owner certified days. Such unit rates shall remain valid & firm till the end of warranty period.	Since there are multiple years involved, request that we provide the rate for first year in this and make a provision for year on year cost increase using a COLA factor. (Cost of Living Adjustment Factor)	no change in clause
Annexure 2	Annexure 2, Technical Requirement Specification	S. No 16	The solution architecture should be CMMi compliant and should have Production, Development and Quality Assurance/ test environments	Please remove the point on CMMi for Solution Architecture as CMMI is a measure of Maturity Level of Product Development and Services Organization.	Modified clause included in addendum

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 2	Annexure 2	-		Database parameters for inclusion: 1. The database should have published TPC-C and TPC-H benchmarks. 2. The TPC-C and benchmark of the database should be at-least placed in first five top results. 3. The proposed database in the solution should have received the security certification of level 4 (EAL4) or above from the International Common Criteria. 4. Database should provide horizontal scalability in such a manner that a new database node can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system such as without shutdown. This should be supported by native database clustering components.	No change in clause
Annexure 2	Annexure 2	Hardware	The application should be natively built based on 64 bit operating system and shall support 64bit CPU architectures (RISC/ EPIC). The Solution design should support load balancing at the application layer. The Solution should include tools / mechanism for System, Database administration, performance measurement and tuning activities along with reporting.	For points 111-113 under Hardware, Does BHEL has any preference for any H/W in relation to architecture, server make & model, processor, speed etc. Or Implementation partner will propose it's own recommendations?	As per Tender Document
Annexure 2	Annexure 2 Technical Requirement Specifications.xls	Srl No. 9	The Solution shall provide an application architecture which can be integrated with third party / legacy applications using a middleware/ EAI /EDI technology - applications as detailed in the RFP (Integration).	Please specify if any B2B (specifically EDI) integration would exist in the landscape? If yes, specify the kind of EDI messages, number of Partner.	As per Tender Document
Annexure 2	Annexure 2 Technical Requirement Specifications.xls- Unit Finance Sheet	FIN/039	Ability to calculate Labor Rates	Does BHEL use 'Standard' Labor Rates or are these derived from Payroll ?	Details will be shared with successful bidder
Annexure 2	Annexure 2: Technical Requirements Specifications	Document Management	General question	In what system are the business documents stored currently?	Multiple Systems such as Wrench, SAP DMS, Inhouse systems etc

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 2	Annexure 2: Technical Requirements Specifications	Document Management	General question	How many existing documents must be migrated to the target document management system (DMS)	Details will be shared with successful bidder
Annexure 2	Annexure 2: Technical Requirements Specifications	Document Management	Interface with industry standard PLM and collaboration software.	What collaboration software must be integrated with DMS?	As per Tender Document
Annexure 2	Annexure 2: Technical Requirements Specifications	Web Portals	The application should be accessible from Web interfaces enabling the user to operate the system with the help of standard internet-browser.	Who are the different desktop portal users	Clause is self explanatory
Annexure 2	Annexure 2: Technical Requirements Specifications	Web Portals	The application should be accessible from Web interfaces enabling the user to operate the system with the help of standard internet-browser.	Please list the business functions available to each category of desktop portal user.	Clause is self explanatory
Annexure 2	Annexure 2: Technical Requirements Specifications	Web Portals	Does the portal allow multiple portlets to be displayed	Could you please describe the portlets which must be displayed on the portal.	The bidder must propose a Single instance integrated solution and propose the software.
Annexure 2	Annexure 2: Technical Requirements Specifications	Web Portals	Does the solution provide a tool for content management.	Please describe the business need for content management in this context.	The bidder must propose a Single instance integrated solution and propose the software.
Annexure 2	Annexure 2: Technical Requirements Specifications	Mobility	The solution should support mobile application development and deployment for enterprise mobility.	Taking market penetration into consideration, the mobile applications will be provided on the Android platform only. Please confirm.	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 2	Annexure 2: Technical Requirements Specifications	Document Management	General question	Is it necessary to scan and index paper documents for uploading to the DMS?	As a process this is required but document digitization is not in the scope of this Tender
Annexure 20	Annexure 20 Implementation Cost	NA	The implementation cost should include the cost required to maintain minimum resource compliance requirement from Implementation partner (as specified in Section 8.2.2 Minimum Resource Deployment)	Please clarify this statement. Does this imply that this cost is only for the minimum resources to be deployed as mentioned in the Tender document or the actual cost of total resources as estimated by the implementation partner to deploy the 'ONE-BHEL' solution?	Refer Annexure #20 Implementation Cost in totality. Implementation cost to include total cost of all the resources (Not just the minimum resources)
Annexure 22	Annexure #22 Penalty	Annexure #22 Penalty	Availability of license - If the Bidder is not able to provide the license within 4 weeks of requisition by the Owner, the payment to the Bidder will be liable for deduction @0.5% of the total contract price for delay of each week or part thereof.	Since the order for the Licenses would be placed directly by the Owner on the OEM and payments also made directly, it is requested that the penalty for delay in delivery of Licenses be levied on the OEM and not on the bidder as the transaction is being executed directly between the Owner and the OEM.	No change in clause
Annexure 22	Annexure #22 Penalty	Annexure #22 Penalty	Adherence to overall Project timelines - If the Bidder fails to achieve the completion of project within defined duration, the payment to him will be liable for deduction @1% of the total contract price for delay of each week or part thereof.	Can the bidder propose milestones which are different from the ones given in the RFP - based on its own implementation and roll out approach and methodology?	No change in clause
Annexure 22	Annexure #22 Penalty	Annexure #22 Penalty	Adherence to minimum resource requirement	The Bidder cannot take responsibility of ensuring the deployment of the minimum number of resources by the OEM as per clause 7.6-Minimum Resource Deployment. Hence, in case of non compliance, the penalty would be levied on the OEM and not the Bidder.	No change in clause
Annexure 22	Annexure #22 Penalty	Annexure #22 Penalty	Annexure #22 Penalty	Penalties proposed for SLA are too high need to be reduced.	Refer addendum for clarification.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 22	Annexure #22 Penalty	Annexure #22 Penalty	Annexure #22 Penalty	Penalties proposed for SLA are too high need to be reduced. These can be worked out, however the overall penality has to be limietd to 5% of the delayed portion of the contract value.	Refer addendum for clarification.
Annexure 23	Annexure #23 Resource Deployment Declaration	Annexure #23 Resource Deployment Declaration	Human Resources proposed for the project as mentioned in Annexure # 14 Team Profiles – CVs	Bidder requests that Committed CVs may not be asked for. However, provision should be made for presenting resources of similar capability and experience at the time of project start up.	No change in clause
Annexure 23	Annexure #23 Resource Deployment Declaration	Annexure #23 Resource Deployment Declaration	This is to certify & irrevocably confirm that we shall deploy: □ Minimum resources during the entire duration of the 'ONE BHEL' project as mentioned in Section 7.6 & 8.2	The Bidder cannot certify on behalf of the Product OEM (sec 7.6) for deployment of minimum resources to be given by the OEM. The undertaking needs to be given by the OEM for the resources to be deployed by the OEM.	Refer Annexure #25 Consortium Agreement
Annexure 25	Annexure 25		Consortium Agreement & Jointly & Severally Liability for the OEM	We request to change the clauses of the consortium agreement as per the below recommendations : 1.OEM should be liable towards the scope of its work both for customer and lead bidder. The SOW / Responsibilities of the OEMneed to be defined clearly without ambiguity. 2. OEM liability should be limited to the money which it has been paid for this project. 3. OEM Indemnification shall only be for its IP Breach 4. Warranty and other provisions of the OEM should be as per its standard Warranty terms.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 25	Annexure 25	NA	Consortium Agreement & Jointly & Severally Liability for the OEM	We request to change the clauses of the consortium agreement as per the below recommendations : 1.OEM should be liable towards the scope of its work both for customer and lead bidder. The SOW / Responsibilities of the OEM need to be defined clearly without ambiguity in the Consortium agreement. 2. OEM liability should be limited to the money which it has been paid for this project. 3. OEM Indemnification shall only be for its IP Breach 4. Warranty and other provisions of the OEM should be as per its standard Warranty terms.	No change in clause
Annexure 3	Annexure # 3 Existing Software	Details of Existing Software	Details of Existing Software	Request to also provide the details of Existing Primavera Licenses with BHEL.	BHEL's existing software are mentioned in Annexure # 3
Annexure 3	Annexure # 3.2		Existing Applications – SAP ERP	Please provide us the number of Dashboard/Analytical reports available in existing analytical application	For this information please visit the concerned units, if required.
Annexure 3	Annexure # 3.2		Existing Applications – SAP ERP	Since SAP HCM is not part of the 'ONE-BHEL' scope , does the proposed DWH solution need to cater to HR analytics also ?	The Bidder has to ensure that the obejectives of One-BHEL are achieved. Additional functionality over and above BHEL's SAP HCM implementation required for One-BHEL solution shall be implemented in the proposed solution. Interface shall be built for the data required from the exiting SAP HCM implementation. The related analytics are also to be part of One-BHEL solution

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 5	Annexure #5 Technical Evaluation Methodology	Client Citations	Client Citations Table	Please provide the number of citations that need to be provided against each area to score maximum marks.	Refer addendum for clarification.
General	General	General	General	As we understand the roll-out will span across 21 months , which will involve building temporary interface with your corporate system to ensure BAU . Such interface will cease to exist post roll-out at all locations. Please validate our understanding.	The RFP contains the detailed scope of work and the required interfaces with existing systems.
General	FRS, RFP Annexure		Abbreviations and acronyms used in the RFP, Annexure, FRS & TRS documents.	Please elaborate on all abbreviations and acronyms used in the RFP, Annexure, FRS & TRS documents.	Specify the query
General	General	General	General	There need to be Limitation of Liability for liabilities arising under the Contract. Limiting direct liability to the amount received by the Supplier from the Owner for the goods/ services provided during the preceding twelve months, on the date on which such claim arises and exclusions of all indirect and consequential damages .	A new clause to be added on Limitation of Liability.
General	General	General	General	The implementation and support including post go live support will be carried out from a centralized onsite location and the appropriate business user from different locations or plants would be made available at the central location as and when required as per the project plan . Please validate this assumption ?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1.
General	General	General	General	Please let us know whether the global COA design has already been done, or it will be done as part of the project	COA is not clear. The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
General	General	General	General	We understand that the proposed system will not have any multi-lingual requirements; English will suffice - please confirm.	Refer TRS
General	General	General	General	Do you have any Organizational level Integration roadmap or vision or initiative (e.g. Service oriented Architecture)? If yes, please provide the aspirations /goals / strategies. Is your integration program in the current context aligned towards the Organization level roadmap/initiative?	All requisite information is included in the RFP
General	General	General	General	A standard glossary to all abbreviations may please be provided.	Specify the query

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	4.11 Security Deposit (SD)	4.11 Security Deposit (SD)	• The Owner reserves the right to forfeit the Security Deposit under following circumstances: a. In the event that the successful Bidder fails to sign the Final Contract Agreement within a maximum of 15 calendar days from the date of issue of draft agreement.	the word Final Contract Agreement is not Defined in the RFP. All the terms of Final Contract Agreement have to be known right now and be discussed/finalised at this stage for us to be able to abide by the commitment to sign final contract in 15 days time. BHEL to please share and confirm this.	The Contract will be based on RFP & addendums and Purchase Order.
	General	General	General	There need to be Limitation of Liability for liabilities arising under the Contract. Limiting direct liability to the amount received by the Supplier from the Owner for the goods/ services provided during the preceding twelve months, on the date on which such claim arises and exclusions of all indirect and consequential damages. BHEL to confirm inclusion of these clauses in the final contract.	A new clause to be added on Limitation of Liability.
29	Section 4 - Instructions to Bidders	Section 4.1 - Eligible Bidders, point a	The Bidder shall include a letter signed by both the members of the consortium who are bidding jointly expressing their intention to be jointly and severally responsible for the project. In the above arrangement, the ERP OEM vendor's authorized Implementation Partner must be nominated as a Consortium Lead Member and this nomination along with the joint and several liability undertaking between members of such consortium shall be evidenced by submitting an entry into force of a duly stamped agreement of the duly executed Consortium Agreement in accordance with the format placed in Annexure #25 Consortium Agreement	We understand that Bidder is required to submit a signed letter by consortium partners along with signed consortium agreement as per the format placed in Annexure #25. Please confirm if our understanding is correct	Understanding is correct.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
29	Section 4 - Instructions to Bidders	Section 4.1 - Eligible Bidders, point b	For the purposes of clause a. above, the Bidding Consortium of ERP OEM vendor and its authorized Implementation Partner may associate with any other Third Party Solution Vendor at their end for related IT application / tools etc. if required Provided hereinafter that should such an alliance/collaboration be contemplated, such arrangement and intention should be made known to the Owner through the signed letter mentioned in clause a. above and that such alliance/collaboration if any, shall be duly reflected in the Consortium Agreement mentioned in clause a. above. For the avoidance of doubt, such Consortium Agreement shall warrant and reflect the joint and several liability clauses between all participating entities in the Consortium.	We understand that incase of third party solution vendor being involved then such arrangement should be notified through a signed letter between the consortium lead member and third party solution vendor. Please confirm if our understanding is correct	Modified clause included in addendum.
46	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 1	Global Annual Financial Turnover - The Implementation Partner should have Global Annual turnover of more than INR 2000 Crores per year out of which INR 400 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The Company should be profit making at least for 2 years out of the last 3 years.	1. Please define the meaning of Implementation Business. 2. We understand the BHEL would be interested to know the services business done by Implementation partner from proposed ERP product. Please confirm	Refer addendum for Pre-Qualification criteria clarifications
46	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 1	Global Annual Financial Turnover - The Implementation Partner should have Global Annual turnover of more than INR 2000 Crores per year out of which INR 400 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The Company should be profit making at least for 2 years out of the last 3 years.	As an evidence of this pre-qualification criteria, bidder is required to submit Auditors certificate of the turnover of offered ERP licenses. As per our understanding this is applicable to ERP product OEM and not Implementation partner. Please suggest the documentary evidence to be submitted from Implementation partner	Refer addendum for Pre-Qualification criteria clarifications
46	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 2	Indian Annual Financial Turnover - The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.	As an evidence of this pre-qualification criteria, bidder is required to submit Auditors certificate of the turnover of offered ERP licenses. As per our understanding this is applicable to ERP product OEM and not Implementation partner. Please suggest the documentary evidence to be submitted from Implementation partner	Refer addendum for Pre-Qualification criteria clarifications
46	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 2	Indian Annual Financial Turnover - The Implementation Partner should have annual turnover from Indian Operations of more than INR 500 Crores per year out of which INR 100 Crores per year should be from offered ERP product Implementation Business at least for 2 years out of the last 3 years. The company should be profit making at least for 2 years out of the last 3 years.	Request you relax the annual turnover from offered ERP implementation business from INR 100 crores to INR 50 crores. We also assume that implementation business includes offered ERP's implementation and its support services	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
46	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 3	Global Implementation - The Implementation Partner must have implemented offered ERP product for at least 3 operational global customers with at least one of those implementation having minimum 5000 licenses.	Please suggest if payroll users will be qualify under min 5,000 user licenses.	Refer addendum for Pre-Qualification criteria clarifications
46	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 3	Global Implementation - The Implementation Partner must have implemented offered ERP product for at least 3 operational global customers with at least one of those implementation having minimum 5000 licenses.	Request for changing this prequalification criteria for one global implementation having min 5000 license to 1,000+ licenses	Refer addendum for Pre-Qualification criteria clarifications
47	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 5	Implementation in manufacturing industry - The Implementation Partner must have implemented offered ERP product in at least 1 company in heavy equipments engineering & manufacturing sector with atleast 500 licenses.	As per our understanding bidders is expected to share details about atleast one implementaion in heavy equipment engineering & manufacturing sector with 500 user and not one implementation each in heavy equipment engineering & manufacturing sector. Please confirm	Refer addendum for Pre-Qualification criteria clarifications
48	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 6	Implementation in EPC industry - The Implementation Partner must have implemented the offered ERP product in at least 2 companies in Engineering, Procurement and Construction (EPC) industry with atleast 500 license in each installation.	1. Please classify which types of organization will qualify under EPC? 2. Please confirm if real estate/Power Generation organization qualify for this clause	Refer addendum for Pre-Qualification criteria clarifications
48	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 7	Current Implementation Experience -The Implementation Partner must have implemented offered ERP product for at least ten customers in last 5 years with at least 500 licenses in each implementation.	Please confirm what does BHEL mean from last 5 years. Please confirm on the reference dates from which we should consider the last 5 years	Refer addendum for Pre-Qualification criteria clarifications
48	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 8	Indian PSU experience - The Implementation Partner must have worked with the Indian Government / Indian PSU for a Software project value not less than INR 60 Crores.	We understand that bidder is expected to showcase turnkey software project valuing more than 60 crores including supply of hardware components, license cost, implementation of software, Hardware & Application support. Please confirm	Refer addendum for Pre-Qualification criteria clarifications
49	Section 5.4 - Pre-Qualification Criteria	Section 5.4.2 - Implementation Partner, point no 11	Project Value - The Implementation Partner must have implemented offered ERP product during the last 7 years worth: At least 3 jobs with each worth over INR 25 Crores Or At least 2 jobs with each worth INR 30 Crores Or At least 1 job worth INR 60 Crores	We understand that bidder is expected to showcase multiple turnkey software projects valuing more than 25/30/60 crores each including supply of hardware components, license cost, implementation of software, Hardware & Application support. Please confirm	Refer addendum for Pre-Qualification criteria clarifications
53	Section 5 - Selection Process	Section 5.5.3 - Step 3	The technically qualified Bidders (as per Step 2) will participate in the reverse auction/conventional price bid opening process, as the case may be, as per Owner's decision.	Please confirm by when will bidders come to know if the price bid opening will happen through reverse auction/conventional price bid opening process. Request if the same can be communicated before bid submission dates	Refer addendum for Pre-Qualification criteria clarifications

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54	5.8 Amendments and Variations to Contract	5.8.1 Instructions for Alterations/ Deletions	1. The Owner shall, at its sole discretion, be entitled to instruct any alteration, suspension, cancellation or deletion to the form, scope, specification, quality or quantity of the Work/Project. 2. The Owner shall, at its sole discretion, be entitled to instruct in writing any variation to the scope of Contract, subject to 10 percent (%) of the total contract price, though without extension of the Contract Period apart from the other terms of the Contract remaining unchanged. However, this does not entitle the Bidder to claim any variations under any reason whatsoever.	Bidders assume that all such changes will be frozen in the Blue Print Phase stage itself as the same might have an impact on the overall project which lead to cost and schedule overrun. Please confirm on our understanding	Modified clause included in addendum.
58	Section 7 - Obligations of ERP Product OEM	Section 7.2 - Supply of ERP software & Licenses	The ERP Product OEM will be responsible for supplying the current versions of ERP application licenses and related software, integration tools, along with the source code and support the Bidder for installing the same.	We assume that it is ERP product OEMs responsibility to install the ERP application licenses and related software, integration tools. Please confirm	Refer addendum for clarification
61	Section 7 - Obligations of ERP Product OEM	7.3 - Annual Technical Support (ATS)	Owner will take ATS for ERP licenses & Add-ons directly from the ERP product OEM. The Bidder shall make provision for the Owner to make the payments for ATS directly to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM	Since the Licensing and ATS agreement will be signed directly between BHEL and ERP product OEM hence it will not be possible to make provisions for payment through Bidder. Request for a change in the clause.	No change in clause
68	Section 7 - Obligations of ERP Product OEM	7.8 - Setting up of Certified Competency Centre / Centre of Excellence	ERP product OEM shall assist the Bidder to establish the Certified Competency Centre / Centre of Excellence for the entire 'ONEBHEL' solution landscape and should incorporate necessary steps for this in the Project Plan. The Certified Competency Centre / Centre of Excellence will support the live system, provide enhancements and developments, act as a knowledge Centre on best practices, evaluate future technologies, tools, & bolt-on applications. The established Centre of Excellence must be certified by the ERP product OEM.	We are not clear on the scope of services which is required from Bidder during setting up of Competency centre. Can you please elobrate on Bidders roles and responsibility during this phase of project	Self explanatory
69	8.1 Program Management Office	8.1.1 Project Management Structure	Steering Committee consisting of the Owner's top management, CEO from the Implementation partner, CEO from ERP Product OEM organization and Executive Director from PwC. The Steering committee would do monthly review of the project progress.	Request for changing this to SBU Head/Application Services Delivery Head/Top Management from Implementation partner organization	Modified clause included in addendum.
69	8.2 Team Profile & Deployment	8.2.1 Team Profile	All resources deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	We understand that Bidders should deploy mandatorily certified resources for the relevant function/technical module of offered ERP product. These certified resources could also be certified internally within Implementation Partners organization. Please confirm	no change in clause

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69	8.2 Team Profile & Deployment	8.2.1 Team Profile	All resources deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	Incase BHEL expects implementation partner to deploy OEM certified resources then would request to limit this to 70% i.e. Implementation partner to mandatorily deploy 70% of the total resources deployed who have been done certified from proposed product OEM. Please confirm	Modified clause included in addendum. However, 100% of the resources shall be OEM certified
72	8.2 Team Profile & Deployment	8.2.2 Minimum Resource Deployment	The bidder is requested to provide a phase-wise manpower deployment plan (pre go-live & till the last go-live) as part of their response to this bid document maintaining the minimum number of resources as specified above. Such manpower deployment plan is subject to owner's acceptance.	Request for deletion of this clause. Since this project is a fixed price project and implementation partner will be responsible for deliverabing the same within the committed cost hence request for deletion. Please confirm	The extra man power over and above the minimum resource deployement is left to the bidders assessment of the scope of work.
80	9.2 - Technical Scope	9.4.4, 9.4.5, 9.4.6, - Data Access and Security, Data Archival, Audit Trail	The Integrated Solution should be compliant to ISMS standard (ISO 27001).	1. We understand this as the proposed solution should be designed on ISMS standard. Please confirm. 2. There is no requirement for getting the proposed solution, ISMS compliant or getting an external certification from third party agency. Please confirm.	The solution will be audited as per ISMS standard as part of the Owner's regular activity
85	9 - Scope of work	9.8 - System administration	The Bidder shall perform system administration activities for 'ONE-BHEL' Solution landscape: 1. Installation, Configuration, administration, trouble shooting and performance tuning of all servers (database, applications etc.) 2. Database software installation, memory allocation and usage monitoring 3. Backup, recovery and all other DBA related activities 4. Providing access to users as per the assigned roles 5. Installation of applications and related tools 5. OS/DB/ERP/3rd Party Software patch/services updation	a) Please confirm if these activity has to be planned for ONLY Development Enviorment (which has to be provided by Bidder). (b) It is very difficult for Bidder to factor Cost for these activities for which Landscape/hardware details are not yet proposed/finalized and nor it is part of this RFP.	no change in the clause. It is self explanatory.
87	9.11 Training	9.11.1 Owner Teams to be Trained	Internal/ Statutory Auditors: This team comprises of the Internal Auditors of the Owner.	Please specify the scope of training of internal/statutory auditors.	Details would be provided to the successful bidder.
88	9.11 Training	9.11.1 Owner Teams to be Trained	Functional Training for Unit Functional Team: This training should be conducted by a certified trainer.	Can the bidder propose a certified implementation expert rather than a certified trainer?	No change in the clause
92	9.11 Training	9.12.1.2 Central Knowledge Management portal	The Bidder shall establish an on-site central knowledge management portal for storing 'ONE-BHEL' project related documents like processes and their structures, configuration details, development code, test plans, test cases, outputs, queries & resolution. This should help in easy roll-out during different phases and locations.	Bidder understands that the requirement for central knowledge management portal relates to a content management system. Please validate this.	Self explanatory. No change in the clause

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92	9.11 Training	9.12.1.2 Central Knowledge Management portal	The Bidder shall establish an on-site central knowledge management portal for storing 'ONE-BHEL' project related documents like processes and their structures, configuration details, development code, test plans, test cases, outputs, queries & resolution. This should help in easy roll-out during different phases and locations.	Please specify if BHEL requires a Learning Management system as a part of this project.	Self explanatory. No change in the clause
92	9.11 Training	9.12.1.2 Central Knowledge Management portal	The Bidder shall establish an on-site central knowledge management portal for storing 'ONE-BHEL' project related documents like processes and their structures, configuration details, development code, test plans, test cases, outputs, queries & resolution. This should help in easy roll-out during different phases and locations.	Please specify the number of users for the central knowledge management portal including the number of concurrent users.	The access is required for all the core team at central and unit locations. The numbers will be shared with the successful bidder.
92	9.11 Training	General Query	General Query	Please specify if BHEL requires interactive eLearning modules for ongoing learning?	The major requirements are mentioned in the FRS and TRS.
92	9.11 Training	General Query	General Query	Please specify the number of people to be trained per unt location.	The numbers will be shared with the successful bidder.
92	9.11 Training	General Query	General Query	Bidder assumes that there are 38 units to be covered for training with a batch size of 25 for the end user training. Please validate this understanding.	Refer Section 9.11 and Section 9.5
76	8.8	8.8.1	24x7 Unlimited Support through telephone/Fax/E-mail/Video Conferencing/ Installation visit as required	Confirm on the service window as this is different from the next point	Refer section 8.8.1 and 9.12.5.4 which are self explanatory.
108	9.12.5	9.12.5.4	Help Desk Support window-The help desk support to users shall be provided for all Owner working days from 6:00 AM to 10.00 PM	Confirm on the service window wrt to the above point. Also what are the exepctations outside of this window.	Normally the working days are Mon-Sat. However, in few units and sites, the work is carried out on all 7 days.
76	8.8	8.8.1	Provide and apply "free upgrades", updates & patches of the products to Owner as and when released	Upgrade will be limited to Techncial ugrade only	Points mentioned under section 8.8.1 are the owner's requirement for support and maintenance during project implementation. The details of the same will be finalsed with the successful bidder.
76	8.8 Support Services	8.8.1 Project Implementation & Sustenance Support	24x7 Unlimited Support through telephone/Fax/E-mail/Video Conferencing/ Installation visit as required.	Please clarify: 24x7 support is required to be provisioned only for ERP application support to end users or infrastructure support of end user computing infrastructure (desktop, laptop) as well?	Refer section 8.8.1 and 9.12.5.4 which are self explanatory.
76	8.8 Support Services	8.8.1 Project Implementation & Sustenance Support	Tuning of ERP, Databases, third party software's and any other components provided as part of the business solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components have to be replaced.	Please confirm if reconfiguration of infrastructure components like network/hardware will be responsibility of bidder?	The point is self explanatory

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
77	8.8 Support Services	8.8.2 Post Go-Live Support	Helpdesk Support	when will helpdesk support kick off – As part of phase I Go Live Support Phase or after completion of Phase III. In case of option 1 i.e. – as part of phase I, the duration of helpdesk will be across 3 phases and 1 year of sustenance support. The helpdesk will scale up as we go live from phase I to phase III. Please confirm	Help desk support starts from Phase 1 Go-Live and support phase start upto completion of Go-Live and sustenance support phase of Business Intelligence & dashboards-Corporate MIRs.
108	9.12.5 Go-Live and Support Phase	9.12.5.4 Help Desk Support	Bidder is required to create and maintain a dedicated onsite Help Desk / hotline that will resolve problems and answer questions that arise from the use of the ERP solution as it is implemented. This will come into existence from end of Realization phase till the end of support period.	The helpdesk support (as part of Go-Live and Support Phase of 3 roll out phases) is to be provided onsite at each of the implementation site or at a central location of Owner.	Central Location is Hyderabad/ Bhopal/ Delhi NCR.
108	9.12.5 Go-Live and Support Phase	9.12.5.4 Help Desk Support	Bidder is required to create and maintain a dedicated onsite Help Desk / hotline that will resolve problems and answer questions that arise from the use of the ERP solution as it is implemented. This will come into existence from end of Realization phase till the end of support period.	Please confirm if owner shall provide the communication infrastructure for helpdesk support - telephone / Fax / E-mail / Video Conferencing	The owner will provide the necessary infrastructure for the help desk support
108	9.12.5 Go-Live and Support Phase	9.12.5.4 Help Desk Support	Bidder is required to create and maintain a dedicated onsite Help Desk / hotline that will resolve problems and answer questions that arise from the use of the ERP solution as it is implemented. This will come into existence from end of Realization phase till the end of support period.	Please confirm if owner shall provide the ITSM tools for logging incidents, SR for helpdesk support or the implementation partner needs to provision for these tools.	The bidder shall propose any tools required for the helpdesk as part of the solution.
108	9.12.5 Go-Live and Support Phase	9.12.5.4 Help Desk Support	Bidder is required to create and maintain a dedicated onsite Help Desk / hotline that will resolve problems and answer questions that arise from the use of the ERP solution as it is implemented. This will come into existence from end of Realization phase till the end of support period.	What will be the operating location(city) of helpdesk support?	Central Location is Hyderabad/ Bhopal/ Delhi NCR.
77	9 Scope of Work	9.7 Hardware/Infrastructure Sizing	The successful bidder will be responsible for server, storage and network sizing for the 'ONE-BHEL' Integrated Solution. The successful Bidder would have to identify infrastructure requirement specification including requirement for Business Continuity & Disaster Recovery site...	Who will be responsible for operation and maintenance support of these infrastructure, succesful bidder for this RFP or successful bidder of the RFP which will be floated for procurement of the device? If succesful bidder for this RFP then what will be the support window for support, scope of support, who will provide tools? Pls Confirm	The successful bidder will be responsible for server, storage and network sizing for the 'ONE-BHEL' Integrated Solution, to identify infrastructure requirement specification including requirement for Business Continuity & Disaster Recovery site
85	9.8 System administration	9.8 System administration	The Bidder shall perform system administration activities for 'ONE-BHEL' Solution landscape	What will be the location of SAP Basis support team.	Central Location is Hyderabad/ Bhopal/ Delhi NCR. Data Centre will be in Hyderabad.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
85	9.8 System administration	9.8 System administration	OS/DB/ERP/3rd Party Software patch/services updation,	What kind of third party softwares	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS.
1	Annx.3&4			Does One BHEL is planning to have a separate Business Intelligence system (DWH) at each major locations	The bidder must propose a Single instance integrated solution
1	Annx.3&4			Does One BHEL is planning to have a single Central/Corporate level Business Intelligence (DWH) system at corporate location	The bidder must propose a Single instance integrated solution
1	Annx.3&4			Does One BHEL is planning to have a common reporting server/platform with SAP Business Objects tools/reporting web across all locations	The bidder must propose a Single instance integrated solution
1	Annx.3&4			Understand that BW is implemented in Hyderabad Location with fever SAP ECC module(s) and BO is serving as a reporting tool, does the similar implementation is expected for other BHEL Locations..? (if Yes) How many Locations to be covered.	The bidder must propose a Single instance integrated solution.
1	Annx.3&4			Does existing BW system has the Integrated Planning tool implemented..? (if yes) does it needs to be implemented for other locations as well..?	The bidder must propose a Single instance integrated solution and propose the software.
1	Annx.3&4			Over all How many SAP BI/BO servers are planned to be implemented/setup..? Will it be individual servers to individual location or will it going to be a single corporate DWH/BI server at a specified location..?	The bidder must propose a Single instance integrated solution and propose the software. Landscape to be provided by the bidder for Technical Evaluation as per Annexure # 5.
1	Annx.3&4			In case of central BI server, approx. how many SAP ECC source systems and Non-SAP systems/Legacy systems would be required to integrated	The bidder must propose a Single instance integrated solution
1	Annx.3&4			In case of SAP Business Objects reporting tools implementation it is understood that, tools like Web Intelligence, Dashboard Design, Data Services and Explorer are existing/required, if any other tool pls. specify	The bidder must propose a Single instance integrated solution and propose the software.
1	Annx.3&4			Does SAP Business Objects Strategy Management required to be Implemented across OneBHEL or specific to any HQ	The bidder must propose a Single instance integrated solution and propose the software.
1	Annx.3&4			Does BI/BO reporting portal is required to be integred with any of the existing SAP or Non-SAP Portal i.e SAP EP, SharePoint etc.,	The bidder must propose a Single instance integrated solution and propose the software.
1	Annx.3&4	3.2 Existng Application	SAP GRC Access Control Package	Which is the version of GRC AC is in use	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			List of the sub-modules and its functionalities in use.	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
1	Annx.3&4			Please specify the version of GRC AC controlled that will be implemented	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			List of the Systems to be connected to GRC AC	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			List of the location where GRC AC to be implemented.	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			GRC AC to be implemented separately at each location	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			Do you intend to utilise all elements of SAP GRC AC i.e. EAM, ARA, BRM, ARM?	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			Total no. of roles and no.of users on the systems to be connected to GRC AC for each location	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			What is the SOD rule set being used currently?	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			Do you have SOD matrix defined for customised transactions?	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			In case non-SAP system to be connected to GRC then do you have license for third party tool?	The software available and implemented in BHEL are indicated in Annexure # 3.
1	Annx.3&4			Is SAP HR used for GRC related functionality	No. The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.

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1	Annx.3&4			Please specify the role assignment type viz. Direct assignment or Indirect Assignment	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required.
1	Annx.3&4			GRC Landscape required	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required. Landscape to be provided by the bidder for Technical Evaluation as per Annexure # 5.
1	Annx.3&4			No of request types in use and needed to be activated	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required. Landscape to be provided by the bidder for Technical Evaluation as per Annexure # 5.
1	Annx.3&4			How many approval workflow required to be created.	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required. Landscape to be provided by the bidder for Technical Evaluation as per Annexure # 5.
1	Annx.3&4			Customization to approval workflow will be required.	The software available and implemented in BHEL are indicated in Annexure # 3. For all other information please visit the concerned unit, if required. Landscape to be provided by the bidder for Technical Evaluation as per Annexure # 5.
1	Annx.3&4			Do you want to use Password self service fucntionality of GRC - AC	The software available and implemented in BHEL are indicated in Annexure # 3. All the requirements are mentioned in FRS & TRS.
1	Annx.3&4			Do you want to use Password self service fucntionality of GRC - AC	The software available and implemented in BHEL are indicated in Annexure # 3. All the requirements are mentioned in FRS & TRS.
1	Annx.3&4			Whether user training will be required	Please refer Section 9.11

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3	Annex 4 Overview functions	Materials Management	Material Procurement - Tendering, Receipt and opening of tenders, Comarative statement, Reverse Auction E-procurement. Similarly Access control, MDM seems to be only in BHEL Hyderabad not in other places	These are typically SAP SRM functions and it is available only in BHEL Hyderabad (our understanding from Page no 1 of 20 in Annuxture 3.2 Existing applications. How these functionalities are managed in Other divisions of BHEL like Trichy and Bangalore where SAP is already implemented ? Whether these processes exist in other places (other than BHEL Hyderabad)	Annexure # 4 specifies overall scope implemented across the units. The bidder must propose a Single instance integrated solution and propose the software.
3	Annex 4 Overview functions	Materials Management	Imports Group - Functionalities of Project Imports, Documentation of exports and Imports	Is BHEL planning for SAP EXIM Addon or will continue with Optisuite?	Annexure # 4 specifies overall scope implemented across the units. The bidder must propose a Single instance integrated solution and propose the software.
4	Annex 4 Overview functions	Materials Management	Sub-contracting	indenting, Tendering has been mentioned in Sub-Contracting section. Would like to know, whether E-Tendering is intended for Sub-Contract	Yes
4	Annex 4 Overview functions	Materials Management	It has been mentioned as "receipt and opening of tenders as per MM module"	Please provide details about the intended meaning of "As per MM module"	Sub-contract procurement procedure is the same as followed in the Materials Management procurement
4	Annex 4 Overview functions	Materials Management	Preparation of CST (As per MM module)	Does it mean that CST logic should be MM module or CST should be prepared only in MM module?	Sub-contract procurement procedure is the same as followed in the Materials Management procurement
6	Annex 4 Overview functions	Engineering	Integration of Auto CAD drafting Software	We presume that Integration of Autocad software with SAP is requried. Please confirm	Refer section 9.12.2.3
6	Annex 4 Overview functions	Engineering	Integration of Auto CAD drafting Software	In page no:1, Existing engineering software has been listed as "Wrench & AutoCAD". In page no: 6, only Autocad is mentioned for integration. Please confirm	As per Annexure 3.1
16	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	Along with the release of drawings to manufacturing, the customer drawings are also issued.	Please specify How the Drawing is shared by customer?	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
16	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	Material Forecast (MF)/ manufacturing drawings & Bill of Materials (BOM)	What are the different types of Material Forcasts that you use for Procurement Purpose?	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
20	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	PEM carries out following functions / activities during the lifecycle of a typical project	How the activities during lifecycle of the Project Expect to be carried out. Does it require Tracking of different phases, Does these process have time line and confirmation at the end of each phase and activities?	Entire end to end tracking is required
20	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	Design & Engineering – Various teams are formed by PEM for design review and verification & engineering.	Does the Review has any simulation on EBOM done to test fulfilling the various conditions (Eg., Material with specific material specification)	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
8	Annex 4 Overview of Functions	Manufacturing	management of Blanks	What is the process	Process of cut bit material left out from a sheet which can be reused for other components. Managing the above cut bits is the process of management of blanks
9	Annex 4 Overview of Functions	Technology	Manufacturing Feasability	What is the process to determine the feasability. Any external system is used which needs to be interfaced.	To assess whether a component can be manufactured with the available work centres and within the capacities or to be out sourced. For further details Please refer to the FRS
9	Annex 4 Overview of Functions	Technology	Time estimation (norming)	Any external system is used which needs to be interfaced	Time estimation based on synthetic time standards or on work study and time measurement. For further details Please refer to the FRS
9	Annex 4 Overview of Functions	Technology	Preparation & proving / establishment of CNC programmes for CNC machines for different components	What is expected from ERP system with regard to preparing/proving programmes for CNC machine	Please refer to the FRS
9	Annex 4 Overview of Functions	Technology	Additional Activities	What additional activities are expected	Other activities mentioned under the Technology tab of FRS
All			Multiple references to "Central Project site" of BHEL (Owner)	Request BHEL to please clarify on which will be the central project location?	Hyderabad/ Bhopal/ Delhi NCR
89-90	9 Scope of Work	Training Plan (Clause 9.11.3)	The training plan as required and envisaged by the Owner is provided below…	It is assumed that 1. All Core team training will be done during phase 1 of the project 2. Training for other categories will be done in the respective phases of the project 3. Numbers specified for other than core team category are for all phases 4. Request confirmation on SAP's responsibility for training beyond Phase 1 (since there is a mention that ERP OEM training manager is required only till phase 1 final preparation phase)	The understading is correct

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
74-75	8 Obligation of Implementation Partner	Organization Change Management (clause 8.6)	Minimum number of workshops required for conducting change management workshops should be: …	Request BHEL to kindly confirm: 1. Are the total participants indicated in the table for OCM Workshops, is across the three phases, covering entire duration of the project? 2. Whether OCM workshops will be conducted in each phase, for the respective locations in scope? 3. Is there any specified limit on maximum batches by BHEL, or bidders can specify the same? 4. Batch sizes of 50 and 25 are too high to handle OCM workshops. Suggested batch sizes are 25 and 15. Need confirmation if bidder can change these guidelines in RFP 5. BHEL will provide change agents for execution of OCM strategy defined.	The details shall be finalised in discussion with the successful bidder.
75	8 Obligation of Implementation Partner	Organization Change Management (clause 8.6)	Success of above change management implementation through written satisfaction level of the trainers of such change management practices / trainings imparted	Request modification to this statement to express "joint responsibility of Change Management teams of BHEL and ERP OEM"	This is one of the factors that needs to be considered while designing and executing the change management plan of One-BHEL.
62, 74	7 Obligation of Product OEM; and 8 Obligation of Implementation Partner	Program Management Office (Clause 7.4); and Organization Change Management (Clause 8.6)	There is a mention in page 62 that *"The Change Manager from ERP Product OEM shall conduct the assessment, recommend strategy for Change Management, align the change management program with the implementation methodology and coach change agents of Owner on how to drive change across all units"* And, There is a mention in page 74 that "*Implementation of Change Management Plan – The bidder shall implement all the necessary services for successful implementation of the change management plan developed by the bidder & approved by owner. The bidder shall be responsible for all the costs involved in design and implementation of the change management plan for 'ONE-BHEL' Project."*	Statement in page 62 suggests that BHEL needs only one OCM Manager from SAP. A chain of change agents will come from BHEL, who will have to be coached for implementation of OCM Strategy along with OCM Manager from SAP. However, statement in page 74 contradicts the above understanding. Need clarity on what is the expected approach and level of involvement of SAP, for OCM, by BHEL If SAP were to implement total OCM strategy, we will need more OCM consultants for the same, considering the size and spread of each phase	Refer section 8.6. The statements from Page 62 & 74 are complementing. The leader in this case is the OEM. The bidder shall fully assist the OEM in the change. The other details are self explanatory in the clause
67	7 Obligation of Product OEM	Training Manager (Clause 7.6.2)	It is mentioned that Training Manager is required to be deployed from Planning till Phase 1 Final Preparation completion	It is assumed that ERP OEM's involvement for training of any nature is not required in Phases 2 and 3 of the implementation project.	The understanding is correct.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
88, 89, 90	9 Scope of Work	Owner teams to be trained (Clause 9.11.1); Type of Training (Clause 9.11.2); and Training Plan (Clause 9.11.3)	There is a mention in page 88 (Clause 9.11.1) as training scope: *"Central Technical Core Team: Technical Core Team at the Owner ...* *Internal/ Statutory Auditors: This team comprises of the Internal Auditors of the Owner"* There is a mention in page 89 (Clause 9.11.2) "*Helpdesk Training (lecture & hands-on mode): training to chosen helpdesk team (resources of the Owner and the bidder) on maintaining and managing an ERP helpdesk with the aid of appropriate tools during post go-live support"*	The Helpdesk users as mentioned in Clause 9.11.2 are not contained in scope of training narrated in pages 89 and 90 (Clause 9.11.3) of bid document. Need confirmation if Helpdesk user trainings are in scope of Lead bidder? If yes, request for volume estimates (phase-wise users in each category)	Helpdesk trainings are part of the project. Further details will be shared with successfule bidder.
45	5 Selection Process	ERP Product Vendor (Clause 5.4.1)	It is mentioned under Mandatory Qualification Requirement on page 45 for Training Centers (S. No. 14): "*The company should have its own training centre in India with minimum* *capacity of 50 participants per batch"*	As global best practice, SAP recommends maximum 16 participants per batch for all SAP Standard trainings. This is to allow the instructor to be able to manage every participant with proper attention during the training and hands-on exercises on SAP ERP. However, SAP's training center has capability of training more than 100 plus participants in parallel batches of 16, at any given time. We request BHEL for acceptance of this condition	Refer addendum for Pre-Qualification criteria clarifications
NIL	Not Applicable	Not Applicable	Not Applicable	General Assumptions for Training, OCM, Content Creation Scope from ERP OEM. Request BHEL to kindly confirm below assumptions from ERP OEM's scope for Training, OCM and Content Creation: 1. Content creation (for training, elearning, online help manual, etc.) and trainings will be done in English language only 2. Content creation (for training, elearning, online help manual, etc.) will be restricted to SAP applications only 3. Content deliverables will be limited to Simulations, End User Documentation in PDF format, concept slides, exercises 4. It is assumed that 40% transactions will be global standard content and they will not be edited during roll outs 5. Standards for review and approval of content created will be agreed between BHEL and SAP 6. Training infrastructure will be provided by BHEL (including training server, class rooms, projectors, stationery, whiteboards, virtual class room technology etc.) 7. BHEL will make available trainees as per training calendar finalized 8. No of trainees per batch will be limited to a maximum of 16 per batch 9. No of batches per module will be decided based on the thumb	No change in RFP Scope

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 112	Payment Schedule for Manpower Cost - Clause 10.3	Solution Expert Consulting manpower cost - Clause 10.3.1	Payment for ERP Product OEM's manpower for Solution expert consulting services (ref. section 7.7) shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Since SAP is not the Lead Bidder, the Agreement to provide Services will be between BHEL and Lead Bidder. SAP will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	No change in clause
Page No 28	Implementation Plan - Clause 3.3			Three months of Process realignment and three months of Business Blueprinting is mentioned as per implementation plan. Can it be assumed that process realignment, blueprinting and global template creation for all the locations will happen at a Central Location where the core team members from different locations shall assemble and be available across the six month duration?	The core team members from different locations will be available at a central location from planning phase till final preparation phase of Phase-1.
Page No 28	Implementation Plan - Clause 3.3			Since Bluprinting phase is continuing till eighth month and Realization phase is starting from beginning of seventh month, it is assumed that all sign-offs for Blueprinting phase happen by sixth month so that Realization phase can begin by seventh month?	Please refer Section 3.3 for schedule.
Page No 65	Solution Quality Review Services - Clause 7.5	Schedule of Solution Quality Review Services - Clause 7.5.6		Realization Review is not included as part of overall Solution Quality Review services. Should this be included as part of review mechanism? In addition, should Business Process Review be included as part of overall review mechanism	no change in clause
Page No 66	Team Profile & Deployment - Clause 7.6	Team Profile - Clause 7.6.1	All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	Criteria for minimu years of experience (eg 25 years of Program Manager,15 years for functional/technical leads) is too stringent. SAP as a highly integrated product of today has evolved over last 12-15 years. Therefore the criteria for minimum years of experience should be relaxed (eg Pragram Manager > 10 years, Functional/Technical Leads > 7 years of experience etc).	Modified clause included in addendum.
Page No 67	Solution Expert Consulting Services - Clause 7.7	Manpower Cost for Solution Expert Consulting - Annexure 18.2	The cost for Solution Expert Consulting Services should be quoted as per Annexure #18 (18.2).	Can we provide man day rate for each respective year till the end of warranty period, instead of one rate all across	no change in clause
Page No 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9	Functional requirement specifications (FRS) - Annexure #5	The FRS response of the Bidder has to be certified by the ERP Product OEM w.r.t. the coverage of the solution through standard ERP, customization and 3rd Party software/solution.	More clarity required around area of certifying by OEM on customization?	no change in the clause
	General	General		What is total annual spend volume of BHEL?	Refer the annual reports of BHEL
	General	General		How many contract (any types - sales, purchase, legal, HR) you want to manage through the system?	Refer to Section 9 and FRS & TRS
	General	General		How many users will use import & Export system?	Details would be provided to the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	TRS	Document Manangement System	Does the system allow documents to be shared?	We would like to know the exact requirement of the sharing of the documents , would this sharing mean that in case a document is attached with some transaction , that document is available for others who access that transaction . Or is there some other understanding regarding the sharing of documents ?	Document availablity to users(internal/external) is based on authentication & privileges . Eg: View, Print, Download etc
	TRS	Web Portal	Ability to support redundant single sign on server	Details needed for the term : redundant single sign on server.	Redundancy at Single Sign-on server level
	TRS	Security and controls	Ability to support authentication by use of User IDs, passwords, encryption, tokens, PIN codes and timeouts	authentication systems requring encryption/tokens would need thrid party tools . None of these are mentioned in the RFP. Also, authentication using PIN codes is mentioned. So we seek clarification for the same	The bidder must propose a Single instance integrated solution and propose the software.
	TRS	Integration	Ability to interface with Bar Code, SMS Gateway, GPS, RF devices, & RFID Systems	it is mentioned to interface with GPS. We would like to have more clarity whether this GPS is expected as part of mobility or else what exactly is sought when the interface with GPS is mentioned.	GPS Interface for Journey Management (Movement of Material to Site)
97		Tender document , page 97	Integration point	it is mentioned that BHEL might want to retain a few applications like medical or hospital system , knowledge management, estate management, attendance recording system , corporate portal. We would like to seek more clarity on these application so that we can firm the integration strategy accordingly.	Refer 9.12.2.3 Interface/ Integration with Existing Applications. Functionalities of the legacy systems have been included in the FRS. The detailed documents would be shared with the successful bidder. For indicative list of Product/platform/technology, refer Section 1.1.3
	TRS	Operational	Provision for data transfer between different systems of the landscape like configuration data along with master data,based on particular period/financial period/ particular business node /company code data/specific business process etc.,	it is mentioned that the data might be required to be transferred based on different paramters like company code etc. Based on this, we might need specialised tools to achive this functionlaity, hence would seek more clarity on this point	This is for the migration of data across the landscape production, quality, & development servers. The bidder must propose a Single instance integrated solution and propose the software.
	TRS	User Friendly capabilities	Ability of the solution to provide query/ messaging facilities through: IVRS on intercom telephones, Mobile SMS based application, Feedback triggers similar to telebanking	it is mentioned that the solution should have messaging facility with IVRS on telephones. would need more clarity as to what sort of messaging or integration is required between the solution and the IVRS intercom telephones.	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
26	3.2	Implementation Approah & Strategy		ONE-BHEL would have a single ERP instance. This would require migrating the existing instances . Does BHEL has a specific view towards this process ?	Please refer Section 3.2

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
84	9.7	Hardware Infrastructure sizing	The successful bidder would be responsible to conduct necessary site visits to prepare bill of material and all specifications for required IT / Non-IT infrastructure and Data Centre (DC) and Disaster Recovery (DR) site after studying the existing hardware inventory across owner's premises for reuse / economical solution, as feasible.	BHEL currenlty has few ERP instances and applications running. Since it is expected to best utilise the existing hardware, so we would like the BHEL to circulate the existing hardware with the SAPS on each server, so that the same can be factored in while sizing the hardware for the BOM.	The sizing needs to be done keeping in mind the Owner's requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted spares & services. The bidder must factor the number of licenses requirement and functional & technical scope.
	TRS	Mobility	The solution should support mobile application development and deployment for enterprise mobility	Requirements are not given in the RFP regarding which all application/ modules/ processes needs to be developed for the mobile phone. Therefore, request you to list all the applications needs to be developed for mobile deployment and the total number of mobile users using these applications	Refer addendum for clarification.
	TRS	Reporting Capability	Access to data and report based on user responsibilities (Roles based access to reports)	Please provide the total number of Corporate MIR and Unit MIR accessing KPI monitoring Dashboards, other reports and Adhoc query capability etc	The major requirements are mentioned in the FRS and TRS. The detailed process documents would be shared with the successful bidder.
16	1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	Issue of internal Order to units- On award of a contract to BHEL, the corporate marketing issues Internal Order to respective units. Unit commercials issues work order based on the Internal Order for respective products	Need more elaboration of processs on internal orders. Is it a sales order-Purchase Order process or otherwise, please detail the process	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
17	1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	The existing material stock is checked for availability and issue of material. If material is available, it is issued to Production. If not, indenting of required material quantity is done by engineering.	Is MRP used? Project MRP or Material/Plant MPR?	MRP is used in units where SAP has been implemented. In other places tailor made systems are used.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
97-98	9.12 Implementation of ONE BHEL Solution	9.12.2.3. Interface/Integration with existing applications	The Integrated Solution should have the capability to interface with the PLM at appropriate points in the work flow with the help of out of the box connectors or custom built connectors. The probable PLM platforms can be one of the standard and proven PLM platforms which integrate our Engineering processes and facilitate required collaboration among the stakeholders	As per the tender its mentioned that the offered ERP product should be capable of integrating with the following - • Auto CAD • Engineering automation & Product Life Cycle management software As mentioned currently BHEL has AutoCAD and Wrench as Engineering software's. Generally , Wrench is mostly used to manage and track all engineering deliverables including engineering drawings, worksheets, specification etc during project execution; and AutoCad is using primarily used for computer-aided design (CAD) and drafting. Kindly advice if they are being used for any other function also. Also, can you kindly confirm if BHEL AutoCAD generates 3D designs also? Apart from Wrench and AutoCAD is there any other engineering/product lifecycle management software being used across end to end product lifecycle development.	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The integrated solution should interface with the Engineering systems mentioned in Annexure # 3. Also, it should have the capability to connect to any other standard PLM or 3D software using standard connectors.
15-16	1.2 Business Process at BHEL	1.2.1. BHEL Overall Process Flow	Tendering & Order Processing & corporate marketing	There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	The bidder must propose a Single instance integrated solution based on the requirements mentioned in FRS & TRS. The detailed process documents would be shared with the successful bidder.
15	1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	BHEL Overall process flow	The tender document coverage on Busines processes is not detailed. Will BHEL share a detailed as-is document for these processes.	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
26	3.2	Implementation Approach & strategy	The Engineering Systems like AutoCAD, PDMS, Wrench, etc. & certain legacy systems shall remain & be part of the overall landscape & integrated with 'ONE-BHEL' ERP solution, as per specifications contained in this document.	Need more clarification on the depth of integration expected between PLM, PDMS, Wrench etc & other legacy systems. Also need the details of other PLM or other legacy systems expected to be integrated	Refer 9.12.2.3 Interface/ Integration with Existing Applications. The integrated solution should interface with the Engineering systems mentioned in Annexure # 3. Also, it should have the capability to connect to any other standard PLM or 3D software using standard connectors.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
			Interfaces with third paty/non-SAP Applications	In addition to the list of all the third party systems that will continue to exist after ONE BHEL implementation we would like to know the typical formats in which thoese systems send the output data, so that we can recommend and design the integrations accordingly	The major requirements are mentioned in the FRS. The detailed process documents would be shared with the successful bidder.
Page No. 60	Supply of ERP Software & Licenses - Clause 7.2	None	Owner will award the contract for purchase of ERP licenses directly to the ERP product OEM.	We request BHEL to award the contract of purchase of Software licenses to the Lead Bidder.	Refer addendum for clarification
Page 60	Supply of ERP Software & Licenses - Clause 7.2	None	ERP product OEM shall upgrade the existing SAP licenses, if required, for meeting functional & technical requirements of 'ONE-BHEL'.	BHEL to confirm that the ERP product OEM Applications owned by BHEL are under Active ERP product OEM Global Support. Further BHEL should also confirm if ERP product OEM has to provide latest upgraded Software or Service for Functional & Technical Upgrade.	The understanding is correct.
Page No. 59	Supply of ERP Software & Licenses - Clause 7.2	None	Proposed tentative License Buying Schedule based on the proposed Implementation schedule as mentioned in Section 3.3 Implementation Plan; which could vary depending upon the owner without any price implications.	Since BHEL is deploying a Global Master Template across the Organisation, we request all required Applications to be procured by BHEL at the time of the award of the Contract and Users for these Applications may be phased as per the tentative License Buying Schedule based on the proposed Implementation schedule.	No change in clause
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2	License & ATS Cost for SAP ERP) - Annexure #17.1	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids).	Since ERP OEM Vendors follow Global Licensing norms, providing entire Bill of Material on a metric of Users is not possible. BHEL needs to allow Bidder and the respective OEM to quote a lump-sum price for Engines and separate bundled price for category of users.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 61	Supply of ERP Software & Licenses - Clause 7.2	None	The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM and Owner shall make the payments to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. ERP product OEM will raise the invoices to the Lead Bidder who in turn will raise invoice on BHEL.	No change in clause
Page No. 61	Annual Technical Support (ATS) - Clause 7.3	None	Owner will take ATS for ERP licenses & Add-ons directly from the ERP product OEM. The Bidder shall make provision for the Owner to make the payments for ATS directly to the ERP Product OEM based on the invoices raised by Bidder's ERP Product OEM	Since ERP product OEM is not the Lead Bidder, the Agreement to provide software licenses will be between BHEL and Lead Bidder. Kindly allow the Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	no change in clause
Page No. 40	Interest Liability - Clause 4.13	None	In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment	Interest on delayed payment will be as per the terms of the Software Agreement executed with ERP product OEM by Lead Bidder.	No change in clause
Page No. 29	Eligible Bidders - Clause 4.1	Consortium Agreement - Annexure #25	The Bidder shall include a letter signed by both the members of the consortium who are bidding jointly expressing their intention to be jointly and severally responsible for the project. In the above arrangement, the ERP OEM vendor's authorized Implementation Partner must be nominated as a Consortium Lead Member and this nomination along with the joint and several liability undertaking between members of such consortium shall be evidenced by submitting an entry into force of a duly stamped agreement of the duly executed Consortium Agreement in accordance with the format placed in Annexure #25 Consortium Agreement.	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 122	Jointly and severally responsibility - Clause 12.3		Owner's ERP Consultant (PwC) and Consortium members (participating as consortium in this RFP response) shall be jointly and severally responsible for the performance of the Integrated Solution.	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause
Page No. 40	Contract Performance Bond - Clause 4.12	Contract Performance Bond - Annexure #26	We irrevocably and unreservedly guarantee, upon the request of your Successful Bidder (Insert successful bidder name), a company incorporated under (mention incorporating statute), participating in this Project/Awarded Tender together with (Insert Consortium Partner name) a company incorporated under (mention incorporating statute), having its seat or domiciled in (insert registered address of both partners and country of registration), with each of its members bearing joint and several responsibility towards BHEL (the beneficiary),	BHEL will be contracting for licensing of Software and services through the lead bidder. The primary obligation of fulfilling the contractual terms shall be that of the Lead Bidder. BHEL may contractually require SI / Bidder to ensure that Bidder enters into necessary arrangements / contracts with ERP product OEM for fulfilling these requirements. In view of this, we don't believe there is need for any joint and several obligations to be confirmed by the parties. This is also not consistent with the provisions of the RFP which require the Bidder to act as the entity ultimately responsible for the Project regardless of the consortium or other arrangements that the Bidder may have with ERP supplier and others. Further, ERP Product OEM proposes a discussion with the legal department of BHEL to seek/offer further clarification	No change in clause
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	Audited financial statements for the last three financial years.	Only Auditor's Certificate be allowed for India Business unit of ERP product OEM	Refer addendum for Pre-Qualification criteria clarifications
Page No. 44	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should be capable of integrating with the following - -Auto CAD -Engineering automation & Product Life Cycle management software -SAP-HCM Provide the list of PLM software which can be integrated with the Offered ERP product.	Request, BHEL to provide the list of PLM software which needs to be integrated with ERP product OEM Software.	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Please also accept published customer case studies / self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The company should have at least 10 ERP Product installations in India with at least 500 licenses in each installation in last 7 years.	Please also accept Customer certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 43	Pre-Qualification Criteria - Clause 5.4	ERP Product Vendor - Clause 5.4.1	The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	Please also accept Customer attested reference certificate or self-certification from ERP product OEM as an evidence along with Purchase Order / Work Order / Completion certificate for each implementation	Refer addendum for Pre-Qualification criteria clarifications
Page No. 112	Payment Schedule for Manpower Cost - Clause 10.3	Solution Expert Consulting manpower cost - Clause 10.3.1	Payment for ERP Product OEM's manpower for Solution expert consulting services (ref. section 7.7) shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Since ERP product OEM is not the Lead Bidder, the Agreement to provide Services will be between BHEL and Lead Bidder. Kindly allow Lead Bidder to raise invoices on BHEL. ERP product OEM will raise the invoices to the Lead Bidder.	No change in clause.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 85	Configuration, Customization & Bespoke (Custom Developments) - Clause 9.9	None	Any Bespoke/Custom development required for meeting the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases	Kindly amend this to exclude ERP OEM responsibility for Inclusion of Custom Development in standard ERP/Add-on Engines in subsequent releases	no change in the clause
Page No. 23	Existing Applications - Clause 1.3.3	Existing Software - Annexure #3	The list of existing ERP & Non ERP software is mentioned in Annexure #3 Existing Software	Please provide the list of applications that need to interfaced with ERP product OEM	For interfaces, please refer Section 9.12.2.3
Page No. 19	Technical Evaluation Methodology - Annexure 5	None	Client Citations - Minimum Marks (cut off) 60%	Let us know, if the minimum marks for Client Citations are 60% or 80%.	No change in clause
88	9.11.2	Training	Certification Central Training for Core Team (Functional & Technical) - 150 nos	Please give the break-up of Number of Core Team for Each Module	Will be provided to the successful bidder.
88	9.11.2	Training	Certification Central Training for Core Team (Functional & Technical) - 150 nos	The traning given by OEM is on standard product ie. Nothing specific to BHEL Process. Please confirm, if it OK	The understanding is correct.
100	9.12.4.1	Master Data Conversion & Migration	Unification of Codes	We understand BHEL will form a team for this activity as SI are not aware of Material/vendor details and hence, would not be able to perform this activity. Please Confirm	This will be done jointly by Owner and Bidder.
100	9.12.4.1	Master Data Conversion & Migration	Unification of Codes	If above is Yes, Please confirm the approx team which would be formed by BHEL for this activity at each Plant/Office. This acitivity would get started from Blue Print Phase of the project till Projet end and hence, required Team has to be from beginning	This will be done jointly by Owner and Bidder. Further details would be provided to the successful bidder.
103	9.12.4.1	Master Data Conversion & Migration	Data Extraction: This task includes pulling of data from operation and external data source.	a) Please confirm the Number of leagacy system and Front/backend of each legacy system. B) Also confirm number of records in each legacy system	Refer section 9.5 for geographical scope. For indicative list of Product/platform/technology, refer Section 1.1.3. Further details would be provided to the successful bidder.
107	9.12.5.13	Perforance Testing & Tuning	Performanace Testing & Tuning	Please confirm if SI has to cater for any 'Performance Testing Tool' for this activity	This is part of scope of work of the Bidder and should use the appropriate tools and resources to conduct the aforementioned tests.
85	9.9	Configuration, Customization & Bespoke (Custom Development)	Preferably, changes should be kept as minimal as possible to the EFP Core Module	Please confirm the Max Limit numbers of Customization for which SI should quote. Over and Above these numbers, the Owners will pay extra as per actual manmomnth rates.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
85	9.9	Configuration, Customization & Bespoke (Custom Development)	** Any Bespoke/Custom development required for meeting the functional requirement of the Owner shall be taken-up with ERP Product R & D centre……	Please confirm if this has to be taken by Owner or SI. If SI has to take it to OEM then the cost/required fees (if any, at later point of time) has to be borne by Owner at atuals	This is part of scope of work of the Bidder as mentioned in Section 9.9
		General	Project Location	Please let us know the project location- Noida/ Delhi/Hyderabad.	Hyderabad/ Bhopal/ Delhi NCR
28		Project Plan	Realisation Phase : 8 month	SI would need hardware for the relisation Phse . Request you to pls confirm whether Hardware shall be given by the owner for development purposes or SI has to arrange themselves.	Refer 9.12.2.5.
			General Query	We would request a meeting with your esteem Finance & legal team so that our team can put forth their view on T & C .	Opportunity would be provided during the pre-bid meeting
Annexure 28			payment terms	Request you to relook on payment terms. Being a large project. Request you to look at 10 % advance against BG	No change in clause
Annexure 22			Penalty: Point 1	We assume that the licenses shall be directly between owner & BHEL hence SI shall not be responsible for suply delay.	Refer addendum for clarification
Annexure 22			Penalty: Point 2 to 6	We request to amend the penality to be capped to 2 % of the unperformed services.	Refer addendum for clarification.
24	Section 2: Definitions	Breaches	Breaches: Shall mean inter alia and include a failure of performance under the contract, whether or not penalties are attracted/applicable for the violation of terms and conditions contained herein, non-adherence of instructions and prescribed compliances, nonperformance or unsatisfactory performance of obligations in the opinion of the Owner, nonadherence to laws and regulations, and shall include within its purview, a failure to ensure satisfactory performance parameters of the 'ONE- BHEL' initiative as defined hereunder which is significant enough to give the Owner the right to sue in a manner so as to place itself in the position they would be in if not for the breach committed.	Breaches: Shall mean inter alia and include a material failure of performance under the contract, whether or not penalties are attracted/applicable for the violation of terms and conditions contained herein, non-adherence of material instructions and prescribed compliances, material nonperformance ~~or unsatisfactory performance~~ of obligations in the opinion of the Owner, nonadherence to laws and regulations, ~~and shall include within its purview, a failure to ensure satisfactory performance parameters of the 'ONE- BHEL' initiative as defined hereunder~~ which is significant enough to give the Owner the right to sue. ~~in a manner so as to place itself in the position they would be in if not for the breach committed~~.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
25	Section 2: Definitions	Confidential Information	Confidential Information: Shall mean all knowledge, data or information acquired by the Bidder from, or disclosed to the Bidder by, the Owner, or on behalf of the Owner, in connection with the Work in writing, drawings, magnetic tapes, computer programs or in any other way, as well as all data derived there-from, to the extent that such knowledge, data or information at the time of such acquisition or disclosure is not either already in the unrestricted possession of the Bidder or part of public knowledge or literature.	Confidential Information: Shall mean all knowledge, data or information acquired by ~~the Bidder~~ either Party ("Receiver") from, or disclosed to the ~~Bidder~~ Receiver by, ~~the Owner,~~ or on behalf of the other Party ("Discloser") ~~Owner~~, in connection with the Work in writing, drawings, magnetic tapes, computer programs or in any other way, as well as all data derived there-from, to the extent that such knowledge, data or information at the time of such acquisition or disclosure is not either already in the unrestricted possession of the ~~Bidder~~ Reciever or part of public knowledge or literature. Provided, however, any information disclosed orally or in any other intangible medium shall be reduced to writing within a reasonable time from the date of such disclosure. Confidential Information shall not include information that: (a) is as of the time of its disclosure part of the public domain; (b) is subsequently learned from a third Party without a duty of confidentiality; (c) at the time of disclosure was already in the possession of the receiving Party; (d) was developed by employees or agents of the receiving Party independently of and without reference to any information communicated to the receiving Party; or (e) is required to be disclosed pursuant to a court order or government authority, whereupon the receiving Party shall, at its	No change in clause
28	Section 3: About One BHEL Initiative	Sub Section 3.3: Implementation Plan	As per Draft	Request you to confirm the base locations for the project	Please refer section 9.5 Geographical scope for the locations to be rolled out. The central location would be Hyderabad/ Bhopal/ Delhi NCR.
29	Section 4: Instructions to Bidders	Sub Section 4.1: Eligible Bidders	1. If the executive management of Bidder is related to executive management of BHEL. 2. If any team members of the Bidder who has worked for any period in this project shall not work with the competitor of BHEL till the expiry of the agreement with BHEL.worked for any period in this project shall not.....	1. If ~~the executive management~~ any employee of Bidder directly involved in the Project is related to executive management of BHEL. 2. Please clarify the industry which can be taken as a competition to BHEL. We assume whether the consultats who are directly working on the project will not be able to work on another project till completition of this project.	1. No change in clause. 2. For the product/ project range of BHEL, please refer the RFP & the official BHEL website.
29	Section 4: Instructions to Bidders	Sub Section 4.1 (a) - (d): Eligible Bidders	As per Draft	The joint and several liability is responsibility for both OEM & SI. Pls provide more clarity on this point.	Refer consortium agreement in Annexure # 25
32	Section 4: Instructions to Bidders	Sub Section 4.4.2 Envelop 2 SL No. 5	□ General Indemnity for protection of 3rd party claims against the Owner □ IPR compliance and compliance of law and regulations in force □ Compliance of licenses and registration, as applicable □ Joint and several liability □ Vicarious (can be combined with Joint & several liability)	□ General Indemnity for protection of 3rd party claims against the Owner caused by or attributable to the Bidder □ IPR compliance and compliance of law and regulations in force □ Compliance of licenses and registration, as applicable □ ~~Joint and several liability~~ □ ~~Vicarious (can be combined with Joint & several liability)~~	No change in clause
35	Section 4: Instructions to Bidders	Sub Section 4.4.3 Envelop 3 SL No. 10	As per Draft	We may not be able to submit citations and references of any existing or previous customer as most of them have Non Disclosure clause attached to the agreement.	Refer Section 5.4.2 for detailed evidences required for citations.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
38	Section 4: Instructions to Bidders	Sub Section 4.9: Earnest Money Deposit	EMD may be forfeited under following conditions: a. After opening of bid, the bidder revokes his bid within the validity period or increases his earlier quoted rates. b. Non-faithful performance, including but not limited to delayed and non-qualitative/ inadequate response, in the opinion of the Owner in the bidding process until order is placed. c. The Bidder not abiding by Section 5.7 w.r.t to failure to accept the issued PO within a maximum of 7 Calendar days along with the submission of Security Deposit.	EMD may be forfeited under following conditions: a. After opening of bid, the bidder revokes his bid within the validity period or increases his earlier quoted rates. b. ~~Non-faithful performance, including but not limited to delayed and non-qualitative/ inadequate response, in the opinion of the Owner in the bidding process until order is placed.~~ c. The Bidder not abiding by Section 5.7 w.r.t to failure to accept the issued PO within a maximum of 7 Calendar days along with the submission of Security Deposit.	Refer addendum for clarification on 4.9 (b).
40	Section 4: Instructions to Bidders	Sub Section 4.13: Interest Liability	In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment	We cannot accept the exiting clause. Payment to be made within 15days of submission of Invoices, failing which will attract interest of 1.5%/month	No change in clause
41	Section 4: Instructions to Bidders	Sub Section 4.14: Duty of due diligence	For the purposes of the procurement and execution of this Contract, the Bidder does hereby accept, covenant and acknowledge its duty at all times to ensure the highest degree of care and competence in execution of the Contracts in question and hereby acknowledges its inherent duty of due diligence in all its acts/commissions and/or omissions at all times. For the purposes of this provision, such duty of due diligence shall continue and extend jointly and severally amongst its consortium partners. Wilful Negligence: For the purposes of this clause, wilful negligence shall be defined as any act/omission necessary for the completion of the objectives of the works which has been known to the bidder/ Implementer by virtue of his proficiency in this field but has been omitted/committed by his negligence with an intention to deceive and/or cause hindrance to the smooth functioning of the objectives herein. Wilful negligence and negligence in general, arising out of the Bidder's obligation of due diligence towards the Owner shall amount to a breach under this contract, the difference between the two being only that while the former shall attract penalties as defined in Annexure	For the purposes of the procurement and execution of this Contract, the Bidder does hereby accept, covenant and acknowledge its duty at all times to ensure ~~the highest~~ a commercially reasonable degree of care and competence in execution of the Contracts in question and hereby acknowledges its inherent duty of due diligence in all its acts/commissions and/or omissions at all times. For the purposes of this provision, such duty of due diligence shall continue and extend jointly and severally amongst its consortium partners. Wilful Negligence: For the purposes of this clause, wilful negligence shall be defined as any act/omission necessary for the completion of the objectives of the works which has been known to the bidder/ Implementer by virtue of his proficiency in this field but has been omitted/committed by his negligence with an intention to deceive and/or cause hindrance to the smooth functioning of the objectives herein. Wilful negligence and negligence in general, arising out of the Bidder's obligation of due diligence towards the Owner shall amount to a breach under this contract, the difference between the two being only that while the former shall attract penalties as defined in Annexure #22 Penalty of the contract, the latter shall amount to a breach under tort not necessarily attracting liquidated ~~consequential~~ damages.	No change in clause
45	Section 5: Selection Process	Sub Section 5.4.1: ERP Product Vendor, sl no 15	The offered ERP Product Vendor should not have been black listed by PSU, Govt. of India and / or have past & on-going legal cases with such entities.	The offered ERP Product Vendor should not have been black listed by PSU, Govt. of India and / or have past & on-going legal cases with such entities which might materially adversely affect the Bidder's ability to undertake the obligations contained herein.	Refer addendum for Pre-Qualification criteria clarifications
51	Section 5: Selection Process	Sub Section 5.4.2: Implementation Partner, sl no 17	The offered ERP Product Vendor must be Jointly and Severally responsible for the Successful implementation of the project.	The joint and several liability is responsibility for both OEM & SI. Pls provide more clarity on this point.	Refer addendum for Pre-Qualification criteria clarifications

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
54	Section 5: Selection Process	Sub Section 5.7: Signing of contract	After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with Security Deposit (SD) & Bank Guarantee (BG). Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order along with submission of SD & BG by the Bidder. The Contract agreement between the Owner & Bidder shall be signed in the next 15 days.	PO should be issued only post finalisation and signing of agreement. Suggest issuance of Letter of Award as mode of notifying Bidder that its bid has been accepted. Contract between Owner and bidder will be signed within 15 days of issuance of LoA.	Refer addendum for Pre-Qualification criteria clarifications
54	Section 5: Selection Process	Sub Section 5.8: Instruction of alterations	Owner reserves the right to make any changes(alteration, deletion, suspension) in scope, quality, quantity without effect in time and OV	Any change in the scope of the project will be driven through Change Request Mechnaism.	Refer addendum for Pre-Qualification criteria clarifications
54	Section 5: Selection Process	Sub Section 5.8.2: Confirmation of verbal instructions	For the purposes of this section/Article all Instructions contemplated herein should be issued in writing. However, if the Owner considers it necessary to issue an Instruction verbally the Bidder shall immediately comply with such verbal request. Where the Owner confirms a verbal request in writing, either before or after carrying out of the Service, this shall be deemed an Instruction. If the Owner does not confirm such a verbal request in writing within seven (7) days then the Bidder shall so confirm within a period of seven (7) further days and shall obtain the Owner's written agreement which shall be deemed an Instruction. No claims shall be made by Bidder & entertained by Owner if the Owner does not confirm in writing such approval within above 7(seven) days.	For the purposes of this section/Article all Instructions contemplated herein should be issued in writing. However, if the Owner considers it necessary to issue an Instruction verbally the Owner must necessarily confirm such instructions in writing within seven (7) days and the Bidder shall immediately comply with such Instruction ~~verbal request~~. ~~Where the Owner confirms a verbal request in writing, either before or after carrying out of the Service, this shall be deemed an Instruction. If the Owner does not confirm such a verbal request in writing within seven (7) days then the Bidder shall so confirm within a period of seven (7) further days and shall obtain the Owner's written agreement which shall be deemed an Instruction.~~ No claims shall be made by Bidder & entertained by Owner if the Owner does not confirm in writing such approval within above 7(seven) days.	Refer addendum for Pre-Qualification criteria clarifications
55	Section 5: Selection Process	Sub Section: 5.8.3.2: Amendments/Variations	Amendments/Variations to Contract agreed by both parties in accordance with this section shall be the only valid manner of amending the Scope of Services and/or any other document or provision of the Contract, if any. For the avoidance of doubt, nothing contained in this section shall confer upon the Bidder, a right to initiate an Amendment/Variation to the Contract/Work.	Amendments/Variations to Contract agreed by both parties in accordance with this section shall be the only valid manner of amending the Scope of Services and/or any other document or provision of the Contract, if any. ~~For the avoidance of doubt, nothing contained in this section shall confer upon the Bidder, a right to initiate an Amendment/Variation to the Contract/Work.~~	Refer addendum for Pre-Qualification criteria clarifications
58	Section 7: Obligations of ERP product OEM		As per Draft	As the licenses are being procured directly from OEM according to the RFP. Please clarify the penalties for delay in supply of ERP software and licenses and also the bidder's liability on this case. Is Implementation partner responsible for work done by OEM, what are OEM defaults, what will be Implementation partner's Liabilty for the same, Please clarify	As per consortium agreement. Refer Section 7, 8, & 9 in totality.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
60	Section 7: Obligations of ERP product OEM	Sub Section: 7.2: Supply of ERP Software and License	The Owner will award the contract for purchase of ERP licenses directly to the ERP product OEM. The validity of the negotiated Licenses price(s), covering Transaction Users, Medium Users & Business Partners & all add-on engines should be for a minimum period of 5 (five) years	ERP OEM has to be give the valdadity of the licenses prices. Pls clarify if any validation is required from SI as well.	As per consortium agreement.
66	Section 7: Obligations of ERP product OEM	Sub Section: 7.6: Team Profile	As per Draft	Specific skill sets required, in terms of experience etc	Refer section 7.6 which is self explanatory
68	Section 7: Obligations of ERP product OEM	Sub Section:7.8: CCC/COE	As per Draft	ERP product OEM shall assist the Bidder in preparing and providing detailed plan for establishing the Certified Competency Centre / Centre of Excellence and also help in creating its organization structure during and post implementation. This plan has to be mutually agreed between the Owner and Bidder. Pls specify th scope for this assignment.	No change in clause
70	Section 8: Obligations of Implementation Partner	Sub Section 8.2.2: Minimum Resource Deployment		Minimum resource deployment and penalty on the same cannot be accepted	no change in clause
76	Section 8: Obligations of Implementation Partner	Sub Section 8.8.1: Support Services	Bidder shall provide Support services covering Implementation support,Performance Testing & Tuning, Help Desk & Sustenance Support for Owner's all Units going live in Phase-I, II & III without additional cost to the owner.	pls clarify whether helpdesk, operation support is required for the entire duration of the project after 1st phase go live.	Yes
78	Section 9: Scope of Work	Sub Section 9.1: OverView	Any additional cost, not factored suitably in the response, but necessary for completeness of the Integrated Solution shall be solely borne by the Bidder.	Please clarify the scope of this requirement.	self explanatory. No change in the clause
75 & 78	Section 8: Obligations of Implementation Partner & Section 9: Scope of Work	Sub Section: 8.7/8.8.1/9.2/9.4.9/9.12.1.5/9.12.2.7/9.12.3.9/9.12.4.6/9.12.5.6/9.13	The deliverables for this phase will include **but not limited** to the following:…	Pls clarify. Any additional scope change apart from mentioned in the RFP shall be mutually discussed & shall be governed by Change Request Mechanism.	Refer addendum for clarification regarding section 5.8.
77&79	Section 9: Scope of Work	Sub Section 9.3: Functional Scope	The Support services under this period shall be provided to the Owner at no additional cost to the owner	Additional cost to be paid for the services provided by Implementation partner	No change in the clause
82	Section 9: Scope of Work	Sub Section 9.4.17: Corrective Actions	All corrective actions arising by review of ……Without any additional cost	Additional cost to be paid for the services provided by Implementation partner	no change in the clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
84	Section 9: Scope of Work	Sub Section 9.6: Supply and Installation of Software and application Licenses	All the above documents mentioned or any other standard documentation for the product included in the cost of the license. All the tools, accessories, software and media supplied under the contract shall be original copies and warranted, against damages or not working, for 90 days from the date of installation will be replaced at no cost to the owner	Under ths contract, we are not supplying any tools & hadware. It only includes ERP Product & implemeation services. Hence request for deletion of clause.	no change in the clause
110	Section 9: Scope of Work	Sub Section 9.12.5.4 : Helpdesk Support	If the owner feels that the help-desk is not suitably staffed, the owner reserves the right of securing additional consultants for Help Desk. Owner also reserves the right of altering the composition of the help desk team, if required	SI will adequestly staff & shall be responsible for the delivering the solution & meeting the timelines & SLA's. Request for deletion	No change in clause.
112 & 113	Section 10: Key Deliverables and Payment Schedule			Not clear on payment schedule for Implementation. Plz clarify the timelines for the same.	No change in clause
113	Sections 11: General Conditions of Contract	Sub Section 11.1: Deviations	Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per Annexure #11 No Deviation Certificate. The bids with deviation(s) are liable for rejection.	Request you to delete this point.	No change in clause
115	Sections 11: General Conditions of Contract	Sub Section 11.7: Risk Purchase	In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses.	Existing Clause to be substituted by: If Implementation partner is unable to correct the defect in deliverable within agreed cure period and because of which Customer terminates the Agreement,customer may within 30 days from such termination procure the unperformed services by a third party on the risk and cost of SI/Implementation partner for the excess costs incurred by Customer, up to a maximum of 5% of the price quoted by SI/Implementation partner of the unperformed services	Modified clause has been included in the addendum.
115	Sections 11: General Conditions of Contract	Sub Section 11.8: Adjustment of recovery	Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the Owner.	Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any ~~other works /~~ this contract awarded to him by any of the Owner's unit. Further, the amount payable by bidder should be mutually discussed and arrived at. ~~This is without prejudice to any other action as may be deemed fit by the Owner.~~	Modified clause has been included in the addendum.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
115	Sections 11: General Conditions of Contract	Sub Section 11.9: Force Majure	As per Draft	.....Should the Bidder be delayed by Force Majeure in performing any of its obligations under the Contract, that party shall notify the other party immediately giving the full particulars thereof along with tangible proof thereof submitted and intimated within 3 (three) days of the onset of such event, in writing and shall use its best efforts to minimise the effect of....In the event of force majure....financial impact of the either party on the force majure. Clause to be added to existing clause-1). Upon the occurrence of any circumstances of force Majeure the Supplier shall endeavour to continue to perform his obligations under the Contract so far as reasonably practicable. The Supplier shall notify the Purchaser of the steps he proposes to take including any reasonable alternative means for performance, which is not prevented by Force Majeure. The Supplier shall not take any such steps unless directed so to do by the Purchaser. If the Supplier incurs additional costs in complying with the Purchaser's directions as mentioned above, the amount thereof shall be certified by the Purchaser and added to the Contract Price 12.6 Termination in Consequence of Force Majeure If circumstances of Force Majeure have occurred and shall continue for a period of 180 days then, notwithstanding that the Supplier may by reason thereof have been granted an extension	No change in clause
117	Sections 11: General Conditions of Contract	Sub Section 11.12: Modification & Change Request	As per Draft	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Implementation Partner will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. Absent a signed Change Order, Implementation Partner shall not be bound to perform any additional services. The parties agree to negotiate in good faith all Change Order proposals.	No change in clause
117	Sections 11: General Conditions of Contract	Sub Section 11.13: Suspension of Work	As per Draft	Please remove this clause, we cannot agree to suspending the project except in case of an event of force majeure event.	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
118	Sections 11: General Conditions of Contract	Sub Section 11.13: Termination	As per Draft	Existing clause to be subsittuted by: Either party may terminate this Agreement upon written notice to the other in the event that: (a) the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or ten (10) days in the event of nonpayment by Company); or (b) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency or the protection of creditors' rights or otherwise ceases to conduct business in the normal course; provided that this right to termination shall not apply if the other party is ordered to be wound up by the court for the purpose of a bona fide reconstruction or amalgamation.In the event of termination hereunder, Customer shall pay SI/Implementation partner for services render and Product delivered till the effective date of the termination	Modified clause has been included in the addendum.
118	Sections 11: General Conditions of Contract	Sub Section 11.14: Negligence	As per Draft	Request to delete this clause as any breach, irrespective of whether caused by negligence or not, is already covered under the termination clause.	No change in clause
119	Sections 11: General Conditions of Contract	Sub Section 11.18: Payment Terms	Payment terms are linked to major milestone activities identified and percentage as stipulated in Payment Schedule for Implementation Effort. For the avoidance of doubt no payments shall be made unless the services rendered are proven to be tangible and beneficial to Owner	Please remove: **For the avoidance of doubt no payments shall be made unless the services rendered are proven to be tangible and beneficial to Owne**	Modified clause has been included in the addendum.
120	Sections 11: General Conditions of Contract	Sub Section 11.18.4: Form of Payment	Within forty five (45) days of receipt of the correctly prepared and adequately required	Customer shall pay invoices within fifteen (15) days from the date of receipt of invoices, except for those portions of any invoice that the Customer disputes in good faith. Delayed payments shall incur interest at the rate of 1.5% per month	No change in clause

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
120	Sections 11: General Conditions of Contract	Sub Section 11.18.5: Right to Offset	Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute	The amount to be set off should be discussed mutually and then considered. Set off can be done only against this particular RFP and the contract.	Modified clause has been included in the addendum.
121	Sections 12: Special Conditions of Contract	Sub Section 12.2: Resource deployment and replacement	As per Draft	Based on the requirements of the particular Services,SI/Implementation Partner shall determine, after consultation with Customer, the size and composition of the resource team. The size and composition of the team may change from time to time based upon the scope and complexity of the Services.	No change in clause
122	Sections 12: Special Conditions of Contract	Sub Section 12.4: Go Live Defermenr	The Owner reserves the right to defer the Go-Live for any/ multiple location. In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder.	Owner reserves the right to defer go live and change location, also no additional payment/ penalty can be imposed on customer	Modified clause has been included in the addendum.
122	Sections 12: Special Conditions of Contract	Sub Section 12.3: Joint and Several responsibility	As per Draft	Request to delete as we cannot agree to joint and several liability.	No change in clause
		to be included in the RFP	Site not ready	Bidder assumes that the sites shall be kept ready for installations and acceptance well before deliveries. However, in case the installation/ acceptance gets delayed beyond 15 days of delivery, due to sites not ready or any other reason attributable to the customer, the equipment/Software shall be deemed to have been installed and commissioned for the purpose of payment, warranty, title transfer or any other related clause.	No change in RFP Scope

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
		to be included in the RFP	IPR	Each party owns, and will continue to own all rights, title and interests in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement (collectively, "Preexisting Works"). All the software licesens supplied under this RFP shall be subject to Standard End user Licenese agreement from software Owner.	No change in clause
		to be included in the RFP	Deemed Acceptance	Deliverables will be deemed to be fully and finally accepted by Customer in the event Customer has not submitted such Deliverable Review Statement to Implimentation Partner before the expiration of the 15-day review period, or when Customer uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").	No change in clause
		to be included in the RFP	Exclusion of incidental damages	Notwithstanding anything to the contrary contained herein or elsewhere, neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits.	No change in clause
		to be included in the RFP	Limitation of Liability	Notwithstanding anything to the contrary contained herein or elsewhere, the maximum aggregate liability of Bidder shall be, regardless of the form of claim, the consideration actually received by Bidder under this Agreement during the previous three (3) months from the date of the claim."	A new clause to be added on Limitation of Liability.
		to be included in the RFP	Taxes		Refer the RFP document & addendum.
		to be included in the RFP	Penalty	a) Penalty on Supply of license-responsibilty is with OEM, for this they should not impose penalty b).Penalty on agrred manpower-delivery to confirm on this requirement as penalty on this is very high c). Two different penalties on timelines and milestone is not ok, also % is very high d), Penalty on minimum resource deployment- to be discussed with customer, as we also have a clause as "suspension" d). non compliance of Audit- Approval required	No change in RFP Scope
62	Annexure 21	NDA	As per Draft	NDA draft to be made mutual so that Bidder's confidential information is also protected.	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
63	Annexure 21	NDA	The Receiving Party hereby agrees that all the confidential, proprietary or trade secret information relating to BHEL including without limitation, information regarding the business operations, financial information, customer information and marketing strategies of BHEL and any notes, compilations, studies, interpretations, presentations, correspondence or other writing made available to the receiving Party by BHEL whether in physical or electronic form, whether after the effective date or prior to the execution of this agreement, and in specifically marked " CONFIDENTIAL", INCLUDING any verbal indication that has been documented in writing and marked as "Confidential Information". The receiving Party agrees that all the confidential Information shall be treated as absolute secret and the receiving Party shall not disclose to any person such information otherwise than in accordance with the terms of this Agreement. The Receiving Party will impose a similar duty of confidentially on any person to whom the Receiving Party is permitted to transfer such information in accordance with the terms hereof.	The Receiving Party hereby agrees that all the confidential, proprietary or trade secret information relating to BHEL including without limitation, information regarding the business operations, financial information, customer information and marketing strategies of BHEL and any notes, compilations, studies, interpretations, presentations, correspondence or other writing made available to the receiving Party by BHEL whether in physical or electronic form, ~~whether after the effective date or prior to the execution of this agreement, and~~ in specifically marked " CONFIDENTIAL", INCLUDING any verbal indication that has been documented in writing and marked as "Confidential Information". The receiving Party agrees that all the confidential Information shall be treated as absolute secret and the receiving Party shall not disclose to any person such information otherwise than in accordance with the terms of this Agreement. The Receiving Party will impose a similar duty of confidentially on any person to whom the Receiving Party is permitted to transfer such information in accordance with the terms hereof.	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
63	Annexure 21	NDA	(4) The receiving Party hereby represents that any employee or any official of the Receiving Party who will be given access to the Confidential Information on behalf of the Receiving Party has executed/ shall execute appropriate non-disclosure contracts with the receiving Party for adequate protection of the confidential information belonging to BHEL and/or its Affiliates against disclosure or exploitation. The receiving Party shall forthwith make available a copy of such contracts as and when required BHEL.	(4) The receiving Party hereby represents that any employee or any official of the Receiving Party who will be given access to the Confidential Information on behalf of the Receiving Party has executed/ shall execute appropriate non-disclosure contracts with the receiving Party for adequate protection of the confidential information belonging to BHEL and/or its Affiliates against disclosure or exploitation. ~~The receiving Party shall forthwith make available a copy of such contracts as and when required BHEL.~~	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
64	Annexure 21	NDA	The Receiving Party hereby agrees to forth indemnify and hold harmless BHEL and its Affiliates from and against any claim and loss or damages, liability (including the legal fees) arising out of or in connection with any unauthorized or any other breach of the terms and conditioning contained in this Agreement. This clause shall survive the termination or expiration of this Agreement.	Request to delete this clause as we cannot agree to take on indemnity obligations in a NDA. We may subsequently consider a mutually acceptable and applicable NDA at the time of entering into a definitive agreement,	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
65	Annexure 21	NDA	21. This Agreement shall become binding on the Parties from the Effective Date and shall be in force such tenure as specified in Schedule I and shall remain in force for the entire term of the Project Notwithstanding anything contained herein, the obligations of Receiving Party Under this Agreement to retain secrecy of the Confidential Information shall however survive and be continuing until the Confidential information disclosed by BHEL is no longer confidential and is in public domain without any breach of the terms and conditions hereof by the Receiving Party.	21. This Agreement shall become binding on the Parties from the Effective Date and shall be in force such tenure as specified in Schedule I and shall remain in force for the entire term of the Project Notwithstanding anything contained herein, the obligations of Receiving Party Under this Agreement to retain secrecy of the Confidential Information shall however survive and be continuing for a period of three years post termination expiry of this Agreement ~~until the Confidential information disclosed by BHEL is no longer confidential and is in public domain without any breach of the terms and conditions hereof by the Receiving Party.~~	As such, the NDA is not generically mutual. To the extent that any specific rights of the Bidder are considered protection worthy could be considered by the Owner at Contracting stage and if acceptable, included in NDA.
95		Integrity Pact	Section 3	Any potential ineligibility shall only be if the determination of whether the Bidder has indulged in any corrupt or fraudulent practices is made by a court of competent jurisdiction. Further the period of ineligibility should not be for a period exceeding one (1) year.	No change in clause
98		Integrity Pact	Section 9	The Pact Duration will be only for the term of the respective contract and no further. Please confirm	No change in clause
32	4.4 Bid Format & Contents of Bid	4.4.2 Envelop 2	The contents of the Envelope 2 must be as follows: Types of Indemnities (duly stamped and notarized), to be provided: Indemnity Vicarious (can be combined with Joint & several liability)	Need clarification of indemnity for vicarious liability and the format for such indemnity bond?	Will be detailed during contracting stage.
32	4.4.2 envelope no-2	4.4.2(5)	5.Types of Indemnities (duly stamped and notarized), to be provided: • General Indemnity for protection of 3rd party claims against the Owner • IPR compliance and compliance of law and regulations in force • Compliance of licenses and registration, as applicable • Joint and several liability • Vicarious (can be combined with Joint & several liability)	These are given as part of the clauses of the Contract only. Do we need to give separately?. In that case which document will hold good i.e is it Contract or this separate bond? If Contract prevails why this separate bond, is there any specific Legal reason behind this?. We need to understand the implication of dual documents.	Will be detailed during contracting stage.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification (Commercial)	Comml/171	Ability to transfer approved L2 network.	More information needed - transfer to where?	From Level1 (System Level) to Level 2 elements(Product level)
Annexure 1	Annexure 1 Functional Requirement Specification (Commercial)	Comml/246	Ability to match the data to meet the target for operation review.	What data needs to be matched	Data formats for operation review
Annexure 1	Annexure 1 Functional Requirement Specification (Commercial)	Comml/346	Ability to capture synchronization event details.	What details need to be captured	All the imp milestones while erection and commissioning to be captured from site as and when they happen.
Annexure 1	Annexure1FunctionalRequirementSpecification-TAB - Commercial	COMML/318	Ability to handle despatch programme for Projects and despatch management	1. By Despatch programme , Does this imply freight budgeting for the projects , that gets integrated with overall project budget 2.Will this involve Multi Horizon Planning i.e. Planning over a horizon of Yearly, Quarterly, Monthly for capacity commitments vehicles, and vehicle types from Transporters	1. no. 2. Yes (Despatch details would not contain any budget amount. It would contain details like dispatch advice note, packing list, LR details, vehicle details,invoice etc) Multi horozon planning over the year wrt dispatches so that logistics can be planned while simultaneously capturing dispatch details like packing list LR etc.
Annexure 1	Annexure1FunctionalRequirementSpecification-TAB - Commercial	COMML/330	Ability to perform Transporter performance evaluation online	1. How is it measured and communicated 2. Should the transporter performance based on the KPIS influence the operational planning or decisions dynamically. E.g.. Transporter A by virtue of being the low cost and share of business may get awarded the load vis-a-vis Transporter B, qualified to fulfill the requirement. In case the performance benchmark of B is better than A based on a Key performance metric, should it influence the operational planning dynamically ?	Based on a definite logic based on the issued guidelines, Trans Perf to be calculated and informed to all so as to plan better for the future
Annexure 1	Annexure1FunctionalRequirementSpecification-TAB - Commercial	COMML/332	Ability to perform Vehicle Planning and allocation of Business	Kindly Explain the carrier selection, planning, scheduling, and optimization process. 5. Does Dimension of the cargo influence the planning process (Over Dimensional cargo) 1. Describe methodology and criteria for routing decisions and carrier selection. 2. What modes of transportation do you utilize out of your facilities? Does this differ by facility? How many carriers do you have (by mode)? Break truck into TL, LTL, and Bulk. 3. Are there any soft and hard constraints that impact and influence the vehicle planning viz. Vehicle restrictions for type of vehicle during a period of the day 4.Does dimension of cargo influence the priority or constraints in planning process 5. How dynamically is the allocation of Business with transporters changed	Ability to propose vehicles, lorry, truck based on the stock and dimensions. Vehicle demand to be generated automatically and to be vetted by the Logistics person for further process

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure1FunctionalRequirementSpecification-TAB - Commercial	COMML/343	Ability to generate mail trigger for over dimension over cargo	1. Explain the process . Is this a result of the planning process	alert mail to go in case of ODC consigments to the site incharge and yes it is a part of planning process
Annexure 1	Annexure1FunctionalRequirementSpecification-TAB - Commercial	COMML/325	Ability to link Despatch planning with Shop planning for over dimension	1.At what point in the process are orders provided to logistics for transportation planning 2. Will Transportation planning output influence other planning process viz. S&OP and production process	Productin status of Odc consigments to influence trans planning; 2-No
Annexure 1FunctionalRequirementSpecification	TAB - Commercial	COMML/318	Ability to handle despatch programme for Projects and despatch management	1. By Despatch programme , Does this imply freight budgetting for the projects , that gets integrated with overall project budget 2.Will this involve Multi Horizon Planning i.e Planning over a horizon of Yearly, Quarterly, Monthly for capacity commitments vehicles, and vehicle types from Transporters	1. no. 2. Yes (Despatch details would not contain any budget amount. It would contain details like dispatch advice note, packing list, LR details, vehicle details,invoice etc)
Annexure 1FunctionalRequirementSpecification		COMML/330	Ability to perform Transporter performance evaluation online	1. How is it measured and communicated 2. Should the transporter performance based on the KPIS influence the operational planning or decisions dynamically. Eg. Transporter A by virtue of being the low cost and share of business may get awared the load vis-a-vis Transporter B, qualified to fulfill the requirement. In case the performance benchmark of B is better than A based on a Key performance metric, should it influence the operational planning dynamically ?	Based on a definite logic based on the issued guidelines, Trans Perf to be calculated and informed to all so as to plan better for the future
Annexure 1FunctionalRequirementSpecification		COMML/332	Ability to perform Vehicle Planning and allocation of Business	Kindly Explain the carrier selection, planning, scheduling, and optimization process. 5. Does Dimension of the cargo influence the planning process (Over Dimensional cargo) 1. Describe methodology and criteria for routing decisions and carrier selection. 2. What modes of transportation do you utilize out of your facilities? Does this differ by facility? How many carriers do you have (by mode)? Break truck into TL, LTL, and Bulk. 3. Are there any soft and hard constraints that impact and influence the vehicle planning viz. Vehicle restrictions for type of vehicle during a period of the day 4.Does dimenion of cargo influence the priority or constraints in planning process 5. How dynamically is the allocation of Business with transporters changed	Ability to propose vehicles, lorry, truck based on the stock and dimensions. Vehicle demand to be generated automatically and to be vetted by the Logistics person for further process
Annexure 1FunctionalRequirementSpecification		COMML/343	Ability to generate mail trigger for over dimension over cargo	1. Explain the process . Is this a result of the planning process	alert mail to go in case of ODC consigments to the site incharge (also alers for shortshipments,transshipments etc)

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1FunctionalRequirementSpecification		COMML/325	Ability to link Despatch planning with Shop planning for over dimension	1.At what point in the process are orders provided to logistics for transportation planning 2. Will Transportation planning output influence other planning process viz. S&OP and production process	Productin status of Odc consigments to influence trans planning; 2-No
Commercial	Annexure 1 Functional Requirement Specification	Comml/171	Ability to transfer approved L2 network.	More information needed - transfer to where?	from Level1 to Level 2 elements and sometimes level 2 to level3 Elements
Commercial	Annexure 1 Functional Requirement Specification	Comml/246	Ability to match the data to meet the target for operation review.	What data needs to be matched	Data formats for operation review
Commercial	Annexure 1 Functional Requirement Specification	Comml/346	Ability to capture synchronisation event details.	What details need to be captured	Actual dates of events at site/unit (embedded systems can us used to capture events)
Comml/027	Pre-Tender	Ability to integrate with market intelligence units is expected. --	What kind of integration & market intelligence	A clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Ability to capture the market environment and alert during Tendering
Comml/055	Review of tender docs	Ability to generate alert for repeat designs.	what is business scenario of repeat designs	There may be several repeat designs for sevarl designs, the exact logic and event for alert will be required to suggest appropriate solution	Wherever specifications are repeated automatic alerts to be provided
Comml/085	Preparatio of offer	Provision to generate all offers with reference to particular clause of tender.	what is business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Suggestive offers against a clause
Comml/099	Preparatio of offer	Provision to submit offer through system	The submission of offers can be done on clients system	Is the expectation here create links with customer procurement portal? PLs detail the requirement	Yes
Comml/111	Post offer	Ability to generate unique CCN and allotment of CPC.	What is CCN & CPC	Abbreviations not clear.	CCN-Customer Contract No-Unique Number allotted for each Contract; CPC- Cutomer Project Code-Unique number allotted to an unit in a project.
Comml/120	Post offer	Ability check and notify on missing documents.	Requirement not clear	How system understands document is missing. Need to understand the logics expected to e built for same for appropriate solutioning	Exhaustive checklist of documents must be available in the system,so that wherever documents are no attached alerts are generated
Comml/134	Post offer	Provision for uploading Critical to Quality online against which monitoring can be performed.	what is business scenario for critical to quality	Is it a status against which a specific process is to be initaited. Pls specify in detail	List of items in the offer which are critical to quality is to be seperatly uploaded

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Comml/149	Post offer	Ability to link with Debtor Management System	IS debtor management a separate system which needs interface. Debtor here refers to the customer	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Debtor Management Sysytem to be part of ERP solution 1.) NO 2.) Debtors management is customerwise details of advances, outstanding and deffered payments.Offer must contain proper keys for integration with debtors
Comml/166	Post order commercial	Ability to identify Package and lock package list.	What is the business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Export package list finalisaion to be part of new ERP solution with the involvement of international operations. All package list to be finalised along with priority serial number of dispatch.
Comml/168	Post order commercial	Ability to make available external dimensions of package and gross weight.	Where this data to be made available? What will be the basis of calculations	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	All package list to contain dimensions and weight of the job for planning of despatches
Comml/180	Post order commercial	Provision to have checkpoints for Billing break up in case of away center fabrication, BOI, Mfg. items.	Pls give details of the business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Separate BBU for various production routes. Billing breakup units / Billable items must be identified for the planning of billing.
Comml/183	Post order commercial	Ability to generate alerts on contract allocation price	What is contract allocation price pls specify the business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Contract allocation price is the price allocated by marketing to a unit/division for raising customer bills. As billing in BHEL is distributed.
Comml/184	Post order commercial	Provision for Customer internal code number in despatch documents	What is customer internal coide nmber? How it is derived?	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Internal reference number given to customer orders
Comml/187	Post order commercial	Ability to take care of variations in asking rate and current rate.	Pls give details of the business scenario. What is meaning of asking rate & current rate and for what items	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Exchange rate variation claims
Comml/190	Project Management	Ability to create conditional records.	Please provide example Condition records examples	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	To match various payment terms, PKG-rate/Kg, DFD-Deferred
Comml/220	Project Management	Ability to raise MDR	What is MDR	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Material Discrepancy report - raised by site in case of discrepancy betn physical and documents with workflow site->Unit->concerned unit dept->site
Comml/223	Project Management	Ability to track diversion of orders to be tracked through system	Pls give details of the business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	To keep track of finished goods diversions between projects.

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Comml/224	Project Management	Provision for Meeting Management portal	Please share the expectation in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
Comml/231	Project Management (Site coordinatin)	Provision for site\regions' feedback for erectability analysis	What is erectability analysis	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials, T&P etc. are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
Comml/234	Project Management (Site coordinatin)	Ability to track status of issue of MDCC	What is MDCC, why interface is required	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Material Depacth Clearance Cetificate issued by the customer/inspection agency allowing the materials to be despatched to site. For monitoing&billing and preparedness at site etc.
Comml/235	Project Management (Site coordinatin)	Ability to generate MRC	What is MRC	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Material Receipt certificate issued by site/customer, proof of material receipt at site, based on which an invoice is raised (Generally 5-15% of cost). MRC Invoices are also raised separately.
Comml/236	Project Management (Site coordinatin)	Ability to intimate on Insurance to insurance agencies on despatch.	How the intimation is required, thru mail , notification or pls specify requirement in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Automail
Comml/254	Project Management (Site coordinatin)	Ability to send inputs for FQP to regions online.	What is FQP	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Field quality plans to be made available for the regions
Comml/257	Project Management (Site coordinatin)	Ability to generate erectability analysis report with inputs from site online.	What is erectability analysis	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
Comml/258	Project Management (Site coordinatin)	Ability to generate SAR, CAR online.	What is the content of these reports, please share detailed info	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned unit out of these systems.
Comml/263	Project Management (Site coordinatin)	Ability to track NS-3 Work Orders (Replacements at BHEL cost) and its cost implications.	What are NS-3 WO, and pls specify the business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	In case of materials to be supplied free-of-cost, units send materials under (Nature of Supply) NS-3, Status of these Free-supplies and their cost to be viewed in system
Comml/265	Project Management (Site coordinatin)	Web interface.	Pls specify the requirement in detail as the requirement can fundamentally change the architecture of the solution. What kind of interface is expected	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Reports in web interface. Reports should be made available to all offices throughout India on BHEL network.

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Comml/266	Project Management (Site coordinatin)	Ability to conductmanagement committee meeting(MCM) operations/projects review online.	Pls specify the requirement in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Online portals for review. Projects status report should be available online.
Comml/269	Project Management (Site coordinatin)	Ability to Post Force Majeure conditions online	Is it a document record to be kept in a central location or please specify the requirement	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	System to capture force Majeure conditions
Comml/280	& customer visit	Ability to make available Materials, indices, overhead rate through system.	What kind of indices and in what business sceanrios	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.Ability to store these indices & OH rates
Comml/283	Billing & cash collection	Ability to show contracts that will get affected due to external changes in PVC indices.	What is PVC indices	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.change of these would affect PVC Bills, in turn turnover
Comml/290	Billing & cash collection	Online Annexure required for PVC/ERV invoice.	What is PVC/ERV indices	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims)/ERV (Exchange RateVariation) factor calculation, which in turn are used in PVC/ERV Bill. Annexures for these bills are also to be generated from ERP.
Comml/291	Billing & cash collection	Online DB details required for MRC annexure.	What iS DB detail & what is MRC?	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Material receipts at site are confirmed by the Daybook(DB) entry at site. Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC)
Comml/303	Billing & cash collection	Ability to generate PVC bill.	What is PVC bill	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Price Variation Claim (PVC)bill. Indices released by RBI, BankOfJapan or other agencies specified in PVC clauses of the contract, are used in PVC factor calculation, which in turn are used in PVC Bill. Differntial bill generated on the basis of price variation is called PVC bill
Comml/308	Billing & cash collection	Ability to track consignments after despatch LR wise using DB number	What is meaning of LR wise & what is DB number	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Material receipts at site are confirmed by the Daybook(DB) entry at site. LR means Lorry Receipt. For each LR/LorryWayBill(LWB), DB entry details are to be maintained
Comml/312	Billing & cash collection	Ability to generate MRC invoicing automatically.	what is MRC invoicing	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost) As soon as the MRc is uploaded in the system bill.Automatic bill to be genrated based on terms and conditions of the PO.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Comml/333	despatch	Ability to track vehicles.	Is its GPS tracking or functional location tracking else pls specify	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	To track vehicle movement in system for te consignments being despatched from manf units.
Comml/337	despatch	B/E print out and TR6 Challan print out from customs	Pls detail the expectation . Please share the formats for all challans	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
Comml/346	Post COD reconciliation	Ability to capture synchronisation event details.	Pls give details of the business scenario. As the requirement looks very generic and business connotation is missing	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	To capture actual dates of certain milestone events of a project at site and to be viewable by the stakeholders
Comml/357	Post COD reconciliation	Ability to disable post closing MDR,SAR,CAR.	Pls explain post closing of MDR, SAR, CAR. What is MDR, SAR, CAR	Need more clarity	Material Discrepancy report - raised by site in case of discrepancy betn physical and documents with workflow site->Unit->concerned unit dept->site.
Comml/364	Post COD reconciliation	Provision for Project closure till archiving after closing the statuatory audit requirements till minimum period of 8 years	The statuatory audit report is linked to set of projects or individual. The audit report is duly signed and scanned report stored in document management system. Archiving should be done for projects => 8 years need clarification	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/020	Pre-Tender	Provision for online availability of information on DD/CHQ etc.	Need Clarity on requirement	Status of payments under process by finance to be made available .
	Comml/020	Pre-Tender	Provision for online availability of information on DD/CHQ etc.	Need Clarity on requirement	Status of payments under process by finance to be made available .
	Comml/020 Pre-Tender		Provision for online availability of information on DD/CHQ etc.	Need Clarity on requirement	Status of payments under process by finance to be made available .
	Comml/027	Pre-Tender	Ability to integrate with market intelligence units is expected. --	What kind of integration & market intelligence	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/027	Pre-Tender	Ability to integrate with market intelligence units is expected. --	What kind of integration & market intelligence	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/027 Pre-Tender		Ability to integrate with market intelligence units is expected. --	What kind of integration & market intelligence	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/028		MOM online	Need more information	MoMs to be linked with Project document repository
	Comml/042		Market Intelligence Units	Need more information	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/051	Review of tender docs	Ability to compare and analyse technical/commercial offers.	What kind of comparison	Trend Analysis,CST.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/051	Review of tender docs	Ability to compare and analyse technical/commercial offers.	What kind of comparison	Referring historical data.
	Comml/051 Review of tender docs		Ability to compare and analyze technical/commercial offers.	What kind of comparison	Referring historical data.
	Comml/055	Review of tender docs	Ability to generate alert for repeat designs.	what is business scenario of repeat designs	Referring historical data.
	Comml/055	Review of tender docs	Ability to generate alert for repeat designs.	what is business scenario of repeat designs	Referring historical data.
	Comml/055 Review of tender docs		Ability to generate alert for repeat designs.	what is business scenario of repeat designs	Referring historical data.
	Comml/085	Preparatio of offer	Provision to generate all offers with reference to particular clause of tender.	what is business scenario	Suggestive offers against a clause
	Comml/085	Preparatio of offer	Provision to generate all offers with reference to particular clause of tender.	what is business scenario	Suggestive offers against a clause
	Comml/085 Preparation of offer		Provision to generate all offers with reference to particular clause of tender.	what is business scenario	Suggestive offers against a clause
	Comml/099	Preparatio of offer	Provision to submit offer through system	The submission of offers can be done on clients system	Not in client System, but to marketing at Corporate Level.
	Comml/099	Preparatio of offer	Provision to submit offer through system	The submission of offers can be done on clients system	Not in client System, but to marketing at Corporate Level.
	Comml/099 Preparation of offer		Provision to submit offer through system	The submission of offers can be done on clients system	Not in client System, but to marketing at Corporate Level.
	Comml/111	Post offer	Ability to generate unique CCN and allotment of CPC.	What is CCN & CPC	CCN-Customer Contract No-Unique Number allotted for each Contract; CPC- Cutomer Project Code-Unique number allotted to an unit in a project.
	Comml/111	Post offer	Ability to generate unique CCN and allotment of CPC.	What is CCN & CPC	CCN-Customer Contract No-Unique Number allotted for each Contract; CPC- Cutomer Project Code-Unique number allotted to an unit in a project.
	Comml/111 Post offer		Ability to generate unique CCN and allotment of CPC.	What is CCN & CPC	CCN-Customer Contract No-Unique Number allotted for each Contract; CPC- Cutomer Project Code-Unique number allotted to an unit in a project.
	Comml/120	Post offer	Ability check and notify on missing documents.	Requirement not clear	Based on the check list, system to alert missing documents while submission of offers
	Comml/120	Post offer	Ability check and notify on missing documents.	Requirement not clear	Based on the check list, system to alert missing documents while submission of offers

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/120 Post offer		Ability checks and notify on missing documents.	Requirement not clear	Based on the check list, system to alert missing documents while submission of offers
	Comml/134	Post offer	Provision for uploading Critical to Quality online against which monitoring can be performed.	what is business scenario for critical to quality	Points/Stages of a material which are critical for the Quality of the material to be made available online for monitoring
	Comml/134	Post offer	Provision for uploading Critical to Quality online against which monitoring can be performed.	what is business scenario for critical to quality	Points/Stages of a material which are critical for the Quality of the material to be made available online for monitoring
	Comml/134 Post offer		Provision for uploading Critical to Quality online against which monitoring can be performed.	what is business scenario for critical to quality	Points/Stages of a material which are critical for the Quality of the material to be made available online for monitoring
	Comml/136	Post offer	Provision for Price master data.	What kind of price master data and where this data is to be consumed	To view the material rates for estimating cost consequences in case of replacement supplies
	Comml/136	Post offer	Provision for Price master data.	What kind of price master data and where this data is to be consumed	To view the material rates for estimating cost consequences in case of replacement supplies
	Comml/136 Post offer		Provision for Price master data.	What kind of price master data and where this data is to be consumed	To view the material rates for estimating cost consequences in case of replacement supplies
	Comml/149	Post offer	Ability to link with Debtor Management System	IS debtor management a separate system which needs interface	DMS would be part of new ERP
	Comml/149	Post offer	Ability to link with Debtor Management System	IS debtor management a separate system which needs interface	DMS would be part of new ERP
	Comml/149 Post offer		Ability to link with Debtor Management System	IS debtor management a separate system which needs interface	DMS would be part of new ERP
	Comml/166	Post order commercial	Ability to identify Package and lock package list.	What is the business scenario	Package list finalisaion to be part of new ERP soln(current scenario: Packaging conditions decided by engg & communicated to warehouse through shipping list or manual letter)
	Comml/166	Post order commercial	Ability to identify Package and lock package list.	What is the business scenario	Package list finalisaion to be part of new ERP soln(current scenario: Packaging conditions decided by engg & communicated to warehouse through shipping list or manual letter)
	Comml/166 Post order commercial		Ability to identify Package and lock package list.	What is the business scenario	Package list finalisaion to be part of new ERP soln(current scenario: Packaging conditions decided by engg & communicated to warehouse through shipping list or manual letter)
	Comml/168	Post order commercial	Ability to make available external dimensions of package and gross weight.	Where this data to be made available? What will be the basis of calculations	Attributes of Export package
	Comml/168	Post order commercial	Ability to make available external dimensions of package and gross weight.	Where this data to be made available? What will be the basis of calculations	Attributes of Export package

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/168 Post order commercial		Ability to make available external dimensions of package and gross weight.	Where this data to be made available? What will be the basis of calculations	Attributes of Export package
	Comml/180	Post order commercial	Provision to have checkpoints for Billing break up in case of away center fabrication, BOI, Mfg. items.	Pls give details of the business scenario	Separate bbu for various production routes
	Comml/180	Post order commercial	Provision to have checkpoints for Billing break up in case of away center fabrication, BOI, Mfg. items.	Pls give details of the business scenario	Separate bbu for various production routes
	Comml/180 Post order commercial		Provision to have checkpoints for Billing break up in case of away center fabrication, BOI, Mfg. items.	Please give details of the business scenario	Separate bbu for various production routes
	Comml/183	Post order commercial	Ability to generate alerts on contract allocation price	What is contract allocation price pls specify the business scenario	Contract allocation price is the price allocated by marketing to a unit/division for raising customer bills. As billing in BHEL is distributed.
	Comml/183	Post order commercial	Ability to generate alerts on contract allocation price	What is contract allocation price pls specify the business scenario	Contract allocation price is the price allocated by marketing to a unit/division for raising customer bills. As billing in BHEL is distributed.
	Comml/183 Post order commercial		Ability to generate alerts on contract allocation price	What is contract allocation price please specify the business scenario	Contract allocation price is the price allocated by marketing to a unit/division for raising customer bills. As billing in BHEL is distributed.
	Comml/184	Post order commercial	Provision for Customer internal code number in despatch documents	What is customer internal coide nmber? How it is derived?	Provision to capture/link external customer product linkage no.
	Comml/184	Post order commercial	Provision for Customer internal code number in despatch documents	What is customer internal coide nmber? How it is derived?	Provision to capture/link external customer product linkage no.
	Comml/184 Post order commercial		Provision for Customer internal code number in dispatch documents	What is customer internal code number? How it is derived?	Provision to capture/link external customer product linkage no.
	Comml/187	Post order commercial	Ability to take care of variations in asking rate and current rate.	Pls give details of the business scenario. What is meaning of asking rate & current rate and for what items	Exchange rate variation claims
	Comml/187	Post order commercial	Ability to take care of variations in asking rate and current rate.	Pls give details of the business scenario. What is meaning of asking rate & current rate and for what items	Exchange rate variation claims
	Comml/187 Post order commercial		Ability to take care of variations in asking rate and current rate.	Please give details of the business scenario. What is meaning of asking rate & current rate and for what items	Exchange rate variation claims
	Comml/190	Project Management	Ability to create conditional records.	Please provide example Condition records examples	To match various payment terms, PKG-rate/Kg, DFD-Deferred

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/190	Project Management	Ability to create conditional records.	Please provide example Condition records examples	To match various payment terms, PKG-rate/Kg, DFD-Deferred
	Comml/190 Project Management		Ability to create conditional records.	Please provide example Condition records examples	To match various payment terms, PKG-rate/Kg, DFD-Deferred
	Comml/220	Project Management	Ability to raise MDR	What is MDR	Material Discrepancy report - raised by site in case of discrepancy betn physical and documents with workflow site->Unit->concerned unit dept->site
	Comml/220	Project Management	Ability to raise MDR	What is MDR	Material Discrepancy report - raised by site in case of discrepancy betn physical and documents with workflow site->Unit->concerned unit dept->site
	Comml/220 Project Management		Ability to raise MDR	What is MDR	Material Discrepancy report - raised by site in case of discrepancy betn physical and documents with workflow site->Unit->concerned unit dept->site
	Comml/223	Project Management	Ability to track diversion of orders to be tracked through system	Pls give details of the business scenario	To keep track of finished goods divesions between projects.
	Comml/223	Project Management	Ability to track diversion of orders to be tracked through system	Pls give details of the business scenario	To keep track of finished goods divesions between projects.
	Comml/223 Project Management		Ability to track diversion of orders to be tracked through system	Please give details of the business scenario	To keep track of finished goods divesions between projects.
	Comml/224	Project Management	Provision for Meeting Management portal	Please share the expectation in detail	System to capture all the minutes of the meeting, to conduct review and documentation
	Comml/224	Project Management	Provision for Meeting Management portal	Please share the expectation in detail	System to capture all the minutes of the meeting, to conduct review and documentation
	Comml/224 Project Management		Provision for Meeting Management portal	Please share the expectation in detail	System to capture all the minutes of the meeting, to conduct review and documentation
	Comml/231	Project Management (Site coordinatin)	Provision for site\regions' feedback for erectability analysis	What is erectability analysis	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
	Comml/231	Project Management (Site coordinatin)	Provision for site\regions' feedback for erectability analysis	What is erectability analysis	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/231 Project Management (Site coordination)		Provision for site\regions' feedback for erectability analysis	What is erectability analysis	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
	Comml/234	Project Management (Site coordinatin)	Ability to track status of issue of MDCC	What is MDCC, why interface is required	Material Despacth Clearance Cetificate issued by the customer/inspection agency allowing the materials to be despatched to site. For monitoing&billing
	Comml/234	Project Management (Site coordinatin)	Ability to track status of issue of MDCC	What is MDCC, why interface is required	Material Despacth Clearance Cetificate issued by the customer/inspection agency allowing the materials to be despatched to site. For monitoing&billing
	Comml/234 Project Management (Site coordination)		Ability to track status of issue of MDCC	What is MDCC, why interface is required	Material Despacth Clearance Cetificate issued by the customer/inspection agency allowing the materials to be despatched to site. For monitoing&billing
	Comml/235	Project Management (Site coordinatin)	Ability to generate MRC	What is MRC	Material Receipt certificate issued by site/customer, proof of material receipt at site, based on which an invoice is raised (Generally 5-15% of cost)
	Comml/235	Project Management (Site coordinatin)	Ability to generate MRC	What is MRC	Material Receipt certificate issued by site/customer, proof of material receipt at site, based on which an invoice is raised (Generally 5-15% of cost)
	Comml/235 Project Management (Site coordination)		Ability to generate MRC	What is MRC	Material Receipt certificate issued by site/customer, proof of material receipt at site, based on which an invoice is raised (Generally 5-15% of cost)
	Comml/236	Project Management (Site coordinatin)	Ability to intimate on Insurance to insurance agencies on despatch.	How the intimation is required, thru mail , notification or pls specify requirement in detail	Automail
	Comml/236	Project Management (Site coordinatin)	Ability to intimate on Insurance to insurance agencies on despatch.	How the intimation is required, thru mail , notification or pls specify requirement in detail	Automail
	Comml/236 Project Management (Site coordination)		Ability to intimate on Insurance to insurance agencies on dispatch.	How the intimation is required, thru mail , notification or please specify requirement in detail	Automail
	Comml/254	Project Management (Site coordinatin)	Ability to send inputs for FQP to regions online.	What is FQP	Field quality plans to be made available for the regions
	Comml/254	Project Management (Site coordinatin)	Ability to send inputs for FQP to regions online.	What is FQP	Field quality plans to be made available for the regions

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/254 Project Management (Site coordination)		Ability to send inputs for FQP to regions online.	What is FQP	Field quality plans to be made available for the regions
	Comml/257	Project Management (Site coordinatin)	Ability to generate erectability analysis report with inputs from site online.	What is erectability analysis	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
	Comml/257	Project Management (Site coordinatin)	Ability to generate erectability analysis report with inputs from site online.	What is erectability analysis	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
	Comml/257 Project Management (Site coordination)		Ability to generate erectability analysis report with inputs from site online.	What is erectability analysis	Analysis to find out whether a despatched material from manf unit is erectable or not. A material is erectable if it was despatched as per delivery date and the the connected materials are also available/erected at site. Challenge is to build the inter-dependency matrix of products/materials
	Comml/258	Project Management (Site coordinatin)	Ability to generate SAR, CAR online.	What is the content of these reports, please share detailed info	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned out of these systems- online interaction between unit and sites required.
	Comml/258	Project Management (Site coordinatin)	Ability to generate SAR, CAR online.	What is the content of these reports, please share detailed info	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned out of these systems- online interaction between unit and sites required.
	Comml/258 Project Management (Site coordination)		Ability to generate SAR, CAR online.	What is the content of these reports, please share detailed info	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned out of these systems- online interaction between unit and sites required.
	Comml/263	Project Management (Site coordinatin)	Ability to track NS-3 Work Orders (Replacements at BHEL cost) and its cost implications.	What are NS-3 WO, and pls specify the business scenario	In case of materials o be supplied free-of-cost, units send materials under (Nature of Supply) NS-3, Status of these Free-supplies and their cost to be viewed in system. Every despatch to site will have a nature of supply i.e. Main Supply, Spares, Supplementary supplies, Replacement at customer/BHEL cost, Insurance claim, state design improvements, T&P or capital equipment etc.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/263	Project Management (Site coordinatin)	Ability to track NS-3 Work Orders (Replacements at BHEL cost) and its cost implications.	What are NS-3 WO, and pls specify the business scenario	In case of materials o be supplied free-of-cost, units send materials under (Nature of Supply) NS-3, Status of these Free-supplies and their cost to be viewed in system. Every despatch to site will have a nature of supply i.e. Main Supply, Spares, Supplementary supplies, Replacement at customer/BHEL cost, Insurance claim, state design improvements, T&P or capital equipment etc.
	Comml/263 Project Management (Site coordination)		Ability to track NS-3 Work Orders (Replacements at BHEL cost) and its cost implications.	What are NS-3 WO, and please specify the business scenario	In case of materials o be supplied free-of-cost, units send materials under (Nature of Supply) NS-3, Status of these Free-supplies and their cost to be viewed in system. Every despatch to site will have a nature of supply i.e. Main Supply, Spares, Supplementary supplies, Replacement at customer/BHEL cost, Insurance claim, state design improvements, T&P or capital equipment etc.
	Comml/265	Project Management (Site coordinatin)	Web interface.	Pls specify the requirement in detail as the requirement can fundamentally change the architecture of the solution. What kind of interface is expected	Reports in web interface
	Comml/265	Project Management (Site coordinatin)	Web interface.	Pls specify the requirement in detail as the requirement can fundamentally change the architecture of the solution. What kind of interface is expected	Reports in web interface
	Comml/265 Project Management (Site coordination)		Web interface.	Please specify the requirement in detail as the requirement can fundamentally change the architecture of the solution. What kind of interface is expected	Reports in web interface
	Comml/266	Project Management (Site coordinatin)	Ability to conductmanagement committee meeting(MCM) operations/projects review online.	Pls specify the requirement in detail	Online portals for review
	Comml/266	Project Management (Site coordinatin)	Ability to conductmanagement committee meeting(MCM) operations/projects review online.	Pls specify the requirement in detail	Online portals for review
	Comml/266 Project Management (Site coordination)		Ability to conduct management committee meeting(MCM) operations/projects review online.	Please specify the requirement in detail	Online portals for review
	Comml/269	Project Management (Site coordinatin)	Ability to Post Force Majeure conditions online	Is it a document record to be kept in a central location or please specify the requirement	System to capture force Majeure conditions
	Comml/269	Project Management (Site coordinatin)	Ability to Post Force Majeure conditions online	Is it a document record to be kept in a central location or please specify the requirement	System to capture force Majeure conditions
	Comml/269 Project Management (Site coordination)		Ability to Post Force Majeure conditions online	Is it a document record to be kept in a central location or please specify the requirement	System to capture force Majeure conditions

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/270	Project Management (Site coordinatin)	Ability to interact with sites on grievances	What kind of interaction is expected, pls give detailed requiremnt	Provision to capture sites' concerns, immediate requirements
	Comml/270	Project Management (Site coordinatin)	Ability to interact with sites on grievances	What kind of interaction is expected, pls give detailed requiremnt	Provision to capture sites' concerns, immediate requirements
	Comml/270 Project Management (Site coordination)		Ability to interact with sites on grievances	What kind of interaction is expected, please give detailed requirement	Provision to capture sites' concerns, immediate requirements
	Comml/280	& customer visit	Ability to make available Materials, indices, overhead rate through system.	What kind of indices and in what business sceanrios	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.Ability to store OH rates
	Comml/280	& customer visit	Ability to make available Materials, indices, overhead rate through system.	What kind of indices and in what business sceanrios	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.Ability to store OH rates
	Comml/280 Project Management and Customer Visit		Ability to make available Materials, indices, overhead rate through system.	What kind of indices and in what business scenarios	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.Ability to store OH rates
	Comml/283	Billing & cash collection	Ability to show contracts that will get affected due to external changes in PVC indices.	What is PVC indices	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.change of these would affect PVC Bills, in turn turnover
	Comml/283	Billing & cash collection	Ability to show contracts that will get affected due to external changes in PVC indices.	What is PVC indices	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.change of these would affect PVC Bills, in turn turnover
	Comml/283 Billing & cash collection		Ability to show contracts that will get affected due to external changes in PVC indices.	What is PVC indices	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims) factor calculation, which in turn are used in PVC Bill.change of these would affect PVC Bills, in turn turnover
	Comml/290	Billing & cash collection	Online Annexure required for PVC/ERV invoice.	What is PVC/ERV indices	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims)/ERV (Exchange RateVariation) factor calculation, which in turn are used in PVC/ERV Bill. Annexures for these bills are also to be generated from ERP.
	Comml/290	Billing & cash collection	Online Annexure required for PVC/ERV invoice.	What is PVC/ERV indices	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims)/ERV (Exchange RateVariation) factor calculation, which in turn are used in PVC/ERV Bill. Annexures for these bills are also to be generated from ERP.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/290 Billing & cash collection		Online Annexure required for PVC/ERV invoice.	What is PVC/ERV indices	Indices released by RBI, BankOfJapan. These are used in PVC(PriceVariationclaims)/ERV (Exchange RateVariation) factor calculation, which in turn are used in PVC/ERV Bill. Annexures for these bills are also to be generated from ERP.
	Comml/291	Billing & cash collection	Online DB details required for MRC annexure.	What iS DB detail & what is MRC?	Material receipts at site are confirmed by the Daybook(DB) entry at site. Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC)
	Comml/291	Billing & cash collection	Online DB details required for MRC annexure.	What iS DB detail & what is MRC?	Material receipts at site are confirmed by the Daybook(DB) entry at site. Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC)
	Comml/291 Billing & cash collection		Online DB details required for MRC annexure.	What is DB detail & what is MRC?	Material receipts at site are confirmed by the Daybook(DB) entry at site. Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC)
	Comml/297	Billing & cash collection	Ability to make available Invoice Verification details from customer.	What details are required in what format. Do you have a standard protocol layout for invoice verification from customers	Provision to capture the status of invoices at site, whether verified by customer ot not
	Comml/297	Billing & cash collection	Ability to make available Invoice Verification details from customer.	What details are required in what format. Do you have a standard protocol layout for invoice verification from customers	Provision to capture the status of invoices at site, whether verified by customer ot not
	Comml/297 Billing & cash collection		Ability to make available Invoice Verification details from customer.	What details are required in what format. Do you have a standard protocol layout for invoice verification from customers	Provision to capture the status of invoices at site, whether verified by customer ot not
	Comml/299	Billing & cash collection	Ability to generate alerts on missing/left out invoices.	what logic can be provided to identify missing invoices, pls specify business scenario	Generally Supply invoices are raised for 55% cost. Subsequently MRC, Frieght invoices are raised corresponding to Supply invoices. System to monitor completion of invoices for a consignment/consigments
	Comml/299	Billing & cash collection	Ability to generate alerts on missing/left out invoices.	what logic can be provided to identify missing invoices, pls specify business scenario	Generally Supply invoices are raised for 55% cost. Subsequently MRC, Frieght invoices are raised corresponding to Supply invoices. System to monitor completion of invoices for a consignment/consigments
	Comml/299 Billing & cash collection		Ability to generate alerts on missing/left out invoices.	what logic can be provided to identify missing invoices, please specify business scenario	Generally Supply invoices are raised for 55% cost. Subsequently MRC, Frieght invoices are raised corresponding to Supply invoices. System to monitor completion of invoices for a consignment/consigments
	Comml/303	Billing & cash collection	Ability to generate PVC bill.	What is PVC bill	Price Variation Claim (PVC)bill. Indices released by RBI, BankOfJapan are used in PVC factor calculation, which in turn are used in PVC Bill.
	Comml/303	Billing & cash collection	Ability to generate PVC bill.	What is PVC bill	Price Variation Claim (PVC)bill. Indices released by RBI, BankOfJapan are used in PVC factor calculation, which in turn are used in PVC Bill.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/303 Billing & cash collection		Ability to generate PVC bill.	What is PVC bill	Price Variation Claim (PVC)bill. Indices released by RBI, BankOfJapan are used in PVC factor calculation, which in turn are used in PVC Bill.
	Comml/308	Billing & cash collection	Ability to track consignments after despatch LR wise using DB number	What is meaning of LR wise & what is DB number	Material receipts at site are confirmed by the Daybook(DB) entry at site. LR means Lorry Receipt. For each LR/LorryWayBill(LWB), DB entry details are to be maintained
	Comml/308	Billing & cash collection	Ability to track consignments after despatch LR wise using DB number	What is meaning of LR wise & what is DB number	Material receipts at site are confirmed by the Daybook(DB) entry at site. LR means Lorry Receipt. For each LR/LorryWayBill(LWB), DB entry details are to be maintained
	Comml/308 Billing & cash collection		Ability to track consignments after dispatch LR wise using DB number	What is meaning of LR wise & what is DB number	Material receipts at site are confirmed by the Daybook(DB) entry at site. LR means Lorry Receipt. For each LR/LorryWayBill(LWB), DB entry details are to be maintained
	Comml/312	Billing & cash collection	Ability to generate MRC invoicing automatically.	what is MRC invoicing	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost)
	Comml/312	Billing & cash collection	Ability to generate MRC invoicing automatically.	what is MRC invoicing	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost)
	Comml/312 Billing & cash collection		Ability to generate MRC invoicing automatically.	what is MRC invoicing	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost)
	Comml/313	Billing & cash collection	Ability to trigger Freight invoice once MRC billing done	what is MRC invoicing	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost). As generally feight bills are admitted after MRC, it is Fright bill generation can be automated
	Comml/313	Billing & cash collection	Ability to trigger Freight invoice once MRC billing done	what is MRC invoicing	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost). As generally feight bills are admitted after MRC, it is Fright bill generation can be automated
	Comml/313 Billing & cash collection		Ability to trigger Freight invoice once MRC billing done	what is MRC invoicing	Certificate issued by site/customer for the receipt of materials at site is Material Receipt Certficate(MRC). BHEL raises bills against the receipt of MRC on customer.(Generally 15% of cost). As generally feight bills are admitted after MRC, it is Fright bill generation can be automated
	Comml/317	Billing & cash collection	Ability to allocate advance according to orders for spares.	Pls specify the requirement in detail	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/317	Billing & cash collection	Ability to allocate advance according to orders for spares.	Pls specify the requirement in detail	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/317 Billing & cash collection		Ability to allocate advance according to orders for spares.	Please specify the requirement in detail	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/332	despatch	Ability to perform Vehicle planning and allocation of business.	Are these owned vehicles and will there be internal charging? Is there a requirement for capturing utilization, performance, proiductivity analysis for these vehicles. Is there a requirement to optimize the vehicle alocation	Ability to propose vehicles, lorry, truck based on the stock and dimensions. Vehicle demand to be generated automatically and to be vetted by the Logistics person for further process
	Comml/332	despatch	Ability to perform Vehicle planning and allocation of business.	Are these owned vehicles and will there be internal charging? Is there a requirement for capturing utilization, performance, proiductivity analysis for these vehicles. Is there a requirement to optimize the vehicle alocation	Ability to propose vehicles, lorry, truck based on the stock and dimensions. Vehicle demand to be generated automatically and to be vetted by the Logistics person for further process
	Comml/332 dispatch		Ability to perform Vehicle planning and allocation of business.	Are these owned vehicles and will there be internal charging? Is there a requirement for capturing utilization, performance, productivity analysis for these vehicles. Is there a requirement to optimize the vehicle allocation	Ability to propose vehicles, lorry, truck based on the stock and dimensions. Vehicle demand to be generated automatically and to be vetted by the Logistics person for further process
	Comml/333	despatch	Ability to track vehicles.	Is its GPS tracking or functional location tracking else pls specify	To track vehicle movement in system for te consignments being despatched from manf units.
	Comml/333	despatch	Ability to track vehicles.	Is its GPS tracking or functional location tracking else pls specify	To track vehicle movement in system for the consignments being despatched from manf units.
	Comml/333 dispatch		Ability to track vehicles.	Is its GPS tracking or functional location tracking else please specify	To track vehicle movement in system for te consignments being despatched from manf units.
	Comml/337	despatch	B/E print out and TR6 Challan print out from customs	Pls detail the expectation . Please share the formats for all challans	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/337	despatch	B/E print out and TR6 Challan print out from customs	Pls detail the expectation . Please share the formats for all challans	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/337 dispatch		B/E print out and TR6 Challan print out from customs	Please detail the expectation . Please share the formats for all challans	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/346	Post COD reconciliation	Ability to capture synchronisation event details.	Pls give details of the business scenario. As the requirement looks very generic and business connotation is missing	Actual dates of events at site/unit
	Comml/346	Post COD reconciliation	Ability to capture synchronisation event details.	Pls give details of the business scenario. As the requirement looks very generic and business connotation is missing	Actual dates of events at site/unit

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Comml/346 Post COD reconciliation		Ability to capture synchronization event details.	Please give details of the business scenario. As the requirement looks very generic and business connotation is missing	Actual dates of events at site/unit
	Comml/357	Post COD reconciliation	Ability to disable post closing MDR,SAR,CAR.	Pls explain post closing of MDR, SAR, CAR. What is MDR, SAR, CAR	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned out of these systems.
	Comml/357	Post COD reconciliation	Ability to disable post closing MDR,SAR,CAR.	Pls explain post closing of MDR, SAR, CAR. What is MDR, SAR, CAR	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned out of these systems.
	Comml/357 Post COD reconciliation		Ability to disable post-closing MDR,SAR,CAR.	Please explain post-closing of MDR, SAR, CAR. What is MDR, SAR, CAR	Quality related issues at sites are called 'Site Action report;(SAR). Commissioning activity related are 'Commissioning Action Report'(CAR). Need to handle the issues, capture costs, give feedback to the concerned out of these systems.
	Comml/364	Post COD reconciliation	Provision for Project closure till archiving after closing the statuatory audit requirements till minimum period of 8 years	Pls give details of the business scenario	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/364	Post COD reconciliation	Provision for Project closure till archiving after closing the statuatory audit requirements till minimum period of 8 years	Pls give details of the business scenario	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml/364 Post COD reconciliation		Provision for Project closure till archiving after closing the statutory audit requirements till minimum period of 8 years	Please give details of the business scenario	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml-076		Provision of online CPX requirement	Pls. elaborate	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Comml-169		Ability to make available PGMA list in the system and forward applicable PGMA to commercial	Pls. elaborate	Applicable Product Group Main assemblies for a new project to be made available in the Project by Engg in new ERP system
	Comml-254		Ability to send FQP to regions online	Pls. elaborate	Field quality plans to be made available for the regions
7	Product development		· Product Development o Product Development / Improvements	How is BHEL doing the forecasting for each product line or product?	Forecasting is done for each Project, Product Group Main assembly(PGMA) level

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Engg/004	General	Ability to carry out Producibility Analysis in certain cases in consultation with Product Engineering & Operations. Reasons for rejection to be captured for analysis	Kindly advice what all parameters are considered during Producibility analysis by BHEL	Need more clarity	Reason for unsuccessful tender to be recorded. It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
Engg/008	General	Ability to provide interface with technology group for feasibility & norm hours Provision to extract standard hours data from technological processes for tendering activity	Kindly advice what kind of interface is envisioned and what type of data in terms of hours is expected to be derived	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Norm hours data shall be existing in ERP system. It should be available to Engg for Tendering purpose. Extract of data should be seamless without any interface
Engg/014	General	Repository for storing and retrieving digital product data model and (BOM, documents, component attributes, drawings and models, schematics, software modules, specifications, data sheets and revision history)	Kindly tell is there some content server/data repository tool already available	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	This is should be part of ONE BHEL solution. Yes, data is already available in different Repository server.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Engg/017	General	Embedded CAD-neutral and Web-based visualization of product information for all users to enable viewing, mark up and measuring of information generated by various 2D and 3D mechanical and electrical CAD and documentation authoring tools.--	Kindly advice which electronic CAD tool is currently being used , is the current mechanical CAD tool giving 3 CAD data also	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Refer annexure 3 of RFP
Engg/022	General	Ability to link Delivery date with L2 schedule	Kindly tell which delivery date is being referred to here , from vendor side or internal production side	Need more clarity	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
Engg/029	General	Ability to generate alerts/dashboard for updated/revised interface documents.	What are the interfaces we are refering here?	Need more clarity	Interface documents are those documents which are generated by one department / sister units and used by other department / sister unit. For a project, facility must be available to upload/ update the documents/ data and facility to view on dashboard must be available. Details to be decided during BBP preparation.
Engg/032	General	Ability to generate alert related toMDL(master document list) to be addressed to concerned department as defined in the MDL	Kindly tell what kind of alerts are we taking of here?	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	This needs to be finalized during To Be stage. Refer FRS in totality.
Engg/041	General	Ability to genrerate drawing requirement of a project	Kindly tell what is meant by drawing requirement	Need more clarity	Drawings for a project can be listed from the system. Requirement schedule of documents needs to be planned automatically as per L2 delivery date. Alert shall be generated on completion of each schedule.
Engg/076	General	Ability to integrate with external drawing management system	Kindly tell which drawing management system is this , is this Auto CAD?	Need more clarity	Refer annexure 3 of RFP

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Engg/089	General	Ability to generate Alerts- with reference to Work Order for Performance Guarantee testing	Kindly explain whats the performance guarantee testing process here? How outputs will be mapped with the alerts?	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Performance Guarantee testing shall be done off-line. Facility should be there to record the information and alert must be generated for concerned agencies.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
Engg/090	General	Ability to integrate with Site operation management system	Kindly tell whats site operations system? Is it a legacy system and what level of interfacing is expected	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	All owners project site operations to be mapped in the ERP system. Site operation system will be part of ERP system and handle complet site operations.
Engg/092	General	Ability to generate alert for issue of development indent.Recommendation to be stored in the system against Registration Number.	Kindly tell whats an development indent. Please elaborate the process	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	It is development of new vendor for an item / component. A committee decides an indent to be raised under the name development indent. There is a time frame for this. So an alert in the form of email is to be generated. Same is the case with BOI (Items directly despatched to the customer by vendor) also.
Engg/093	General	Raising/ amendment/ cancellation of Indents As Applicable	please laborate the process.	Need more clarity	Facility to make changes in the indent. Should be a part of normal indenting process.
Engg/096	General	Ability to generate material list of a CBOM	Please explain the process and requirement in detail. Also explain the relationship between CBOM and other BOMS	Need more clarity	CBOM is Combined BOM where both Engg & Technology data is available. Material list of a CBOM is requirement of raw material of a CBOM / group of CBOMs. Material compilation must also be available for a project.
Engg/111	General	Separate identification required for IBR, ASME, etc. in the system	Please explain the expectation in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	IBR data are to be updated against each BOM.
Engg/124	General	Ability to generate MIR	Kindly tell whats MIR. Please provide sample template	Need more clarity	MIR Stands for Management Information Reports (like Status of Project Information Report, Monthly progress report of project/ dept, R&D expenditure etc). Templates shall be provided during BBP phase.
Engg/130	General	Facility to Create a centralized Company Innovation bank at Corporate Level	Is there any online/offline feature of Company Innovation bank currently , what all is needed to be captured in that and who all will have access to it	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Currently information is stored manually. This is to be mapped in ERP solution.
FRS	FRS/Engg/General	Engg/022	Ability to link Delivery date with L2 schedule	Please provide more details about this requirement	Delivery date is in context of Engg documents completion for a particular PG of a project. Based on L2 schedule(agreed despatch date with customer) of different PGs of the project, these dates should be automatically calculated from the system.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
FRS	FRS/Engg/General	Engg/024	Ability to interface with design calculation	What kind of application is used for design calculation what kind of data transfer is required for interfacing?	Mainly, 2D data i.e. Engg. Drawings are generated using AUTOCAD. For 3D data i.e. solid models & plant isometrics, "Creo (Pro/E)', UG-NX and PDMS are also used.
FRS	FRS/Engg/General	Engg/025	3D based collaborative system is required to merge electrical, wiring and mechanical designs	What kind of collaborative system is planned?	Presently, WRENCH Enterprise/other drawing management system are in usage for Design documents (2D data) e.g. drawings, product standards, etc. An enhanced Product data management system, which shall also include 3D data, is in review. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 004	Ability to carry out Producibility Analysis in certain cases in consultation with Product Engineering & Operations. Reasons for rejection to be captured for analysis	Reason for unsuccessful tender to be recorded. It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 011	Ability to calculate Estimated Factory Cost as per the inputs provided	EFC broadly constitutes Direct (Man, machine, Material), Indirect and overheads. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 011	Product schedule manufacturing completion forecast	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 014	Repository for storing and retrieving digital product data model and (BOM, documents, component attributes, drawings and models, schematics, software modules, specifications, data sheets and revision history)	This is should be part of ONE BHEL solution. Yes, data is already available in different Repository server.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
FRS		Engineering	General: Engg / 016	Support for product structure management to enable the management of product configurations as they are created and manipulated, including automated capture from CAD models	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 024	Ability to interface with design calculation	Refer annexure 3 of RFP
FRS		Engineering	General: Engg / 025	3D based collaborative system is required to merge electrical, wiring and mechanical designs	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 028	Ability to generate Product wise pre-defined check list.	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 034	Ability to incorporate amendments to design Memo in the system	When an order is received from customer , then design requirements (technical data, Purchaser requirements communicatiobn etc- PRC) is issued to various sub sections in an engineering department for starting design work. Several post award contract meeting are also held with customer / interfacing departments or units within BHEL. If some modification is required in product design then an amendment to earlier issued 'design memo' is released. System should be able to track and keep records of these changes. ERP should have Document Management System. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 048	Ability to have standard Product Group Main Assembly (PGMA) templates for different types of product available online with Updating provision & Alert facility	PGMA is a unique 5-digit no. which identifies the product unique part. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 055	Ability to allow the user to easily organize and structure the product information including parts, designs, drawings etc.	WRENCH is not available in all locations. The proposed solution should contain storage of all drawings
FRS		Engineering	General: Engg / 056	Ability to auto-generation drawing number based on BHEL drawing number	For Reference purpose and to avoid duplication a common system generated number to be allocated to each drawing

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FRS		Engineering	General: Engg / 057	Ability to have interface with existing drawing server for uploading and high speed printing	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 060	Ability to update Revision number in List of drawings for all work order	Drawing number is generated in Business application and stored in database. The number is used to create Drawings and store in in Vault/ DMS system. Business applications use the same drawing number stored in database for creation of BOM/CBOM. As and when revised drawing is submitted in vault/DMS, a revision number is updated in database against this drawing number. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 062	Ability to provide information (in the right format) relating to product design and size/capabilities/configuration of engineering team from the units should be available to all concerned stakeholders in BHEL.	Yes. Format means basic template in which data are to be filled. Format to be decided during execution. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 076	Ability to integrate with external drawing management system	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 082	Design change Note (DCN) process to be linked with drawing and 3D modles	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS		Engineering	General: Engg / 087	Attestation indication shall flow from Material Master to BOM	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
FRS		Engineering	General: Engg / 091	Ability to integrate training calender for better planning by the Engineering department	BHEL has training centres at some of the units where the training calenders are available. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/001		Ability to generate tender transmittal note	With the application being online and Project Systems view available for respective stake holders, is this note still required?	Transmittal note is between Owner and customer for approval of drawings status

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	Engg/004	General	Ability to carry out Producibility Analysis in certain cases in consultation with Product Engineering & Operations. Reasons for rejection to be captured for analysis	Kindly advice what all parameters are considered during Producibility analysis by BHEL	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/004	General	Ability to carry out Producibility Analysis in certain cases in consultation with Product Engineering & Operations. Reasons for rejection to be captured for analysis	Kindly advice what all parameters are considered during Producibility analysis by BHEL	Reason for unsuccessful tender to be recorded. It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/004 General		Ability to carry out Producibility Analysis in certain cases in consultation with Product Engineering & Operations. Reasons for rejection to be captured for analysis	Kindly advice what all parameters are considered during Producibility analysis by BHEL	Reason for unsuccessful tender to be recorded. It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/008	General	Ability to provide interface with technology group for feasibility & norm hours Provision to extract standard hours data from technological processes for tendering activity	Kindly advice what kind of interface is envisioned and what type of data in terms of hours is expected to be derived	Norm hours data shall be existing in ERP system. It should be available to Engg for Tendering purpose. Extract of data should be seamless without any interface
	Engg/008	General	Ability to provide interface with technology group for feasibility & norm hours Provision to extract standard hours data from technological processes for tendering activity	Kindly advice what kind of interface is envisioned and what type of data in terms of hours is expected to be derived	Norm hours data shall be existing in ERP system. It should be available to Engg for Tendering purpose. Extract of data should be seamless without any interface
	Engg/008 General		Ability to provide interface with technology group for feasibility & norm hours Provision to extract standard hours data from technological processes for tendering activity	Kindly advice what kind of interface is envisioned and what type of data in terms of hours is expected to be derived	Norm hours data shall be existing in ERP system. It should be available to Engg for Tendering purpose. Extract of data should be seamless without any interface
	Engg/014	General	Repository for storing and retrieving digital product data model and (BOM, documents, component attributes, drawings and models, schematics, software modules, specifications, data sheets and revision history)	Kindly tell is there some content server/data repository tool already	This is should be part of ONE BHEL solution.
	Engg/014	General	Repository for storing and retrieving digital product data model and (BOM, documents, component attributes, drawings and models, schematics, software modules, specifications, data sheets and revision history)	Kindly tell is there some content server/data repository tool already	This is should be part of ONE BHEL solution. Yes, data is already available in different Repository server.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/014 General		Repository for storing and retrieving digital product data model and (BOM, documents, component attributes, drawings and models, schematics, software modules, specifications, data sheets and revision history)	Kindly tell is there some content server/data repository tool already	This is should be part of ONE BHEL solution. Yes, data is already available in different Repository server.
	Engg/017	General	Embedded CAD-neutral and Web-based visualization of product information for all users to enable viewing, mark up and measuring of information generated by various 2D and 3D mechanical and electrical CAD and documentation authoring tools.--	Kindly advice which electronic CAD tool is there , is the current mechanical CAD tool giving 3 CAD data also	Refer annexure 3 of RFP
	Engg/017	General	Embedded CAD-neutral and Web-based visualization of product information for all users to enable viewing, mark up and measuring of information generated by various 2D and 3D mechanical and electrical CAD and documentation authoring tools.--	Kindly advice which electronic CAD tool is there , is the current mechanical CAD tool giving 3 CAD data also	Refer annexure 3 of RFP
	Engg/017 General		Embedded CAD-neutral and Web-based visualization of product information for all users to enable viewing, mark up and measuring of information generated by various 2D and 3D mechanical and electrical CAD and documentation authoring tools.--	Kindly advice which electronic CAD tool is there , is the current mechanical CAD tool giving 3 CAD data also	Refer annexure 3 of RFP
	Engg/022	General	Ability to link Delivery date with L2 schedule	Kindly tell which delivery date is being referred to here , from vendor side or internal production side	Delivery date is in context of Engg documents completion for a particular PG of a project. Based on L2 schedule(agreed despatch date with customer) of different PGs of the project, these dates should be automatically calculated from the system.
	Engg/022	General	Ability to link Delivery date with L2 schedule	Kindly tell which delivery date is being referred to here , from vendor side or internal production side	Delivery date is in context of Engg documents completion for a particular PG of a project. Based on L2 schedule(agreed despatch date with customer) of different PGs of the project, these dates should be automatically calculated from the system.
	Engg/022 General		Ability to link Delivery date with L2 schedule	Kindly tell which delivery date is being referred to here , from vendor side or internal production side	Delivery date is in context of Engg documents completion for a particular PG of a project. Based on L2 schedule(agreed despatch date with customer) of different PGs of the project, these dates should be automatically calculated from the system.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/023		Ability to Auto Generate Equipment Serial Number	Isn't the Equipment Serial Number to be assigned by Engineering Design Department rather than the ERP system?	This is an internal number and engineering should be able to generate thisnumber based on some logic. ERP should facilitate this. Logic shall be shared during BBP.
	Engg/024		Ability to interface with design calculation	Does BHEL use design softwares like RIB for EPC business?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/024	General	Ability to interface with design calculation	Kindly advice what does design calculation mean and what type of data is supposed to be shared throug this interface	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/024 / General		Ability to interface with design calculation	Kindly advice what does design calculation mean and what type of data is supposed to be shared through this interface	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/028		Ability to generate Product wise pre-defined check list	Is the check list related to Quality parameters, packing list parameters, transport parameters?	A list of documents (like technical offer details, write ups, some outline drgs etc) to be submitted against a tender is prepared. System should be able to cross check the documents being forwarded to different agencies before actual submission against the checklist
	Engg/029	General	Ability to generate alerts/dashboard for updated/revised interface documents.	What are the interfaces we are refering here?	Interface documents are those documents which are generated by one department / sister units and used by other department / sister unit. For a project, facility must be available to upload/ update the documents/ data and facility to view on dashboard must be available. Details to be decided during BBP preparation. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/029	General	Ability to generate alerts/dashboard for updated/revised interface documents.	What are the interfaces we are refering here?	Interface documents are those documents which are generated by one department / sister units and used by other department / sister unit. For a project, facility must be available to upload/ update the documents/ data and facility to view on dashboard must be available. Details to be decided during BBP preparation. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/029 General		Ability to generate alerts/dashboard for updated/revised interface documents.	What are the interfaces we are referring here?	Interface documents are those documents which are generated by one department / sister units and used by other department / sister unit. For a project, facility must be available to upload/ update the documents/ data and facility to view on dashboard must be available. Details to be decided during BBP preparation. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/031	General	Ability to raise and store all the queries and their replies related to a work order to be stores in the system	Which work orders are referred here	Whena customer awards an order to BHEL a unique no. is allotted for taking up all manufacturing action. This is called work order no. It is project specific.
	Engg/031	General	Ability to raise and store all the queries and their replies related to a work order to be stores in the system	Which work orders are referred here	Whena customer awards an order to BHEL a unique no. is allotted for taking up all manufacturing action. This is called work order no. It is project specific.
	Engg/031 General		Ability to raise and store all the queries and their replies related to a work order to be stores in the system	Which work orders are referred here	Whena customer awards an order to BHEL a unique no. is allotted for taking up all manufacturing action. This is called work order no. It is project specific.
	Engg/032	General	Ability to generate alert related toMDL(master document list) to be addressed to concerned department as defined in the MDL	Kindly tell what kind of alerts are we taking of here?	Information availability to the concerned as notification (email/ dashboard etc.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/032	General	Ability to generate alert related toMDL(master document list) to be addressed to concerned department as defined in the MDL	Kindly tell what kind of alerts are we taking of here?	Information availability to the concerned as notification (email/ dashboard etc.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/032 General		Ability to generate alert related toMDL(master document list) to be addressed to concerned department as defined in the MDL	Kindly tell what kind of alerts are we taking of here?	Information availability to the concerned as notification (email/ dashboard etc.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/041	General	Ability to genrerate drawing requirement of a project	Kindly tell what is meant by drawing requirement	Drawings for a project can be listed from the system. Requirement schedule of documents needs to be planned automatically as per L2 delivery date. Alert shall be generated on completion of each schedule.
	Engg/041	General	Ability to genrerate drawing requirement of a project	Kindly tell what is meant by drawing requirement	Drawings for a project can be listed from the system. Requirement schedule of documents needs to be planned automatically as per L2 delivery date. Alert shall be generated on completion of each schedule.
	Engg/041 General		Ability to generate drawing requirement of a project	Kindly tell what is meant by drawing requirement	Drawings for a project can be listed from the system. Requirement schedule of documents needs to be planned automatically as per L2 delivery date. Alert shall be generated on completion of each schedule.
	Engg/053	General	Ability to generate Erection & Commissioning document from Master List.	Pls explain / share the current template of Erection and commissioning document . What is meaning of master list from BHEL perspective	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/053	General	Ability to generate Erection & Commissioning document from Master List.	Pls explain / share the current template of Erection and commissioning document . What is meaning of master list from BHEL perspective	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/053	General	Ability to generate Erection & Commissioning document from Master List.	What E&C documents are to be generate pls give an illustrative list	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/053 / General		Ability to generate Erection & Commissioning document from Master List.	What E&C documents are to be generate please give an illustrative list	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/053 General		Ability to generate Erection & Commissioning document from Master List.	Please explain / share the current template of Erection and commissioning document . What is meaning of master list from BHEL perspective	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/054	General	Facilitate to print Erection & Commissioning documents at the respective depts.	What E&C documents are to be printed pls give an illustrative list	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/054 / General		Facilitate to print Erection & Commissioning documents at the respective depts.	What E&C documents are to be printed please give an illustrative list	System should facilitate to select a subset of drawing for a project to generate a project specific list from MDL (Master document list). The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/076	General	Ability to integrate with external drawing management system	Kindly tell which drawing management system is this , is this Auto CAD?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/076	General	Ability to integrate with external drawing management system	Kindly tell which drawing management system is this , is this Auto CAD?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/076 General		Ability to integrate with external drawing management system	Kindly tell which drawing management system is this , is this Auto CAD?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/077	General	Ability to carry out Sensitivity Analysis on Project Cost based on various cost drivers. Linked to various changes that can affect costs like salaries, timelines, new activities coming from changes in Project classification or nomenclature	Pls explain what is performed in Sensitivity analysis from BHEL business perspective	It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/077	General	Ability to carry out Sensitivity Analysis on Project Cost based on various cost drivers. Linked to various changes that can affect costs like salaries, timelines, new activities coming from changes in Project classification or nomenclature	Pls explain what is performed in Sensitivity analysis from BHEL business perspective	It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/077 General		Ability to carry out Sensitivity Analysis on Project Cost based on various cost drivers. Linked to various changes that can affect costs like salaries, timelines, new activities coming from changes in Project classification or nomenclature	Please explain what is performed in Sensitivity analysis from BHEL business perspective	It is comparison of estimated costs Vs actual expenditure. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/083	General	Development , updation & Management of software , programs & tools used in engineering are to be covered	Kindly tell which software,progarms and tools is referred here? Pls elaborate the process	System should provide facility to update source programs in Fortran, basic etc for design calculations. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/083	General	Development , updation & Management of software , programs & tools used in engineering are to be covered	Kindly tell which software,progarms and tools is referred here? Pls elaborate the process	System should provide facility to update source programs in Fortran, basic etc for design calculations. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/083 General		Development , updation & Management of software , programs & tools used in engineering are to be covered	Kindly tell which software, programs and tools are referred here? Please elaborate the process	System should provide facility to update source programs in Fortran, basic etc for design calculations. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/084	General	Ability to Link MBOM to multiple work orders in a project/ across projects at a time for WBOM creation.	Kindly give details of all kind of BOMs & what kind of synchronization is needed	BOM - Engineering Data CBOM - Engineering & Technology Data Drawing Compilation - All Drawing of a WO Material Compilation - All material of a WO. Any change required should be able to implement across work orders on selective basis. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/084	General	Ability to Link MBOM to multiple work orders in a project/ across projects at a time for WBOM creation.	Kindly give details of all kind of BOMs & what kind of synchronization is needed	BOM - Engineering Data CBOM - Engineering & Technology Data Drawing Compilation - All Drawing of a WO Material Compilation - All material of a WO. Any change required should be able to implement across work orders on selective basis. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/084 General		Ability to Link MBOM to multiple work orders in a project/ across projects at a time for WBOM creation.	Kindly give details of all kind of BOMs & what kind of synchronization is needed	BOM - Engineering Data CBOM - Engineering & Technology Data Drawing Compilation - All Drawing of a WO Material Compilation - All material of a WO. Any change required should be able to implement across work orders on selective basis. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/087	General	Attestation indication shall flow from Material Master to BOM	Kindly tell whats meant by Attestation ? Please elaborate the reqiurement	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
	Engg/087	General	Attestation indication shall flow from Material Master to BOM	Kindly tell whats meant by Attestation ? Please elaborate the reqiurement	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
	Engg/087 General		Attestation indication shall flow from Material Master to BOM	Kindly tell what's meant by Attestation ? Please elaborate the requirement	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
	Engg/089	General	Ability to generate Alerts- with reference to Work Order for Performance Guarantee testing	Kindly explain whats the performance guarantee testing process here? How outputs will be mapped with the alerts?	Performance Guarantee testing shall be done off-line. Facility should be there to record the information and alert must be generated for concerned agencies.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/089	General	Ability to generate Alerts- with reference to Work Order for Performance Guarantee testing	Kindly explain whats the performance guarantee testing process here? How outputs will be mapped with the alerts?	Performance Guarantee testing shall be done off-line. Facility should be there to record the information and alert must be generated for concerned agencies.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/089 General		Ability to generate Alerts- with reference to Work Order for Performance Guarantee testing	Kindly explain what's the performance guarantee testing process here? How outputs will be mapped with the alerts?	Performance Guarantee testing shall be done off-line. Facility should be there to record the information and alert must be generated for concerned agencies.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/090	General	Ability to integrate with Site operation management system	Kindly tell whats site operations system? Is it a legacy system and what level of interfacing is expected	All owners project site operations to be mapped in the ERP system. Site operation system will be part of ERP system and handle complet site operations.
	Engg/090	General	Ability to integrate with Site operation management system	Kindly tell whats site operations system? Is it a legacy system and what level of interfacing is expected	All owners project site operations to be mapped in the ERP system. Site operation system will be part of ERP system and handle complet site operations.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/090 General		Ability to integrate with Site operation management system	Kindly tell what's site operations system? Is it a legacy system and what level of interfacing is expected	All owners project site operations to be mapped in the ERP system. Site operation system will be part of ERP system and handle complet site operations.
	Engg/092	General	Ability to generate alert for issue of development indent.Recommendation to be stored in the system against Registration Number.	Kindly tell whats an development indent. Please elaborate the process	It is development of new vendor for an item / component. A committee decides an indent to be raised under the name development indent. There is a time frame for this. So an alert in the form of email is to be generated. Same is the case with BOI (Items directly despatched to the customer by vendor) also.
	Engg/092	General	Ability to generate alert for issue of development indent.Recommendation to be stored in the system against Registration Number.	Kindly tell whats an development indent. Please elaborate the process	It is development of new vendor for an item / component. A committee decides an indent to be raised under the name development indent. There is a time frame for this. So an alert in the form of email is to be generated. Same is the case with BOI (Items directly despatched to the customer by vendor) also.
	Engg/092 General		Ability to generate alert for issue of development indent. Recommendation to be stored in the system against Registration Number.	Kindly tell what an development indent is. Please elaborate the process	It is development of new vendor for an item / component. A committee decides an indent to be raised under the name development indent. There is a time frame for this. So an alert in the form of email is to be generated. Same is the case with BOI (Items directly despatched to the customer by vendor) also.
	Engg/093	General	Raising/ amendment/ cancellation of Indents As Applicable	please laborate the process.	Facility to make changes in the indent. Should be a part of normal indenting process.
	Engg/093	General	Raising/ amendment/ cancellation of Indents As Applicable	please laborate the process.	Facility to make changes in the indent. Should be a part of normal indenting process.
	Engg/093 General		Raising/ amendment/ cancellation of Indents As Applicable	please elaborate the process.	Facility to make changes in the indent. Should be a part of normal indenting process.
	Engg/096	General	Ability to generate material list of a CBOM	Please explain the process and requirement in detail. Also explain the relationship between CBOM and other BOMS	CBOM is Combined BOM where both Engg & Technology data is available. Material list of a CBOM is requirement of raw material of a CBOM / group of CBOMs. Material compilation must also be available for a project.
	Engg/096	General	Ability to generate material list of a CBOM	Please explain the process and requirement in detail. Also explain the relationship between CBOM and other BOMS	CBOM is Combined BOM where both Engg & Technology data is available. Material list of a CBOM is requirement of raw material of a CBOM / group of CBOMs. Material compilation must also be available for a project.
	Engg/096 General		Ability to generate material list of a CBOM	Please explain the process and requirement in detail. Also explain the relationship between CBOM and other BOMS	CBOM is Combined BOM where both Engg & Technology data is available. Material list of a CBOM is requirement of raw material of a CBOM / group of CBOMs. Material compilation must also be available for a project.
	Engg/103	General	Ability to tranfer Special recommendation/comments mentioned in the indent to the enquiry & Purchase Order	What special recommendations are to be transferred to PO , this transfer is to be at which stage of indent cycle	Facility to copy special remarks from one indent to other should be possible. Should be a part of normal indenting process.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/103 / General		Ability to transfer Special recommendation/comments mentioned in the indent to the enquiry & Purchase Order	What special recommendations are to be transferred to PO , this transfer is to be at which stage of indent cycle	Facility to copy special remarks from one indent to other should be possible. Should be a part of normal indenting process.. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/111	General	Separate identification required for IBR, ASME, etc. in the system	Please explain the expectation in detail	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
	Engg/111	General	Separate identification required for IBR, ASME, etc. in the system	Please explain the expectation in detail	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
	Engg/111 General		Separate identification required for IBR, ASME, etc. in the system	Please explain the expectation in detail	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
	Engg/114	General	Ability for Online filing of Intellectual Property Rights	Kindly explain this requirement in more detail	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/114	General	Ability for Online filing of Intellectual Property Rights	Kindly explain this requirement in more detail	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/114 General		Ability for Online filing of Intellectual Property Rights	Kindly explain this requirement in more detail	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/119	General	Ability to integrate all Units PIRs registration/ Approval /Updation with Corporate level.	What kind of integration is envisaged?	Registration of Project Initiation Report (PIR) is done at Unit level and sent for approval to Corporate depending on valuation of PIR. Progress / status is required. This process needs to be includes in ERP.
	Engg/119 / General		Ability to integrate all Units PIRs registration/ Approval /Updating with Corporate level.	What kind of integration is envisaged?	Registration of Project Initiation Report (PIR) is done at Unit level and sent for approval to Corporate depending on valuation of PIR. Progress / status is required. This process needs to be includes in ERP.
	Engg/124	General	Ability to generate MIR	Kindly tell whats MIR. Please provide sample template	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/124	General	Ability to generate MIR	Kindly tell whats MIR. Please provide sample template	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/124 General		Ability to generate MIR	Kindly tell what MIR is. Please provide sample template	MIR Stands for Management Information Reports (like Status of Project Information Report, Monthly progress report of project/ dept, R&D expenditure etc). Templates shall be provided during BBP phase.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Engg/125	General	Abilityt ot generate reminder for timely MIR submission	Kindly tell what kind of reminders are needed on which parameters? Please elaborate the process	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/125	General	Abilityt ot generate reminder for timely MIR submission	Kindly tell what kind of reminders are needed on which parameters? Please elaborate the process	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/125 General		Ability to generate reminder for timely MIR submission	Kindly tell what kind of reminders is needed on which parameters? Please elaborate the process	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	Engg/130	General	Facility to Create a centralized Company Innovation bank at Corporate Level	Is there any online/offline feature of Company Innovation bank currently , what all is needed to be captured in that and who all will have access to it	Currently information is stored manually. This is to be mapped in ERP solution.
	Engg/130	General	Facility to Create a centralized Company Innovation bank at Corporate Level	Is there any online/offline feature of Company Innovation bank currently , what all is needed to be captured in that and who all will have access to it	Currently information is stored manually. This is to be mapped in ERP solution.
	Engg/130 General		Facility to Create a centralized Company Innovation bank at Corporate Level	Is there any online/offline feature of Company Innovation bank currently , what all is needed to be captured in that and who all will have access to it	Currently information is stored manually. This is to be mapped in ERP solution.
	Engg/133	General	Capability to track the Day to day progress of KBE projects initiated by different units for different products. The ARP should be able to review/ provide comments on the daily tracker.	Pls ecxplain the proces sin detail	it is progress report on daily basis about progress of project in comparison to planned activity. Data should be available to other units for review.
	Engg/133	General	Capability to track the Day to day progress of KBE projects initiated by different units for different products. The ARP should be able to review/ provide comments on the daily tracker.	Pls ecxplain the proces sin detail	it is progress report on daily basis about progress of project in comparison to planned activity. Data should be available to other units for review.
	Engg/133 General		Capability to track the Day to day progress of KBE projects initiated by different units for different products. The ARP should be able to review/ provide comments on the daily tracker.	Please explain the process sin detail	it is progress report on daily basis about progress of project in comparison to planned activity. Data should be available to other units for review.
	Engg-111		Separate identification required for IBR, ASME etc. in the system	Pls. elaborate	Attestation such as third party certefication like ASME etc, IBR certification requirement indication in material master against material to flow to bill of material
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/055	Online Availability of Allocation Details (Price)	Please elaborate Allocation details	Allocation details is the share of contract value between various BHEL Manufacturing Units and PS Region.designated for Erection and Commissining and is decided by marketing.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/059	Facility to work out quantum of enabling Work required for the project and upload it to the system.	How is quantum of enabling work calculated	Quantum of enabling work is calculated considering the condition of erection site (e.g. Infrastructure) before commencement of erection. System should assist during estimation by enlisting and asking inputs for major categories of enabling work.Once calculated the document should be available with the system.
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/340	Online Monitoring of BOP Requirements and alert facility for the same.	What details need to be monitored in BOP	BOP (Balance of Plant) are the packages which do not come under Standard BTG(Boiler Turbine Generator)packages. (e.g. - ash handling system, Demineralized Water Plant, Switch Yard, etc) There are two categories under monitoring: 1. Alert assisted availability/requirement status of BOP erection/commissioning material, if BOP erection is under BHELs scope. 2. Alert against availability of BOP systems /Fronts (if Erection of BOP is in Customer Scope) on which BHEL systems are dependent.
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/344	System generated List of Critical Material as well as system generated Erectability analysis. Facility to update critical issues of project that can further be utilized in creation of MCM Reports. Interface with CPMG/PMX.	How is erectability calculated.	Erectability Analysis = Quanta of available Erectable Mateiral that is available at erection site / Total material available at erection site %EA = Erectable Mat./Total Mat % There can be situations when certain erection items are available at site but due to non availability of a particular item, those items cannot be erected, hence no of erectable items will be less than the total avl. items.
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/340	Ability to generate Erection L3 Schedule (rolling Plan for Site Erection work); Interface with Panning & Monitoring System (Function-10)	Is Erection L3 schedule required to be generated from the master network maintained by PMG or created as a separate schedule and integrated to the PMG managed master network by means of cross project relationships?	Erection L3 is generated in parts refering master network maintained by CPMG as per availability of front at site. Further updation at L3 level is done at site.
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/445	Online Facility for preparation of Erection Schedules (L3) at site (Project Planning & Mgmt. System) and online availability of Erection & Engineering Documents (Interface with DMS & Material Management System)	Is it required to link the erection and engineering documents to the activities so that the end users responsible for these activities can access these documents online along with their task list?	Yes, It is required to link the erection and engineering documents to the activities so that the end users responsible for these activities can access these documents online along with their task list. Also the mateiral requirement has to be linked with the activities.
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning)	EC&SaS/447	Online Project Planning & Mgmt. System for 3 months rolling plan, Progress tracking as per plan and delay analysis.	Is it required to display a progress line to graphically trace progress on activities and see how a project is performing with regard to its scheduled deadlines	This is basically monitoring of the L3 erection schedule prepared at site. Progress Tracking and delay analysis. Graphical representation of current and exptrapolated scenarios and comaparative representations will be an added advantage.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification (Erection Commissioning) Commercial	1.3 Post Order Activities - Cash monitoring & follow up	Online facility to prepare Project wise Target Outstanding Liquidation Plan.	What are the elements that is expected as part of the Outstanding Liquidation plan by project.	Online system of monitoring of status of verification (verified/under verification/withheld) of bills and their preriodical liquidation plan vis a vis achivement
EC&SaS/ 011	Commercial-Pre-order	Availability of Work flow relation (interfaces with other functions like PMX, TSX, Quality etc) (Improvement in Web Page); interface with MU / PESD / PEM / Proposal group to SCT, CML-SCT, Interface to Finance	PLs specify what is PMX, TSX & other abbreviations. What kind of interface is expected. Is it ok to sunset the system incase the features are available in ERP	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Project Management Services(PMX), Technical Services (TSX), Manufacturing Units (MUs), Project Engineering & Management (PEM), Sub-Contracting (SCT), Commercial Sub-Contracting (CML-SCT). All departments work in tandem during project execution so that there should be .an Work Flow . Information generated by one department should be available to other for neccessary action.
EC&SaS/ 015	Commercial-Pre-order	Facility to create and upload erection write up & list of deviations.	Is a simple DMS upload expected otherwise pls spevify	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Erection write-up is a consolidated document providing info about erection strategy. System should provide screen to create the document and upload scanned copies if reqd.
EC&SaS/ 025	Commercial Post Order	Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	Kindly advice what kind of interface required	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Workflow based execution of orders for document fow and data exchange.(PS-Marketing ->Customer(offer)->Customer ->PS-Marketing(Order)-> Manufacturing Units/Region/TBG(Allocartion). MU-For Supply; TBG ->Erection & Commissining,Civil, Region -> BOP Supply,Civil,Erection&Commissioning.
EC&SaS/ 025	Commercial-Post-order	Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	PLs specify what is PS-MKTG, IS/IO etc & other abbreviations. What kind of interface is expected	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Power Sector Marketing (PS-MKTG), International Operations (IO), Industrial Sector (IS), Interface for workflow based execution of orders.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
EC&SaS/ 028	Commercial-Post-order	Online creation of CIS	what is CIS?	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Contract Information Sheet (CIS) is a summary of Contract that contains info like, scope summary, schedule, zero date , Customer Inputs etc. It is basically a summary report of the contract details.
EC&SaS/ 033	Commercial-Post-order	Online availability of LOA from PEM for BOP packages for conversion into detailed Pos	please elaborate the business process	Need more clarity	Project Engineering & Management (PEM) creates LOA for Balance of Plant (BOP) items with vendors. Then in reference to these LOA actual Purchase Orders (Pos) are placed on the Vendors by Power Sector Regions.
EC&SaS/ 054	Project Management services	Online Availability of Scope Matrix.	The scope or customer spec soft copy is attached to project will this suffice. If not need elaboration on scope matrix	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Scope matrix is a document which defines scope of BHEL depts., personels in a project as well as which responsibility resides with whom. System should provide facility for creation and upload of scope matix. It has to be a workflow based system to facilitate online submission and approval of matrix and availability of final document for perusal.
EC&SaS/ 055	Project Management services	Online Availability of Allocation Details (Price)	Need clarification of business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Allocation details is the share of contract value between various BHEL Manufacturing Units and PS Region designated for Erection and Commissining and is decided by marketing.
EC&SaS/ 057	Project Management services	Online availability of Final broad sub-contract packaging philosophy	Need clarification of business scenario	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	After receipt of internal Order from Marketing, scope will be analyzed to match schedule of Erection and other Site conditions and Sub contracting Packaging philosophy (clubbing of subcontracts) shall be finalized for ordering and same can be made available online subsequently.
EC&SaS/ 064	Project Management services	Availability of Work flow Based mechanism for Preparation and Finalization of Pre Qualification Criteria. Interface with Fianance.	What is business need. Is it restrcited to collaboration and approval only?	Need more clarity	Pre qualification creiteria is a document which has to be prepared by Indentor and vetted by Finance and vendors must qualify it for participation in the bidding Process. Online workflow based system for to & fro movement of the document till approval.
EC&SaS/ 066	Project Management services	Interface with FEX for Capital Budget Sanctioning for Order Placement.	What is FEX, why interface is required	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Facility Engg. Services (FEX) is a department which provides Tools & Plants requrired to carry out the Erection & Commissining Processes. New purchases and contracts are made as per requriement, for which budgetary aspects are to be considered. This calls for an interface requriement.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
EC&SaS/ 090	Project Management services	Interface with PEM to obtain Techincal Specs for BOP packages.	Is it only sharing of documents on tech specs	Need more clarity	Techincal specifications of BOP Supply packages are worked out by PEM. As per these specifications BOP orders are placed by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
EC&SaS/ 090	Project Management Services	Interface with PEM to obtain Techincal Specs for BOP packages.	Please explain the business process	Need more clarity	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are placed by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
EC&SaS/ 091	Project Management services	Ability of collaboration to finalise price schedule. Interface with PEM/SCT.	What is PEM/SCT, and what kind of interface is expected	Need more clarity	Project Engineering & Mangement (PEM) provides technical specifications for various erection items purchased by BHEL.Sub Contracting Dept (SCT) who handles all the Service Contracts. Interface is required with both the Depts to share requried information for further action.
EC&SaS/ 094	Project Management Services	Interface with PMX (for customer inspection) and quality (for BHEL inspection)	What is PMX and explain this requirement. How inspection cals will be generated and who will be the users. Recommendation the customer and BHEL inspection results can be captured in ERP quality system	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	(PMX= Project Management Services) Inspection Calls are generated on the basis of Erection milestones as well as receipt of cetain material.Customer or third party inspection is carried out during execution of milestone or receipt of certain material. Inspection Results can be captured in ERP Quality System.
EC&SaS/1 02	Project Management services	Interface with Planning & Monitoring Function to refer Site issues for Pre-MCM agenda points.	Is it an application to application interface? How is it being done today	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	At site, during Erection, there are many issues related to Manpower, Mateiral & Machines that require timely and proritized addressing to achieve Targets. These issues are consolidated to create Pre-Management Committee Meeting (Pre-MCM) Agenda Points. Currently systems are being established for Planning & Monitoring. Till date both the functions are performed manually
EC&SaS/1 14	Awarding through tendering	Facility for online finalization of SCC as per available Corporate MM/Finance guidelines, that will be available with the system.	Please explain the business process	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Special Conditions of Contract (SCC) should be available online for review and should be in sync with Corporate/Finance/MM guidelines for finalization to facilitate tendering.
EC&SaS/ 202	Claims Lodged by individuals	updated repository for circulars and notifications - rules and eligibility	What kind of repository is expected. Will DMS suffice?	Need more clarity	Repository capable of maintaining updated circulars & notifications with version control and search facility.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
EC&SaS/ 284	Quality & HSE	Online system Development, Issue & control of Project-specific FQPs (including Standard FQPs, RFQPs) for implementation at site	The FQP and RFQP scanned doc or CAD doc if attached with respective Projects will this suffice the requirement.	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. Version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
EC&SaS/ 335	installation & execution	Facility to keep record of front availability from customer	Please explain the business process	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	At site, most of the times erection activites of BHEL packages are dependent on the completion of erection activities of other packages managed by cutomer. Front availablity means receipt of Customer clearance to start erection work at that area.
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/055	Online Availability of Allocation Details (Price)	Please elaborate Allocation details	Allocation details is the share of contract value between various BHEL Manufacturing Units and PS Region designated for Erection and Commissining and is decided by marketing.
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/059	Facility to work out quantum of enabling Work required for the project and upload it to the system.	How is quantum of enabling work calculated	Quantum of enabling work is calculated considering the condition of erection site (e.g. Infrastructure) before commencement of erection. System should assit during estimation by enlisting and asking inputs for major categories of enabling work.Once calculated the documentshould be available with the system.
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/340	Online Monitoring of BOP Requirements and alert facility for the same.	What details need to be monitored in BOP	BOP (Balance of Plant) are the packages which do not come under Standard BTG(Boiler Turbine Generator)packages. (e.g. - ash handling system, Demineralized Water Plant, Switch Yard, etc) There are two categories under monitoring: 1. Alert assisted availability/requirement status of BOP erection/commissioning material, if BOP erection is under BHELs scope. 2. Alert against availability of BOP systems (Customer SCope) on which BHEL systems are dependent.
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/344	System generated List of Critical Material as well as system generated Erectability analysis. Facility to update critical issues of project that can further be utilized in creation of MCM Reports. Interface with CPMG/PMX.	How is erectability calculated.	Erectability Analysis = Quanta of available Mateiral that is available at erection site / Total material available at erection site % EA = Erectable Mat./Total Mat % There can be situations when certain erection items are available at site but due to non availability of a particular items, those items cannot be erected, hence no of erectable items will be less than the total avl. items.
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/340	Ability to generate Erection L3 Schedule (rolling Plan for Site Erection work); Interface with Panning & Monitoring System (Function-10)	Is Erection L3 schedule required to be generated from the master network maintained by PMG or created as a separate schedule and integrated to the PMG managed master network by means of cross project relationships?	It has to be generated from master network maintained by PMG.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/445	Online Facility for preparation of Erection Schedules (L3) at site (Project Planning & Mgmt System) and online availability of Erection & Engineering Documents (Interface with DMS & Material Management System)	Is it required to link the erection and engineering documents to the activities so that the end users responsible for these activities can access these documents online along with their task list?	Yes, It is required to link the erection and engineering documents to the activities so that the end users responsible for these activities can access these documents online along with their task list. Also the mateiral requirement has to be linked with the activities.
Erection Commissioning	Annexure 1 Functional Requirement Specification	EC&SaS/447	Online Project Planning & Mgmt System for 3 months rolling plan, Progress tracking as per plan and delay analysis.	Is it required to display a progress line to graphically trace progress on activities and see how a project is performing with regard to its scheduled deadlines	This is basically monitoring of the L3 erection schedule prepared at site. Progress Tracking and delay analysis. Graphical representation of current and exptrapolated scenarios and comaparative representations will be an added advantage.
Erection Commissioning	Commercial	1.3 Post Order Activities - Cash monitoring & follow up	Online facility to prepare Project wise Target Outstanding Liquidation Plan.	What are the elements that is expected as part of the Outstanding Liquidation plan by project.	Online system ofr monitoring of status of verification (verified/under verification/withheld) of bills and their preriodical liquidation plan vis a vis achivement
	EC&SaS/011	Commercial-Pre-order	Availability of Work flow relation (interfaces with other functions like PMX, TSX, Quality etc) (Improvement in Web Page); interface with MU / PESD / PEM / Proposal group to SCT, CML-SCT, Interface to Finance	PLs specify what is PMX, TSX & other abbreviations. What kind of interface is expected	Project Management Services(PMX), Technical Services (TSX), Manufacturing Units (MUs), Project Engineering & Management (PEM), Sub-Contracting (SCT), Commercial Sub-Contracting (CML-SCT). All departments work in tandem during project execution. Information generated by one department should be available to other for neccessary action.
	EC&SaS/011	Commercial-Pre-order	Availability of Work flow relation (interfaces with other functions like PMX, TSX, Quality etc) (Improvement in Web Page); interface with MU / PESD / PEM / Proposal group to SCT, CML-SCT, Interface to Finance	PLs specify what is PMX, TSX & other abbreviations. What kind of interface is expected	Project Management Services(PMX), Technical Services (TSX), Manufacturing Units (MUs), Project Engineering & Management (PEM), Sub-Contracting (SCT), Commercial Sub-Contracting (CML-SCT). All departments work in tandem during project execution. Information generated by one department should be available to other for neccessary action.
	EC&SaS/011 Commercial-Pre-order		Availability of Work flow relation (interfaces with other functions like PMX, TSX, Quality etc) (Improvement in Web Page); interface with MU / PESD / PEM / Proposal group to SCT, CML-SCT, Interface to Finance	PLs specify what is PMX, TSX & other abbreviations. What kind of interface is expected	Project Management Services(PMX), Technical Services (TSX), Manufacturing Units (MUs), Project Engineering & Management (PEM), Sub-Contracting (SCT), Commercial Sub-Contracting (CML-SCT). All departments work in tandem during project execution. Information generated by one department should be available to other for neccessary action.
	EC&SaS/015	Commercial-Pre-order	Facility to create and upload erection write up & list of deviations.	Is a simple DMS upload expected otherwise pls spevify	Erection write is a consolidated document providing info about erection strategy. System should provide screen to create the documents and upload scanned copies if reqd.
	EC&SaS/015	Commercial-Pre-order	Facility to create and upload erection write up & list of deviations.	Is a simple DMS upload expected otherwise pls spevify	Erection write up is a consolidated document providing info about erection strategy. System should provide screen to create the documents and upload scanned copies if reqd.
	EC&SaS/015 Commercial-Pre-order		Facility to create and upload erection write up & list of deviations.	Is a simple DMS upload expected otherwise please specify	Erection write up is a consolidated document providing info about erection strategy. System should provide screen to create the documents and upload scanned copies if reqd.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/025	Commercial-Post-order	Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	PLs specify what is PS-MKTG, IS/IO etc & other abbreviations. What kind of interface is expected	Power Sector Marketing (PS-MKTG), International Operations (IO), Industtrial Sector (IS), Interface for workflow based execution of orders.
	EC&SaS/025	Commercial Post Order	Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	Kindly advice what kind of interface required	Power Sector Marketing (PS-MKTG), International Operations (IO), Industtrial Sector (IS), Interface for workflow based execution of orders.
	EC&SaS/025	Commercial-Post-order	Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	PLs specify what is PS-MKTG, IS/IO etc & other abbreviations. What kind of interface is expected	Power Sector Marketing (PS-MKTG), International Operations (IO), Industtrial Sector (IS), Interface for workflow based execution of orders.
	EC&SaS/025	Commercial Post Order	Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	Kindly advice what kind of interface required	Power Sector Marketing (PS-MKTG), International Operations (IO), Industtrial Sector (IS), Interface for workflow based execution of orders.
	EC&SaS/025 Commercial Post Order		Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	Kindly advice what kind of interface required	Power Sector Marketing (PS-MKTG), International Operations (IO), Industtrial Sector (IS), Interface for workflow based execution of orders.
	EC&SaS/025 Commercial-Pre-order		Interface with PS-MKTG, IS/IO/Corp Finance/ Regional finance / commercial and controlled (online) availability of Allocation Details.	PLs specify what is PS-MKTG, IS/IO etc & other abbreviations. What kind of interface is expected	Power Sector Marketing (PS-MKTG), International Operations (IO), Industtrial Sector (IS), Interface for workflow based execution of orders.
	EC&SaS/028	Commercial-Post-order	Online creation of CIS	what is CIS?	Contract Information Sheet (CIS) is a summary of Contract that contains info like, scope summary, schedule, zero date etc. It is basically a summary report of the contract details.
	EC&SaS/028	Commercial-Post-order	Online creation of CIS	what is CIS?	Contract Information Sheet (CIS) is a summary of Contract that contains info like, scope summary, schedule, zero date etc. It is basically a summary report of the contract details.
	EC&SaS/028 Commercial-Pre-order		Online creation of CIS	what is CIS?	Contract Information Sheet (CIS) is a summary of Contract that contains info like, scope summary, schedule, zero date etc. It is basically a summary report of the contract details.
	EC&SaS/033	Commercial-Post-order	Online availability of LOA from PEM for BOP packages for conversion into detailed Pos	please elaborate the business process	Project Engineering & Management (PEM) creates LOA for Balance of Plant (BOP) items with vendors. Then in reference to these LOA actual Purchase Orders (Pos) are placed with the Vendors by Power Sector Regions.
	EC&SaS/033	Commercial-Post-order	Online availability of LOA from PEM for BOP packages for conversion into detailed Pos	please elaborate the business process	Project Engineering & Management (PEM) creates LOA for Balance of Plant (BOP) items with vendors. Then in reference to these LOA actual Purchase Orders (Pos) are placed with the Vendors by Power Sector Regions.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/033 Commercial-Pre-order		Online availability of LOA from PEM for BOP packages for conversion into detailed Pos	please elaborate the business process	Project Engineering & Management (PEM) creates LOA for Balance of Plant (BOP) items with vendors. Then in reference to these LOA actual Purchase Orders (Pos) are placed with the Vendors by Power Sector Regions.
	EC&SaS/054	Project Management services	Online Availability of Scope Matrix.	Need elaboration on scope matrix	Scope matrix is a document which defines scope of BHEL depts., personels in a project as well as which responsibility resides with whom. System should provide facility for creation and upload of scope matix. It has to be a workflow based system to facilitate online submission and approval of matrix and availability of final document for perusal.
	EC&SaS/054	Project Management services	Online Availability of Scope Matrix.	Need elaboration on scope matrix	Scope matrix is a document which defines scope of BHEL depts., personels in a project as well as which responsibility resides with whom. System should provide facility for creation and upload of scope matix. It has to be a workflow based system to facilitate online submission and approval of matrix and availability of final document for perusal.
	EC&SaS/054 Project Management services		Online Availability of Scope Matrix.	Need elaboration on scope matrix	Scope matrix is a document which defines scope of BHEL depts., personels in a project as well as which responsibility resides with whom. System should provide facility for creation and upload of scope matix. It has to be a workflow based system to facilitate online submission and approval of matrix and availability of final document for perusal.
	EC&SaS/055	Project Management services	Online Availability of Allocation Details (Price)	Need clarification of business scenario	Allocation details is the share of contract value between various BHEL Manufacturing Units and PS Region.designated for Erection and Commissining.
	EC&SaS/055	Project Management services	Online Availability of Allocation Details (Price)	Need clarification of business scenario	Allocation details is the share of contract value between various BHEL Manufacturing Units and PS Region designated for Erection and Commissining and is decided by marketing.
	EC&SaS/055 Project Management services		Online Availability of Allocation Details (Price)	Need clarification of business scenario	Allocation details is the share of contract value between various BHEL Manufacturing Units and PS Region.designated for Erection and Commissining and is decided by marketing.
	EC&SaS/057	Project Management services	Online availability of Final broad sub-contract packaging philosophy	Need clarification of business scenario	after receipt of internal Order from Marketing, scope will be analyzed to match schedule and other site conditions and sub contracting Packaging philosophy (clubbing of subcontracts) shall be finalized for ordering and same can be made available online subsequently.
	EC&SaS/057	Project Management services	Online availability of Final broad sub-contract packaging philosophy	Need clarification of business scenario	after receipt of internal Order from Marketing, scope will be analyzed to match schedule and other site conditions and sub contracting Packaging philosophy (clubbing of subcontracts) shall be finalized for ordering and same can be made available online subsequently.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/057 Project Management services		Online availability of Final broad sub-contract packaging philosophy	Need clarification of business scenario	after receipt of internal Order from Marketing, scope will be analyzed to match schedule and other site conditions and sub contracting Packaging philosophy (clubbing of subcontracts) shall be finalized for ordering and same can be made available online subsequently.
	EC&SaS/064	Project Management services	Availability of Work flow Based mechanism for Preparation and Finalization of Pre Qualification Criteria. Interface with Fianance.	What is business need. Is it restrcited to collaboration and approval only?	Pre qualification creiteria is a document which has to prepared by Indentor and vetted by Finance and vendors must qualify it for participation in the bidding Process. Online workflow based system for to & fro movement of the document till approval.
	EC&SaS/064	Project Management services	Availability of Work flow Based mechanism for Preparation and Finalization of Pre Qualification Criteria. Interface with Fianance.	What is business need. Is it restrcited to collaboration and approval only?	Pre qualification creiteria is a document which has to prepared by Indentor and vetted by Finance and vendors must qualify it for participation in the bidding Process. Online workflow based system for to & fro movement of the document till approval.
	EC&SaS/064 Project Management services		Availability of Work flow Based mechanism for Preparation and Finalization of Pre-Qualification Criteria. Interface with Finance.	What is business need. Is it restricted to collaboration and approval only?	Pre qualification creiteria is a document which has to prepared by Indentor and vetted by Finance and vendors must qualify it for participation in the bidding Process. Online workflow based system for to & fro movement of the document till approval.
	EC&SaS/066	Project Management services	Interface with FEX for Capital Budget Sanctioning for Order Placement.	What is FEX, why interface is required	Facility Engg. Services (FEX) is a department which provides Tools & Plants requrired to carry out the Erection & Commissining Processes. News purchases and contracts are made as per requriement, for which badgetary aspects are to be considered. This calls for an interface requriement.
	EC&SaS/066	Project Management services	Interface with FEX for Capital Budget Sanctioning for Order Placement.	What is FEX, why interface is required	Facility Engg. Services (FEX) is a department which provides Tools & Plants requrired to carry out the Erection & Commissining Processes. News purchases and contracts are made as per requriement, for which badgetary aspects are to be considered. This calls for an interface requriement.
	EC&SaS/066 Project Management services		Interface with FEX for Capital Budget Sanctioning for Order Placement.	What is FEX, why interface is required	Facility Engg. Services (FEX) is a department which provides Tools & Plants requrired to carry out the Erection & Commissining Processes. News purchases and contracts are made as per requriement, for which badgetary aspects are to be considered. This calls for an interface requriement.
	EC&SaS/090	Project Management services	Interface with PEM to obtain Techincal Specs for BOP packages.	Is it only sharing of documents on tech specs	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are palced by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/090	Project Management Services	Interface with PEM to obtain Techincal Specs for BOP packages.	Please explain the business process	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are palced by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
	EC&SaS/090	Project Management services	Interface with PEM to obtain Techincal Specs for BOP packages.	Is it only sharing of documents on tech specs	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are palced by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
	EC&SaS/090	Project Management Services	Interface with PEM to obtain Techincal Specs for BOP packages.	Please explain the business process	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are palced by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
	EC&SaS/090 Project Management services		Interface with PEM to obtain Technical Specs for BOP packages.	Is it only sharing of documents on tech specs	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are palced by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
	EC&SaS/090 Project Management Services		Interface with PEM to obtain Technical Specs for BOP packages.	Please explain the business process	Techincal specifications of BOP packages are worked out by PEM. As per these specifications BOP orders are palced by Power Sector Regions. Facility required for Creation and editing of document through system which can further be reviewed by various regions..
	EC&SaS/091	Project Management services	Ability of collaboration to finalise price schedule. Interface with PEM/SCT.	What is PEM/SCT, and what kind of interface is expected	Project Engineering & Mangement (PEM) provides technical specifications for various erection items purchased by BHEL.Sub Contracting Dept (SCT) handles all the Service Contracts. Interface is required with both the Depts to share requried information for further action.
	EC&SaS/091	Project Management services	Ability of collaboration to finalise price schedule. Interface with PEM/SCT.	What is PEM/SCT, and what kind of interface is expected	Project Engineering & Mangement (PEM) provides technical specifications for various erection items purchased by BHEL.Sub Contracting Dept (SCT) handles all the Service Contracts. Interface is required with both the Depts to share requried information for further action.
	EC&SaS/091 Project Management services		Ability of collaboration to finalize price schedule. Interface with PEM/SCT.	What is PEM/SCT, and what kind of interface is expected	Project Engineering & Mangement (PEM) provides technical specifications for various erection items purchased by BHEL.Sub Contracting Dept (SCT) handles all the Service Contracts. Interface is required with both the Depts to share requried information for further action.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/094	Project Management Services	Interface with PMX (for customer inspection) and quality (for BHEL inspection)	What is PMX and explain this requirement. How inspection cals will be generated and who will be the users	(PMX= Project Management Services) Inspection Calls are generated on the basis of Erection milestones as well as receipt of cetain material. Customer or third party inspection is carried out during execution of milestone or receipt of certain material. Inspection Results can be captured in ERP Quality System.
	EC&SaS/094	Project Management Services	Interface with PMX (for customer inspection) and quality (for BHEL inspection)	What is PMX and explain this requirement. How inspection cals will be generated and who will be the users	(PMX= Project Management Services) Inspection Calls are generated on the basis of Erection milestones as well as receipt of cetain material. Customer or third party inspection is carried out during execution of milestone or receipt of certain material. Inspection Results can be captured in ERP Quality System.
	EC&SaS/094 Project Management Services		Interface with PMX (for customer inspection) and quality (for BHEL inspection)	What is PMX and explain this requirement. How inspection calls will be generated and who will be the users	(PMX= Project Management Services) Inspection Calls are generated on the basis of Erection milestones as well as receipt of cetain material. Customer or third party inspection is carried out during execution of milestone or receipt of certain material. Inspection Results can be captured in ERP Quality System.
	EC&SaS/102	Project Management services	Interface with Planning & Monitoring Function to refer Site issues for Pre-MCM agenda points.	Is it an application to application interface? How is it being done today	At site, during Erection, there are many issues related to Manpower, Mateiral & Machines that require tiemly and proritized addressing to achieve Targets. These issues are consolidated to create Pre-Management Committee Meeting (Pre-MCM) Agenda Points. Currently systems are being established for Planning & Monitoring. Till date both the functions are performed manually
	EC&SaS/102	Project Management services	Interface with Planning & Monitoring Function to refer Site issues for Pre-MCM agenda points.	Is it an application to application interface? How is it being done today	At site, during Erection, there are many issues related to Manpower, Mateiral & Machines that require tiemly and proritized addressing to achieve Targets. These issues are consolidated to create Pre-Management Committee Meeting (Pre-MCM) Agenda Points. Currently systems are being established for Planning & Monitoring. Till date both the functions are performed manually
	EC&SaS/102 Project Management services		Interface with Planning & Monitoring Function to refer Site issues for Pre-MCM agenda points.	Is it an application to application interface? How is it being done today	At site, during Erection, there are many issues related to Manpower, Mateiral & Machines that require tiemly and proritized addressing to achieve Targets. These issues are consolidated to create Pre-Management Committee Meeting (Pre-MCM) Agenda Points. Currently systems are being established for Planning & Monitoring. Till date both the functions are performed manually
	EC&SaS/114	Awarding through tendering	Facility for online finalization of SCC as per available Corporate MM/Finance guidelines, that will be available with the system.	Please explain the business process	Special Conditions of Contract (SCC) should be available online for review and should be in sync with Corporate/Finance/MM guidelines for finalization to facilitate tendering.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/114	Awarding through tendering	Facility for online finalization of SCC as per available Corporate MM/Finance guidelines, that will be available with the system.	Please explain the business process	Special Conditions of Contract (SCC) should be available online for review and should be in sync with Corporate/Finance/MM guidelines for finalization to facilitate tendering.
	EC&SaS/114 Awarding through tendering		Facility for online finalization of SCC as per available Corporate MM/Finance guidelines that will be available with the system.	Please explain the business process	Special Conditions of Contract (SCC) should be available online for review and should be in sync with Corporate/Finance/MM guidelines for finalization to facilitate tendering.
	EC&SaS/202	Claims Lodged by individuals	updated repository for circulars and notifications - rules and eligibility	What kind of repository is expected. Will DMS suffice?	Repository capable of maintaining updated circulars & notifications with version control and search facility.
	EC&SaS/202	Claims Lodged by individuals	updated repository for circulars and notifications - rules and eligibility	What kind of repository is expected. Will DMS suffice?	Repository capable of maintaining updated circulars & notifications with version control and search facility.
	EC&SaS/202 Claims Lodged by individuals		updated repository for circulars and notifications - rules and eligibility	What kind of repository is expected. Will DMS suffice?	Repository capable of maintaining updated circulars & notifications with version control and search facility.
	EC&SaS/284	Quality & HSE	Online system Development, Issue & control of Project-specific FQPs (including Standard FQPs, RFQPs) for implementation at site	Pls explain this requirement in detail	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
	EC&SaS/284	Quality & HSE	Online system Development, Issue & control of Project-specific FQPs (including Standard FQPs, RFQPs) for implementation at site	Pls explain this requirement in detail	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
	EC&SaS/284Quality & HSE		Online system Development, Issue & control of Project-specific FQPs (including Standard FQPs, RFQPs) for implementation at site	Please explain this requirement in detail	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
	EC&SaS/335	installation & execution	Facility to keep record of front availability from customer	Please explain the business process	At site, most of the times erection activites of BHEL packages are dependent on the completion of erection activities of other packages managed by cutomer. Front availablity means receipt of Customer clearance to start erection work at that area.
	EC&SaS/335	installation & execution	Facility to keep record of front availability from customer	Please explain the business process	At site, most of the times erection activites of BHEL packages are dependent on the completion of erection activities of other packages managed by cutomer. Front availablity means receipt of Customer clearance to start erection work at that area.
	EC&SaS/335 installation & execution		Facility to keep record of front availability from customer	Please explain the business process	At site, most of the times erection activites of BHEL packages are dependent on the completion of erection activities of other packages managed by cutomer. Front availablity means receipt of Customer clearance to start erection work at that area.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SaS/342	installation & execution	Online SARs/CARs/MDRs system.	Please explain the business process to understand to what extent automation is needed	Site Action Reports/Commissioning Action Reports are generated when the mateiral sent by Manufacturing units have some design discrepancy. Reports are generated to take suitalble action like replacement or rectification. Material Discrepancy Report is generated when the material received at site is damaged or missing.Reports are generated to take suitalble action like replacement or rectification.
	EC&SaS/342	installation & execution	Online SARs/CARs/MDRs system.	Please explain the business process to understand to what extent automation is needed	Site Action Reports/Commissioning Action Reports are generated when the mateiral sent by Manufacturing units have some design discrepancy. Reports are generated to take suitalble action like replacement or rectification. Material Discrepancy Report is generated when the material received at site is damaged or missing.Reports are generated to take suitalble action like replacement or rectification.
	EC&SaS/342 installation & execution		Online SARs/CARs/MDRs system.	Please explain the business process to understand to what extent automation is needed	Site Action Reports/Commissioning Action Reports are generated when the mateiral sent by Manufacturing units have some design discrepancy. Reports are generated to take suitalble action like replacement or rectification. Material Discrepancy Report is generated when the material received at site is damaged or missing.Reports are generated to take suitalble action like replacement or rectification.
	EC&SaS/343	installation & execution	Online monitoring of updating of Log Sheets as per FQP.	Please explain the business process to understand to what extent automation is needed	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
	EC&SaS/343	installation & execution	Online monitoring of updating of Log Sheets as per FQP.	Please explain the business process to understand to what extent automation is needed	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
	EC&SaS/343 installation & execution		Online monitoring of updating of Log Sheets as per FQP.	Please explain the business process to understand to what extent automation is needed	Facility to create/upload/edit proejct specific Field Quality Plans/Regions FQP. version control, obsolete alert required. Further these FQPs/RFQPs will be accessed & filled up by sites as logsheets to record observation.
	EC&SAS/353		Online availability of approved billing schedule, LOI	Need more information	Billing Schedule is a schedule according to which Payments are made to the contractors.Sometimes the same schedule is used for Customer billing also. The schedule once created, has to be approved. Approved billing schedule should be available with the system in document as well as image form. (Upload facility for (scanned) approved documents)
	EC&SAS/354		facility for bill upload by contractor	Need more information	Monthly erection bill is raised by contractor for payment. System should provide a facility for bill creation through the system.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SAS/355		ability for alerts in case of delays	Need more information	System generated alerts in case of delay in bill processing.
	EC&SAS/356		ability of Auto verification of Bill by System	Need more information	Bills will be verified on the basis of material issued for erection in case of Weight based billing,(Only the weight part will be verified rest of the bill verifcation will be on the basis of work executed as per Billing Schedule), It should also provide facility to verfy Bill against approved Billing Break up(BBU)
	EC&SAS/357		Ability of System Generated Mbook	Need more information	Mbook (Measurement Book) is the measurement of work executed by Contractor on the basis of which bill is raised. It should be available online.
	EC&SAS/358		Routing of Bill with Documents to Site Finance	Need more information	Once Measurement Sheet is finalized it should be automatically routed to Site Finance Dept.
	EC&SAS/359		Interface with Finance System	Need more information	Site Finance should be integrated to Finance System.
	EC&SAS/360		Interface between commercials and technical services- Workflow Integtration	Can we have details of Commercial and Technical services? How many workflows	Order/Project details flow from commercial to Technical Services. Interface is required for the same purpose.
	EC&SAS/361		Online availability fo Internal order from commercial	Need more information	Internal Work Order is generated by comercial against any customer order. The Internal Workorder should be available online.
	EC&SAS/362		Online availability contract documents	Need more information	Contract Documents like technical spec, deviation letters, LOI/Work order from customer should be available online.
	EC&SAS/363		Online Availabilty of L1 &L2(Interface with CPMG/PMX)	Need more information	L1 & L2 schedules created by CPMG/PMX should be available online for further update.
	EC&SAS/364		Online availabilty of Scope document of Sub-contracts/Sub vendors/Customer inputs	Need more information	Scope details of particular contract/Subvendor should be available online. Customer Inputs should also be recorded online.
	EC&SAS/365		Ability to generate manpower moodule standard ?	Need more information	System should provide online facility to generate man power moudle i.e. man power planning to execute a particular order. The system should be further linked with the master employee data.
	EC&SAS/366		Online training,Evaluation System	Need more information	Online training & Evaluation System to impart training to Personels
	EC&SAS/367		Technical data of new technilogy/products and Systems	Need more information	Online availability of technical data of New emerging technologies/ Products and systems to be updated by Concerned BHEL Manufacturing Units/PEM./PS-Regions.
	EC&SAS/368		Online availability of Lubricants/chemicals/consumables schdeule etc	Need more information	During work executions various chemicals/Consumables/Lubricants are required at different stages of work for which a requrement schedule is created. This schedule should be available online.
	EC&SAS/369		Online availability fo master list of new mmds in the system to be maintained	What does MMD represent?	System should keep an account of Measurement devices used during work execution. List of Measurement devices should be available online.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SAS/370			Need more information	Not clear
	EC&SAS/371		Online availability of consolidated list of temporary piping pumps consumables etc.	Need more information	During various stages of erection commissioning work temporary arrangements are requried. System should contain a consolidated list of mateiral requried for these temporary arrangements also it should contain the complete procedure of creating the temporary arrangement and execution of underlying commissioning procedures
	EC&SAS/372		Online availability fo approved commissioning procedures	Need more information	During various stages of erection commissioning work temporary arrangements are requried. System should contain a consolidated list of mateiral requried for these temporary arrangements also it should contain the complete procedure of creating the temporary arrangement and execution of underlying commissioning procedures
	EC&SAS/373		Ability to create review and contain commissioning quality plan prepared by quality dept	Need more information	Faciltiy to create review and store commissioning quality plan prepared by quality dept
	EC&SAS/374		Facility to plan and update requirements or new MMDS considering future requirements	Need more information	Faciltiy to plan for new MMDs considering future requirements
	EC&SAS/375		Facility for review and update of commissioning status of various project and inform top management for course correction	Need more information	Progress Tracking facility of commissioning activities of various projects through which commissioning status report can be generated.
	EC&SAS/376		Ability to keep track of audit requirement. Co-ordination for conductance of milestone audit and upload of audit report	Need more information	Audit requirements are based on Milestone achievements at Project sites. Milestone monitoring is done through L2-L3 networks and project plannig & Monitoring, milestone audit are conducted and reports submitted. The same should be facilitated through system.
	EC&SAS/377		facitlity to keep record of troubleshooting performed at sites along with details of deployment of experts	Need more information	In case of failures, experts are deployed at sites for troubleshooting, System should keep a record of deployment of manpower as well as the details of troubleshooting for Knowledge Management & Root Cause Analysis(RCA)
	EC&SAS/378		Online facility to create and finalize and approve PG test Procedure and updating respords of PG	Need more information	Performance Guarantee test is carrind out to ensure performance of Set. System should provide facility to create PG Test procedure with a workflow based approval machanism, and should be able to record observations of performed PG tests
	EC&SAS/379		Ability to keep record of trouble shooting performed at sites along with details of deployment of experts of mft units etc	Need more information	In case of failures, experts are deployed at sites for troubleshooting, System should keep a record of deployment of manpower as well as the details of troubleshooting for Knowledge Management & Root Cause Analysis(RCA)

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&SAS/380		Facility to update technical inputs provided to MX/CML /purchase /Sub conmtracts/HSE/Quality	Need more information	Repository of various technical inputs provided to other departments.
	EC&SAS/381		Facility to keep record of technical support provided to other region and Mus in the form of manpoeer trouble shoortings vivration analysis MME and documents	Need more information	System should keep a record of deployment of manpower as well as the details of troubleshooting/activites performed.
	EC&SAS/382		Facilty to keep update record of power generations status of various running units in the regions	Need more information	Facilty to keep updated record of power generations status of various running units of all projects in the Power Sector Regions
	EC&SAS/383		online compliant management system	Need more information	online compliant management system from internal as well as external customers.
	EC&SAS/384		facility to plan and update record of customer training	Need more information	facility to plan and update record of customer training imparted to customer at various stages of Power Plant Erection and after hand over.
	EC&SAS/385		requirement of DMS	Need more information	Document management system.
	EC&SAS/386		Facility to inssue Tech/commissioning circulars to project sites as requirments	Need more information	email based faciltiy to issue tech circulars and other documents.
	EC&SAS/387		Facility of Issue Tech/Commissioning circulars to project sites as per requirements	Need more information	email based faciltiy to issue tech circulars and other documents.
	EC&SAS/388		Ability to perform Root cause analysis	Need more information	Ability to perform Root cause analysis of failures encountered during erection/ post erection.
	EC&SAS/389		Facility to prepare knowledge bank of new emerging technologies	Need more information	Online availability of technical data of New emerging technologies/ Products and systems.
	EC&SAS/390		Facility to organise and upload ovservations of CFT'sTQ assessment , audit process	Need more information	Facility to organise and upload ovservations of CFT's TQ assessment , audit process
	EC&SAS/391		Ability to record and generate data for MCM's	Need more information	Analysis of data caputred during various functions to generate Management Committee Reports.
	EC&SAS/392		Online system for Handling and liquidation of Outstanding engineering Issues	Need more information	Online system for Handling and liquidation of Outstanding engineering Issues raised during Plant hand over/ post commissioning
	EC&SAS/393		Facilty to upload MOMs with customer	Need more information	Enterprice Content Mgmt System with Collaboration Facility to create a complete Archive of Project Communications and Decisions.
	EC&SAS/394		Facility to assist site/PMX commercial in closing contract with customer.	Need more information	Information recorded during execution of various Erection/commissioning procedures will be utilized by Site/PMX/Commercial for contract Closure.
	EC&Sas-011		Ability of Workflow relation (interface with other function .....)	Is this reqmt. Over & above what is mentioned in RFP (pg.96 secn. 9.12.2.3)?	For inter function information exchange.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	EC&Sas-066		Interface with FEX for Capital Budget sanctioning before order placement	Is this reqmt. Over & above what is mentioned in RFP (pg.96 secn. 9.12.2.3)?	Interface with Facility Engioneering Dept. which keeps account of all T&Ps, before placing an orer for new T&P
	EC&Sas-076		Interface with CPMG for availability of L2 schedule for supply of material from MU's	Is this reqmt. Over & above what is mentioned in RFP (pg.96 secn. 9.12.2.3)?	L2 shcdule of manufacturing from manufacturing Untis will be made available by CPMG. Interface reqd. to access this data.
	EC&Sas-094		Interface with PMX for customer inspection and quality	Is this reqmt. Over & above what is mentioned in RFP (pg.96 secn. 9.12.2.3)?	Inspection Calls are generated on the basis of Erection milestones as well as receipt of cetain material. Customer or third party inspection is carried out during execution of milestone or receipt of certain material. Inspection Results can be captured in ERP Quality System.
	EC&Sas-099		Interface with SCT for raise indent for intersite transportation	Is this reqmt. Over & above what is mentioned in RFP (pg.96 secn. 9.12.2.3)?	Interface with subContracting dept. for raising contract for intersite transportaiojn of material & T&Ps.
6	Annexures (3 to 30) p. 16			Does the engineering design Integration with AutoCAD drafting Software extended in plant maintenance relevant equipments?	Not
6	Annexures (3 to 30) p. 16			Is the repair procedure attached to the relevant equipment in Plant maintenance objects ?	Yes
7	Annexures (3 to 30) p. 16			Is the spare indicated as details of the BOM requirements for the engineering product, is it same for Equipment BOM in Plant maintenance objects?	It is not stored with Engg product. But separate BOM for plant machine /equipment is required.
8	Annexures (3 to 30) p. 16			Residual Life Assessment (RLA), Up-rating, & Renovation & Modernization (R&M) -> Is assumed as Maintenance activity. Is it a fair assumption ? Is there a requirement to have separate planning and resources required at Engineering department level OR it is part of general maintenance department activity?	It is maintenance department activity
9	Annexures (3 to 30) p. 16			It is assumed that, calibration of tools to be done, before the project start? Is it a fair assumption?	It is time bound in manufacturing units depending upon category of instruments. It is not linked to te project.
14	Annexures (3 to 30) p. 16			Are the assets integrated into Equipment master data? How the asset numbers are created : - During GR - During Equipment creation Independently	YES. The creation of master data of asset, equipent, cost center, work center, activity are to be integrated and brought under single transaction
16	Annexures (3 to 30) p. 16		Budgetary Planning & Control	Is Investment management required to integrate the planning and control of the projects handled in Maintenance dept?	Investment planning on Modernisation of old equipment is done under Recondition & Modernisation budget.
16	Annexures (3 to 30) p. 16		Shift management	Are shift level notifications & Prints required ?	Yes
16	Annexures (3 to 30) p. 16		Transportation / fleet management	Does the existing system have the Fleet management active records? Are there consumption and other details captured?	Yes
16	Annexures (3 to 30) p. 16		Instrumentation / Instrument calibration	Is calibration performed inside the facility or subcontracted ?	Inside the facility as well as subcontracted.
16	Annexures (3 to 30) p. 16		Procurement of spares/services	Are spare parts planning independent? Planning / MRP activity per plant or it is part of overall plant planning ?	Presently plant wise. But overall plant is preferable.
16	Annexures (3 to 30) p. 16		Energy Services	Does energy services (Electricity, gas etc,) require only consumption details through Measuring point or requires additional documentation such as notification ?	Only consumption details
16	Annexures (3 to 30) p. 16		Facility Engineering	What are the functions happening in facility engg?	Development of drawings for critical machine parts and other logistic and technological items required by production.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
16	Annexures (3 to 30) p. 16		Erection and Commissioning of Plant & Machinery	Does BHEL only involve implant/ own machinery commissioning or It works with external locations and customers equipment commissioning work ?	Erection and Commissioning of Plant & Machinery within plant is only done for purchase by BHEL for its capacity augmentation and for other purpose.
17	Annexures (3 to 30) p. 16		HSE - Health, Safety & Environment	It is covered by EH&S module from SAP. Do we Have EH&S in scope?	Yes
17	Annexures (3 to 30) p. 16		Statutory Compliance	What is the existing statutory compliance mapped already?	All statutory compliance are handled manually
Annexure 1	Annexure 1 Functional Requirement Specification-Maintenance	MAINT/002	Ability to send Alert/ Trigger/notification for initiating and closing of request(SMS facility/ mail) should be sent to all stakeholders by the system	Does BHEL already have an SMS gateway that the proposed solution can integrate with?	Yes, in some units SMS gateway is existing
Annexure 1	Annexure 1 Functional Requirement Specification-Maintenance	MAINT/040	Ability to generate daily consumption report for energy services(like electricity, gas etc.)	Are there any systems monitoring the consumption for energy services with which the proposed solution is expected to integrate?	Requirement exists. To be clarified during BBP stage.
Annexure 1	Annexure 1 Functional Requirement Specification-Maintenance	MAINT/011	Ability to generate single tender certificate based on various parameters	Would you please elaborate as to what a tender certificate is? Is this related to the tender document that is required to be generated?	It is a certificate issued by requester justifying the emergency/proprietary reasons allowing purchase to go for single tender.
Annexure 1	Annexure 1 Functional Requirement Specification-Maintenance	MAINT/036	Ability to record calibration results / observations and produce calibration certificates in required formats	Are there any systems recording the calibration results which need to be integrated with the proposed solution?	YES
Annexure 4	Annexure#4 Overview of Functions	Maintenance	HSE - Health, Safety & Environment	Would you please elaborate on the extent of HSE requirements that need to be incorporated into the solution?	HSE related information like , OEE (Over all Equipment Efficiency) , Fuel consumptions (Oil, gas, paints, coal, oxygen, etc), Personal Projective Equipment usage are to be captured and reported in new system
	Maint/009	General	Ability to generate generation of format of codification	Is this requirement mentioned here for codification for materials master or equipment's	material master for services
	Maint/010	General	Ability to generate format for estimation based on budgetary offers or otherwise	Kindly advice that this format of estimation is for what?	For estimation based on budgetary offers or otherwise
	Maint/011	General	Ability to generate single tender certificate based on various parameters	Kindly advice that this tender certificate is for what ?	It is a certificate issued by requester justifying the emergency/proprietary reasons allowing purchase to go for single tender.
NA	NA	Maint/003	Able to prepare a maintenance budget for the plant with linkages with capital repair plan, Preventive Maintenance plan, annual business plan etc	For each plant separate budget is required or as a whole separate budget is required?	Separate budget for each plant
NA	NA	Maint/020	Ability to maintain the database of the skillset of maintenance staff, training or proactive exposures to the machinery	This is part of SAP HCM, how come this comes under new ERP and in maintenance?	It is very well applicable for work center HRM of std SAP - PP module
	Maint/001		Ability to register breakdown call online	Online here refers to only SAP Client Access? Mobile integration is not envisaged.	Online refers to ERP system. But mobile integration is also required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Maint/003	General	Ability to prepare a Maintenance Budget for the plant with appropriate linkages with Capital Repair Plan, Preventive Maintenance Plan, Annual Business Plan etc.	How is maintenance budget planned as of now , pls share some information - is it history based or zero based?	Both zero based and history based
	Maint/003	General	Ability to prepare a Maintenance Budget for the plant with appropriate linkages with Capital Repair Plan, Preventive Maintenance Plan, Annual Business Plan etc.	How is maintenance budget planned as of now , pls share some information - is it history based or zero based?	Both zero based and history based
	Maint/003 General		Ability to prepare a Maintenance Budget for the plant with appropriate linkages with Capital Repair Plan, Preventive Maintenance Plan, Annual Business Plan etc.	How is maintenance budget planned as of now , please share some information - is it history based or zero based?	Both zero based and history based
	Maint/009	General	Ability to generate generation of format of codification	Is this requirement mentioned here for codification for materials master or equipment's	material master for services
	Maint/009	General	Ability to generate generation of format of codification	Is this requirement mentioned here for codification for materials master or equipment's	material master for services
	Maint/009 General		Ability to generate generation of format of codification	Is this requirement mentioned here for codification for materials master or equipment's	material master for services
	Maint/010	General	Ability to generate format for estimation based on budgetary offers or otherwise	Kindly advice that this format of estimation is for what?	For estimation based on budgetary offers or otherwise
	Maint/010	General	Ability to generate format for estimation based on budgetary offers or otherwise	Kindly advice that this format of estimation is for what?	For estimation based on budgetary offers or otherwise
	Maint/010 General		Ability to generate format for estimation based on budgetary offers or otherwise	Kindly advice that this format of estimation is for what?	For estimation based on budgetary offers or otherwise
	Maint/011	General	Ability to generate single tender certificate based on various parameters	Kindly advice that this tender certificate is for what ?	It is a certificate issued by requester justifying the emergency/proprietary reasons allowing purchase to go for single tender.
	Maint/011	General	Ability to generate single tender certificate based on various parameters	Kindly advice that this tender certificate is for what ?	It is a certificate issued by requester justifying the emergency/proprietary reasons allowing purchase to go for single tender.
	Maint/011 General		Ability to generate single tender certificate based on various parameters	Kindly advice that this tender certificate is for what ?	It is a certificate issued by requester justifying the emergency/proprietary reasons allowing purchase to go for single tender.
	Maint/019		Ability to send an alert to the concerned stakeholders	Alert refers to email only? SMS to mobiles is not envisaged.	Alert refers to E'Mail as well as SMS.
	Maint/026		Machine life to be available online	Life is the time until next planned maintenance schedule?	Machine life here means the expected operating years of that equipment

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	Maint/031	General	Ability to link Taxi booking process with payment of bill.	Kindly explain what is the current taxi booking process	Manual system. Oracle based In-house system in some units.
	Maint/031	General	Ability to link Taxi booking process with payment of bill.	Kindly explain what is the current taxi booking process	Manual system. Oracle based In-house system in some units.
	Maint/031 General		Ability to link Taxi booking process with payment of bill.	Kindly explain what is the current taxi booking process	Manual system. Oracle based In-house system in some units.
	Maint/039		Ability to carry out calculation on daily basis for OEE	Please expand the Acronym OEE.	Over all Equipment Efficiency
5-6	Annexure#4 - Overview of Functions-Quality		Preparation of Log sheet	How are log sheets maintained currently? Manual or System? Which parameters are recorded and maintained in log sheets? Are the parameters related to material/product ?	Losheets are prepared and sent to Technical Services department for printing and distribution. Log Sheet is used for taking observations of inspection/testing of some item/assembly..
5-6	Annexure#4 - Overview of Functions-Quality		TQM Implementation for Business Excellence	Which aspects of TQM need to be captured in the system? How many TQM processes are required in the system?	Areas to be covered:- Balanced Score Card(Part A and B), Critical Success Factors,Stake holder surveys,Quality Through Measurement, Root Cause Analysis, Improvement Projects Rewards Scheme, ,Suggestions, Lean,Quality Circle,Over all Equipment Effectiveness, Total Productive Maintenance etc. Corporate Quality may be contacted for more clarity.
5-6	Annexure#4 - Overview of Functions-Quality		Process for Root cause analysis (RCA)	How is Root cause analysis (RCA) done in current system? Is there a requirement to fetch reports from BW/BI?	RCA data entry is done in the online system. Corporate Quality may be contacted for more clarity.
5-6	Annexure#4 - Overview of Functions-Quality		Quality training	How and what training activities are performed for Quality training? Is there a Training activity required in system, or does it involves storing of training materials/documents?	Training is provided on different aspects of Quality and TQM (Total Quality Management).. Corporate Quality may be contacted for more clarity.
5-6	Annexure#4 - Overview of Functions-Quality		Non Conformance Reporting (NCR System)	Are separate customized reports required?	Yes
5-6	Quality		Quality Audit (product/process/system at MUs/sites/vendor works) Field Quality Plan ,Manufacturing Quality Plan, Quality Management System Audit as per ISO-9001	Audit types? Who are the Auditees:Products,Process,Environment, Suppliers?	Audits may be for products/processes/systems. Auditee are the process owners. Corporate Quality may be contacted for more clarity..
5-6	Quality		Process for QMER,TQM Implementation for Business Excellence, Process for Root cause analysis (RCA),Site Action Request (SAR) / CAR Handling, Quality Circle	Are Quality Circles referred as QM Work Centers? How are they categorized and managed?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
5-6	Quality		System for feedback to Internal and External agencies on Product/System Quality, Standards,(Knowledge Management Portal),Document Management System -All Quality Records & Documents,	Is there a need to trigger emails or generate and send quality certificates to internal/external stakeholders?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
5-6	Quality		Process for Incoming Goods Inspection, Stores Exit Inspection (to Shop, SC & CDC),Sub Contract & Source Inspection	What is the process followed for blocked stock? Return to Vendor, Claims etc?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
5-6	Quality		Material Testing, Calibration	Is Calibration equipment identified separately? What is the volume of Calibration orders generated?	Equipment used for calibration are kept in Laboratories. All the instrument/gauges requiring calibration are sent there. Some equipment like welding sets are calibrated in shops itself. The calibration scope covers entire plant..
5-6	Quality		Process for Measurement of Quality Health Index	What are the parameters considered for Measurement of Quality Health Index? How are they related to each other?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
5-6	Quality		Process of incorporating quality requirements in purchase/sub-contract indents /PO files	Does it refer to printing of material quality specifications in purchase documents?	It is regarding mentioning the Quality requirements in the indents/files.
Annexure 1	Annexure1FunctionalRequirementSpecification-Quality	QUAL/100	Ability to capture action plan and linking to emap	Kindly explain the emap	emap is a system for on line performance planning and appraisal.
Annexure 1	Annexure1FunctionalRequirementSpecification-Quality- Quality Certifications	Qual/100		what is emap?	emap is a system for on line performance planning and appraisal.
Annexure 1	Annexure1FunctionalRequirementSpecification-Quality- Quality Execution	Qual/051		What is Quality Circle Website? What is Tangent Benefit Analysis?	"Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint."
Annexure 1	Annexure1FunctionalRequirementSpecification-Quality- Quality Execution	Qual/096		what is history docket? What information does form part of the history docket	"Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint."
Annexure 1	Annexure1FunctionalRequirementSpecification-Quality- Quality Planning	Qual/010		What is Query Log Sheet?	Log Sheet is used for taking observations of inspection/testing of some item/assembly..Corporate Quality may be contacted for more clarity.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 4	Annexure #4 Overview of Functions Material Management	Quality	RCA, QMER, NCR, NDT etc.	Do you perform all these testing in your current transactional system or you have a separate dedicate quality applications? If it is a separate application then how many interfaces with 'ONE-BHEL' should we assume .?	On line systems for RCA and NCR have been developed by our IT department.
Annexure 1FunctionalRequirementSpecification		QUAL/100	Ability to capture action plan and linking to emap	Kindly explain the emap	emap is a system for on line performance planning and appraisal.
NA	NA	Annexure4 041 - Material Management Qual/041		Please explain more about the SAR/CAR handling?	"Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint."
NA	NA	Qual/001 to 167 and *Annexure #4 Overview of Functions*	Feed back for internal and external agencies, product, subcontract quality is handled?	how the System for feedback to Internal and External agencies on Product/System Quality is currently handled?	"Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint."
Qual/ 021	Quality Execution	Facility for online implementation of TQM initiatives	TQM initiative itself is a huge process. Requesting you to specifythe raeas to be covered and explain the definition of online in this context	Need more clarity	Areas to be covered:- Balanced Score Card(Part A and B), Critical Success Factors,Stake holder surveys,Quality Through Measurement, Root Cause Analysis, Improvement Projects Rewards Scheme, ,Suggestions, Lean,Quality Circle,Over all Equipment Effectiveness, Total Productive Maintenance etc. Corporate Quality may be contacted for more clarity.
Qual/ 023	Quality Execution	Ability to register the problems related to Non-Manufacturing Areas at Plant also	What is the definition & scope of Non Manufacturing area	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Areas other than manufacturing. These may include--Engineering, Commercial,HR,MM, Finance, Quality, Logistics etc.
Qual/003	Quality Planning	Facility for online transmission of quality plan to Customer & subsequent online approval by customer	How the acess of same is expected to be provided to customer. Is it a simple collaboration requirement or is it to e linked with the further transaction	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	We shall upload the document in the system. The custmer will have access to view/modify and approve it online.
Quality	Qualilty Execution	Qual/051		What is Quality Circle Website? What is Tangent Benefit Analysis?	"Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint."

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Quality	Qualilty Execution	Qual/096		what is history docket? What information does form part of the history docket	"Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint."
Quality	Qualilty Planning	Qual/010		What is Query Log Sheet?	Log Sheet is used for taking observations of inspection/testing of some item/assembly..Corporate Quality may be contacted for more clarity.
Quality	Quality Certifications	Qual/100		what is emap?	emap is a system for on line performance planning and appraisal.
	Qual/ 021	Quality Execution	Facility for online implementation of TQM initiatives	TQM initiative itself is a huge process. Requesting you to specifythe raeas to be covered and explain the definition of online in this context	Areas to be covered:- Balanced Score Card(Part A and B), Critical Success Factors,Stake holder surveys,Quality Through Measurement, Root Cause Analysis, Improvement Projects Rewards Scheme, ,Suggestions, Lean,Quality Circle,Over all Equipment Effectiveness, Total Productive Maintenance etc. Corporate Quality may be contacted for more clarity.
	Qual/ 021	Quality Execution	Facility for online implementation of TQM initiatives	TQM initiative itself is a huge process. Requesting you to specifythe raeas to be covered and explain the definition of online in this context	Areas to be covered:- Balanced Score Card(Part A and B), Critical Success Factors,Stake holder surveys,Quality Through Measurement, Root Cause Analysis, Improvement Projects Rewards Scheme, ,Suggestions, Lean,Quality Circle,Over all Equipment Effectiveness, Total Productive Maintenance etc. Corporate Quality may be contacted for more clarity.
	Qual/ 023	Quality Execution	Ability to register the problems related to Non-Manufacturing Areas at Plant also	What is the definition & scope of Non Manufacturing area	Areas other than manufacturing. These may include-- Engineering, Commercial,HR,MM, Finance, Quality, Logistics etc.
	Qual/ 023	Quality Execution	Ability to register the problems related to Non-Manufacturing Areas at Plant also	What is the definition & scope of Non Manufacturing area	Areas other than manufacturing. These may include-- Engineering, Commercial,HR,MM, Finance, Quality, Logistics etc.
	Qual/003	Quality Planning	Facility for online transmission of quality plan to Customer & subsequent online approval by customer	How the acess of same is expected to be provided to customer. Is it a simple collaboration requirement or is it to e linked with the further transaction	We shall upload the document in the system. The custmer will have access to view/modify and approve it online.
	Qual/003	Quality Planning	Facility for online transmission of quality plan to Customer & subsequent online approval by customer	How the acess of same is expected to be provided to customer. Is it a simple collaboration requirement or is it to e linked with the further transaction	We shall upload the document in the system. The custmer will have access to view/modify and approve it online.
	Qual/003 Quality Planning		Facility for online transmission of quality plan to Customer & subsequent online approval by customer	How the access of same is expected to be provided to customer. Is it a simple collaboration requirement or is it to be linked with the further transaction	We shall upload the document in the system. The custmer will have access to view/modify and approve it online.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Qual/021 Quality Execution		Facility for online implementation of TQM initiatives	TQM initiative itself is a huge process. Requesting you to specify the areas to be covered and explain the definition of online in this context	Areas to be covered:- Balanced Score Card(Part A and B), Critical Success Factors,Stake holder surveys,Quality Through Measurement, Root Cause Analysis, Improvement Projects Rewards Scheme, ,Suggestions, Lean,Quality Circle,Over all Equipment Effectiveness, Total Productive Maintenance etc. Corporate Quality may be contacted for more clarity.
	Qual/023 Quality Execution		Ability to register the problems related to Non-Manufacturing Areas at Plant also	What is the definition & scope of Non-Manufacturing area	Areas other than manufacturing. These may include--Engineering, Commercial,HR,MM, Finance, Quality, Logistics etc.
	Qual-167		QC may online clear (....). QC may handover copies COC/MDCC directly to central despatch group	Pls. elaborate	This is regarding on line submissions of documents i.e. COC and MDCC to dispatch section.Corporate Quality may be contacted for more clarity.
17	Anexure 4	Planning & Development	Preparation of Strategic Plan of the Business Sector	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	Coverage of major function is indicated in FRS. The detail process will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Anexure 4	Planning & Development	Preparation of Strategic Plan of the Business Sector	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	Coverage of major function is indicated in FRS. The detail process will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure #4 Overview of Functions	Planning and Development		Do we have Business Intelligence in scope if yes in which locations.	Yes. Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure #4 Overview of Functions	Planning and Development	Technical planning (Engineering & Manufacturing), to be covered in manufacturing module	Technical planning? Please elaborate	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure #4 Overview of Functions	Planning and Development	Provide input for AS 7	To support AS 7 which means do we have Construction contracts in place. So is the standard applicable only to the contracts? Please through some light on this.	BHEL is having long cycle construction contracts covered under Accounting Standard 7 Revise (AS7R). AS 7 (revised 2002) deals, with revenue recognition in respect of construction contracts in the financial statements of contractors. It requires recognition of revenue by reference to the stage of completion of a contract (referred to as 'percentage of completion method'). This method results in reporting of revenue which can be attributed to the proportion of work completed. Under this method, contract revenue is recognized as revenue in the statement of profit and loss in the accounting period in which the work is performed in the ratio of cost incurred and total estimated cost. Contract Revenue is calculated using the formulae: Actual Cost incurred / Estimated Contract Cost to complete X Estimated contract Revenue , on the reporting date.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
17	Annexure #4 Overview of Functions	Planning and Development	o Annual Budgeting o Project Budgeting o Engineering Planning	Please through some light on engineering planning	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure #4 Overview of Functions	Planning and Development		How many kinds of planning is there? Other than the below... 1) Annual Planning 2) Capital Planning 3) Engineering Planning	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure #4 Overview of Functions	Planning and Development	Preparation of Pre MCM Agenda	Do they want to view the planning and SM data on mobile devices like that?	In align with the mobility requirements shared seperately
17	Annexure #4 Overview of Functions	Planning and Development	BG/CG (only done in SSBG)	What does BG/CG Means	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure #4 Overview of Functions	Planning and Development	Annual Budgeting Project Budgeting Engineering Planning	In which context this Project Budgeting and Engineering Planning comes under like preparing a scorecard for project budgeting and Engineering Planning or BHEL wants to achieve this in BPC.	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
17	Annexure 4 / Planning & Development		Preparation of Strategic Plan of the Business Sector	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
Anexure 4	Planning & Development	Preparation of Strategic Plan of the Business Sector	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	Clarification on the process & understanding will help in proper mapping with appropriate solution & effort calculation	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS	Planning & Develpoment	P&D/007	Provision for inputs / replies of parliament queries to be stored in the system	Need more clarity on the requirement	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS	Planning and Development tab	Planning and Development tab		Is there scope for only planning or we have Consolidation also for BPC	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS	Planning and Development tab	Planning and Development tab	Online system for MOU Preparation, Cascading to NC Level , BSC and Monitoring	MOU can be achieved if this a kind of document where an end user can upload the document and remaining end users can view it through SM. Two formats are allowed .CSV and .PDF	It is not about uploading and view. But complete workflow is expected
FRS	Planning and Development tab	Planning and Development tab	Integrated system for MC Input Responsibility Matrix Region / Units generating inputs for agenda	What does integrated system for from MC Inputs means?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
FRS	Planning and Development tab	Planning and Development tab	Ability to integrate with units Business Sector corporate systems for relevent inputs	"Ability to integrate with units...." more clarity on this point	Integration of Corporate Systems with Unit Systems should be possible.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
FRS	Planning and Development tab	Planning and Development tab	Provision for inputs or replays of parliament queries to be stored in the system	What does parliament queries means?	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	P&D/001		strategy map/plan to be online and map cascading to balance score card	What is balance score card? Is it the requirement, reciept and issues nothing but a over all balance	Balanced Score Card is a tool to provide measure of how organisation is progressing towards achievement of its strategic goals. It is derived from the Strategic Plan, and the MOU with Govt. It is used for measuring performance of the Unit / Function etc.
	P&D005		Integrate system for MC input, responsibility matrix region and generating inputs for agenda	Brief information required for this step	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
	P&D-017		Ability to track status of BSC	Pls. elaborate	Monitoring the status of KPIs in the BSC should be possible.
	P&D022		System should have features of dynamic templates for milestone scheduling and budget planning	Brief information required for this step	Coverage of major function is indicated in FRS. The detail As Is will be shared at the time of project starting to the successful bidder for incorporating in the business blueprint.
7	Annexure 4	Marketing	Marketing	There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	The broad interactions of marketing with the customers is the following: >storing and retriving reports such as customer analysis reports, competetion analysis reports, etc. >storing customer details like customer outstanding, customer outstandings, performanceof equipment with customer >customer quality hold points, customer clearences for despatches, customer approved supplier information, approval of drawings from customer etc. >Storing and retriving data at the time of tendering, pre-tender, post tender e.g. tender enquiries and response, schedule of deviations/comments/clarifications in the tender document, negotiation of price / justifications, acknowledgement with customer >storing and retriving customer communications like email, customer clarifications, MOMs with customer >Finalization of BBU (billing break up unit) with customer >Customer complaint management - complaint logging, status updates etc. The bidder must propose an integrated solution including the required software required for fulfilling the functionalies mentioned above and as mentioned in the FRS.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
7	Annexure 4	Marketing	Marketing	There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	The broad interactions of marketing with the customers is the following: >storing and retriving reports such as customer analysis reports, competetion analysis reports, etc. >storing customer details like customer outstanding, customer outstandings, performanceof equipment with customer >customer quality hold points, customer clearences for despatches, customer approved supplier information, approval of drawings from customer etc. >Storing and retriving data at the time of tendering, pre-tender, post tender e.g. tender enquiries and response, schedule of deviations/comments/clarifications in the tender document, negotiation of price / justifications, acknowledgement with customer >storing and retriving customer communications like email, customer clarifications, MOMs with customer >Finalization of BBU (billing break up unit) with customer >Customer complaint management - complaint logging, status updates etc. The bidder must propose an integrated solution including the required software required for fulfilling the functionalies mentioned above and as mentioned in the FRS.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1: Functional Requirements Specifications-Marketing	Mar/001	Generic requirements	1.Does BHEL has any existing application(s) that takes care the sales life cycle (Lead to Order).If so please provide the details of application. 2.Does BHEL have any existing system to manage complete product life cycle including structure, if so please provide the details. Does BHEL wants to integrate the application with CRM solution	1. Broadly speaking, The process for L2O is manual at present in most of the Marketing Agencies. However, some work has been done in International Operations using (MS Dynamics) and SSBG. Some systems have also been developed and working at units for estimation and replying marketing queries. 2. The broad interactions of marketing with the customers is the following: >storing and retriving reports such as customer analysis reports, competetion analysis reports, etc. >storing customer details like customer outstanding, customer outstandings, performanceof equipment with customer >customer quality hold points, customer clearences for despatches, customer approved supplier information, approval of drawings from customer etc. >Storing and retriving data at the time of tendering, pre-tender, post tender e.g. tender enquiries and response, schedule of deviations/comments/clarifications in the tender document, negotiation of price / justifications, acknowledgement with customer >storing and retriving customer communications like email, customer clarifications, MOMs with customer >Finalization of BBU (billing break up unit) with customer >Customer complaint management - complaint logging, status updates etc. The bidder must propose an integrated solution including the required software required for fulfilling the functionalies mentioned above and as mentioned in the

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1: Functional Requirements Specifications-Marketing	Mar/002	Generic requirements	1.Does BHEL want a customer dashboard to see customer's 360 degree view in CRM. 2.To manage customer dashboard, does CRM need to talk to any existing application to take data. If so please provide the details of application. 3.Please provide the existing application details that is being used to track and analyze customer data. Do we need to Integrate that system with CRM or will same be sunset ? 4.Does BHEL want to maintain customer master data through an MDM product ?	1. Yes we need a 360 degree dashboard, The broad interactions of marketing with the customers is the following: >storing and retriving reports such as customer analysis reports, competetion analysis reports, etc. >storing customer details like customer outstanding, customer outstandings, performanceof equipment with customer >customer quality hold points, customer clearences for despatches, customer approved supplier information, approval of drawings from customer etc. >Storing and retriving data at the time of tendering, pre-tender, post tender e.g. tender enquiries and response, schedule of deviations/comments/clarifications in the tender document, negotiation of price / justifications, acknowledgement with customer >storing and retriving customer communications like email, customer clarifications, MOMs with customer >Finalization of BBU (billing break up unit) with customer >Customer complaint management - complaint logging, status updates etc. The bidder must propose an integrated solution including the required software required for fulfilling the functionalies mentioned above and as mentioned in the FRS. 2. Most of the customer data is stored manually, however we would like the Systems facing Customers to talk to internal Systems in a controlled manner. 3. Internal applications like, monitoring of performance
Annexure 1	Annexure 1: Functional Requirements Specifications-Marketing	Mar/007	Generic requirements	Does BHEL want Inbound/Outbound emails including SMS to/from customer to be captured and stored automatically in customer contact center ?	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1: Functional Requirements Specifications-Marketing	Mar/009	Generic requirements	1.Is there any existing application that currently captures all the customer inquiries .If so please provide the application detail. 2.Does BHEL wants to integrate existing system with a contact product in proposed CRM ? Or will the existing system be sunset ?	Currently there are such central application being used in very limited way. The broad interactions of marketing with the customers is the following: >storing and retriving reports such as customer analysis reports, competetion analysis reports, etc. >storing customer details like customer outstanding, customer outstandings, performanceof equipment with customer >customer quality hold points, customer clearences for despatches, customer approved supplier information, approval of drawings from customer etc. >Storing and retriving data at the time of tendering, pre-tender, post tender e.g. tender enquiries and response, schedule of deviations/comments/clarifications in the tender document, negotiation of price / justifications, acknowledgement with customer >storing and retriving customer communications like email, customer clarifications, MOMs with customer >Finalization of BBU (billing break up unit) with customer >Customer complaint management - complaint logging, status updates etc. The bidder must propose an integrated solution including the required software required for fulfilling the functionalies mentioned above and as mentioned in the FRS.
Annexure 1	Annexure 1: Functional Requirements Specifications-Marketing	Mar/049	Generic requirements	Does BHEL want to capture all the hardcopy correspondence with customers in the proposed system ?	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1: Functional Requirements Specifications-Marketing	Mar/050	Generic requirements	1.Does BHEL want only complaint management system using Proposed CRM to manage service-calls or both service calls and field service. 2.Does BHEL want telephony-enabled features in the Contact Center and Service Request ? 3.Does BHEL want to manage dispatch center, spare management that takes care of logistics movement across field technicians and central spares depot, etc. 4.Is there any approval process to complete the complaint of customer.	1. The broad interactions of marketing with the customers is the following: >storing and retriving reports such as customer analysis reports, competetion analysis reports, etc. >storing customer details like customer outstanding, customer outstandings, performanceof equipment with customer >customer quality hold points, customer clearences for despatches, customer approved supplier information, approval of drawings from customer etc. >Storing and retriving data at the time of tendering, pre-tender, post tender e.g. tender enquiries and response, schedule of deviations/comments/clarifications in the tender document, negotiation of price / justifications, acknowledgement with customer >storing and retriving customer communications like email, customer clarifications, MOMs with customer >Finalization of BBU (billing break up unit) with customer >Customer complaint management - complaint logging, status updates etc. The bidder must propose an integrated solution including the required software required for fulfilling the functionalies mentioned above and as mentioned in the FRS. 2. Yes 3. This will be decided at a later stage 4. Yes, there is a manual process for approvals
Annexure 4	Marketing	Marketing		There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	Yes, Capturing Customer and Market Information is important to us. The details can be shared later.
	Mar/004		Ability to have collaborative online Platform….Plan for customer	Need brief information	Ability to have a collaborative online platform for availability of Business Environment /Market Intelligence / Investment plan of customer
	Mar/005		In case of ….formats in the system	Need more information	Formats to be listed as a part of AS IS documents
	Mar/006		Ability to generate Enquiry no.	Need more information	Aability to generate enquiry regn number for query raised by customer
	Mar/008		Simulate Pricing details	Need more information	Ability to simulate pricing details based on past historical data about product
	Mar/011		Dynamically Inquire Price	Need more information	Dynamically inquire price / Order based on variations in specifications by Customer with history. Access historical data on failed quotations with reasons, competitor's price and other technical inputs.
3	Material Procurement		Indenting	What are the different ways in which P.R is generated	Manual PR, System Generated PR (MRP), service PR

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
3	Material Procurement		Indenting	Is P.R print enabled?	Common PR Print addressed for all product Groups where material code also involved. One more Service PR print addressed for service related where material code not involved.
3	Material Procurement		Indenting	Is release procedure available for P.R	PR Release stretagy addressed
3	Material Procurement		Indenting	Is P.R consolidation being done?	To avoide multiple MRP generated PR's, PR consolidation is required and generation of these PRs in a fixed duration only.
3	Material Procurement		Tendering	Tendering is done through e-tendering or Manual?	Both manual and E-tendering routs implemented.
3	Material Procurement		Receipt and opening of Tenders	What will be the expectation from the system?	Stages in Terndering process to be captured in system. Vendor Response information and Vendor Performannce system link is required
3	Material Procurement		Comparative Statement Of tenders	What are all the factors considered for comparison	Standard price comparison statement Is not enough. Depends upon the Type of the material separate Spec to arrive the comparison and able to compare Import/Indegenious vendors offers.
3	Material Procurement		Comparative Statement Of tenders	How rejection is expected to be handled in system?	Rejected materials stock to be maintained as Rejected stock separately and to be returned to vendor after discussion with vendor
3	Material Procurement		Comparative Statement Of tenders	Is there an approval process for PR designed?	PR Release stretagy will take care of the PR approval and before float the RFQ, RFQ proposal there.
3	Material Procurement		Ordering	How is P.O created? Is it through copying /Manual/Automatic	Manual/Automatic both implemented depends upon the area/Requirement
3	Material Procurement		Ordering	What are the various source of procurement for(e.g.) Domestic, Import, STO	Domestic/Import/Indegenious and Procurement from Sister Units
3	Material Procurement		Ordering	what are the various checks involved in P.O creation?	Various checks relevant to Quantity, Finance approval, Avoid ordering for Hold project, avoid deletion after PO item completed and user-Id Relevant checks implemented and etc.
3	Material Procurement		Ordering	Is there an approval process for PO designed?	PO Proposal and PO approval process available and implemented in system. While approval in system some more data relevant to Negotiation/Savings get into the system to accommodate the MIR Requirements
3	Material Procurement		Ordering	How amendment will be monitored?. Is version management active? What are the criteria that are linked with amendment	PO Amendment is required mandatorily and now implemented with some Text facility in system. Version management is also required
3	Material Procurement		Ordering	In amendment process how release procedure is triggered?	Even PO Amendment process, a common Release procedure satisfying the BHEL Purchase Policy procedure
3	Material Procurement		Ordering	Is workflow designed for Release procedure?	Workflow now not implemented
3	Material Procurement		Ordering	How many release strategies are being used?	PR Release implemented and PO Release stretagy under discussion.
3	Material Procurement		Ordering	Archiving of P.O is in scope? If so what is the period of archival	As Per th Audit requirements
3	Material Procurement		Rate Contracts	Under which circumstance, purchases would have rate contract	For some of the regular consuming materials Rate-Contracts are maintained. Rate contract/Work Contract addressing thro system is required

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
3	Material Procurement		Local Purchase	Under which circumstance, purchases would be made locally	Quantum is less, commercial quality acceptable, value is less - All as per Purchase policy
3	Material Procurement		Local Purchase	what are the various source of procurement for(e.g.) Domestic, service, Sub-contracting	Domestic-PO/Import-PO/Service/Sub-contracting
3	Material Procurement		Local Purchase	How catalogues, Design drawing are attached to P.O	Document management system is required to view the documents and faicility to attach the same with the PO.
3	Supplier Development		Vendor Registration	Is vendor registration being handled by any Third-party System	WEB based Vendor Registration system designed and implemented by some units
3	Supplier Development		Supplier Performance Rating	How is supplier performance rating done, What criteria is being followed? Weightage associated with each criteria? What is the frequency in which the rating is done?	As per the pressent policy on the Supplier Performance rating system. (Parameters - Qulity, Delivery, timely response, defect-free.)
3	Supplier Development		Change in Vendor Details	How is vendor master changes handled? Is there any 3rd party MDM system deployed to handle the vendor master activities	Vendor master data are maintained by the Respective Purchase group in system
3	Supplier Development		Reactivation of Vendor Profile	What is the criteria and process followed for reactivation of vendor profile	Manual-analysing all other data and decision by MISCC committee
4	Material Receipt, Clearance & Issue		Receipt of Material (Door delivery)	Is GR done with reference to P.O/Inbound delivery?	Yes. GR Generated with Reference to PO-Item/Inbound delivery.
4	Material Receipt, Clearance & Issue		Receipt of Material (Door delivery)	How many stores are involved?	Approximately 45 Physical storage Locations are there in Trichy, balance unit wise information may be collected if required.
4	Material Receipt, Clearance & Issue		Receipt of Material (Door delivery)	How stocks are valuated?	stocks are valuated in Moving Weighted avg method and for some of the products standard Price also maintained.Single material code with multiple valuation type stock value maintained.
4	Material Receipt, Clearance & Issue		Receipt of Material (Door delivery)	How rejection material handled?	Rejected materials are handled as Rejedted stock. Then after discussing with vendor either material send back to Vendor or Free replacement by Vendor.
4	Material Receipt, Clearance & Issue		Receipt of Material (Door delivery)	what are all the materials received in this store?	Steel materials (Plates, Flats, Tubes, Pipes, ERW Pipes), castings, Forgings, Fittings, Non-ferrous, Bought-out Items, Fasteners and consumables, semifinished Items and Finished Goods.
4	Material Receipt, Clearance & Issue		Receipt of Material (Collection by Central Receiving Stores)	is there any gate pass system followed? If yes, how is the Gate pass linked with GRN?	Gate pass system implemented and Goods issue Vs Gate pass linked throgh a Z-table.
4	Material Receipt, Clearance & Issue		Receipt of Material (Collection by Central Receiving Stores)	Is a vendor delivery note essential to link with GRN?	Yes
4	Material Receipt, Clearance & Issue		Receipt of Material (Collection by Central Receiving Stores)	What are the various reports that are handled for the receipt of material?	Reports developed and maintained to know the stages 1) Inbound not yet converted as GR, 2) Daybook(GR-103) generated and GR noy yet created. 3) Gr Created and stocks maintained as Quality stock and Receipt inspection offered. 4) After GR Inspection Pending Report and etc.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Material Receipt, Clearance & Issue		Receipt of Material (Collection by Central Receiving Stores)	How is the Physical inventory process being handled?	A Z-Report developed to address our own requirement and to show the Physical inventory for each Ward
4	Material Receipt, Clearance & Issue		Receipt of Material (Collection by Central Receiving Stores)	Do material documents get printed?	Based on the Material document in some the cases using Mat.doc Ref prints Generated.
4	Material Receipt, Clearance & Issue		Receipt of Material (Collection by Central Receiving Stores)	Are multiple P.O line items handled for a vendor in one GRN?	For onePO there can be multiple Line Items
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	How are quality rejected materials returned back to vendor?	While Returning by stores , System entry is generated and a Material Document created. Using This Matl.document Ref excise Invoice generation addressed. After this Gatepass generated.
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	How do you handle a WIP rejection material?	After discussion at Shop OP&C, eithere they will return the scrap to disposal stores and others to the Respective Wards
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Is a Return P.O used to manage return to vendor?	No separate return PO
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	How is the consumption adjusted while rejection?	Consumption cancellation depends on the stage of manf.
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Which store is responsible for receiving the rejected materials?	Parent stores only handle with separate physical location
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Do you initiate an outbound delivery for return?	Outbound delivery not generated while return the material to vendor.
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Is there any traceability method followed to identify the vendor?	Melt/serialNo/GRN in the material
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Are materials returned through gate pass?	Material are returned to Vendor with Gatepass print also.
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	How are excise invoice and credit memo linked with return material document?	Using material Document as a Ref, esxcise invoice genertaed and Modvat database also updated with an internal document No Ref. material document no link maintained.
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Can materials be returned even after vendor payment? If else, how does the process happen?	Yes, recovery from running bills

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Material Receipt, Clearance & Issue		Processing of Rejected Material	Is there any approval process in place before rejecting/returning the materials to the vendor?	Yes. Part disposal committes (PDO) decided rejection
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How are the various registers handled?	RG23A, PART-1, PART-2
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How is the cenvat credit process handled?	Thro Standard SAP
4	Material Receipt, Clearance & Issue		Excise Duty Processing	Is there a plant wise GL used for each tax element?	NO
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How many tax codes are being used for present scenarios?	More than 240 tax Codes is in use
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How are tax accounts getting reconciled?	Thro suspense Account
4	Material Receipt, Clearance & Issue		Excise Duty Processing	Is there a separate GL account for Domestic and Import tax element?	There is no TAX for Import
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How and what are all the processes where Manual JV is used?	BBU/Exchage Rate changes
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How is customs invoice being handled for more line item and for multiple P.O line items?	Thro ROD
4	Material Receipt, Clearance & Issue		Excise Duty Processing	Are there any customized Register Print forms used	Yes.
4	Material Receipt, Clearance & Issue		Excise Duty Processing	How are various Licenses being handled?	Manual
4	Material Receipt, Clearance & Issue		Transporter Bill	What is the reference for the transport Bill ? Is it done either through P.O or LR?	Inbound/Outbound and service entry sheet faility in used to address this requirement
4	Material Receipt, Clearance & Issue		Transporter Bill	Is there a service P.O being used for the Billing process? If yes, is there any service entry being made?	Yes Service PO generated and used

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Material Receipt, Clearance & Issue		Transporter Bill	What is the frequency of payment?	Once in 15 days
4	Material Receipt, Clearance & Issue		Transporter Bill	Is there any service contract being used?	A separate Transport Rate Contact is in vogue
4	Material Receipt, Clearance & Issue		Transporter Bill	Is there any other supporting document like LR /Route that is getting updated In the system?	Yes. Shipment/shipcost and LR/Route details maintained in the system
4	Material Receipt, Clearance & Issue		Transporter Bill	How is the transport cost getting captured? Posting to cost center?	Thro account assignment facility available in SAP
4	Material Receipt, Clearance & Issue		Transporter Bill	What is the process for the credit memo or debit note?	Thro Recovery document
4	Material Receipt, Clearance & Issue		Transporter Bill	Is there a price variance being allowed for transporter payment?	No
4	Material Receipt, Clearance & Issue		Transporter Bill	Is there any price tolerance being allowed for this payment?	No
4	Material Receipt, Clearance & Issue		Transporter Bill	Is release process required for this payment?	No
4	Material Receipt, Clearance & Issue		Scrap Disposal	How do scrap materials get generated?	Shop scrap, Sub-contacting scrap and thro other mode
4	Material Receipt, Clearance & Issue		Scrap Disposal	How is the WIP scrap handled?	WIP scraps transported to disposal stores and accounted there
4	Material Receipt, Clearance & Issue		Scrap Disposal	Is there any special store being used for scrapping?	Yes. A separate stores maintained
4	Material Receipt, Clearance & Issue		Scrap Disposal	How to bifurcate the saleable and non-saleable scraps?	As per the MSTC norms
4	Material Receipt, Clearance & Issue		Scrap Disposal	Is there any traceability method followed to identify the original procurement.	Manual

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Material Receipt, Clearance & Issue		Scrap Disposal	Is there any approval process before rejecting/scraping the material?	A PDO Committee desides and PDO generated to account as Rejected/scraped
4	Material Receipt, Clearance & Issue		Scrap Disposal	How is the scrap cost accounted?	No
4	Material Receipt, Clearance & Issue		Scrap Disposal	How is the vendor/customer scrap received and scrapped?	Thro SAP Movement Vendor/customer scrap accounted
4	Material Receipt, Clearance & Issue		Scrap Disposal	Is there any report being used?	Scrap sale Order reports
4	Material Receipt, Clearance & Issue		Scrap Disposal	Is there any physical inventory being involved?	Not considered for Phy inv
4	Material Receipt, Clearance & Issue		Scrap Disposal (hazardous Waste - non saleable)	Do any specific stores handle these scraps?	Yes
4	Material Receipt, Clearance & Issue		Scrap Disposal (hazardous Waste - non saleable)	How are stores classified? Is it by material type?	as per the nature of material
4	Material Receipt, Clearance & Issue		Scrap Disposal (hazardous Waste - non saleable)	How does the excise invoice get adjusted?	Separate Excise invoice generated
4	Material Receipt, Clearance & Issue		Managing Stock items	How is the valuation being handled and designed?	material code with multiple valuation facility available in SAP used and handled
4	Material Receipt, Clearance & Issue		Managing Stock items	what are the various methods used for physical inventory (e.g.) cycle count, ABC analysis etc.?	ABC analysis
4	Material Receipt, Clearance & Issue		Managing Stock items	What are the documents being used for Material movement?	Goods Receipt, Goods issue to Shop, Goods issue to Vendor, Transfer of stocks between stores, Goods issue to DD items
4	Material Receipt, Clearance & Issue		Managing Stock items	What is the frequency of transfer posting? Does it happen between store to store, material to material etc.	Transfer posting of stocks is a regular actiivty. Yes. It is happening between store to store. Material to material is also required depends upon the process/product.
4	Material Receipt, Clearance & Issue		Managing Stock items	Are negative stocks being allowed?	No

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Material Receipt, Clearance & Issue		Managing Stock items	Is there a shelf life expiry being followed? If yes, is it material type wise?	Shelflife maintained for some of the rubber products
4	Material Receipt, Clearance & Issue		Managing Stock items	What is the volume of the transaction per day or week?	Per week app. 60000 Transactions
4	Material Receipt, Clearance & Issue		Material returned from shop and sub-contractors	How is a WIP /Semi finished / Finished part received? Is there any different store available for each stock?	Finshed parts are deposited at Logistics(shipping). Semifinished items are maintained in a separate component stores/intermidiate stores available in BAYS
4	Material Receipt, Clearance & Issue		Material returned from shop and sub-contractors	How is the discrepancy adjusted?	Stock check maintained at the time of RSV Generation and then stocks moved from shop to stores
4	Material Receipt, Clearance & Issue		Material returned from shop and sub-contractors	Is an excise invoice being generated when moving the material from shop / Subcontractor?	NO
4	Material Receipt, Clearance & Issue		Material returned from shop and sub-contractors	Is there any traceability or serial number being used?	Seriel No used for some of the products
4	Material Receipt, Clearance & Issue		Material returned from shop and sub-contractors	Is there any virtual movement of materials to store?	Yes
4	Material Receipt, Clearance & Issue		Material returned from shop and sub-contractors	How do you rectify a wrong posting of material document? Does it get rectified by cancellation or is it rectified in the next transaction?	By cancellation only wrong posting adjusted. For some of the cases separate reversal movement posted
4	Material Receipt, Clearance & Issue		Material to site (MTS) (Bought Out Items)	How is the acknowledgement received from the site for the receipt of material?	Now manually only. This facility is required
4	Material Receipt, Clearance & Issue		Material to site (MTS) (Bought Out Items)	What are the criteria to make the P.O with direct supply to site? Is it by site location with vendor location or respective of Material/Vendor?	DTS items are desided based non the material and where furthere conversion not required in shop.
4	Material Receipt, Clearance & Issue		Material to site (MTS) (Bought Out Items)	How are discrepancies adjusted?	In some of the material like cables tolerance maintained and adjusted.
4	Material Receipt, Clearance & Issue		Material to site (MTS) (Bought Out Items)	How is the excise credit taken in the unit, when there are no Physical receipts?	Not taken; considered as non-cenvattable
4	Material Receipt, Clearance & Issue		Material to site (MTS) (Bought Out Items)	How are materials returned in case of rejection at the site?	Using Return Sale Order facility available in SAP Site return materials accounted

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Material Receipt, Clearance & Issue		Material to site (MTS) (Bought Out Items)	How are materials scrapped when a site in charge makes a mistake with excise adjustment?	Inline with excise guidelines
4	Material Receipt, Clearance & Issue		Material Issue	What are the various requirements of Material issue?	Goods Issue to Shop, Goods issue to Sub-contactor, Goods issue to Department and variations in this are Attested/Product attest material goods issue
4	Material Receipt, Clearance & Issue		Material Issue	What is the reference document being used to issue material?	For Shop Recervation Piskslips are generated, for Subcontracting Reservations MIV documents ae generated and Goods Issue performed against these pickslips/MIV
4	Material Receipt, Clearance & Issue		Material Issue	Does a material document accompany a material issue?	Yes. Movementsheet for Shop/DD items and Gatepass for GI to Vendor.
4	Material Receipt, Clearance & Issue		Material Issue	How is material discrepancy handled between the sources to destination location?	Discrepancy in system posting adjusted by cancellation/Re-posting
4	Material Receipt, Clearance & Issue		Material Issue	Is there any packing material used and if so how is this handled?	packing materials are received by shipping department from stores using GI against Department
4	Material Receipt, Clearance & Issue		Material Issue	How is byproduct or co- product handled?	By-product handled in production process
4	Material Receipt, Clearance & Issue		Material Issue	Is any separate valuation type used for materials?	Multiple valuation facility for a single material available in SAP used
4	Material Receipt, Clearance & Issue		Material Issue	How are batch materials handled?	Using Batch identification in SAP
4	Material Receipt, Clearance & Issue		Material Issue	How are materials issued on loan?	No loan issue
4	Material Receipt, Clearance & Issue		Material Issue	How are subcontract scrap and subsequent adjustments handled?	Thro Z-Tcode scrap qty calculated and using Subsequent adjustement facility in SAP
4	Material Receipt, Clearance & Issue		Material Issue	How are returnable or non-returnable being handled?	As per the Offcut norms, Offcut are to be returned and scraps are handled as non-returnable
4	Sub-Contracting		Preparation of CST (As per MM module)	What is the process for preparation of CST ?	Standard price comparison statement Is not enough. Depends upon the Type of the material separate Spec to arrive the comparison and able to compare Import/Indegenious vendors offers.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
4	Sub-Contracting		Ordering	How is a P.O being created? Is it by copying /Manual/Automatic?	Manual/Automatic both implemented depends upon the area/Requirement
4	Sub-Contracting		Issue of Material, Tools, Gauges etc.	Is there any gate pass process being followed for e.g. returnable or non-returnable materials	Yes A GP generation facility addressed. Input - Material document no and the Physicaly quantity
4	Sub-Contracting		Issue of Material, Tools, Gauges etc.	What is the reference document that is being used to issue the materials to vendor(Sub contractor)?	Cleared MIV/Stores-LAS/after GI Data Input GP Cum Material Document Ref
4	Sub-Contracting		Issue of Material, Tools, Gauges etc.	How are the CG items inventoried at vendor?(Vendor stock)	Separate Goods Issue process handled for Tools/Gauges to Sub-contracting vendors and this will validate the calibration dates
4	Sub-Contracting		Issue of Material, Tools, Gauges etc.	How is a recovery handled in case of a scrap or damage done by the vendor?	Recovery process at bill passing
4	Sub-Contracting		Issue of Material, Tools, Gauges etc.	How is consumption and Process scraps adjusted or accounted?	Consumption booked based on the GMS/BOM Qty available in PO components list, and balance quantity thro cutting plan divided into offcut/scrap
4	Sub-Contracting		Issue of Material, Tools, Gauges etc.	Is there a sub challan process used for excise or creating the excise invoice?	Matl documents used for Excise inv creation in some processess
5	Accounting of material for cases where material is delivered to sub-contractor directly from Vendor		Copper Accounting	How is an acknowledgement received from the Sub contractor for the receipt of the material?	This is received on paper/hardcopy
5	Accounting of material for cases where material is delivered to sub-contractor directly from Vendor		Copper Accounting	What are the criteria to make the P.O with direct supply to site. Is it by site location with subcontractor to vendor location or respective of Material/Vendor?	Varies from case to case basis.
5	Accounting of material for cases where material is delivered to sub-contractor directly from Vendor		Copper Accounting	How is an excise credit taken in the unit?	As per Govt. rules applicable
5	Accounting of material for cases where material is delivered to sub-contractor directly from Vendor		Copper Accounting	How are materials returned back in case of rejection at Subcontractor site?	After discussion with the sub-contractor and in line with the excise guidelines

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
5	Accounting of material for cases where material is delivered to sub-contractor directly from Vendor		Copper Accounting	Is there any specific P.O with delivery address of subcontractor? If it is supplied to more than one subcontractor then how is it identified in a P.O?	Generally it is a kind of rate contract with basic copper supplier and subsequent delivery orders are issued as per requirement for delivery to sub-contractor.
Annexure 1	Annexure1FunctionalRequirementSpecification TAB - MM	MM/015	Evaluation of Vendor at Project site Vendor	Kindly explain the process done at the Project site for vendor evaluation	Evaluation of a Vendor based on out corporate Vendor Registration policy (verification of the Vendor application details and his physical existance). As per time to time guidelines by central authority.
Annexure 1	Annexure1FunctionalRequirementSpecification TAB - MM	MM/023	Multilevel release strategies shall be available	Kindly elaborate upon the strategies	Multi level PR Release strategies implemented. PO approval mechanism implemented
Annexure 1	Annexure1FunctionalRequirementSpecification TAB - MM	MM/047	Web Based portal for reverse auction and obtaining the acceptance from technical qualified	In the previous point MM/046 it is mentioned " integration of reverse auction provider system with Bhel", what is requirement for web portal mentioned here in this point	For hand-shake server now assisting E-Procurement route
Annexure 1	Annexure1FunctionalRequirementSpecification TAB - MM	MM/074	Ability in the system to get the online data of DGFT to be transferred in the system	Kindly provide the details of the data being mentioned here	Details available in the DGFT portal.
Annexure 1	Annexure1FunctionalRequirementSpecification TAB - MM	MM/067	In case of receipt of order from commercial … DEEC ,PI , merit duty .. Work order system	Kindly explain merit duty and work order here refer to the purchase order	It is about the duty concession scheme under which a project/order is covered, the same is to flow from Marketing agency to Unit work order and further assessment by Custpoms authorities at port. MERIT means no duty exemptions are to be applied.
Annexure 1	MM Tab - Annexure 1 Functional Requirement Specification	Corporate MM - MM/018	The Indents should be available on website with detailed scope of work.	Is the website referred to an internal website - or is it available for general public viewing?	Internal
Annexure 1	MM Tab - Annexure 1 Functional Requirement Specification	Corporate MM - MM/039	The terms and conditions from CST should flow directly to the Purchase Order	Does BHEL have a Global Terms and Conditions library or Is developing it a part of BPR phase activity?	Yes, we have unit wise Global Terms both General and Specific and further case specific.
Annexure 1	MM Tab - Annexure 1 Functional Requirement Specification	Corporate MM - MM/070	System for Work flow of Generation and finalization of Import items	As we understand you will be needing system to manage workflow for Import process activities starting from generation of PO , dispatch and finally receiving at destination. Please confirm our understanding	The requirements are compiled by Engineering as far as the generation of imported items are concerned. The import activity starts with information from mktg regarding duty category in wich the project falls, identification of Imported items, licence/certificate management, PO release, clearance at ports and pricing.
Annexure 1	MM Tab - Annexure 1 Functional Requirement Specification	Corporate MM - MM/160	Ability to generate Online status of untagged advance manufacturing action(AMAs) along with details of AMAs tagged to customer orders.	Can you please brief details about the Advance Manufacturing Action process?	AMA is taking advance action within the company for taking proactive actions. Approval is taken from corporate office in this regard.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1FunctionalRequirementSpecification	TAB - MM	MM/015	Evaluation of Vendor at Project site Vendor	Kindly explain the process done at the Project site for vendor evaluation	Evaluation of a Vendor based on out corporate Vendor Registration policy (verification of the Vendor application details and his physical existance)
Annexure 1FunctionalRequirementSpecification	TAB - MM	MM/023	Multilevel release strategies shall be available	Kindly elaborate upon the strategies	Multi level PR Release strategies implemented. PO approval mechanism implemented
Annexure 1FunctionalRequirementSpecification	TAB - MM	MM/047	Web Based portal for reverse auction and obtaining the acceptance from technical qualified	In the previus point MM/046 it is mentioned " integration of reverse auction provider system with Bhel", what is requirement for web portal mentioned here in this point	For hand-shake server now assisting E-Procurement route
Annexure 1FunctionalRequirementSpecification	TAB - MM	MM/074	Ability in the system to get the online data of DGFT to be transferred in the system	Kindly provide the details of the data being mentioned here	Details available in the DGFT portal
Annexure 1FunctionalRequirementSpecification	TAB - MM	MM/067	In case of receipt of order from commercial … DEEC ,PI , merit duty .. Work order system	Kindly explain merit duty and work order here refer to the purchase order	It is one of the mode of assessments as per customs.
FRS	FRS/MM/Corporate MM	MM/163	Management Information Reports(MIRs) Online & data to be culled out from the DB of units	Please provide more details about cull out of data	From different unit level data MIR Information to be provided
FRS	FRS/MM/Corporate MM	MM/164	Ability to pick the names of the IEM in a round robin fashion	Please provide the expansion of IEM	Govt approved Independent External Monitors to be assigned in Tender Process as per Integrity Pact.
FRS	FRS/MM/Corporate MM	MM/167	PO status should be taken directly from the Unit Database	Please provide more details about Status from Unit database	In new ERP Pos will reside in a single DB only
FRS	FRS/MM/Goods receipt	MM/097	System should allow Digital signature on the SRV (instead of a hand written signature on a hardcopy SRV)	What kind of Digital signature? Please provide details about the users who would be doing it (Internal users or Vendors)	Internal
FRS	FRS/MM/Goods receipt	MM/118	Scrap Disposal: E-Auction should be integrated in the system.	Please provide the details about which E-Auction should be integrated in the system.	To be discussed in BP stage
FRS	FRS/MM/Goods receipt	MM/141	Raw Material transfer from one vendor to another	Please provide more details on how this raw material is moved from one vendor to another vendor	IAMTV process addressed - Transfer of stocks from first vendor to BHEL-Logical location and then Transfer to second vendor.
FRS	FRS/MM/Indenting	MM/018	The Indents should be available on website with detailed scope of work.	Please let us know which website you are referring	Intranets
FRS	FRS/MM/Indenting	MM/023	Multi level Release Strategies should be available	Please let us know how many levels of release hierarchy is planned	Multi level PR Release strategies implemented. PO approval mechanism implemented

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
FRS	FRS/MM/Reverse Auction	MM/046	Ability in the system for integration of Reverse Auction Service Provider system with BHEL system	Please provide more details about the Reverse Auction provider and also mention that whether the same system is applicable for all the units	Now E-Procurement implemented thro M-Junction. In that Reverse auction facility also avl.
FRS	FRS/MM/Reverse Auction	MM/047	Web based portal for reverse auction and obtaining the acceptance from technical qualified bidders.	Web based portal mentioned here is third party application as mentioned in FRS/MM/Reverse Auction/MM-046 or the SRM application	To be discussed in BP stage
FRS	FRS/MM/Reverse Auction	MM/048	Ability in the system for the vendor to fill the Process Compliance Form online during Reverse Auction	is it required during Supplier Registration process or during Auction process?	During Auction process
FRS	FRS/MM/Reverse Auction	MM/049	Ability in the system to receive of final calculation from vendor after RA along with a digital signature	is digital signature required for second level user authentication? If Digital signature is requried, Is it using any specific PKI token?	We can have a list of PKI tokens.
FRS	FRS/MM/Tender	MM/032	When tenders need to be published, the data for the same should be taken from the system.	Which system is being referred?	ERP System
FRS	FRS/MM/Tender	MM/033	System to Float Request for Quotations for all types of Tenders	Is RFQ floating required in E-Procurement portal?	Yes
FRS	FRS/MM/Tender	MM/037	A workflow with different stages between vendors/ customers/ BHEL for clarifications/ customer approvals/ inspection should be there in the system. An alert to the concerned stakeholder should be sent in case a status change or delay.	What kind of customer approval is required for E-Tendering. Please provide details.	Wherever customer is required to approve for the vendor selection
FRS	FRS/MM/Vendor	MM/006	Ability to carry out delisting/banning (and lifting of ban) of vendors online as per the BHEL Guidelines for Suspension of Business Dealings with suppliers/contractors and publish online for vendor information	What kind of vendor information need to be pubished online?	Provision to lock/unlock with checks and controls
FRS	FRS/MM/Vendor	MM/008	Ability to tracking the movement of files.	Please clarify whether Movement of file between departments or not	Physical file movement monitoring
FRS	FRS/MM/Vendor	MM/015	Evaluation of vendor at project site level	Please clarify evaluation vendor at project site level	To check with the Supplier Application details,like, physical existence, facilities,
FRS	MM	MM/008	Ability to tracking the movement of files.	Is BHEL planning for SAP FLM? Or only DMS?	To be decided at BP stage
MM/012	Vendor	Any change in the status of the Vendor should reflect in the Product Material Directory.	Please explain the expectations in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	New ERP would have integrated single PMD

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
MM/048	reverse Auction	Ability in the system for the vendor to fill the Process Compliance Form online during Reverse Auction	Is it during Auction Process or before joining the auction?	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Before joining RA
MM/051	Purchase order	Checks for PO generation only with Purchase Requisition(PR) availability, Funds mgmt., Bank Guarantee checks, PO numbering to be alpha numeric (existing nomenclature is decided based on PO Series Type)	Please specify requirement on checks for PO with BG?	Need more clarity	BG details maintained in system to be verified during PO creation and BG Management like receipt or release of BGs.
MM/067	Import PO	In case of receipt of order from commercial, Nature of Purchase e.g. DEEC, PI, merit duty, etc. should be derived from Work Order system	Please explain the requirement. Is work order system a legacy syetm. Are there expectations of an interface.	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	To view the status of the customer order with respect to this
MM/071	Import PO	During the preparation of list of imported items, the debit of license (item & value) should be available in the system	Please clarify the requirement how debit entrywill be available at preparation stage. Please laborate the reuirement	Not clear	Not during preparation of Import PO, It is much before by the Purchase officer in consultation with the Import Group. In fact, it is about blocking the qty in planning stage, however the actual debit takes place at the time of Bill of Entry.
MM/142	Import PO	Semi finished material transfer from one Vendor-PO to another Vendor-PO	Please describe the existing business process in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	IAMTV process addressed - Transfer of stocks from first vendor to BHEL-Logical location and then Transfer to second vendor.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
MM/160	Corporate MM	Ability to generate Online status of untagged adavance manufacturing action(AMAs) along with details of AMAs tagged to customer orders.	Please describe the existing business process in detail	The requirement is not clear and will have impact on solutioning and effort	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA
MM/164	Corporate MM	Ability to pick the names of the IEM in a round robin fashion	Please describe the existing business process in detail	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	as per Integrity pact with Transparency International - the IEM is to be centrally maintained and allocated cyclically.
NA	NA	NA	NA	How are you managing your project information in the current scenario?	Partially in System and particlly manual
NA	NA	Annexure4 041 - Material Management		Please explain more about the copper accounting?	This is a Terminology being used in Bhopal, It referes to handling of material accounting in cases where material reaches the subcontractor shop is issued partially from BHEL factory and partially from the Copper Supplier. The sub-contractor uses material from these two sources add some value and sends the material to BHEL factory after value addition. All taxes and duties complications to be handled.
	Annexure 1 Corp Fin / 030/063/072		Use of "Online" in multiple places	When you say 'Online' you mean real time or do you mean over internet	It will depend on the context in which it is being used.
	Annexure 1 Corp Fin / 082		Ability to provide online availability of complete information for all employees of Finance across BHEL	What information is being desired here	All information being shared must pass through proper authentication and authorization.
	MM/012	Vendor	Any change in the status of the Vendor should reflect in the Product Material Directory.	Please explain the expectations in detail	New ERP would have integrated single PMD
	MM/012	Vendor	Any change in the status of the Vendor should reflect in the Product Material Directory.	Please explain the expectations in detail	New ERP would have integrated single PMD
	MM/012 Vendor		Any change in the status of the Vendor should reflect in the Product Material Directory.	Please explain the expectations in detail	New ERP would have integrated single PMD
	MM/016	Indenting	Ability in the system for auto indenting by linking with respective Bill of Materials(BOM) and delivery schedule. System should be able to pick up norms hours from Technology against Sub-contract items	Please explain the portion "System should be able to pick up norms hours from Technology against Sub-contract items" or explain further. Is there a system where these norms are maintained currently	Maintined separately

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	MM/016	Indenting	Ability in the system for auto indenting by linking with respective Bill of Materials(BOM) and delivery schedule. System should be able to pick up norms hours from Technology against Sub-contract items	Please explain the portion "System should be able to pick up norms hours from Technology against Sub-contract items" or explain further. Is there a system where these norms are maintained currently	Maintined separately
	MM/016 Indenting		Ability in the system for auto indenting by linking with respective Bill of Materials(BOM) and delivery schedule. System should be able to pick up norms hours from Technology against Sub-contract items	Please explain the portion "System should be able to pick up norms hours from Technology against Sub-contract items" or explain further. Is there a system where these norms are maintained currently	Maintined separately
	MM/048	reverse Auction	Ability in the system for the vendor to fill the Process Compliance Form online during Reverse Auction	Is it during Auction Process or before joining the auction?	Before joining RA
	MM/048	reverse Auction	Ability in the system for the vendor to fill the Process Compliance Form online during Reverse Auction	Is it during Auction Process or before joining the auction?	Before joining RA
	MM/048 Reverse Auction		Ability in the system for the vendor to fill the Process Compliance Form online during Reverse Auction	Is it during Auction Process or before joining the auction?	Before joining RA
	MM/051	Purchase order	Checks for PO generation only with Purchase Requisition(PR) availability, Funds mgmt., Bank Guarantee checks, PO numbering to be alpha numeric (existing nomenclature is decided based on PO Series Type)	Please specify requirement on checks for PO with BG?	BG details maintained in system to be verified during PO creation
	MM/051	Purchase order	Checks for PO generation only with Purchase Requisition(PR) availability, Funds mgmt., Bank Guarantee checks, PO numbering to be alpha numeric (existing nomenclature is decided based on PO Series Type)	Please specify requirement on checks for PO with BG?	BG details maintained in system to be verified during PO creation
	MM/051 Purchase order		Checks for PO generation only with Purchase Requisition(PR) availability, Funds mgmt., Bank Guarantee checks, PO numbering to be alpha numeric (existing nomenclature is decided based on PO Series Type)	Please specify requirement on checks for PO with BG?	BG details maintained in system to be verified during PO creation
	MM/067	Import PO	In case of receipt of order from commercial, Nature of Purchase e.g. DEEC, PI, merit duty, etc. should be derived from Work Order system	Please explain the requirement. Is work order system a legacy syetm. Are there expectations of an interface.	This information to be captured from marketing.
	MM/067	Import PO	In case of receipt of order from commercial, Nature of Purchase e.g. DEEC, PI, merit duty, etc. should be derived from Work Order system	Please explain the requirement. Is work order system a legacy syetm. Are there expectations of an interface.	This information to be captured from marketing.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	MM/067 Import PO		In case of receipt of order from commercial, Nature of Purchase e.g. DEEC, PI, merit duty, etc. should be derived from Work Order system	Please explain the requirement. Is work order system a legacy system. Are there expectations of an interface.	This information to be captured from marketing.
	MM/071	Import PO	During the preparation of list of imported items, the debit of license (item & value) should be available in the system	Please clarify the requirement how debit entrywill be available at preparation stage. Please laborate the reuirement	Not in the preparation of import PO.
	MM/071	Import PO	During the preparation of list of imported items, the debit of license (item & value) should be available in the system	Please clarify the requirement how debit entrywill be available at preparation stage. Please laborate the reuirement	Not in the preparation of import PO.
	MM/071 Import PO		During the preparation of list of imported items, the debit of license (item & value) should be available in the system	Please clarify the requirement how debit entry will be available at preparation stage. Please elaborate the requirement	Not in the preparation of import PO.
	MM/138	Import PO	Ability in the system to deviate the Work Order(WO) in material issue document(SIV) if the material is used in other project.	Please describe the existing process in detail	Diversion of materials from one order to another order
	MM/138	Import PO	Ability in the system to deviate the Work Order(WO) in material issue document(SIV) if the material is used in other project.	Please describe the existing process in detail	Diversion of materials from one order to another order
	MM/138 Import PO		Ability in the system to deviate the Work Order(WO) in material issue document(SIV) if the material is used in other project.	Please describe the existing process in detail	Diversion of materials from one order to another order
	MM/142	Import PO	Semi finished material transfer from one Vendor-PO to another Vendor-PO	Please describe the existing business process in detail	IAMTV process addressed - Transfer of stocks from first vendor to BHEL-Logical location and then Transfer to second vendor.
	MM/142	Import PO	Semi finished material transfer from one Vendor-PO to another Vendor-PO	Please describe the existing business process in detail	IAMTV process addressed - Transfer of stocks from first vendor to BHEL-Logical location and then Transfer to second vendor.
	MM/142 Import PO		Semi-finished material transfer from one Vendor-PO to another Vendor-PO	Please describe the existing business process in detail	IAMTV process addressed - Transfer of stocks from first vendor to BHEL-Logical location and then Transfer to second vendor.
	MM/160	Corporate MM	Ability to generate Online status of untagged adavance manufacturing action(AMAs) along with details of AMAs tagged to customer orders.	Please describe the existing business process in detail	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA
	MM/160	Corporate MM	Ability to generate Online status of untagged adavance manufacturing action(AMAs) along with details of AMAs tagged to customer orders.	Please describe the existing business process in detail	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	MM/160 Corporate MM		Ability to generate Online status of untagged advance manufacturing action(AMAs) along with details of AMAs tagged to customer orders	Please describe the existing business process in detail	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA
	MM/161	Corporate MM	Ability to display Status of PO & inventory for untagged AMAs.	Please detail the requirement around AMAs.	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA
	MM/161	Corporate MM	Ability to display Status of PO & inventory for untagged AMAs.	Please detail the requirement around AMAs.	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA
	MM/161 Corporate MM		Ability to display Status of PO & inventory for untagged AMAs.	Please detail the requirement around AMAs.	AMA projects are the projects where special approval is taken from management for going ahead with some of the designed and procurement activities as part of proactive action when anticipated orders are converted into a firm order it is taken as tagged AMA
	MM/164	Corporate MM	Ability to pick the names of the IEM in a round robin fashion	Please describe the existing business process in detail	as per Integrity pact with Transparency International - the IEM is to be centrally maintained and allocated cyclically.
	MM/164	Corporate MM	Ability to pick the names of the IEM in a round robin fashion	Please describe the existing business process in detail	as per Integrity pact with Transparency International - the IEM is to be centrally maintained and allocated cyclically.
	MM/164 Corporate MM		Ability to pick the names of the IEM in a round robin fashion	Please describe the existing business process in detail	as per Integrity pact with Transparency International - the IEM is to be centrally maintained and allocated cyclically.
		MM/015	Evaluation of Vendor at project site level	Can you please elaborate the expectation around the word "Evaluation"	To check with the Supplier Application details,like, physical existence, facilities .
		MM/016 to MM/026	Indenting	The word indenting is limited only to the creation of Purchase Requisitions (PR's). The decision of fulfilling the PR's thorugh tender process or internal material transfer is decided by the management. A process map can help us to ratify the requirement.	Pr creation->Pr release strategy with checks and controls, like, weight check, etc.
		MM/023	Multi level Release Strategies should be available	Can we know how many levels of Release Strategies are possible and also the basis of the releases?	Multi level PR Release strategies implemented. PO approval mechanism implemented
		MM/111	Facility for entering material to site (MTS) and tracking	By tracking we understand to be able to find the Location attribute of any material at any given point in time	Receipt of matl at site and ack.date required for furthere processing. Tracking also means the storage location in the yard or stores as per plan.
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology	TECH/014	Ability for the system to generate a design action for the tool whenever process planner identifies the requirement of the special tool in process/routing	kindly explain the process.	Tool designing group should get a intimation for starting the tool design activity from the requirement indicated by the process planner at operation level in the routing.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology	TECH/021	Identification of the facilities requirement to be made online (to be interfaced with CMT & IP at corporate office through unit P&Ds)	kindly explain the process.	Facilities list or details of the machines against workshop/unit is expected to be available online with capacity and machine type.
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology	TECHC/042	Online availability of all CNC program for all CNC machines	kindly explain the requirement.	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven.
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/002		Whether the tool management need to be integrated or supported in the system?	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/003		Ability to link tools with PO, Can you please elaborate more on this scenario?	Linking of tools against Production Order
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/005		Is it the CNC Programs and other operations details need to be entered in the system?	Timings against CNC machines should be entered and available in the system for better monitoring and utilization
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/041		Is it the ERP system should know the program readiness of CNC Machines.	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven. Released program details should be intimated to the concerned work centre in-charge.
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/042		Is it the ERP system should know the program readiness of CNC Machines	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven.
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/044		Is the Program for Proved CNC programs for input to machine, should be available as part of Document management system	The proved CNC program should be available online for input to machine. However, whether it should be part of DMS or any other system, should be decided by vendor.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure1FunctionalRequirementSpecification-Technology-Implementation	Tech/048		All the identification should be online , can you please elaborate the line item?	The Items are Documents like Technological Instructions and Product Standards.
Annexure 1FunctionalRequirementSpecification		TECH/014	Ability for the system to generate a design action for the tool whenever process planner identifies the requirement of the special tool in process/routing	kindly explain the process.	Tool designing group should get a intimation for starting the tool design activity from the requirement indicated by the process planner at operation level in the routing.
Annexure 1FunctionalRequirementSpecification		TECH/021	Identification of the facilities requirement to be made online (to be interfaced with CMT & IP at corporate office through unit P&Ds)	kindly explain the process.	Facilities list or details of the machines against workshop/unit is expected to be available online with capacity and machine type.
Annexure 1FunctionalRequirementSpecification		TECHC/042	Online availability of all CNC program for all CNC machines	kindly explain the requirement.	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven.
FRS	Annex 1 FRS	Tech/002	Automation of tool management	What is the process ad which functions need to be automated	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
FRS	Annex 1 FRS	Tech/021	Identification of facilities requirement to be made Online(to be interfaced with CMT & IP at corporate office through unit P &Ds)	What is the process	Facilities list or details of the machines against workshop/unit is expected to be available online with capacity and machine type.
FRS	Annex 1 FRS	Tech/022	Online availability of current estimate format with applicable duty structure to help in Preparation of project reports, shop layouts & identification and planning of facilities	estimate format and duty structure of what (e.g services)	Estimate formats are required for Capital Items which also include Services like Erection & Commissioning. Formats will be different for Indigenous & Foreign Items.
FRS	Annex 1 FRS	Tech/028	Ability for Online issue and display of qualified personnel list	Whether qualification and certification data maintained in the SAP HCM system	ERP System should have list of all the employees, who are qualified like welders/painters, who will have certifcates for their activity given by concern department.
FRS	Annex 1 FRS	Tech/043	Ability to integrate with engineering for CAM(Computer aided manufacturing) application	What are the systems used	In-House developed systems available in some locations

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
NA	NA	Tech/054	CBOM system, Dophin	Explain about these usage of the applications with integration currently?	CBOM is used for generation of BOM; WRENCH, DOLPHIN etc are used for DMS. Similar systems exist at various units of BHEL. All these are in-house developed and need to migrated/integrated to ERP system
Tech/002	Implementation	Automation of Tool Management	Pls explain the automation needs in detail.	Please detail the requirement, as clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
Technology	Implementation	Tech/002		Whether the tool management need to be integrated or supported in the system?	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
Technology	Implementation	Tech/003		Ability to link tools with PO, Can you please elaborate more on this scenario?	Linking of tools against Production Order
Technology	Implementation	Tech/005		Is it the CNC Programs and other opertions details need to be entered in the system?	Timings against CNC machines should be entered and available in the system for better monitoring and utilization
Technology	Implementation	Tech/041		Is it the ERP system should know the program readiness of CNC Machines.	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven. Released program details should be intimated to the concerned work centre in-charge.
Technology	Implementation	Tech/042		Is it the ERP system should know the program readiness of CNC Machines	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven.
Technology	Implementation	Tech/044		Is the Program for Proved CNC programs for input to machine, should be available as part of Document management system	The proved CNC program should be available online for input to machine. However, whether it should be part of DMS or any other system, should be decided by vendor.
Technology	Implementation	Tech/048		All the identification should be online , can you please elaborate the line item?	The Items are Documents like Technological Instructions and Product Standards.
	Tech/002		Automation of Tool Management	Need elaboration of this statement. A Process Diagram can help	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Tech/002	Implementation	Automation of Tool Management	Pls explain the automation needs in detail.	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
	Tech/002	Implementation	Automation of Tool Management	Pls explain the automation needs in detail.	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
	Tech/002 Implementation		Automation of Tool Management	Please explain the automation needs in detail.	Automation of tool management means 1. Collection of tooling requirements generated by process planner. 2.Creating BOM for that tools identified to be designed by Tool Design Group. 3.Manufacturing of the Tool by BHEL/Vendor. 4.Issue of the tool against the requirement like drawing/workshop/store.
	Tech/014	Implementation	Ability for the system to generate a design action for the tool whenever process planner identifies the requirement of special too	Is it a workflow requirement or what is the expectation around generating an action on tool requirement	Tool designing group should get a intimation for starting the tool design activity from the requirement indicated by the process planner at operation level in the routing.
	Tech/014	Implementation	Ability for the system to generate a design action for the tool whenever process planner identifies the requirement of special too	Is it a workflow requirement or what is the expectation around generating an action on tool requirement	Tool designing group should get a intimation for starting the tool design activity from the requirement indicated by the process planner at operation level in the routing.
	Tech/014 Implementation		Ability for the system to generate a design action for the tool whenever process planner identifies the requirement of special too	Is it a workflow requirement or what is the expectation around generating an action on tool requirement	Tool designing group should get a intimation for starting the tool design activity from the requirement indicated by the process planner at operation level in the routing.
	Tech/041		Ability to get online .....CNC machines	Is it expected to integrate ERP with Shop floor equipment? Is Manufacturing Execution System to be integrated with Enterprise Resource Planning Software to send various status to & from?	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven. Released program details should be intimated to the concerned work centre in-charge.
	Tech/065	General	Ability to see all communication online	Pls explain what type of communications are referred here. Please elaborate the requirement in business context	All Communication pertaining to Procurement of Capital Goods; like Specifications, Cost Justifications, Budgeted Offers, Project Reports, Approvals etc; to be made available with workflow.
	Tech/065	General	Ability to see all communication online	Pls explain what type of communications are referred here. Please elaborate the requirement in business context	All Communication pertaining to Procurement of Capital Goods; like Specifications, Cost Justifications, Budgeted Offers, Project Reports, Approvals etc; to be made available with workflow.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Tech/065 General		Ability to see all communication online	Please explain what type of communications is referred here. Please elaborate the requirement in business context	All Communication pertaining to Procurement of Capital Goods; like Specifications, Cost Justifications, Budgeted Offers, Project Reports, Approvals etc; to be made available with workflow.
	Tech/084	Toolings	All BOM to be delinked from drawing	Pls explain the need of delinking BOM from drawing	Delinking is required where BOM is available on drawing. This BOM is necessary for Master and Transaction data creation as part of ERP system.
	Tech/084	Toolings	All BOM to be delinked from drawing	Pls explain the need of delinking BOM from drawing	Delinking is required where BOM is available on drawing. This BOM is necessary for Master and Transaction data creation as part of ERP system.
	Tech/084 Tooling		All BOM to be delinked from drawing	Please explain the need of delinking BOM from drawing	Delinking is required where BOM is available on drawing. This BOM is necessary for Master and Transaction data creation as part of ERP system.
	Tech-041		Ability to get online request from shop and program readiness status for CNC programs of CNC m/c's	Pls. elaborate	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven. Released program details should be intimated to the concerned work centre in-charge.
	Tech-042		Online availability of CNC programs	Pls. elaborate	CNC program should be linked to the component drawing, indicating whether CNC program is proven/unproven.
	Tech-054		All features of online system of CBOM & WRENCH at Haridwar ..... Are to be unified in new system	Pls. elaborate	CBOM is used for generation of BOM; WRENCH, DOLPHIN etc are used for DMS. Similar systems exist at various units of BHEL. All these are in-house developed and need to migrated/integrated to ERP system
Annexure 1	Annexure1FunctionalRequirementSpecification-Import & Export	IMP/EXP012	Freight calculation & payments	1. Are their any additional costs other than the contracted cost that influence the payments to the transporter or service provider 2. Is there a freight audit process between calculation and payment , e.g. Matching and Approval based on certain threshold	There are some additional costs involved in certain cases based on approvals on case to case basis There is currently no threshold set, all bills are audited and kept
Annexure 1	Annexure1FunctionalRequirementSpecification-Import & Export	IMP/EXP020	Online availability store in transit (Physical and financial)	1. Elaborate more on this requirement. Should the financial visibility influence the budgets baseline for the project from the perspective of despatches	Stores in Transit is an important component of Inventory and monitored ta various leveles. Financial values do not directly impact the project baselines as far as the SIT is concerned.
Annexure 1	Annexure1FunctionalRequirementSpecification-Import & Export	IMP/EXP023	Provision to accommodate time to time government guidelines/notifications in the system	State specific government guidelines. Does this imply constraints that will influence planning decisions or compliances from trade agreement and export perspective	Yes, Govt. guidelines constraint that influence planning decisions.
Annexure 1FunctionalRequirementSpecification		IMP/EXP012	Freight calculation & payments	1. Are their any additional costs other than the contracted cost that influence the payments to the transporter or servce provider 2. Is there a freight audit proceess between calculation and payment , eg Matching and Approval based on certain threshold	There are some additional costs involved in certain cases based on approvals on case to case basis There is currently no threshold set, all bills are audited and kept

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1FunctionalRequirementSpecification		IMP/EXP020	Online availability store in transit (Physical and financial)	1. Elaborate more on this requirement. Should the financial visibility influence the budgets baseline for the project from the perspective of despatches	It would not influence the budget baselines, but will get reflected in the books.
Annexure 1FunctionalRequirementSpecification		IMP/EXP023	Provision to accomodate time to time government guidelines/notifications in the system	State specific government guidelines.Does this imply constraints that will influence planning decisions or compliances from trade agreement and export perspective	Yes, Govt. guidelines constraint that influence planning decisions.
	Imp/Exp001-006	Export/Import	Docket Generation for Import Customs clearance	How many users would be actively involved in the export documentation process in the system	5-6 users per consignment case to case basis
	Imp/Exp001-006	Export/Import	Docket Generation for Import Customs clearance	How many users would be actively involved in the export documentation process in the system	5-6 users per consignment case to case basis
	Imp/Exp001-006 Export/Import		Docket Generation for Import Customs clearance	How many users would be actively involved in the export documentation process in the system	5-6 users per consignment case to case basis. The brief description of the requirement is being attached separately.
13	Annexure - Cash Management Section		Bank Reconciliation	Are bank statements automated (EBS), or manually processed?	Manual Bank Statement
13	Annexure - Cash Management Section		Bank Reconciliation	What are the different bank statement formats?	Each bank have different formats with little variation
13	Annexure - Cash Management Section		Planning for Funds	How are the cash positions currently managed	Corporate office deals with cash management and units get only allocation based on projection
13	Annexure - Cash Management Section		Planning for Funds	What is the current planning process?	Weekly MIR, Monthly MIR and projection for next 2 months
13	Annexure - Cash Management Section		Planning for Funds	Is there a need to have long term and short term planning solution in SAP?	Yes both are required in erp
13	Annexure - Cash Management Section		Planning for Funds	Is Planning centralized or do individual departments plan separately?	Centralized planning
13	Annexure - Cash Management Section		Planning for Funds	How are monthly planned expenses managed for cash management recurring & monthly expenses currently as well expectations through SAP	Weekly MIR, Monthly MIR and projection for next 2 months
13	Annexure - Cash Management Section		Planning for Funds	Are there any cash concentration between different bank accounts currently done or planned to be done through this implementation	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
13	Annexure - Cash Management Section		Planning for Funds	What would be the different sources for cash position? o FI/CO o MM o SD o Other 3rd party systems	Customer collections only
13	Annexure - Cash Management Section		Issuing of cheques / EFT Remittances	What are the different payment methods in place?	EFT/RTGS/CHEQUE/DD
13	Annexure - Cash Management Section		Issuing of cheques / EFT Remittances	How is the communication with the banks currently managed? (manual, website uploads or through any File transfer). Do the banks pass any advance information about any incomings	Website & File Transfer
13	Annexure - Cash Management Section		Issuing of cheques / EFT Remittances	Is there a need for interfaces between SAP & bank system? If yes, How many outbound interfaces/inbound interfaces	Yes there is a need for interface. Count of interface to be decied by corporate
13	Annexure - Cash Management Section		Reports & MIRs	Any specific/custom reporting requirements?	Corporate MIR
13	Annexure - Cash Management Section		Reports & MIRs	For the reporting requirements is there a need to develop reports through SAP BI/BW?	Yes there is a need for BI/BW
10	Finance - Costing			Are Material ledger / Actual costing in scope?	Yes
10	Finance - Costing		Standard costing releasing period and actual costing details are required..	What is the frequency of standard cost estimates	Minimum every month
11	Finance - Insurance claims		About the insurance claim period is not provided ..	How many insurance claims does BHEL do every month and list the insurance provides for BHEL assets	Inward claims, Outward Transit claims, Project Insurance & Fixed Assets Insurance and various from unit to unit
12	Finance - Excise		Regarding export and import..	What are the duties / taxes applicable during import and export?	During Import - if PI NIL Duty else CD on merit, CVD & SAD. For Export - NIL duty. Eligible for Advance license & Drawback
13	Finance - Book & Budgeting		Books & Budget o Preparation of accounts o Inter-unit Accounting o Budget, BO, Strategic Plan, Flash Results Preparation o Monthly / Quarterly results o Capital budgeting & MIRs o Additional Activities	How is BHEL doing budgeting now? (example using cost center ,internal order or project system)	Budgetting is done based on Projected Turnover and expenditure budget is done using cost centre.
13	Finance Book & Budgeting		Books & Budget o Preparation of accounts o Inter-unit Accounting o Budget, BO, Strategic Plan, Flash Results Preparation o Monthly / Quarterly results o Capital budgeting & MIRs o Additional Activities	Is BHEL using a segment, cost center and internal orders wise forecasting?	Segment report is prepared based on the product type and not based on cost centre or internal order.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
13	Finance -Cash Management		Interfaces with Bank for online reconciliation details are missing	How many interfaces are maintained for payments?	Corporate finance to clarifiy
14	Finance - Account payables(Bills processing for payment Bills processing for payment)		Bills processing for payment § Bills processing for payment – Direct outside § Payment & Accounting of Entry Tax and TDS	How is TDS handled?	Using Withholding Tax maintained in the vendor master.
14	Finance - Asset accounting		Regarding asset register and other details are required.	How many depreciation methods is BHEL having for asset schedule IV reporting	Book Depreciation and IT depreciation
14/17	Finance - Asset accounting Planning and Development		AUC asset purchase and other investment details are required. Annual Planning: Capital Budget	Is BHEL using investment management for purchasing and planning etc. or are they doing this with the help of PS and internal order?	Trichy unit is using Investment management in SAP for AUC
Annexure 1	Annexure 1 Functional Requirement Specification (Unit Finance) Costing	Fin/061	Ability to reconcile material between cost and books.	Need to understand in requirement in detail.	There has to be a reconicilation between Costing Ledger and Finance Ledger for material consumption atleast.
Annexure 1	Annexure 1 Functional Requirement Specification (Unit Finance) Costing	Fin/077	Provision for Pendency and other calculations.	Please explain the pendency and other calculations in detail.	This would probably mean providing for contractual obligations for balance work
Annexure 1	Annexure 1 Functional Requirement Specification (Unit Finance) Costing	Fin/084	Ability to issue of Plant cards and it's account.	What are plant cards? Are they like P-Cards or any other Corporate card?	Not in Vogue in Trichy unit
Annexure 1	Annexure 1 Functional Requirement Specification (Unit Finance) Costing	Fin/110	Ability to disburse expenditure as per parameters.	Can you explain the parameters?	This means allocation of department expenses to various cost centres/profit centres based on statistical key figure (SKF) either by way of Assessment cycle or Distribution cycle
Annexure 1	Annexure 1 Functional Requirement Specification (Unit Finance) Costing	Fin/593		Please explain the requirement in detail	Breaking down the WBS elements into further managable packages which are to be planned & monitored
Annexure 4	Annexure #4 Overview of Functions Material Management	Finance	Costing	What is the costing method that currently being used by BHEL? Is it same across the business units?	In Trichy Standard costing is used for Valves, Job costing is used for Main projects and Process costing is used in SSTP

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Unit Finance	Costing	Fin/061	Ability to reconcile material between cost and books.	Need to understand in requirement in detail.	There has to be a reconicilation between Costing Ledger and Finance Ledger for material consumption atleast.
Unit Finance	Costing	Fin/077	Provision for Pendency and other calculations.	Please explain the pendency and other calculations in detail.	This would probably mean providing for contractual obligations for balance work
Unit Finance	Costing	Fin/084	Ability to issue of Plant cards and it's account.	What are plant cards?Are they like P-Cards or any other Corporate card?	Not in Vogue in Trichy unit
Unit Finance	Costing	Fin/110	Ability to disburse expenditure as per parameters.	Can you explain the parameters?	This means allocation of department expenses to various cost centres/profit centres based on statistical key figure (SKF) either by way of Assessment cycle or Distribution cycle
	FIN/047		Ability to generate various MIR related to Conversion cost and actual consumtption along with their comparison /Gaps	Pls. elaborate	Cost of conversion and material consumption for internal job as well as sub-contract has to be made avilable
	FIN/050		Ability to capture job hours and conversion cost and map up to package level since package is the identifiable unit	What is Package ?	System/product identified for manfacture by units against customer order
	FIN/055		Ability to generate billing for material for each WO, wO Item, and sub process	Explain the nature of work order!	Work order is the internal job order created for carrying out activities in the shop or sub-contract for a billable unit called DU
	FIN/074		Ability to generate MIR reports	Explain the reports	Corporate finance to clarifiy
	FIN/077		Provision of pendency and other calcluations	Pls. elaborate	This would probably mean providing for contractual obligations for balance work
	FIN/087		Ability to generate PIR	Is it Planned independent requirement?	Project Initiation Report (R&D)
	FIN/092		Provision for diverting bookings by respective manufacturing divisions	Pls. elaborate	Corporate finance to clarifiy
	FIN/097		Ability to reconcile WIP with billing, PFR, DAN etc.	Pls. elaborate	WIP run should be completed at the shortest possible time and generate WIP with Quantity, value and workorder link
	FIN/121		Ability to perform to retrospective revision of rates	Pls. elaborate	Material price revision or OH rate revision should be carried out to relevant work orders retrospectively.
	FIN/162		Provison for unit insurance automation	Pls. elaborate	Corporate finance to clarifiy
	FIN/182		Ability to make available cost data of the units for lodging of insurance claims	What cost data is needed?	In case of Raw-material, material cost data and incase Semi finished goods cost of SF goods and in case of FG, despatch cost
	FIN/290		Provision for separate module for billing deemed dispatch	What is billing deemed dispatch?	Performa Invoice
	Fin/290		Provision for separate module for billing deemed dispatch	Need more information	Performa Invoice
	FIN/298		Ability to calculate PVC automatically based on Agreed formula and indices to be billed within the month of despatch	Pls. elaborate	Price Variation Claim as per agreed formula with customer should be billable within the same month of despatch subject to PVC ceiling with reference to several supply bills
	Fin/312		Handle SEZ with separate module	Need more information	Supplies to SEZ qualify for certain Tax exemptions and we need to maintain separate records and turnover heads
	Fin/315		PVC billing process	Need more information	PVC Billing means, Billing with respect to Price variations, It is always as per contract specific.
	Fin/316		MRC Billing process	Need more information	Some of the customers insist for Material Receipt Certificate for making supply bill on them and due linkage is to be established

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Fin/317		Day book entry no…..	Need more information	On receipt of goods at Project site, Day book entry is made as an acknowledgement of receipt which has to be captured for MRC
	Fin/318		Milestone billing based on information from Sector	Need more information	We have Stage payment upon reaching certain agreed mile stones in the contract and the Industry sector will advise the completion of such completion of mile stones which should be the triggering point for Milestone billing
	Fin/319		Provision for deffered billing Process-linkage to supply .-based on Sector commercial	Need more information	As the payment terms with Customer envisages Delay payment for milestone completion, the deferred bill should be raised linking the relevant supply bills
	Fin/320		Replace existing CPC,CCN,PI with unique Number	Need more information	At present we have Customer Project Code, Customer Contract Number (by Units) and Project identifier which has to be replaced by a single unique number
	Fin/321		Provision for freight and insurance Billing process to happen automatically	Need more information	Most of contracts are ex-works and the freight is payable by customer either at the agreed percentage or weight or lumpsum and system should be capable of auto billing of freight on despatch confirmation
	Fin/322		Provision for Services Billing process to happen autmatically	Details fo Services required. Process details required	Services are rendered to customer on call and on chargeable bases for which billing should trigger based on activity completion
	Fin/323		Ability to make available all approved BBU to be a part of Centralized System	Need more information	Customer Billing Break up for various mfg. units has to be made available in centralized location in the system
	Fin/324		Ability to link customer billing to rerection subcontractor payment where ever possible	Need more information	Erection at sites is done by BHEL contractors and there could be cases where achievement of these milestones entitles BHEL for raising customer invoice. Wherever possible this link should be given
	Fin/325		Ability to generate Engineer's certificate Protocol	Need more information	Corporate finance to clarifiy
	Fin/326		Online holdup list as proposed in L4planning system	Need more information	Corporate finance to clarifiy
	Fin/837	Treasury and Risk management	Ability to integrate Treasury function with electronic banking, finance processes. Improve liquidity	What is the current year revenue of BHEL and expected growth over next 5 years	Corporate finance to clarifiy
	Fin/837	Treasury and Risk management	Ability to integrate Treasury function with electronic banking, finance processes. Improve liquidity	What is the current year revenue of BHEL and expected growth over next 5 years	Corporate finance to clarifiy
	Fin/837 Treasury and Risk management		Ability to integrate Treasury function with electronic banking, finance processes. Improve liquidity	What is the current year revenue of BHEL and expected growth over next 5 years	Corporate finance to clarifiy
	Fin/849	Treasury and Risk management	Ability to link the Hedging with credit facility.	What is the current Hedge volume of the treasury function of BHEL and expected growth rate over next 5 years	Corporate finance to clarifiy
	Fin/849	Treasury and Risk management	Ability to link the Hedging with credit facility.	What is the current Hedge volume of the treasury function of BHEL and expected growth rate over next 5 years	Corporate finance to clarifiy

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Fin/849 Treasury and Risk management		Ability to link the Hedging with credit facility.	What is the current Hedge volume of the treasury function of BHEL and expected growth rate over next 5 years	Corporate finance to clarifiy
	Fin/858	Treasury & risk management	Activity and pricing of Store Receipt Voucher (SRV) to be automated.	Please elaborate the requirement & business scenrio	It is not relevant in Treasurey Mgt
	Fin/858 / Treasury & risk management		Activity and pricing of Store Receipt Voucher (SRV) to be automated.	Please elaborate the requirement & business scenario	It is not relevant in Treasurey Mgt
	Fin/859	Treasury & risk management	Activity and pricing of Sub-Contract Receipt cum Issue Voucher (SRIV) to be automated.	Please elaborate the requirement & business scenrio	It is not relevant in Treasurey Mgt
	Fin/859 / Treasury & risk management		Activity and pricing of Sub-Contract Receipt cum Issue Voucher (SRIV) to be automated.	Please elaborate the requirement & business scenario	It is not relevant in Treasurey Mgt
	Fin/860	Treasury & risk management	Bill registration System-LC linking required and LC outstanding with bank MIR required.	Is this an interfacing requirement with bill registration system, oeterwise pls elaborate	Yes
	Fin/860 / Treasury & risk management		Bill registration System-LC linking required and LC outstanding with bank MIR required.	Is this an interfacing requirement with bill registration system, otherwise please elaborate	Yes
	Fin-053		Ability to update regular cost for AS7	What is AS7?	Accounting Standard 7 for Revenue Recognition
	Fin-134		Ability to calculate EFC	What is EFC & AFC?	Estimated Factory Cost & Actual Factory Cost
	Fin-135		Ability to calculate AFC	What is EFC & AFC?	Estimated Factory Cost & Actual Factory Cost
	Fin-316		MRC Billing process	Pls. elaborate	Some of the customers insist for Material Receipt Certificate for making supply bill on them and due linkage is to be established
	Fin-317				blank
	Fin-320		Replace CPC, CPN & PI with unique no.	Pls. elaborate	At present we have Customer Project Code, Customer Contract Number (by Units) and Project identifier which has to be replaced by a single unique number
	Unit Finance		Ability to link accounting system to processing of material requisition, labor tabulations, material tabulations	What is labor or material tabulations?	Units in SAP, need not clarify
	Unit Finance	Accounts Receivables	Ability to calculate pvc factors automatically based on agreed formula and indices	What is this requirement meant for?What is PVC Factor?	PVC factor means price variation clause factor.
	Unit Finance	Accounts Receivables	Provision to handle sez as a separate module	SEZ- Separate Module… need more detail	SEZ specific requirements if any.
	Unit Finance	Accounts Receivables	Ability to handle MRC billing process	What is MRC Billing?	Some of the customers insist for Material Receipt Certificate for making supply bill on them and due linkage is to be established
	Unit Finance	Cash Management	Ability to prepare detailed list for valuable documents	What kind of List?	Corporate finance to clarifiy
	Unit Finance	Export Incentive	Ability to identify projects where deemed export benefits are available based on online information from business sectors	Requirement not clear	Deemed export contracts qualify for certain exemptions subject to fulfilment of conditions. System should be capable of identifying the Deemed Exp contracts at all stages

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Unit Finance	Accounts Payable	Ability to retrospective revision of pricing with prospective adjustment	Requirement not clear	Provision for revision of requried fields based on new adjustments in authorized manner.
	Unit Finance	Accounts Payable	Provision for plant card document to be made online	What is plant card document? What is its purpose	Document containing all the information about the work done while the asset is being made
	Unit Finance	Foreign Purchase	Provision for system index	Requirement not clear	Units in SAP have Foreign currency rates stored in standard SAP tables.
	Unit Finance	Foreign Purchase	Ability to capture data in respect of hotels, hospitals, travel agents etc for considering future empanelment	How is this requirement linked to any business process?	Not related to main business
	Unit Finance	Works Bill Accounting	MB to be online	Requirement not clear	Measurement book for any civil works contract is a mandatory requirement which contains the quantity of work executed with cumulative value as jointly certified in the note book which has to be the electronic form
	Unit Finance	Costing and Reports	Ability to calculate royalty and its payment to collaborate with related reports	Requirement not clear	As we have collaborators for certain Products and as per collaboration agreement for supplies made to customers, Units are liable to effect payment at the agreed percentage of the cost of goods sold to the collaboration and provision in accounts has to be made every quarter. Besides TDS is also applicable for such Royalty payment
15	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	Figure on page 15	In Most of the BHEL units Tendering Process is the first process in the tender to deliver process. Will it be safe to assume that the tendering process is common across all units kindly confirm.	Process is common across all units. The internal process may be a little different
16	1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	Issue of internal Order to units- On award of a contract to BHEL, the corporate marketing issues Internal Order to respective units. Unit commercials issues work order based on the Internal Order for respective products	Need more elaboration of processs on internal orders. Is it a sales order-Purchase Order process or otherwise, please detail the process	The order is internally given through the system which is taken up as a reference number for further communication. The detailed process will be provided to the successful bidder
17	1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	The existing material stock is checked for availability and issue of material. If material is available, it is issued to Production. If not, indenting of required material quantity is done by engineering.	Is MRP used? Project MRP or Material/Plant MPR?	Some units MRP is used where SAP is functional

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
18	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	Imported content of consumption of raw materials, components, stores & spare parts is 35% (Rs.6200 crore) against 65% of Indigenous value as per annual report data for year 2009-10. Apart from this capital goods and other items are also imported	We understand that import and export processes is one of the key process in most of the BHEL units and is a significant activity at BHEL. Are you using any standalone /Legacy application to support the process? Pls provide the details of the application. Also we assume that this process is likely candidate to be taken entirely on SAP platform pls confirm.	BHEL is exporting & importing material through major ports of India like Mumbai, JNPT, Mulund , Chennai and manufacturing divisions spread across the country working on different ERP/home grown systems. Export System Brief: The system was developed to manage the export dispatches from all the BHEL manufacturing units located at different parts of India and bought out items from vendors to ROD's (Regional operations division) which manages the custom clearance activity. Contract Information against which dispatches to be done, is updated by International Operations BHEL at the time of issue of internal order. Based on internal order, manufacturing units provide the schedule dispatches details which are used by international operation to raise the export advice / indents to ROD for finalizing the freight forwarder. Manufacturing units provide the complete dispatch details as soon as material is dispatched from their end. ROD generates the custom invoice based on dispatch details required, for filling shipping bill with customs. After all the custom clearance process bill of lading is received. This is required by IO for generating the Customer invoice

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
19	1.2 Business processes at BHEL	1.2.1 BHEL Overall Process Flow	Port operations include License Registration, Vessel Monitoring, Bill of Entry (self-filing/through CHA), Customs Clearance, Duty/Freight/Port Payment, Other payments and Debiting expenditure to Units, Dispatch of Material as per transporter contracts, Accounting of License/Certificate Debiting, Bond Closure, Bonding (Section 49/59) and Ex-Bonding, Managing deposit accounts with ports. Material is dispatched to Manufacturing Units/Sites after clearances. Imported Material may also be directly dispatched from Indian port to foreign ports as export.	We understand port operations management including vessel planning; Vessel tracking etc are important elements in the overall supply chain at BHEL. How the port operations are managed currently? Is the process done in-house or subcontracted to the specialised vendor? If managed in-house; which application currently support this process ? We assume this process is also to be likely candidate on SAP platform?	BHEL is exporting & importing material through major ports of India like Mumbai, JNPT, Mulund , Chennai and manufacturing divisions spread across the country working on different ERP/home grown systems. Export System Brief: The system was developed to manage the export dispatches from all the BHEL manufacturing units located at different parts of India and bought out items from vendors to ROD's (Regional operations division) which manages the custom clearance activity. Contract Information against which dispatches to be done, is updated by International Operations BHEL at the time of issue of internal order. Based on internal order, manufacturing units provide the schedule dispatches details which are used by international operation to raise the export advice / indents to ROD for finalizing the freight forwarder. Manufacturing units provide the complete dispatch details as soon as material is dispatched from their end. ROD generates the custom invoice based on dispatch details required, for filling shipping bill with customs. After all the custom clearance process bill of lading is received. This is required by IO for generating the Customer invoice
20	Power Sector – Regions and Site Teams	Organizing the resources	The site teams organize the manpower, support equipment and material for the project site	Are you looking at selecting resources for project based on competencies present for employees	Yes
1.2 Business Process at BHEL	1.2.1 BHEL Overall process flow	BHEL Overall process flow	The tender document coverage on Busines processes is not detailed. Will BHEL share a detailed as-is document for these processes.	Clarification on the process & understanding will help in proper mapping with appropriate solution & effort calculation	No change. Detailed processes to be shared with the L1 bidder, and must be read in line with the actual study done by the bidder.
1.2 Business Process at BHEL	1.2.1. BHEL Overall Process Flow	Tendering & Order Processing & corporate marketing		There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	Customer Portal to provide strong Customer Database with history of received and lost orders from a particular customer, the history of supplies to different customers and the equipment performance analysis, linkages with payments, collecting information regarding tenders/enquiries floated by customers. Details to be shared with successful bidder.
15-16	1.2 Business Process at BHEL	1.2.1. BHEL Overall Process Flow	Tendering & Order Processing & corporate marketing	There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	Customer Portal to provide strong Customer Database with history of received and lost orders from a particular customer, the history of supplies to different customers and the equipment performance analysis, linkages with payments, collecting information regarding tenders/enquiries floated by customers. Details to be shared with successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
15-16	1.2 Business Process at BHEL / 1.2.1. BHEL Overall Process Flow		Tendering & Order Processing & corporate marketing	There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overall solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same	There have been requirements laid down for business development phase where a lot of requirements around Market intelligence, past history of projects done with the customer, credit worthiness etc is sought. Considering the B2B business environment, with very limited no. of customers, does a web based customer management solution seen as a probable fitment to overal solution landscape? This would call for exclusive market information capturing at various stages of the business development. Need to understand from BHEL team on same
FRS, RFP Annexure			Abbreviations and acronyms used in the RFP, Annexure, FRS & TRS documents.	Please elaborate on all abbreviations and acronyms used in the RFP, Annexure, FRS & TRS documents.	Done
Page No. 17	1.2 Business processes at BHEL	1.2 Business processes at BHEL	Manufacturing The material received against indents is received and stored in the central plant stores. The material is issued for Production against stores issue vouchers accepted by MCX– The production takes place based on the design documents, drawings, BOM and route card. Certain production processes also involve partial processing in contractor works outside the factory. The part processes items are issued to contractor and brought back to production shop for further processing. Stage Inspection & Customer Clearance - If required, the stage inspection is done and customer clearance is taken at agreed stages. Testing – Testing of components and sub-assemblies is done during various stages. Storage of subassemblies and components – The components and sub-assemblies are stored at the block gantry/ Storage area. They are taken to assembly area at the time of final assembly	How Integration between different version of ECC takes place for different units in case of central Purchase by MCX unit group?	Presently all major procurements being done at unit level only.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 17	1.2 Business processes at BHEL	1.2 Business processes at BHEL	Manufacturing The material received against indents is received and stored in the central plant stores. The material is issued for Production against stores issue vouchers accepted by MCX– The production takes place based on the design documents, drawings, BOM and route card. Certain production processes also involve partial processing in contractor works outside the factory. The part processes items are issued to contractor and brought back to production shop for further processing. Stage Inspection & Customer Clearance - If required, the stage inspection is done and customer clearance is taken at agreed stages. Testing – Testing of components and sub-assemblies is done during various stages. Storage of subassemblies and components – The components and sub-assemblies are stored at the block gantry/ Storage area. They are taken to assembly area at the time of final assembly.	Design Documents, Drawings, BOM and route card for production are plant specific or central, if central how the data flow happens in current scenario (Diff vers. Of ERP at HYD, BANG, TRICHY).	Presently all major procurements being done at unit level only.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Page No. 20	1.2 Business processes at BHEL	1.2 Business processes at BHEL	Power Sector – Regions and Site Teams Receipt, Inspection, Storage and Issue – The material dispatched by the various Units of BHEL is received, inspected, raised Material Discrepancy Report (MDR) and securely stored by the site teams. They also issue materials to Subcontractor for Erection & Commissioning. Organizing the resources – The site teams organize the manpower, support equipment and material for the project site. Purchase - Procurement of Steel, Cement, Chemicals and T & P etc. is done by the Regional HQ teams. Subcontracting - Subcontracting Group fixes up Vendor for Material Management and Erection of Equipment.	How Mobilization of resources, goods etc. between different units are handled in system?	Mobilization of resources in different units is in line with the project requirements.
8	L4 Level Planning-Manufacturing		Shop manufacturing related activities	What are the different stages involved in production?	Level-3- to Level-5 planning mainly comes under production.
8	L4 Level Planning-Manufacturing Shops		Managing raw/ semi-finished material	What type of strategy are you following in manufacturing? Make to stock or Make to Order	Both
8	L4 Level Planning-Manufacturing Shops		Subcontracting related activities	How many days stock is kept in buffer for subcontracting materials?	Say two months
8	L4 Level Planning-Manufacturing Shops		Shop manufacturing related activities	Are you doing production confirmations shift wise/day wise?	Activity / operation wise. But shift wise is preferable in some area.
8	L4 Level Planning-Manufacturing Shops		Managing rejections	How the in process rejections are handled?	SMI-308 may be referred.
8	L4 Level Planning-Manufacturing Shops		Management of shop sub-stores	Are you maintaining stock in production storage location or sub stores? In Hours or Days	Different stores may follow different strategy. For example, general items and common toolings stores may follow Minimum Inventory Level managament. Product items Store (central or shop stores) may store product items procured against various projects.
8	L4 Level Planning-Manufacturing Shops		Managing Diversions during jobs in process	Do you have any business continuity plan, back up capacity if any diversions occurs in-between jobs like strike or any natural calamities	We have diversions at project level, but no BCP or back up capacity at present

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
8	L4 Level Planning-Manufacturing Shops		Managing Manufacture of Deviated Components	How the material deviation process handled in SAP?	Defined in MFG funciton proposal prepared by BHEL's inter unit team. However, SAP specific details may be taken from SAP user unit of BHEL.BH
8	L4 Level Planning-Manufacturing Shops		Shop manufacturing related activities	How is the Hours spent to manufacture a single product captured?	Porposed to be entered by machine operators/ shop supervisors on daily basis online, upon completion of any operation (listed in process sheet/ reoute car/ docket).
8	L4 Level Planning-Manufacturing Shops		Shop manufacturing related activities	Do you have material staging at each stages of production?	Yes, in some areas where make to stock products are manufactured.
8	L4 Level Planning-Manufacturing Shops		Managing raw/ semi-finished material	How many semi finished materials are produced In-house?	Query not very clear. However, all mfg components having multiple operations may fall in this category before last operation completed.
8	L4 Level Planning-Manufacturing Shops		Managing raw/ semi-finished material	In what way are you managing material availability, various floats and safety stock?	It differs from material to material based on nature. Bincard system maintains reorder levels,max level,min level
8	L4 Level Planning-Manufacturing Shops		Managing raw/ semi-finished material	Are you highly dependent on SAP MRP or do you have any customization for this?	For SAP units to reply.
8	L4 Level Planning-Manufacturing Shops		Managing raw/ semi-finished material	Is the raw material planning time phased or consumption phased or both?	depands on mtl type,both
8	L4 Level Planning-Manufacturing Shops		Managing raw/ semi-finished material	How many days stock is kept as buffer for finished goods, raw material and semi finished good?	Product (finihsed and semi-finished) items are made only against specific work orders. For raw material strategy, query may be directed to material planning team(s), bincard system maintains reorder levels,max level,min level
8	L5 Level Planning-Operation- Wise Planning		Operation- Wise Planning	Are you having separate plans at work center level?	May not be required. All plans are intended to ralease the product plans.
8	L5 Level Planning-Operation- Wise Planning		Operation- Wise Planning	Are you handling reference capacity?	No
8	Manufacturing		Support for Budget Finalization (Process owner Central Planning)	Do you finalize the budget at Finished goods level or Material group level	Both levels
FRS	Annex 1 FRS	Manufacturing, Manf/005	Ability to aggregate the supply status – Finished stock across all possible / defined locations, In transit, Raw material stock in hand, Raw material stock in transit, Manufacturing work in progress(WIP) and Supplier commits of Raw Materials, Inter-company / Inter-Unit / Inter-Division Material status;	Consolidated view is required in any particular format or as a dashboard to monitor the alerts etc	Consultant may define.
FRS	Annex 1 FRS	Manufacturing, Manf/006	Ability to provide online(addendum plans, rejections, diversions, engineering/manufacturing inputs for deviated components, concessions etc)	In case of deviations, how concessions are given and at what level	Present deviation system to be elaborated here (may be existing ITX system). However, expectations from ERP system on this issue are well elaborated in the document prepared by MFG Function BHEL's inter-unit team, which will be shared with the successful bidder.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
FRS	Annex 1 FRS	Manufacturing, Manf/008	Ability to provide Production stage(operation completion status) confirmation through mobile devices to be captured by system	What mobile applications are used for operation confirmation. Whether offline mode expected. Any external PDC system being used	It means hand held deivces for data online data entry in shop. For example, feeding of completion status of operations for components under manufacture in shop.
FRS	Annex 1 FRS	Manufacturing, Manf/013	Ability to Vendor to Check the purchase order(PO) Status , Billing Status , Vendor Performance Rating , Upload Test Certificates , Booking Inspection Call / Transporter etc should be available online	What is the process followed now, whether it is for selected vendors or all	In-house developed orcle internet portal
FRS	Annex 1 FRS	Manufacturing, Manf/055	Ability to issue with softcopy ledger data, diversion records may be captured by diverson master	what is soft copy ledger data and what is diversion master	The stock details of semi finished and raw materials at shop shall be maintained in the system. And the diversions between projects shall be captured
FRS	Annex 1 FRS	Manufacturing, Manf/078	Ability to receive items in assembly store online against docket/IBTMs	What is docket/IBTM	Each component manufactured in shop has process sheet (also called route card or docket). Normally route card is supplied to next stage along with the manufactured components/ assemblies, when the same is to be used within the same section/ block. But, when components/ assemblies are supplied to other blocks (sometimes to other sections), the dockets are retained by QC of manufaturing block/ section and the components/ assemblies are forwared to next Block/ section through another QC cleared document, called IBTM (Inter Block Transfer Memo).
FRS	Annex 1 FRS	Manufacturing, Manf/079	Ability to plan packages of a Work Orderfor manufacturing at various level	How packaging of WO is planned at various levels	It comes under Level-3 planning. The requirement of finished goods, semifinished items are arrived through the system by MRP based on project data.
FRS	Annex 1 FRS	Manufacturing, Manf/087	Ability to Reduce in WIP & increase in MLWS	What is MLWS	Material lying with sub contractor. This means that the system should show the clear WIP, by decreasing the MLWS from WIP which are sub-contracted at operational level
FRS	Annex 1 FRS	Manufacturing, Manf/089	PPMIV document Creation in background of PO Release (PPMIV => Part Processed Material Issue Voucher)* (the document on which materails are moved from shop to vendor for partial operations)	Explain the PPMIV process	The semifinished item partly processed at shop will be issue to vendor for performing some operation and return back to shop to continue further. For PPMIV refer clarification for Manf/089 & manf/108.
FRS	Annex 1 FRS	Manufacturing, Manf/100	CO-OP Jobs - Issues/ Receipts (GR)	What is CO-OP jobs	The semifinished item partly processed at shop will be issue to another shop for performing some operation and return back to shop to continue further.
FRS	Annex 1 FRS	Manufacturing, Manf/102	- SMIV Co-Op Jobs (Receipts, Gate Pass Generation, GP Print)	Explain the process for SMIV	The semifinished item for which vendor will collect the raw material from stores, perform some operation and return back to shop to continue further.
FRS	Annex 1 FRS	Manufacturing, Manf/112	Ability to move stock in forward and reverse direction and do necessary changes accordingly.	Is it changing the sequence of operation and the WIP stock	Flexibility in movement of stock until the header production order is not confirmed
FRS	Annex 1 FRS	Manufacturing, Manf/113	Ability to generate Job completeion document (draft/final) for comparing with Engineering documentation and handing over to CDC	Any specific format and what information is captured - e.g, operation wise WIP inspection status etc	The format will be finalised during blue print.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
FRS	Annex 1 FRS	Manufacturing, Manf/116	Ability to generate alert for Pending Positive recall items.	What is the recall process	Sometimes Store Receipt Vouchers take longer time in clearance by QC due to some reason (e.g. incompleteness of incoming documents). And if shop requires such items badly to meet production targets/ commitments, BHEL systems permits their processing in shops to save time, pending clearance by QC at receipt stage, but with a rider that in case metarial is rejected at receipt stage by QC at a later date, shop will return the part/ fully processed material back to receipt store. The system of recalling is called Positive Recall System.
FRS	Annex 1 FRS	Manufacturing, Manf/117	Ability to do Des Costing	What is Des Costing	The cost of finished deliverable goods
FRS	Annex 1 FRS	Manufacturing, Manf/114	While, Central Despatch Cell inserts HANDING OVER lock it would also acknowledge receipt of COC/ MDCC. And for subsequent activities, plant's online system for package handling/ monitoring is considered adequate by shops	Please explain the process in detail	It is the process of final despatch clearance after checking all the relevant documents.
FRS	Annex 1 FRS	Manufacturing, Manf/127	Ability to check that Work order part 1, 2 & 3 to be mandatory completed by commercial before uploading the WO	What are the 3 parts and how it is checked for completion	To check the completion of preceeding activities by commercial department as per work flow in the mentioned RFP statement. Part-1 Technical Details, Part-2 Financial Details , Part-3 Shipment related Details. Forward and backward integration of manufacturing data with commercial data like workorder data.
	manf/040	General	ability for online request with proposed material identification/Inter block transfer memo(Dockets expected to be available online). All the relevant data to be available in corresponding master	Please describe the existing business process in detail	Ability for online requests for inter shop activity against proposed material
	manf/117	General	Ability to do des costing	What do we mean by des costing. Please provide details of the requirement	The cost of finished deliverable goods
NA	NA	Manf/002	Other feeding agencies may be available from system alongwith current supply/procurement status and latest commitments. History of commitments may be provided in the system	Is it supplier acceptance for a PO?	The components/ items are either manufactured in house or procured from outside against Purchase Order (POs). Shop mfd components are processed processed as per its prescribed route. Route is sequence of processing sections/ blocks. Each section/ block therefore is feeder to the next section/ block of the route. In order to monitor, progress, feeder section/ block has to pass on their commitments to the next section/ block. Thier commitments (commitment#1, commitment#2, commitment#3 ---) are proposed to be recorded online so that frequent habitual defaulter could be identified 9this will eventually help in honest commitments). Similarly, for purchased items, Purchase department is supposed to record suppliers commitments.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
NA	NA	Manf/089 & manf/108	PPMIV document in background of PO release and PPMIV material transfer note	Explain how the part material is released to vendor and also the material transfer note?	PPMIV (part processed material issue voucher) is an online generated voucher against a particular sub-contracting purchase order to issue/ supply part processed material to sub-vendors. Material against PPMIV is issued by shops.
NA	NA	Manf/128	Tooling	How the present tooling system in place?	For some units where SAP is implemented, both standard SAP and customised SAP process. For non-SAP units legacy systems are used for tool request generation, issual, generation of new requirements
	Manf/001		Ability to generate Budget template based on work orders by considering optimum shop load/ time cycle of production of major components	brief on Budget template?	It is nothing but preparation of draft budget
	Manf/007		Ability to make production plans by simulating available capacity of the plant	Capacity planning	YES
	Manf/008		Order completion status through Mobile device	It is possible but need to check further on implementing this using Workflow or Mobility	ok
	Manf/009		cost estimation, calculation for component or assembly	This can be done in standard SAP but manual intervention is required to convert and send the PR/PO	To be discussed and finalised during blue print
	Manf/010		generate exception report component wise for each work order and alerts generated for identified individuals	is this MRP exception report or any other details to be mentioned as exception report	MRP exceptions
	Manf/012		Hard copy of production order/ process sheets with bar codes	We can have work around for having Barcode in the printed list	YES. Bidder has to develop customised program, if required.
	Manf/015		Manufacturing information document, BOM, drawings, quality plans availability	If all these are to be available in a single report, then this has to be developed	OK
	Manf/019		Ability to monitor with L3 network to shift to Production	brief on L3 Network concept?	Component wise plan / schedule ariived from project completion date (backward scheduling)
	Manf/020		Prepare assembly wise, dispatchable unit wise, component wise plans with respect to L2/L3 dates	L2/L3 date wise plan?	BHEL's projects are planned at five different levels. Level-1- the highest planning level; with start and end dates for major project activities. Level-2- where start and end date of each product are given (from design to despatches). Level-3- where start and end date despatches of each work order are indicated. Level-4- where start and end (finish) date each item of each owrk order is indicated. Level-5- where start and end of each operation of each components of each work order is indicated.
	Manf/026		Plan production in defined time buckets	Monthly, weekly or daily planning can be done	OK
	Manf/028		Sequence production or shop orders in a defined time bucket	need brief information on why the orders to be sequenced within time buckets and what is the duration of time bucket	Based on priority of customers and erection status at sites. Duration depends on a case-to case basis depending on material
	manf/040	General	ability for online request with proposed material identification/Inter block transfer memo(Dockets expected to be available online). All the relevant data to be available in corresponding master	Please describe the existing business process in detail	Ability for online requests for inter shop activity against proposed material
	manf/040	General	ability for online request with proposed material identification/Inter block transfer memo(Dockets expected to be available online). All the relevant data to be available in corresponding master	Please describe the existing business process in detail	Ability for online requests for inter shop activity against proposed material

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	manf/040 General		ability for online request with proposed material identification/Inter block transfer memo(Dockets expected to be available online). All the relevant data to be available in corresponding master	Please describe the existing business process in detail	Ability for online requests for inter shop activity against proposed material
	Manf/079		Ability to plan packages of a work order for manufacturing at various levels	explain a brief on Plan packages of a work order	Component wise plan / schedule ariived from project completion date (backward scheduling)
	Manf/087		Reduce WIP and increase in MLWS	What is MLWS?	Material lying with sub contractor. This means that the system should show the clear WIP, by decreasing the MLWS from WIP which are sub-contracted at operational level
	manf/117	General	Ability to do des costing	What do we mean by des costing. Please provide details of the requirement	The cost of finished deliverable goods
	manf/117	General	Ability to do des costing	What do we mean by des costing. Please provide details of the requirement	The cost of finished deliverable goods
	manf/117 General		Ability to do des costing	What do we mean by des costing. Please provide details of the requirement	The cost of finished deliverable goods
	Manf/121		Online holdup list as proposed in L4planning system	Is L4 planning system a legacy system. Need further information on this	For some units with SAP installed, L4 Planning is done with the help of customized SAP. L4 planning means plan/schedule at component level. Units with no SAP there is a legacy system
	Manf/127		To check work order part 1, 2 &3 to be mandatory completed by commercial before uploading the WO	Explain a brief about this step	To check the completion of preceeding activities by commercial department as per work flow in the mentioned RFP statement
	Manuf-101&102		PPMIV & SMIV Co-Op jobs?	Pls. elaborate	For PPMIV refer clarification for Manf/089 & manf/108. PPMIV means issue of semifinished item sub-contracted at operational level for performing some operation and return back to shop to continue further. SMIV(Store Material Issue Voucher) means issue of raw material from store to vendor to perform part operation and return to shop for further process.SMIV comes into picture when sub-contracting semi-finished material intoto/partial
	Manuf-90 to 99		PPMIV …	Pls. elaborate	For PPMIV refer clarification for Manf/089 & manf/108. PPMIV means issue of semifinished item sub-contracted at operational level for performing some operation and return back to shop to continue further.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/066	The system should show the erectibility index. The system should be able to provide the Erectibility Analysis (specific sequence of supplying WBS and the percentage usable WBS of the total supplied WBS)	How is erectability calculated.	At times despatches from Manufacturing Units are non-sequential in nature and they are non-erectable at project site. Erectibilty is decided on the basis of supply as per specific sequence out of total supply.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/020	Ability to identify resources based on skills, roles (Reqd and available), associate resources to activities using Skill Competence Matrix.	Is it also required to level the resources in the project schedule to ensure that resource demand does not exceed resource availability?	Levelling of resources is required.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/023	Simulate Project Cost based on perceived Project Plan, Resource Plan	Is the simulation to be based on simulation techniques like What if analysis, Monte Carlo-based cost and schedule analytics to estimate schedule uncertainty, fixed-cost uncertainty, variable-cost uncertainty, resource uncertainty etc.?	Simulation techniques may be used to simulate project cost.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/025	Ability to track and associate variances at Component, Module and Equipment level or at defined stages in a project	1) Are the components, modules, equipments etc. against which the variance needs to be tracked always defined as WBS elements? 2) If not, is this a standard practice across all projects or defined by the users on project basis?	Although defined as WBS element, they vary across projects.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/027	Project Structure should be available in Gantt Chart / facility to integrate with MS Project & Primavera	1) What is the average and maximum number of activities in the master project structure? 2) What is the periodicity of this integration and is it required to replace the existing project structure or incrementally update it? 3) Is this integration bi-directional?	1. Approx 15000 activities may be in the master project structure. 2. The project should be updated on-line, hence integration is on regular basis. 3. NO. Project Structure of offered module should have capability to either import data fro existing project networks in MS Project/Primavera or have interface with them. Only then the progress of projects can be monitored.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/028	In many complex schedules, there will be a critical path, or series of events that depend on each other, and whose durations directly determine the length of the whole project. Software need to highlight these tasks, which are often a good candidate for any optimization effort.	A typical project is combination of multiple schedules e.g. PMG, engineering, Units, erection commissioning etc. Does this critical path need to be determined across these different schedules by means of establishing cross project relationships?	Yes. This critical path need to be determined across these different schedules by means of establishing cross project relationships.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/029	Project Structure should be available in PERT Chart	1) Is it required to configure the content and arrangement of the boxes that represent activities in the PERT network by the end user? 2) Is it required to show only driving relationships or show all relationships or have the user select the option to display?	All relatioships should be visible. User may have option to see only driving relationship.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/030	Activity Schedule in network (graphical) view	1) Is it required to display more than one activity per row, which condenses the project plan and the chains of activities that drive the project schedule? 2) Is each activity to be represented by multiple bars to provide greater flexibility in displaying information?	Both options may be available, but not mandatory.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/034	The system should have a project management module which has the ability to capture the original baseline, and multiple updated baselines vs. actual.	1) How many number of baselines need to be created throughout the lifecycle of the project? 2) Is the baseline required to be updated at any point of time later on after creation? 3) Is there a requirement for a project baseline and a user baseline which users can keep on changing to monitor performance whereas the contractual baseline remains static?	1. Minimum three. 2. Baseline need not be updated. 3. Yes. Contractual baseline to be fixed and user baseline shall change with progress of project.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/037	Ability to link to L-2/L-3 schedules with time float indications.	Is it required to calculate multiple critical float paths that may exist and affect the overall project schedule?	Yes.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/048	The system should integrate L1 & L2 network.	1) Is L2 network created by detailing out the L1 network and maintained as one project? 2) If not, are these maintained as two separate projects and integrated by cross project relationships?	Different levels of project schedules should be integrated so that any change in the lowest level is visible in higher levels. L2 is detail of L1 schedule but kept separately. These are to be integrated by cross project relationship.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/049	EIFS (Engineering Information Flow Schedule) of all Units should be available in the System and should be integrated with the project schedule.	1) What is the level of integration required between EIFS and project schedule? 2) Are individual drawings/documents required to be mapped to the project activity or project milestone?	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/065	Ability to provide dashboard at different levels to track the project.	Are the dashboards required to be role based and self configurable by the end users to focus on information related to a single project or all projects associated with them and to specify how they want to organize them within the workspace?	Dashboards should be available at top management, project manager, Unit/Region Head levels for effective tracking of projects.
Annexure 1	Annexure 1 Functional Requirement Specification (PMG)	PMG/072	Ability so that all stakeholders involved in a project can update the status relevant to them.	Are external stakeholders like design consultants, vendors, contractors required to update the status of work relevant to them?	Yes
Annexure 1	Annexure 1 Functional Requirement Specifications.xls - PMG Sheet	PMG/017	Ability to log time for each project on Daily/Weekly Online	Does Time Entry need to be done in 'ONE-BHEL' system or in existing SAP-HCM	One-BHEL
Annexure 1	Annexure 1 Functional Requirement Specifications.xls - PMG Sheet	PMG/020	Ability to identify resources based on skills , roles (reqd and available) , associate resources to activities using Skill Competence Matrix	Competence Data - is it being maintained in SAP-HCM or will it be maintained in 'ONE-BHEL' System	One BHEL System to maintain competencies data.
Annexure 1	Annexure 1 Functional Requirement-PMG	Sheet PMG – PMG/037	Ability to link L2/L3 Schedule with time float indication	As We understand by "Time Float Indication" , Please confirm currently do you use 'total float' 'free float' analysis for the L2 / L3 schedule activities . If yes , please specify what are the tools used for these functionalities.	No
Annexure 1	Annexure 1 Functional Requirement-PMG	Sheet PMG – PMG/045	Erection and Commissioning of E&C Status of: Award of E&C Contracts Mobilization of contractors at Site Deployments of tools and plans Erection commissioning activities Customer Inputs	Please confirm that for erection commissioning planning whether only time distribution plan and status updates (progress monitoring) and resource planning are required or there is a scope for managing E&C contracts as well.	E&C is typical project structure where time, resource & cost planning and their status updates reqd for progress monitoring.
Annexure 1	Annexure1FunctionalRequirementSpecification- PMG-General	PMG/38		What is Tracking Customer Inputs ?	In most of the projects, BHEL depends on customer inputs like civil foundations, availability of DM water, Coal & Ash Handling Plant, Chimney etc for completion of of projects.
Annexure 1	Annexure1FunctionalRequirementSpecification- PMG-General	PMG/47		what is Generate Standard network?	Master Project Network for any particular project which may be used for similar other projects.
FRS	FRS/PMG/General	PMG/037	Ability to link to L-2/L-3 schedules with time float indications.	Please provide details about L-2 and L-3 schedules	Different levels of project schedules should be integrated so that any change in the lowest level is visible in higher levels.
FRS	PMG	PMG/049	EIFS (Engineering Information Flow Schedule) of all Unit should be available in the system and should be integreted with the Project schedule	What is EIFS - is it a ERP used by Engineering Department and what information has to be shared with Project schedule	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
FRS	PMG	PMG/058/060/061		Is SAP PPM in scope	Yes, functionality is required.

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FRS	PMG	PMG/073		Is SAP Contract Lifecyle Management in scope	Yes, functionality is required.
FRS	PMG	PMG/020	Ability to identify resources based on skills, roles (Reqd and available), associate resources to activities using Skill Competance Matrix.	HR is implemented in a separate server. Is BHEL planning for MRS?	HR is implemented, but competencies are not part of SAP-HR.
FRS	PMG	PMG/017	Ability to log time for each project on Daily/Weekly time entry online	Is it resource time sheet? Is BHEL planning for lean HR implementation (onloy Master Data) in One BHEL	Resource time sheet.
PMG	Annexure 1 Functional Requirement Specification	PMG/066	The system should show the erectibility index. The system should be able to provide the Erectibility Analysis (specific sequence of supplying WBS and the percentage usable WBS of the total supplied WBS)	How is erectability calculated.	At times despatches from Manufacturing Units are non-sequential in nature and they are non-erectable at project site. Erectibilty is decided on the basis of supply as per specific sequence out of total supply.
PMG	Annexure 1 Functional Requirement Specification	PMG/020	Ability to identify resources based on skills, roles (Reqd and available), associate resources to activities using Skill Competence Matrix.	Is it also required to level the resources in the project schedule to ensure that resource demand does not exceed resource availability?	Levelling of resources is required.
PMG	Annexure 1 Functional Requirement Specification	PMG/023	Simulate Project Cost based on perceived Project Plan, Resource Plan	Is the simulation to be based on simulation techniques like What if analysis, Monte Carlo-based cost and schedule analytics to estimate schedule uncertainty, fixed-cost uncertainty, variable-cost uncertainty, resource uncertainty etc.?	Simulation techniques may be used to simulate project cost.
PMG	Annexure 1 Functional Requirement Specification	PMG/025	Ability to track and associate variances at Component, Module and Equipment level or at defined stages in a project	1) Are the components, modules, equipments etc. against which the variance needs to be tracked always defined as WBS elements? 2) If not, is this a standard practice across all projects or defined by the users on project basis?	Although defined as WBS element, they vary across projects.
PMG	Annexure 1 Functional Requirement Specification	PMG/027	Project Structure should be available in Gantt Chart / facility to integrate with MS Project & Primavera	1) What is the average and maximum number of activities in the master project structure? 2) What is the periodicity of this integration and is it required to replace the existing project structure or incrementally update it? 3) Is this integration bi-directional?	1. Approx 15000 activities may be in the master project structure. 2. The project should be updated on-line, hence integration is on regular basis. 3. NO. Project Structure of offered module should have capability to either import data fro existing project networks in MS Project/Primavera or have interface with them. Only then the progress of projects can be monitored.
PMG	Annexure 1 Functional Requirement Specification	PMG/028	In many complex schedules, there will be a critical path, or series of events that depend on each other, and whose durations directly determine the length of the whole project. Software need to highlight these tasks, which are often a good candidate for any optimization effort.	A typical project is combination of multiple schedules e.g. PMG, engineering, Units, erection commissioning etc. Does this critical path need to be determined across these different schedules by means of establishing cross project relationships?	Yes. This critical path need to be determined across these different schedules by means of establishing cross project relationships.
PMG	Annexure 1 Functional Requirement Specification	PMG/029	Project Structure should be available in PERT Chart	1) Is it required to configure the content and arrangement of the boxes that represent activities in the PERT network by the end user? 2) Is it required to show only driving relationships or show all relationships or have the user select the option to display?	All relatioships should be visible. User may have option to see only driving relationship.
PMG	Annexure 1 Functional Requirement Specification	PMG/030	Activity Schedule in network (graphical) view	1) Is it required to display more than one activity per row, which condenses the project plan and the chains of activities that drive the project schedule? 2) Is each activity to be represented by multiple bars to provide greater flexibility in displaying information?	Both options may be available, but not mandatory.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
PMG	Annexure 1 Functional Requirement Specification	PMG/034	The system should have a project management module which has the ability to capture the original baseline, and multiple updated baselines vs. actual.	1) How many number of baselines need to be created throughout the lifecycle of the project? 2) Is the baseline required to be updated at any point of time later on after creation? 3) Is there a requirement for a project baseline and a user baseline which users can keep on changing to monitor performance whereas the contractual baseline remains static?	1. Minimum three. 2. Baseline need not be updated. 3. Yes. Contractual baseline to be fixed and user baseline shall change with progress of project.
PMG	Annexure 1 Functional Requirement Specification	PMG/037	Ability to link to L-2/L-3 schedules with time float indications.	Is it required to calculate multiple critical float paths that may exist and affect the overall project schedule?	Yes.
PMG	Annexure 1 Functional Requirement Specification	PMG/048	The system should integrate L1 & L2 network.	1) Is L2 network created by detailing out the L1 network and maintained as one project? 2) If not, are these maintained as two separate projects and integrated by cross project relationships?	Different levels of project schedules should be integrated so that any change in the lowest level is visible in higher levels. L2 is detail of L1 schedule but kept separately. These are to be integrated by cross project relationship.
PMG	Annexure 1 Functional Requirement Specification	PMG/049	EIFS (Engineering Information Flow Schedule) of all Units should be available in the System and should be integrated with the project schedule.	1) What is the level of integration required between EIFS and project schedule? 2) Are individual drawings/documents required to be mapped to the project activity or project milestone?	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
PMG	Annexure 1 Functional Requirement Specification	PMG/065	Ability to provide dashboard at different levels to track the project.	Are the dashboards required to be role based and self configurable by the end users to focus on information related to a single project or all projects associated with them and to specify how they want to organize them within the workspace?	Dashboards should be available at top management, project manager, Unit/Region Head levels for effective tracking of projects.
PMG	Annexure 1 Functional Requirement Specification	PMG/072	Ability so that all stakeholders involved in a project can update the status relevant to them.	Are external stakeholders like design consultants, vendors, contractors required to update the status of work relevant to them?	Yes
PMG	General	PMG/38		What is Tracking Customer Inputs ?	In most of the projects, BHEL depends on customer inputs like civil foundations, availability of DM water, Coal & Ash Handling Plant, Chimney etc for completion of of projects.
PMG	General	PMG/47		what is Generate Standard netwrok?	Master Project Network for any particular project which may be used for similar other projects.
PMG/015	General	Ability to present different variant views for the project based on variant parameters.	Please specify example of different variants	This will help understand the proiect structuring requirement and appropriate response to FRS	BHEL should be able to assess the impact of addition/deletion of resources; managing through contingency arrangement to achieve intermediate milestone; on the overall project. This will enable project manager to plan mid-way course correction.
PMG/027	General	Project Structure should be available in Gantt Chart / facility to integrate with MS Project & Primavera	Primavera interface required or only capability is expected. How many units are using primavera and what level of interfacing is expected	Clarification on the process & understanding will help in proper mapping with appropriate solution & effort calculation	Project Structure of offered module should have capability to either import data fro existing project networks in MS Project/Primavera or have interface with them. Only then the progress of projects can be monitored.
PMG/038	General	Ability of tracking of customer inputs.	Please specify the specific inputs & the process for same	A clear understanding will help in proper mapping with appropriate solution & effort calculation	In most of the projects, BHEL depends on customer inputs like civil foundations, availability of DM water, Coal & Ash Handling Plant, Chimney etc for completion of of projects.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
PMG/049	General	EIFS (Engineering Information Flow Schedule) of all Units should be available in the System and should be integrated with the project schedule.	Is EIFS available in separate system than SAP	A clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
PMG/050	General	Ability to show status of insurance procurement should be available in the system	Please provide clarity on business requirement	A clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Status of insurance taken by project sites and their duration, details of cover etc which shall vary with progress of project.
PMG/066	General	The system should show the erectibility index. The system should be able to provide the Erectibility Analysis (specific sequence of supplying WBS and the percentage usable WBS of the total supplied WBS)	Need more info on Erectibility index. Does this refer to work in progress and percentage of completion.	A clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	At times despatches from Manufacturing Units are non-sequential in nature and they are non-erectable at project site. Erectibilty is decided on the basis of supply as per specific sequence out of total supply.
PMG/073	General	Contract closing system should be mapped with the new system	Need more info on Contract closing system. Is it a legacy system which needs to be interfaced?	A clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	Contract is closed by different group and not by the Project executing agency. The contract closing should be completed through the Project Management module so that all the relevant information is available to them.
PMG/077	General	Budget details & Balance Score Card of Units/ regions should be derived from the system	Need more clarity on Balance score card requirement	A clear understanding will help in proper mapping with appropriate solution/interface & effort calculation	BSC of Units /Regions comprises of their targets in a Financial Year. The BSC and the yearly budget should be derived from the Project Management module.
	PMG	33	Ability to generate an alert in case of deviation from the planned value (BG)	Please explain the requirement?	Exception report should be generated in case of any change from planned expenditure, planned deployment of resources, slippages in achieving target.
	PMG	035	Ability to provide linkage of information updationm from sites, units and suppliers	- do-	The required information in the system should be updated from remote locations both within and outside BHEL.
	PMG	037-038	Ability to link to I2-I3 schedule with time float indications	- do-	Different levels of project schedules should be integrated so that any change in the lowest level is visible in higher levels.
	PMG	048	The system should integrate L1 & L2 network	- do-	Different levels of project schedules should be integrated so that any change in the lowest level is visible in higher levels.
	PMG	065	Ability to provide dashboard at different levels to track the project	- do-	Dashboards should be available at top management, project manager, Unit/Region Head levels for effective tracking of projects.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	PMG	069	The ststus of project should be updated by the end user which should be visible to all stakeholders	Please explain the requirement?	The eraction status/progress at sites to be made available to all stakeholders.
	PMG	065	Ability to provide dashboard at different level to track the project	- do-	Dashboards should be available at top management, project manager, Unit/Region Head levels for effective tracking of projects.
	PMG	77	Budget details and Balance Score Card of Units / regions should be derived from the system	Can we know how many Balance Score Cards are being monitored across BHEL? Can we also know the KPI's that are presently being monitored?	BSC of Units /Regions comprises of their targets in a Financial Year. The BSC and the yearly budget should be derived from the Project Management module.
	PMG/002	General	System/ equipment other than main package ordered on any business sector involved in the same project should be visible in the system to all stakeholders	Need clarity of business scenario	Order of main package is placed on BHEL through PS-Mktg. But at times order of small systems are direcly placed through ROD, TBG, etc. Also order for spares are placed at later stage. All these should be visible cosolidated to all stakeholders.
	PMG/002	General	System/ equipment other than main package ordered on any business sector involved in the same project should be visible in the system to all stakeholders	Need clarity of business scenario	Order of main package is placed on BHEL through PS-Mktg. But at times order of small systems are direcly placed through ROD, TBG, etc. Also order for spares are placed at later stage. All these should be visible cosolidated to all stakeholders.
	PMG/002	General	System/ equipment other than main package ordered on any business sector involved in the same project should be visible in the system to all stakeholders	Need clarity of business scenario	Order of main package is placed on BHEL through PS-Mktg. But at times order of small systems are direcly placed through ROD, TBG, etc. Also order for spares are placed at later stage. All these should be visible cosolidated to all stakeholders.
	PMG/002 General		System/ equipment other than main package ordered on any business sector involved in the same project should be visible in the system to all stakeholders	Need clarity of business scenario	Order of main package is placed on BHEL through PS-Mktg. But at times order of small systems are direcly placed through ROD, TBG, etc. Also order for spares are placed at later stage. All these should be visible cosolidated to all stakeholders.
	PMG/015	General	Ability to present different variant views for the project based on variant parameters.	Please specify example of different variants	BHEL should be able to assess the impact of addition/deletion of resources; managing through contingency arrangement to achieve intermediate milestone; on the overall project. This will enable project manager to plan mid-way course correction.
	PMG/015	General	Ability to present different variant views for the project based on variant parameters.	Please specify example of different variants	BHEL should be able to assess the impact of addition/deletion of resources; managing through contingency arrangement to achieve intermediate milestone; on the overall project. This will enable project manager to plan mid-way course correction.
	PMG/015 General		Ability to present different variant views for the project based on variant parameters.	Please specify example of different variants	BHEL should be able to assess the impact of addition/deletion of resources; managing through contingency arrangement to achieve intermediate milestone; on the overall project. This will enable project manager to plan mid-way course correction.
	PMG/027	General	Project Structure should be available in Gantt Chart / facility to integrate with MS Project & Primavera	Primavera interface required or only capability is expected. How many units are using primavera and what level of interfacing is expected	Project Structure of offered module should have capability to either import data fro existing project networks in MS Project/Primavera or have interface with them. Only then the progress of projects can be monitored.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	PMG/027	General	Project Structure should be available in Gantt Chart / facility to integrate with MS Project & Primavera	Primavera interface required or only capability is expected. How many units are using primavera and what level of interfacing is expected	Project Structure of offered module should have capability to either import data fro existing project networks in MS Project/Primavera or have interface with them. Only then the progress of projects can be monitored.
	PMG/027 General		Project Structure should be available in Gantt Chart / facility to integrate with MS Project & Primavera	Primavera interface required or only capability is expected. How many units are using primavera and what level of interfacing is expected	Project Structure of offered module should have capability to either import data fro existing project networks in MS Project/Primavera or have interface with them. Only then the progress of projects can be monitored.
	PMG/038	General	Ability of tracking of customer inputs.	Please specify the specific inputs & the process for same	In most of the projects, BHEL depends on customer inputs like civil foundations, availability of DM water, Coal & Ash Handling Plant, Chimney etc for completion of of projects.
	PMG/038	General	Ability of tracking of customer inputs.	Please specify the specific inputs & the process for same	In most of the projects, BHEL depends on customer inputs like civil foundations, availability of DM water, Coal & Ash Handling Plant, Chimney etc for completion of of projects.
	PMG/038 General		Ability of tracking of customer inputs.	Please specify the specific inputs & the process for same	In most of the projects, BHEL depends on customer inputs like civil foundations, availability of DM water, Coal & Ash Handling Plant, Chimney etc for completion of of projects.
	PMG/049	General	EIFS (Engineering Information Flow Schedule) of all Units should be available in the System and should be integrated with the project schedule.	Is EIFS is available in separate system than SAP	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
	PMG/049	General	EIFS (Engineering Information Flow Schedule) of all Units should be available in the System and should be integrated with the project schedule.	Is EIFS is available in separate system than SAP	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
	PMG/049 General		EIFS (Engineering Information Flow Schedule) of all Units should be available in the System and should be integrated with the project schedule.	Is EIFS is available in separate system than SAP	Completion of Engineering activities depend on the information flow from various BHEL units. Tracking of this information is essential.
	PMG/050	General	Ability to show status of insurance procurement should be available in the system	Please provide clarity on business requirement	Status of insurance taken by project sites and their duration, details of cover etc which shall vary with progress of project.
	PMG/050	General	Ability to show status of insurance procurement should be available in the system	Please provide clarity on business requirement	Status of insurance taken by project sites and their duration, details of cover etc which shall vary with progress of project.
	PMG/050 General		Ability to show status of insurance procurement should be available in the system	Please provide clarity on business requirement	Status of insurance taken by project sites and their duration, details of cover etc which shall vary with progress of project.
	PMG/051	General	Ability to show status of insurance claims should be available in the system	Please provide clarity on business requirement	Status of insurance claimed by project sites and their settlement, comparison of cost incurred and claims recd for incidents and their consolidation.
	PMG/051	General	Ability to show status of insurance claims should be available in the system	Please provide clarity on business requirement	Status of insurance claimed by project sites and their settlement, comparison of cost incurred and claims recd for incidents and their consolidation.
	PMG/051 General		Ability to show status of insurance claims should be available in the system	Please provide clarity on business requirement	Status of insurance claimed by project sites and their settlement, comparison of cost incurred and claims recd for incidents and their consolidation.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	PMG/066	General	The system should show the erectibility index. The system should be able to provide the Erectibility Analysis (specific sequence of supplying WBS and the percentage usable WBS of the total supplied WBS)	Need more info on Erectibility index	At times despatches from Manufacturing Units are non-sequential in nature and they are non-erectable at project site. Erectibilty is decided on the basis of supply as per specific sequence out of total supply.
	PMG/066	General	The system should show the erectibility index. The system should be able to provide the Erectibility Analysis (specific sequence of supplying WBS and the percentage usable WBS of the total supplied WBS)	Need more info on Erectibility index	At times despatches from Manufacturing Units are non-sequential in nature and they are non-erectable at project site. Erectibilty is decided on the basis of supply as per specific sequence out of total supply.
	PMG/066 General		The system should show the erectibility index. The system should be able to provide the Erectibility Analysis (specific sequence of supplying WBS and the percentage usable WBS of the total supplied WBS)	Need more info on Erectibility index	At times despatches from Manufacturing Units are non-sequential in nature and they are non-erectable at project site. Erectibilty is decided on the basis of supply as per specific sequence out of total supply.
	PMG/073	General	Contract closing system should be mapped with the new system	Need more info on Contract closing system. Is it a legacy system which needs to be interfaced?	Contract is closed by different group and not by the Project executing agency. The contract closing should be completed through the Project Management module so that all the relevant information is available to them.
	PMG/073	General	Contract closing system should be mapped with the new system	Need more info on Contract closing system. Is it a legacy system which needs to be interfaced?	Contract is closed by different group and not by the Project executing agency. The contract closing should be completed through the Project Management module so that all the relevant information is available to them.
	PMG/073 General		Contract closing system should be mapped with the new system	Need more info on Contract closing system. Is it a legacy system which needs to be interfaced?	Contract is closed by different group and not by the Project executing agency. The contract closing should be completed through the Project Management module so that all the relevant information is available to them.
	PMG/077	General	Budget details & Balance Score Card of Units/ regions should be derived from the system	Need more clarity on Balance score card requirement	BSC of Units /Regions comprises of their targets in a Financial Year. The BSC and the yearly budget should be derived from the Project Management module.
	PMG/077	General	Budget details & Balance Score Card of Units/ regions should be derived from the system	Need more clarity on Balance score card requirement	BSC of Units /Regions comprises of their targets in a Financial Year. The BSC and the yearly budget should be derived from the Project Management module.
	PMG/077 General		Budget details & Balance Score Card of Units/ regions should be derived from the system	Need more clarity on Balance score card requirement	BSC of Units /Regions comprises of their targets in a Financial Year. The BSC and the yearly budget should be derived from the Project Management module.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
CM/003	General	Provision for output of standard formats of balance scorecard scores based on perspectives, Moderated, un moderated		Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	BSC covers the scope at company level, unit/division level and function level.
	CM/003	General	Provision for output of standard formats of balance scorecard scores based on perspectives, Moderated, un moderated	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	BSC covers the scope at company level, unit/division level and function level.
	CM/003	General	Provision for output of standard formats of balance scorecard scores based on perspectives, Moderated, un moderated	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	BSC covers the scope at company level, unit/division level and function level.
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Books	Corp Fin/049		should the budget support multiple versioning natively and it can be accessed at the same time in online form.	Yes
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Books	Corp Fin/050		Would you like to provide the users with forms for data entry to capture information outside financials to be reported along with financials for Schedule VI/IFRS/Ind AS?	It should be possible to derive these figures rather than data entry and calculations outside.
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Books	Corp Fin/051		Does budgeting process require Multi-dimension and hierarchies ?	Yes
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Books	Corp Fin/061		Does the budget need to go through exceptional approvals based on predefined thresholds?	Yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Books	Corp Fin/062		Will this mean multiple attachment links and communication treads to be defined in a single cell reference to support proper audit trails and reviews?	This is also requried.
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Budget	Corp Fin/039		How many Units, Cost centers , business sectors are involved in the budget exercise? How many functional users would be required to interact with the system for budget preparation and approvals - i.e. for data entry, administration, consolidation and approval of budgets as well as extraction of reports for revenue & cost budgets at unit and consolidated levels?	All Units and BS are involved in budget exercise. 400 Functional Users would be interacting with System for Budget exercise.
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Budget	Corp Fin/039		As part of the budget exercise, the comments against the budgets and it's multiple version needs to be captured. Is the expectation from the budget system proposed in the BHEL is the capture the comments provided by multiple approvers during the approval process against the budget(s) or it's multiple versions?	Yes
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Budget	Corp Fin/041		Whether BHEL follows Top Down & Bottom Up approach for budget development? What is the approval process followed Top Down & Bottom Up approach for budget development?	Mixed
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Budget	Corp Fin/042		BHEL budget should definitely require complex calculations including allocation of expenses, since they are dealing with multiple entities? Is the budgeted PL derived based on drivers for revenue and cost of BHEL ?	Yes
Annexure 1	Annexure 1 Functional Requirement Specification (Corporate Finance) Corporate Budget	Corp Fin/045		Big corporates require historical information during budget preparation. Does BHEL access historical information for deriving the current budget? Does BHEL look forward for an integrated system for corporate so that they can drill down to the actuals in the ledger from budgeting system?	Definitely yes

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
Annexure 1	Annexure 1 Functional Requirement Specification -> Corporate Finance	Corp Fin/080	Ability to generate consolidated MIR for proposals / manpower (use of Hindi language) for / up to month	We assume that the report labels will be in Hindi and data will be in English. Please confirm. Approximately, how many MIRs will need to be generated in Hindi ?	Yes. Around 200 MIRs are required. Final number will be decided later ?
Corporate Finance	Corporate Books	Corp Fin/049		should the budget support multiple versioning natively and it can be accessed at the same time in online form.	Yes
Corporate Finance	Corporate Books	Corp Fin/050		Would you like to provide the users with forms for data entry to capture information outside financials to be reported along with financials for Schedule VI/IFRS/Ind AS?	It should be possible to derive these figures rather than data entry and calculations outside.
Corporate Finance	Corporate Books	Corp Fin/051		Does budgteing process require Multi-dimension and hierarchies ?	Yes
Corporate Finance	Corporate Books	Corp Fin/061		Does the budget need to go through exceptional approvals based on predefined thresholds?	Yes
Corporate Finance	Corporate Books	Corp Fin/062		Will this mean multiple attachment links and communication treads to be defined in a single cell reference to support proper audit trails and reviews?	This is also requried.
Corporate Finance	Corporate Budget	Corp Fin/039		How many Units, Cost centers , business sectors are involved in the budget exercise? How many functional users would be required to interact with the system for budget preparation and approvals - i.e. for data entry, administration, consolidation and approval of budgets as well as extraction of reports for revenue & cost budgets at unit and consolidated levels?	All Units and BS are involved in budget exercise. 400 Functional Users would be interacting with System for Budget exercise.
Corporate Finance	Corporate Budget	Corp Fin/039		As part of the budget exercise, the comments against the budgets and it's multiple version needs to be captured. Is the expectation from the budget system proposed in the BHEL is the capture the comments provided by mutiple approvers during the approval process against the budget(s) or it's multiple versions?	Yes
Corporate Finance	Corporate Budget	Corp Fin/041		Whether BHEL follows Top Down & Bottom Up approach for budget development? What is the approval process followed Top Down & Bottom Up approach for budget development?	Mixed
Corporate Finance	Corporate Budget	Corp Fin/042		BHEL budget should definitely require complex calculations including allocation of expenses, since they are dealing with multiple entities? Is the budgeted PL derived based on drivers for revenue and cost of BHEL ?	Yes
Corporate Finance	Corporate Budget	Corp Fin/045		Big corporates require historical information during budget preparation.Does BHEL access historical information for deriving the current budget? Does BHEL look forward for an integrated system for corporate so that they can drill down to the actuals in the ledger from budgeting system?	Definitely yes
FRS	Corporate Finance	Corp Fin/018	Reports	FRS point just say "Reports". Need more calrity	Routine/General finance reports, to be detailed later stage
FRS	Corporate Finance	Corp Fin/033	Statement	FRS point just say "Statement". Need more clarity	Typing Error.
FRS	Corporate Finance	Corp Fin/040	Objectives	FRS point just say "Objectives". Need more clarity	Broad objectives are the targets drawn from strategic plans and are generally two year plans

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Corp Fin/003	General	Ability to incorporate Impact of AS-7	What kind of analysis is expected for As-7 impact. Please specify the requirement in detail	as per accounting standards
	Corp Fin/003 / General		Ability to incorporate Impact of AS-7	What kind of analysis is expected for As-7 impact? Please specify the requirement in detail	as per accounting standards
	Corp Fin/005	General	Ability to perform Financial Analysis of Capital Investment	Please specify the exact requirement. The statement is of generic nature and needs elaboration	Financial analysis of Capital invenstement is done using instruments IRR, NPV, ROI, Payback period etc.
	Corp Fin/005 / General		Ability to perform Financial Analysis of Capital Investment	Please specify the exact requirement. The statement is of generic nature and needs elaboration	Financial analysis of Capital invenstement is done using instruments IRR, NPV, ROI, Payback period etc.
	Corp Fin/012	Capital Budget	Ability to check the financial workings	Please specify the exact requirement. The statement is of generic nature and needs elaboration	Ability to check the formula for desired financial results and not the value only. (Authorised control)
	Corp Fin/012 / Capital Budget		Ability to check the financial workings	Please specify the exact requirement. The statement is of generic nature and needs elaboration	Ability to check the formula for desired financial results and not the value only. (Authorised control)
	Corp Fin/019	Direct taxation	Alerts for IT assessment & court appeals one week before the important due dates.	Is there a system in place for court appeals or case management? Are there more requirements around handling court cases?	No System exists.
	Corp Fin/019 / Direct taxation		Alerts for IT assessment & court appeals one week before the important due dates.	Is there a system in place for court appeals or case management? Are there more requirements around handling court cases?	No System exists.
	Corp Fin/021	Indirect taxation	Ability to intimate on summary of circulars/notifications etc.	Please specify the exact requirement. The statement is of generic nature and needs elaboration	Notify the required people in an authorized manner upon reciept of required circular/notice
	Corp Fin/021 / Indirect taxation		Ability to intimate on summary of circulars/notifications etc.	Please specify the exact requirement. The statement is of generic nature and needs elaboration	Notify the required people in an authorized manner upon reciept of required circular/notice
	Corp Fin/038	Corporate Budget	Ability to make and approve strategy plan online	What would be the number of users who would be actively involved in the planning and consolidation process across BHEL	Strategic plan users may be around 100.
	Corp Fin/038	Corporate Budget	Ability to make and approve strategy plan online	What would be the number of users who would be actively involved in the planning and consolidation process across BHEL	Strategic plan users may be around 100.
	Corp Fin/038 Corporate Budget		Ability to make and approve strategy plan online	What would be the number of users who would be actively involved in the planning and consolidation process across BHEL	Strategic plan users may be around 100.
	Corp Fin/040	Coprorate budget	Ability to analyse variations for operating results and finalisation of broad objectives..	Please specify the exact requirement. The statement is of generic nature and needs elaboration. Inputs on current business process will help in better understanding	Analysis of past operating results and finalization of 2 year objectives
	Corp Fin/040 / Corporate budget		Ability to analyze variations for operating results and finalization of broad objectives..	Please specify the exact requirement. The statement is of generic nature and needs elaboration. Inputs on current business process will help in better understanding	Analysis of past operating results and finalization of 2 year objectives
	Corp Fin/055	Corporate books	Ability to prepare CFS Online.	What is CFS and what is the expectation from the system	Corporate Financial Statements is CFS
	Corp Fin/055	Corporate books	Ability to prepare CFS Online.	What is CFS and what is the expectation from the system	Corporate Financial Statements is CFS
	Corp Fin/055 Corporate books		Ability to prepare CFS Online.	What is CFS and what is the expectation from the system	Corporate Financial Statements is CFS
	Corp Fin/061	Corporate books	Ability to generate emails/ Letters for follow up with the concerned agencies	Are these emails/eltters reqquired for payment follow ups. ON what criterial the follow up emails will be triggere. Please elaborate the business scenrio	Criteria to be detailed later.
	Corp Fin/061 / Corporate books		Ability to generate emails/ Letters for follow up with the concerned agencies	Are these emails/letters required for payment follow ups. ON what criteria the follow up emails will be triggered. Please elaborate the business scenario	Criteria to be detailed later.
	Corp Fin/064	Corporate FSD	Ability to generate triggers for key milestones	Are these project milestones? If not, please specify the details where these milestones will be maintained	Milestones to be maintained in the database. There would be project specific milestones also like bank gurantee related dates etc.

Page No.	Section (Name & No.)	Sub-Section (Name & No.)	Statement as per tender document	Query by bidder	Response
	Corp Fin/064 / Corporate FSD		Ability to generate triggers for key milestones	Are these project milestones? If not, please specify the details where these milestones will be maintained	Milestones to be maintained in the database. There would be project specific milestones also like bank gurantee related dates etc.
	Corp Fin/074	Finance Concurrence and Administration	Ability to access RFP / NIT and other related documents online	How many users would be actively involved in maintaining of electronic files and approval process of these e-files	Users will be present in all units/divisions.
	Corp Fin/074	Finance Concurrence and Administration	Ability to access RFP / NIT and other related documents online	How many users would be actively involved in maintaining of electronic files and approval process of these e-files	Users will be present in all units/divisions.
	Corp Fin/074 Finance Concurrence and Administration		Ability to access RFP / NIT and other related documents online	How many users would be actively involved in maintaining of electronic files and approval process of these e-files	Users will be present in all units/divisions.
	Corp Fin/076	Financial concurrence & admin	Ability to make e-offers for the process of tendering based on Corporate guidelines	Is the requirement around sumbitting e-bids to your clients? Otherwise elaborate the requirement	It is about preparing a consolidated offer by combining the unit/division offers through System.
	Corp Fin/076 / Financial concurrence & admin		Ability to make e-offers for the process of tendering based on Corporate guidelines	Is the requirement around submitting e-bids to your clients? Otherwise elaborate the requirement	It is about preparing a consolidated offer by combining the unit/division offers through System.
	Corp Fin-003		Ability to incorporate impact of AS7	Pls. elaborate	to comply with accounting standards
	Corp Fin-055		Ability to prepare CFS online		Corporate Financial Statements is CFS
	Corp Finance	Direct Taxation	Preparation of income tax return	Is the requirement to generate tax return from ERP system or only get data and prepare return from tax preparation softwares outside the system	to be generated through ERP system.
	Corp Finance	General Requirement	Current Exposure levels across banks	Is the requirement meant for creation of online payment portal?	No
	Corp Finance	Corp FSD	Audit trail for forward cove	Need more detail of the requirem	BHEL hedge in foreign exchange markets to minimise the risk on business due to exchange rate fluctuations
	Anexure 4	Planning & Development	Formulation of BSC of the company and the Business Sector	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	BSC is prepared after taking inputs from strategic plan, corporate functions and MOU(ministry). It is further broken down to unit level and corporate functions
		Formulation of BSC of the company and the Business Sector		Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	BSC is prepared after taking inputs from strategic plan, corporate functions and MOU(ministry). It is further broken down to unit level and corporate functions
			Formulation of BSC of the company and the Business Sector	Requirements around strategy management using Balance score card are noted in the Business processes and FRS. We would like to understand in detail how the whole process is mapped today as the tender document does not cover the process in detail.	BSC is prepared after taking inputs from strategic plan, corporate functions and MOU(ministry). It is further broken down to unit level and corporate functions

ADDENDUM TO TENDER DOCUMENT

(The information covered in this addendum is merged with RFP document and revised RFP document is uploaded)

Clause Number	Original Text	Revised Text
Eligible bidders 4.1 (b)	"For the purposes of clause a. above, the Bidding Consortium of ERP OEM vendor and its authorized Implementation Partner may associate with any other Third Party Solution Vendor at their end for related IT application / tools etc. if required Provided hereinafter that should such an alliance/collaboration be contemplated, such arrangement and intention should be made known to the Owner through the signed letter mentioned in clause a. above and that such alliance/collaboration if any, shall be duly reflected in the Consortium Agreement mentioned in clause a. above. For the avoidance of doubt, such Consortium Agreement shall warrant and reflect the joint and several liability clauses between all participating entities in the Consortium."	"For the purposes of clause a. above, the Bidding Consortium of ERP OEM vendor and its authorized Implementation Partner may associate with any other Third Party Solution Vendor at their end for related IT application / tools etc. if required Provided hereinafter that should such an alliance/collaboration be contemplated, such arrangement and intention should be made known to the Owner through the signed letter mentioned in clause a. above."
Eligible bidders 4.1 (e)	All payment transactions shall be done by the Owner to the members of the Bidding Consortium on certification by the Lead Member of the Bidding Consortium. For the avoidance of doubt, the lead member of the consortium must collect	All payment transactions shall be done by the Owner to the members of the Bidding Consortium on certification by the Lead Member of the Bidding Consortium.

Clause Number	Original Text	Revised Text
	payments on behalf of all consortium members	
6.1 Responsibilities of the owner	6. For the purposes of the above mentioned clauses, any grievances/complaints/delay claims by the Bidder, which, in the opinion of the Owner are just, reasonable and warrant for a resolution shall be dealt with and addressed by the Owner at the end/conclusion of the project/initiative	6. For the purposes of the above mentioned clauses, any grievances/complaints/delay claims by the Bidder, which, in the opinion of the Owner are just, reasonable and warrant for a resolution shall be dealt with and addressed by the Owner in the periodic meetings.
9.12.5.1 Go-Live	The Bidder shall ensure that all the data to be transferred is done during the black-out period and new System is released for the operations to the Owner. The transactions that are carried manually during the black-out period shall be ensured by the Bidder for smooth transition to the new System. The status document of Trial Balance line items of company code where balance sheet is prepared.	The Bidder shall ensure that all the data to be transferred is done during the black-out period and new System is released for the operations to the Owner. The transactions that are carried manually during the black-out period shall be ensured by the Bidder for smooth transition to the new System. As part of go-live readiness, the bidder would be responsible to successfully demonstrate trial balance matching to balance sheet, taking into consideration line items details with values.
9.12.5.6 Phase Deliverables		S. No. 7 added: Document certifying the matching of line items of the Trial Balance with values
9.12.5.4 Help Desk Support		Additional text: "Help desk support starts from Phase 1 Go-Live and support phase start upto completion of Go-Live and sustenance support phase of Business Intelligence & dashboards-Corporate MIRs."
7.6.1 Team	The Bidder should deploy on-site	The Bidder should deploy on-site team of resources from ERP Product OEM, specialized & experienced

Clause Number	Original Text	Revised Text
Profile	team of resources from ERP Product OEM, specialized & experienced in Implementations of offered ERP product to ensure successful and timely completion of the project. All resources deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product.	in Implementations of offered ERP product to ensure successful and timely completion of the project. All resources deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. Overall experience in years is for Professional experience and all ERP projects related experience referred below shall be for the offered ERP product.
8.1.1 Project Management Structure	• Steering Committee consisting of the Owner's top management, CEO from the Implementation partner, CEO from ERP Product OEM organization and Executive Director from PwC	• Steering Committee consisting of the Owner's top management, ERP Practice Head from the Implementation partner, ERP Practice Head from ERP Product OEM organization and ERP Practice Head from PwC
4.4.3 Envelope 3	S. No. 14: Content: License Price as Percentage (%) to Total Price Format: Annexure #30 License Price Percentage Remarks: <blank>	S. No. 14: Content: License Price as Percentage (%) to Total Price * To be furnished in a separate sealed envelope marked as "Envelope 3A: License Price Percentage to Total Price". Format: Annexure #30 License Price Percentage Remarks:

Clause Number	Original Text	Revised Text
		License price as a % of the sealed bid price is to be furnished in a separate sealed envelope marked as "Envelope 3A: License Price Percentage to Total Price". This envelope of the successful bidder will be opened by the Owner to ensure that the license price has not been increased in absolute terms.
11.9 Force Majeure	Should the Bidder be delayed by Force Majeure in performing any of its obligations under the Contract, that party shall notify the other party immediately giving the full particulars thereof along with tangible proof thereof submitted and intimated within 3 (three) days of the onset of such event, in writing and shall use its best efforts to minimize the effect of the Force Majeure on the Work and to take remedial measures.	Should the Bidder be delayed by Force Majeure in performing any of its obligations under the Contract, that party shall notify the other party immediately giving the full particulars thereof along with tangible proof thereof submitted and intimated within 7 (seven) days of the onset of such event, in writing and shall use its best efforts to minimize the effect of the Force Majeure on the Work and to take remedial measures.
5.8.1 Instructions for Alterations/ Deletions		5.8.1 Instructions for Alterations 1. The Owner shall, at its sole discretion, be entitled to instruct any alteration, suspension, cancellation or deletion to the form, scope, specification, quality or quantity of the Work/Project. 2. The Owner shall, at its sole discretion, be entitled to instruct in writing any variation to the scope of Contract without extension of the Contract Period apart from the other terms of the Contract remaining unchanged. 3. Upon issue of such written instructions, the Bidder, while taking up the execution of such instructions (without delay and immediately), shall also submit, within 10 (ten) days to the Owner, additional costs arising out of such instructions, detailing direct manpower requirements. 4. For the avoidance of doubt, no indirect, overhead and/or consequential costs can be claimed as payable by the Bidder. 5. For the purpose of evaluation of tender, cost of 500 man-days envisaged for additional man-power that may be required by the owner to be provided by the Bidder as per **Annexure #18.1** will be reckoned. However, for the purpose of payment, actual utilization will be the basis. For sake of clarity it is hereby stated that the Total Contract Price shall exclude the cost of additional man-days.

Clause Number	Original Text	Revised Text
		6. Actual payment shall be effected by the Owner based on Section 5.8.1(5) above.
5.8.4 Valuation of the Work	The alterations to the Work shall be finally valued by the Owner after consultation with the Bidder in accordance with the following principles: a) There shall be no variation in the Contract Price at any time. In the event of direct costs incurred due to amendment or variation of the Contract, the manner of payments as described in clause 5.8.1 (3) above. b) if in the opinion of the Owner such direct costs incurred as applicable require to be valued on a day work basis, which shall only be in circumstances where the method of payment specified in the Contract does not apply to such alteration, then a written order shall be issued. In respect of all such Work payable on a day-work basis the Owner and the Bidder shall comply with clause 5.8.1 above; and	Based on the work content the man-day required will be estimated and mutually agreed. The cost of such extra man-days shall be paid extra over and above the contract value.

Clause Number	Original Text	Revised Text
	c) the value of any Instruction entailing direct costs, shall not include the costs incurred by the Bidder in administering, compiling or otherwise establishing the validity, or content of the instruction being valued. These costs shall be deemed included within the Contract Price and rates.	
11.10 Commencement	• Effective date of Contract: This Contract shall come in to effect on the date of issue of Owner's signed Purchase. Such Purchase Order shall be accepted by the Implementation Partner within 7 Calendar days, from date of Purchase Order and shall be signed & sealed by bidder stating "Purchase Order Accepted" and return certified duplicate copy of owner.. If no such formal confirmation is received within the stipulated time of 7 Calendar days, then the contract is deemed to be accepted. • The Bidder shall begin carrying out the services with installation of required	• Effective date of Contract: This Contract shall come in to effect on the date of issue of Owner's signed Purchase Order. Such Purchase Order shall be accepted by the Implementation Partner within 7 Calendar days, from date of Purchase Order and shall be signed & sealed by bidder stating "Purchase Order Accepted" and return certified duplicate copy of owner.. If no such formal confirmation is received within the stipulated time of 7 Calendar days, then the contract is deemed to be accepted. • The Bidder shall begin carrying out the services with installation of required hardware, software & services within one month after the date the Contract becomes effective.

Clause Number	Original Text	Revised Text
	hardware, software & services within one month after the date the Contract becomes effective.	
4.4.3 Envelope 3		Include S. No 17: Copy of all agreements (Licenses, services, etc.) to be signed by the Owner with the Bidder AND/OR ERP OEM
5.5.3 Step 3	All technically qualified bidders (as per Step 2) will have to submit an undertaking for "Acceptance of Technical Evaluation done by the Owner". Any extension of bid validity as desired by the Owner shall be provided by the technically qualified bidders (as per Step 2). The technically qualified Bidders (as per Step 2) will participate in the reverse auction/conventional price bid opening process, as the case may be, as per Owner's decision. In case of Reverse auction, Owner will inform all qualified Bidders about Reverse Auction & the multiplication factor applicable to that bidder in order to arrive at destination cost or Cost to the Owner. The successful bid in the reverse auction will be the one with	All technically qualified bidders (as per Step 2) will have to submit an undertaking for "Acceptance of Technical Evaluation done by the Owner". Any extension of bid validity as desired by the Owner shall be provided by the technically qualified bidders (as per Step 2). The technically qualified Bidders (as per Step 2) will participate in the reverse auction/conventional price bid opening process, as the case may be, as per Owner's decision. In case of Reverse auction, Owner will inform all qualified Bidders about Reverse Auction & the multiplication factor applicable to that bidder in order to arrive at destination cost or Cost to the Owner. The successful bid in the reverse auction will be the one with lowest destination cost or cost to the Owner. Owner reserves the right to negotiate with the lowest bidder. 1) L1 will be arrived based on cost to Owner which will be calculated as below: **Basic Price** (ERP Licenses + Engines + 3rd party software + All ATS + Implementation Cost + Training Cost + Manpower Cost for Implementation Partner + Man-power cost for Solution Expert Consulting Services + Post Go-Live Support Cost) = X **Add:** Taxes & Duties = Y **Less:** Input Credit(s) against Taxes & Duties =Z **TOTAL= X + Y - Z** Thus, L1 is arrived at by cumulating Price PLUS Taxes & Duties MINUS Credits for Taxes & Duties over the Four years of Contract period. 2) Prevailing taxes & duties on the date of completion of milestone will be admitted. However, in case of delay in completion of milestone attributable to the Bidder, the taxes and duties that are reimbursed would be the one that would be applicable on the scheduled Purchase Order delivery date (milestone payment date) or the amount actually paid whichever is less.

Clause Number	Original Text	Revised Text
	lowest destination cost or cost to the Owner. Owner reserves the right to negotiate with the lowest bidder.	
8.2.1 Team Profile	The Bidder should deploy a team specialized, experienced in Implementations of offered ERP product to ensure successful and timely completion of the project. All resources deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product. The key personnel in the team must have the following minimum qualifications and work experience:	The Bidder should deploy a team specialized, experienced in Implementations of offered ERP product to ensure successful and timely completion of the project. All resources other than Consultant level resources (d & f below) deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. Minimum 50% of the resources of Consultant level profile (d & f below) deployed at any stage of the project should be mandatorily certified for the relevant function/technical module of offered ERP product. All the mandatory experience requirements mentioned in profiles below are w.r.t. the offered ERP Product. The key personnel in the team must have the following minimum qualifications and work experience:
7.6.1 Team Profile	**e) Technical Leads:** Minimum 15 years of experience in the technical domain including Technical Lead experience of minimum 2 ERP implementation projects (end to end and	**Technical Leads:** Minimum 10 years of experience in the technical domain including Technical Lead experience of minimum 2 ERP implementation projects (end to end and more than 6 months), implementation experience of minimum 3 ERP implementation cycle experience (end to end and more than 6 months). Development Lead should have expertise in development work. System administration lead should have expertise in system administration work.

Clause Number	Original Text	Revised Text
	more than 6 months), implementation experience of minimum 3 ERP implementation cycle experience (end to end and more than 6 months). Development Lead should have expertise in development work. System administration lead should have expertise in system administration work.	
8.2.1 Team Profile	**e) <u>Technical Leads:</u>** Minimum 15 years of experience in the technical domain including Technical Lead experience of minimum 2 ERP implementation projects (end to end and more than 6 months), implementation experience of minimum 3 ERP implementation cycle experience (end to end and more than 6 months). Development Lead should have done relevant development work. System administration lead should have done relevant system administration work.	**e) <u>Technical Leads:</u>** Minimum 10 years of experience in the technical domain including Technical Lead experience of minimum 2 ERP implementation projects (end to end and more than 6 months), implementation experience of minimum 3 ERP implementation cycle experience (end to end and more than 6 months). Development Lead should have done relevant development work. System administration lead should have done relevant system administration work. **f) <u>Technical Consultants:</u>** Minimum 5 years of professional experience including 2 years of experience in ERP technical domain including minimum 2 ERP implementation lifecycle experience (end to end and more than 6 months) on different modules, implementing interfaces to legacy applications, report customization, system architecting, Database management, etc.

Clause Number	Original Text	Revised Text
	f) <u>Technical Consultants:</u> Minimum 10 years of professional experience including 2 years of experience in ERP technical domain including minimum 2 ERP implementation lifecycle experience (end to end and more than 6 months) on different modules, implementing interfaces to legacy applications, report customization, system architecting, Database management, etc.	
9.8 System administration	The Bidder shall perform system administration activities for 'ONE-BHEL' Solution landscape: • Installation, Configuration, administration, trouble shooting and performance tuning of all servers (database, applications etc.) • Database software installation, memory allocation and usage monitoring • Backup, recovery and all	The Bidder shall perform system administration activities for 'ONE-BHEL' Solution landscape: • Installation, Configuration, administration, trouble shooting and performance tuning of all servers (database, applications etc.) • Database software installation, memory allocation and usage monitoring • Backup, recovery and all other DBA related activities • Providing access to users as per the assigned roles • Installation of applications and related tools • Database/ERP/3rd Party Software patch/services updation The successful bidder would also ensure the following:-

Clause Number	Original Text	Revised Text
	other DBA related activities • Providing access to users as per the assigned roles • Installation of applications and related tools • OS/DB/ERP/3rd Party Software patch/services updation The successful bidder would also ensure the following:- • All authorization related activities till the Integrated Solution stabilizes • Assimilating knowledge through a proper knowledge transfer methodology, ensuring that the Owner's team can take care of system administration tasks. • Prepare system administration manual • Prepare end user manuals for all employees accessing the Integrated Solution production	• All authorization related activities till the Integrated Solution stabilizes • Assimilating knowledge through a proper knowledge transfer methodology, ensuring that the Owner's team can take care of system administration tasks. • Prepare system administration manual • Prepare end user manuals for all employees accessing the Integrated Solution production environment • Prepare system configuration that takes into account disaster recovery scenario The Successful bidder is responsible to identify and inform the Owner about pre cutover requirements like database setup, application patching techniques, operating system patching, database tuning and database synchronization etc. The system administration for the entire 'ONE-BHEL' solution responsibility would be with the Bidder till the end of Post Go-Live support period. The Bidder shall extend all necessary support as required by the Owner and Hardware vendor(s).

Clause Number	Original Text	Revised Text
	environment • Prepare system configuration that takes into account disaster recovery scenario The Successful bidder is responsible to identify and inform the Owner about pre cutover requirements like database setup, application patching techniques, operating system patching, database tuning and database synchronization etc. The system administration responsibility would be with the Bidder till the end of 'ONE-BHEL' project.	
10.5 Payment Schedule for Post Go-Live Support	The payment for 'ONE-BHEL' project post go-live support cost (**ref section 8.8.2**) shall be made to the Bidder based on invoices raised after completion of 6 months and 12 months of Go-Live support since its commencement.	The payment for 'ONE-BHEL' project post go-live support cost (**ref section 8.8.2**) shall be made on quarterly basis to the Bidder, based on invoices raised after completion of each quarter from commencement.
9.9 Configuration	** Any Bespoke/Custom development required for meeting	** Any Bespoke/Custom development required for meeting the functional requirements of the Owner

Clause Number	Original Text	Revised Text
, Customization & Bespoke (Custom Developments)	the functional requirements of the Owner shall be taken up with the ERP Product OEM's R&D center in India for doing the development and possible inclusion in the standard ERP/Add-on engines in subsequent ERP product releases.	shall be taken up by the Bidder. For possible inclusion of such developments in ERP/Add-on engines in subsequent ERP product releases there shall be provision, for taking up with ERP Product OEM's R&D center in India.
12.4 Go-Live deferment	• The Owner reserves the right to defer the Go-Live for any/ multiple location. • In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder.	• The Owner reserves the right to defer the Go-Live for any/ multiple location. • In case of such deferments, Owner is not liable to make any further payments for Licenses & Implementation activities and no penalties shall be imposed on the bidder. • Such deferment(s) shall be limited to a maximum of 3 months.
Annexure #22 Penalty		Annexure revised.
10.4 Payment Schedule for Training Cost	The payments for certification training (**ref. section 9.11**) shall be made to the Bidder based on actual trainings imparted and invoices raised. Bidder's such invoices should be suitably supported by ERP product OEM's invoices/document and	The payments for certification trainings (**ref. section 9.11**) shall be made to the Bidder based on actual trainings imparted and invoices raised. Bidder's such invoices should be suitably supported by satisfactory training completion certificate from Owner's participants. Training & certification cost is payable batch-wise, as per actual completion of training & certification of Owner's central core team.

Clause Number	Original Text	Revised Text
	satisfactory training completion certificate from Owner's participants. The payment for certification cost shall be made to the Bidder based on invoices raised by the Bidder and Owner's personnel acquiring certificate Bidder's such invoices should be suitably supported by ERP product OEM's invoices/document. Training & certification cost is payable after completion of training & certification of Owner's entire central core team.	
Annexure #5 Technical Evaluation Methodology		Annexure revised.
11.13 Termination and Suspension	Default by Bidder In the event of the failure, refusal or inability of the Bidder to perform any part of the Work in accordance with the Contract, the Owner may give notice of default to the Bidder stating the details of such failure. If the Bidder within five (5) calendar days after receipt of such notice does not commence, or having	Default by Bidder In the event of the failure, refusal or inability of the Bidder to perform any part of the Work in accordance with the Contract, the Owner may give notice of default to the Bidder stating the details of such failure. If the Bidder within fifteen (15) calendar days after receipt of such notice does not commence, or having commenced does not continuously proceed with action satisfactory to the Owner to remedy such failure, the Owner may issue a notice of termination by giving 30 days notice period, without prejudice to any other rights or remedies which the Owner may have under the Contract.

Clause Number	Original Text	Revised Text
	commenced does not continuously proceed with action satisfactory to the Owner to remedy such failure, the Owner may issue a notice of termination, without prejudice to any other rights or remedies which the Owner may have under the Contract.	
11.19 Limitation of Liability	<NO CLAUSE>	**11.19 Limitation of Liability** Limitation of liability is the amount paid under the subject contract plus original contract value. However, this is subject to applicable exceptions which pertain to the areas for which losses cannot be ascertained at this stage, for eg. Wilful negligence, Confidentiality & IPR breach, Property damage etc.
11.7 Risk Purchase	In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses.	In case the bidder withdraws the offer submitted by him/ her after it is accepted by the Owner and fails to supply the goods and services as per the Terms & Conditions of the Contract, or at any time repudiated the contract wholly or in part, the Owner shall be at liberty to cancel the Purchase Order and to recover from the Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Bidder apart from other legal recourses. Prior to invoking Risk Purchase clause, notice period of thirty (30) days and cure period of ninety (90) days will be offered to the Bidder.
11.8 Adjustment of	Any amount payable by the Bidder under any of the condition of this contract shall be liable to	Any amount payable by the Bidder under any of the condition of this contract shall be liable to be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the

Clause Number	Original Text	Revised Text
Recovery	be adjusted against any amount payable to the Bidder under any other works / contract awarded to him by any of the Owner's unit. This is without prejudice to any other action as may be deemed fit by the Owner.	Owner. However, recourse to this clause will be had after exhausting all options available within the contract.
11.18.5 Right to offset	• Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. • If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. • If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is	• Notwithstanding anything herein contained, the Owner shall always have the right to set off against any payment which may be due or become due to the Bidder any moneys which may be owing or payable by the latter to the Owner or recoverable by the Owner from the Bidder. • If the Owner at any time incurs costs for works which are under the provisions of the Contract of the Bidder, the Owner shall recover the same with handling charges from the invoices of the Bidder. • If a dispute connected with the Contract exists between the parties, the Owner may hold from any money which becomes payable either the equivalent of the Owner's estimated value of the portion of the Work which is under dispute or the amount which is the subject of the dispute. • However, recourse to this clause will be had after exhausting all options available within the contract.

Clause Number	Original Text	Revised Text
	under dispute or the amount which is the subject of the dispute.	
11.18 Payment Terms	Payment terms are linked to major milestone activities identified and percentage as stipulated in Payment Schedule for Implementation Effort. For the avoidance of doubt no payments shall be made unless the services rendered are proven to be tangible and beneficial to Owner.	Payment terms are linked to major milestone activities identified and percentage as stipulated in Payment Schedule for Implementation Effort.
11.13 Termination and Suspension	**Survival of terms and conditions** Termination of the Contract shall not relieve the parties of any continuing rights, obligations and liabilities under the Contract, including but not limited to the Articles headed "Right to audit", "Performance bond", "Warranty for the Work", "Liabilities and indemnification", "Ownership patents and other proprietary rights and "Confidentiality."	**Survival of terms and conditions** Termination of the Contract shall not relieve the parties of any continuing rights, obligations and liabilities under the Contract, including but not limited to the Articles headed "Right to audit", "Performance bond", "Liabilities and indemnification", "Ownership patents and other proprietary rights and "Confidentiality."
10.2 Payment	The payment for 'ONE-BHEL' project Implementation shall be	The payment for 'ONE-BHEL' project Implementation shall be made to the Bidder based on invoices

Clause Number	Original Text	Revised Text
Schedule for Implementation Cost	made to the Bidder based on invoices raised. The payments shall be made by the owner as per the schedule mentioned in **Annexure #28**.	raised. The payments shall be made by the owner as per the schedule mentioned in **Annexure #28**. The invoices for milestone payments for all Final Preparation & Go-Live milestones shall be raised on commencement of Sustenance support for the respective phase.
4.11 Security Deposit(SD)	iv. Bank Guarantee shall be from Nationalised banks / public financial institutions as per the Annexure #8 Bank Guarantee Format	iv. Bank Guarantee shall be from Nationalised Banks / Scheduled Bank / Public Financial Institutions as per the Annexure #8 Bank Guarantee Format
5.7 Signing of Contract	After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with Security Deposit (SD) & Bank Guarantee (BG). Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order along with submission of SD & BG by the Bidder. The Contract agreement between the Owner & Bidder shall be signed in the next 15 days.	After the Owner notifies the successful Bidder that its bid has been accepted (through issuance of Purchase Orders), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days along with Security Deposit (SD) & Bank Guarantee (BG). Thereafter, the Owner shall issue the draft contract agreement within 15 days of acceptance of Purchase Order along with submission of SD & BG by the Bidder. The Contract agreement between the Owner & Bidder shall be signed in the next 15 days. ** Bidder shall furnish the details regarding Address, Tax details, Bank details etc. on which Purchase Orders shall be placed.

Clause Number	Original Text	Revised Text
		Bill to party is BHEL Hyderabad. Bidder billing from Andhra Pradesh (AP) can quote with VAT (AP TIN) and those billing from states other than AP can quote with CST (without AP TIN). Input credit is available for AP VAT.
4.4.3 Envelope 3		Added Row No. 17 Details of Consortium members - Address, Tax details, Bank details etc. on which Purchase Orders shall be placed.
10.3.1 Solution Expert Consulting manpower cost	Payment for ERP Product OEM's manpower for Solution expert consulting services **(ref. section 7.7)** shall be made as per the actual no. of solution expert consulting mandays consumed by the owner. The payments will be made directly to the ERP Product OEM, based on the invoices raised by Bidder's ERP Product OEM.	Payment for ERP Product OEM's manpower for Solution expert consulting services **(ref. section 7.7)** shall be made to the Bidder based on the invoices raised by Bidder. Payments shall be made as per the actual no. mandays consumed by the Owner.
4.4.3 Envelope 3	Sl. No. 13 • **License cost Annexure #17 ((*17.1 OR 17.2) and 17.3*)**	Sl. No. 13 • **License cost Annexure #17 ((*17.1 OR 17.2), 17.3 & 17.4*)**
4.4.4 Envelope 4	Sl. No. 1 • **License cost Annexure #17 ((*17.1 OR 17.2) and 17.3*)**	Sl. No. 1 • **License cost Annexure #17 ((*17.1 OR 17.2), 17.3 & 17.4*)**

Clause Number	Original Text	Revised Text
7.2 Supply of ERP Software & Licenses	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP Bids).	The Bidder should quote the ERP Licenses (inclusive of Add-on engines) price as per Annexure #17. **Added clause:** Owner shall have exchange or swap rights for the ERP licenses and add-ons, permitting the future trade-in of unused licenses or add-ons in exchange for more usable licenses or add-ons of the same value.
Annexure #17		Annexure revised.
Annexure 2, Technical Requirement Specification	The solution architecture should be CMMi compliant and should have Production, Development and Quality Assurance/ test environments	The solution architecture should have Production, Development and Quality Assurance/ test environments
		<u>e-Procurement Solution:</u> 1. e-Procurement as part of 'ONE-BHEL' - ERP project should have PKI enabled solution having compliance to extant CVC guidelines and IT Act 2000. 2. The e-Procurement solution shall be work-flow based. 3. The e-Procurement solution must comply to CVC Circular No. 01/01/2012 dated 12.01.2012 for abidance of 'Guidelines for compliance to Quality requirements of e-Procurement Systems' dated 31st August, 2011 notified by Department of Electronics & Information Technology (DeitY), Ministry of Communications & Information Technology [DIT/STQC Guidelines]. 4. The solution shall also be certified by STQC for compliance to above guidelines. 5. Further, guidelines/instructions issued by Government from time to time relating to e-procurement solution shall be adhered to.

Clause Number	Original Text	Revised Text
		6. The cost of e-Procurement solution shall be inclusive of any certification charges.
4.4.3 Envelope 3	Sl. No. 13 Un-Priced Bid • **License cost Annexure #17 ((17.1 OR 17.2) and 17.3)**	Sl. No. 13 Un-Priced Bid • **License cost Annexure #17 ((17.1 OR 17.2), 17.3 and 17.4)**
4.4.4 Envelope 4	Sl. No. 1 Price Bid • **License cost Annexure #17 ((*17.1 OR 17.2) and 17.3*)**	Sl. No. 1 Price Bid • **License cost Annexure #17 ((*17.1 OR 17.2), 17.3 and 17.4*)**
4.9 Earnest Money Deposit (EMD)	One time EMD of INR 2,00,00,000 (INR Two Crore Only) is to be submitted by each bidder in the form of Pay order or Demand draft issued by a Nationalized bank drawn in favour of 'Bharat Heavy Electricals Limited' and be payable in Hyderabad. EMD may be forfeited under following conditions: a. After opening of bid, the bidder revokes his bid within the validity period or increases his earlier quoted rates. b. Non-faithful performance, including but not limited to delayed and non-	One time EMD of INR 2,00,000 (INR Two Lakh Only) is to be submitted by each bidder in the form of Pay order or Demand draft in favour of 'Bharat Heavy Electricals Limited' and be payable in Hyderabad. EMD may be forfeited under following conditions: a. After opening of bid, the bidder revokes his bid within the validity period or increases his earlier quoted rates. b. Non-faithful performance, including but not limited to delayed and inadequate response, in the opinion of the Owner in the bidding process until order is placed. c. The Bidder not abiding by **Section 5.7** w.r.t to failure to accept the issued PO within a maximum of 7 Calendar days along with the submission of Security Deposit. EMD will only be refunded upon presentation of a valid bank guarantee to the Owner by the Successful Bidder and receipt of balance security. EMD given by all unsuccessful bidders shall be refunded within 15 days of acceptance of award of work by the successful bidder on production of Original Cash receipt along with claim. EMD shall not carry any interest. In case of any delay in refund due to any reason, Owner shall not pay any interest on delayed refund. EMD shall remain valid as per clause 4.8 above.

Clause Number	Original Text	Revised Text
	qualitative/ inadequate response, in the opinion of the Owner in the bidding process until order is placed. c. The Bidder not abiding by **Section 5.7** w.r.t to failure to accept the issued PO within a maximum of 7 Calendar days along with the submission of Security Deposit. EMD will only be refunded upon presentation of a valid bank guarantee to the Owner by the Successful Bidder and receipt of balance security. EMD given by all unsuccessful bidders shall be refunded within 15 days of acceptance of award of work by the successful bidder on production of Original Cash receipt along with claim. EMD shall not carry any interest. In case of any delay in refund due to any reason, Owner shall not pay any interest on delayed refund. EMD shall remain valid as per	

Clause Number	Original Text	Revised Text
	clause 4.8 above.	
7.2 Supply of ERP Software & Licenses		This clause stands deleted
7.3 Annual Technical Support (ATS)		This clause stands deleted
10.1 Payment Schedule for License Cost		This clause stands deleted
9.6 Supply and Installation of Software & Application Licenses	9.6 Supply and Installation of Software & Application Licenses All ERP Licenses & Add-on engines shall be supplied by the ERP Product OEM (**refer section 7.2**). All 3rd Party software & licenses shall be supplied by the Bidder on the basis of written requisition of the Owner. The	9.6 Supply and Installation of Software & Application Licenses and Annual Technical Support (ATS) The Bidder will be responsible for supplying the current versions of ERP application licenses and related software, integration tools, along with the source code and installing the same. The licenses shall be supplied by the Bidder on the basis of written requisition of the Owner. The licenses shall be provided to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction @0.5% of the total contract price for delay of each week or part thereof (**refer Annexure #22**). The Bidder shall carefully consider the functional scope of work and provide a solution (base ERP software/ industry and/ or functional solutions) that best meet the Owner's requirements. The Owner is a complex organization conducting manufacturing of diverse engineering products, undertaking

<table>
<tr><th>Clause Number</th><th>Original Text</th><th>Revised Text</th></tr>
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<td>Bidder shall provide the 3rd party licenses to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction @0.5% of the total contract price for delay of each week or part thereof (refer Annexure #22).

The Bidder shall supply:
• 3rd party products software & licenses (Latest version) part of the 'ONE-BHEL' solution.
• Supply tools, accessories, documentation and provide a list of the same. Tools and accessories shall be part of the offered solution.
• Product Documentation: Two sets of Product Documentation in hard copy and one soft copy to be supplied along with licenses and shall include but not limited to following:

o Technical manuals
o Installation guides
o User manuals</td>
<td>turnkey projects in a variety of sectors and has a strong focus on outsourcing as well as transportation. Looking forward, the Owner expects the "ONE-BHEL Solution" to be the source of providing business intelligence to aid in strategic decisions. Considering the scope set in this RFP, the Bidder shall carefully consider the solutions proposed and explicitly mention the same in the Technical bid.

The Owner has identified the indicative type of users & numbers and their system usage profiles of ERP users as follows:

• Transaction Users: A Transaction user has the profile of a data entry user & batch processing user and including full functionality of Medium Users.
• Medium Users: For Reporting/querying and Workflow/Approvals having role based access through portal. Reports viewing / querying should be cutting across Functions/Modules, add-on modules and Third party software
• Business Partners: For access to Business Partners such as Vendors, Customers, etc. for input/output of information through web-based, mobile Portals.
Following is the proposed tentative License Deployment Schedule based on the proposed Implementation schedule as mentioned in Section 3.3 Implementation Plan; which could vary depending upon the owner without any price implications.

The Bidder shall be responsible to ensure that the Owner is compliant at all time during the project.

The table below gives the requirement of Licenses in case of a non-SAP ERP product.

<table>
<tr><th>License requirement by Phases</th><th>Start of the Realization Phase</th><th>Actual Start of Phase-I Final Preparation Phase</th><th>Actual Start of Phase-II Final Preparation Phase</th><th>Actual Start of Phase-III Final Preparation Phase</th><th>Actual Completion of Phase-III rollouts & Sustenance Support</th><th>Total</th></tr>
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<tr><th>Clause Number</th><th>Original Text</th><th>Revised Text</th></tr>
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System administrator manuals
Toolkit guides and Troubleshooting guides

All the above documents mentioned or any other standard documentation for the product included in the cost of the license. All the tools, accessories, software and media supplied under the contract shall be original copies and warranted, against damages or not working, for 90 days from the date of installation and will be replaced without any cost to the Owner.
Third Party software should have sufficient provision to meet the functionality & business requirement keeping the ERP user licenses (as mentioned in section 7.2). The breakup of Third Party software shall be provided as per Annexure #17 (#17.1 for SAP Bids OR #17.2 for non-SAP Bids).
</td>
<td>
<table>
<tr><td>Transaction Users</td><td>300

(50 Users out of these will be used for Development)</td><td>3025

(25 Users out of these will be used for Development)</td><td>1000</td><td>2675</td><td>1000</td><td>8000</td></tr>
<tr><td>Medium Users</td><td>-</td><td>-</td><td>1000</td><td>800</td><td>1000</td><td>2800</td></tr>
<tr><td>Business Partners</td><td>-</td><td>-</td><td>5000</td><td>5000</td><td>5000</td><td>15000</td></tr>
</table>
The table below gives the requirement of Licenses in case of a SAP ERP product.
<table>
<tr><th>License requirement by Phases</th><th>Start of the Realization Phase</th><th>Actual Start of Phase-I Final Preparation Phase</th><th>Actual Start of Phase-II Final Preparation Phase</th><th>Actual Start of Phase-III Final Preparation Phase</th><th>Actual Completion of Phase-III rollouts & Sustenance Support</th><th>Total</th></tr>
<tr><td>Transaction Users</td><td>300

(50 Users out of these will be used for</td><td>2050

(25 Users out of these will be used for</td><td>1000</td><td>1525</td><td>1000</td><td>5875</td></tr>
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</tr>
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<table>
<tr><th>Clause Number</th><th>Original Text</th><th>Revised Text</th></tr>
<tr>
<td></td>
<td>Owner reserves the right of procuring the 3rd party software licenses as per the actual project progress. No payment shall be due on the Owner without receipt of licenses, based on Owner's written requisition, at any stage.

** The ERP product OEM shall certify the entire 'ONE-BHEL' solution BOM with explicit confirmation regarding non-availability of standard ERP functionalities wherever 3rd Party software is included in the solution (as also captured in FRS responses).

Special Tools and Accessories – The bidder's proposal shall include the list of tools and accessories, which shall be supplied with the solution. The prices of these special tools and accessories shall be included in the bid price.

Installation, Configuration, upgrade & maintenance of all software (ERP software, Add-on Engines, 3rd party software etc.) supplied for 'ONE-BHEL'</td>
<td>
<table>
<tr><td></td><td>Development)</td><td>Development)</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Medium Users</td><td>-</td><td>-</td><td>1000</td><td>800</td><td>1000</td><td>2800</td></tr>
<tr><td>Business Partners</td><td>-</td><td>-</td><td>5000</td><td>5000</td><td>5000</td><td>15000</td></tr>
</table>

The above license deployment schedule is tentative and the Owner reserves the right of deploying the licenses as per the actual project progress.

In case of SAP-ERP as the offered ERP product:
• Bidder shall upgrade the existing SAP licenses, if required, for meeting functional & technical requirements of 'ONE-BHEL'.
• Owner's existing SAP-ERP licenses (2129 nos.) to be factored at Actual Start of Phase-I Final Preparation Phase (975 nos.) and at Actual Start of Phase-III Final Preparation Phase (1154 nos.).

The validity of the negotiated Licenses price(s), covering Transaction Users, Medium Users & Business Partners & all add-on engines should be for a minimum period of 5 (five) years from the date of signing the First License buying agreement.

The offered optimal integrated solution shall satisfy all requirements as specified in Functional and Technical requirements of the Owner as specified in Annexure #1 Functional Requirement Specification & Annexure #2 Technical Requirement Specification of this bid document.

The Bidder shall supply:
• Core ERP software & licenses (Latest version).
• Advanced/Additional modules & related components software & Licenses (Latest version).
• Tools, accessories, documentation and provide a list of the same. Tools and accessories shall be part of the offered solution.
</td>
</tr>
</table>

Clause Number	Original Text	Revised Text
	solution is in scope of work of the Bidder till the end of the 'ONE-BHEL' project. ➢ For all 3rd party products, the Bidder shall mention total cost (quoted as per Annexure #17), ATS(%) and ATS Price as lump sum. The payment for 3rd Party software & ATS shall be as per the Percentage of licenses of total ERP licenses acquired by the Owner at different points. (Eg. At start of Realization phase: Licenses requirement is 3.75% of total license requirement for non-SAP ERP product, hence, the 3rd party software cost payable at start of Realization phase shall not be more than 3.75% of total 3rd party software cost) ➢ All 3rd party software licenses shall be in the name of the Owner. ➢ The ATS cost for all 3rd party software shall be quoted as per **Annexure #17(#17.1 for SAP Bids OR #17.2 for non-SAP**	• Latest supported version of Database Software to support the Integrated Solution and any other software, tools and Bolt-on/Add-on application. • Product Documentation: Two sets of Product Documentation in hard copy and one soft copy to be supplied along with licenses and shall include but not limited to following: o Technical manuals o Installation guides o User manuals o System administrator manuals o Toolkit guides and Troubleshooting guides All the above documents mentioned or any other standard documentation for the product should be included in the cost of the license. All the tools, accessories, software and media supplied under the contract shall be original copies and warranted against damages or not working, for 90 days from the date of installation and will be replaced without any cost to the Owner. Add-on Modules and related engines should have sufficient provision to meet the functionality & business requirement keeping the ERP user licenses as mentioned above. The Bidder should quote the Software & Application Licenses price as per **Annexure #17**. The Bidder shall make provision for creation of End User License agreement (EULA) between Owner & ERP Product OEM. ** ERP licenses (Transaction & Medium users) should be interchangeable to allow all users to use all the modules of the ERP (Finance, Materials Management, Inventory, Maintenance, Project Management, HR and DMS). A letter should be provided by the ERP Product OEM confirming this. All 3rd Party software & licenses shall be supplied by the Bidder on the basis of written requisition of the Owner. The Bidder shall provide the 3rd party licenses to the Owner within 4 weeks of requisition by the Owner. In case of delay in supply of licenses the payment is liable for deduction @0.5% of the total contract price for delay of each week or part thereof (**refer Annexure #22**).

Clause Number	Original Text	Revised Text
	Bids) and shall be valid for **7 (seven) years** from the date of First Licensing agreement.	The Bidder shall supply: • 3rd party products software & licenses (Latest version) part of the 'ONE-BHEL' solution. • Supply tools, accessories, documentation and provide a list of the same. Tools and accessories shall be part of the offered solution. • Product Documentation: Two sets of Product Documentation in hard copy and one soft copy to be supplied along with licenses and shall include but not limited to following: o Technical manuals o Installation guides o User manuals o System administrator manuals o Toolkit guides and Troubleshooting guides All the above documents mentioned or any other standard documentation for the product included in the cost of the license. All the tools, accessories, software and media supplied under the contract shall be original copies and warranted, against damages or not working, for 90 days from the date of installation and will be replaced without any cost to the Owner. Third Party software should have sufficient provision to meet the functionality & business requirement keeping the ERP user licenses as mentioned above. The breakup of Third Party software shall be provided as per **Annexure #17**. Owner reserves the right of procuring the 3rd party software licenses as per the actual project progress. ** The ERP product OEM shall certify the entire 'ONE-BHEL' solution BOM with explicit confirmation regarding non-availability of standard ERP functionalities wherever 3rd Party software is included in the solution (as also captured in FRS responses). Special Tools and Accessories – The bidder's proposal shall include the list of tools and accessories, which shall be supplied with the solution. The prices of these special tools and accessories shall be included in the bid price.

Clause Number	Original Text	Revised Text
		Installation, Configuration, upgrade & maintenance of all software (ERP software, Add-on Engines, 3rd party software etc.) supplied for 'ONE-BHEL' solution is in scope of work of the Bidder till the end of the 'ONE-BHEL' project. ➢ All 3rd party software licenses shall be in the name of the Owner. ➢ The ATS cost for all 3rd party software shall be quoted as per **Annexure #17** and shall be valid for **7 (seven) years** from the date of First Licensing agreement. The Bidder shall provide support, maintenance & upgrades for all the software products versions (ERP Licenses & all Add-on engines) supplied for a period of 7 (seven) years from the date of First Licensing agreement. The ATS cost shall be quoted as per **Annexure #17** and shall be valid for **7 (seven) years** from the date of First Licensing agreement. The Bidder shall provide the ATS for ERP licenses & Add-ons. Following is covered under ATS: • Provide free upgrades, updates & patches of the products to Owner as and when released by ERP Product OEM & Database Vendor. • Technical upgrade of the installation to the new version, when required by Owner. • Unlimited Support through telephone / Fax / E-mail / Video Conferencing /Installation visit as required. • Quarterly visit to Owner's ERP installations. ➢ For every stage, for those licenses which have not completed 12 months from its procurement date, ATS will be on proportionate basis. ➢ For evaluation, the ATS cost till end of Post Go-Live support phase shall be quoted by the Bidders in **Annexure #17**.

Clause Number	Original Text	Revised Text
10.2 Payment Schedule for Implementation Cost	10.2 Payment Schedule for Implementation Cost The payment for 'ONE-BHEL' project Implementation shall be made to the Bidder based on invoices raised. The payments shall be made by the owner as per the schedule mentioned in Annexure #28.	10.2 Payment Schedule for Licenses, Implementation, & ATS The payment for 'ONE-BHEL' project Implementation shall be made to the Bidder based on invoices raised. The payments shall be made by the owner as per the milestone schedule mentioned in **Annexure #28**. The milestone payments as mentioned in **Annexure # 28** shall be % (percentage) of the total comprising of the following components: ▪ ERP, Add-ons, Third Party Licenses software ▪ Implementation services (Both ERP Product OEM as well as the IP) ▪ ATS of ERP, Add-ons, Third Party Licenses software till the completion of Post Go-Live support (Refer Section 3.3) or 48 months from the start of the project, whichever is later.
		Pre-Bid Queries: The Bidder is requested to submit questions in writing or by email as per Annexure #6 Template for Pre-Bid Queries. Last date for receiving pre-bid queries – 11th December 2013 (within 7 days from the date of Availability of Tender Documents in the Web site), either in writing or via email to ashokkumargs@bhelhyd.co.in copying to bcs@bhelhyd.co.in.

List of Mobile Applications:

Inventory Management	1	Material receipts against Purchase Orders and issuance
	2	Materials availability checks/status
	3	To perform physical and cycle counts quickly and with greater accuracy
	4	Pre-pick materials and issue, return or transfer goods electronically
	5	Speed receipt and back-order reporting to and from shipping/receiving
	6	Receipt & Issue posting at Shop, Stores & Shipping
	7	Material re-ordering alert when crossing the low/high availability limits
	8	Gross inventory summary
	9	Critical high value item shortage or surplus
Manager Applications	1	Ability of Generic workflow approvals from different business processes with a simple user interface, and a baseline for creating own approvals.
	2	Approve requests like Leave, Travel, Timesheets, Requisitions, Payments, Quality Checks etc.
	3	Alerts for high priority emails, advance payments and HCM interface for regular business function requirement.
	4	Long Lead/Critical Purchase Requisition(Indent) Status
	5	Engineering Documentation Status
Tracking Applications	1	Tracking of Purchase Orders, Shipments etc.
	2	Assets within the company
	3	Status change of Vendor Blocks
	4	Material tracking
Finance	1	Access all relevant financial data for a customer – and even drill down to a single invoice
	2	Real-time insight into accounts receivable
	3	Account payable transactions for defined process and account type
	4	Real Time WIP (Work In Progress) status
	5	Vendor Payment Status
Project Management	1	Project management with key features provided from the ERP solution's Project Management.
Business Intelligence & dashboards	1	Material status & Production status
	2	Slipage of milestone or critical activities

	3	Diversion of orders and change of top level plan
Quality	1	Ability to create quality issue on a mobile device, right when the issue is detected - SAR (Site Action Report), CAR (Customer Action Report), NCR (Non-Conformance Report) and MDR (Material Discrepancy Report) for defined activities
	2	Attach pictures with quality issues
	3	Dimension recording & clearance
	4	Inspection Call Booking and clearance
	5	Quality clearance of package
Lookup Applications	1	Employees, Customers, Materials, Purchase Orders, Vendors etc.
Production/Manufacturing	1	Production Stage confirmation - Shop/vendor works
	2	Offer of stage inspection of an operation written in docket by shop
	3	Clearance of offer by Quality Center (QC)
	4	Clearance of Diversion by agencies
	5	Customer inspection and test plan
	6	Job status for assembly dockets and completion
Maintenance	1	Machine break-down booking, resolution comments & closing
	2	Critical machines availabilty, loading and operator status
General	1	Visitors Gate Pass management system
	2	Background job scheduling/Authorisation controls for users
	3	High value Payement Alerts
	4	Vehicle IN/OUT at Gate entries by Security
	5	Application to ensure Dispatched package delivery at site
	6	Access all relevant financial data summaries for 1.a unit(eg. Bhopal,Haridwar,Trichy etc) 2. project 3.customer 4. between 2 dates
	7	Applications Access (specially internet facing) through One time Password(OTP) on mail/mobile.
	8	Transport vehicle inside factory and its detail like driver, company and loading status
Alerts / Early Warning System	1	Raw material receipt, Min order quantity, Inspection report
	2	Project Milestone activities
	3	ODC Consigments despatch
	4	Pro-active alerts on critical Project Management activities

	5	Total Package value dispatched everyday alert
	6	Two way messaging for all identified applications of this list with defined key to access data with security and authenticity
	7	Vehicle booking status and details
	8	Goods transit status for sites to concerned
	9	Billing details,
	10	Cash Collection details,
	11	New Customer Order / Workorder Release
	12	Vendor Payment Status
	13	DCA (Design Change Advice) Alert.
	14	BG (Bank Guarantee) Expiry alert (Vendor BG/ Customers)
	15	Notification Aletrs
Outsourcing	1	Gate entry for raw material collection, Finished Goods delivery
	2	Vendor Pass issue at security gate
	3	Bill details

5.4 Pre-Qualification Criteria

5.4.1 ERP Product Vendor

Each of the Qualifying condition mentioned below is MANDATORY. In case any of the conditions listed below is not met, the bidder will be disqualified.

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
1.	Global Annual Financial Turnover	The ERP Product Vendor must meet BOTH the following criteria for at least 2 years out of the last 3 years: 1. Global Annual turnover of at least INR 2000 Crores per year. 2. The company should be profit making.	Audited financial statements for the last three financial years OR Statutory auditor's certificate for the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company)
2.	Indian Annual Financial Turnover	The ERP Product Vendor must meet ALL criteria stated below for at least 2 years out of the last 3 years: 1. Annual turnover from Indian Business of at least INR 400 Crores per year. 2. Annual turnover of INR 80 Crores per year from ERP Business in India.	Audited financial statements for the last three financial years OR Statutory auditor's certificate for the last three financial years OR

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		3. The company should be profit making.	Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company)
Experience			
3.	Globally Accepted ERP Product	The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
4.	Implementation in related industry globally	The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
5.	Implementation in Engineer To Order (ETO) type of Industry in India	The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			implementation, modules covered in the implementation, date of implementation (completion date)
6.	Implementation in Engineering, Procument & Construction (EPC) Industry in India	The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			implementation (completion date)
7.	Implementation experience in India	The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			implementation (completion date)
8.	Experience in Indian PSU	The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
Technical			
9.	India specific Tax Compliance	The offered ERP product must meet Indian tax requirement and also capable of incorporating future changes	Provide self-certificate from authorized signatory stating how the product will incorporate future changes, as & when applicable. Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company
10.	Integration Capability	The offered ERP product should be capable of integrating with the following - • Auto CAD • Engineering automation & Product Life Cycle management software SAP-HCM	Provide the list of PLM software which can be integrated with the Offered ERP product. Provide the list of Customers where Offered ERP product is integrated with SAP-HCM.
Others			
11.	Registration In India	The company should have registered office in India	Registration certificate
12.	Research & Development centre in India	The company should have at least one Research & Development centre for offered ERP product in India from last 3 years as on 31st March 2013 and with minimum 500 employees.	Provide self-certificate containing the address of the Research & Development Centre

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
13.	Product Partners	The offered ERP product should have at least 5 certified implementation partners in India.	Provide self-certificate along with Implementation Partner names
14.	Training Centres	The company should have its own training center in India with the center having the capacity of imparting training 3-4 batches at a single center in parallel with not more than 15-20 participants per batch.	Provide self-certificate with location and address.
15.	Client Satisfaction	The offered ERP Product Vendor should not have been black listed by PSU and/or Govt. of India.	Provide self-certificate from company's authorized signatory
16.	J&S Responsibility	The offered ERP Product Vendor must be Jointly and Severally responsible for the Successful implementation of the project.	Duly Executed Consortium Agreement on Non-judicial stamp paper, notarized and Letter from authorized signatory in ERP Product Vendor organization confirming J&S responsibility.

***Note**:*

1) Technical upgrades and rollouts would not be considered.
2) All self-certificates must be signed by the Authorized signatory, unless specified otherwise.
3) The Self-service licenses & low end licenses like partners, reports, view only etc. will not be considered.
4) Definition in Section 2 to be referred for words used in table(s) above.

5.4.2 Implementation Partner

Each of the Qualifying condition mentioned below for the ERP Product OEM's authorized Implementation Partner and for the offered ERP Product is MANDATORY. In case any of the conditions listed below is not met, the bidder will be disqualified.

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
Financial			
1	Global Annual Financial Turnover	The Implementation Partner must meet ALL criteria stated below for at least 2 years out of the last 3 years: 1. Global Annual turnover of more than INR 2000 Crores per year. 2. Global Annual turnover of INR 400 Crores per year from offered ERP product Implementation Business 3. The Company should be profit making. **Note : -**ERP Product Implementation Business is defined as implementation, roll-out, support & functional upgrade work conducted by the bidder including ERP license costs and related Hardware costs, if these are attributable to the turnover of the company.	Audited financial statements for the last three financial years OR Statutory auditor's certificate for the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company
Note : -ERP Product Implementation Business is defined as implementation, roll-out, support & functional upgrade work conducted by the bidder including ERP license costs and related Hardware costs, if these are attributable to the turnover of the company.			
2	Indian Annual Financial	The Implementation Partner must meet ALL criteria stated below for at least 2	Audited financial statements for the last

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
	Turnover	years out of the last 3 years: 1. Annual turnover from Indian Operations of more than INR 500 Crores per year. 2. Annual turnover of INR 100 Crores per year ERP product Implementation Business. 3. The company should be profit making at least for 2 years out of the last 3 years.	three financial years OR Statutory auditor's certificate for the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company
Note : -ERP Product Implementation Business is defined as implementation, roll-out, support & functional upgrade work conducted by the bidder including ERP license costs and related Hardware costs, if these are attributable to the turnover of the company.			
Experience			
3	Global Implementation Experience	The Implementation Partner must have implemented offered ERP product for at least (1) one implementation having minimum 3000 licenses. **OR** The Implementation Partner must have implemented offered ERP product for at least (2) two implementations having minimum 1500 licenses each. **OR** The Implementation Partner must have	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		implemented offered ERP product for at least (3) three implementations having minimum 1000 licenses each.	rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
4	Implementation of ERP Functions	The Implementation Partner must have implemented each of the following function in any of the two (2) implementations considered together for the offered ERP product : Sales, Marketing & Dispatch, Project Management, Material Management, Production Management, Financial Management & costing, Engineering, Quality& Plant Maintenance.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
5	Implementation in Engineering & Manufacturing industry	The Implementation Partner must have implemented offered ERP product in at least 1 company in Engineering & Manufacturing sector with atleast 500 licenses.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
6	Implementation in Engineering, Procurement, Installation & commissioning Sector	The Implementation Partner must have implemented the offered ERP product in at least 1 company in Engineering, Procurement, Installation & commissioning Sector with atleast 500 license in each installation.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
7	Current implementation experience	The Implementation Partner must have implemented offered ERP product for at least 5 (Five) Customers in last 5 years with at least 500 licenses in each implementation.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
8	Indian Government / Indian PSU experience	The Implementation Partner in the last financial year must have revenue of more than INR 50 Crores from Software business with the Indian Government / Indian PSU.	Audited financial statement for the last financial year. **Annexure # 15 Citations** duly filled in with the required details

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
9	Large implementation Experience	The Implementation Partner must have executed at least 1 offered ERP product implementation project in India with at least 1000 licenses.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
10	Multi location Implementation Experience	The Implementation Partner must have implemented offered ERP product in at least 1 company with multiple locations	Completion certificate from the Customer for each complete implementation

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		(minimum 5 locations).	OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
11	Project Value	The Implementation Partner must have implemented offered ERP product during the last 7 years worth: At least 3 jobs with each worth over INR 25 Crores Or	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		At least 2 jobs with each worth INR 30 Crores Or At least 1 job worth INR 60 Crores	or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
Others			
12	Quality Certifications	The Implementation Partner must have following valid certificates: • Level 5 SEI CMMi OR ISO 9001:2008 certification • ISO 27001/27002 certification/ IB clearance	Provide copy of certificate
13	Support Centre/ Centre of Excellence	The Implementation Partner must have a 24 x 7 support center/ Centre of Excellence for offered ERP product in	Provide self-certificate containing the address of the Support Centre

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		India from last 3 years as on 31st March 2013 and with minimum 200 employees.	
14	Trained consultants	The Implementation Partner must have at least 300 full time consultants of the offered ERP product on its current payroll in India with experience on implementation of all the major modules out of which at least 50 consultants must be certified on & by offered ERP product.	Provide self-certificate from company's authorized signatory
15	Product partnership	The Implementation Partner must have an existing implementation partnership with the offered ERP product for a period of at least last 5 years & it should be currently active as well.	Recognition status by ERP Product OEM clearly stating the Category and number of years the partnership is active
16	Client Satisfaction	The Bidder Company should not have been black listed by PSU, Govt. of India.	Provide self-certificate from company's authorized signatory
17	J&S Responsibility	The Implementation Partner & offered ERP product OEM must be Jointly and Severally responsible for the Successful implementation of the project.	Duly Executed Consortium Agreement on Non-judicial stamp paper, notarized and Letter from authorized signatory in Implementation Partner Organization confirming J & S responsibility.

***Note**:*

1. *Technical upgrades and rollouts would not be considered.*
2. *All self-certificates must be signed by the Authorized signatory, unless specified otherwise.*

3. *The Self-service licenses & low end licenses like partners, reports, view only etc. will not be considered.*
4. *Definition in Section 2 to be referred for words used in table(s) above*

Annexure # 9 Pre-Qualification Eligibility Form
Annexure # 9.1 ERP Product Vendor

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
1.	Global Annual Financial Turnover	The ERP Product Vendor must meet BOTH the following criteria for at least 2 years out of the last 3 years: 3. Global Annual turnover of at least INR 2000 Crores per year. 4. The company should be profit making.	Audited financial statements for the last three financial years OR Statutory auditor's certificate for the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company)
2.	Indian Annual Financial Turnover	The ERP Product Vendor must meet ALL criteria stated below for at least 2 years out of the last 3 years: 4. Annual turnover from Indian Business of at least INR 400 Crores per year. 5. Annual turnover of INR 80 Crores per year from	Audited financial statements for the last three financial years OR Statutory auditor's certificate for

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		ERP Business in India. 6. The company should be profit making.	the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company)
Experience			
3.	Globally Accepted ERP Product	The offered ERP product should have been implemented in 5 different countries in last 7 years. This should be 5 independent installations (for different clients) with at least 1000 licenses in each installation.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
4.	Implementation in related industry globally	The offered ERP product should have been implemented for at least 3 operational global application customers in heavy equipment Engineering and Manufacturing sectors with at least 500 licenses in each installation.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client /

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
5.	Implementation in Engineer To Order (ETO) type of Industry in India	The offered ERP product should have been implemented for at least 1 operational application customer in ETO type of Industry in India.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
6.	Implementation in Engineering, Procument & Construction (EPC) Industry in India	The offered ERP product should have been implemented for at least 1 operational application customer in EPC type of Industry in India.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)
7.	Implementation experience in India	The offered ERP Product should have at least 10 installations in India with at least 500 licenses in each installation in last 7 years.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			in the implementation, date of implementation (completion date)
8.	Experience in Indian PSU	The offered ERP product should have been implemented for at least 1 Indian Public sector customer / Government department with licenses greater than 500 each in a single implementation.	Purchase Order / Work Order / Completion certificate for each implementation OR Customer case studies along with self-certification of ERP product OEM from authorized signatory. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company) OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date)

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
Technical			
9.	India specific Tax Compliance	The offered ERP product must meet Indian tax requirement and also capable of incorporating future changes	Provide self-certificate from authorized signatory stating how the product will incorporate future changes, as & when applicable. Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company
10.	Integration Capability	The offered ERP product should be capable of integrating with the following - • Auto CAD • Engineering automation & Product Life Cycle management software SAP-HCM	Provide the list of PLM software which can be integrated with the Offered ERP product. Provide the list of Customers where Offered ERP product is integrated with SAP-HCM.
Others			
11.	Registration In India	The company should have registered office in India	Registration certificate
12.	Research & Development centre in India	The company should have at least one Research & Development centre for offered ERP product in India from last 3 years as on 31st March 2013 and with minimum 500 employees.	Provide self-certificate containing the address of the Research & Development Centre

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
13.	Product Partners	The offered ERP product should have at least 5 certified implementation partners in India.	Provide self-certificate along with Implementation Partner names
14.	Training Centres	The company should have its own training center in India with the center having the capacity of imparting training 3-4 batches at a single center in parallel with not more than 15-20 participants per batch.	Provide self-certificate with location and address.
15.	Client Satisfaction	The offered ERP Product Vendor should not have been black listed by PSU and/or Govt. of India.	Provide self-certificate from company's authorized signatory
16.	J&S Responsibility	The offered ERP Product Vendor must be Jointly and Severally responsible for the Successful implementation of the project.	Duly Executed Consortium Agreement on Non-judicial stamp paper, notarized and Letter from authorized signatory in ERP Product Vendor organization confirming J&S responsibility.

***Note**:*

1) Technical upgrades and rollouts would not be considered.
2) All self-certificates must be signed by the Authorized signatory, unless specified otherwise.
3) The Self-service licenses & low end licenses like partners, reports, view only etc. will not be considered.
4) Definition in Section 2 to be referred for words used in table(s) above.

Annexure # 9.2 Implementation Partner

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
Financial			
1.	Global Annual Financial Turnover	The Implementation Partner must meet ALL criteria stated below for at least 2 years out of the last 3 years: 4. Global Annual turnover of more than INR 2000 Crores per year. 5. Global Annual turnover of INR 400 Crores per year from offered ERP product Implementation Business 6. The Company should be profit making. **Note** : -ERP Product Implementation Business is defined as implementation, roll-out, support & functional upgrade work conducted by the bidder including ERP license costs and related Hardware costs, if these are attributable to the turnover of the company.	Audited financial statements for the last three financial years OR Statutory auditor's certificate for the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company
Note : -ERP Product Implementation Business is defined as implementation, roll-out, support & functional upgrade work conducted by the bidder including ERP license costs and related Hardware costs, if these are attributable to the turnover of the company.			
2	Indian Annual Financial Turnover	The Implementation Partner must meet ALL criteria stated below for at least 2	Audited financial statements for the last three financial years

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		years out of the last 3 years: 4. Annual turnover from Indian Operations of more than INR 500 Crores per year. 5. Annual turnover of INR 100 Crores per year ERP product Implementation Business. 6. The company should be profit making at least for 2 years out of the last 3 years.	OR Statutory auditor's certificate for the last three financial years OR Self-certification from authorized signatory for the last three financial years. (Self-certification should be supported by Board resolution empowering the authorized signatory to sign on behalf of the company
Note : -ERP Product Implementation Business is defined as implementation, roll-out, support & functional upgrade work conducted by the bidder including ERP license costs and related Hardware costs, if these are attributable to the turnover of the company.			
Experience			
3	Global Implementation Experience	The Implementation Partner must have implemented offered ERP product for at least (1) one implementation having minimum 3000 licenses. **OR** The Implementation Partner must have implemented offered ERP product for at least (2) two implementations having minimum 1500 licenses each. **OR** The Implementation Partner must have implemented offered ERP product for at	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		least (3) three implementations having minimum 1000 licenses each.	OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
4	Implementation of ERP Functions	The Implementation Partner must have implemented each of the following function in any of the two (2) implementations considered together for the offered ERP product : Sales, Marketing & Dispatch, Project Management, Material Management, Production Management, Financial Management & costing, Engineering, Quality& Plant Maintenance.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
5	Implementation in Engineering &Manufacturing industry	The Implementation Partner must have implemented offered ERP product in at least 1 company in Engineering & Manufacturing sector with atleast 500 licenses.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
			(completion date) **Annexure # 15 Citations** duly filled in with the required details
6	Implementation in Engineering, Procurement, Installation & commissioning Sector	The Implementation Partner must have implemented the offered ERP product in at least 1 company in Engineering, Procurement, Installation & commissioning Sector with atleast 500 license in each installation.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
7	Current implementation experience	The Implementation Partner must have implemented offered ERP product for at least 5 (Five) Customers in last 5 years with at least 500 licenses in each implementation.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
8	Indian Government / Indian PSU experience	The Implementation Partner in the last financial year must have revenue of more than INR 50 Crores from Software business with the Indian Government / Indian PSU.	Audited financial statement for the last financial year. **Annexure # 15 Citations** duly filled in with the required details

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
9	Large implementation Experience	The Implementation Partner must have executed at least 1 offered ERP product implementation project in India with at least 1000 licenses.	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
10	Multi location Implementation Experience	The Implementation Partner must have implemented offered ERP product in at least 1 company with multiple locations	Completion certificate from the Customer for each complete implementation

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		(minimum 5 locations).	OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
11	Project Value	The Implementation Partner must have implemented offered ERP product during the last 7 years worth: At least 3 jobs with each worth over INR 25 Crores Or	Completion certificate from the Customer for each complete implementation OR Self-certification with access to the Owner/ PwC for validation from the customer within 7 days of request from the Owner/ PwC. In case such timely access is not available & or customers are either non-responsive

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		At least 2 jobs with each worth INR 30 Crores Or At least 1 job worth INR 60 Crores	or give inadequate response, as decided by the Owner, such claims of Bidder shall be rejected OR Client certificates issued by Project Manager/ above level personnel of the client / authorized signatory and should mandatorily include: clear reference of broad scope of work undertaken by bidder, no. of licenses applicable for the implementation, modules covered in the implementation, date of implementation (completion date) **Annexure # 15 Citations** duly filled in with the required details
Others			
12	Quality Certifications	The Implementation Partner must have following valid certificates: • Level 5 SEI CMMi OR ISO 9001:2008 certification • ISO 27001/27002 certification/ IB clearance	Provide copy of certificate
13	Support Centre/ Centre of Excellence	The Implementation Partner must have a 24 x 7 support center/ Centre of Excellence for offered ERP product in	Provide self-certificate containing the address of the Support Centre

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
		India from last 3 years as on 31st March 2013 and with minimum 200 employees.	
14	Trained consultants	The Implementation Partner must have at least 300 full time consultants of the offered ERP product on its current payroll in India with experience on implementation of all the major modules out of which at least 50 consultants must be certified on & by offered ERP product.	Provide self-certificate from company's authorized signatory
15	Product partnership	The Implementation Partner must have an existing implementation partnership with the offered ERP product for a period of at least last 5 years & it should be currently active as well.	Recognition status by ERP Product OEM clearly stating the Category and number of years the partnership is active
16	Client Satisfaction	The Bidder Company should not have been black listed by PSU, Govt. of India.	Provide self-certificate from company's authorized signatory
17	J&S Responsibility	The Implementation Partner & offered ERP product OEM must be Jointly and Severally responsible for the Successful implementation of the project.	Duly Executed Consortium Agreement on Non-judicial stamp paper, notarized and Letter from authorized signatory in Implementation Partner Organization confirming J & S responsibility.

Annexure #12 Schedule of Delivery

The entire project is expected to be completed within 36 months from the start date of the project. The bidder is expected to furnish their milestone dates in details as below in-line with owner's implementation plan as mentioned in section 3.3.

Activity No.	Activity Description	Scheduled date of delivery / completion	Scheduled date of acceptance

Name and Designation of Signatory:

Name of Company:

Address:

Note: This form has to be signed by authorized signatory.

Annexure #17.1 (License & ATS Cost for SAP ERP)								
Sl. No.	**Type of License**	**Parameter**	**Start of the Realization Phase**	**Actual Start of Phase-I Final Preparation Phase**	**Actual Start of Phase-II Final Preparation Phase**	**Actual Start of Phase-III Final Preparation Phase**	**Actual Completion of Phase-III rollouts & Sustenance Support**	**TOTAL**
1	SAP-ERP Transaction Users	No. of Licenses (a)	**300**	**2050**	**1000**	**1525**	**1000**	**5875**
		License Price per Unit in INR (b)						
		License Price in INR (a x b)						
		ATS Rate (% of License Price)						
		ATS Price in INR						
		ATS Period in Months						
2	SAP-ERP Medium Users (Cost of Add-on engines not to be considered in Medium Users cost)	No. of Licenses (a)			**1000**	**800**	**1000**	**2800**
		License Price per Unit in INR (b)						
		License Price in INR (a x b)						
		ATS (% of License Price)						
		ATS Price in INR						
		ATS Period in Months						
3	Business Partners (Cost of Add-on engines not to be considered in Business Partners cost)	No. of Licenses (a)			**5000**	**5000**	**5000**	**15000**
		License Price per Unit in INR (b)						
		License Price in INR (a x b)						
		ATS (% of License Price)						
		ATS Price in INR						
		ATS Period in Months						
4	Add-on Engines ** Break-up of Add-on engines to be provided in Annexure #17.3	Price in INR						
		ATS (% of 3rd party products / software License Price)						
		ATS Price in INR						
		ATS Period in Months						
5	3rd party products / software ** Break-up of 3rd party products / software to be provided in Annexure #17.4	Price in INR						
		ATS (% of 3rd party products / software License Price)						
		ATS Price in INR						
		ATS Period in Months						
6	Annual Technical Support for Owner's existing SAP Licenses (2129 nos.)	Owner's existing SAP licenses		**975**		**1154**		
		ATS (%)						
		ATS Price in INR						
		ATS Period in Months						
Total License Price in INR (X)								
Total License Price in Words								
Total Annual Technical Support Price in INR (Y)								
Total Annual Technical Support Price in Words								
Total Price in INR (Z=X+Y)								
Total Price in Words								

For ATS - Amount to be quoted as per Owner's license deployment plan and for the period starting from first license procurement to end of Post Go-Live Support phase.

Annexure #17.2 (License & ATS Cost for NON-SAP ERP)								
Sl. No.	**Type of License**	**Parameter**	**Start of the Realization Phase**	**Actual Start of Phase-I Final Preparation Phase**	**Actual Start of Phase-II Final Preparation Phase**	**Actual Start of Phase-III Final Preparation Phase**	**Actual Completion of Phase-III rollouts & Sustenance Support**	**TOTAL**
1	ERP Transaction Users	No. of Licenses (a)	**300**	**3025**	**1000**	**2675**	**1000**	**8000**
		License Price per Unit in INR (b)						
		License Price in INR (a x b)						
		ATS Rate (% of License Price)						
		ATS Price in INR						
		ATS Period in Months						
2	ERP Medium Users (Cost of Add-on engines not to be considered in Medium Users cost)	No. of Licenses (a)			**1000**	**800**	**1000**	**2800**
		License Price per Unit in INR (b)						
		License Price in INR (a x b)						
		ATS (% of License Price)						
		ATS Price in INR						
		ATS Period in Months						
3	Business Partners (Cost of Add-on engines not to be considered in Business Partners cost)	No. of Licenses (a)			**5000**	**5000**	**5000**	**15000**
		License Price per Unit in INR (b)						
		License Price in INR (a x b)						
		ATS (% of License Price)						
		ATS Price in INR						
		ATS Period in Months						
4	Add-on Engines ** Break-up of Add-on engines to be provided in Annexure #17.3	Price in INR						
		ATS (% of 3rd party products / software License Price)						
		ATS Price in INR						
		ATS Period in Months						
5	3rd party products / software ** Break-up of 3rd party products / software to be provided in Annexure #17.4	Price in INR						
		ATS (% of 3rd party products / software License Price)						
		ATS Price in INR						
		ATS Period in Months						
Total License Price in INR (X)								
Total License Price in Words								
Total Annual Technical Support Price in INR (Y)								
Total Annual Technical Support Price in Words								
Total Price in INR (Z=X+Y)								
Total Price in Words								
For ATS - Amount to be quoted as per Owner's license deployment plan and for the period starting from first license procurement to end of Post Go-Live Support phase.								

Annexure #17.3 (BOM for 'ONE-BHEL' Solution)

The Bidder has to provide the detailed Bill of Material (BOM) for the entire 'ONE-BHEL' solution, covering list of Add-on Engines based on responses to FRS & TRS requirements of the Owner.

** The ERP product OEM shall certify the entire 'ONE-BHEL' solution BOM with explicit confirmation regarding non-availability of standard ERP functionalities wherever 3rd Party software is included in the solution (as also captured in FRS responses).

Sl. No.	Item	License Unit	Numbers (a)	Rate Per Unit (b)	Cost (a X b)
1	<Add-on Engines -1>				
2	<Add-on Engines -2>				
3	<Add-on Engines -3>				
4	…				

Annexure #17.4 (BOM for 'ONE-BHEL' Solution)

The Bidder has to provide the detailed Bill of Material (BOM) for the entire 'ONE-BHEL' solution, covering list of 3rd Party software (if any) based on responses to FRS & TRS requirements of the Owner.
** The ERP product OEM shall certify the entire 'ONE-BHEL' solution BOM with explicit confirmation regarding non-availability of standard ERP functionalities wherever 3rd Party software is included in the solution (as also captured in FRS responses).

Sl. No.	Item	License Unit	Numbers (a)	Rate Per Unit (b)	Cost (a X b)
1	<3rd Party Software -1>				
2	<3rd Party Software -2>				
3	<3rd Party Software -3>				
4	...				

Annexure #22 Penalty

Payment to the Bidder shall attract the following penalties on the total contract price.

The Penalty applicable to the Bidder shall be independent of the Security Deposit and the Contract Performance Bond submitted by the successful Bidder.

S. No.	Parameter	Penalty	Ceiling
1.	Availability of license	If the Bidder is not able to provide the license within 4 weeks of requisition by the Owner, the payment to the Bidder will be liable for deduction @0.5% of the total contract price for delay of each week or part thereof.	Total price of Licenses as per the Owner's requisition.
2.	Availability of required & agreed man-power from ERP product OEM / Implementation partner	If the Bidder is not able to provide the required & agreed man-power from ERP product OEM **(Section 7.7 Resources for Solution Expert Consulting Services)/** Implementation Partner **(Section 5.8 Resources for Amendments & Variations)** within 15 days from the scheduled date of deployment, the payment to the Bidder shall be liable for deduction at the rate of INR 1,00,000 (One Lac) per manpower resource per day.	7.5% of the total contract price.
3.	Adherence to overall Project timelines	If the Bidder fails to achieve the completion of project within defined duration, the payment to him will be liable for deduction @0.5% of the total contract price for delay of each week or part thereof.	10% of the total contract price.
4.	Adherence to Milestone timelines	If the Bidder fails to achieve the completion of any milestone within defined duration, the payment to him will be liable for deduction @0.5% of the milestone payment for delay of each week or part thereof.	Total payment linked to the respective milestone.
5.	Adherence to minimum resource requirement	If the Bidder fails to deploy the minimum resources as mentioned in **Section 7.6 Minimum Resource Deployment and/ or 8.2 Minimum Resource Deployment** from the date the Contract becomes effective, the payment to the Bidder shall be liable for deduction at the rate of INR 1,00,000 (One Lac) per manpower	7.5% of the total contract price

S. No.	Parameter	Penalty	Ceiling
		resource shortfall for each day.	
6.	Non-compliance or non-implementation of corrections arising out of periodic Quality Audits.	If the Bidder fails to deliver the recovery compliances or implementation of corrections arising out of periodic Quality Audits, the payment to the Bidder will be liable for deduction @0.5% of the total contract price for each non-compliance.	7.5% of the total contract price

Note: The total cumulative penalty for the above shall not exceed 10% of the total Contract Price.

Annexure #5 Technical Evaluation Methodology

The Bidder's technical solution proposed in the Technical Evaluation bid document will be evaluated as per the requirements specified in the RFP and adopting the following evaluation criteria:

Sl. No.	Evaluation Criteria	Total Marks	Minimum Marks (Cut-off)
1	Functional Requirement Specifications (FRS)	20	>=16 (80%)
2	Technical Requirement Specifications (TRS)	10	>=8 (80%)
3	Client Citations	20	>=12 (60%)
4	Proposed Solution	10	>=8 (80%)
5	Project Implementation approach & methodologies	20	>=16 (80%)
6	Proof of concept (POC)	20	>=16 (80%)

Each Bidder will be assessed & given marks on parameters of the Evaluation Criteria as mentioned above & detailed in below section. The summation of marks given to each bidder will give the total technical score for each bidder. The Bidder needs to secure minimum marks on each of the evaluation criteria to qualify for the next stage. Failing to secure minimum marks in any of the criteria mentioned above shall lead to technical rejection of the Bid and Bidder.

The Bidder who secures minimum or more marks against each technical criteria and with the highest total Technical score will be given a score of 100 and each of the other the Bidder's Normalized Technical score will be calculated by the following formula:

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score) X 100} (adjusted to 2 decimals)

The Bidder should qualify in each of the evaluation criteria and secure overall score of atleast **80 percentile** to qualify for the next stage of evaluation.

The Bidder is required to submit all required documentation in support of the specified evaluation criteria. Each of the above Technical evaluation criteria has been detailed out below along with the scoring methodology:

Example: The following table illustrates how the score will be calculated for Technical Evaluation:

Evaluation criteria	Max score	Bidder-1 Raw score	Bidder-2 Raw score	Bidder-3 Raw score
Functional Requirement specifications (FRS)	20	18	14	16
Technical requirement specifications (TRS)	10	9	8	8
Client citations	20	18	18	16

Proposed Solution	10	9	10	10
Project Implementation approach & methodologies	20	16	20	16
Proof of Concept (POC)	20	20	16	16
Total	100	90	86	82
Bidder-1 has the highest raw score of 90. Considering that as base, Bidder-1 will be assigned 100 marks in Technical evaluation.				
Bidder-2 is disqualified as its FRS marks 14 are less than FRS cut-off 16.				
Score of Bidder-3 = 82/90 *100 = 91.11				

Functional requirement specifications (FRS)

The Owner intends to assess the capability of Bidders in implementing 'ONE-BHEL' Integrated Solution functional capabilities for ERP Product. The weightage assigned to **Functional requirement Specifications (FRS) is 20 marks.**

Each functional requirement across the functional areas mentioned in **Annexure #1 Functional Requirement Specifications** has been assigned priority as defined below to denote relative significance of the functionalities of the proposed solution for conducting business of the Owner.

The FRS response of the Bidder has to be certified by the ERP Product OEM w.r.t. the coverage of the solution through standard ERP, customization and 3rd Party software/solution.

Wherever the FRS criteria is met through customization or 3rd Party solution, the ERP Product OEM should certify that the functionality cannot be met through Standard ERP or its Add-On engine.

Priority	Marked as	Weightage
Essential	E	3
Desirable	D	1

Response for priorities marked as Essential (E)

The Bidder has to give adequate response, for each of the functional requirement and the bidder response shall be any of the following 3 options –

Bidder response	Details	Marks Assigned for Response

SD	Supported as delivered out of the box - Standard Product Feature	10
SC	Supported by Customization / Custom objects - Change in source code	6
ST	Supported by a 3rd party solution	3

"Not Available" option is not available to the requirements which are marked as "Essential (E)" requirements

Response for priorities marked as Desirable (D)

The Bidder has to give response for each of the functional requirement as to how the particular requirement will be met. The response shall be any of the following 4 options -

Bidder response	Details	Marks Assigned for Response
SD	Supported as delivered out of the box - Standard Product Feature	10
SC	Supported by Customization / Custom objects- Change in source code	6
ST	Supported by a 3rd party solution	3
NA	Not Available	0

Score for each functional requirement (marked as either Essential or Desirable) will be calculated as the product of weightage for priority and marks assigned for response to each of the functional requirement. The marks thus obtained for each of the functional requirement will be aggregated & the total raw score than will be denominated by maximum score possible for all functional requirements & output of that will be multiplied with 20. The following formulae will be used to get the Functional requirement specification score of a Bidder:

Functional requirement specification score of a Bidder = {Total raw score for functional requirements scored by Bidder / Maximum marks possible for all functional areas) X 20} (adjusted to 2 decimals)

The entire bid will be considered as Non-responsive & will be liable for rejection in case:

- The Bidder's Technical requirement specification score as calculated above is less than 80% (<80%).
- The Bidder does not respond to any of the functional requirement
- The Bidder chooses "Not Available" option for any Essential requirement
- The Bidder chooses any option other than that mentioned for the priority

Example: The following table illustrates how the score will be calculated for Functional requirement specification:

Functional Requirements	Priority	Bidder response	Calculated scores
Requirement-1	E	SD	3*10 = 30
Requirement-2	E	SC	3*6 = 18
Requirement-3	E	SD	3*10 = 30
Requirement-4	D	ST	1*3 = 3
Requirement-5	D	SD	1*10=10
Requirement-6	D	SC	1*6= 6
Total Score			97
Maximum marks possible			120 (3*10*3 + 1*10*3)
Functional requirement specification score			(97/120)*20 = 16.17

Technical requirement specifications (TRS)

The Owner intends to assess Integrated Solution technical capabilities for offered ERP Product. The weightage assigned to **Technical requirement Specifications (TRS) is 10 marks.**

Each technical requirement across the technical areas mentioned in **Annexure # 2 Technical Requirement Specifications** will be of same importance and carry equal weightage. The Bidder has to respond to each of the technical requirement and the response will be any of the following 2 options:

Bidder response	Detail	Marks Assigned for Response
A	Available	2
NA	Not-Available	0

The marks given on the basis of the response given by the Implementation partner for each of the technical requirement will be aggregated & the total raw score than will be denominated by maximum score possible for all technical requirements & output of that will be multiplied with 10. The following formulae will be used to get the Technical requirement specification score of a Bidder:

Technical requirement specification score of a Bidder = {Total raw score for technical requirements scored by Bidder / Maximum marks possible for all technical areas) X 10} (adjusted to 2 decimals)

The entire bid will be considered as Non-responsive & will be liable for rejection in case:

- The Bidder's Technical requirement specification score as calculated above is less than 80% (<80%).
- The Bidder does not respond to any of the technical requirement

- The Bidder chooses any option other than that mentioned for the priority

Example: The following table illustrates how the score will be calculated for Technical requirement specification:

Technical Requirements	Bidder response	Calculated scores
Requirement-1	A	2
Requirement-2	A	2
Requirement-3	A	2
Requirement-4	A	2
Requirement-5	NA	0
Requirement-6	A	2
Total score		10
Total raw score		10
Maximum marks possible		(2*6) = 12
Technical requirement specification score		(10 / 12) * 10 = 8.33

Client citations

The Owner has requested Implementation partner to show its capabilities of implementing offered ERP product across related and other industries. The weightage assigned to **Client citations is 20 marks** which will be assigned across following areas -

S.No.	Citation area	Citation Detail	Maximum Marks
1	Global Implementation Experience	The Bidder will get 3 marks for providing 1 (One) citation of minimum 3000 licenses / 2 marks for providing 2 (Two) citations of minimum 1500 licenses/ 1 mark for providing 3 (Three) citations of minimum 1000 licenses. For each additional citation of implementations having minimum 1000 licenses, additional 1 mark will be awarded per citation.	5 marks
2	Implementation of ERP Functions	The Bidder shall get 2 marks for providing single citation covering implementation of all the following functions: Sales, Marketing & Dispatch, Project Management, Material Management, Production Management, Financial Management & costing, Engineering,	2 marks

S.No.	Citation area	Citation Detail	Maximum Marks
		Quality & Plant Maintenance. The Bidder shall get 1 mark for providing 2 (two) citations jointly covering implementation of all the following functions: Sales, Marketing & Dispatch, Project Management, Material Management, Production Management, Financial Management & costing, Engineering, Quality & Plant Maintenance.	
3	Implementation in Engineering & Manufacturing industry	The Bidder shall get 1 mark each for providing the citations of offered ERP product Implementation in Engineering & Manufacturing industry with atleast 500 licenses. *Note:- The Bidder can provide maximum of 5 such citations.*	5 marks
4	Implementation in Engineering, Procurement, Installation & commissioning Sector	The Bidder shall get 1 mark each for providing the citations of offered ERP product Implementation in Engineering, Procurement, Installation & commissioning Sector with atleast 500 licenses. *Note:- The Bidder can provide maximum of 5 such citations.*	5 marks
5	Current implementation experience	The Bidder shall get 1 mark each for providing the citations related to the implementation of the offered ERP product in last 5 years with at least 500 licenses in each of the implementation. *Note:- The Bidder can provide maximum of 5 such citations.*	5 marks
6	Large implementation Experience	The Bidder shall get 1 mark each for providing the citations related to the implementation of the offered ERP product in India with at least 1000 licenses in each of the implementation. *Note:- The Bidder can provide maximum of 5 such citations.*	5 marks
7	Multi location Implementation	The Bidder shall get 1 mark each for providing the citations related to the	

S.No.	Citation area	Citation Detail	Maximum Marks
	Experience	implementation of the offered ERP product in a company with multiple locations (minimum 5 locations). *Note:- The Bidder can provide maximum of 3 such citations.*	3 marks
Total			**30**

Note:

- Technical upgrades and rollouts would not be considered.
- The Self-service licenses will not be considered.
- All the citations are required w.r.t. the ERP implementations where Implementation Partner is the Primary implementation partner in an arrangement (Consortium / Teaming / Others) where more than one partners are part of the bidding proposal OR the Bidder is the sole implementation party.
- The details of contact person in the Client organizations referred in citations must be provided by Bidder for each of the citation.
- Owner reserves the right to independently verify the customer certificate for which Bidder has to facilitate.
- Citations with only Human resource, Customer relationship management & Finance functions will not be considered for evaluation purpose

The Bidder needs to provide detailed citations in the format defined in the **Annexure #15 Citations** for each of the areas mentioned above.

Example: The following table illustrates how the score will be calculated for Citations:

Citation area	Max score	Bidder-1 Citation (Nos.)	Bidder-2 Citation (Nos.)	Bidder-3 Citation (Nos.)
Area-1	5	3	4	3
Area-2	2	1	2	1
Area-3	5	4	2	1
Area-4	5	4	5	5
Area-5	5	5	5	5
Area-6	5	3	4	5
Area-7	3	3	2	2
Bidders' Raw Score	30	23	24	22
Bidders' Score (Out of 20)		(23/30)*20=15.33	(24/30)*20=16	(22/30)*20=14.67

As per Minimum cut-off marks (60%) for Client Citations section of Technical evaluation, all the Bidders above qualify for this section.

Proposed Solution

Each qualified Bidder shall be invited by the owner for a meeting for presenting its proposed Solution at a date, time & venue determined and communicated in advance. The evaluation shall be carried out by Owner's designated Committee / Group and the entire process shall be video-graphed. The weightage assigned to Proposed Solution is **10 marks** & the bidders shall be assessed on the following:

Sl. No.	Parameter	Maximum Marks	Marks Evaluation
1	Understanding of Owner's requirement: • The Bidder has to present the entire solution (Software Bill of Material) for meeting Owner's Functional & Technical Requirements.	5	**5 marks** – Excellent. **4 marks** – Very Good. **3 marks** – Good. **2 marks** – Average.
2	Understanding of Owner's requirement: • Details of third party solutions proposed to be implemented if any, their description and the purpose. ** Excluding Industry standard integration adaptors/connectors.	2	**2 marks –** No Third party solution(s). **1 mark -** Third party solution(s) are there.
3	Hardware Landscape with sizing for the 'ONE-BHEL' solution.	3	**3 marks** – Very Good. **2 marks** – Good. **1 mark** – Average.

Project Implementation approach & methodologies

Each qualified Bidder shall be invited by the owner for a meeting for presenting its proposed Project implementation approach and methodologies at a date, time & venue determined and communicated in advance. The evaluation shall be carried out by Owner's designated Committee / Group and the entire process shall be video-graphed. The weightage assigned to Project Implementation approach & methodologies is **20 marks** & the bidders shall be assessed on the following:

Sl. No.	Parameter	Maximum Marks	Marks Evaluation
1	Methodology and Expertise in business process re-alignment (BPR) & design.	3	**1 mark** – Acceptable presentation / document by Bidder. **2 marks** – Additional 1 mark if the Bidder provides evidence(s) of having

			successfully followed the similar approach in its prior successful ERP implementation projects. **3 marks** – Additional 1 mark if the Bidder for the above evidences provides access to Owner to verify, of having successfully followed the similar approach in its prior successful ERP implementation projects.
2	Methodology and approach along with tools and processes provided for addressing data conversion and migration requirements and ensuring the quality of the migrated data through multi-step validation.	3	**1 mark** – Acceptable presentation / document by Bidder. **2 marks** – Additional 1 mark if the Bidder provides evidence(s) of having successfully followed the similar approach in its prior successful ERP implementation projects. **3 marks** – Additional 1 mark if the Bidder for the above evidences provides access to Owner to verify, of having successfully followed the similar approach in its prior successful ERP implementation projects.
3	Complete details with total & phase wise time period, methodologies, processes & controls of the complete "Change Management" across all levels in Owner's entire establishment.	3	**1 mark** – Acceptable presentation / document by Bidder. **2 marks** – Additional 1 mark if the Bidder provides evidence(s) of having successfully followed the similar approach in its prior successful ERP implementation projects. **3 marks** – Additional 1 mark if the Bidder for the above evidences provides access to Owner to verify, of having successfully followed the similar approach in its prior successful ERP implementation projects.
			1 mark – Acceptable presentation / document by Bidder. **2 marks** – Additional 1 mark if the Bidder provides

4	Integration Approach with Owner's Engineering & PLM software and SAP-HR	3	evidence(s) of having successfully followed the similar approach in its prior successful ERP implementation projects. **3 marks** – Additional 1 mark if the Bidder for the above evidences provides access to Owner to verify, of having successfully followed the similar approach in its prior successful ERP implementation projects.
5	Methodology for Project Governance for: • Governance Mechanism. • ERP Project Management. • Escalation / issue resolution. • Risk Management & Mitigation plan. • Mechanisms to monitor the project timelines. • Change control and estimation. • Quality Management. • Blueprinting capability and methodology.	3	**1 mark** – Acceptable presentation / document by Bidder. **2 marks** – Additional 1 mark if the Bidder provides evidence(s) of having successfully followed the similar approach in its prior successful ERP implementation projects. **3 marks** – Additional 1 mark if the Bidder for the above evidences provides access to Owner to verify, of having successfully followed the similar approach in its prior successful ERP implementation projects.
6	Support and Maintenance covering: • Bill of services offered under support and maintenance. • Team structure to deliver the services. • Mechanism for Escalation process. • Methodology for Application & Infrastructure Support. • Methodology for Incident and Problem Management. • Methodology for Change / Release Configuration Management. • Methodology for Overall Service Level Management. • Methodology for Helpdesk Support.	2	**1 mark** – Acceptable presentation / document by Bidder. **2 marks** – Additional 1 mark if the Bidder provides evidence(s) of having successfully followed the similar approach in its prior successful ERP implementation projects.
7	Availability of pre-configured Industry specific configuration templates in the ERP Product.	3	**3 marks -** Available. **1 marks –** Not available.

Proof of concept (POC)

The Bidder shall create the Proof of Concept (POC) for 'ONE-BHEL' project to assess the product & implementation partner capabilities. The Proof of Concept needs to be executed / demonstrated by each of the qualified Bidders.

The weightage assigned to Proof of Concept (POC) is **20 marks**. **The POC document will only be shared with the Bidders who have qualified through the Pre-Qualification Criteria (ref. 5.4)**. The bidder should start working on the POC immediately after the release of POC document as per the schedule mentioned in POC document. In case of any discrepancy in FRS response and the capability shown in POC, the POC will prevail and the FRS marks would be recalculated.