



एनर्जी एफिशिएंसी सर्विसेज लिमिटेड
विद्युत मंत्रालय के सार्वजनिक क्षेत्र के उपक्रमों की संयुक्त उद्यम कंपनी
ENERGY EFFICIENCY SERVICES LIMITED
A JV of PSUs under the Ministry of Power

Amendment No. 1

Ref: EESL/06/2021-22/IT/AMS – ERP SAP Solution/212209050/Amdt. - 1

Date: 14.10.2021

To,

M/s

Sub: Amendment No. 1 against Tender/RfP No. EESL/06/2021-22/IT/AMS – ERP SAP Solution/212209050 Dated 28.09.2021 issued for “Hiring of Agency for Application Maintenance and Support related services for ERP –SAP Solution at EESL”.

Ref:

1. NIT/Bid Document No. EESL/06/2021-22/IT/AMS – ERP SAP Solution/212209050 Dated 28.09.2021 (E-Tender Id-**1837**).
2. Pre-bid meeting held on 06th October 2021 at EESL Corporate office.

Dear Sir/Madam,

The following Amendment (s) to above mentioned RfP are hereby authorized: -

1. **The Detailed Amendments and clarifications are attached herewith as Annexure – Z.**
2. **The Bid Schedule mentioned in Section -1 (ITB) is amended as below:**

Sr. No	Description/Query/ Clarification Required	As per RfP	Amended As
1.	Document Sale Date & Timing, i.e., Last date & time for downloading RfP from website.	From 28-09-2021 to 20-10-2021 (up to 1400 hours IST).	Extended up to 21.10.2021 (up to 1400 hours IST).
2.	Online Bid Submission Period	From 28-09-2021 to 20-10-2021 (up to 1430 hours IST).	Extended up to 21.10.2021 (up to 1430 hours IST).
3.	Techno-commercial E-bid Opening Date & Time	On 20.10.2021 at 1500 hours IST	On 21.10.2021 at 1500 hours IST

Rest all terms and conditions of RfP/subsequent amendments remains unchanged.

Thanking You,

for and on behalf of EESL

Neeraj Pal
DM (SCM)

पंजीकृत कार्यालय: एन. एफ. एल. बिल्डिंग, पाँचवा और छठा तल,
कोर - 3, स्कोप कॉम्प्लेक्स, लोधी रोड, नई दिल्ली - 110003
दूरभाष: +91 (011) 45801260, फ़ैक्स: +91 (011) 45801265
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Annexure-Z

Tender No: EESL/06/2021-22/IT/AMS – ERP SAP Solution/212209050 Dated: 28.09.2021. (E-tender ID - 1837)

Name of Work: Hiring of Agency for Application Maintenance and Support related services for ERP –SAP Solution at EESL

Sl. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Clarified as / Amended as/Incorporated as/ Read as
1		General	Please provide monthly Tickets and Enhancement Module wise	Approx 50 including all modules.
2	Qualification Requirements Page No: 128 Point 3	Bidder should have successfully executed 'similar work' in the last 3 years (FY 2018-19, 2019-20, 2020-21) in Government department/PSU/;	Request to add Global experience so that global implementation best practices can be taken for implementation and support. Bidder should have successfully executed 'similar work' in the last 3 years (FY 2018-19, 2019-20, 2020- 21) in Government department/PSU/Global:	Amended as: Bidder should have successfully executed "Similar Work" in the last 5 Years (FY 2016-17 2017-18 2018-19, 2019-20, 2020-21) in Govt dept / PSU/ Corporate/Global (atleast one project (end-to-end) must be implemented in India): i) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/-
3	Qualification Requirements - Document Required Page No: 128 Point 3	Work orders along with its evidence for successful completion shall be from any Government Dept./ PSU which will only will be considered for evaluation.	Work orders along with its evidence for successful completion shall be from any Government Dept./ PSU / Global which will only will be considered for evaluation.	Similar Work Means "ERP implementation or Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data to DR, DR-drill etc
4	Qualification Requirements - Page No: 130 Point 8	SAP-ERP experience in India Bidder should have successfully carried out (completed) at least 2 ERP implementations of proposed ERP Product in India within last 5 years; and Each implementation must have a minimum of 100 users each; and at least 3 (three) of the following functions should have been covered in of these implementations: a. Financial accounting & controlling b. Project Systems c. Material Management d. Inventory & Procurement e. BI & Management Dashboard f. HR & Payroll etc. g. Sales & Distribution h. TRM & Risk Management	Request to add Global experience so that global implementation best practices can be taken for implementation and support. SAP-ERP experience in India / Global Bidder should have successfully carried out (completed) at least 2 ERP implementations of proposed ERP Product in India / Global within last 10 years; and Each implementation must have a minimum of 100 users each; and at least 3 (three) of the following functions should have been covered in of these implementations:	Amended as: SAP-ERP experience- Bidder should have successfully carried out (completed) at least 2 ERP implementations of proposed ERP Product within last 5 years; and Each implementation must have a minimum of 100 users each; and at least 3 (three) of the following functions should have been covered in of these implementations: a. Financial accounting & controlling b. Project Systems c. Material Management d. Inventory & Procurement e. BI & Management Dashboard f. HR & Payroll etc. g. Sales & Distribution h. TRM & Risk Management (Evidence)- Purchase Orders / Work Orders / Contract Agreement and Completion/ Go-live Certificate from Client. And self-attested certificate covering all the details related to the individual project like Client, Contract period, Contract value, Userbase, SAP modules, Project Status etc.
5	Qualification Requirements - Page No: 130 Point 10	The bidder should have at least 20 SAP certified employees (at least 10 must be on its payroll as of the bidding date), comprising of the following modules: FI, MM, PS, ABAP, BASIS, SD and HR & Payroll etc.	The bidder should have at least 300 employees on payroll(at least 50 must be on Proposed ERP), comprising of the following modules: FI, MM, PS, ABAP, BASIS, SD and HR & Payroll etc	No Change
6	Qualification Requirements - Page No: 130 Point 11	Infrastructure experience in India (Basis experience)	Infrastructure experience in India / Global (Basis experience)	No Change
7	Section No: 1.3.1 Firm Experience, Point 3 Page No: 134 Para No / Clause No: 3	Proposed ERP project experience in Post- Implementation Support last 5 years	Proposed ERP project experience in Post- Implementation Support last 10 years.	No Change
8	Section No: 1.3.1 Firm Experience, Point 4 Page No: 134 Para No / Clause No: 4	Proposed ERP project Implementation (End- to-End) in last 05 years.	Proposed ERP project Implementation (End-to-End) in last 10 years.	No Change
9	Section No: 1.3.3. Resources (for Implementation), Point 1 Page No: 135	SAP valid Certification in any of the module.	PMP / ITIL Certification is required	No Change
10	Section No: 1.3.3. Resources (for Implementation), Point 2 Page No: 135	(Certified resource/Total resource to be deployed) * Total Marks	Minimum 7 Years of Experience	No Change
11	Section No: 1.3.4 Resources (for Support), Point 2 Page No: 136	Module resource (with certification from SAP) - 3Marks	Module resource (with Minimum 5 Years of Experience) - 3Marks	No Change
12		General	Please let us know the SAP integrated with which all other systems.	Clarified as: E-invoicing, Biometric System
13		General	Please let us know the SAP users (Professional, Payroll, etc) using the current system	Clarified as: Professional user- 365 approx payroll- 500 approx MSS- 250 approx
14	Qualification Requirements Page No: 128, 129 Point 3	Bidder should have successfully executed "Similar Work" in the last 3 Years (FY 2018-19, 2019-20, 2020- 21) in Govt dept / PSU	Requesting to allow work orders from Pvt. Ltd / Listed Companies in INDIA. Also requesting to allow on-going projects with completed value certificate from client.	Amended as: Bidder should have successfully executed "Similar Work" in the last 5 Years (FY 2016-17 2017-18 2018-19, 2019-20, 2020-21) in Govt dept / PSU/ Corporate/Global (atleast one project (end-to-end) must be implemented in India): i) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/- Similar Work Means "ERP implementation or Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data to DR, DR-drill etc (Evidence)- Purchase Orders / Work Orders / Contract Agreement and Completion/ Go-live Certificate from Client. And self-attested certificate covering all the details related to the individual project like Client, Contract period, Contract value, Userbase, SAP modules, Project Status etc.
15	Qualification Requirements Page No: 129 Point 5	The Bidder should be profitable (Net profit) in any of the two previous financial years out of last three completed financial years (2017-18, 2018-19, 2019-20).	Requesting to allow the last three financial years as 2018-19, 2019-20, 2020-21	No Change



Signature :-
Subject : CN=NEERAJ PAL, ST=DELHI, OID.2.5.4.17=110003, OU=SUPPLY CHAIN MANAGEMENT, O=ENERGY EFFICIENCY SERVICES LIMITED, C=IN
User ID : neeraj.pal
Serial No : 13426D7
PS : p.kumar@eesl.com
Date : 14-10-2021

16	Qualification Requirements Page No: 129 Point 6	The net worth of the bidder in immediate last financial year (2019-20) should not be less than 100% of paid up share capital	Requesting to allow last financial year as 2020-21	No Change
17	Qualification Requirements Page No: 128 Point 3	Bidder should have successfully executed 'similar work' in the last 3 years (FY, 2018-19, 2019-20, 2020-21) in Government department/ PSU/ j) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/- Similar Work Means "ERP implementation & Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data to DR, DR- drill etc.	We request to accept on-going projects in Govt. Dept or PSU OR Accept experience for Private Clients	"Amended as: Bidder should have successfully executed "Similar Work" in the last 5 Years (FY 2016-17 2017-18 2018-19, 2019-20, 2020-21) in Govt dept / PSU/ Corporate/Global (atleast one project (end-to-end) must be implemented in India): i) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/- Similar Work Means "ERP implementation & Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data to DR, DR- drill etc. (Evidence)- Purchase Orders / Work Orders / Contract Agreement and Completion/ Go-live Certificate from Client. And self-attested certificate covering all the details related to the individual project like Client, Contract period, Contract value, Userbase, SAP modules, Project Status etc. "
18	Section 1.3.1 Firm Experience Page No: 134 Point 4	Proposed ERP project Implementation (End-to- End) in last 5 years: For >5 projects- 10 Marks For, 3-5 projects- 7 Marks For, 2 projects- 5 Marks Evidence - Completion Certificate (for Implementation) from Client and Work Order / Purchase Order / Contract Agreement	Request to consider On-going certificates/ Phase Completion Certificates from Client	Proposed ERP project Implementation (End-to- End) in last 5 years. For >5 projects- 10 Marks For, 3-5 projects- 7 Marks For, 2 projects- 5 Marks Evidence - Completion/ Go- live Certificate (for Implementation) from Client and Work Order / Purchase Order / Contract Agreement
19		Online Bid Submission Period From 28-09-2021 to 20-10-2021 (up to 1430 hours IST).	Request to extend the submission date by 1 more Week	No Change
20	Section 1.3.1 Firm Experience Page No: 133 Point 4	OEM Partner - Bidder should be authorised implementation partner of the SAP-ERP Product/Services.	Kindly remove the same -there are partners who is running big project in the successful implementation.	No Change
21	Qualification Requirements Page No: 129 Point 4	Bidders should have an average Annual Turnover (ATO) of Rs.77,00,000/- - for immediately preceding last three financial years. (2017-2018, 2018-2019, and 2019-2020).	Turn Over should be minimum 50 Cr	No Change
22	B. EVALUATION CRITERIA 1.3.3 Resource for Implementation, S.NO. 2 Page No: 135	ERP Functional and Technical resource for Implementation	We are happy accept the resolution SLA. To meet the SLA we may bring in additional competent to resolve the ticket with the agreed SLA timelines. Hence We request to consider Project manager and few core module Consultants working at EESL location and rest of the consultants can provide support offshore. However, these consultants who work virtually will also be available at your office on need basis. Therefore, request you to accept combination of Onsite and offshore support without restricting the no of resources at onsite.	No Change Clarified as: Minimum manpower requirement to be deployed on the site to as per the RFP is required to meet SLA timelines and bidder must adhere to the SLA
23	B. EVALUATION CRITERIA 1.3.4 Resources (for Support) Page No: 135 Point no.2	ERP Functional and Technical resource for on-site Support should have valid certification in module for which the candidate would be deployed	We are happy Ticket resolution SLA stated in the RFP. All issue resolution may be not be addressed only by the allocated resources in your organization EY will have to involve the SME at time to resolve the ticket to adhere to agreed SAL. Hence, we are requesting you to consider the following points. We plan to staff Project manager and core module as SME's and the other modules with competent resources. Once the system study is completed, we may staff Few more resources with the desired number of Exp and certification. So minimum 5 years of Experience and SAP certification may please be relaxed for all the resources.	No Change
24	3. Scope of Work for System Integrator Page No: 110 Point no.5	System outages are to be met with an immediate response, with continued effort until the issue is resolved. Events impacting a single work group or inconveniencing the entire organization, (for example, failure of SAP module or part of it for which EESL will incur financial loss) should be responded to within 30 minutes, with resolution to be provided within 2 hours.	SLA for Criticality 1 is already defined in page 122 Workaround will be provided in 2 hours and the resolution will be provided in 4 hours. So the Point 5 in page 110 to be restated the defined SLA. Hence please make this requirement as follows. Workaround will be provided in 2 hours and the resolution will be provided in 4 hours.	No Change Clarified as: For Criticality 1, the Reponse time 2 hrs wherein the resolution will be provided in 4 hrs.
25	3. Scope of Work for System Integrator Page No: 110 Point no.10	The successful bidder should also carry out Code review, module process review (including coordination with Core team), Unit testing, Integration testing of components etc. They will also be responsible for conducting and ensuring the User acceptance testing till the closure of UAT.	As a Standard Practise Service provide will only Follow up for UAT with users and escalate the Client. It is always client responsibility to complete the UAT. This point is contradicting to point mentioned in 17 page number 110. Hence please modify the requirement as " UAT completion will be your team responsibility, once it is provided by Support Partner for UAT.	Clarified as: The UAT shall be done by EESL team only.
26	3. Scope of Work for System Integrator Page No: 110 Point no.12	The successful bidder should to hand holding activities to the users wherever required. EESL may ask the successful bidder to provide training for some processes to the users as per the requirement as and when needed	Implementation was done in 2016 and we assume where-ever Training and Handholding mentioned here are for the process or functionality which will be implemented as part of the support services or the changes Requests. Please confirm our understanding.	Clarified as: The training and hand holding may be required on demand basis for the functionality implemented/ to be supported as per the scope of RFP.
27	3. Scope of Work for System Integrator Page No: 111 Point no.12		Industry practice is any change request with in 3 Man days can be considered as in Incident can be delivered as per the Support scope. Any requirement which will consume more than 3 Man-days are to be considered as change request. Please make the necessary modification of this clause and confirm.	No Change
28	<u>Selection Process:</u> Page No: 111 Point no.g bullet 2	Successful bidder will provide the 24*7 Support to EESL	We assume 24/7 mentioned in this clause is only for Critical 1 incidents. Please confirm our understanding.	Clarified as: Yes



Signature :-
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AGEMENT, O=ENERGY EFFICIENCY SERVICES LIMITED, C=IN
User ID : neeraj.pal
Serial No : 13426D7
PS : p.kumar(Prasant Kumar)
Date : 14-10-2021

29 Qualification Requirements Page No: 128 Point 3	Bidder should have successfully executed 'similar work' in the last 3 years (FY, 2018-19, 2019-20, 2020-21) in Government department/PSU/; i) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/- Similar Work Means "ERP implementation & Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data to DR, DR- drill etc	Request the department to change as to be read as Bidder should have successfully executed 'similar work' in the last 5 Years 3 years (FY, 2018-19, 2019-20, 2020-21) in Government department/PSU/; i) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/- Similar Work Means "ERP implementation & Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on Cloud Platform. DC and DR. Configuration and restoration of backup, migration of data to Cloud Platform. DR, DR- drill etc	"Amended as: Bidder should have successfully executed ""Similar Work" in the last 5 Years (FY 2016-17 2017-18 2018-19, 2019-20, 2020-21) in Govt dept / PSU/ Corporate/Global (atleast one project (end-to-end) must be implemented in India): i) Single work order of Rs.2,06,00,000/- OR ii) Two work orders each of Rs.1,28,75,000/- OR iii) Three work orders each of Rs.1,03,00,000/- Similar Work Means "ERP implementation & Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data to DR, DR- drill etc (Evidence)- Purchase Orders / Work Orders / Contract Agreement and Completion/ Go-live Certificate from Client.
30 Qualification Requirements Page No: 128 Point 3	Documentary evidence shall be furnished along with the bid. Documentary evidence should be submitted in the form of copies of relevant work orders/ contract agreement/ purchase order along with copies of any document in respect of satisfactory execution/ completion certificate of each of those purchase orders/ work orders such as (i) Satisfactory completion (OR) (ii) any other documentary evidences that can substantiate the satisfactory execution of each of the purchase order/work order submitted. Work orders along with its evidence for successful completion shall be from any Government Dept./ PSU which will only will be considered for evaluation.	Request the department to change as to be read as Documentary evidence shall be furnished along with the bid. Documentary evidence should be submitted in the form of copies of relevant work orders/ contract agreement/ purchase order /Golive certificate along with copies of any document in respect of satisfactory execution/ completion certificate of each of those purchase orders/ work orders such as (i) Satisfactory completion (OR) (ii) any other documentary evidences that can substantiate the satisfactory execution of each of the purchase order/ work / Golive certificate order submitted. Work orders along with its evidence for successful completion shall be from any Government Dept./ PSU which will only will be considered for evaluation.	And self-attested certificate covering all the details related to the individual project like Client, Contract period, Contract value, Userbase, SAP modules, Project Status etc."
31 Qualification Requirements Page No: 130 Point 8	Bidder should have successfully carried out (completed) at least 2 ERP implementations of proposed ERP Product in India within last 5 years; and Each implementation must have a minimum of 100 users each; and at least 3 (three) of the following functions should have been covered in of these implementations: a. Financial accounting & controlling. b. Project Systems c. Material Management d. Inventory & Procurement e. BI & Management Dashboard f. HR and Payroll etc. g. Sales and distribution h. TRM & Risk Management Completion Certificate from Client and Purchase Orders / Work Orders / Contract Agreement. And self-attested certificate for User Base (preferably Documentary proof)	Request the department to change as to be read as Bidder should have successfully carried out (completed) at least 2 ERP implementations of proposed ERP Product in India within last 5 years; and Each implementation must have a minimum of 100 users each; and at least 3 (three) of the following functions should have been covered in of these implementations: a. Financial accounting & controlling. b. Project Systems c. Material Management d. Inventory & Procurement e. BI & Management Dashboard f. HR and Payroll etc. g. Sales and distribution h. TRM & Risk Management Completion Certificate from Client and Purchase Orders / Work Orders / Contract Agreement / Golive Certificate. And self-attested certificate for User Base (preferably Documentary proof)	Amended as: SAP-ERP experience- Bidder should have successfully carried out (completed) at least 2 ERP implementations of proposed ERP Product within last 5 years; and Each implementation must have a minimum of 100 users each; and at least 3 (three) of the following functions should have been covered in of these implementations: a. Financial accounting & controlling b. Project Systems c. Material Management d. Inventory & Procurement e. BI & Management Dashboard f. HR & Payroll etc. g. Sales & Distribution h. TRM & Risk Management (Evidence)- Purchase Orders / Work Orders / Contract Agreement and Completion/ Go-live Certificate from Client. And self-attested certificate covering all the details related to the individual project like Client, Contract period, Contract value, Userbase, SAP modules, Project Status etc.
32	Bidder should have at least one project experience of ERP Implementation & Post Implementation Support (minimum 100 transactional users) involving the Installation, commissioning and deployment of SAP application and database on DC and DR. Configuration and restoration of backup, migration of data	Request the department to change as to be read as Bidder should have at least one project experience of ERP implementation & Post Implementation Support (minimum 100 transactional users) involving the installation, commissioning and deployment of SAP application and database on Cloud Platform. DC and DR. Configuration and restoration of backup, migration of data.	No Change Clarified as: DC/DR may be on private cloud, private infra, public cloud etc.
33 1.3.1, Sr. No. 1 Page No: 133	Bidder should be authorised implementation partner of SAP-ERP product/seervices offered in this bid platinum/GSSB partner- 10 marks gold partner- 7 marks Silver- 5 marks	Request the department to change as to be read as Bidder should be authorised implementation partner of SAP-ERP product/seervices offered in this bid platinum/GSSB partner- 10 marks gold partner- 10 marks 7 marks Silver- 5 marks	No Change



Signature :-
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