

Corrigendum/ Addendum - RFP for Support for SAP ERP Functional Modules

Note: Please ignore Corrigendum 2 - RFP for Support for SAP ERP Functional Modules published on NHB's website

S.No	Clause No	Existing RFP Clause			New RFP Clause/ Amendment/ Clarification		
1.	Pg. 11, Section 3	New Clause			Bidder Should be individual organization. Consortium is not allowed.		
2.	Pg. 19, Section 3.26	Order Cancellation: The Bank reserves the right to cancel the purchase order if the deputation of consultant is delayed for more than two weeks at description of Bank. Please refer J.1.A for further reference.			Order Cancellation: The Bank reserves the right to cancel the purchase order if the deputation of consultant is delayed for more than as prescribed in Section 5(5.1).		
3.	Pg. 24, Section 4, Point 1	ERP-Quality ECC 6.0 EHP7			ERP-Quality ECC 6.0		
		ERP-Production ECC 6.0 EHP2			ERP-Production ECC 6.0		
		ESS-Development ECC6.0 EHP7			ESS-Development ECC6.0		
4.	Pg. 25, Section 4	System Landscape - The SAP landscape consist of Development Server, Quality Server, Production Server.			System Landscape - The SAP landscape consist of Development Server, Quality Server, Production Server. The entire landscape is on ECC 6.0 EHP7.		
5.	Pg. 29, Section 5, Sub-section 5.1, Point 4	S.No	Module	Onsite Man-days required	S.No	Module	Onsite Man-days required
		1	SAP FICO having CFM & CML experience*	Full man-month	1	SAP FICO having CFM experience	Full man-month
		3	SAP HCM	10 days in a month	2	SAP FICO having CML experience	Full man-month
		4	SAP BASIS	5 days in a month	3	SAP HCM	Full man-
		5	SAP BW/BO	10 days in a month			

		6	SAP MM	10 days in a month	<table border="1" data-bbox="1024 191 1479 243"> <tr> <td data-bbox="1024 191 1133 243"></td> <td data-bbox="1133 191 1318 243"></td> <td data-bbox="1318 191 1479 243">month</td> </tr> </table> <ul style="list-style-type: none"> • The consultants/ support team must be based out of Delhi-NCR to facilitate timely issue resolution. • The consultants deployed onsite, must have 3 years of experience in respective areas. • The above requirement for SAP onsite consultants is for 1st year. The same will be reviewed during annual performance review and the requirement will be finalized accordingly. • SAP MM support will be commenced after sign-off of deliverables of MM requirements as detailed under Point (3) of Annexure 'K'. The MM consultants will have to be deployed on-site at Man-month rate of Functional consultants. 			month
		month						
		7	SAP EP	10 days in a month				
6.	Pg. 29, Section 5 (5.1), Point 5	<p>For on-site support on need basis, the successful bidder must depute their consultants onsite at Bank's specified location (either at Delhi office or Mumbai office) within 7 days of placing the request. This requirement (if any) is in addition to fix number of days of on-site support (as mentioned in clause (4) above) to be provided by the selected bidder. If consultants are not deployed within specified time frame, penalty will be charged as 1% of the applicable rate for on-site support for per day delay in deputing support staff at the Bank and maximum up to 10% for each request. In any occurrence, if the delay exceeds five days, Bank may cancel the contract/order. If the delay in on-site maintenance support exceeds 12 different occurrences in a year, then also contract / Order may be cancelled by the Bank.</p>			<p>For on-site support on need basis, the successful bidder must depute their consultants onsite at Bank's specified location (either at Delhi office or Mumbai office) within 21 days of placing the request. This requirement (if any) is in addition to fix number of days of on-site support (as mentioned in clause (4) above) to be provided by the selected bidder. If consultants are not deployed within specified time frame, penalty will be charged as 1% of the applicable rate for on-site support for per day delay in deputing support staff at the Bank and maximum up to 10% for each request. In any occurrence, if the delay exceeds five days, Bank may cancel the contract/order. If the delay in on-site maintenance support exceeds 12 different occurrences in a year, then also contract / Order may be cancelled by the Bank.</p>			

7.	Pg. 29, Section 5(5.1), Point 8	The Bank will engage third party audit firm to carry out detailed Gap Analysis. The successful bidder will have to address gaps/ issues, if any, reported by the Audit firm. The time line and effort estimate to address the same will be decided mutually.	The Bank will engage third party audit firm to carry out detailed Gap Analysis. The successful bidder will have to address gaps/ issues, if any, reported by the Audit firm. The time line and effort estimate to address the same will be decided mutually. All other audit observations and recommendations from Auditors viz. Internal Auditors, Statutory Auditors, IS Auditors etc. will be addressed by the successful bidder for which effort estimate will be decided mutually.
8.	Pg. 31, Section 5, Sub-Section 5.1, Point 14	The Bank is using Windows Clustering Technology for ensuring High Availability (HA) for SAP production server (both application & database). It is the responsibility of the successful bidder to administer & monitor these clusters and rectify any issues during migration/ support period.	The Bank is using Windows Clustering Technology for ensuring High Availability (HA) for SAP production server (both application & database). It is the responsibility of the successful bidder to administer & monitor these clusters and rectify any issues during migration/ support period. Except Windows Clustering, all other infrastructure related issues will be handled by Bank.
9.	Pg. 32, Section 5(5.1), Point 25	The successful bidder will be responsible for preparing the business process document, technical manuals, operations manual, administrator's manual & end- user manuals and training documents in templates agreeable to NHB.	The successful bidder will be responsible for preparing the business process document, technical manuals, operations manual, administrator's manual & end- user manuals and training documents for new processes in templates agreeable to NHB.
10.	Pg. 33, Section 5(5.1), Point 41	The successful bidder will follow the holiday calendar of NHB. They should deploy onsite support team during the NHB working days from Monday to Friday (10 AM to 6.00 PM). The vendor team has to work late after working hours and attend issues on holidays as and when required without any additional cost to NHB.	The successful bidder will follow the holiday calendar of NHB. They should deploy onsite support team during the NHB working days from Monday to Friday (10 AM to 6.00 PM). The vendor team has to work late after working hours and attend issues on holidays in case of S1 severity levels issues.

11.	Pg. 35, Section 5(5.1), Point 44	New Clause	There will be a transition period of 2 months along with existing SAP support service provider from the date of project commencement for knowledge transfer and hand-holding.																								
12.	Pg.37, Section 6	<p>The selected vendor will be required to report at the NHB Head Office for commencement of the Assignment within 10 days of placement of work order. The timeframe for completion of the project is given below:</p> <table border="1" data-bbox="412 646 992 1575"> <thead> <tr> <th data-bbox="412 646 480 737">Sr. No.</th> <th data-bbox="480 646 829 737">Project Milestone</th> <th data-bbox="829 646 992 737">Time for completion</th> </tr> </thead> <tbody> <tr> <td data-bbox="412 737 480 863">1.</td> <td data-bbox="480 737 829 863">SAP technical implementation activity as per scope of work</td> <td data-bbox="829 737 992 863">20 days</td> </tr> <tr> <td data-bbox="412 863 480 989">2.</td> <td data-bbox="480 863 829 989">Completion of FICO requirements (Phase I)</td> <td data-bbox="829 863 992 989">60 days</td> </tr> <tr> <td data-bbox="412 989 480 1115">3.</td> <td data-bbox="480 989 829 1115">Completion of FICO requirements (Phase II)</td> <td data-bbox="829 989 992 1115">60 days</td> </tr> <tr> <td data-bbox="412 1115 480 1241">4.</td> <td data-bbox="480 1115 829 1241">Implementation of MM as per scope of work</td> <td data-bbox="829 1115 992 1241">20 days</td> </tr> <tr> <td data-bbox="412 1241 480 1367">5.</td> <td data-bbox="480 1241 829 1367">Implementation of HR as per scope of work</td> <td data-bbox="829 1241 992 1367">20 days</td> </tr> <tr> <td data-bbox="412 1367 480 1493">6.</td> <td data-bbox="480 1367 829 1493">Implementation of New Requirements as per scope of work</td> <td data-bbox="829 1367 992 1493">20 days</td> </tr> <tr> <td data-bbox="412 1493 480 1575">7.</td> <td data-bbox="480 1493 829 1575">User Training & User feedback after every phase</td> <td data-bbox="829 1493 992 1575">14 days</td> </tr> </tbody> </table> <p data-bbox="412 1575 992 1753"><i>*Vendor may carry out activities in parallel so that all activities are completed within 6 months of work order, however FICO requirements (Phase I) must be completed within 60 days of work order.</i></p> <p data-bbox="412 1764 992 1873"><i>*Date of completion of phase will be closure of functional requirements of respective phase as stated in Annexure 'K' and completion certificate</i></p>	Sr. No.	Project Milestone	Time for completion	1.	SAP technical implementation activity as per scope of work	20 days	2.	Completion of FICO requirements (Phase I)	60 days	3.	Completion of FICO requirements (Phase II)	60 days	4.	Implementation of MM as per scope of work	20 days	5.	Implementation of HR as per scope of work	20 days	6.	Implementation of New Requirements as per scope of work	20 days	7.	User Training & User feedback after every phase	14 days	<p>The selected vendor will be required to report at the NHB Head Office for commencement of the Assignment within 15 days of placement of work order. The total time-period for completion of mentioned assignments is 6 months. However, FICO (Phase I) must be completed in first 3 months' time. The bidder may decide to take other assignments parallel.</p> <ol data-bbox="1008 840 1528 1354" style="list-style-type: none"> 1.SAP technical implementation activity as per scope of work 2.Completion of FICO requirements (Phase I) 3.Completion of FICO requirements (Phase II) 4.Implementation of MM as per scope of work 5.Implementation of HR as per scope of work 6.Implementation of New Requirements as per scope of work 7.User Training & User feedback after every phase <p data-bbox="1008 1386 1528 1680">Date of completion of phase will be closure of functional requirements of respective phase as stated in Annexure 'K' and completion certificate from associated user department of the Bank. The timeline for above activities may only be extended at the discretion of the Bank.</p>
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		<i>from associated user department of the Bank.</i>	
13.	Pg. 42, Section 8.4	<p>Payment Terms</p> <p>Any payment will be released only after signing of SLA. Payment terms are as follows:</p> <ol style="list-style-type: none"> 1. One time cost covering scope of work (as mentioned in S.No. 1, 2, 3, 4 of Point I of Commercial Bid) will be released after its successful completion and sign-off by the Bank. 2. The payment towards each phase will be made after its completion and successful sign-off by respective user department of the Bank, as mentioned in RFP. The payment may be released in advance only after submission of PBG of equivalent value with 1-year validity. 3. Cost towards On-site and Off-site SAP consultancy support shall be paid by NHB on quarterly basis at the end of each quarter. 4. The bidder will submit the time sheet and details of services provided to the Bank after end of every quarter during which consultancy was provided. The payment will be calculated as per terms of contract and released after its approval from the Bank. 5. The payment towards future man-days, if utilized by the Bank, will be made on completion of assignment/s and subject to the satisfaction of the Bank. 6. Any additional requirement will be invoiced base on commercial terms of RFP. Bidder will invoice only after taking approval from the Bank. 	<p>Payment Terms</p> <p>Any payment will be released only after signing of SLA. Payment terms are as follows:</p> <ol style="list-style-type: none"> 1. The payment towards each activity (as mentioned in S. No. 1 to 6 Point I of Commercial Bid) will be released after its successful completion and sign-off by the Bank. The payment may be released in advance only after submission of PBG of equivalent value with 1-year validity. 2. Cost towards On-site and Off-site SAP consultancy support shall be paid by NHB on quarterly basis at the end of each quarter. 3. The bidder will submit the time sheet and details of services provided to the Bank after end of every quarter during which consultancy was provided. The payment will be calculated as per terms of contract and released after its approval from the Bank. 4. The payment towards future assignments on man-day/man-month basis, if utilized by the Bank, will be made on completion of assignment/s and subject to the satisfaction of the Bank.

14.	Pg. 44, Section 9	Although service window has been defined as 9am to 9pm, service provider must provide services on beyond the above time in case of urgent requirement of the bank without any extra cost.	<i>Clause deleted</i>
15.	Pg. 46, Section 9(9.1) Point B	The replacement would be provided immediately failing which a penalty of Rs. 3000 per working day per resource will be imposed till suitable replacement is provided subject to maximum of 10% of the contract value for the respective phase.	The replacement must be provided within 15 days failing which a penalty of Rs. 1000 per working day per resource will be imposed till suitable replacement is provided subject to maximum of 10% of the contract value for the respective phase.
16.	Pg.69, Annexure 'K' Point 4 (2)	FIORI Implementation	FIORI implementation for payroll, reimbursements, leave & travel module of Employee Portal.

Revised Minimum Eligibility Criteria (Section 7.2 & Annexure 'D')

- i. Bidders should have relevant experience (in respect of services for which this tender has been floated) of at least 2 continuous years in the last 5 years wherein he should have provided SAP Support or implementation services (Copy of Purchase order or Contract to be attached).
- ii. Bidder should have one SAP support project experience in an organisation of NHB size having User base of at least 200 SAP users. The scope of the same should cover SAP functional modules such as FICO, MM, HR along with SAP ESS/MSS through Enterprise Portal and SAP technical platforms like SAP ABAP, ABAP-HR, WebDynPro, Workflow, SAP BASIS (Copy of Purchase order or Contract to be attached and any other proof in support of the above).
- iii. The Bidder should have executed at least one SAP Support or implementation project with duration of not less than 1 year, in a Central/State Government / Public sector Undertaking / Public Sector Banks/ Large Corporate (copy of Purchase order or Contract to be attached).
- iv. The bidder Company should have at least 50 qualified SAP Certified professionals in SAP support area, on its payroll.
- v. The bidder should be SAP partner.
- vi. The Bidder should not have been black listed / debarred in last 3 years at the time of submission of Tender, by Government of India or Central PSU / PSE/ PSB/ FI.
- vii. The Bidder must not have received letter of dissatisfaction from NHB in last 3 years.
- viii. Bidders should have a minimum annual turnover of Rs. 10 Crores for the last three financial years. (Copy of CA Certificate & audited Balance sheets of 2014-15, 2015-16, 2016-17 should be attached).
- ix. The bidder should have an office in Delhi-NCR, India with a team of atleast 25 SAP professionals permanently located in Delhi-NCR office.

Revised Technical Bids (Mark Distributions) (Section 7.5)

	Criteria Points	(Max Marks)
1. Number of years of experience of the Firm in SAP support (Copy of Purchase order or Contract to be attached)		Max Marks 20
a. 3 to 5 Years	05	
b. 5+ to 7 Years	10	
c. More Than 7 years	20	
2. List of Clients (with respect to SAP support) (Only currently valid contracts (upto last 5 years) considered for points award) (Copy of Purchase order or Contract to be attached)		Max Marks 20
o For 5 or more in Govt. Sector / PSU/PSBs/FIs/Large Corporate in India	20	
o For 3 or More Govt. Sector / PSBs/Banks/FIs/Large Corporate in India	10	
o For less than 3 Govt. Sector / PSU/PSBs/FIs/Large Corporate in India	05	
4. Details of SAP qualified professionals on the role of the firm handling SAP support (List of professionals along with area of consultancy certified by HR)		Max Marks 20
• More than 150 professionals	20	
• Above 100 to 150 professionals	15	
• 50 to 100 professionals	10	
5. Experience in SAP Implementation with FICO, MM and HCM modules in PSBs/ FI/Govt./PSU/Large corporate in India.		Max Marks 08
a) If Yes	08	
b) If No	00	
6. Average Turnover for Last 3 financial year		Max Marks 7

	Rs.10 Crore to 30 crore Above Rs.30 Crore to 50 crore Above Rs.50 crore	03 05 07	
7. Presentation			Max Marks 25

Revised Annexure 'H'

Annexure 'H'

I. One Time Project Cost (Weightage 70%)

Table X

S.No	Item Description	Cost excl. of taxes	Tax Rate	Total Cost inclusive of taxes
1.	One time cost covering scope of work (SAP technical implementation, enhancement pack & HA for ECC production/ Solman etc.) Technical implementation includes entire present landscape of DC & DR viz. ECC, EP, BI/BO, Solman, IDES, Web dispatcher, SAP router etc.			
2.	One time cost covering scope of work related to HR (Annexure ' K' point 2)			
3.	One time cost covering scope of work related to MM (Annexure ' K' point 3)			
4.	One time cost covering scope of work related to new requirement (Annexure 'K' point 4)			
5.	FICO (CFM & CML) Phase I Implementation			
6.	FICO (CFM & CML) Phase II Implementation			
	Total Cost (A)			

II. Support Cost

a. Offsite Support (Weightage 10%)

Table Y

S.No.	Item Description	Cost excl. of taxes	Tax Rate	Total Cost inclusive of taxes
1.	Cost towards SAP support for first year (offsite)			

2.	Cost towards SAP support for second year (offsite)			
3.	Cost towards SAP support for third year (offsite)			
4.	Cost towards SAP support for fourth year (offsite)			
5.	Cost towards SAP support for fifth year (offsite)			
	Total Cost (B)			

Offsite support means estimated 160 days of offsite consultancy support during a year

b. Onsite Support

Yearly onsite support cost will be arrived at taking into consideration the onsite support requirement as stated in Scope of Work (clause 5 (1)(4)). It will be calculated based on man-day/man-month rates for junior SAP consultant (Functional & Technical) quoted as below in Table-Z.

Bank will initially place work order for first year. However, the same may be renewed subject to performance review.

III. Man-day/man-month rate for SAP Consultants (Weightage 20%)

Table-Z

S.No.	Item Description	Cost excl. of taxes	Tax Rate	Total Cost inclusive of taxes
Offsite Support (over & above 160 days of fixed offsite support)				
1.	Man-day rate for offsite SAP Consultant			
Onsite Support				
2.	Man-day rate for Junior SAP Consultant-Functional			
3.	Man-day rate for Junior SAP Consultant-Technical			
4.	Man-month rate for Junior SAP Consultant-Functional			
5.	Man-month rate for Junior SAP Consultant-Technical			
6.	Man-day rate for Senior SAP Consultant- Functional			

7.	Man-day rate for Senior SAP Consultant- Technical			
8.	Man-month rate for Senior SAP Consultant- Functional			
9.	Man-month rate for Senior SAP Consultant- Technical			
Training				
10.	Instructor Led Training (Orientation based) for SAP Functional modules (FICO, HCM) for 5 days (Max. batch size upto 10 person)			
11.	Instructor Led Training (Orientation based) for SAP Technical modules (BASIS) for 5 days (Max. batch size upto 10 person)			
	Cost for Commercial evaluation Total Cost {C} # $C=22*(1) + 22*(2)+22*(3) + (4)+ (5) + 22*(6)+22*(7)+(8)+(9) + (10)+(11)$			

1. The calculations for person-hour/person-month will be governed by the following rules: One person-day= 8 hours [\leq Less than 4 hours=1/2 person-day] One person month= 22 days
2. Person days will be calculated for each consultant for any given module.
3. Charges for consultants of specific category working for less than or equal to 15 person days per month will be calculated on person-day basis.
4. Charges for consultants of specific category for more than 15 person days per month will be calculated and charged on person-month basis.
5. Cross mix of person-days will not be allowed for retaining multiple consultants for any single person-day or person-month.
6. Junior SAP Consultants and Senior SAP Consultants must have more than 3 years & 10 years respectively of experience in providing SAP support in their work area.
7. All consultants except BASIS and ABAP will be considered as Functional Consultants.
8. The training cost will remain valid during the tenure of project i.e. 5 years.

IV. Commercial Evaluation

- a. Total value be considered for Commercial Evaluation:

S.No	Item Description	Total Value	Total Value in words
1.	Total Value for Commercial evaluation. [D= 70% of A+10% of B+20% of C]		

Note: This value (D) will be used to arrive at lowest bidder for further evaluation as per terms of RFP

Authorized Signatories
(Name & Designation, seal of the company)
Date