Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

RFP Reference: IN-IREDA-145100-GO-RFB **Date: 26-May-2020**

Corrigendum

Subject: Responses to Pre-Bid Queries for Migration of Axapta ERP to Microsoft Dynamics 365

A pre-bid conference for RFP related to 'Migration of Axapta 2009 ERP to Microsoft Dynamics 365 was conducted' on Friday, 15th May 2020 through Video Conferencing mode and the allowed time for accepting Pre-Bid Queries was extended till 05:00 PM, 18-May-2020.

Subsequent to submission of pre-bid queries, suitable responses to all the queries are prepared. Following are some of the important points about the responses published through this corrigendum:

1. Some of the identified important queries and responses to the same are attached herewith as **Annexure-1**.
2. All the pre-bid queries along with their responses are attached as **Annexure-2**.
3. Since the timeline of Go-Live has been changed from 9 months to 10 months, suitable changes can be made in Resource Deployment Plan, Bill of Material and other areas wherever deemed fit before submitting the response to the RFP and 9 months to be read as 10 months wherever it appears in this RFP in the context of Go-Live.

4. An example of how NPV discounting will work in the context of this RFP for calculating discounted price and commercial score is attached herewith as **Annexure-3.**
5. Since the legend pattern in Annexure for Resource Deployment was not clear and unique, a new legend pattern is proposed for resource deployment and the same is attached as **Annexure-4**
6. Every care and due diligence are exercised in answering pre-bid queries. However, if the response to any query got inadvertently missed out, then the tender conditions shall prevail.
7. All other terms and conditions of the original bidding document shall remain unchanged. This corrigendum shall be considered as an integral part of the bidding document.

Sd/-
Addl. General Manager(TS/IT)

Indian Renewable Energy Development Agency Limited

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Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
1	Adjudicator	Adjudicator	Please note that any adjudicator cannot be the current or an ex- employee of IREDA and any such adjudicator shall be appointed with the mutual consent of both, IREDA and the Bidder.	An independent adjudicator will be appointed which shall not be a current or ex-employee of IREDA, with mutual consent.
2	Arbitration	Arbitration	Please note that the Arbitration shall be performed as per the Arbitration and Conciliations Act, 1996 including any subsequent amendments. Further, the Supplier shall continue to perform services only if such a service is not the subject matter of the dispute.	"1966" should be read as "1996" Supplier will continue to perform services only if such service is not matter of dispute and client has not requested the execution of those services by a separate notice. For stopping any service, a notice from the client will be required
3	Arbitration	Arbitration proceedings shall be conducted in accordance with the rules of arbitration of Arbitration and Conciliation Act 1966 of Government of India. The Arbitration venue shall be New Delhi.	Clause to be modified as under: Arbitration proceedings shall be conducted in accordance with the rules of arbitration of Arbitration and Conciliation Act 1966 of Government of India. The Arbitration venue shall be New Delhi. Arbitration to be referred to sole Arbitrator jointly appointed by both parties. Cost of arbitration to be borne by the parties equally.	Arbitration proceedings shall be conducted in accordance with the rules of arbitration of Arbitration and Conciliation Act 1996 of Government of India. The Arbitration venue shall be New Delhi. Also, IREDA will have institutional arbitration over ad-hoc arbitration.

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4	Audit/Inspection	Supplier's responsibility and Inspections and Tests	Please note that any such audits/inspection shall be conducted only to verify if the Supplier is performing services in accordance with the service levels. A third party auditor may be appointed only with the mutual consent of the parties on a non-contingent basis after he has executed a confidentiality agreement with the Supplier. Supplier is not obligated to share any information relating to Supplier's costs, Supplier proprietary data, confidential information of Supplier's other customers and internal audit reports of the Supplier. Such audit shall be conducted (a) upon thirty days prior written notice to Supplier; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with Supplier's ability to perform the services in accordance with the contract.	I) Audit will happen for the performing services: Accepted. ii) Third party auditor to be appointed with mutual consent: Not accepted iii) Supplier is not obligated to share any information relating to Supplier's costs, Supplier proprietary data, confidential information of Supplier's other customers and internal audit reports of the Supplier: Accepted iv) Except point (b), rest all points are acceptable. Unless mandated by RBI or other regulatory authorities, we agree for audit once in 12 months, if required by IREDA.

Annexure-1

S.No	Categorization	Clause	Clarification Sought	IREDA Response
5	Audit/Inspection	Audit Rights: The Supplier shall permit the Bank and/or persons appointed by the Bank to inspect the Supplier's offices and/or the accounts and records of the Supplier and its sub-contractors relating to the performance of the Contract, and to have such accounts and records audited by auditors appointed by the Bank if required by the Bank. The Supplier's attention is drawn to Sub-Clause 41.2.1(c), which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under Sub-Clause 9.8 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility under the Procurement Guidelines)	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	This is acceptable. Audit will happen only after formal notice. Bidder also has to comply to audit requirements as per RBI's Master Direction - Information Technology Framework for NBFC(Master Direction DNBS.PPD. No.04/66.15.001/2016-17) issued from time to time
6	Confidentiality	The provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years or such longer period as may be specified in the SCC	We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	Not agreed. As the data of IREDA is of commercial confidence
7	Contract Signing	Signing of the Contract	Please note that the Bidder shall sign the contract within 28 days, once the contract is mutually agreeable to both the parties.	No change in the conditions mentioned in RFP. The contract will be considered mutually agreeable once notification of award is given

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8	Contract Signing	NA	Request to increase the commencement of work to 30 days from the effective date of contract	No Change. The work has to start immediately once the contract is signed.
9	Data Migration	Data Migration Strategy	Generally, transactional data for the previous period residing in AX 2009 should not be migrated to D365 F&O, and rather should be migrated to a data-warehouse for reporting and analytics perspective.	IREDA wants to migrate 100% of existing data so that the end user need not to access multiple systems after getting on-boarded on D365 platform.
10	Eligibility Criteria	The bidder(and the subcontractor if any) must be incorporated under the companies act 1956/2013 or under LLP act and in business for at least 05 years as on last date of submission of bids.	Statutory Auditor will provide the letter till last financial year audited. Bidder will provide COI, MOA & GST certificate to prove company is functional on date of bid submission.	The statutory auditor certificate has to be essentially provided (for being in business for last 5 years) as on the date of submission of bid. In case of any difficulty in providing the statutory auditor certificate for FY19-20 and till bid submission date, following can be provided: 1. Audited certificate for first two quarters till Sep 2019 2. For subsequent quarters and till bid submission date, provisional balance sheet shall suffice
11	Eligibility Criteria	The bidder (and the subcontractor if any) must not be blacklisted/debarred by any Statutory, Regulatory or Government Auditor or Public Sector Undertakings (PSUs / PSBs) or autonomous body/bodies of Government of India on the date of submission of bid.	This letter should be self-certified, statutory auditor has no tools to verify such information.	Statutory auditor can provide the desired certificate basis the documents/records/undertakings available with the bidder

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12	Eligibility Criteria	The bidder(and the subcontractor if any) should not have been declared bankrupt/insolvent or in the process of liquidation as on date of submission.	Statutory Auditor will provide the letter till last financial year audited.	The statutory auditor certificate has to be essentially provided (for being in business for last 5 years) as on the date of submission of bid. However, in the event of difficulty, statutory auditor certificate can be provided till March 2019 and for the balance duration, a certificate signed by CS shall suffice
13	Eligibility Criteria	The bidder should have successfully implemented AX2009/AX2012 or Dynamics 365 --> Copy of Contract/ PO and Completion Certificate of the engagement on the clients' letterhead needs to be provided	Under the Non-Disclosure Agreement with client we are under obligation to not share any documentation (including contract /PO / completion certificate) to external / 3rd party. In such case does the CA authorized /attested copy of work done on this software will work?	Contract document with confidential information masked should be submitted. Details of Scope of work, Start date, End date, and status of the project should be clearly mentioned.
14	Eligibility Criteria	Letter from Statutory Auditors	We request to accept this Letter from Company Secretary Or CA Certificate	Please refer to the answers given above (S.No – 10, 11, 12) for requirement of certificate from statutory auditor.
15	Evaluation Criteria	Functional Requirement Specification(FRS) Standard Feature- 10 marks Bolt on Application- 5 marks Customization - 3 marks	Customization should be given more marks than bolt on application, considering the fact that bolt on application will have a different technology to integrate making it more complex feature than that of customization. Please amend.	The sequence of preference will remain same. Changes in the assigned points are given below. • Standard Feature- 10 marks • Bolt on Application- 7 marks • Customization - 5 marks
16	Evaluation Criteria	Functional Requirement Specifications (FRS)	Is the Rating applicable Module wise (Any Higher Weightage in Any Module for scoring) or it is standard for all the points in FRS.	No. Rating is same across all the modules
17	Evaluation Criteria	The Bidder should have experience in integrating the proposed LOS, LMS with D365 solution/AX 2012/AX 2009	Can we get relaxation on this clause?	The bidder / subcontractor(if any) should have experience in integrating the proposed LOS, LMS with D365 solution/AX 2012/AX 2009 or any other reputed ERP product.

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18	Force Majeure	Force Majeure	Please note that the definition of "Force Majeure" shall also include any form of endemic, epidemic or pandemic.	Force Majeure can be applicable for epidemic and Pandemic
19	Force Majeure		The parties acknowledge and agree that COVID-19 is an event beyond the parties' reasonable control, and it is not possible to foresee (or advisable to try and foresee) its duration, impact or extent (including measures and recommendations that may be put in place by regulators). As such, where a party's non-monetary obligations are not performed, affected, and/or delayed and that is attributable to COVID-19 or its related impacts, notwithstanding any other provision in the agreement, the affected party will not be responsible for such non-performance, affected performance or delay. The parties will act responsibly to discuss the affected obligations, potential work-around and related issues in good faith and will document any agreed changes to the agreement. Also all the requirements in RFP called out for onsite will be impacted as the same has to be done remotely.	Basis the mutual discussion and consideration, this can be worked out in the event any lockdown situation arises due to COVID-19, but the final authority shall be IREDA to decide on the next plan of action in line with Government Directions/Guidelines and sue motto action from bidder’s side shall not be entertained.
20	Indemnity	Indemnity for breach of laws	There are several remedies available under law and contract to you for such breach of obligations. For e.g., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches.	This can’t be agreed for any loss, breach of laws including IPR, shall survive the contract and there can be no upper cap.

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S.No	Categorization	Clause	Clarification Sought	IREDA Response
			We request you to kindly delete this section. If you still insist on retaining this section, then we request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator.	
21	Indemnity	Intellectual Property Rights Indemnity	Kindly note that Supplier shall indemnify IREDA by paying any court awarded damages for any copyright or patent infringement of the Supplier's product, in case there is a third party claim against IREDA for such product. However, IREDA is required to promptly notify the Supplier of such a claim and provide assistance wherever requested.	This can’t be agreed for any loss, breach of laws including IPR, shall survive the contract and there can be no upper cap. IREDA shall notify bidder of any such claim.
22	Insurance	Procurement and Delivery and Insurances	Please note that we request for the deletion of the insurance requirements as this RFP is for the supply of software and services.	This is a software driven project. So anything written related to hardware stands inapplicable.

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23	Insurance	The Supplier shall obtain Third-Party Liability Insurance in the amount of contract value with deductible limits of no more than 1% of contract value. The insured Parties shall be purchaser. The Insurance shall cover the period from effective date of the contract until the effective date of completion of the contract. The Purchaser shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.	We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.	This is acceptable. However, bidder has to provide documentary evidence of IREDA being covered as a purchaser till the complete tenure of contract and the same has to be submitted promptly after contract signing.

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24	Insurance	The Supplier shall obtain Third-Party Liability Insurance in the amount of contract value with deductible limits of no more than 1% of contract value. The insured Parties shall be purchaser. The Insurance shall cover the period from effective date of the contract until the effective date of completion of the contract.	Please explain liability insurance is for what? And why it is needed. We request to remove the clause.	Standard World Bank Clause and is non-negotiable
25	IPR	Intellectual Property Rights	Please note subject to IREDA's payment obligations, IREDA shall hold the rights of all the Custom Software and Materials, created specifically for IREDA under the contract. However, the Supplier retains an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of the Customer Software and Materials. Further, we request for the deletion of section 5.5.	Please refer to SCC 15.5. Also, section 15.5 being standard world bank clause cannot be deleted or modified.

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26	IPR	No protection to our pre-existing IPRs	There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our pre-existing IPRs, else we might be not being able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by Meity in its guidelines. Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations.	All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their subcontractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Bidder should grant IREDA a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to IREDA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. IREDA's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with IREDA at the conclusion of performance of the services

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27	Limitation of Liability	29.10 If the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within the time period specified in the SCC, the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.	We request that the liability of the vendor to be restricted to the value of the issued Purchase order.	This is acceptable. Please refer to GCC 33.1
28	Limitation of Liability	Limitation of Liability	Please note that we request for no exclusion to be provided to the exclusion of indirect and consequential damage. Further, we request that the Supplier's liability for any and all claims under the contract to be limit to the amount of any actual direct damages incurred by IREDA up to the amount paid (if recurring charges, up to 12 months' charges apply) for the product or service that is the subject of the claim, regardless of the basis of the claim.	Limited to the contract value.
29	Limitation of Liability	Limitation of Liability	Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	Standard World Bank Clause and hence cannot be modified/deleted.

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30	Limitation of Liability	33. Limitation of Liability 33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	33. Clause to be modified as under: Limitation of Liability 33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, ~~provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser~~; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, ~~provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.~~	Standard World Bank Clause and hence cannot be modified/deleted

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
31	Limitation of Liability	Risk Purchase: If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.	Request client to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that client will use government procurement norms (including price discovery) for procurement of such services from third parties.	Standard World Bank Clause and hence cannot be modified/deleted
32	Limitation of Liability	There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the	No inclusions can be made in addition to the existing clauses in RFP

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
			services. Please confirm our understanding is correct.	
33	Payment Processing	5. PAYMENT MILESTONES AND SLAS 5.1 Payment Milestones 3) Payments shall be made within 30 days by the Purchaser after submission of an invoice or request for payment by the Bidder, and acceptance of the same by IREDA. Payment shall be made strictly in accordance with commercial BOM	Bidder Request payment to be made within 30 days from the date of receipt of invoice. Late payment charge of 2% per month applicable.	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later. IREDA will make all efforts to make payments within timelines yet no interest on delayed payment is acceptable
34	Payment Processing	Hosting and platform cost will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Payable 100% in advance.	No change. Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)
35	Payment Processing	The amount to be payable towards Ticketing Tool to be deployed by bidder for tracking SLAs and calculating Penalties. Cost towards the same will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Ticket Tool Cost payable 100% in advance on delivery of tool.	No change. The ticketing tool which IREDA expects is a simple tool through which end users (including IT Team of IREDA) can register cases/complaints and bidder’s team shall resolve those issues and mark resolution in the same tool to calculate SLA breach, if any. Bidders can also use their home grown/cloud based ticketing tool for this purpose and they need not to procure a sophisticated ticketing tool for this matter, as long as the objective of monitoring SLA is achieved

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S.No	Categorization	Clause	Clarification Sought	IREDA Response
36	Payment Processing	Subsequent to Post Go-Live Stabilisation support, all the payments shall be made on quarterly basis. However, SLAs and penalties shall be calculated on monthly basis.	Quarterly in Advance.	Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Penalty calculation will be done on monthly basis. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)
37	Payment Processing	20% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications	We request you to allow us to raise invoice on the start of milestones. We also request you to consider monthly payment options.	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT closure 4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration 5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution

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IREDA

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38	Payment Processing	The amount to be payable towards Ticketing Tool to be deployed by bidder for tracking SLAs and calculating Penalties. Cost towards the same will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Ticketing tool License cost to be paid upfront upon supply of the tool and the yearly AMC cost to be paid annually upfront at the beginning of the year.	No change. The ticketing tool which IREDA expects is a simple tool through which end users (including IT Team of IREDA) can register cases/complaints and bidder's team shall resolve those issues and mark resolution in the same tool to calculate SLA breach, if any. Bidders can also use their home grown/cloud based ticketing tool for this purpose and they need not to procure a sophisticated ticketing tool for this matter, as long as the objective of monitoring SLA is achieved
39	Payment Processing	Hosting and platform cost will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Hosting & Platform cost to be paid upfront upon supply of the tool / platform and the yearly AMC cost to be paid annually upfront at the beginning of the year.	Payments shall be made at the end of each quarter for the work done in that particular quarter
40	Payment Processing	12.3: Payments shall be made promptly by the Purchaser, but in no case later than forty-five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.	Interest on delay payment should be included as per bidder standard terms and conditions	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later. IREDA will make all efforts to make payments within timelines yet no interest on delayed payment is acceptable

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41	Payment Terms	2.2.3 Commercial Bid Format - Note section	Need to Request this clause to change to 80% In first year as there are high probability of having the cost of Implementation more than 50% in first two years as the project deployment and other external audit and Migrations are in the first year itself	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.
42	Payment Terms	Please note: In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	As the contract may require capex expenditure we request that IREDA relax the 50% TCV clause to 75% of TCV in the first 2 years of the contract. That will also help in better prices as vendor need not factor in significantly high cost of finance	Bidders can claim up to 60% of total contract value of the project in first two years from the date of contract.

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43	Payment Terms	Please note: In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	Please explain the clause.	Bidders can claim up to 60% of total contract value of the project in first two years from the date of contract.

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S.No	Categorization	Clause	Clarification Sought	IREDA Response
44	Payment Terms	Development and Implementation Cost (Refer S.No 1 in BoM)	Milestone Gap should not be greater than 45 days and should be able to cover the cost incurred to achieve the milestone.	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT signoff 4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration 5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution

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Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
45	Payment Terms	*Please note: In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	Instead of 50 % kindly make it 70 % for first 2 years	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
46	Payment Terms	5.1 Payment Milestones: 'Development and Implementation Cost (Refer S.No 1 in BoM) 1. 20% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 25% of Development and Implementation Cost of all module at sign-off of UAT of all the modules 3. 15% of Development and Implementation Cost at sign-off and completion of complete data migration 4. 25% of Development and Implementation Cost at complete Go Live of the Solution 5. 15% of Customization cost would be payable in 6 months post Go Live of the Solution	Gap between 1st and 2nd payment is more than 6 months Please make Ist payment @ 30% and 5th payment @ 5%	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT signoff 4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration 5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution
47	Payment Terms	Hosting and platform cost (Refer S.No 5 in BoM) Hosting and platform cost will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Please make it Monthly	Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Penalty calculation will be done on monthly basis. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
48	Penalty		The total penalty under the contract should be capped at 5% of the Contract Value.	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.
49	Penalty	S. No. Penalty Description 1 to 8	Bidder request SLA penalties to be capped to 10% of the average Monthly Operation Support(AMS) Charges excluding any hardware and support.	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.
50	Penalty	SLA/ Penalty	Can we get some relaxation in penalty clauses and if no can you please elaborate the same in more details so that we have proper details on which delays SI would be penalized as lot of places dependencies would be on IREDA during Implementation and how it would be decided who is responsible	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.
51	Penalty	8 Hefty penalty (minimum of 25 per cent of the contract value) to be imposed in the event of Bidder giving commitment/ undertaking during bidding process which is later found to be false/ incorrect apart from blacklisting of the Bidder.	Bidder request deletion for Point 8 under penalties.	This pertains to documents submitted on account of eligibility and evaluation criteria and not for approach documents.
52	Project Timelines	Proposed timeline for the solution implementation is 9 months from the time that the contract is signed till the Go Live	Given the amount of customization/non-D365 work, meeting this timeline would be challenging. Can this timeline be extended? If yes, by how many months?	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
53	Project Timelines	T0 + M2	This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones… The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	Go-Live shall be made within 10 months from the date of contract
54	Project Timelines	Timelines for the proposed Solution to be implemented at IREDA	Can we extend the overall timelines which is 9 Months to 11 Months as lot of testing, Audit and data Migration activates has to do besides Implementation and Development	Go-Live shall be made within 10 months from the date of contract
55	Project Timelines	Data Migration and Go Live	We request a revised timeline for go-live based on the inputs from other participants as well.	Go-Live shall be made within 10 months from the date of contract

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
56	Resource Deployment	4.8.1.5	Please see if this can be amended given ongoing situation. "Please note that IREDA shall require that all discussion involving IREDA team to happen in IREDA office and attended by requisite bidder's personnel in person. Discussions over call/audio conference and video conference shall not be encouraged."	Discussions over call/audio conference and video conference shall be encouraged in consultation with IREDA only in cases of lockdown/COVID-19 or any other pandemic or force majeure situation. IREDA shall be the final authority to take a decision on this
57	SLA	Average Time taken to acknowledge and respond once an incident is logged through one of the agreed channels. This is calculated for all incidents reported within the reporting quarter (24x7x365)	Problem response time is calculated for 24X7X365. Can we make it working business hours of IREDA? Else this will have to budget for 3 shifts resources tripling the support cost	SLA time period will be calculated on 24*7*365 basis only for the applications which have 24x7x365 real time transactions, for example, public facing applications like Loan Application Portal, Customer Portal etc. and not all the applications. However, as per Page – 220 of RFP, penalty % is less for non-peak hours
58	SLA	Average Time taken to acknowledge and respond once an incident is logged through one of the agreed channels. This is calculated for all incidents reported within the reporting quarter (24x7x365)	Do we really need to consider support for 24*7*365 days as it will have the large impact on the commercials? Do we get some relaxation here	SLA time period will be calculated on 24*7*365 basis only for the applications which have 24x7x365 real time transactions, for example, public facing applications like Loan Application Portal, Customer Portal etc. and not all the applications. However, as per Page – 220 of RFP, penalty % is less for non-peak hours

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
59	Termination of Contract	Termination	Please note that any termination of the contract by either party shall only be in case if the other party has committed a material breach of the contract and if such breach has not been cured during the notice period of thirty days. In case of the termination, the Purchaser shall pay the Supplier for all products and services rendered up to the effective date of termination. Please note that any activity on behalf of the Supplier shall fall under this clause (collusion, fraud etc.), if it is done intentionally to obtain any undue business advantage. Further, the principles of nature justice shall be followed by IREDA in determining any claims.	Bidder cannot be given right to terminate the contract. We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.
60	Termination of Contract	41.1 Termination for Purchaser's Convenience	At least 60 days prior written notice to be given	We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.
61	Termination of Contract	41.2.1 to 41.2.6	Bidder request for 30 days cure period post which if the supplier unable to resolve the issue purchaser shall give 30 days' notice period for termination for suppliers default. Purchaser shall pay for all Services and products rendered or delivered up to the effective date of termination including any pre-paid expenses and any additional charges as may be mutually agreed to between the Parties. Also Supplier shall be paid, prorated on time,	We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.

Annexure-1				
S.No	Categorization	Clause	Clarification Sought	IREDA Response
			for milestones corresponding to which effort has been expended but not accomplished	
62	Termination of Contract	Termination: Termination with shorter notice period	To uphold the principles of natural justice, we request client to notify us and give us a rectification period of at least 30 days, prior to invoking this clause.	We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.
63	Third Party Applications	Subject to related Purchaser's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.	For 3rd party products or solution that we may propose, the expectation is that the bidder should manage the entire program against the said TCO. Is IREDA open to have a direct contract with that particular 3rd party vendor for licenses that may have to be procured	Bidders are expected to procure licenses in name of IREDA.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
1	9	4	NA	Requesting you to allow us 4 weeks for proposal submission post query clarification or latest corrigendum release from your side.	Fact Sheet	These timelines have been decided as per the IREDA business needs and overall plans. No change is possible in these timelines.
2	General	6		Please let us know if IREDA is ready to include a clause allowing only CMMI level 5 companies?		CMMI level certification is a nice to have feature. However IREDA does not want to make it a mandatory feature.
3	Method of Selection	6	9	Please provide further breakup of Technical Scoring (70%) with percentage/marks allocated to each sub-items?	The method of selection is Quality and Cost Based Selection (QCBS). The weights given to the Technical and Commercial Bids are: Technical = 70% and Commercial = 30%	Please refer to section 2.8.4.2.1 Technical Evaluation Framework for details.
4	Section I (General Instruction to the Bidders)	11	2	Please elaborate on who would be signing the Loan Agreement and how would the payments be made to the Bidder. Further, what would be the scope of the Bidder, between the Purchaser and the Borrower? Also, is the Bidder considered as the Borrower in any case?	Source of Funds	Please refer Section-2, Page-12 of this RFP.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
5	Section I (General Instruction to the Bidders)	12	3	Please note that any activity on behalf of the Bidder shall fall under this clause, if it is done intentionally to obtain any undue business advantage. Further, the principles of nature justice shall be followed by IREDA in determining any claims. Also, in case any audit is required to be conducted, the same shall only be performed to check if the Bidder is providing services as per the agreed scope of work and the Bidder is not liable to show any confidential documents, including but not limited to its books and records, financial information, reports etc. Also, we request for the deletion of section 3.4.	Fraud and Corruption	Standard World Bank Clause and hence cannot be modified or deleted
6	Section I (General Instruction to the Bidders)	15	5	We request for the deletion of section 5.3	Eligible Goods and Services	Deletion of Section 5.3 is not possible as IREDA expects bid to be compliant with SECTION III. ELIGIBLE COUNTRIES clause.
7	Section I 16.Documents Establishing the Conformity of the Information System to	24	16.2/d	ERP implementation scope is defined as the configuration and deployment of standard features present in the ERP. Therefore, the requirement and expectations need to be mapped against the existing functionalities of the ERP with minimum customisations. Wherever a functionality is present in ERP, it will be configured to fulfil the need of the client and similar or same functionality will not	A written confirmation that the Bidder accepts responsibility for the successful integration and inter-operability of all components of the Information System as required by the Bidding Documents.	Any provision for fixed fee for customization is not possible

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
	the Bidding Documents			be customised, or will not be considered as part of the fixed scope. The scope will be considered fulfilled by such functionality and the client will be required to change process to adapt to the existing functionality. bidder can provide a fixed fee for customisations which provide functionality and process completeness, however, customisations which are of the following nature cannot be pre-budgeted since they change from user to user: ease of use, control and validations, automations. these categories of customisations cannot be pre-budgeted, since they originate from clients (core team / end user / management’s) assumptions that a software can be made or should be fool-proof so that people cannot make mistakes, unfortunately this becomes a never ending pursuit… secondly, sometimes the core teams thinks that software should be made so user friendly that a user should like using it or should not feel un-convinced by using it. The ability to provide customised functionality will be limited by the underlying programming and application platform used for the customisations, in		

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				this case, the customisation and programmability capabilities of D365 F&O, CE, Azure platform services, Azure data and Analytics platform including Power BI and Microsoft .Net will define the ability to provide customised functionality. Therefore, any requirement for customisation which is not possible in the above mentioned programming and application platforms will be considered out of scope and will not be considered as a deliverable.		
8	18. Period of Validity of Bids	27	18. Period of Validity of Bids	Bidder request purchaser to clarify how will the price would be adjusted	18.3 In the case of fixed price contracts, if the award is delayed by a periodexceeding fifty-six (56) days beyond the expiry of the initial bid validity, the contract price will be adjusted as specified in the request for extension. Bid evaluation will be based on the bid prices without taking into consideration the above correction.	As per the timelines worked out by IREDA, the process of selection of bidder will complete within the validity period of bid. However, if for any unforeseen circumstances or force majeure clause, if the situation arises, the request for extension will have the details of how the price will be adjusted
9	Section I (General Instruction to the Bidders)	27	17	Bidder wishes to clarify that IREDA can forfeit Bidder's Bid security only if the Bidder fails to submit the performance security within 30 days of the contract being mutually agreed and signed.	Performance Security the Bid	Please refer to section 17.6 on page 27 for all conditions in which the Bid security can be forfeited.
10	20.1	28	1	Please confirm if RFP to be submitted online or physical or both.	D. SUBMISSION OF BIDS	It has to submitted in online form only.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
11	Section I (General Instruction to the Bidders)	32	26	Please note that IREDA shall not reject the Bidder's proposal on the basis that it contains any deviations/clarifications/suggestions etc. Bidder's proposal shall be considered as an integral part of the contract. Further, such a bid shall not be considered as substantially unresponsive.	Preliminary examination of the bid	As clarified during Pre-bid conference, the RFP shall be considered as ZERO-Deviation bid.
12	33. Purchaser's Right to Vary Quantities at Time of Award	38	33. Purchaser's Right to Vary Quantities at Time of Award	Bidder would like to clarify Any variation to the quantities at the time of award would call for re-submission of price based on revised quantities. Any Variation post award of contract would be handled through change control mechanism.	33. Purchaser's Right to Vary Quantities at Time of Award33.1 The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) indicated in the BDS, any of the following:(a) the quantity of substantially identical Subsystems; or(b) the quantity of individual hardware, Software, related equipment, Materials, products, and other Goods components of the Information System; or(c) the quantity of Installation or other Services to be performed,from that originally specified in the Technical Requirements (as amended by any Addenda issued pursuant to ITB Clause 11), without any change in unit prices or other terms and conditions.	Please see clause ITB 33.1 at Page-50 of the RFP for further information
13	Section I (General Instruction to the Bidders)	39	36	Please note that the Bidder shall sign the contract within 28 days, once the contract is mutually agreeable to both the parties.	Signing of the Contract	No change in the conditions mentioned in RFP. The contract will be considered mutually agreeable once notification of award is given

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
14	Section I (General Instruction to the Bidders)	39	37	Bidder wishes to clarify that IREDA can forfeit Bidder's Bid security and/or annul the award, only if the Bidder fails to submit the performance security within 28 days of the contract being mutually agreed and signed.	Performance Security	Please refer to section 17.6 on page 27 for all conditions in which the Bid security can be forfeited.
15	Section II	42	ITB 6.4	May consortium be please allowed since the whole migration activity require specialist from legacy and current technologies	Consortium or Joint ventures are not allowed	RFP does not allow consortium, However sub-contracting is allowed in accordance with the conditions given in the RFP.
16	Section II: Bid Data Sheet	44	ITB 6.1 (c)	Can bidder do the consortium with other implementation company? If not, we request you to allow.	Sole Bidder	RFP does not allow consortium, However sub-contracting is allowed in accordance with the conditions given in the RFP.
17	Section II: Bid Data Sheet	44	ITB 6.1 (c)	Can bidder do the sub-contracting of the entire implementation work (up to 100%) to their implementation partner? If not, we request you to allow.	Sub-Contracting	No. 100% sub-contracting is not permissible. IREDA expects sole bidder to be **an Implementation Partner company which has the capabilities to deliver the entire scope as mentioned in the RFP.** Sub-contracting is permissible only of supplementary work with written consent from IREDA.
18	Section II (Bid Data Sheet)	48	ITB 38.1	Please note that any adjudicator cannot be the current or an ex- employee of IREDA and any such adjudicator shall be appointed with the mutual consent of both, IREDA and the Bidder.	Adjudicator	An independent adjudicator will be appointed which shall not be a current or ex-employee of IREDA with mutual consent.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
19	ITB 28.6 (c) (ii)	49	II. E. Bid Opening and Evaluation	We request the payment to be considered within 15 days from the date of invoice submission?	The Purchaser will not accept deviations in the “Payment Milestones and SLAs” as defined under clause 5 of Section VI – Technical Requirements.	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later. IREDA will make all efforts to make payments within timelines yet No interest on delay payment is acceptable
20	Section IV (General Conditions of the Contract)	52	1	We request the definition of the Contract/Contract Agreement to also include the Bidder's proposal and the Contract shall be as per mutual agreement between the parties.	Definitions	No change. A contract always means mutual agreement and should be strictly as per the format provided in the RFP. Definition of Contract / Contract document stands as defined in the RFP document.
21	A. 1.1 c. (xiv)	58	Section IV. General Conditions of Contract A. Contract and Interpretation	We request you to consider using Microsoft recommended cloud implementation tools such as LCS and Azure Devops be used for requirement gathering, testing and code migration instead of documentation?	“Materials” means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Purchaser under the Contract.	As a matter of compliance requirement from various auditors, all documents shall be provided in soft copy and should be printed by bidder wherever there is a signing requirement
22	Section IV (General Conditions of the Contract)	59	3.5	Please note that all the Commercial Terms shall be as per those explicitly agreed in the Contract and no further. The Incoterms shall be inapplicable.	Incoterms	(“Incoterms 2000” or a more recent version if and as published) shall be applicable as mentioned in RFP. No changes in RFP required.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
23	6.2 Arbitration	63	6.2 Arbitration	Bidder request not to withhold any payment due.	6.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause, (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; (b) the Purchaser shall pay the Supplier any monies due the Supplier.	Standard World Bank Clause and hence cannot be modified or deleted
24	Section IV (General Conditions of the Contract)	63	6.2 and 6.3	Please note that the Arbitration shall be performed as per the Arbitration and Conciliation Act, 1996 including any subsequent amendments. Further, the Supplier shall continue to perform services only if such a service is not the subject matter of the dispute.	Arbitration	"1966" should be read as "1996" Supplier will continue to perform services only if such service is not matter of dispute and client has not requested the execution of those services by a separate notice.For stopping any service, a notice from the client will be required
25	Section IV (General Conditions of the Contract)	66	9.5 and 9.6	Please note that the Supplier shall be liable to comply only with the laws that are generally applicable to its business as an IT Service Provider in India. Further, we request for the deletion of the indemnity requirement. Also, all the holidays shall be observed as per the Supplier's holiday calendar.	Supplier's responsibility	This is a blanket statement with "Generally Applicable" rules. All specific details are covered in RFP. IREDA calendar shall be applicable for Holidays

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
26	Section IV (General Conditions of the Contract)	66	9.8 and 25	Please note that any such audits/inspection shall be conducted only to verify if the Supplier is performing services in accordance with the service levels. A third party auditor may be appointed only with the mutual consent of the parties on a non-contingent basis after he has executed a confidentiality agreement with the Supplier. Supplier is not obligated to share any information relating to Supplier's costs, Supplier proprietary data, confidential information of Supplier's other customers and internal audit reports of the Supplier. Such audit shall be conducted (a) upon thirty days prior written notice to Supplier; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with Supplier's ability to perform the services in accordance with the contract.	Supplier's responsibility and Inspections and Tests	I) Audit will happen for the performing services: Accepted .ii) Third party auditor to be appointed with mutual consent: Not accepted iii) Supplier is not obligated to share any information relating to Supplier's costs, Supplier proprietary data, confidential information of Supplier's other customers and internal audit reports of the Supplier: Accepted iv) Except point (b), rest all points are acceptable. Unless mandated by RBI or other regulatory authorities, we agree for audit once in 12 months, if required by IREDA.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
27	9.5	66	9.5	There are several remedies available under law and contract to you for such breach of obligations. For e.g., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section. If you still insist on retaining this section, then we request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator.	Indemnity for breach of laws	This can’t be agreed for any loss, breach of laws including IPR, shall survive the contract and there can be no upper cap.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
28	9.8	66	9.8	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	Audit Rights: The Supplier shall permit the Bank and/or persons appointed by the Bank to inspect the Supplier's offices and/or the accounts and records of the Supplier and its sub-contractors relating to the performance of the Contract, and to have such accounts and records audited by auditors appointed by the Bank if required by the Bank. The Supplier's attention is drawn to Sub-Clause 41.2.1(c), which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under Sub-Clause 9.8 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility under the Procurement Guidelines)	This is acceptable. Audit will happen only after formal notice. Bidder also has to comply to audit requirements as per RBI's Master Direction - Information Technology Framework for NBFC(Master Direction DNBS.PPD. No.04/66.15.001/2016-17) issued from time to time

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
29	12. Terms of Payment	69	12. Terms of Payment	Bidder Request payment to be made within 30 days from the date of receipt of invoice.Late payment charge of 2% per month applicable.Payment terms are different in different sections.	12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty-five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later.IREDA will make all efforts to make payments within timelines yet No interest on delay payment is acceptable

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
30	12. Terms of Payment	69	12. Terms of Payment	Bidder request the payment to be made in INR to the supplier including the foreign currency portion instead of LC.	12.4 All payments shall be made in the currency(ies) specified in the Contract Agreement, pursuant to GCC Clause 11. For Goods and Services supplied locally, payments shall be made in the currency of the Purchaser's Country, unless otherwise specified in the SCC. 12.5 Unless otherwise specified in the SCC, payment of the foreign currency portion of the Contract Price for Goods supplied from outside the Purchaser's Country shall be made to the Supplier through an irrevocable letter of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce, Paris	All payments shall be made in INR only

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
31	13.2 Advance Payment Security	69	13.2 Advance Payment Security	Bidder would like to clarify Advance Payment Security to be mutually discussed as and when the situation arises during the contract and not necessary for every case security would be provided.	13.2 Advance Payment Security 13.2.1 As specified in the SCC, the Supplier shall provide a security equal in amount and currency to the advance payment, and valid until the System is Operationally Accepted. 13.2.2 The security shall be in the form provided in the Bidding Documents or in another form acceptable to the Purchaser. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Purchaser. The way the value of the security is deemed to become reduced and, eventually, voided is as specified in the SCC. The security shall be returned to the Supplier immediately after its expiration.	Please refer GCC 13.3.1 in SCC section on Page-122
32	Section IV Securities 13.2 Advance Payment Security	69	13.2.1	Not accepted from cash flow perspective since effectively this would mean that we are not getting a mobilization amount and secondly "System is Operationally Accepted" cannot be unilaterally guaranteed by bidder as per bidder's clause on "Confirmation of Delivery"	As specified in the SCC, the Supplier shall provide a security equal in amount and currency to the advance payment, and valid until the System is Operationally Accepted.	No Change.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
33	Section IV (General Conditions of the Contract)	70	13.3.1	Please note that the performance security shall be provided within 28 days of signing of the mutually agreeable contract.	Performance Security	Please refer GCC 13.3.1 in SCC section on Page-122
34	Section IV 13.3 Performance Security	70	13.3.1	Security deposit more than 5 % is not acceptable and confirmation of performance security cannot be unilaterally guaranteed by bidder as per bidder's clause on "Confirmation of Delivery"	The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount and currency specified in the SCC. SCC- The Performance Security shall be denominated in Indian Rupees for an amount equal to 10% percent of the Contract value Price and shall be non-reducing in nature.	No Change.
35	Section IV13.3 Performance Security	70	13.3.2	Security deposit more than 5 % is not acceptable and confirmation of performance security cannot be unilaterally guaranteed by bidder as per bidder's clause on "Confirmation of Delivery"	The security shall be a bank guarantee in the form provided in the Sample Forms Section of the Bidding Documents, or it shall be in another form acceptable to the Purchase.	No Change.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
36	Section IV 13.3 Performance Security	70	13.3.3	Security deposit more than 5 % is not acceptable and confirmation of performance security cannot be unilaterally guaranteed by bidder as per bidder's clause on "Confirmation of Delivery"	The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.	No Change.
37	Section IV (General Conditions of the Contract)	71	15.4 and 15.5	Please note subject to IREDA's payment obligations, IREDA shall hold the rights of all the Custom Software and Materials, created specifically for IREDA under the contract. However, the Supplier retains an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of the Customer Software and Materials. Further, we request for the deletion of section 5.5.	Intellectual Property Rights	Please refer to SCC 15.5. Also, section 15.5 being standard world bank clause cannot be deleted or modified.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
38	C. 12.3	71	Section IV. General Conditions of Contract C. Payment	We request the payment to be considered within 15 days from the date of invoice submission?	Payments shall be made promptly by the Purchaser, but in no case later than forty-five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later. IREDA will make all efforts to make payments within timelines yet No interest on delay payment is acceptable
39	12. Terms of Payment	71	Payment Milestones	Payment to be made within 30 days after submission of Invoice by the supplier.	12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty-five (45) days after submission of a valid invoice by the Supplier.	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later.IREDA will make all efforts to make payments within timelines yet No interest on delay payment is acceptable

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
40	Section IV (General Conditions of the Contract)	72	16	We request for the clause to be read as: The Supplier grants IREDA an irrevocable (subject to IREDA's payment obligations), nonexclusive, worldwide license to use, execute, reproduce, display the Software, unless the Supplier states that a separate software license agreement shall be required.	Software Licensing Agreement	Standard World Bank Clause and cannot be modified/deleted.
41	Section IV (General Conditions of the Contract)	73	17	Please note that an information shall be protected as confidential, provided it is marked or identified as confidential at the time of disclosure. Further, the derivatives shall not be considered as confidential and the ownership shall lie with the Supplier. The parties also agree to sign a separate, mutual, non-disclosure agreement, which shall govern the terms of exchange of confidential information during the contract.	Confidential Information	No Change. Every information will be considered Confidential unless specified otherwise.
42	17	74	17.7	We request client to reduce the survival period of confidentiality obligations to one year post expiry or termination.	The provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years or such longer period as may be specified in the SCC	Not agreed. As the data of IREDA is of commercial confidence
43	Section IV (General Conditions of the Contract)	80	22	Please note that we request for the deletion of the insurance requirements as this RFP is for the supply of software and services.	Procurement and Delivery and Insurances	Standard World Bank Clause and cannot be modified/deleted.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
44	E. 21.3.2	81	Approval/ Review of Technical Documents by the Project Manager	We request a written feedback within three days of any deliverable to ensure adherence to the timelines.	Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.	These can be mutually agreed during project execution based on then prevailing conditions.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
45	Section IV23. Product Upgrades	82	23.1	In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.Regarding upgrades, updates and software Warranties and guaranties D365 Finance and Operations is a cloud hosted ERP provided as a service (SaaS) by Microsoft Corporation. Therefore, all warranties, updates and upgrades to the base product (D365 F&O as shipped and hosted by Microsoft Corporation will be owned and managed by Microsoft Corporation and Microsoft Corporation will be responsible and liable for the same. bidder Consulting as an implementer will be changing the design and/or code of the "Base Product" to map and fulfil the requirements of the client (IREDA). Therefore, bidder will be (only) responsible and liable for the customised part created on top of the base product provided by Microsoft Corporation. Being a cloud hosted ERP service, Microsoft	At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).	D365 has a limitation that a tenant cannot skip more than 3 upgrades. If such a situation arises, then upgrades are to be applied in consultation with IREDA

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				releases changes - updates, upgrades quite frequently and recommends deployment of the same. However, these changes (updates / upgrades) are of two natures - platform and application. Whereas Platform updates only effect the underlying platform (OS, DB, etc.) and does not affect the functionality of the application, the “application changes” effect the functional behaviour of the ERP and such changes cannot be deployed without rigorous functional testing on the client’s part and fair amount of technical work on the implementers part. Also, such applications updates may not be relevant to each client and depends on the industry, particular functionality required in at the current business landscape and so forth. Also, deploying a functional patch can change and/or effect the following: existing business processes (habits, practices), existing data structure (Entities, schemas, Reports, Data-warehouses), existing customisations. Therefore, application changes (upgrade, updates) post system build (UAT, Pilot, Live) will be treated as out of scope and will be taken as new changes. both during implementation and during support periods.		

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
46	Section IV23. Product Upgrades	82	23.3	In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.Regarding upgrades, updates and software Warranties and guaranteesD365 Finance and Operations is a cloud hosted ERP provided as a service (SaaS) by Microsoft Corporation. Therefore, all warranties, updates and upgrades to the base product (D365 F&O as shipped and hosted by Microsoft Corporation will be owned and managed by Microsoft Corporation and Microsoft Corporation will be responsible and liable for the same. bidder Consulting as an implementer will be changing the design and/or code of the "Base Product" to map and fulfil the requirements of the client (IREDA). Therefore, bidder will be (only) responsible and liable for the customised part created on top of the base product provided by Microsoft Corporation. Being a cloud hosted ERP service, Microsoft releases changes - updates, upgrades quite frequently and	During performance of the Contract, the Supplier shall offer to the Purchaser all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its bid.	D365 has a limitation that a tenant cannot skip more than 3 upgrades. If such a situation arises, then upgrades are to be applied in consultation with IREDA

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				recommends deployment of the same. However, these changes (updates / upgrades) are of two natures - platform and application. Whereas Platform updates only effect the underlying platform (OS, DB, etc.) and does not affect the functionality of the application, the “application changes” effect the functional behaviour of the ERP and such changes cannot be deployed without rigorous functional testing on the client’s part and fair amount of technical work on the implementers part. Also, such applications updates may not be relevant to each client and depends on the industry, particular functionality required in at the current business landscape and so forth. Also, deploying a functional patch can change and/or effect the following: existing business processes (habits, practices), existing data structure (Entities, schemas, Reports, Data-warehouses), existing customisations. Therefore, application changes (upgrade, updates) post system build (UAT, Pilot, Live) will be treated as out of scope and will be taken as new changes. both during implementation and during support periods.		

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
47	Section IV23. Product Upgrades	82	23.4	In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.Regarding upgrades, updates and software Warranties and guarantiesD365 Finance and Operations is a cloud hosted ERP provided as a service (SaaS) by Microsoft Corporation. Therefore, all warranties, updates and upgrades to the base product (D365 F&O as shipped and hosted by Microsoft Corporation will be owned and managed by Microsoft Corporation and Microsoft Corporation will be responsible and liable for the same. bidder Consulting as an implementer will be changing the design and/or code of the "Base Product" to map and fulfil the requirements of the client (IREDA). Therefore, bidder will be (only) responsible and liable for the customised part created on top of the base product provided by Microsoft Corporation. Being a cloud hosted ERP service, Microsoft releases changes - updates, upgrades quite frequently and	During the Warranty Period, unless otherwise specified in the SCC, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's country, and no later than twelve (12) months after they are released in the country of origin of the Software.	D365 has a limitation that a tenant cannot skip more than 3 upgrades. If such a situation arises, then upgrades are to be applied in consultation with IREDA

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				recommends deployment of the same. However, these changes (updates / upgrades) are of two natures - platform and application. Whereas Platform updates only effect the underlying platform (OS, DB, etc.) and does not affect the functionality of the application, the “application changes” effect the functional behaviour of the ERP and such changes cannot be deployed without rigorous functional testing on the client’s part and fair amount of technical work on the implementers part. Also, such applications updates may not be relevant to each client and depends on the industry, particular functionality required in at the current business landscape and so forth. Also, deploying a functional patch can change and/or effect the following: existing business processes (habits, practices), existing data structure (Entities, schemas, Reports, Data-warehouses), existing customisations. Therefore, application changes (upgrade, updates) post system build (UAT, Pilot, Live) will be treated as out of scope and will be taken as new changes. both during implementation and during support periods.		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
48	Section IV 23. Product Upgrades	82	23.2	This applies to Microsoft and not bidder as Microsoft will be managing D365 service (SaaS) post go-live.	At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).	Bidder shall be responsible for the customization/enhancement done on D365
49	Section IV23. Product Upgrades	83	23.5	In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.Regarding upgrades, updates and software Warranties and guarantiesD365 Finance and Operations is a cloud hosted ERP provided as a service (SaaS) by Microsoft Corporation. Therefore, all warranties, updates and upgrades to the base product (D365 F&O as shipped and hosted by Microsoft Corporation will be owned and managed by Microsoft Corporation and Microsoft Corporation will be responsible and liable for the same. bidder Consulting as an	The Purchaser shall introduce all new versions, releases or updates of the Software within eighteen (18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or maintaining a version or release of the Software less than twenty-four (24) months after the Purchaser	D365 has a limitation that a tenant cannot skip more than 3 upgrades. If such a situation arises, then upgrades are to be applied in consultation with IREDA

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				implementer will be changing the design and/or code of the "Base Product" to map and fulfil the requirements of the client (IREDA). Therefore, bidder will be (only) responsible and liable for the customised part created on top of the base product provided by Microsoft Corporation. Being a cloud hosted ERP service, Microsoft releases changes - updates, upgrades quite frequently and recommends deployment of the same. However, these changes (updates / upgrades) are of two natures - platform and application. Whereas Platform updates only effect the underlying platform (OS, DB, etc.) and does not affect the functionality of the application, the “application changes” effect the functional behaviour of the ERP and such changes cannot be deployed without rigorous functional testing on the client’s part and fair amount of technical work on the implementers part. Also, such applications updates may not be relevant to each client and depends on the industry, particular functionality required in at the current business landscape and so forth. Also, deploying a functional patch can change and/or effect the following: existing business processes (habits, practices), existing data structure (Entities, schemas,	receives a production-ready copy of a subsequent version, release, or update. The Purchaser shall use all reasonable endeavours to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.	

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				Reports, Data-warehouses), existing customisations. Therefore, application changes (upgrade, updates) post system build (UAT, Pilot, Live) will be treated as out of scope and will be taken as new changes. both during implementation and during support periods.		
50	22 / 22.1, 22.1 and 23, 23.1	83	22,23	for 3rd party products or solution that we may propose, the expectation is that the bidder should manage the entire program against the said TCO. Is IREDA open to have a direct contract with that particular 3rd party vendor for licenses that may have to be procured	22.1,22.2 and 23.1	On-boarded vendor is expected to procure licenses in name of IREDA.
51	E. 23.1	85	Product Upgrades	Supplier should not be liable for any product upgrade. OEM Microsoft provides automatic upgrades and is liable for the same.	At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).	Ensuring successful update for the product as per OEM recommendation will be bidders responsibility and should be done in consultation with IREDA

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
52	E. 23.5	85	Product Upgrades	Supplier should not be liable for any product upgrade. OEM Microsoft provides automatic upgrades and is liable for the same.	During the Warranty Period, unless otherwise specified in the SCC, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's country, and no later than twelve (12) months after they are released in the country of origin of the Software.	Ensuring successful update for the product as per OEM recommendation will be bidders responsibility and should be done in consultation with IREDA

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
53	Section IV27.3 Operational Acceptance	86	27.3.1	Confirmation of Delivery Related Clauses (Please refer to Annexure 1-bidder Guideline Sheet)	Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when(a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC and/or the Agreed and Finalized Project Plan have been successfully completed; or(b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Purchaser within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or(c) the Purchaser has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Supplier shall notify the Purchaser and document such use.	Standard World Bank Clause and hence cannot be modified/deleted

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
54	Section IV 27.3 Operational Acceptance	87	27.3.5	Confirmation of Delivery Related Clauses (Please refer to Annexure 1-bidder Guideline Sheet)	If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, then either: (a) the Purchaser may consider terminating the Contract, pursuant to GCC Clause 41.2.2; or (b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Purchaser to fulfil its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.	Standard World Bank Clause and hence cannot be modified/deleted

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
55	Section IV-F28. Operational Acceptance Time Guarantee	88	28.1	Project Timeline clauseThe responsibility for delivering the project on-time cannot be taken exclusively by bidder/Implementer, since an ERP implementation is a two-way process between the implementer and the client. The timelines depend on the timely response to queries and acknowledgement of solution by the client also, in addition to the time taken to understand and provide solution by the implementer.In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.	The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule in the Technical Requirements Section and/or the Agreed and Finalized Project Plan pursuant to GCC Clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).	Bidder is responsible for overall project time. Any delay solely due to client will not be attributed to bidder and will not be penalized.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
56	Section IV-F28. Operational Acceptance Time Guarantee	88	28.2	Project Timeline clauseThe responsibility for delivering the project on-time cannot be taken exclusively by bidder/Implementer, since an ERP implementation is a two-way process between the implementer and the client. The timelines depend on the timely response to queries and acknowledgement of solution by the client also, in addition to the time taken to understand and provide solution by the implementer.In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.	If the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule in the Technical Requirement or the Agreed and Finalized Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Purchaser liquidated damages at the rate specified in the SCC as a percentage of the Contract Price, or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount specified in the SCC (“the Maximum”). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.	Bidder is responsible for overall project time. Any delay solely due to client will not be attributed to bidder and will not be penalized.
57	29. Defect Liability	89	29. Defect Liability		29.1 to 29.13	There is no query

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
58	Section IV-F28. Operational Acceptance Time Guarantee	89	28.3	Project Timeline clauseThe responsibility for delivering the project on-time cannot be taken exclusively by bidder/Implementer, since an ERP implementation is a two-way process between the implementer and the client. The timelines depend on the timely response to queries and acknowledgement of solution by the client also, in addition to the time taken to understand and provide solution by the implementer.In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.	Unless otherwise specified in the SCC, liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule in the Technical Requirements and/or Agreed and Finalized Project Plan. This Clause 28.3 shall not limit, however, any other rights or remedies the Purchaser may have under the Contract for other delays.	Bidder is responsible for overall project time. Any delay solely due to client will not be attributed to bidder and will not be penalized.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
59	Section IV-F28. Operational Acceptance Time Guarantee	89	28.4	Project Timeline clauseThe responsibility for delivering the project on-time cannot be taken exclusively by bidder/Implementer, since an ERP implementation is a two-way process between the implementer and the client. The timelines depend on the timely response to queries and acknowledgement of solution by the client also, in addition to the time taken to understand and provide solution by the implementer.In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.	If liquidated damages are claimed by the Purchaser for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Purchaser in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.	Bidder is responsible for overall project time. Any delay solely due to client will not be attributed to bidder and will not be penalized.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
60	Section IV 29. Defect Liability	89	29.1	Regarding upgrades, updates and software Warranties and guaranties (Please refer to Annexure 1-bidder Guideline Sheet)	The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. Exceptions and/or limitations, if any, to this warranty with respect to Software (or categories of Software), shall be as specified in the SCC. Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.	Bidder shall be responsible for installing all the upgrades/updates in the solution as per recommendation of OEM
61	Section IV29. Defect Liability	89	29.2	Regarding upgrades, updates and software Warranties and guaranties (Please refer to Annexure 1-bidder Guideline Sheet)	The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfil the Technical Requirements.	Bidder shall be responsible for installing all the upgrades/updates in the solution as per recommendation of OEM

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
62	Section IV 29. Defect Liability	89	29.3	Regarding upgrades, updates and software Warranties and guaranties (Please refer to Annexure 1-bidder Guideline Sheet)	In addition, the Supplier warrants that: (I) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, (ii) they have been previously released to the market, and (iii) those specific items identified in the SCC (if any) have been in the market for at least the minimum periods specified in the SCC.	Bidder shall be responsible for installing all the upgrades/updates in the solution as per recommendation of OEM
63	Section IV 29. Defect Liability	89	29.4	Regarding upgrades, updates and software Warranties and guaranties (Please refer to Annexure 1-bidder Guideline Sheet)	The Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or	Bidder shall be responsible for installing all the upgrades/updates in the solution as per recommendation of OEM
64	Section IV; Clause 29.10	91		We request that the liability of the vendor to be restricted to the value of the issued Purchase order.	29.10 If the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within the time period specified in the SCC, the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.	This is acceptable. Please refer to GCC 33.1

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
65	Section IV (General Conditions of the Contract)	92	31	We request for the deletion of this clause.	Intellectual Property Warranty	Standard World Bank Clause and hence cannot be modified/deleted
66	Section IV (General Conditions of the Contract)	92	32	Kindly note that Supplier shall indemnify IREDA by paying any court awarded damages for any copyright or patent infringement of the Supplier's product, in case there is a third party claim against IREDA for such product. However, IREDA is required to promptly notify the Supplier of such a claim and provide assistance wherever requested.	Intellectual Property Rights Indemnity	This can’t be agreed for any loss, breach of laws including IPR, shall survive the contract and there can be no upper cap. IREDA shall notify bidder of any such claim.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
67	Section IV 30. Functional Guarantees	92	30.1	The delivery of solution will be considered as done when the functionality requested is demonstrated, tested and approved in UAT scenario. The ability of going live with the software functionality is subject to the operational (process, habits, data, audit, procedures) capability of the organisation and the acceptability of change and transformation by the client organisation. Implementer (bidder) can assist the client in the go live process and provide support, guidance, direction of for the go-live, but cannot own the go-live process and also cannot own the successful and adequate usage of the software once it is live.	The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.	Selected bidder is expected to be responsible for go-live process , system stabilization and support as specified in RFP.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
68	Section IV 30. Functional Guarantees	92	30.3	The delivery of solution will be considered as done when the functionality requested is demonstrated, tested and approved in UAT scenario. The ability of going live with the software functionality is subject to the operational (process, habits, data, audit, procedures) capability of the organisation and the acceptability of change and transformation by the client organisation. Implementer (bidder) can assist the client in the go live process and provide support, guidance, direction of for the go-live, but cannot own the go-live process and also cannot own the successful and adequate usage of the software once it is live.	If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.	Selected bidder is expected to be responsible for go-live process , system stabilization and support as specified in RFP.
69	Section IV (General Conditions of the Contract)	95	33	Please note that we request for no exclusion to be provided to the exclusion of indirect and consequential damage. Further, we request that the Supplier's liability for any and all claims under the contract to be limit to the amount of any actual direct damages incurred by IREDA up to the amount paid (if recurring charges, up to 12 months' charges apply) for the product or service that is the subject of the claim, regardless of the basis of the claim.	Limitation of Liability	Limited to the contract value.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
70	33	95	33	Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	Limitation of Liability	Standard World Bank Clause and hence cannot be modified/deleted.
71	Section IV; Clause 33.1	95		33. Clause to be modified as under: Limitation of Liability 33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, ~~provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser~~; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, ~~provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.~~	33. Limitation of Liability 33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	Standard World Bank Clause and hence cannot be modified/deleted

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
72	Section IV; Clause 36.2	96		Clause to be modified as under:36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against ~~any and all~~ actual and proven losses, liabilities and costs ~~(including losses, liabilities, and costs incurred in defending a claim alleging such a liability)~~ that the Purchaser or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising directly in connection with the supply, installation, testing, and Commissioning of the System and by reason of the gross negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Purchaser, its contractors, employees, officers, or agents.	36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Purchaser and its employees and officers fromSection IV: General Conditions of Contractand against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Purchaser or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Purchaser, its contractors, employees, officers, or agents.	Standard World Bank Clause and hence cannot be modified/deleted

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
73	Section IV (General Conditions of the Contract)	97	36	Please note that the Supplier shall be liable to comply only with the laws that are generally applicable to its business as an IT Service Provider in India. Further, we request for the deletion of the indemnity requirement. Further, we request for the deletion of sections 36.2 to 36.6.	Loss or Damage to property; Indemnification	Standard World Bank Clause and hence cannot be modified/deleted
74	36	97	36.2	Request client to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	Indemnities for death and bodily injury	Standard World Bank Clause and hence cannot be modified/deleted
75	36.2	97	36.2	We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by Meity in its guidelines.	Indemnities not subject to final determination by court/arbitrator	Standard World Bank Clause and hence cannot be modified/deleted
76	Section IV (General Conditions of the Contract)	98	37	Please note that we request for the deletion of the insurance requirements as this RFP is for the supply of software and services.	Procurement and Delivery and Insurances	This is a software driven project. So anything written related to hardware stands inapplicable.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
77	38. Force Majeure	99	38. Force Majeure	Bidder like to clarify in the event of Force Majuro, Purchaser shall pay for all the services delivered till the effective date of termination including any pre-paid expenses and any other mutually agreed charges.	38.8	No change
78	Section IV (General Conditions of the Contract)	99	38.1	Please note that the definition of "Force Majeure" shall also include any form of endemic, epidemic or pandemic.	Force Majeure	Force Majeure can be applicable for epidemic and Pandemic
79	Section IV (General Conditions of the Contract)	101	39	Please note that any changes to the contract shall be mutually agreed and authorised by both the parties, in writing.	Changes to the System	In accordance with the RFP as mentioned at Page-104, Clause 39
80	41. Termination	105	41.1 Termination for Purchaser's Convenience	Bidder seeks deletion of Termination of Purchaser' Convenience.	41.1 Termination for Purchaser's Convenience 41.1.1 The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.	Standard World Bank Clause and hence cannot be modified/deleted

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
81	Section IV (General Conditions of the Contract)	105	41	Please note that any termination of the contract by either party shall only be incise if the other party has committed a material breach of the contract and if such breach has not been cured during the notice period of thirty days. Incise of the termination, the Purchaser shall pay the Supplier for all products and services rendered up to the effective date of termination. Please note that any activity on behalf of the Supplier shall fall under this clause (collusion, fraud etc.), if it is done intentionally to obtain any undue business advantage. Further, the principles of nature justice shall be followed by IREDA in determining any claims.	Termination	Bidder cannot be given right to terminate the contract.We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.
82	Section IV; Clause 41.1	105		At least 60 days prior written notice to be given	41.1 Termination for Purchaser's Convenience	We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
83	41.2 Termination for Supplier's Default	108	41.2 Termination for Supplier's Default	Bidder request for 30 days cure period post which if the supplier unable to resolve the issue purchaser shall give 30 days' notice period for termination for suppliers default. Purchaser shall pay for all Services and products rendered or delivered up to the effective date of termination including any pre-paid expenses and any additional charges as may be mutually agreed to between the Parties. Also Supplier shall be paid, prorated on time, for milestones corresponding to which effort has been expended but not accomplished	41.2.1 to 41.2.6	We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.
84	41.2.2	108	41.2.2	To uphold the principles of natural justice, we request client to notify us and give us a rectification period of at least 30 days, prior to invoking this clause.	Termination: Termination with shorter notice period	We can put a 30 days' notice period along with 30 days of cure period. Notice of termination will be issued if solution is not provided within cure period to purchaser's satisfaction.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
85	41.3 Termination by Supplier	110	41.3 Termination by Supplier	2)Purchaser shall pay for all Services and products rendered or delivered up to the effective date of termination including any pre-paid expenses and any additional charges as may be mutually agreed to between the Parties. 3)Also Supplier shall be paid, prorated on time, for milestones corresponding to which effort has been expended but not accomplished	41.3.1 to 41.3.5	Standard World Bank Clause and hence cannot be modified/deleted
86	41.2 Termination for Supplier's Default	110	41.2 Termination for Supplier's Default	Subbu will share the comments	41.2.6 If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.	There is no query

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
87	41.2 Termination for Supplier’s Default	110	41.2 Termination for Supplier’s Default	Bidder seeks deletion "The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site." Supplier should be paid any cost incurred for remove or arrange removal.	41.2.4 The Purchaser may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Purchaser thinks appropriate, the Purchaser shall give notice to the Supplier that such Supplier’s Equipment will be returned to the Supplier at or near the site and shall return such Supplier’s Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.	Standard World Bank Clause and hence cannot be modified/deleted

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
88	41.2.6	110	41.2.6	Request client to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that client will use government procurement norms (including price discovery) for procurement of such services from third parties.	Risk Purchase: If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.	Standard World Bank Clause and hence cannot be modified/deleted
89	41.3 Termination by Supplier	111	41.3 Termination by Supplier	Bidder request not to withhold any payment due.	If the Purchaser fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or	Standard World Bank Clause and hence cannot be modified/deleted

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
90	42. Assignment	113	42. Assignment	"Supplier should be permitted to assign its rights to payments under this engagement with intimation to the Purchaser."	42.I Neither the Purchaser nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.	Standard World Bank Clause and hence cannot be modified/deleted
91	Section V; Clause 6.2.3	118		Clause to be modified as under: Arbitration proceedings shall be conducted in accordance with the rules of arbitration of Arbitration and Conciliation Act 1966 of Government of India. The Arbitration venue shall be New Delhi. Arbitration to be referred to sole Arbitrator jointly appointed by both parties. Cost of arbitration to be borne by the parties equally.	Arbitration proceedings shall be conducted in accordance with the rules of arbitration of Arbitration and Conciliation Act 1966 of Government of India. The Arbitration venue shall be New Delhi.	Arbitration proceedings shall be conducted in accordance with the rules of arbitration of Arbitration and Conciliation Act 1996 of Government of India. The Arbitration venue shall be New Delhi. Also, IREDA will have institutional arbitration over ad-hoc arbitration.
92	NA	119	8	Request to increase the commencement of work to 30 days from the effective date of contract	NA	No Change. The work has to start immediately once the contract is signed.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
93	Approach & Timelines	119	GCC 1.1 (e) (x)	Given the amount of customization/non-D365 work, meeting this timeline would be challenging. Can this timeline be extended? If yes, by how many months?	Proposed timeline for the solution implementation is 9 months from the time that the contract is signed till the Go Live	Go-Live shall be made within 10 months from the date of contract
94	F. GUARANTEES AND LIABILITIES	125	28. Operational Acceptance Time Guarantee (GCC Clause 28)	Bidder request 0.5% per week or part thereof should be on affected milestones subject to maximum of 5% of the Total Implementation Value Excluding Hardware and Software's.	If the supplier is not able to complete the project within the specified period, he / she would be liable to pay the liquidated damage @ 0.5% per week or part thereof subject to maximum of 5% of the total cost of the contract if supplier had failed to deliver within the delivery schedule. In case, the supplier fails to execute the order whether in full or in part, the earnest / security money would liable to be forfeited in full or in part /to be determined by IREDA.	No change

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
95	28.3	125	28.3	We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore, we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches. We understand that we would be liable to pay liquidated damages to the extent corresponding breach is solely attributable to us. Kindly confirm. Please confirm..	Liquidated Damages: If the supplier is not able to complete the project within the specified period, he / she would be liable to pay the liquidated damage @ 0.5% per week or part thereof subject to maximum of 5% of the total cost of the contract if supplier had failed to deliver within the delivery schedule. Not sole and exclusive remedy Not limited to solely our fault	Liquidated Damages: If the supplier is not able to complete the project within the specified period, he / she would be liable to pay the liquidated damage @ 0.5% per week or part thereof subject to maximum of 5% of the affected milestone if supplier had failed to deliver within the delivery schedule.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
96	Section V SCC 28. Operational Acceptance Time Guarantee (GCC Clause 28)	125	GCC 28.3	The responsibility for delivering the project on-time cannot be taken exclusively by bidder/Implementer, since an ERP implementation is a two-way process between the implementer and the client. The timelines depend on the timely response to queries and acknowledgement of solution by the client also, in addition to the time taken to understand and provide solution by the implementer. In the case of D365 SaaS solution, project timelines are also dependent on the change in requirements and compliances required by Microsoft. The version upgrades are frequently released and Microsoft recommends going live on the latest version. In addition, Microsoft recommends performing performances testing before go-live for complex and highly customised projects.	If the supplier is not able to complete the project within the specified period, he / she would be liable to pay the liquidated damage @ 0.5% per week or part thereof subject to maximum of 5% of the total cost of the contract if supplier had failed to deliver within the delivery schedule. In case, the supplier fails to execute the order whether in full or in part, the earnest / security money would liable to be forfeited in full or in part /to be determined by IREDA.	No change
97	Section V; Clause 28	125		To be discussed during time of contract. Please keep it open for discussion as of now	28. Operational Acceptance Time Guarantee (LD/Penalties)	There is no query

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
98	37.1 (c) & 37.2	126	37.1 (c) & 37.2	We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.	The Supplier shall obtain Third-Party Liability Insurance in the amount of contract value with deductible limits of no more than 1% of contract value. The insured Parties shall be purchaser. The Insurance shall cover the period from effective date of the contract until the effective date of completion of the contract. The Purchaser shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.	This is acceptable. However, bidder has to provide documentary evidence of IREDA being covered as a purchaser till the complete tenure of contract and the same has to be submitted promptly after contract signing.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
99	Section V SCC 37. Insurances (GCC Clause 37)	126	GCC 37.1 (c)	This is acceptable if it is an insurance clause and not a penalty clause	The Supplier shall obtain Third-Party Liability Insurance in the amount of contract value with deductible limits of no more than 1% of contract value. The insured Parties shall be purchaser. The Insurance shall cover the period from effective date of the contract until the effective date of completion of the contract.	No change
100	29. Defect Liability (GCC Clause 29) GCC 29.4	127		The understanding is that this period of 48 months' overlaps with the Handholding (12 months) and support phase of 36 months. Please confirm whether the understanding is correct?	The Warranty Period (N) shall begin from the date of Operational Acceptance of the System or Subsystem and extend for 48 months	Understanding is correct.
101	37	128	37.1 ©	Please explain liability insurance is for what? And why it is needed. We request to remove the clause.	The Supplier shall obtain Third-Party Liability Insurance in the amount of contract value with deductible limits of no more than 1% of contract value. The insured Parties shall be purchaser. The Insurance shall cover the period from effective date of the contract until the effective date of completion of the contract.	Standard World Bank Clause and is non-negotiable
102	VI, 1.2	132	1	Are there any integration related issues that are faced in the system today	1.2	No integration issues as of now. Further, this information can be gathered during blue printing exercise.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
103	2.2.3	138		Need to Request this clause to change to 80% In first year as there are high probability of having the cost of Implementation more than 50% in first two years as the project deployment and other external audit and Migrations are in the first year itself	2.2.3 Commercial Bid Format - Note section	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.
104	Section VI	138	Annexure II	May certificate from consortium partner be considered for the fulfilment of this criteria	CMMi Certificate	Consortium not permitted.
105	Section VI 2.2.3 Commercial Bid	138	2.2.3	Such Contract Will Result in Quoting non-genuine prices. We therefore do not agree	In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
106	Section VI; Clause 2.2.3	138		As the contract may require capex expenditure we request that IREDA relax the 50% TCV clause to 75% of TCV in the first 2 years of the contract. That will also help in better prices as vendor need not factor in significantly high cost of finance	Please note: In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.
107	Section VI (Technical Requirements)	139	2.3	Please note that the EMD shall be forfeited only if the Bidder withdraws its bid during the bid validity period.	EMD	All possible reasons for forfeiting of EMD are listed in RFP.
108	VI	139	2	There is likely to be multiple approaches for a solution. Integration, customization and gap-fit of a bolt-on solution are key considerations. Is IREDA open for a workshop on this, if the bidder qualifies in the technical round	2.2.2, Section 5	Enough opportunity will be given to bidder during demonstration/presentation phase.
109	Section VI (Technical Requirements)	140	2.5	Please note that the Bidder shall not be disqualified if the proposal contains any deviations/clarifications.	Disqualification	This is a zero deviation RFP.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
110	2.2.3	140	Please Note	Please explain the clause.	Please note: In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.
111	Replacement	141	2.6.3 Replacement. And 4.3.10 (I)	Does the bidder have flexibility to downsizing of the Key Personnel during post-Go Live stabilization phase in interest of cost?Does the bidder has facility to deploy a hybrid team during post-Go-Live stabilisation period	2.6 Key personnel4.3.10 Post Go Live Stabilization Support	As per RFP, the same team who is deployed during implementation phase till Go-Live shall continue till the end of Post Go-Live stabilization support.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
112	2.8.4.1.1	144	1	Statutory Auditor will provide the letter till last financial year audited. Bidder will provide COI, MOA & GST certificate to prove company is functional on date of bid submission.	The bidder(and the subcontractor if any) must be incorporated under the companies act 1956/2013 or under LLP act and in business for at least 05 years as on last date of submission of bids.	The statutory auditor certificate has to be essentially provided (for being in business for last 5 years) as on the date of submission of bid. In case of any difficulty in providing the statutory auditor certificate for FY19-20 and till bid submission date, following can be provided: 1. Audited certificate for first two quarters till Sep 2019 2. For subsequent quarters and till bid submission date, provisional balance sheet shall suffice
113	2.8.4.1.1	144	2	This letter should be self-certified, statutory auditor has no tools to verify such information's.	The bidder (and the subcontractor if any) must not be blacklisted/debarred by any Statutory, Regulatory or Government Auditor or Public Sector Undertakings (PSUs / PSBs) or autonomous body/bodies of Government of India on the date of submission of bid.	Statutory auditor can provide the desired certificate basis the documents/records/undertakings available with the bidder
114	2.8.4.1.1	145	3	Statutory Auditor will provide the letter till last financial year audited.	The bidder(and the subcontractor if any) should not have been declared bankrupt/insolvent or in the process of liquidation as on date of submission.	The statutory auditor certificate has to be essentially provided (for being in business for last 5 years) as on the date of submission of bid. However, in the event of difficulty, statutory auditor certificate can be provided till March 2019 and for the balance duration, a certificate signed by CS shall suffice

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
115	Section VI / 2.8.4	145	2.8.4.1.1.6	What if the Subcontractor is authorized implementation partner for Microsoft D365 and bidder is partner of other Microsoft products, can it be considered as valid, for submission of Bid?	OEM Authorization – Bidder (and Subcontractor if any) should be an authorized implementation partner of the Microsoft D365 and any other product offered	Main bidder (sole bidder) has to be an authorised implementation partner for D365
116	Section VI / 2.8.4	145	2.8.4.1.1.7	Under the Non-Disclosure Agreement with client we are under obligation to not share any documentation (including contract /PO / completion certificate) to external / 3rd party. In such case does the CA authorized /attested copy of work done on this software's will work?	The bidder should have successfully implemented AX2009/AX2012 or Dynamics 365 --> Copy of Contract/ PO and Completion Certificate of the engagement on the clients' letterhead needs to be provided	Contract document with confidential information masked should be submitted. Details of Scope of work, Start date, End date, and status of the project should be clearly mentioned.
117	2.8.4.1.2	146	2	Is it mandatory to have CMMi level 5/4/3 Certificate??	CMMI Level of the organization CMMI Level 5: 5 marks CMMI Level 4: 3 marks CMMI Level 3: 1 mark	No. It is not mandatory but desirable.
118	Sec VI/Clause 2.8	147	2.8 FRS - Bidder's response	If Bidder is proposing a full lift and shift to D365 version from Ax 2009, all the row items in FRS sheet will be considered as "S" - Standard feature. Can we proceed with this assumption ?	2.8.4.2.1	No
119	2.8.4.1.2	147	i	Customization should be given more marks than bolt on application, considering the fact that bolt on application will have a different technology to integrate making it more complex feature than that of customization. Please amend.	Functional Requirement Specification(FRS) Standard Feature- 10 marks Bolt on Application- 5 marks Customization - 3 marks	The sequence of preference will remain same. Changes in the assigned points are given below. • Standard Feature- 10 marks • Bolt on Application- 7 marks • Customization - 5 marks

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
120	Section VI	147	2.8.4.1.1 (5)	Request IREDA to modify as below: Bidder should have a net worth positive in each of the last 3 financial years i.e. 2018-19, 2017-18, 2016-17	Bidder should have a positive cash profit in each of the last 3 financial years i.e. 2018-19, 2017-18, 2016-17	No change.
121	Section VI	147	2.8.4.1.1 (7)	Request IREDA to modify as below:The bidder(and subcontractor if any) should have successfully implemented AX2009/AX2012 or Dynamics 365	The bidder should have successfully implemented AX2009/AX2012 or Dynamics 365	No change.
122	Section VI	147	2.8.4.1.1 (8)	We request that 30 full time resources clause be modified to 10 full time resources on your bidder or subcontractor rolls. In today's time the business cannot afford to keep resources on bench. And such skilled resources work on partner rolls and change partners quite often.	Resources of the proposed ERP product - The bidder (or subcontractor if any) must have a minimum of 30 full time resources with experience of working with Microsoft Dynamics 365	No change.
123	Section VI / 2.8.4	149	2.8.4.2.1.iii	Under the Non-Disclosure Agreement with client we are under obligation to not share any documentation / details) to external / 3rd party. In such case does the CA authorized /attested copy of work done will work?	Bidder's Experience - Client Citations	Replied at S.No. 116 of Annexure-2
124	Section VI: Technical Requirements	149	NA	Is the Rating applicable Module wise (Any Higher Weightage in Any Module for scoring) or it is standard for all the points in FRS.	Functional Requirement Specifications (FRS)	No. Rating is same across all the modules

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
125	Bidder's Experience - Client Citations	152	3	Can we get relaxation on this clause?	The Bidder should have experience in integrating the proposed LOS, LMS with D365 solution/AX 2012/AX 2009	The bidder / subcontractor(if any) should have experience in integrating the proposed LOS, LMS with D365 solution/AX 2012/AX 2009 or any other reputed ERP product.
126	2.8.4.2.1	154	NA	Infrastructure expert might not be required for cloud deployment.	NA	Infrastructure expert will be needed for Dev, testing and other environment readiness for development, testing and deployment management and for other parts of the solution which are not the part of D365 landscape. No change in RFP
127	2.8.4.3	157	4	Please explain "Net Present Value(NPV) of total cash outflow for IREDA for 5 years discounted at 5-year G-Sec rate of India as on the date of submission of bid".	The discounted quote is the net present value (NPV) of total cash outflow for IREDA for five years discounted at 5-year G-Sec rate of India as on the date of submission of bid.	It is a way of calculating the present value of expected total cost to IREDA. Based on all cash outflows which will be discounted based on Government Security rate. We will share an example as part of pre-bid query. The same is attached as Annexure-3 with this corrigendum
128	3	158	3.1	Please share details on external interfaces such as Bureau, Classified Customer Information Providers, Credit Agency etc.	As-Is Application Architecture	Some of the information sought is confidential in nature or under some NDA obligation. Hence, the same shall be shared during business blueprinting phase
129	3	158	3.1	Please share details on other IREDA deployed interfaces (e.g. Active Directory, Document Management System, Email Exchange Server, Risk Rating Engine etc.)	As-Is Application Architecture	Please refer Annexure-7, Page - 253 of RFP

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
130	3	158	3.1	Please elaborate which of the existing systems are expected to retained and interfaced with proposed system?	As-Is Application Architecture	Since AX 2009 is already EOL/EOS, nothing will be retained on AX 2009. All the dot net and share point applications shall be migrated to D365 on any other platform proposed by bidder.
131	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	What are the current pain points in the Ax 2009 product suite?	3.1	These details can be collected during blueprinting phase.
132	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Is IREDA happy with the customized portions of the Ax 2009 on Loans and Credit systems?	3.1	These details can be collected during blueprinting phase.
133	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Is IREDA open to a reimplementation of the Ax2009 in D365 instead of a migration?	3.1	Bidder can design its approach
134	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Does IREDA have the Functional Design documents, Solution documents of the Ax 2009 deployment ?	3.1	Not all but a few of them are available
135	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Does IREDA have the UAT Test cases of the Ax 2009 which passed the system for a successful Go Live?	3.1	No

इरेडा IREDA

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
136	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Can IREDA, create an LCS account and run an assessment of the application and share the resultant report with Bidders ?	3.1	LCS account cannot be created for AX 2009 application
137	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	In absence of above, can Bidders request to have a preliminary assessment period of 3-4 weeks to estimate the application complexity for the migration	3.1	Bidders can assess the existing system, however, there shall not be any relaxation in the overall timelines of the project.
138	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	What is the tool used to integrate the Portals to Ax 2009 in the current environment?	3.1	Microsoft Dynamics Business connector
139	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	In the current environment, what other systems are integrated to Ax2009 other than Portals?	3.1	IREDA uses skeleton of SharePoint for its employee portal and dot net applications like Customer Portal, Online Loan Application, Vendor portal, Wind/GBI Portal etc.
140	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Are there any requirements in the FRS sheet that are currently unavailable in the current solution landscape	3.1	Yes. There are a few of them which IREDA wish to implement in new solution. Also, details of the same can be collected during business blueprinting phase
141	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Is IREDA expecting a historical data migration?	3.1	Yes

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
142	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	What is the current DB size and what is the rate of increase over a period of 3 years ?	3.1	Current DB size is roughly 8 GB which includes transactional and metadata. Rate of increase is exactly not available, but the database size was around 7 GB in May 2017
143	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	what is the expected rate of DB size increase expected over next 5 years?	3.1	Query is immaterial as the next DB will be Azure SQL DB which is architecturally different than conventional on-premise SQL server.
144	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Are there any real-time integrations deployed?	3.1	Yes. With customer facing application through Dynamics Business connector
145	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Are there any batches setup to run either in AX 2009 or in SQL Database	3.1	Yes. For generating alerts through SMS and Email, SSRS subscription, etc.,
146	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	is the ESS portal part of the Ax 2009 enterprise portal configuration?	3.1	No
147	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	Has any customization been done on the SharePoint portal for ESS?	3.1	IREDA has used the skeleton of SharePoint to implement its Intranet Portal and the subsequent pages it redirects to are built in Dot Net.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
148	Sec VI / Clause 3 Technical requirements	159	3.1 As- IS Arch	What is the role of Python in the overall architecture of current landscape	3.1	Only one application is developed using Python. The same needs to be migrated to D365 platforms
149	Section VI / 3.1.2	159	3.1.2	Is the module has been customized and integrated with AX. If yes then is it to be followed the same process with D 365?	Technical Services	The modules are built on the top of AX hence the integration is implicit. Going forward, it is bidder's prerogative whether he/she wants to customize it on top of D365 or implement the functionalities listed in FRS through a bolt-on application and subsequently integrate with D365
150	3.1.2.1	162	Technical Services	What are the current challenges faced in the Loan Application system?	Receipt of Loan Application	No challenges as such. More details can be captured during business blueprinting phase.
151	Section VI	164	3.1.4.1	What are business requirements on module PIDMoS & LMS?	3.1.4.1	They are mentioned in detail under PTS, LMS, LiMS worksheets of FRS
152	Section VI / 3.1.4	165	3.1.4.3	As per the FRS, the module has been developed and integrated with AX. It will be the same in D 365 also?	Liability Management System	The modules are built on the top of AX hence the integration is implicit. Going forward, it is bidder's prerogative whether he/she wants to customize it on top of D365 or implement the functionalities listed in FRS through a bolt-on application and subsequently integrate with D365
153	3.1.4.3	165	3.1.4.3	Is treasury solution required for this requirement?	Liability management system	Bidder can design its solution after looking at FRS and TRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	**Section No./Clause No.**	**Page No.**	**Point No.**	**Clarification Sought**	**Clause**	**IREDA Response**
154	3.1.4.3	165	3.1.4.3	If Yes for S.No. 4, then please confirm that the scope of Liability Management is limited to borrowings/liabilities of IREDA only (and not by its customers)	Liability management system	The elaborate scope of Liability Management System is mentioned under "LiMS" worksheet of FRS
155	Section VI / 3.1.5	166	3.1.5	Is the module has been developed in AX itself or it is any third party integration ?	HR Department	The modules are built on the top of AX hence the integration is implicit. Major part of HRMS activity is covered in intranet portal which is built using SharePoint skeleton and dot net. Going forward, it is bidder's prerogative whether he/she wants to customize it on top of D365, use the standard features to the maximum possible extent or implement the functionalities listed in FRS through a bolt-on application and subsequently integrate with D365
156	3.1 As-Is Application Architecture	166	3.1.5	What is the existing HR & payroll product landscape - applications used and third party service providers ?	HR Department	Payroll is customised on top of Ax 2009. HRMS functionalities are met partially in AX 2009 and majorly through SharePoint and Dot Net Portals
157	Section VI / 3.1.6	167	3.1.6.2	As per FRD, it is a third party system. Is it to be integrated with AX D 365 also?	Court Case Tracking System	It is a very small, standalone dot net application. Going forward, it's bidder's prerogative how he/she wishes to implement this functionality as a part of overall solution.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
158	3.1.4.1	167	Finance & Accounts Department	Can we use our proprietary Bolt on solution on D365 customer engagement? There might be separate licensing cost.	Loan Management System	Yes. Since procurement of D365 licenses is through an EA, bidder needs to clearly mention in the "Approach and Methodology" document the licensing requirement of Customer Engagement for commercial considerations
159	3.1.6 Outsourced Applications	167	3.1.6	As on date what are the interfaces for HR & Finance & operations	Outsourced Applications	Please refer response at S.Nso 156. Integration of HRMS and F&A is through Microsoft Dynamics Business Connector.
160	3.1.6 Outsourced Applications	167	3.1.6	How many main interfaces will new HR system have with other existing systems?	Outsourced Applications	These details can be collected during blueprinting phase.
161	3.1.6 Outsourced Applications	167	3.1.6	How many main interfaces will new HR system have with external systems	Outsourced Applications	These details can be obtained during business blueprinting phase
162	3.1.6	167	3.1.6.1	Is this system expected to be proposed by vendor or to be kept integrating with proposed system?	DAK and file management	As of now, IREDA is using NIC's e-office for DAK and File management.
163	Section VI / 3.1.6	168	3.1.6.3	Is the GBI portal should be integrated with D 365 ?	GBI Portal	Yes
164	3.1.6.3	168	3.1.6.3	Is this portal expected to be integrated with proposed system by vendor?	GBI portal	Yes
165	3.1.6 Outsourced Applications	169	3.1.7.3	How many external partners E.g.:- Recruitment Consultants , Benefit provider , Trainer, etc.	Vendor Portal	Any vendor who provides services/good to IREDA and is liable to receive payment

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
166	3.1.6.3	170	Outsourced Applications	Is GBI Portal available as a bolt on solution on Microsoft Dynamics AX 9? Does the requirements shared in the RFP modules have already been developed? If not, Kindly help with the segregation of existing requirement and the Wish list. This will help us estimate the cost effectively.	GBI Portal	No. It's built on dot net. Requirements are very well captured in FRS under the worksheets "Wind/Solar GBI".
167	3.2 Reporting Requirements	170	3.2	Give a brief of the kind of People metrics used in your management reporting - e.g.: Time taken to hire or Workflow demographics or Employee skill analysis	1. Real Time Reporting2. Periodic Reporting3. Ad-hoc Reports	These details can be collected during blueprinting phase.
168	3.1.7.1	171	Intranet Portal	can we reuse the current online portals (IT ecosystems)	Online Portals	Yes. But the technical architecture has to be D365.
169	Section VI	172	Finance & Accounting	i. Defining chart of accounts ii. Matching general ledger with sub ledger iii. Accounting principles and policies iv. Ind-AS v. Invoicing vi. Accounting data display vii. Generation of trial balance, P&L account and Balance sheet viii. Journal posting ix. Foreign currency transactions x. Data related to bonds issued xi. Inter unit transactions (If any)	1.General ledger/ schedule	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
170	Section VI	172	Finance & Accounting	i. Defining tax structure ii. Tax calculations iii. Tax returns iv. Challan generation v. Tax payments vi. Capturing changes in tax rules vii. Provision for taxation viii. Reports generation	2. Tax management	These details can be collected during blueprinting phase. More details are mentioned in FRS
171	Section VI	172	Finance & Accounting	It captures the requirement to integrate through automation, the reconciliation system with the payment and collection recording modules and generation of bank reconciliation statement	3. Bank reconciliation statement	These details can be collected during blueprinting phase. More details are mentioned in FRS
172	Section VI	172	Finance & Accounting	i)Fixed asset master ii)Fixed asset register ii. Depreciation calculation iii. Schedule of fixed assets iv. Capitalization of asset v. Asset Revaluation vi. Retirement of an asset vii. Gain/Loss on disposal viii. Insurance of an asset	4. Fixed asset accounting	These details can be collected during blueprinting phase. More details are mentioned in FRS
173	Section VI	172	Finance & Accounting	It captures the requirement of budget preparation for the purpose of implementing various control measures and for carrying out analysis for the purpose of decision making.	5. Budgeting	These details can be collected during blueprinting phase. More details are mentioned in FRS

इरेडा IREDA

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
174	Section VI	172	Finance & Accounting	1. Vendor master creation 2. Vendor codes 3. Processing advance payments 4. Generating payable reports 5. Payment methods 6. Recurring payments 7. Payment authorization based on DOP 8. TDS related processes	6. Third party payments	These details can be collected during blueprinting phase. More details are mentioned in FRS
175	Section VI	172	Finance & Accounting	The module covers the process of inviting bids from banks for the purpose of making investments and generation of related information.	7. Investments	These details can be collected during blueprinting phase. More details are mentioned in FRS
176	Section VI	172	Finance & Accounting	It covers the functionality to define and create cost centres to support basis for allocation of various costs. Expense segmentation into cost centres allows for greater control of total costs. Accounting for resources at a finer level such as a cost centre allows for more accurate forecasts and calculations.	8. Costing and financial controls	These details can be collected during blueprinting phase. More details are mentioned in FRS
177	Section VI	172	Finance & Accounting	It allows the organization to forecast the profitability of an existing project or a sector. It also allows the user to define and create profit centres and showcase the profitability analysis based on multiple parameters like policy, type, product, customer, category etc.	9. Profitability analysis	These details can be collected during blueprinting phase. More details are mentioned in FRS
178	Section VI	172	Finance & Accounting	i. Data tracing at the lowest level of detail ii. Information and reports generation	10. Audit	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
179	Section VI	172	Finance & Accountin g	i. Performing unlimited closing cyclesii. Posting accrualsiii. Concurrent posting to prior and current fiscal years till accounts finalizationiv. Carrying forward correct balances to new financial yearv. Generation of financial reports	11. Managing accounting year end closing	These details can be collected during blueprinting phase. More details are mentioned in FRS
180	Section VI	172	Payroll	i. Integration with HRMS for attendance and leave data ii. Computation of earning components – fixed and cafeteria allowance iii. Dearness allowance calculation and logic iv. Processing increments v. Provident Fund vi. Salary of employees on deputation vii. Full and final settlement viii. Employee joining and leaving formalities – related to payroll ix. Prorated and retrospective calculation logics x. Bonus/incentive payments xi. Advance payments xii. Arrears	Income/ Earnings	These details can be collected during blueprinting phase. More details are mentioned in FRS

Indian Renewable Energy Development Agency Limited
(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
181	Section VI	172	Payroll	i. Employee TDS calculation ii. HRA rebate and calculation iii. Management of payments related to leased accommodation iv. PF/VPF deduction v. Superannuation vi. Benevolent fund vii. Leave without pay viii. Meal vouchers ix.Donations x. Recoveries xi. Tax forecasting, calculations, exemptions and deduction, etc. xii. Investment declaration, submission and tax rebates	Tax & Deductions	These details can be collected during blueprinting phase. More details are mentioned in FRS
182	Section VI	172	Payroll	i. PF,ii. Gratuity,iii. Benevolent fund,iv. Superannuation,v. Post-retirement benefits on employee terminationvi. Outstanding balancesvii. Nominee handling	Terminal Benefits	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
183	Section VI	172	Payroll	i. PF related reports ii. Managerial remuneration iii. Loans and advances – payments and recoveries of long and short term loans iv. Superannuation report v. Salary slip vi. TDS report vii. Form 16, 24B viii. Tax forecast	Reports	These details can be collected during blueprinting phase. More details are mentioned in FRS
184	Section VI	172	HRMS	i. Masters of employee categorization such as Grade, Gender and Category etc. ii. Employee details a) Employee personal details b) Dependent details c) Contact details d) Account details e) Identification details f) Executive information g) Additional details related to NOC, reservation and other histories	HRMS	These details can be collected during blueprinting phase. More details are mentioned in FRS
185	Section VI	172	HRMS	The main components covered under this module are: i. Organization chart and position master ii. Manpower planning	Organization Management	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
186	Section VI	172	HRMS	iii. Applicability of a leave, i. Process of applying and approving/rejecting leaves, ii. Holidays, iii. Leave credit, iv. Leave encashment, v. Lapse and carry forward,	Attendance & Leaves Management	These details can be collected during blueprinting phase. More details are mentioned in FRS
187	Section VI	172	HRMS	i. Request and approval process for transfersii. Integration with positions master and man-power planningiii. Transfer historyiv. Handover takeover processv. Tracking joining and relievingvi. Rotational transfersFor promotions, system covers following aspects:i. Career pathii. Eligibility managementiii. Promotion process (shortlisting, interview, approval, promotion letter)iv. Probation periodv. Integration with man-power planningvi. Backdated promotion and retrospectionvii. Seniority list	Transfer & Promotions	These details can be collected during blueprinting phase. More details are mentioned in FRS

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
188	Section VI	172	HRMS	i. Configuring hierarchy for each employee ii. Process of KRA issuance and acceptance iii. Performance review iv. Performance related pay v. Feedback mechanism vi. Tracking deadlines and enablement of alerts, escalations and penalties vii. Multiple lines of KRA	Annual Performance Appraisal Report (APAR)	These details can be collected during blueprinting phase. More details are mentioned in FRS
189	Section VI	172	HRMS	The module has been divided into following sections: i. Budget tracking and target setting ii. Identification of training needs iii. Training assessment survey iv. Employee training history v. Nomination and recommendation for training – including approval process vi. Training setup vii. Training progress and participation monitoring viii. Feedback ix. Reporting	Training & Development	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
190	Section VI	172	HRMS	iv. Requirement gathering for vacancyi. Category and reservation considerationsii. Eligibilityiii. Integration with IREDA's websiteiv. Applicant profiling and screeningv. Test and interview planning and result recordingvi. Verificationvii. Appointmentviii. Probationix. Induction	Recruitment	These details can be collected during blueprinting phase. More details are mentioned in FRS
191	Section VI	172	HRMS	i. The exit formalities and checklist ii. Relieving letter iii. Notice period iv. Process for resignation v. Separation benefits vi. Exit interviews	Separation	These details can be collected during blueprinting phase. More details are mentioned in FRS
192	Section VI	172	HRMS	i. Reimbursementsa) conveyance,b) medical (normal & hospitalization),c) uniform,d) telephone,e) mobile,f) laptop,g) leave encashment andh) out-of-pocketii. Loans and Advancesa) house building loan ,b) consumer articles,c) festive advance,d) vehicle loan,e) computer loan,f) temporary loan,g) tour advance,h) salary advanceiii. Perquisites and other benefitsa) Company Leased Accommodationb) Death/Retirement benefitsc) Payment/reimbursement for higher educationd) Professional bodies membership feee) Incentives such as family planning and Hindi proficiencyf) Posting related benefitsg) Group	Employee Benefits	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				personal accidental insuranceh) Post-retirement benefits		
193	Section VI	172	Employee self-service	i. Leave Applicationii. Outdoor Dutyiii. Movement Orderiv. Residential Proofsv. Perks and Allowancesvi. Requisition for Staff carvii. Provision for Higher studiesviii. Employee Satisfaction Surveyix. Option to send Bulk SMSx. Annual Property Statement/ Returnsxi. Annual Return Under Lokpal Actxii. KRA Issuance / KRA Acceptance / Appraisalxiii. Indent Form(Purchase Requisition)xiv. NOC for Foreign Private Visit/ Passportxv. Hindi Knowledge Examxvi. Local Conveyance Expensesxvii. Annual declaration of dependentsxviii. Requisition of arrangement of meetingsxix. Requisition for Issuance of Authority Letter for Indoor Treatmentxx. Undertaking for CDA Rulesxxi. Code of Ethics and Business Conductxxii. Undertaking for ITAUPxxiii. Monthly Reimbursement for Conveyance Expensesxxiv. Leased Accommodationxxv. Reimbursement of Fees for Professional Bodies Institutesxxvi. Out of Pocket		These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				Expensexxvii. Medical Reimbursementxxviii. Leave Encashmentxxix. Telephone Reimbursementxxx. Uniform Reimbursementxxxi. AGM and Diwali Festival Mementoesxxxii. Laptop Reimbursementxxxiii. Payments by F&Axxxiv. Festival Advancexxxv. Consumer Article Advancexxxvi. Vehicle Advancexxxvii. Repayment Status Report		
194	Section VI	172	LOS	In case a third party software solution is procured and integrated by IREDA with the D365 F&O solution, the responsibility of implementing and supporting the third party application will be of the third party providing the software. This responsibility will not be owned by bidder. Here First party being Microsoft, Second party being bidder Consulting and Third party being any other software or technology provider other than Microsoft and bidder.	The bidder has to procure (3rd party solution)/Customize (existing application), size, implement, integrate and maintain the LOS solution with the functionalities mentioned in Annexure 5. The bidder has to deploy the 3rd party solution on cloud or migrate existing solution to cloud.Bidder has to adhere to steps as defined in clause 4.3 of Section VI – Technical Requirements: Proposed solution implementation to produce deliverables as mentioned in clause 4.4 of Section VI – Technical Requirements: list of deliverables.In any case it will sole responsibility of bidder to maintain, size, customize, integrate with other applications and operate the same on cloud.	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
195	Section VI	172	LOS	i. Eligibility rules and criteria ii. Security requirements iii. Mandatory documents iv. Interest reset clause v. Penal Charges vi. Interest rates vii. Rebates viii. Subsidies ix. Moratorium and repayment period x. Mode of disbursement xi. Fund utilization and construction period xii. Disbursement schedule xiii. Incidental charges xiv. Appropriation/settlement order xv. Restrictions and rules on loan amount xvi. Restrictions and rules on promoter's contribution and IREDA exposure xvii. Different type of fees xviii. Pre-payments xix. Incentives	Product Creation	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
196	Section VI	172	LOS	This module specifies requirements associated with online loan application including setup of OLA forms, tabs, pages and sections. Different forms can be configured as per different schemes, sectors, sub-sectors and project type. The requirements have been specified on login and registration process, payment options, attachments and enclosures apart from setting up different parts of application form. The requirements around post-submission of application form such as flow of data to other modules, integration with customer portal and alerts have also been specified.	Online Loan Application (OLA)	These details can be collected during blueprinting phase. More details are mentioned in FRS

197	Section VI	172	LOS	i. Application registrationii. Fees handling and processingiii. Dealing officer allotmentiv. Eligibility checksv. KYC Verificationvi. External and CIBIL ratingvii. Internal rating (important data capture and flow of data with CRRS)Due diligenceix. Social and Environmental impact assessmentx. Sanction processxi. Disbursement note preparationxii. Handling additional loan requestsxiii. Loan application status and summaryxiv. Guarantor detailsxv. Commissioning capacity / SCODxvi. Letter of Comfort requestxvii. Line of Credit Markingxviii. Service Standardxix. Loan Agreement Projection i. TRA Account ii. Service Requests: a) NOC b) OTS c) Reschedulement d) Prepayment e) Request for sharing appraisal report f) Interest reset	Loan Origination	These details can be collected during blueprinting phase. More details are mentioned in FRS

198	Section VI	172	LOS	This module is an external customer facing application meant for interaction between IREDA and its customers. The functionalities cover entire communication cycle starting from online loan application submission till closure of loan.i. Online customer profile managementii. Listing of loan profiles by same customeriii. Loan profile details, containing:iv. Project detailsv. Securitiesvi. Commissioning datavii. Disbursement detailsviii. TRA detailsix. Guarantor detailsx. Promoter detailsxi. Loans from other sourcesxii. Means of financexiii. Interest rate historyxiv. Fee historyxv. PDCsxvi. Demand notice historyxvii. Repayment historyxviii. Availability to download reports and receipts related to loan accountxix. Correspondence response to IREDA requested informationxx. Service requestsxxi. Paymentsxxii. Link and integration with OLA	Customer Portal	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
199	Section VI	172	LMS	This module will serve the purpose of creating the master of all the rules, process and terms for different schemes at IREDA as mentioned in LOS section	Product Creation	These details can be collected during blueprinting phase. More details are mentioned in FRS
200	Section VI	172	LMS	Loan management module consist of requirements around complete handling of financial part associated with Loan Management starting disbursement (apart from accounting, which has been covered in a separate module). Loan management is the most critical module with maximum set of requirements around following areas:i. Master setup related to:a) LDb) Rebatesc) Legal constitution relationshipd) Source of funde) Securityf) Transaction typeg) Legal statush) Customer posting profilei) Sector groupj) Sub-sector groupk) Interestii. Project master details/loan detailsiii. Customer creation/setupiv. Dues calculation and demand notice generationv. Disbursementsvi. Repaymentvii. PDCsviii. NPAix. Write-offx. OTSxi. Prepaymentsxii. Interest resetxiii. NOCxiv. Reschedulementxv. Letter of Comfortxvi. Guarantee Assistancexvii. Project Monitoringxviii. Interest and Due calculations and recalculations	Loan Management	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
201	Section VI	172	Legal Management System	In case a third party software solution is procured and integrated by IREDA with the D365 F&O solution, the responsibility of implementing and supporting the third party application will be of the third party providing the software. This responsibility will not be owned by bidder. Here First party being Microsoft, Second party being bidder Consulting and Third party being any other software or technology provider other than Microsoft and bidder.	The bidder has to procure (3rd party solution)/Customize (existing application), size, implement, integrate and maintain the Legal Management System solution with the functionalities mentioned in Annexure 5. The bidder has to deploy the 3rd party solution on cloud or migrate existing solution to cloud.Bidder has to adhere to steps as defined in clause 4.3 of Section VI – Technical Requirements Proposed solution implementation to produce deliverables as mentioned in clause 4.4 of Section VI – Technical Requirements list of deliverables.In any case it will sole responsibility of bidder to maintain, size, customize, integrate with other applications and operate the same on cloud.	These details can be collected during blueprinting phase. More details are mentioned in FRS

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
202	Section VI	172	Legal Management System	ERP implementation scope is defined as the configuration and deployment of standard features present in the ERP. Therefore, the requirement and expectations need to be mapped against the existing functionalities of the ERP with minimum customisations. Wherever a functionality is present in ERP, it will be configured to fulfil the need of the client and similar or same functionality will not be customised, or will not be considered as part of the fixed scope. The scope will be considered fulfilled by such functionality and the client will be required to change process to adapt to the existing functionality.bidder can provide a fixed fee for customisations which provide functionality and process completeness, however, customisations which are of the following nature cannot be pre-budgeted since they change from user to user: ease of use, control and validations, automations. these categories of customisations cannot be pre-budgeted, since they originate from clients (core team / end user / management's) assumptions that a software can be made or should be fool-proof so that people cannot make mistakes, unfortunately this becomes a never ending pursuit… secondly, sometimes the core teams thinks that	For the legal department, it requires functionalities around following areas:i. Pre-executionii. Executioniii. Post-executioniv. Disbursement compliancev. Handling additional loan requestsvi. Loan application status/summaryvii. Service standardviii. RTIix. TRA Accountx. Advocate Appointmentxi. Safe custodyxii. DSRAxiii. PDC Management	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				software should be made so user friendly that a user should like using it or should not feel un-convinced by using it.The ability to provide customised functionality will be limited by the underlying programming and application platform used for the customisations, in this case, the customisation and programmability capabilities of D365 F&O, CE, Azure platform services, Azure data and Analytics platform including Power BI and Microsoft .Net will define the ability to provide customised functionality. Therefore, any requirement for customisation which is not possible in the above mentioned programming and application platforms will be considered out of scope and will not be considered as a deliverable.		

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
203	Section VI	172	Credit Risk Rating system	In case a third party software solution is procured and integrated by IREDA with the D365 F&O solution, the responsibility of implementing and supporting the third party application will be of the third party providing the software. This responsibility will not be owned by bidder. Here First party being Microsoft, Second party being bidder Consulting and Third party being any other software or technology provider other than Microsoft and bidder.	The bidder has to procure (3rd party solution)/Customize (existing application), size, implement, integrate and maintain the CRRS solution with the functionalities mentioned in Annexure 5.CRRS module has been designed to cover internal rating process during loan application appraisal, based on which the interest rates for the borrower are decided. The requirement contains seamless integration from different modules such as customer portal, Online Loan Application and Loan Origination module to derive inputs and flow output (rating).	These details can be collected during blueprinting phase. More details are mentioned in FRS
204	Section VI	172	Credit Risk Rating system	ERP implementation scope is defined as the configuration and deployment of standard features present in the ERP. Therefore, the requirement and expectations need to be mapped against the existing functionalities of the ERP with minimum customisations. Wherever a functionality is present in ERP, it will be configured to fulfil the need of the client and similar or same functionality will not be customised, or will not be considered as part of the fixed scope. The scope will be considered fulfilled by such functionality and the client will be required to change process to adapt to the existing functionality.bidder can	i) General setting: setting up master and relationship of following to configure different rating formsa) Gradesb) Sectorsc) Sub sectorsd) Project typee) Risk groupsf) Parametersg) Weightagesii. Managing request for rating and reratingiii. Rating process - answering questionnaire parameters and arriving at weighted scores of risk groupsiv. Workflow and reviewsv. Calculation logic	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				provide a fixed fee for customisations which provide functionality and process completeness, however, customisations which are of the following nature cannot be pre-budgeted since they change from user to user: ease of use, control and validations, automations. these categories of customisations cannot be pre-budgeted, since they originate from clients (core team / end user / management's) assumptions that a software can be made or should be fool-proof so that people cannot make mistakes, unfortunately this becomes a never ending pursuit… secondly, sometimes the core teams thinks that software should be made so user friendly that a user should like using it or should not feel un-convinced by using it.The ability to provide customised functionality will be limited by the underlying programming and application platform used for the customisations, in this case, the customisation and programmability capabilities of D365 F&O, CE, Azure platform services, Azure data and Analytics platform including Power BI and Microsoft .Net will define the ability to provide customised functionality. Therefore, any requirement for customisation which is not possible in the above mentioned programming and		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				application platforms will be considered out of scope and will not be considered as a deliverable.		
205	Section VI	172	Liability Management solution	In case a third party software solution is procured and integrated by IREDA with the D365 F&O solution, the responsibility of implementing and supporting the third party application will be of the third party providing the software. This responsibility will not be owned by bidder. Here First party being Microsoft, Second party being bidder Consulting and Third party being any other software or technology provider other than Microsoft and bidder.	The bidder must procure (3rd party solution)/Customize (existing application), size, implement, integrate and maintain the Liability Management solution with the functionalities mentioned in Annexure 5. The bidder must deploy the 3rd party solution on cloud or migrate existing solution to cloud.	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
206	Section VI	172	Liability Management solution	i. Details of loan agreement ii. Recording borrowings in foreign currency iii. Detail of amounts drawn from total sanctioned amount iv. Calculation of interest payable v. Calculation of penalties and other fee vi. Generating bank remitting letter vii. Revaluation of foreign currency loans viii. Repayment schedule	Loan Master	These details can be collected during blueprinting phase. More details are mentioned in FRS
207	Section VI	172	Liability Management solution	ERP implementation scope is defined as the configuration and deployment of standard features present in the ERP. Therefore, the requirement and expectations need to be mapped against the existing functionalities of the ERP with minimum customisations. Wherever a functionality is present in ERP, it will be configured to fulfil the need of the client and similar or same functionality will not be customised, or will not be considered as part of the fixed scope. The scope will be considered fulfilled by such functionality and the client will be required to change process to adapt to the existing functionality.bidder can provide a fixed fee for customisations which provide functionality and process completeness, however, customisations which are of the following nature cannot be pre-budgeted since they change from	Hedging Data Master	These details can be collected during blueprinting phase. More details are mentioned in FRS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				user to user: ease of use, control and validations, automations. these categories of customisations cannot be pre-budgeted, since they originate from clients (core team / end user / management's) assumptions that a software can be made or should be fool-proof so that people cannot make mistakes, unfortunately this becomes a never ending pursuit… secondly, sometimes the core teams thinks that software should be made so user friendly that a user should like using it or should not feel un-convinced by using it.The ability to provide customised functionality will be limited by the underlying programming and application platform used for the customisations, in this case, the customisation and programmability capabilities of D365 F&O, CE, Azure platform services, Azure data and Analytics platform including Power BI and Microsoft .Net will define the ability to provide customised functionality. Therefore, any requirement for customisation which is not possible in the above mentioned programming and application platforms will be considered out of scope and will not be considered as a deliverable.		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
208	Section VI	172	Liability Management solution	i. Creation of master of drawl/disbursement status of projects ii. Reports based on projects/Borrowers iii. Reports for each line of credit iv. Summary reports for all lines of credit	MIS for Lines of Credit	These details can be collected during blueprinting phase. More details are mentioned in FRS
209	Section VI	172	Inventory Management	ERP implementation scope is defined as the configuration and deployment of standard features present in the ERP. Therefore, the requirement and expectations need to be mapped against the existing functionalities of the ERP with minimum customisations. Wherever a functionality is present in ERP, it will be configured to fulfil the need of the client and similar or same functionality will not be customised, or will not be considered as part of the fixed scope. The scope will be considered fulfilled by such functionality and the client will be required to change process to adapt to the existing functionality.bidder can provide a fixed fee for customisations which provide functionality and process completeness, however, customisations which are of the following nature cannot be pre-budgeted since they change from user to user: ease of use, control and validations, automations. these categories of customisations cannot be pre-budgeted, since they originate from clients (core team / end user /	i. Creating and defining items forming part of inventoryii. Purchase order generationiii. Receipt and Issuance of itemsiv. Indent requestsv. Inventory records	Classification and detailed analysis of requirements will be done by the on-boarded bidder during blue printing phase. Bidders are expected to use their previous experience to provide estimate and bid for it. Putting a blanket statement on Scope eligibility of individual requirement is not possible at RFP stage.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				management's) assumptions that a software can be made or should be fool-proof so that people cannot make mistakes, unfortunately this becomes a never ending pursuit… secondly, sometimes the core teams thinks that software should be made so user friendly that a user should like using it or should not feel un-convinced by using it.The ability to provide customised functionality will be limited by the underlying programming and application platform used for the customisations, in this case, the customisation and programmability capabilities of D365 F&O, CE, Azure platform services, Azure data and Analytics platform including Power BI and Microsoft .Net will define the ability to provide customised functionality. Therefore, any requirement for customisation which is not possible in the above mentioned programming and application platforms will be considered out of scope and will not be considered as a deliverable.		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
210	Section VI	172	4.1 Summary of requirements	Please elaborate the number of licenses requirements as the Annexure 8 table there is 20 concurrent uses and total number of dept. users are 277 .	The bidder is required to ascertain the number and type of Licenses for the different users within IREDA based on their role and functionality as specified in Annexure 8 and Annexure 5 respectively	As of now, IREDA has 20 concurrent user licenses of Ax 2009. Going forward, they will be transitioned to D365 named user licenses depending upon the strength of the organisation at the time of Go-Live. As on date, there are 161 employees and the count 277 might have come because of overlap in user roles, as mentioned in Annexure-8

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
211	Section VI	172	4.1 Summary of requirements	Need to understand the cloud requirement in details. Whether IREDA has a plan to go Public cloud (like Azure to host) or a Private or hybrid environment in future. Please clarify	Design and procure IT infrastructure/ licenses (including IT & non-IT components, if any) which shall be compatible with the To Be D365 solution on cloud to meet IREDA's Business requirements, solution performance requirements and service level agreements.	IREDA shall be utilizing Microsoft Azure cloud in SaaS model for D365. For the bolt on applications running on cloud, if any, following are the conditions: 1. The CSP should be approved by MEIT 2. CSP should have DC and DR both in India 3. Client's data shall not be stored beyond the Indian geography 4. CSP shall allow audit by statutory/security auditors, including but not limited to RBI, CERT-IN, CAG etc. Further details can be obtained during SRS preparation. List given above is just indicative and not exhaustive
212	Section VI	172	4.1 Summary of requirements	is bidder need to take the environment to cloud (public/private/hybrid) after customization /upgradation to D365? Please clarify	If Bidder decides to Customize / Upgrade the existing solution then it will be the sole responsibility of the bidder to customise, integrate and maintain the solution with D365 with DC & DR without any additional cost to IREDA. The bidder will be required to move the solution(s) to cloud and has to factor in the same cost. The details are provided in Annexure 7	For the D365 landscape, development, testing and production environment shall be governed by Life Cycle Services (LCS) and production would be in Microsoft Azure
213	3.1.7.4	172	Mobile	Are these apps reusable? Is the expectation to re-develop the apps in D365 native app?	Mobile Apps	Apps are reusable and expectation is to re-develop them in D365
214	RFP_WB_D365.pdf	172	4.1	Please provide Annexure 7	The details are provided in Annexure 7	Provided at Page-253 of RFP

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
215	4.1	172	NA	Please share list of business segments that are part of CLOS current implementation scope (e.g. MSME, Mid-Market, Large Corporate etc. or Functional Units)	NA	Query not clear. Further information can be obtained during business blueprinting phase.
216	Section VI	173	4.1 Summary of requirements	What is current data size and is there any data classification details are available. Please share	Bidder has to migrate the data from current applications to target applications. Bidder has to factor in the cost of manpower and tools (if any) required for data migration	Current DB size is roughly 8 GB which includes transactional and metadata
217	Section VI	173	4.1 Summary of requirements	Need the present tool details used for CM? If not do the bidder required to configure a tool for this	Change Management activities through-out the life cycle of the project	IREDA expects a ticketing tool for CM. Details are mentioned in response to other queries for ticketing tool. Also, the same was answered during the pre-bid meeting
218	RFP_WB_D365.pdf	173	4.2	Is this required for D365 Solution Also?	Bidder to fix Vulnerabilities	If the vulnerability is arising in the standard feature of D365, then OEM will fix the problem, with necessary support from bidder. However, if OEM says the vulnerability is due to some customization/enhancement done by bidder, then it will be the responsibility of bidder to fix the vulnerability.
219	VI	174	NA	Remove the clause "The additional application/ third party application/ Bolt-On application shall be built on D365 environment." or change it to be integrated with D365	4.2.1.1	Preference shall be given to those bolt on applications which are built on D365 platform. However, for the bolt-on/third party application not built on D365 platform, they can be integrated with D365

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
220	Section VI	174	4.2.1 Proposed Solutions	The possibility, roadmap, technology has to be provided by Microsoft and can be implemented by bidder	The bidder is required to provide exit option from on-cloud to on-premise, at the discretion of IREDA.	We need bidder to adopt best practices suggested by Microsoft for application development and ensure complete migration from on-cloud to on-premise in case IREDA decides to exercise the exit option from cloud, which could be a life and shift arrangement.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
221	4.1	174	Summary of Requirements	Is there a possibility that IREDA will procure licenses from license selling vendor of Microsoft through enterprise agreement? Visual studio developer licenses are required for development which needs to be procured by IREDA.	Procure the licenses and other necessary support from the OEM to carry out Solution Implementation. The license would be issued in the name of IREDA. The bidder is required to ascertain the number and type of Licenses for the different users within IREDA based on their role and functionality as specified in Annexure 8 and Annexure 5 respectively. The same should comply to the OEM guidelines. Bidder is required to bring all licenses except MS Dynamics licenses as MS Dynamics licenses will be taken directly from the Microsoft, however, the bidder is required to suggest the license BOM to IREDA. Design and procure IT infrastructure/ licenses (including IT & non-IT components, if any) which shall be compatible with the To Be D365 solution on cloud to meet IREDA's Business requirements, solution performance requirements and service level agreements.	IREDA shall procure licenses of D365 through EA, including the licenses for Visual Studio.

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Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
222	4.1	174	Summary of Requirements	Please provide the current licenses BOQ for the application Dynamics Ax 2009 and users with the surrounding applications.	Based on the current licenses owned by IREDA, bidder has to size and estimate the number of licenses required by IREDA during the tenure of the contract.	20 concurrent user licenses in Ax 2009
223	4. Scope of Work	174	4.2.1.1	Will the Development, Testing and Production environment of D365 will be part of solution delivery scope.	Microsoft Dynamics 365 Solution Deployment on Cloud	It is the implicit part of minimum seat configuration and comes along with licenses under a single tenant on D365
224	RFP_WB_D365.pdf	174	4.2.1.1.	Being SAS solution it is up to Microsoft to provide. May not be able to comply with this	The bidder is required to provide exit option from on-cloud to on-premise, at the discretion of IREDA.	If at all IREDA decides to exit from cloud and if Microsoft provides that option, then bidder has to ensure the lift and shift of whole solution from on-cloud to on-premise. However, the necessary hardware required to host the on-premise landscape shall be purchased by IREDA, if the existing Data Centre is not able to accommodate the solution.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
225	RFP_WB_D 365	174	4.2.1.1	In 4.2.1.6 LOS - It is mentioned 3rd party Software also e.g. 4.2.1.6. Please clarify what must be done in Dynamics 365	The Bidder would have to implement the following modules of D365:	Essentially, IREDA expects to use the standard features of D365 Finance, SCM and HR applications to the maximum possible extent and the licenses for these apps shall be procured by IREDA under EA. Apart from that, for rest of the applications/functionalities, it the prerogative of the bidder to decide whether he/she wants to build LOS, LMS and other modules on the top of D365 or bring in a third party/bolt on application to implement such functionalities and integrate the same with D365.

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Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
226	4.1	175	Summary of Requirements	Estimation for the licenses can be given by the vendor. But IREDA needs to procure these licenses directly from Microsoft reseller.	Initially, the Bidder must procure licenses required for development of the application (Except MS Dynamics Licenses, which will be taken directly from the Microsoft). The prices for the same must be added in Annexure 4: Commercial Bid Format. Bidder has to estimate the licensing requirement and infra and size the cloud for the entire tenure of the contract.	Yes
227	4.1	175	Summary of Requirements	Microsoft cloud implementation methodology suggests using Azure Devops tool for test cases. EY can provide the unit test cases but the application test cases needs to be developed by IREDA.	The Bidder will help/assist IREDA in preparing the test cases for the testing. Bidder shall ensure that the test cases meet all the testing requirements of the IREDA.	Test scripts for any kind of testing is in the scope of bidder. IREDA shall run those test scripts, or may suggest some new scripts to ensure proper testing.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
228	4.1	175	Summary of Requirements	Since the cost may change and vary overtime, it will not be feasible to quote a price at this point of time. Can this clause be removed?	· The successful bidder is required to bring in a Third-Party Independent Auditor empanelled by CERT-IN for the audit of the entire solution being implemented at IREDA. The bidder must resolve the queries/gaps arising out of the audit at no extra cost to IREDA. Also, any payments made on account of conducting the application/ERP audit shall be scope of the bidder. · The bidder is required to obtain vetting services from ERP Product OEM i.e., Microsoft for the vetting of Technical Solution Design and System Architecture at no extra cost to IREDA. The bidder has to resolve and make changes in the design/application as suggested by the OEM.	Bidder has to provide commercial for Security Audit along with the bid as mentioned in the RFP by utilizing their past experience for similar work
229	4.1	175	Summary of Requirements	We request you to consider resource deployment in an onsite-offsite model.	Deployment of resources on-site at the project location(s)	Till post Go-Live stabilisation support, full team of bidder, including the project manager shall be onsite, unless stipulated under any force majeure situation.
230	Section VI	177	4.2.1.3 Payroll	Recommended to take 3rd Party Payroll software rather than custom build in Microsoft D365		This can be part of your solution approach.

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Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
231	Section VI	177	4.1.2.3	Need to understand the requirements of payroll module and see if entire customization can be removed and standard system can be used instead.	4.1.2.3	These details can be collected during blueprinting phase.
232	4. Scope of Work	177	4.2.1.3	How many Payroll runs do you have monthly? What are the cut off dates ?	Payroll	1 payroll run monthly. Usually cut-off date is between 22-25 of every month. Further details can be obtained/may change during business blueprinting phase.
233	4. Scope of Work	178	4.2.1.4	Are the functionalities mentioned in the FRS already existing in the current HR application	HRMS	Yes. Majority of them do exist.
234	4.2.1.3	179	Proposed Solutions	D365 does not have payroll licenses. The same needs to be procured from the suggested vendor of the supplier. Else can the same payroll be used and we can consider for integration.	Payroll	Bidder can design its own solution and any licenses other than MS Dynamics 365 have to be procured by the bidder
235	4. Scope of Work	179	4.2.1.4	How many Legal entities are being considered? Do specify the details of your business units	2 Organization Management	As of now there is one legal entity. However, final details shall come during business blueprinting phase.
236	4. Scope of Work	179	4.2.1.4	What is the employee distribution across countries and the types of employees - Permanent , Intern , Contractor , Contingent , etc. Please let us know the number of actual users & concurrent users	2 Organization Management	All employees are based in India, and they include regular, contractual, deputation etc. Further details can be obtained during business blueprinting phase

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
237	4.2.1.6	182	4.2.1.6	We understand that the LOS is expected to support the Corporate loans offered by IREDA. Kindly confirm the understanding and also specify if Retail Loan Origination is also expected to be proposed by the vendor.	LOS	These are only corporate loans. No retail/ individual loans. However, there are loans given to internal employees, which can be taken up in HR/F&A and not as a formal process in LOS
238	4.2.1.6	182	1	Please share list of Corporate Lending products serviced by IREDA at the moment	Product Creation	Please refer FRS - "PTS" sheet and further details can be obtained during business blueprinting phase
239	4.2.1.6	182	3	Please confirm whether standardized processes can be made consistent across various business segments (e.g. same Interim Review process for Medium as well as SME segments) and share available process flow information if available.	Loan Origination	Please refer FRS - "PTS" sheet and further details can be obtained during business blueprinting phase
240	4.2.1.6	182	3	Please confirm whether documents can be standardized across business segments (e.g. same, generic Credit Assessment document to be used across business segments).	Loan Origination	Please refer FRS - "PTS" sheet and further details can be obtained during business blueprinting phase
241	4. Scope of Work	183	4.2.1.6	Can we recommend an ISV solution to provide added functionalities not available in Dynamics 365 but specified in IREDA's FRS	LOS	Yes. This should be part of your solution approach.
242	4.2.1.6	184	4	Is it expected to be a digital channel (e.g. mobile/tab/internet) for this requirement?	Customer portal	IREDA wants the accessibility of all public facing portals on mobile/tablet/laptop etc.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
243	Section VI / 4.2.1	186	4.2.1.9	As per the FRS, the module has been developed. Is it developed in AX or outside AX and integrated with AX ?	Credit Risk Rating system	It is developed in AX 2009 environment
244	Sec VI / Clause 4.3 Proposed Solution Implementation	189	4.3	can Bidders propose a different timeline other than the one proposed by IREDA? Are there any restrictions ?	4.3	Bidders are expected to deploy enough resources to meet the timelines. Deviations from the proposed timelines are not permitted.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
245	Section VI	190	SRS signoff	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M2	Go-Live shall be made within 10 months from the date of contract

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
246	Section VI	190	Completion of development of all business scenarios	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M4	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
247	Section VI	190	UAT initiated	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M5	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
248	Section VI	190	Data Migration sign-off	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M8.5	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
249	Section VI	190	UAT Signoff	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M8	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
250	Section VI	190	Go Live	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M9	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
251	Section VI	190	Stabilized system signoff by IREDA	bidder Remark: Project Approach:This project will be considered a fresh implementation and will not be a migration project. since there is no direct migration path from AX 2009 to D365 F&O and the underlying architecture is different between AX2009 and D365. Most of the current core business functionality at IREDA is customised, therefore the quantity and quality of customisations is high in the project. Average estimated build and unit UAT time for the total customisations can be estimated between 6-12 months, for functionality currently existing in AX 2009. This build and unit UAT time is in addition to the normal ERP implementation time which goes through Analysis, Design, Deploy and Stabilise milestones…The estimated project Execution time will be 18-24 Months subject to dedicated empowered core team being provided by IREDA	T0 + M21	Go-Live shall be made within 10 months from the date of contract

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
252	Section VI	191	4.3.4 Data migration	Data Migration:Generally, transactional data for the previous period residing in AX 2009 should not be migrated to D365 F&O, and rather should be migrated to a data-warehouse for reporting and analytics perspective. For the purpose of regulatory compliances AX2009 will have to be run in read-only mode for the next 7 years from D365 go-live (and maybe more, depending on industry specific guidelines). Attempting to migrate transactional data to D365 for statutory compliances purposes may not be successful since the underlying data architecture between AX2009 and D365 F&O is different, therefore transactional data will need to be transformed before taking into D365 F&O and by the act of transforming and migrating, this data may not be audit worthy from a compliance perspective. Other than compliance and analytics, there is no need to migrate transactional data from AX 2009 to D365 F&O. However, master data, contract data and bill-wise, ledger-wise details will be migrated.	IREDA will not deploy any resources for data migration; the Implementation Partner is expected to provide data migration services during the implementation.The Data conversion and migration shall include the following activities to be performed by the Implementation Partner.i. Defining strategy for unification of reference data / codes across the IREDA organization as appropriateii. Training to IREDA's Core Team to facilitate data conversion and migration.iii. Perform the extraction of existing data from legacy systemsiv. Perform the cleansing, formatting, and conversion of data extracted from legacy systems as per the strategy providedv. The bidder shall appoint an external auditor to audit the process of data migration and/or the completeness and accuracy of the data migrated during the entire exercise of data migrations.vi. Any gaps/discrepancy observed will be reported in writing to Bidder, who will act upon them and resolve the same immediately or within 5 working days from the day of reporting the same.vii. Bidder will be responsible to develop control reports for verification of the data both before and after migration.viii. Bidder has to use data comparator tools for the purpose of checking the source	IREDA wants to migrate 100% of existing data so that the end user need not to access multiple systems after getting on-boarded on D365 platform.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
					and target data for data migration success.ix. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the Bidder and the Bidder will have to resolve them immediately.x. The Bidder should ensure that all tools developed (like data consistency tools, validation tools, data migration tools, data collection tools, etc.) by the application bidder during the implementation or to be used during the implementation should be made available to IREDA at no additional cost till all the offices are rolled out.xi. Bidder shall provide support during the data migration exercise in the mock/staging environment.xii. IREDA will not provide any IT infrastructure for the purpose of staging or conducting Mock Migrations as part of the Data Migration activity. All infrastructures will be required to be provisioned by the Bidder as part of the RFP response.	

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
253	Section VI	191	4.3.4 Data migration	Data Migration:Generally, transactional data for the previous period residing in AX 2009 should not be migrated to D365 F&O, and rather should be migrated to a data-warehouse for reporting and analytics perspective. For the purpose of regulatory compliances AX2009 will have to be run in read-only mode for the next 7 years from D365 go-live (and maybe more, depending on industry specific guidelines). Attempting to migrate transactional data to D365 for statutory compliances purposes may not be successful since the underlying data architecture between AX2009 and D365 F&O is different, therefore transactional data will need to be transformed before taking into D365 F&O and by the act of transforming and migrating, this data may not be audit worthy from a compliance perspective. Other than compliance and analytics, there is no need to migrate transactional data from AX 2009 to D365 F&O. However, master data, contract data and bill-wise, ledger-wise details will be migrated.	The entire data since IREDA's operations, has to be migrated into the proposed solution, this shall include all transactional, non-transactional and any other form of data includingComplete set of data in existing financial system.Master data such as vendors/suppliers, contractors, customers, Employees, Material, assets, debtors, creditors, projects, Work breakdown structures, Organization assets and equipment, preventive maintenance, work specification, defect codes, cost data, etc.All open projects, including project plan, progress monitoring and tracking of deliverables, project financial data, deliverables, etc. The live project data to be populated based on the agreed TO-BE process requirement.All the associated drawings and test results etc. as applicable.Archival data for pattern or trend analysis or statutory / legal requirements etc., Data Migration volumetric requirements	IREDA wants to migrate 100% of existing data so that the end user need not to access multiple systems after getting on-boarded on D365 platform.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
254	Section VI	191	4.3.4 Data migration	Data Migration:Generally, transactional data for the previous period residing in AX 2009 should not be migrated to D365 F&O, and rather should be migrated to a data-warehouse for reporting and analytics perspective. For the purpose of regulatory compliances AX2009 will have to be run in read-only mode for the next 7 years from D365 go-live (and maybe more, depending on industry specific guidelines). Attempting to migrate transactional data to D365 for statutory compliances purposes may not be successful since the underlying data architecture between AX2009 and D365 F&O is different, therefore transactional data will need to be transformed before taking into D365 F&O and by the act of transforming and migrating, this data may not be audit worthy from a compliance perspective. Other than compliance and analytics, there is no need to migrate transactional data from AX 2009 to D365 F&O. However, master data, contract data and bill-wise, ledger-wise details will be migrated.	The Implementation Partner would be responsible for ensuring that data migration is complete in all aspects. The key tasks and responsibilities of the Implementation Partner and IREDA for data migration would include1. Data Identification and Preparation2. Data Cleansing3. Data Extraction4. Developing data conversion scripts5. Testing and Verification	IREDA wants to migrate 100% of existing data so that the end user need not to access multiple systems after getting on-boarded on D365 platform.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
255	Section VI	191	4.3.4 Data migration	Data Migration:Generally, transactional data for the previous period residing in AX 2009 should not be migrated to D365 F&O, and rather should be migrated to a data-warehouse for reporting and analytics perspective. For the purpose of regulatory compliances AX2009 will have to be run in read-only mode for the next 7 years from D365 go-live (and maybe more, depending on industry specific guidelines). Attempting to migrate transactional data to D365 for statutory compliances purposes may not be successful since the underlying data architecture between AX2009 and D365 F&O is different, therefore transactional data will need to be transformed before taking into D365 F&O and by the act of transforming and migrating, this data may not be audit worthy from a compliance perspective. Other than compliance and analytics, there is no need to migrate transactional data from AX 2009 to D365 F&O. However, master data, contract data and bill-wise, ledger-wise details will be migrated.	Implementation Partner shall develop data entry programs / applications that may be required for the purpose of data migration in order to capture data available with / obtained by IREDA in non – electronic of	IREDA wants to migrate 100% of existing data so that the end user need not to access multiple systems after getting on-boarded on D365 platform.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
256	4.3.3	191	iii	Last approved application can be taken/ migrated on target platforms. Please confirm whether this aligns with IREDA migration strategy. In flight applications can be brought to closure on existing platforms.	Data migration strategy	List of applications to be migrated will be decided during blue printing with mutual discussion. However bidder should estimates for 100% data transfer from legacy systems to new system.
257	VI	192	NA	Please drop the clause as we will not sure on what capability is required for doing technical coding on source system of IREDA "Bidder has to use data comparator tools for the purpose of checking the source and target data for data migration success."	4.3.4	Standard World Bank Clause and hence cannot be modified/deleted.
258	4.3	192	Proposed Solution Implementation	For development, only 2 calendar months has been considered. However, 3 calendar month has been considered for UAT. Please validate.	Timelines for completion of Project Milestones	Revised timelines have been answered as a response to other queries
259	4.3.4	194	Proposed Solution Implementation- Data Migration	Data extraction should be taken care by IREDA, considering the timelines. We want to avoid time-lapse in getting access to third party applications.	iii. Perform the extraction of existing data from legacy systems iv. Perform the cleansing, formatting, and conversion of data extra	SI bidder will be responsible for complete data migration scope.
260	4.3.4	194	NA	Do we need to migrate 100% data or we can change it into only master data and open transactions	Data migration	100% data to be migrated.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
261	Section VI / 4.3.4	194	i	What are the different IREDA organizations in scope for Data Migration ?	Defining strategy for unification of reference data / codes across the IREDA organization as appropriate	List of applications to be migrated will be decided during blue printing with mutual discussion. However bidder should estimates for 100% data transfer from legacy systems to new system.
262	Section VI / 4.3.4	194	i	Is data Governance in Scope	Defining strategy for unification of reference data / codes across the IREDA organization as appropriate	Yes
263	Section VI / 4.3.4	194	xi	# Of Mock Run expected or No of Environment in scope for data migration	Bidder shall provide support during the data migration exercise in the mock/staging environment.	Shall be decided while finalizing the data migration strategy with bidder
264	4.3.7	195	1	What is the approx. number of users which are expected to be trained across functions? What is the expectation from the Train the Trainer concept? Will the business function representatives be also carrying out later training sessions?Do we have a measure of current fluency for end users with the current MD system? This will help us plan appropriate training approach for the various levels at which users are.	NA	All business and IT users have to be trained by the bidder. Yes, bidder has to prepare master trainers in each department.

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Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
265	Section VI 4.3.7	195	4.3.7.1	Training Services 1.bidder will provide Training to Technical Module Champions to customize (minor changes to) Microsoft Dynamics 365 for Finance and Operations and write reports and dashboards. 2.Train the Module Champions (Train the Trainer) for training the End Users and Process Owners and obtaining UAT from End Users. 3.End User training is not part of the scope of bidder. The End User training is to be provided by IREDA Module Champions. The IREDA- Module Champions will be assisted by bidder implementation team in training. End-User Training and Issue resolution 1.End-User training shall be owned and provided by IREDA Module Champions assisted by bidder. 2.End-User's issue resolution shall be managed by IREDA Module Champions. bidder team will not interact directly with Never fail End-Users but will assist the module champions.	Training requirements Methodology: The methodologies to be followed by the Implementation Partner to deliver trainings include: - Classroom training - System walk through - Hand on practice sessions - On the Job Training - Group learning where in a particular task is given to a particular group of people - Train the Trainer	Overall approach looks fine, however should be included these in your training approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
266	Section VI / 4.3.4	195		How many different Archival system exists in the current system architecture? What is the approximate volume of each Archival system?What are the storage solutions / technology associated with the current Archival solution ?	Archival data for pattern or trend analysis or statutory / legal requirements etc.,	Till now, IREDA has not purged any data and the data generated by Ax 2009 since its Go-Live exists in the database of AX 2009. IREDA does uses backup solution (Aramar) to backup data on periodical basis. Further details can be obtained during business blueprinting phase
267	Section VI / 4.3.4	195	ii	How many different IREDA offices and sites are in scope of Data Migration ?	The Implementation Partner shall carry out migration of all data which may be available at various IREDA offices and sites.	Data is located centrally in DC in Delhi
268	Section VI / 4.3.4	195	vi	What are the different non-electronic data format in scope of data migration? Also the volume of the same What is the intent of converting the non-electronic data into digital assets ? Is this only for storing as digital assets or will it go through some conversion before storing as digital assets ?	The Implementation Partner shall develop data entry programs/ applications templates along with necessary guidelines that may be required for the purpose of data migration in order to capture data available with/ obtained from IREDA in non-electronic format	Most of the data in electronic format needs to be migrated, These details can be collected during blueprinting phase.
269	Section VI / 4.3.4	195	3rd Point	Is document migration is in scope	All the associated drawings and test results etc. as applicable.	Yes
270	Section VI / 4.3.4	195	5th Point	Need understanding on data volume	Data Migration volumetric requirements	Current db size is around 8 GB, which includes transactional and metadata.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
271	Section VI / 4.3.4	195		Only open transactions are in scope or do we need the migrate the close transactions as well. Is there any threshold to identify any transaction whether this is valid for migration or not (Any time threshold / status etc.)	identification of Data Migration requirements, collection and migration of user data, collection and migration of master data, closing or migration of open transactions, collection and migration of documentary information and migration of data from the legacy applications/systems	100% Legacy data migration is in scope.
272	Section VI / 4.3.4	195		Please clarify Transaction Data Volume and exact transaction data object Scope (Including Customization). Please confirm whether the 15 Master Objects in scope across Module as mentioned or there are more.	identification of Data Migration requirements, collection and migration of user data, collection and migration of master data, closing or migration of open transactions, collection and migration of documentary information and migration of data from the legacy applications/systems	100% Legacy data migration is in scope.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
273	Section VI	199	4.3.14	OEM Solution Validation ClauseMicrosoft provides Fast-track service to guide and review solution developed by partners on D365. This service is subject to Microsoft's terms and conditions for qualification and level of service provided. Therefore, any validation of solution to be done by Microsoft will be subject to Microsoft's terms and conditions for the providing the same and bidder cannot have any responsibility and liability for the same.	Vetting services from ERP Product OEM i.e. MicrosoftThe Successful bidder is required to obtain vetting services from ERP Product OEM i.e. Microsoft for the vetting of Technical Solution Design and System Architecture at no extra cost to IREDA. The activity is to be completed after UAT and before Go-Live. Also, any non-conformities (major or minor) or observations are to be closed by implementation partner in the time bound fashion before the system goes live. The Bidder is required to incorporate the above-mentioned services in its Project Plan as part of bid response, and elaborate detailed activities if any as part of Work Breakdown Structure to be submitted during Project Preparation phase	No Change.

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Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
274	Operation and maintenance wherever referred in this document includes "comprehensive onsite trouble shooting support" with total responsibility for repairs including replacement of any defective components, licenses, tools etc.	200		Does the bidder have flexibility to have hybrid team mix of onsite and offshore resources for cost effective solution?	4.3.16 Operations and Maintenance	Till post Go-Live stabilisation support, full team of bidder, including the project manager shall be onsite, unless stipulated under any force majeure situation.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
275	The Maintenance and Support Services will cover: i. All product upgrades (including version upgrades, new versions), modifications, enhancements that have to be provided to IREDA free of charge.	200	(i)	All product upgrades (including version upgrades, new versions), modifications, enhancements that have to be provided to IREDA free of charge will be undertaken after post-Go- live support period	4.3.16.2 Maintenance Support Services	D365 has a limitation that a tenant cannot skip more than 3 upgrades. If such a situation arises, then upgrades are to be applied in consultation with IREDA
276	4.4.2	201	1	List of deliverables includes only To Be processes across functions. Do we have an estimate of how many such processes are expected? What will be the level of mapping of these processes? L3 (broad steps) vs L5 (transaction level steps)	NA	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
277	4.4.2	201	1	What is the format of documenting the process flows?	NA	Any standard BPR tool can be used for documenting process flows.
278	VI	201	NA	Remove the clause as we are not aware what's customized in AX 2009. "Apart from the existing functionalities in FRS, anything which is the part of existing ERP application (Axapta 2009) and is not directly or indirectly translating into FRS shall be the part of scope of Implementation Partner."	4.3	No change

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
279	4.3.14	201	Proposed Solution Implementation	As per Microsoft FastTrack services for enterprise customer, Microsoft provides the go-live checklist and vets the code quality. Please confirm if that suffice this requirement.	Vetting services from ERP Product OEM i.e. Microsoft	IREDA needs a certificate from Microsoft that the solution so implemented adheres to Microsoft best practices for D365 implementation and any deviations taken anywhere were inevitable as there was no alternative to those. You may avail the same through FastTrack, MCS or Premier Support, however, the cost for the same shall be borne by the bidder
280	4.3.11	201		i) No of existing reportsii) Current Platform for Existing Reportsiii) Is there any application integration required for reportsiv) Total Report count (Different Type Wise - Real Time / Periodic / Adhoc)v) Any high level understanding of report KPI volume	Post migration of the existing reports, it may be required that an additional 10-15 reports per module on an average would be needed to be generated by the vendor. The format for the same will be decided by IREDA. The bidder may use Power BI tools to develop these reports	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
281	4.3.12	201		We understand the part data migration, please explain what is associated processes.	The successful bidder is required to bring in a Third Party Independent Auditor empanelled by CERTIN for migration audit, which will validate the migration of data and associated processes from the old system (Axapta 2009) to the new system (Dynamics 365 and other allied applications). The audit would consist of pre-migration and post-migration audit of the system in terms of data migrated.	IREDA intends to have an audit which ensures that the data which exists in current solution of AX 2009/SharePoint/Dot NET applications has been successfully migrated in the new integrated solution of D365 without any corruption and mismatch
282	Section VI	205	4.6.1	ERP implementation scope is defined as the configuration and deployment of standard features present in the ERP. Therefore, the requirement and expectations need to be mapped against the existing functionalities of the ERP with minimum customisations. Wherever a functionality is present in ERP, it will be configured to fulfil the need of the client and similar or same functionality will not be customised, or will not be considered as part of the fixed scope. The scope will be considered fulfilled by such functionality and the client will be required to change process to adapt to the existing functionality.bidder can provide a fixed fee for customisations which provide functionality and process	Solution Acceptance Criteriai. The solution must pass User Acceptance Test and all the issues raised during UAT are closed with proper sign-off. It should consist of module level testing along with integration testing of all modules.ii. The solution should meet the entire functional requirement as mentioned in this RFP Annexure 5iii. The solution should meet the technical requirement as mentioned in this RFP Annexure 6iv. Bidder shall demonstrate compliance to baseline metrics of each SLA mentioned in the RFPv. All business scenarios (Including variations) of IREDA which needs to be tested during UAT/ integration testing should be documented	Classification and detailed analysis of requirements will be done by the on-boarded bidder during blue printing phase. Bidders are expected to use their previous experience to provide estimate and bid for it. Putting a blanket statement on Scope eligibility of individual requirement is not possible at RFP stage.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				completeness, however, customisations which are of the following nature cannot be pre-budgeted since they change from user to user: ease of use, control and validations, automations. these categories of customisations cannot be pre-budgeted, since they originate from clients (core team / end user / management's) assumptions that a software can be made or should be fool-proof so that people cannot make mistakes, unfortunately this becomes a never ending pursuit… secondly, sometimes the core teams thinks that software should be made so user friendly that a user should like using it or should not feel un-convinced by using it.The ability to provide customised functionality will be limited by the underlying programming and application platform used for the customisations, in this case, the customisation and programmability capabilities of D365 F&O, CE, Azure platform services, Azure data and Analytics platform including Power BI and Microsoft .Net will define the ability to provide customised functionality. Therefore, any requirement for customisation which is not possible in the above mentioned programming and application platforms will be considered		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				out of scope and will not be considered as a deliverable.		
283	Section VI 4.7 Audit	205	4.7.1	No audit and resulting rework will be entertained after UAT Sign off	Application/Solution Audit Application/Solution Audit by a Third-Party Independent Auditor empanelled by CERTIN needs to be arranged by the successful Bidder and to be completed after UAT and before Go-live.	Statutory audit is beyond the control of IREDA and can happen anytime and if there is any resulting rework coming out of it, the same shall be in the scope of bidder.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
284	Section VI4.7 Audit	205	4.7.2	No audit and resulting rework will be entertained after UAT Sign off	Migration AuditThe successful bidder is required to bring in a Third Party Independent Auditor empanelled by CERTIN for migration audit, which will validate the migration of data and associated processes from the old system (Axapta 2009) to the new system (Dynamics 365 and other allied applications). The audit would consist of pre-migration and post-migration audit of the system in terms of data migrated.	Statutory audit is beyond the control of IREDA and can happen anytime and if there is any resulting rework coming out of it, the same shall be in the scope of bidder.
285	Section VI 4.7 Audit	205	4.7.3	No audit and resulting rework will be entertained after UAT Sign off	Security Audit IREDA will get the system audited by 3rd party auditors at its own discretion. The Bidder shall provide necessary support and co-operation for the same and close the findings of the audit.	Statutory audit is beyond the control of IREDA and can happen anytime and if there is any resulting rework coming out of it, the same shall be in the scope of bidder.
286	Section VI 4.7 Audit	205	4.7.4	No audit and resulting rework will be entertained after UAT Sign off	Inspection / Examination by RBI RBI and other regulatory authority can carry out inspection/ examination of Microsoft's facilities, system, processes and data related to the services, as per the statutory requirements	Statutory audit is beyond the control of IREDA and can happen anytime and if there is any resulting rework coming out of it, the same shall be in the scope of bidder.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
287	9	206	4.5 Timelines for the proposed Solution to be implemented at IREDA	The development process is a dependent activity and should not start before the completion of business blueprinting.	Business Blueprint	These can be part of your project methodology, however you should keep the overall timeline as expected in RFP.
288	4.5	206	NA	Can we extend the overall timelines which is 9 Months to 11 Months as lot of testing, Audit and data Migration activates has to do besides Implementation and Development	Timelines for the proposed Solution to be implemented at IREDA	Go-Live shall be made within 10 months from the date of contract
289	Bidder shall be released from the project once successful transition is done meeting the parameters defined for successful transition.	207		Doe bidder need to consider transition management cost as part of proposal? What shall be transition management duration ?	4.8.2 Transition Management	Transition management time duration will be mutually decided. The cost will be borne by the bidder.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
290	VI	207	NA	Please see if this can be amended given ongoing situation. "Please note that IREDA shall require that all discussion involving IREDA team to happen in IREDA office and attended by requisite bidder's personnel in person. Discussions over call/audio conference and video conference shall not be encouraged."	4.8.1.5	Discussions over call/audio conference and video conference shall be encouraged in consultation with IREDA only in cases of lockdown/COVID-19 or any other pandemic or force majeure situation IREDA shall be the final authority to take a decision on this
291	Section VI	207	4.8.2 Transition Management	Clarity Require	a. At the end of the contract period or during the contract period, if any other agency is identified or selected for providing services related to bidder's scope of work, the bidder shall be responsible to deliver services defined in scope and also maintain SLA requirements	At the fag-end of the contract, if a new vendor is identified for subsequent support the project, then it shall be the responsibility of the bidder to provide all the transition support to the new vendor and till such time the bidder is a part of this project, he/she shall be responsible to maintain SLAs.
292	12	207	4.5 Timelines for the proposed Solution to be implemented at IREDA	We request a revised timeline for go-live based on the inputs from other participants as well.	Data Migration and Go Live	Go-Live shall be made within 10 months from the date of contract

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
293	4.5	207	NA	We assume that Testing mentioned refers to following activities (Testing types) 1. Test Strategy & Planning 2. Data Migration Testing (DMT) 3. System Integration Testing (SIT) 4. User Acceptance Testing (UAT) 5. Regression Testing 6. Performance Testing 7. Security Testing	NA	understanding is correct. Details can be collected during blue printing exercise.
294	4.9	208	4.9	What are the activity of vendor & customers requiring on their portal? (to check if D365 can handle by roles wise).		These details can be collected during blueprinting phase. Also refer FRS for elaborate requirements
295	Audit, Training, Testing, Change manageme nt	208	4.7	Extensive requirements from audit, end user training, change management, testing etc. would inflate the program cost. Can we get relaxation in this area? Especially w.r.t "Independent Auditor empanelled by CERTIN needs to be arranged"?	Application/Solution Audit by a Third-Party Independent Auditor empanelled by CERTIN needs to be arranged by the successful Bidder and to be completed after UAT and before Go-live	No change

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
296	5. PAYMENT MILESTONES AND SLAS	211	5.1 Payment Milestones	Bidder Request payment to be made within 30 days from the date of receipt of invoice. Late payment charge of 2% per month applicable. Payment terms are different in different sections.	5. PAYMENT MILESTONES AND SLAS 5.1 Payment Milestones 3 Payments shall be made within 30 days by the Purchaser after submission of an invoice or request for payment by the Bidder, and acceptance of the same by IREDA. Payment shall be made strictly in accordance with commercial BOM	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later. IREDA will make all efforts to make payments within timelines yet no interest on delayed payment is acceptable
297	5. PAYMENT MILESTONES AND SLAS	211	5.1 Payment Milestones	Bidder clarifies "Payment should be made for which effort has been expended but work / milestone not accomplished."	6 Notwithstanding to the above-mentioned clause, in case of pro-rata based payment for activities (as applicable), payment will be made as per actual depending upon the work completion certificate	No change in payment terms.
298	Payment Milestones	211	Cost Category	Milestone Gap should not be greater than 45 days and should be able to cover the cost incurred to achieve the milestone.	Development and Implementation Cost (Refer S.No 1 in BoM)	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT closure 4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
						5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution
299	5. PAYMENT MILESTONES AND SLAS	212	5.1 Payment Milestones	Instead of 50 % kindly make it 70 % for first 2 years	*Please note: In the commercial sheet, as mentioned in table above, bidders cannot claim more than 50% of total contract value of the project in first 2 years from date of contract. If such an event occurs, where bidders had claimed more than 50% of total contract value in first 2 years in their commercial sheet, then IREDA may consider the prices quoted in the commercial sheet only for the evaluation purposes. However, the payment terms shall be as mentioned in section 5.1 ensuring that not more than 50% of the total contract value is paid in the first two years.	Bidders can claim up to 60% of total contract value of the project in the first two years from the date of contract.
300	Payment Milestones	212	Cost Category	100 % on Delivery of OEM SW / HW.	OEM Vetting cost (Refer S.No 2 in BoM)	no change in payment terms.
301	Payment Milestones	212	Cost Category	Payable in advance for Third Party Security Audit.	Third party security audit (Refer S.No 3 in BoM)	no change in payment terms.
302	Payment Milestones	212	Cost Category	Payable in advance for Migration Audit	Migration Audit (Refer S.No 4 in BoM)	no change in payment terms.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
303	Payment Milestones	212	Cost Category	Payable 100% in advance.	Hosting and platform cost will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	No change. Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)
304	Payment Milestones	212	Cost Category	Payable Quarterly in Advance.	The amount to be payable towards Onsite Support would be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter after processing of SLA reports and invoice submitted. The first quarter would begin after post go-live stabilization period	No change. Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
305	Payment Milestones	212	Cost Category	Ticket Tool Cost payable 100% in advance on delivery of tool.	The amount to be payable towards Ticketing Tool to be deployed by bidder for tracking SLAs and calculating Penalties. Cost towards the same will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	No change. The ticketing tool which IREDA expects is a tool through which end users (including IT Team of IREDA) can register cases/complaints and bidder's team shall resolve those issues and mark resolution in the same tool to calculate SLA breach, if any. Bidders can also use their home grown/cloud based ticketing tool for this purpose and they need not to procure a sophisticated ticketing tool for this matter, as long as the objective of monitoring SLA is achieved

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
306	Payment Milestones	212	Cost Category	Quarterly in Advance.	Subsequent to Post Go-Live Stabilisation support, all the payments shall be made on quarterly basis. However, SLAs and penalties shall be calculated on monthly basis.	Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Penalty calculation will be done on monthly basis. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)
307	5.1	214	Payment Milestones	We request you to allow us to raise invoice on the start of milestones. We also request you to consider monthly payment options.	20% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT closure 4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
						5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution
308	VI	215	NA	Problem response time is calculated for 24X7X365. Can we make it working business hours of IREDA? Else this will have to budget for 3 shifts resources tripling the support cost	5.2.1.2	SLA time period will be calculated on 24*7*365 basis only for the applications which have 24x7x365 real time transactions, for example, public facing applications like Loan Application Portal, Customer Portal etc. and not all the applications. However, as per Page – 220 of RFP, penalty % is less for non-peak hours
309	VI	215	NA	For MTTR the time to resolve the issues should be considered as business hour time. e.g. if issue is reported at 1 AM as P1 we cannot expect it to be resolved at 5 PM. It needs to consider only the business hours	5.2.1.2	SLA time period will be calculated on 24*7*365 basis only for the applications which have 24x7x365 real time transactions, for example, public facing applications like Loan Application Portal, Customer Portal etc. and not all the applications. However, as per Page – 220 of RFP, penalty % is less for non-peak hours
310	NA	215	NA	Since hosting charges of D365 is not part of the scope and commercials, there should be no penalty on availability of D365 environment	Penalty clause for Availability	D365 uptime availability is generally more than 99.97%. Apart from the downtime declared by D365 , on boarded bidder will be responsible for functioning of the system.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
311	5.1 Payment Milestones	215	Ticket Tool Cost (Refer S.No. 7 in BoM)	Ticketing tool License cost to be paid upfront upon supply of the tool and the yearly AMC cost to be paid annually upfront at the beginning of the year.	The amount to be payable towards Ticketing Tool to be deployed by bidder for tracking SLAs and calculating Penalties. Cost towards the same will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	No change. The ticketing tool which IREDA expects is a tool through which end users (including IT Team of IREDA) can register cases/complaints and bidder's team shall resolve those issues and mark resolution in the same tool to calculate SLA breach, if any. Bidders can also use their home grown/cloud based ticketing tool for this purpose and they need not to procure a sophisticated ticketing tool for this matter, as long as the objective of monitoring SLA is achieved
312	5.1 Payment Milestones	215	Hosting and platform cost (Refer S.No 5 in BoM)	Hosting & Platform cost to be paid upfront upon supply of the tool / platform and the yearly AMC cost to be paid annually upfront at the beginning of the year.	Hosting and platform cost will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Payments shall be made at the end of each quarter for the work done in that particular quarter
313		216	5.2 Service Level Agreement (SLA) & Penalties	The total penalty under the contract should be capped at 5% of the Contract Value.		The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
314	5.2 Service Level Agreement (SLA) & Penalties	217	5.2.2 Penalties	Bidder request SLA penalties to be capped to 10% of the average Monthly Operation Support(AMS) Charges excluding any hardware and support.	S. No. Penalty Description 1 to 8	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.
315	5.2.1	217	NA	Can we get some relaxation in penalty clauses and if no can you please elaborate the same in more details so that we have proper details on which delays SI would be penalized as lot of places dependencies would be on IREDA during Implementation and how it would be decided who is responsible	SLA/ Penalty	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.
316	5.2.1	217	NA	Do we have SLA/ Penalty clause applicable on Stabilization period of 12 months Post Go live	SLA/ Penalty	Yes
317	Section VI-Penalty	218	2	For all services defined under the SaaS offering for D365 Finance and Operations, Microsoft will be directly providing support and breakdown services. Therefore, all support and breakdown respond and resolution clauses will apply to Microsoft SaaS services. bidder support services will contain functional support for functionality implemented and for customisations done on the base product as provided by Microsoft.ERP implementations are made up of multiple milestones and steps, each step is a two	For each additional drop of 1% in performance below 89% both for Peak and non-peak hours, Sundays and national holidays, 2% of the Monthly payment of the Monthly payment (including services and onsite support cost) to the Bidder will be levied as additional penalty.	Bidders are expected to use their past experience in similar project to provide estimates factoring the deviation.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				way process of communication and acknowledgement between the client team and the implementation team. No milestone of activity can be unilaterally performed by a single party without the intent and assistance of the other party. Therefore, we do not accept any negative clause in ERP implementation projects, since these clauses change the intent and execution of the project by creating miss-trust and blame-game between the two parties. An ERP vendor selection is an important and critical milestone for the ERP journey, which has to be done carefully. Once done, both parties have to work positively and effectively to ensure successful outcome. Since that quality and effectiveness of an ERP implementation cannot be quantified in tangible terms, any attempt to do so and then enforce negative contract bindings, only diverts the focus from the essence of the work to the mechanisms of the work.		
318	Section VI-Penalty	218	3	For all services defined under the SaaS offering for D365 Finance and Operations, Microsoft will be directly providing support and breakdown services. Therefore, all support and breakdown respond and resolution clauses will apply to Microsoft SaaS services. bidder support services will	For each additional drop of 1% in performance below 89% both for Peak and non-peak hours, Sundays and national holidays, 2% of the Monthly payment of the Monthly payment (including services and onsite support cost) to the Bidder will be levied as additional penalty.	Bidders are expected to use their past experience in similar project to provide estimates factoring the deviation.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				contain functional support for functionality implemented and for customisations done on the base product as provided by Microsoft.ERP implementations are made up of multiple milestones and steps, each step is a two way process of communication and acknowledgement between the client team and the implementation team. No milestone of activity can be unilaterally performed by a single party without the intent and assistance of the other party. Therefore, we do not accept any negative clause in ERP implementation projects, since these clauses change the intent and execution of the project by creating miss-trust and blame-game between the two parties. An ERP vendor selection is an important and critical milestone for the ERP journey, which has to be done carefully. Once done, both parties have to work positively and effectively to ensure successful outcome. Since that quality and effectiveness of an ERP implementation cannot be quantified in tangible terms, any attempt to do so and then enforce negative contract bindings, only diverts the focus from the essence of the work to the mechanisms of the work.		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
319	Section VI-Penalty	218	4	ERP implementations are made up of multiple milestones and steps, each step is a two-way process of communication and acknowledgement between the client team and the implementation team. No milestone of activity can be unilaterally performed by a single party without the intent and assistance of the other party. Therefore, we do not accept any negative clause in ERP implementation projects, since these clauses change the intent and execution of the project by creating miss-trust and blame-game between the two parties. An ERP vendor selection is an important and critical milestone for the ERP journey, which has to be done carefully. Once done, both parties have to work positively and effectively to ensure successful outcome. Since that quality and effectiveness of an ERP implementation cannot be quantified in tangible terms, any attempt to do so and then enforce negative contract bindings, only diverts the focus from the essence of the work to the mechanisms of the work.	If the Bidder fails to achieve the completion of project within project timelines defined in RFP or agreed timelines for implementation, the payment to the bidder will be liable for deduction @1% of the Total cost of Purchase order from any subsequent invoice without taxes for delay of each month or part thereof.	Bidders are expected to use their past experience in similar project to provide estimates factoring the deviation.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
320	Section VI-Penalty	218	5	ERP implementations are made up of multiple milestones and steps, each step is a two-way process of communication and acknowledgement between the client team and the implementation team. No milestone of activity can be unilaterally performed by a single party without the intent and assistance of the other party. Therefore, we do not accept any negative clause in ERP implementation projects, since these clauses change the intent and execution of the project by creating miss-trust and blame-game between the two parties. An ERP vendor selection is an important and critical milestone for the ERP journey, which has to be done carefully. Once done, both parties have to work positively and effectively to ensure successful outcome. Since that quality and effectiveness of an ERP implementation cannot be quantified in tangible terms, any attempt to do so and then enforce negative contract bindings, only diverts the focus from the essence of the work to the mechanisms of the work.	If the Bidder fails to achieve the completion of any milestone within defined duration, the payment to the bidder will be liable for deduction @1% of the payment for that milestone for delay of 15 days or part thereof from the milestone payment invoice	Bidders are expected to use their past experience in similar project to provide estimates factoring the deviation.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
321	5.2.1.2	218	NA	Do we really need to consider support for 24*7*365 days as it will have the large impact on the commercials? Do we get some relaxation here	Operations Support and Maintenance	SLA time period will be calculated on 24*7*365 basis only for the applications which have 24x7x365 real time transactions, for example, public facing applications like Loan Application Portal, Customer Portal etc. and not all the applications. However, as per Page – 220 of RFP, penalty % is less for non-peak hours
322	5.2.1.2	218	NA	In Case the support is needed 24*7*365 , do we do it Offshore instead of Onsite or Blend of Both	Operations Support and Maintenance	It is bidder's prerogative as long as SLAs are maintained. However, during business hours and in AMC phase, one resident technical and functional consultant shall be on site at IREDA.
323	5.2.1.2	218	NA	Can we relax the response time of 30 Mines to 2-3 Hours applicable in all the cases(Peak Hours, Nonpeak Hours and Sundays & Holidays)	Operations Support and Maintenance	SLA time period will be calculated on 24*7*365 basis only for the applications which have 24x7x365 real time transactions, for example, public facing applications like Loan Application Portal, Customer Portal etc. and not all the applications. However, as per Page – 220 of RFP, penalty % is less for non-peak hours
324	5.2 Service Level Agreement (SLA) & Penalties	219	5.2.2 Penalties Point no. 8	Bidder request deletion for Point 8 under penalties.	8 Hefty penalty (minimum of 25 per cent of the contract value) to be imposed in the event of Bidder giving commitment/ undertaking during bidding process which is later found to be false/ incorrect apart from blacklisting of the Bidder.	This pertains to documents submitted on account of eligibility and evaluation criteria and not for approach documents.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
325	Section VI- Penalty	219	6	For all services defined under the SaaS offering for D365 Finance and Operations, Microsoft will be directly providing support and breakdown services. Therefore, all support and breakdown respond and resolution clauses will apply to Microsoft SaaS services. bidder support services will contain functional support for functionality implemented and for customisations done on the base product as provided by Microsoft Negative Clauses and Bindings (Please refer to Annexure 1-bidder Guideline Sheet)	For each additional increase of 1% in variation above 3% both for Peak and non-peak hours, Sundays and national holidays, 2% of the Monthly payment (including services and onsite support cost) to the Bidder will be levied as additional penalty.	No change

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
326	Section VI-Penalty	219	7	D365 Finance and Operations is a cloud hosted ERP provided as a service (SaaS) by Microsoft Corporation. Therefore, all warranties, updates and upgrades to the base product (D365 F&O as shipped and hosted by Microsoft Corporation will be owned and managed by Microsoft Corporation and Microsoft Corporation will be responsible and liable for the same. bidder Consulting as an implementer will be changing the design and/or code of the "Base Product" to map and fulfil the requirements of the client (IREDA). Therefore, bidder will be (only) responsible and liable for the customised part created on top of the base product provided by Microsoft Corporation. Being a cloud hosted ERP service, Microsoft releases changes - updates, upgrades quite frequently and recommends deployment of the same. However, these changes (updates / upgrades) are of two natures - platform and application. Whereas Platform updates only effect the underlying platform (OS, DB, etc.) and does not affect the functionality of the application, the “application changes” effect the functional behaviour of the ERP and such changes cannot be deployed without rigorous functional testing on the client’s part and fair amount of technical	If bidder fails to communicate any patch release within 7 days of release of patch by Microsoft and implement the patch release within 7 days from the date of approval of IREDA, the payment to the bidder will be liable for deduction @0.5% of the Monthly payment (including services and onsite support cost) to the Bidder	Bidders are expected to use their past experience in similar project to provide estimates factoring the deviation.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				work on the implementers part. Also, such applications updates may not be relevant to each client and depends on the industry, particular functionality required in at the current business landscape and so forth. Also, deploying a functional patch can change and/or effect the following: existing business processes (habits, practices), existing data structure (Entities, schemas, Reports, Data-warehouses), existing customisations. Therefore, application changes (upgrade, updates) post system build (UAT, Pilot, Live) will be treated as out of scope and will be taken as new changes. both during implementation and during support periods.		
327	Section VI-Penalty	220	1	For all services defined under the SaaS offering for D365 Finance and Operations, Microsoft will be directly providing support and breakdown services. Therefore, all support and breakdown respond and resolution clauses will apply to Microsoft SaaS services. bidder support services will contain functional support for functionality implemented and for customisations done on the base product as provided by Microsoft.ERP implementations are made up of multiple milestones and steps, each step is a two way process of communication and	For each additional drop of 1% in performance below 97% both for Peak and non-peak hours, Sundays and national holidays, 2% of the Monthly payment of the Monthly payment (including services and onsite support cost) to the Bidder will be levied as additional penalty.	No change

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				acknowledgement between the client team and the implementation team. No milestone of activity can be unilaterally performed by a single party without the intent and assistance of the other party. Therefore, we do not accept any negative clause in ERP implementation projects, since these clauses change the intent and execution of the project by creating miss-trust and blame-game between the two parties. An ERP vendor selection is an important and critical milestone for the ERP journey, which has to be done carefully. Once done, both parties have to work positively and effectively to ensure successful outcome. Since that quality and effectiveness of an ERP implementation cannot be quantified in tangible terms, any attempt to do so and then enforce negative contract bindings, only diverts the focus from the essence of the work to the mechanisms of the work.		
328	Section VII	225	1.2.4	We request to accept this Letter from Company Secretary Or CA Certificate	Letter from Statutory Auditors	Please refer to the answers given at S.No 112, 113 and 114 of Annexure-2 for requirement of certificate from statutory auditor.
329	Forms	226		Please note that the Bidder shall accept the RFP terms and conditions, when read along with the Bidder's proposal.	RFP acceptance	No change

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
330	Section VIII	238	1.3.5	If there are any specific requirements before Go-live (specific phase or certifications to be done), please share details around the same. Please also share tentative timelines	I. Before Go-Live (Implementation)	Please refer to RFP for before go live requirements on page 196.
331		240		Legend pattern for resource percentage engagement is not clear, please help clarify .	1.3.5 Resource Deployment Plan	Available as Annexure-4 with this corrigendum
332	Section VIII	250	1.7	Please share volumetric information around the following	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.
333	Section VIII	250	1.7	Average Facility Count Per Customer	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.
334	Section VIII	250	1.7	Average Collateral Count Per Customer	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.
335	Section VIII	250	1.7	Year On Year Growth %	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.
336	Section VIII	250	1.7	Total Number of Commercial Loan Origination - Active Users	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.
337	Section VIII	250	1.7	Total Number of Commercial Loan Origination - Corporate/ SME/ MSME Customers	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
338	Section VIII	250	1.7	Average Applications Processed in a Quarter	Current Infrastructure set up at IREDA	Confidential information and cannot be disclosed in public domain.
339	1.4 Annexure 4	250	3	Please clarify and give us more detail.	Third party security audit by Cert-in empanelled auditor(To be completed before go live)	More details are given of Page 175 & 209 of RFP
340	1.4 Annexure 4	250	4	Please clarify and give us more detail.	Migration audit by Cert-in empanelled auditor(To be completed before go live)	More details are given of Page 209 of RFP
341	1.4 Annexure 4	250	7	please describe the specification of ticketing tool, also suggest it is there any brand preference.	Ticketing Tool Cost (if any)	Please refer to response at S.No 305 in Annexure-2
342	Section VIII	252	1.8	Total Number of Commercial Loan Origination - Concurrent Users	Details of organization	Confidential information and cannot be disclosed in public domain.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
343	Section VII1.2.2 Advance Payment Security Form (Bank Guarantee)	271	1.2.2	Not accepted from cash flow perspective since effectively this would mean that we are not getting a mobilization amount and secondly "System is Operationally Accepted" cannot be unilaterally guaranteed by bidder as per bidder's clause on "Confirmation of Delivery"	This sample formulation assumes an Advance Payment of 10 % of the Contract Price excluding Recurrent Costs, and implementation of the main option proposed by this SBD in the SCC for GCC Clause 13.2.2 for gradually reducing the value of the Advance Payment Security. If the Advance Payment is other than 10%, or if the reduction in amount of the security follows a different approach, this paragraph would need to be adjusted and edited accordingly.	No change

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
344	FRS, Legal, PR-execution Legal, 1.22	FRS	System must allow user to mark status of received documents, along with their scanned copies in the pre-execution checklist. The stage of document (pre-execution when uploaded at this stage) received must be stored as the metadata of document	As per the RFP Document, IREDA is looking for a solution which should provide agility and flexibility. We are assuming that scanning solution should provide automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc. Solution shall support Bulk Import of image and electronic documents. The solution should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition. The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field. The scanning should comply all specifications which are		This should be included in your solution approach.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				mentioned above. Please confirm our understanding.		

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
345	FRS, PTS, Loan Origination, general Configuration, 12.02	FRS	System should be able to generate documents as part of workflow in pre-defined template either manually or automatically and link them to application	As per our understanding document generation and storage is an important part of Loan Origination system and the underlying workflow should be configurable enough as per RFP guidelines. Therefore, we recommend that the proposed DMS/Workflow should be compliant to workflow standards as BPMN/BPEL and CMIS standards. Please confirm. The Proposed DMS software product should be available on multiple platforms (Windows and Linux) on the server side with support for virtualized environment. Please confirm.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document
346	FRS, PTS, Loan Origination-execution Legal, 12.05	FRS	System should allow privilege based access to all documents (attached or uploaded)	In order to provide privilege based access for the documents IREDA requires a world class document management system compatible with all DB platforms. Therefore, we suggest that The proposed DMS Software should be available on multiple database platforms (MS SQL, Oracle and PostgreSQL) Supporting document to this effect should be enclosed. Please confirm.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
			linked to an application at one place			

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
347	FRS, Legal, PR-execution Legal, 1.06	FRS	System should allow privilege based access to all documents (attached or uploaded) linked to an application at one place	As per our understanding IREDA requires an Electronic Content Management/Document Management System as mentioned in the RFP is an important function of the envisaged system. As per our understanding IREDA requires document management system that provides Archival of Documents- Roles based access to documents- Categorization of documents/reports in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder- Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.- Repository should be format agnostic- Indexing of the documents on user defined parameters- Association of the key words with the documentsKindly confirm if our understanding is correct.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
348	FRS, PTS, Loan Origination-execution Legal, 12.06	FRS	System should have ability to define privileges for generated documents and perform following tasks: Print, Edit, Download,	Request you to include the following specification to ensure best of breed solution: The proposed Document Management System should have at least one live implementation site in India with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document
349	FRS, Legal, Loan Origination-execution Legal, 12.06	FRS	12.06	Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of the system :The system should store only index information in database while images should be stored in separate file server. ECM should be designed for storing high volumes. ECM should store image and binary document in a separate file server and not in RDBMS.Please confirm.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
350	FRS, PTS, Correspondence 42.07	FRS	System shall show a user, the list of documents which have to be sent by him in physical form along with or without online soft copy submission	As per the RFP, movement and storage of files and documents is one of the key requirement in Loan Management lifecycle, so based on our experience of working with various Financial Institutions in Lending we strongly feel that following features should also be part of the required document Management and Tracking System: • Maintenance and segregation of documents and generation of loan packages with pre-defined IREDA specific templates • Secure notes and annotations. • Electronic correspondence/ file creation, management, movement and performance of related tasks like data entry, indexing, noting, cross referencing, search/ retrieval, etc. • Workflow around releasing, updating, valuing and moving collaterals and other linked processes		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
351	FRS, PTS, Loan Origination-execution Legal, 12.01	FRS	Ability to design a workflow, comprising of actors and activities across different teams and groups as well as client, should be available for entire application lifecycle	As per the RFP, Workflow Management Solution will be required by IREDA for automating various document intensive Corporate and Retail Loan origination processes in the system. So, our recommendation is that the Workflow Management System should be based on Business Process Management (BPM) platform which has capabilities such as graphically modelling the processes or workflows, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System (Electronic Content Management) for storing documents. Please confirm.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
352	FRS, PTS, Loan Origination-execution Legal, 12.07	FRS	System should allow uploading a defined set of documents (mandatorily or non-mandatorily) at different stages of workflow and should maintain a repository of all the user defined technical, legal and other documents	Workflow Management System is one of the most important requirement of this RFP. All the workflows mentioned in Lending will be configured over Workflow Management System. Therefore, the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc. So our recommendation is that the IREDA needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modelling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
353	FRS, PTS, Dealing officer allotment, 15.07	FRS	System should maintain a master data of sectors which is consistent throughout every application/modules and maps	Our understanding is that the proposed solution must have Master Data Management module where users can manage the masters such as City master, Interest master, product master etc. through a GUI. Please confirm if our understanding is correct.		Yes
354	FRS, PTS, Sanction process, 23.20	FRS	System must enable the privileged user to update the following data regarding loan repayment following an approval workflow	As per our understanding, IREDA requires a workflow solution which should comply to various open workflow standards such as BPMN, BPEL, WFMC. Please confirm if our understanding is correct.		Yes. Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
355	FRS, PTS, Loan Origination, general Configuration, 12	FRS	Loan Origination	As per our understanding of IREDA LOS requirement we suggest that required workflow solution should have an inbuilt form designer to design Custom forms that can be attached at one or more stages of workflow. Please confirm if our understanding is correct.		Yes. Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
356	FRS, PTS, Product Feature 2.051	FRS	System should allow user to define rules/exceptions on top of period limits defined in product considering following parameters:	As per our understanding, IREDA needs the capability of Inbuilt configurable rules engine as part of Corporate and Retail Loan origination process automation. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.3) Solution should have the capability to deploy rules as the web service.4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”.5) Audit logging of changes/modifications done in the rules.Please confirm.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
357	FRS, PTS, Disbursement Compliance 4.05	FRS	System should enable the user to generate "Documents received" received report in specified format.	As per the requirement mentioned RFP document, we suppose that the proposed solution should have a report designer tool tightly integrated with the workflow solution that should allow user to create new reports and dashboard view from the UI itself and should support tabular and graphical view of the report. Please confirm if our understanding is correct.		Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document
358	FRS, PTS, Eligibility Check 16.12	FRS	Customer should be able to provide necessary information online (through customer portal or any other link). Upon submission, status of document /information must	As per our understanding IREDA has an existing customer portal with which the proposed LOS solution will interface for initiation of loan applications. Please confirm if the understanding is correct.		Yes. Good to have feature but cannot be compelled in RFP. Also, the same needs to be mentioned in your "Approach and Methodology" document

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
			change to 'submitted online'			

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
359	FRS, PTS, Product Setup, general Configuration 1.11	FRS	If the project is being financed under consortium financing/ co-guarantee with other bank being the lead, parameters/limits defined for each of the following features would not be applicable and system should allow user to align as per the lead partner's	Does IREDA have any in-house Limit and Collateral management system in place? If no, how are the limits being currently managed? How are existing collaterals being managed?		Yes. Further details can be obtained during business blueprinting phase

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
			proposed Tanks			

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
360	FRS, PTS, KYC verification 18.06	FRS	System should be able to pull any CKYC data available for the application through integration with agencies such as CERSAI, UIDAI etc.	As per our understanding all the mentioned 3rd party systems support API based integration approach where data/information shall be pushed or pulled in real time over Web APIs or file transfer shall be through batch files. Please confirm ?		Yes

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
361	FRS, PTS, Product Feature 2.087	FRS	System shall allow user to define rules and conditions on IREDA's loan exposure limits and minimum promoter contribution towards a particular product, sector and project type/sub-sector considering the type of use: Captive or Non-Captive use	As per our understanding the proposed system should have the capacity to automatically compute the Loan edibility amount based on the pen-defined rules through a Business Rule Management Engine. The rules should include credit policies defined by the business. Please confirm if our understanding is correct.		Yes

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
362	FRS, PTS, Product Setup, general Configuration 1.01	FRS	System should configure and define various loan products as per banks requirements. The system should at least support mentioned categories of loans.	As per our understanding definition of product and sub products should be managed through a Master Data Management(MDM) module where new categories of products with respective sub products and schemes can be configured and created as drop down fields and are reflected in real time without any further software development. Please confirm our understanding.		Yes
363	FRS, PTS, New loan application form 7.04.10	FRS	Performance details - technical and financial	As per our understanding the proposed LOS solution should have the feature to upload the financials in the excel from a staging data base or input the financials manually for different Financial Years. Please confirm our understanding.		Yes

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
364	FRS, PTS, KYC Verification 18.05	FRS	System must allow user to update AML / FTA status for the application in the KYC section	As per our understanding the proposed system should have the capability to perform credit checks like Blacklist, AML Check Negative list by either integrating with third party systems or maintaining an internal database. Please confirm our understanding is correct		Yes
365	CRRS	FRS	Rating for Non-CRRS projects	The mechanism given in FRS is for CRRS identified projects. How the rating is determined and captured for Non-CRRS projects. Is there any different model for that?		These details can be collected during blueprinting phase.
366	PTS- Post submission of application 11.03	FRS	Enabling of link to Customer Portal post submission of application	Clarification required?		Once the applicant has successfully submitted online loan application in the Loan Application Portal, a link should be enabled corresponding to the loan application, which redirects the applicant to the customer portal

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
367	PTS-Internal rating 20.06	FRS	System shall allow a user to request re-rating a project any number of times on customer request or otherwise. History of all past ratings and input parameters shall be versioned	Clarification needed. Can user request for rerating once approved by the CRRS and the same flow of approval will be done.		Yes
368	FRS	FRS		FRS sheet - Separate rows should be provided for bidder's response against each sub-points of all the modules.	FRS	In case rows are merged for the requirements, bidder is requested to unmerge them are mark their responses
369	FRS	FRS		Points are repeating in PTS module sheet up to row no. 277. (Duplication of LMS module points). Please confirm if this is duplicating or added intentionally.	FRS	Added intentionally as the same functionality is required in LMS

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
370	FRS excel	FRS	Product Setup / general configuration 1.11	Does IREDA have any in-house Limit and Collateral management system in place? If no, how are the limits being currently managed? How are existing collaterals being managed?	If the project is being financed under consortium financing/co-guarantee with other bank being the lead, parameters/limits defined for each of the following features would not be applicable and system should allow user to align as per the lead partner's proposed Tanks	Information is confidential in nature and cannot be disclosed in public domain. These details can be collected during blueprinting phase.
371	FRS excel	FRS	PTS-Due diligence 21.04	Clarification needed. How many such inspection templates? Is the format fixed.	System must be able to read inspection report (excel or word) and auto-fill data in system. For this system should have master of fields with unique codes, against which report can be read	These details can be collected during blueprinting phase.
372	FRS excel	FRS	PTS-Due diligence 21.08.2	Clarification required Is this capturing of financials of the company or comments on financial performance	Financial performance of the applicant company	These details can be collected during blueprinting phase.
373	FRS excel	FRS	PTS-Sanction process 23.03	Clarification needed? Where the group details and mapping of companies is maintained	System should be able to generate group exposure report based in the specified format.	These details can be collected during blueprinting phase.
374	FRS excel	FRS	PTS-Internal rating 20.06	Clarification needed. Can user request for rerating once approved by the CRRS and the same flow of approval will be done.	System shall allow a user to request re-rating a project any number of times on customer request or otherwise. History of all past ratings and input parameters shall be versioned	Please refer response at S.No 367 of Annexure-2.
375	2.035	FRS	PTS	Shall rebate be applicable on the existing loans as well or it shall be for the new loans only.		These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
376	13.05	FRS	PTS	This is generally done by De dupe. Is IREDA looking for a De duplication process?	System should be able to identify using a setup mechanism if same application has been applied twice and prevent registration of the resubmitted application	IREDA expects some basic checks to be incorporated so that same applicant doesn't submit the same applications again
377	17.01	FRS	PTS	The query is -	System shall maintain minutes of meeting for screening committee along with following information at multiple times:	No query
378		FRS		a. Will the participants of this committee be fixed?		These details can be collected during blueprinting phase.
379		FRS		B. If yes, then the attendance shall be recorded only.		These details can be collected during blueprinting phase.
380		FRS		C. is there a requirement that each member would require their own access?		These details can be collected during blueprinting phase.
381	18.05	FRS	PTS	The status of the AML & FTA is generally updated at EOD or in certain system, online integration enables real time screening. This looks like a manual activity.	System must allow user to update AML / FTA status for the application in the KYC section	User should be allowed to make changes to system suggested AML/FTA status.
382	18.13	FRS	PTS	The query is -	System must allow privileged user to enter risk committee meeting notes in the KYC section of the application. The meeting details should capture at least following information:	These details can be collected during blueprinting phase.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
383		FRS		a. Will the participants of this committee be fixed?	1. Meeting date	Participants can be variable
384		FRS		B. If yes, then the attendance shall be recorded only.	2. Attendee details	Names of the participants
385		FRS		C. is there a requirement that each member would require their own access?	3. Minutes of meeting	Can be uploaded into the system
386		FRS		D. Can you specify the objective of this committee.	4. KYC Ratings	These details can be collected during blueprinting phase.
387		FRS			5. KYC Meeting Notes Attachment	These details can be collected during blueprinting phase.
388	21.03	FRS	PTS	Can you please clarify the expectation?	System must automatically fill information in relevant sections of due diligence screens, which has been submitted by customer online. User should be able to validate and modify these pre-filled information by using a direct link to websites of user defined regulatory bodies maintaining database of such information such as SEBI, MCA etc.	Whatever information submitted by customer during the online loan application, the same should be picked up by the system at relevant places wherever there is a requirement of that information and the end user need not to enter that information manually.
389	23.07.01	FRS	PTS	Addition of field on run time basis shall be for the entire page or only for that user for that specific application?	System should allow user to add any additional field on run-time and assign a value to that field	Only for specific application

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
390	23.08	FRS	PTS	The source of fund and other sources is for the application which is being sanctioned or for internal usage - the source of funds which shall be used for disbursement.	System must have the facility to capture the details of sources of funds and loans from other sources.	Only for application being sanctioned.
391	23.23	FRS	PTS	This is generally system calculated value. The Amount requested can be reduced, which in effect the reduces the loan amount offered.	System should have the functionality to enable the authorized user to reduce the sanctioned loan amount for a loan application.	understanding is correct. Details can be collected during blue printing exercise.
392	9.01	FRS	LMS	The system shall create an auto entry on the due date. Why would a manual trigger be required	System should allow a user to initiate a repayment entry against a loan	Creation of auto entry is okay. But posting of that entry shall be done only when the amount is received in bank
393	9.03	FRS	LMS	The Repay schedule is auto generated by the system and can be changed using various functionalities in the system. Kindly elaborate a scenario where manual upload shall be required,.	System should incorporate the functionality of excel upload to update repayment schedule, if necessary as well as allow on-screen updation	A scenario where the repayment schedule may follow an ad-hoc approach. In all likelihood, repayment schedule shall be auto generated, however, uploading from excel shall also be allowed.
394	9.07	FRS	LMS	This is generally done by ERP system. It's a Bank recon functionality. Why is it required for a Lending software?	System should be able to automatically reconcile (through uploaded bank statement) the received amount against the repayment entry created by a user by matching the transaction ID/ DD Number	Yes

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
395	FRS, Legal, Pr-execution Legal, 1.22	FRS	System must allow user to mark status of received documents, along with their scanned copies in the pre-execution checklist. The stage of document (pre-execution when uploaded at this stage) received must be stored as the metadata of document	As per the RFP Document, IREDA is looking for a solution which should provide agility and flexibility. We are assuming that scanning solution should provide automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc. Solution shall support Bulk Import of image and electronic documents. The solution should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition. The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field. The scanning should comply all specifications which are	NA	prima facie understanding is correct. This should form a part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				mentioned above. Please confirm our understanding.		
396	FRS, PTS, Loan Origination, general Configuration, 12.02	FRS	System should be able to generate documents as part of workflow in pre-defined template either manually or automatically and link them to application	As per our understanding document generation and storage is an important part of Loan Origination system and the underlying workflow should be configurable enough as per RFP guidelines. Therefore, we recommend that the proposed DMS/Workflow should be compliant to workflow standards as BPMN/BPEL and CMIS standards. Please confirm. The Proposed DMS software product should be available on multiple platforms (Windows and Linux) on the server side with support for virtualized environment. Please confirm.	NA	this can be part of your solution approach.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
397	FRS, PTS, Loan Origination-execution Legal, 12.05	FRS	System should allow privilege based access to all documents (attached or uploaded) linked to an application at one place	In order to provide privilege based access for the documents IREDA requires a world class document management system compatible with all DB platforms. Therefore, we suggest that The proposed DMS Software should be available on multiple database platforms (MS SQL, Oracle and PostgreSQL) Supporting document to this effect should be enclosed. Please confirm.	NA	this can be part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
398	FRS, Legal, Pr-execution Legal, 1.06	FRS	System should allow privilege based access to all documents (attached or uploaded) linked to an application at one place	As per our understanding IREDA requires an Electronic Content Management/Document Management System as mentioned in the RFP is an important function of the envisaged system. As per our understanding IREDA requires document management system that provides Archival of Documents- Roles based access to documents- Categorization of documents/reports in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder- Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.- Repository should be format agnostic- Indexing of the documents on user defined parameters- Association of the key words with the documentsKindly confirm if our understanding is correct.	NA	understanding is correct. This should form a part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
399	FRS, PTS, Loan Origination-execution Legal, 12.06	FRS	System should have ability to define privileges for generated documents and perform following tasks: Print, Edit, Download,	Request you to include the following specification to ensure best of breed solution: The proposed Document Management System should have at least one live implementation site in India with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.	NA	this can be part of your solution approach.
400	FRS, Legal, Loan Origination-execution Legal, 12.06	FRS	12.06	Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of the system: The system should store only index information in database while images should be stored in separate file server. ECM should be designed for storing high volumes. ECM should store image and binary document in a separate file server and not in RDBMS. Please confirm.	NA	this can be part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries

S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
401	FRS, PTS, Correspondence 42.07	FRS	System shall show a user, the list of documents which have to be sent by him in physical form along with or without online soft copy submission	As per the RFP, movement and storage of files and documents is one of the key requirement in Loan Management lifecycle, so based on our experience of working with various Financial Institutions in Lending we strongly feel that following features should also be part of the required document Management and Tracking System: • Maintenance and segregation of documents and generation of loan packages with pre-defined IREDA specific templates • Secure notes and annotations. • Electronic correspondence/ file creation, management, movement and performance of related tasks like data entry, indexing, noting, cross referencing, search/ retrieval, etc. • Workflow around releasing, updating, valuing and moving collaterals and other linked processes	NA	understanding is correct. This should form a part of your solution approach.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
402	FRS, PTS, Loan Origination-execution Legal, 12.01	FRS	Ability to design a workflow, comprising of actors and activities across different teams and groups as well as client, should be available for entire application lifecycle	As per the RFP, Workflow Management Solution will be required by IREDA for automating various document intensive Corporate and Retail Loan origination processes in the system. So, our recommendation is that the Workflow Management System should be based on Business Process Management (BPM) platform which has capabilities such as graphically modelling the processes or workflows, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System (Electronic Content Management) for storing documents. Please confirm.	NA	understanding is correct. This should form a part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
403	FRS, PTS, Loan Origination-execution Legal, 12.07	FRS	System should allow uploading a defined set of documents (mandatorily or non-mandatorily) at different stages of workflow and should maintain a repository of all the user defined technical, legal and other documents	Workflow Management System is one of the most important requirement of this RFP. All the workflows mentioned in Lending will be configured over Workflow Management System. Therefore, the Workflow engine should be configurable in order to provide the flexibility in terms of making changes in the existing workflows, adding new workflows, changing routing rules, introducing new business rules, etc. So our recommendation is that the IREDA needs COTS based Business Process Management (BPM) platform having the capabilities of graphically modelling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.	NA	this can be part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
404	FRS, PTS, Dealing officer allotment, 15.07	FRS	System should maintain a master data of sectors which is consistent throughout every application/modules and maps	Our understanding is that the proposed solution must have Master Data Management module where users can manage the masters such as City master, Interest master, product master etc. through a GUI. Please confirm if our understanding is correct.	NA	Yes
405	FRS, PTS, Sanction process, 23.20	FRS	System must enable the privileged user to update the following data regarding loan repayment following an approval workflow	As per our understanding, IREDA requires a workflow solution which should comply to various open workflow standards such as BPMN, BPEL, WFMC. Please confirm if our understanding is correct.	NA	Yes

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
406	FRS, PTS, Loan Origination, general Configuration, 12	FRS	Loan Origination	As per our understanding of IREDA LOS requirement we suggest that required workflow solution should have an inbuilt form designer to design Custom forms that can be attached at one or more stages of workflow. Please confirm if our understanding is correct.	NA	this can be part of your solution approach.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
407	FRS, PTS, Product Feature 2.051	FRS	System should allow user to define rules/exceptions on top of period limits defined in product considering following parameters:	As per our understanding, IREDA needs the capability of Inbuilt configurable rules engine as part of Corporate and Retail Loan origination process automation. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.3) Solution should have the capability to deploy rules as the web service.4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”.5) Audit logging of changes/modifications done in the rules.Please confirm.	NA	this can be part of your solution approach.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
408	FRS, PTS, Disbursement Compliance 4.05	FRS	System should enable the user to generate "Documents received" received report in specified format.	As per the requirement mentioned RFP document, we suppose that the proposed solution should have a report designer tool tightly integrated with the workflow solution that should allow user to create new reports and dashboard view from the UI itself and should support tabular and graphical view of the report. Please confirm if our understanding is correct.	NA	understanding is correct. This should form a part of your solution approach.
409	FRS, PTS, Eligibility Check 16.12	FRS	Customer should be able to provide necessary information online (through customer portal or any other link). Upon submission, status of document /information must	As per our understanding IREDA has an existing customer portal with which the proposed LOS solution will interface for initiation of loan applications. Please confirm if the understanding is correct.	NA	Customer portal would be sunset once new solution is implemented

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
			change to 'submitted online'			

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
410	FRS, PTS, Product Setup, general Configuration 1.11	FRS	If the project is being financed under consortium financing/ co-guarantee with other bank being the lead, parameters/limits defined for each of the following features would not be applicable and system should allow user to align as per the lead partner's	Does IREDA have any in-house Limit and Collateral management system in place? If no, how are the limits being currently managed? How are existing collaterals being managed?	NA	Confidential information and cannot be disclosed in public domain.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
			proposed Tanks			

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
411	FRS, PTS, KYC verification 18.06	FRS	System should be able to pull any CKYC data available for the application through integration with agencies such as CERSAI, UIDAI etc.	As per our understanding all the mentioned 3rd party systems support API based integration approach where data/information shall be pushed or pulled in real time over Web APIs or file transfer shall be through batch files. Please confirm ?	NA	your understanding is correct. Details can be collected during blue printing phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
412	FRS, PTS, Product Feature 2.087	FRS	System shall allow user to define rules and conditions on IREDA's loan exposure limits and minimum promoter contribution towards a particular product, sector and project type/sub-sector considering the type of use: Captive or Non-Captive use	As per our understanding the proposed system should have the capacity to automatically compute the Loan edibility amount based on the pre-defined rules through a Business Rule Management Engine. The rules should include credit policies defined by the business. Please confirm if our understanding is correct.	NA	Yes

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
413	FRS, PTS, Product Setup, general Configuration 1.01	FRS	System should configure and define various loan products as per banks requirements. The system should at least support mentioned categories of loans.	As per our understanding definition of product and sub products should be managed through a Master Data Management(MDM) module where new categories of products with respective sub products and schemes can be configured and created as drop down fields and are reflected in real time without any further software development. Please confirm our understanding.	NA	Yes
414	FRS, PTS, New loan application form 7.04.10	FRS	Performance details - technical and financial	As per our understanding the proposed LOS solution should have the feature to upload the financials in the excel from a staging data base or input the financials manually for different Financial Years. Please confirm our understanding.	NA	Yes

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
415	FRS, PTS, KYC Verification 18.05	FRS	System must allow user to update AML / FTA status for the application in the KYC section	As per our understanding the proposed system should have the capability to perform credit checks like Blacklist, AML Check Negative list by either integrating with third party systems or maintaining an internal database. Please confirm our understanding is correct	NA	Yes
416	CRRS	FRS	Rating for Non-CRRS projects	The mechanism given in FRS is for CRRS identified projects. How the rating is determined and captured for Non-CRRS projects. Is there any different model for that?	NA	These details can be collected during blueprinting phase.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
417	PTS- Post submission of application 11.01	FRS	Ability to alert the applicant for submission of hard copy application, if not received by IREDA, after a stipulated period of time which can be configured in a master	Clarification required on alert for submission of hard copy application.	NA	Once the hard copy of the online loan application is received at IREDA, an ARN is generated which confirms the receipt of hard copy application. If for an application, ARN is not generated after a stipulated time, it means that it's hard copy is not yet received at IREDA and alert should go to the applicant to submit the hard copy of application
418	PTS- Post submission of application 11.03	FRS	Enabling of link to Customer Portal post submission of application	Clarification required?	NA	Please see response at S.No. 366 of Annexure-2

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
419	PTS-Internal rating 20.06	FRS	System shall allow a user to request re-rating a project any number of times on customer request or otherwise. History of all past ratings and input parameters shall be versioned	Clarification needed. Can user request for rerating once approved by the CRRS and the same flow of approval will be done.	NA	Yes

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
420	PTS- Due diligence 21.04	FRS	System must be able to read inspection report (excel or word) and auto-fill data in system. For this system should have master of fields with unique codes, against which report can be read	Clarification needed. How many such inspection templates? Is the format fixed.	NA	These details can be obtained during business blueprinting phase
421	PTS- Due diligence 21.08.2	FRS	Financial performance of the applicant company	Clarification required Is this capturing of financials of the company or comments on financial performance	NA	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
422	PTS- Sanction process 23.03	FRS	System should be able to generate group exposure report based in the specified format.	Clarification needed? Where the group details and mapping of companies is maintained	NA	These details can be collected during blueprinting phase.
423	PTS- Loan Profile/ Application Listing 39.02	FRS	Customer Portal should show both applications - submitted online and offline by the same user in the table, with identifiers	Clarification required on offline submitted applications	NA	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
424	2.02.23	FRS	NA	How are multiple probation periods defined as per the designation or as per the location to be clarified	• Probation period (From date - To date) [Multiple probation periods to be captured during new Joined and Promotions]	Probation period is defined as per the designation. There are two instances when probation period comes into picture, when a new employee joins an organisation or when an existing employee is promoted.
425	2.02.43	FRS	NA	Posting details are captured against an employee or positions to be clarified	Posting Details - Place, Date of Joining, Designation, etc.	Against an employee
426	2.02.49	FRS	NA	The duration of the historical records to be maintained for promotion to be provided.	Details promotion (history)	Since the employee joined the organisation
427	2.43	FRS	NA	Would require more understanding on the parameters by which system should maintain the reservation benefits	System shall maintain if the reservation benefits are allowed for an employee or not, despite having personal details pertaining to a reservation category	These details can be collected during blueprinting phase.
428	3.14	FRS	NA	Meaning of Administrative powers to be clarified	Ability to define administrative powers for organizational units position-wise	Delegation of Powers in terms of amounts, grade of employee, type of expense etc.
429	3.18	FRS	NA	On what parameters will these cost implications be calculated and will all the desired parameters are maintained on system	Facility to calculate the cost implications of adding a new Department/Function/Position	These details can be collected during blueprinting phase.
430	4.01	FRS	NA	Is there any designated formula to calculate the manpower requirements based on which system can arrive at the desired output	Ability to define manpower requirement plans (periodic) in terms of specific skills, qualifications, experience, designation etc.	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
431	4.11	FRS	NA	What is BPM tool and the expected integration with the tool to be provided	The system should have inbuilt Workflow support for budget approvals based on the process defined in BPM tool	These details can be collected during blueprinting phase.
432	5.1	FRS	NA	How is out of station defined	System shall allow out of station period to be marked separately during leave application	These details can be collected during blueprinting phase.
433	5.54	FRS	NA	Parameters of bad leave to be provided	Ability to assess bad leave record as per rules and review of leave record for sending warning to the employee.	These details can be collected during blueprinting phase.
434	6.22	FRS	NA	At which stage are the sensitive posts defined and is there any criteria to be followed to define sensitive positions	System shall allow user to mark sensitive posts, for which rotational transfer is mandatory every fixed definable period	These details can be collected during blueprinting phase.
435	7.01	FRS	NA	Is the path same as position hierarchy or should system follow a different path	Should create standard career paths (line of promotion) in the organization in terms of various possible moves from the current level / grade in the organization	These details can be collected during blueprinting phase.
436	7.1	FRS	NA	Are written exams part of promotion? If so the when will this be initiated	Ability to store written test details and results of eligible candidates	These details can be collected during blueprinting phase.
437	7.22	FRS	NA	Salary fitment details to be provided and the logic on which the fitment is expected to be provided	The system should support advising salary fitment on promotion. The fitment made should automatically go to payroll module	These details can be collected during blueprinting phase.
438	8.01	FRS	NA	Is deputation to be considered as a temporary transfer process or are there any set of rules defined for deputation requests.	The system should be able to track the details of employees deputation in and deputation out	These details can be collected during blueprinting phase.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
439	13.04	FRS	NA	List of penalties and the clauses to impose penalty to be checked for the same	Provision to create penalties related to salary, PRP amount deduction and withholding/delay for defaulters	These details can be collected during blueprinting phase.
440	15.02	FRS	NA	On what parameters will the system identify the training plans.	Identify training needs based on TAS and recommendations in Performance Appraisal system	These details can be collected during blueprinting phase.
441	17.03	FRS	NA	Who is the responsible for generation of this note? (Reporting Manager or HR)	Generation of note for approval of nominations by competent authority. Sending nomination advice to the employee, HR, approving authority and training institute	These details can be collected during blueprinting phase.
442	19.03	FRS	NA	Please mention where are the details of visit is to be captured - against a training program or against the guest faculty	Details of the visitors to IREDA and reasons of the same. Include expenditure incurred for the visits	These details can be collected during blueprinting phase.
443	20.01	FRS	NA	Will these details be maintained against a training program or an employee	Details of Books and other study material etc. purchased and issued to participants	These details can be collected during blueprinting phase.
444	20.02	FRS	NA	Please specify the analytics expected from the system	Capture and analyse sessions handled by Guest Faculty	These details can be collected during blueprinting phase.
445	20.06	FRS	NA	Is there any approval mechanism for travel booking	Booking of training expenditure and tracking payments to institutes	These details can be collected during blueprinting phase.
446	20.07	FRS	NA	Further details are required on what needs to be included and what are the criteria to generate the note	Generating note for permission for taking up higher studies - biodata of the officers/Fees and other relevant details.	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
447	23.03	FRS	NA	What is the criteria to decide on the relaxation	The system should allow provision of special recruitment for SC/ST/OBC/Physically challenged/Sport Quota, ex-serviceman, Sikh riots, Kashmiri migrants, etc. including relaxations to the recruitment criteria	These details can be collected during blueprinting phase.
448	23.04	FRS	NA	How will the eligibility be calculated	Provision to define eligibility criteria (including proficiency in local language) for recruitment	These details can be collected during blueprinting phase.
449	23.23	FRS	NA	Clarity on the job posting. As it mentions jobs to be fetched from Website in 23.06 and jobs to be posted from the system in this point. An approach to be finalized	Facility to create a standard recruitment template and host it on IREDA website for receipt of web based applications	These details can be collected during blueprinting phase.
450	25.11	FRS	NA	When will the no-dues process be triggered and how does that happen	Ability to store details of no-dues clearance	These details can be collected during blueprinting phase.
451	29.08	FRS	NA	Would require list of benefits and their eligibility rules/validations	Ability to handle benefits to officers employed in NE region	These details can be collected during blueprinting phase.
452	1.19	FRS	NA	List of internal processes to be defined and the criteria/ parameters to be provided	Provide customizable ‘workflow’ for all internal processes & approvals associated with the payroll system	These details can be collected during blueprinting phase.
453	1.33	FRS	NA	Arrear calculations method that is followed for this scenario to be understood.	Ability to automatically update/sync Payroll database with Employee Master database for changes in employee record without interfering with payroll processing (e.g. Promotions in the middle of month)	These details can be collected during blueprinting phase.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
454	1.39	FRS	NA	Computation logic to be defined for complete understanding	Addition/subtraction clause/rules to be included for pay elements in terms of eligibility, tax exemption, max cap, required declarations, computation logic	These details can be collected during blueprinting phase.
455	2.17	FRS	NA	Will this flow from Loan Management System or from the requests made by the employee	Ability to define the recovery for advances (recoverable in payroll and lock in period etc.) with subsequent provision to recover advances in subsequent pay periods	These details can be collected during blueprinting phase.
456	5.15	FRS	NA	Milestones to be provided	System shall be able to provide multiple increments on achieving different milestones	These details can be collected during blueprinting phase.
457	LiMS tab of FRS workbook	FRS	2.01	Please confirm the exact scope - What are the possible hedging instruments/Deal Types to be considered?	Ability to define separate tabs for all possible hedging instruments (Deal types)	These details can be collected during blueprinting phase.
458	LiMS tab of FRS workbook	FRS	2.04.7 2.05.7 2.06.7 2.07.6 2.08.8 2.09.8	Where are the line of credit details proposed to be captured? Is it that the details will be captured in Loan system and the same will have to be made available in Liability management system for hedging purpose? How the line of credit will impact the booking of mentioned hedge deals in the system? (SWAPS (derivatives), forward contract, Call option, Put Option etc.)	Line of credit	These details can be collected during blueprinting phase.
459	LiMS tab of FRS workbook	FRS	2.04.18	Is there a requirement to compute the MTM value of these hedging instruments/deal types in the system?	MTM Valuation (with respective dates) -Bank -Other Source	These details can be collected during blueprinting phase.

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Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
460	LiMS tab of FRS workbook	FRS	2.1	Please provide the detail of the requirement with example	Ability to assign unique alpha numeric number to each hedging agreement as a combination of Line of credit, deal type, date of agreement etc. so as to enable to identify deal on the basis of unique number itself.	These details can be collected during blueprinting phase.
461	LiMS tab of FRS workbook	FRS	2.13	Please provide the detail of the requirement with example. Is there any validation to be performed by the system before allowing this?	Ability to windup the hedge deal before maturity. The system should be able to automatically modify the generation of data, information or reports by capturing the impact of pre mature winding up of deal on various calculation rules defined.	These details can be collected during blueprinting phase.
462	PTS tab of FRS workbook	FRS	1.01	Is IREDA floating bonds against securitised loans?	Loan against securitisation	These details can be collected during blueprinting phase.
463	PTS tab of FRS workbook	FRS	2.027	Please clarify what is meant by non-grade wise interest	System should allow user to define rates non-grade wise also for all sectors of manufacturing as per following two categories:	These details can be collected during blueprinting phase.
464	PTS tab of FRS workbook	FRS	3.17	Please clarify what is IFSC master validation	IFSC Master Validation wherever taken	These details can be collected during blueprinting phase.
465	LMS tab of FRS workbook	FRS	2.066	Please clarify what is meant by LD	LD, Overdue LD	Liquidated Damages

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
466	LMS tab of FRS workbook	FRS	2.081	please clarify what is meant by SDF	System shall allow a user to set maximum financing limit by IREDA as a percentage of some external expected funding as well. For instance Bridge Loan against SDF can be up to a maximum of 50% of loan sanctioned by SDF	Sugar Debt Fund
467	LMS tab of FRS workbook	FRS	5.14	Please clarify what is meant by ID	Last ID receipt date	These details can be collected during Business Blueprinting phase.
468	LMS tab of FRS workbook	FRS	7.02	Please clarify what is meant by IC	-IC overdue	These details can be collected during Business Blueprinting phase.
469	LMS tab of FRS workbook	FRS	27.01	please clarify what is meant by SAC	-SAC	These details can be collected during Business Blueprinting phase.
470	LMS tab of FRS workbook	FRS	Additional reporting requirements	please clarify what is meant by PRN	PRN difference A/c	These details can be collected during Business Blueprinting phase.
471	LMS tab of FRS workbook	FRS	Additional reporting requirements	please clarify what is meant by JICA	JICA report	Japan International Cooperation Agency
472	GBI tabs or FRS workbook	FRS	NA	How GBI is maintained - as a liability(deposit) or asset (loan)?	All GBI tabs	These details can be collected during Business Blueprinting phase.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
473	Loan Master - 1.07	FRS	1.07	Please confirm if this is Interest Rate computation method (Simple/Compound) or day count conventions (Act/360, Act by Act, etc.)	Different Rules for Interest Rate Calculation	These details can be collected during blueprinting phase.
474	Hedging Master2.04.18	FRS	2.04.18	Please specify other sources required for MTM Valuation	Other Sources for MTM Valuation.	These details can be collected during blueprinting phase.
475	Hedging Master2.05.5	FRS	2.05.5	Please confirm if Hedge currency will be different from the original deal currency. Is there a requirement for cross currency hedging?	Hedge Currency Denomination	These details can be collected during blueprinting phase.
476	Funding Sources	FRS	NA	Please mention all the funding sources which will be part of treasury module.	Other Sources of Funding	These details can be collected during blueprinting phase.
477	Issuance	FRS	NA	Is Equity Issuance a part of the existing deliverable?	Equity Issuance	These details can be collected during blueprinting phase.
478	1.3	FRS	1.3	Clarity required to better understand this point, so that we can assess our system capability.	General Settings	These details can be collected during blueprinting phase.
479	1.31	FRS	1.31	These are just grouping of risk parameters, right?	General Settings	These details can be collected during blueprinting phase.
480	3.17	FRS	3.17	What is risk group ratings?	Internal Rating Process	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
481	Product Setup1.02.7	FRS	1.02.7	This means, IREDA shall be engaged in Discounting of bills (Factoring Business)?	Direct Discounting of GBI Claims Payable to Renewable Energy Developers under MNRE Scheme for Generation Based Incentive (GBI) for grid interactive Wind and Solar power projects	These details can be collected during blueprinting phase.
482	Product Setup1.02.8	FRS	1.02.8	This means, IREDA shall be engaged in Discounting of bills (Factoring Business)?	Direct Discounting of MNRE Capital Subsidy payable to Accredited Channel Partners and State Nodal Agencies (SNA) for installation of Solar Water Heating Systems	These details can be collected during blueprinting phase.
483	Product Setup1.02.10	FRS	1.02.10	This means, IREDA shall be engaged in Discounting of bills (Factoring Business)?	IREDA Scheme for discounting of Energy Bills	These details can be collected during blueprinting phase.
484	Product Feature2.005	FRS	2.005	This would generally be a master which is maintained and checked during a De dupe process after basic data entry, Why would a user want to maintain and check manually.	System must allow a user to prepare an ineligible list of applicants who can't avail finance from IREDA under that product. The list must be available at application registration and appraisal stage	These details can be collected during blueprinting phase.
485	Product Feature2.01	FRS	2.01	This would be like a eligibility ratio which requires to be set right?	System shall allow user to set limits on average fixed asset coverage ratio for certain products	These details can be collected during blueprinting phase.
486	Product Feature _ Securities2.013	FRS	2.013	This would however be a Document checklist which would be marked as Mandatory?	System shall allow a user to configure (and add as per loan requirements) minimum list of securities/undertakings, which have to be created/executed for processing the loan application for each product.	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
487	LO _ General Setup12.09	FRS	12.09	Why is a separate workflow required for documents which are submitted? Can you please provide a business scenario for this.	System should have the ability to configure workflow for each of the generated documents, triggered either manually or automatically	These details can be collected during blueprinting phase.
488	PTS- Post submission of application 11.01	FRS	Ability to alert the applicant for submission of hard copy application, if not received by IREDA, after a stipulated period of time which can be configured in a master	Clarification required on alert for submission of hard copy application.		Once the hard copy of the online loan application is received at IREDA, an ARN is generated which confirms the receipt of hard copy application. If for an application, ARN is not generated after a stipulated time, it means that it's hard copy is not yet received at IREDA and alert should go to the applicant to submit the hard copy of application

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
489	PTS- Due diligence 21.04	FRS	System must be able to read inspection report (excel or word) and auto-fill data in system. For this system should have master of fields with unique codes, against which report can be read	Clarification needed. How many such inspection templates? Is the format fixed.		These details can be obtained during business blueprinting phase
490	PTS- Due diligence 21.08.2	FRS	Financial performance of the applicant company	Clarification required Is this capturing of financials of the company or comments on financial performance		These details can be obtained during business blueprinting phase

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
491	PTS- Sanction process 23.03	FRS	System should be able to generate group exposure report based in the specified format.	Clarification needed? Where the group details and mapping of companies is maintained		These details can be obtained during business blueprinting phase
492	PTS- Loan Profile/ Application Listing 39.02	FRS	Customer Portal should show both applications - submitted online and offline by the same user in the table, with identifiers	Clarification required on offline submitted applications		These details can be obtained during business blueprinting phase
493	Order of Precedence			Please note that in case of any conflict, the Bidder's proposal shall prevail, followed by the General Conditions of the Contract.	NA	RFP terms and conditions will prevail in case of any conflict

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
494				Are any compliance and statutory reports extracted out of Ax 2009 right now? If yes, are these already listed in the FRS ?		All the reports extracted from AX are listed.
495				What are the modules in AX 2009 that are implemented and used?		Mentioned in the RFP and also answered at multiple places in this document
496				Is AX 2009 the master record for Vendors and Customers?		Yes
497				Is the expense management module in AX 2009 used?		No
498				Whose is the incumbent partner for Maintain and operate ?		Selected bidder will maintain the new solution
499				What is the volume of tickets per month in category of severity? Minimum last size months dump can help.		On an average 1 ticket per day from last 1 year
500				Current team size supporting the application and helpdesk		2 consultants from outsourced agency providing support for Ax 2009 and 5 officials from IT Department
501	No Clause in RFP			There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our	No protection to our pre-existing IPRs	All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement (“pre-existing work”) including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their subcontractors as

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
				pre-existing IPRs, else we might be not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by Meity in its guidelines. Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are meant for client's internal business operations.		necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Bidder should grant IREDA a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to IREDA as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. IREDA's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with IREDA at the conclusion of performance of the services

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
502	No Clause in RFP			We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	There is no restriction on the usage of deliverable. No third party disclaimers.	No inclusions can be made in addition to the existing clauses in RFP
503			Eligibility Criteria	Analysts such as Gartner and Forrester recognize best solutions across the Globe and then include them in their reports. We understand that LOS and LMS are document intensive processes. Hence, to ensure best in class document management solution request you to please include below clause as part of compliance-"Proposed Document Management System should figure in Gartner Magic Quadrant for at least previous three years"		Being included in Gartner's report can be an nice to have credentials, however we cannot make it mandatory.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
504			Environments	Please confirm whether the required LOS solution requires the following Environments, 1. Production (With Active-Active Clustering OR Active-Passive Clustering) 2. DR Environment (what capacity of DC) 3. UAT Environment 4. Development/Test/SIT Environment. Please provide clarity on uptime/availability of the solution		Please refer to FRS and TRS for the requirements
505			User count and other details	Please confirm the following queries. This is required to size the hardware and infrastructure1.No. of concurrent users who will be using Loan origination system2. No of concurrent users who will be using LOS system through- 2.1 Web 2.2 Mobile3. CPU Utilization at any given point of time4. Please provide year on year growth in the number of documents to be envisaged for Database sizing and storage sizing5. Please provide total number of office locations of IREDA from where scanning will take place6. Number of third party applications to be envisaged for integrating with proposed LOS solution		.No. of concurrent users who will be using Loan origination system - Around 20-25Please provide total number of office locations of IREDA from where scanning will take place - 2

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
506	General			Since the RFP also covers migration, is the migration of 100% of historical data mandatory, or can a cut over of balances from AX 2009 be proposed?		Yes. 100% legacy data migration is in scope.
507	General			Are vendors permitted to recommend an external solution and propose integration with Dynamics 365 FO, where the external solution fits better with IREDA requirements (e.g. payroll)?		Yes. Bidders are expected to suggest these as part of their solution approach.
508	General			How many legal entities does the implementation cover?		One
509	General			Which of the following modules are developed and currently running in AX 2009: - PTS - Legal - LMS - CRRS - LiMS - Solar GBI - Wind GBI - PM / RM		PTS, LMS, CRRS, LiMS, Legal are currently running as modules developed on top of AX. However, FRS has been written catering to current requirements as well as keeping future requirements also in mind

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
510				Clause non Solicitation to be added as under;Neither party shall, directly or through a third party contractor, solicit/induce/entice away or endeavour to solicit/induce/entice away an employee of the other party who is directly involved with Agreement, for 5 years after such resource has ceased to be engaged for performance of services under this Agreement. Notwithstanding the foregoing, this restriction either party may hire (a) personnel who independently respond to indirect solicitation (such as general newspaper advertisements, employment agency referrals, and internet postings) not targeting the personnel of the other Party and (b) personnel who have separated or have been separated from the services of a party provided that the hiring Party did not solicit such separation.		Addition of any clauses is not possible as it is standard World Bank RFP
511				With All integration modules, all DB storage is only AX2009 or we have staging DB storage?	Generic	Except HRMS and ESS data, all other data is in the DB of AX 2009

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
512				Need clarity on customer Portal to check if D365 is enough or we need CRM to integrate.	Generic	These details can be collected during blueprinting phase. Rest you can read the FRS for Customer Portal and suggest the best fitment
513				Need clarity on employee portal to check if separate license for talent management is required or not.	Generic	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
514	Others		User count and other details	Please confirm the following queries. This is required to size the hardware and infrastructure1.No. of concurrent users who will be using Loan origination system2. No of concurrent users who will be using LOS system through- 2.1 Web 2.2 Mobile3. CPU Utilization at any given point of time4. Please provide year on year growth in the number of documents to be envisaged for Database sizing and storage sizing5. Please provide total number of office locations of IREDA from where scanning will take place and number of scanning users required per location6. Number of third party applications to be envisaged for integrating with proposed LOS solution	User count and other details	.No. of concurrent users who will be using Loan origination system - Around 20-25Please provide total number of office locations of IREDA from where scanning will take place - 2

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
515	New			The parties acknowledge and agree that COVID-19 is an event beyond the parties' reasonable control, and it is not possible to foresee (or advisable to try and foresee) its duration, impact or extent (including measures and recommendations that may be put in place by regulators). As such, where a party's non-monetary obligations are not performed, affected, and/or delayed and that is attributable to COVID-19 or its related impacts, notwithstanding any other provision in the agreement, the affected party will not be responsible for such non-performance, affected performance or delay. The parties will act responsibly to discuss the affected obligations, potential work-around and related issues in good faith and will document any agreed changes to the agreement. Also all the requirements in RFP called out for onsite will be impacted as the same has to be done remotely.		Basis the mutual discussion and consideration, this can be worked out in the event any lockdown situation arises due to COVID-19, but the final authority shall be IREDA to decide on the next plan of action in line with Government Directions/Guidelines and sue motto action from bidder's side shall not be entertained.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
516	General			Please share what is the basis of product selection?	Our internal assessment indicates that the product fitment is low.	Since IREDA has been using AX 2009 since 2011, the best option to retain the same OEM for ERP makes D365 the choice for ERP product. However, for the requirements pertaining to Loan Origination and Loan Management system, IREDA is okay to have bolt-on applications as well as customization on top of D365

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
517	General			Is there any assessment made for identifying the fitment of the product? Please share the assessment.	Product Fitment/Assessment	Since IREDA has been using AX 2009 since 2011, the best option to retain the same OEM for ERP makes D365 the choice for ERP product. However, for the requirements pertaining to Loan Origination and Loan Management system, IREDA is okay to have bolt-on applications as well as customization on top of D365
518	NA		NA	Do we need to submit any Contract document to declare the Sub contractors which we are bidding along with and if there is any specific format for the same.	NA	The name of the sub-contractor along with OEM details of the product for which subcontracting is being done is to be mentioned in the Approach and Methodology document. You need not to submit any contract document, just a declaration will do. However, you cannot change the sub-contractor after the notification of award. Please refer page – 268 of RFP for further information.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
519	NA		NA	Maximum of 15 critical high volume transactions / scenarios are considered for simulation of Load across MS Dynamics 365 ERP and LMS applications.	Performance Testing	List of processes will be mutually agreed by IREDA and on-boarded vendor.
520	NA		NA	Required Performance Testing and APM tool would be provisioned by IREDA or SI partner.	Performance Testing	SI partner
521	NA		NA	Kindly. confirm the critical or desired number of reports to be implemented for ERP - MS Dynamics 365 (Standard + Customized). These reports could be operational, Mgmt. and compliance reports.We have assumed 150 of such reports for testing purpose	Report Testing - MS Dynamics 365	Indicative details are already available in different worksheets of FRS under reports section. Further details can be obtained during business blueprinting stage
522	NA		NA	Kindly confirm the critical or desired number of reports to be implemented for LMS (Standard + Customized). These reports could be operational, Mgmt. and compliance reports. We have assumed 150 of such reports for testing purpose.	Report Testing - LMS	Indicative details are already available in different worksheets of FRS under reports section. Further details can be obtained during business blueprinting stage

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
523	NA		NA	Kindly confirm the critical or desired number of reports to be implemented for Liability Management system (Standard + Customized). These reports could be operational, Mgmt. and compliance reports. We have assumed 30 of such reports for testing purpose.	Report Testing - Liability mgmt. system	Indicative details are already available in different worksheets of FRS under reports section. Further details can be obtained during business blueprinting stage
524	NA		NA	Kindly confirm the critical or desired number of reports to be implemented for Inventory Management system (Standard + Customized). These reports could be operational, Mgmt. and compliance reports. We have assumed 30 of such reports for testing purpose.	Report Testing - Legal mgmt. system	Indicative details are already available in different worksheets of FRS under reports section. Further details can be obtained during business blueprinting stage
525	NA		NA	Kindly confirm the critical or desired number of reports to be implemented for Inventory Management system (Standard + Customized). These reports could be operational, Mgmt. and compliance reports. We have assumed 30 of such reports for testing purpose.	Report Testing - Inventory mgmt. system	Indicative details are already available in different worksheets of FRS under reports section. Further details can be obtained during business blueprinting stage

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
526	NA		NA	Kindly confirm the critical or desired number of reports to be implemented for HRMS system (Standard + Customized). These reports could be operational, Mgmt. and compliance reports.We have assumed 30 of such reports for testing purpose.	Report Testing - HRMS	Indicative details are already available in different worksheets of FRS under reports section. Further details can be obtained during business blueprinting stage
527	NA		NA	Proposal shared is only for the testing services till Go-live. Kindly confirm if any kind of Testing services would be required post go-live as well?	Post Go-live Support	On-boarded bidder will be responsible for system stabilization post go-live. This will involve testing as well.
528	NA		Environments	Please confirm whether the required LOS solution requires the following Environments, 1. Production (With Active-Active Clustering OR Active-Passive Clustering) 2. DR Environment (what capacity of DC) 3. UAT Environment 4. Development/Test/SIT Environment. Please provide clarity on uptime/availability of the solution	NA	If LOS is developed on top of D365, then these environments are implicit part of overall solution under LCS. However, if LOS is a bolt-on or a third party application, then these environments are to be provided by the bidder till the completion of this project. Uptime availability shall be as per the SLA clause under this RFP

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
529	NA		User count and other details	Please confirm the following queries. This is required to size the hardware and infrastructure1.No. of concurrent users who will be using Loan origination system2. No of concurrent users who will be using LOS system through- 2.1 Web 2.2 Mobile3. CPU Utilization at any given point of time4. Please provide year on year growth in the number of documents to be envisaged for Database sizing and storage sizing5. Please provide total number of office locations of IREDA from where scanning will take place and number of scanning users required per location6. Number of third party applications to be envisaged for integrating with proposed LOS solution	NA	.No. of concurrent users who will be using Loan origination system - Around 20-25Please provide total number of office locations of IREDA from where scanning will take place - 2
530	NA		NA	HR Team details Each process of HR and the number of users Total number of employees – confirmation Self Service users – confirmation	General Queries	These details can be collected during blueprinting phase.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
531			NA	Do we need to procure the Licenses of third party solutions from the Contract date or at the time of Go live...Need clarity	General Queries	From Go-live date. However some licenses will be procured before go-live on need basis or maybe for development/testing, if applicable
532	NA		NA	Vendor portal is not mentioned in the scope of work. Will IREDA continue to use the old vendor portal	General Queries	No. Vendor portal shall be migrated to D365 platform. It is a portal through which vendor can upload his/her invoices and track respective payments from IREDA
533	NA		NA	Is this a No Deviation RFP?	General Queries	Yes
534	NA		NA	Do we need to Migrate the entire data in other then D365 Add-on solutions e.g. 3rd party solutions like LMS, HRMS and Payroll	Data Migration	Yes. Please see the full scope of data migration on page 196.
535	NA		NA	In case during the process of Data Migration if there is any data set which are not possible to migrate, what needs to be done?	Data Migration	These can be mutually discussed as per the situation.
536	NA		NA	Do you want TRS for Complete solution or segregated over individual components	TRS	Complete solution
537	General		General	What are the volumes of Recruitment / per month , New hires per month	General	These details can be collected during blueprinting phase.
538	General		General	Kindly highlight the modules being used currently in Finance , Operations & inventory	General	AP, AR, GL, FA, Bank, Inventory. Further details can be obtained during business blueprinting

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
539	General		General	Can you share your current challenges w.r.t current systems in place, integration, change management etc.	General	These details can be collected during blueprinting phase.
540	General		General	Do you have a Global standard HR practice and standardized processes or do they vary for each region	General	HR rules prevailing in India in pursuance with directives of DoPT and DPE, IREDA's HR Policy. Further details can be collected during blueprinting phase.
541	General		General	What is the Current Level of documentation in HR processes - Detailed Process Manual with Flow Charts or Rudimentary Disparate Processes	General	There is an elaborate HR policy in two volumes and a compendium of circulars/office orders which is good enough documentation for HR rules/Processes
542	4. Scope of Work		None	What is the level of Customization in existing ERP Platform	None	40-50%
543	Annexure 6		6.1	Please provide details of Policies especially Department policies	The Solution should comply with the applicable department policies, IT Act and CERT-In guidelines during the contract period	Details are available in Public Domain and can be obtained from the websites of CERT-IN, MEIT and the RBI Master Circular is already mentioned as a response to one of the queries pertaining to audit at S.No. 28 of Annexure-2

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
544	Section IV: General Conditions of Contract			Interest on delay payment should be included as per bidder standard terms and conditions	12.3: Payments shall be made promptly by the Purchaser, but in no case later than forty-five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.	Payment can be made within 30 days from the date of receipt of invoice or date of approval of invoice whichever is later. IREDA will make all efforts to make payments within timelines yet no interest on delayed payment is acceptable
545	Section VI: Technical Requirements			Please put a maximum Cap of 5% of the Contract value	5.2.2 Penalties	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.
546	Section VI: Technical Requirements		Payment Milestones	Gap between 1st and 2nd payment is more than 6 monthsPlease make Ist payment @ 30% and 5th payment @ 5%	5.1 Payment Milestones: 'Development and Implementation Cost (Refer S.No 1 in BoM) 1. 20% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications2. 25% of Development and Implementation Cost of all module at sign-off of UAT of all the modules3. 15% of Development and Implementation Cost at sign-off and completion of complete data migration4. 25% of Development and Implementation Cost	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT closure

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
					at complete Go Live of the Solution5. 15% of Customization cost would be payable in 6 months post Go Live of the Solution	4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration 5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution
547			Payment Milestones	Please make it Monthly	Hosting and platform cost (Refer S.No 5 in BoM)Hosting and platform cost will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	Bills will be processed basis the work/performance in the current quarter and necessary adjustments for SLA/Penalty shall be done during the payment at the end of the quarter. Penalty calculation will be done on monthly basis. Please refer section VI: Technical Requirements – SLA and Penalties (Page – 216 of RFP)
548			Payment Milestones	Please make it Monthly	Helpdesk Cost (Refer S.No 6 in Boom) The amount to be payable towards Onsite Support would be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter after processing of SLA reports and invoice submitted. The first quarter would begin after post go-live stabilization period	No change

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
549			Payment Milestones	Please make it Monthly	Ticket Tool Cost (Refer S.No. 7 in BoM The amount to be payable towards Ticketing Tool to be deployed by bidder for tracking SLAs and calculating Penalties. Cost towards the same will be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter.	No change
550	NA		NA	Number of Business Offices/Branches	NA	2 branch offices, 1 corporate and 1 registered office
551	NA		NA	Please provide the Volume detail for the SWAPS (derivatives), forward contract, Call option, Put Option and hedging requirement by asset classes. Please do provide the details considering the next 5 year business growth.	NA	These details can be collected during blueprinting phase.
552	NA		NA	Please provide the no of user along with concurrent no of user details for Hedge Master.	NA	These details can be collected during blueprinting phase.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
553	NA		NA	Please provide below volume information -No of Users - -No of Transactions / Day-Peak No of Transactions / Hour-No. of Accounts - -Correct Branch Count-No. of concurrent users-Peak Volume - -Peak Transactions per second-Transaction time for different type of transactions-Number of current customers-Growth in customer, branch, users count in next 5 years-Expected growth rate YoY- How many years of hardware sizing is expected	NA	These details can be collected during blueprinting phase.
554	NA		NA	Which is the existing Compliance system and is it required to be proposed by the vendor for different requirements like KYC,Fraud Management,AML etc./?	NA	These details can be collected during blueprinting phase.
555	NA		NA	Which is the existing Document management system and is it required to be proposed by the vendor?	NA	E-office of NIC is currently used for file management. Besides this, documents are also uploaded in AX 2009 application.

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
556	NA		NA	As understood, Bidder has to give response for each of the functional requirement as to how the particular requirement will be met i.e. through standardized products or through customization or through bolt on applications i.e. through options S/B/C. Please clarify whether details description is needed on how the particular requirement will be met ?	NA	We appreciate if the details for corresponding requirement can be provided. It would give IREDA more clarity on your solution approach
557	NA		NA	As understood, Bidder has to give response for each of the functional requirement as to how the particular requirement will be met i.e. through standardized products or through customization or through bolt on applications i.e. through options S/B/C.Please clarify what should be the category for a requirement which isn't applicable or cannot be supported by us ?	NA	Since it is a zero deviation bid, answer to each requirement has to be amongst S/B/C

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
558	Section 5.2.2 Penalties, Page 220			In this table, different penalties are mentioned for "Peak Hours" and "Non-peak hours, Sundays and National Holidays". It is understood that uptime/availability will be calculated separately for both timeslots. Please confirm our understanding.	Penalty Calculation Table	Yes
559	Section IV: General Conditions of Contract			Interest on delay payment should be included as per bidder standard terms and conditions	12.3: Payments shall be made promptly by the Purchaser, but in no case later than forty-five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.	No change
560	Section VI: Technical Requirements			Please put a maximum Cap of 5% of the Contract value	5.2.2 Penalties	The overall penalty for the whole project can be capped at 10%. However, once the overall capping is reached, purchaser shall have the right to terminate the contract.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
561	Section VI: Technical Requirements		Payment Milestones	Gap between 1st and 2nd payment is more than 6 monthsPlease make Ist payment @ 30% and 5th payment @ 5%	5.1 Payment Milestones: 'Development and Implementation Cost (Refer S.No 1 in BoM) 1. 20% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications2. 25% of Development and Implementation Cost of all module at sign-off of UAT of all the modules3. 15% of Development and Implementation Cost at sign-off and completion of complete data migration4. 25% of Development and Implementation Cost at complete Go Live of the Solution5. 15% of Customization cost would be payable in 6 months post Go Live of the Solution	Payments terms and milestones are updated as below: 1. 15% of Development and Implementation Cost shall be payable, post signoff of SRS of entire suite of applications 2. 15% of Development and Implementation Cost of all module at SIT closure 3. 15% of Development and Implementation Cost of all module at UAT closure 4. 15% of Development and Implementation Cost at sign-off and completion of complete data migration 5. 20% of Development and Implementation Cost at complete Go Live of the Solution 6. 20% of Customization cost would be payable in 3 months' post Go Live of the Solution
562			Payment Milestones	Please make it Monthly	Helpdesk Cost (Refer S.No 6 in BoM) The amount to be payable towards Onsite Support would be divided into 4 equal instalments for each year, to be paid quarterly at the end of each quarter after processing of SLA reports and invoice submitted. The first quarter would begin after post go-live stabilization period	No changes

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-2 | Responses to all the pre-bid queries						
S.No	Section No./Clause No.	Page No.	Point No.	Clarification Sought	Clause	IREDA Response
563	General Queries			Please also provide some details on data. Please provide volume of data we will be handling, no of tables & type of documents.		Current AX DB size is around 8 GB, including transactional and metadata.

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-3 | Example for NPV Discounting and Calculation of Commercial Score

Net Present Value Discounted by 5 Year G-Sec Rate of India

Applicable G-Sec Rate **6.5%**

Year	**1**	**2**	**3**	**4**	**5**
Discount Factor	0.94	0.88	0.83	0.78	0.73
Amount asked by bidder	25,000	35,000	15,000	15,000	10,000
Present Value	23,474	30,858	12,418	11,660	7,299
Net Present Value	**85,709**				
Discounted Value	1,526	4,142	2,582	3,340	2,701

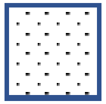
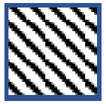
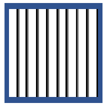
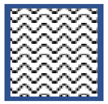
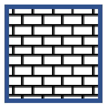
Using the same way, NPV for all bidders will be calculated. These calculated NPV for all bidders will be awarded relative commercial score based on lowest bidding value. E.g. table below shows commercial score calculation of six bidders with lowest bidding value of 85709.

Bidder Name	Discounted commercial Quote	Commercial Score
Bidder 1	85709	100.00
Bidder 2	100000	85.71
Bidder 3	95000	90.22
Bidder 4	90000	95.23
Bidder 5	120000	71.42
Bidder 6	145000	59.11

Indian Renewable Energy Development Agency Limited

(A Government of India Enterprise)

Annexure-4 | Legend for Resource Deployment Plan

Legend	
Pattern to be filled	**% Deployment of the resources**
	<=25%
	>25% & <=50%
	>50% & <=75%
	>75% & <100%
	=100%