

Clarifications for the queries to the Tender “Annual Maintenance Support, Cloud To Cloud Migration & Technical Enhancement for SAP Applications.” Vide No. FIN/EDP/ePort/Software Support/2023 Dated.22.12.2023

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
1	Page no-14	Section 2 - Instructions to Tenders, Sub section 2.23.2 - Minimum Qualifying Criteria, Sub point-iii.	The Bidder Should be minimum SEI CMMI Level 5 Certified company and has to submit a copy of certification valid as on date.	We would request you to consider as CMMI Level-3 company as "Minimum Qualifying Criteria" instead of Level- 5 and we can participate even.	No Change. Clause Remains as such.
2	Page No-53	Section 5 - Scope of the Work, Sub section 5.2.5.5 - Service Conditions, Sub point-i.	The support team will be responsible for detailed problem determination of issues. This detailed problem determination includes simulating the issues, determining the point of failure for the problem resolution. All application support tickets, master data or transactional data related tickets will be handled at this level.	Request to provide ticket size per year along with types or share us the ticket dump of last One/ Two Year for evaluation and estimation purpose.	SAP Incident Support including interfaces is 40 incidents/tickets per quarter.
3	Page No-5	Section- 1"Earnest Money Deposit (EMD) & COST OF TENDER DOCUMENTS" , Sub Sub point-a.	Earnest Money Diposit (EMD)- 6,65,580. Tender Document Fee- 2,360.	As per MSME Dept. Govt. of India, registered company shall get exemption from EMD/ Tender Fee etc. Is this exemption allowed by producing as a MSME registered Firm, under Ministry of Micro, Small & Medium Enterprises ?	Amended. Please refer Amendment Annexure-II Sl. No. 1

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
4	Page No.5	Section 1 10. Earnest Money Deposit (EMD) &	Earnest Money Deposit (EMD) : Rs. 6,65,580/- (Rupees Six Lakhs Sixty Five Thousand Five Hundred and Eighty only). Mode of payment of EMD and cost of tender documents: Separate Account Payee Demand Draft / Banker's Cheque/ Payment Order in favour of 'FA&CAO, Cochin Port Authority' drawn on any Nationalised / Scheduled bank	Request the department to change the clause to: Earnest Money Deposit (EMD) : Rs. 6,65,580/- (Rupees Six Lakhs Sixty Five Thousand Five Hundred and Eighty only). Mode of payment of EMD and cost of tender documents: Separate Account Payee Demand Draft / Banker's Cheque/ Payment Order /Bank Guarantee/Insurance Surety Bond as per the GFR No.1F.1/1/2022-PPD dated 2nd February 2022 issued by Ministry of Finance , Govt.of India in favour of 'FA&CAO, Cochin Port Authority' drawn on any Nationalised / Scheduled bank/	No Change. Clause Remains as such.
5		5.2 SCOPE OF THE WORK 5.2.2 OS, Database & Application Migration of SAP ECC 6.0 to the data centre of another Cloud Service Provider	It is proposed to use the existing SAP (with Oracle database) & Oracle database (for non SAP Applications) licenses.	Current CoPT SAP landscape is on SAP HANA Database (SoH) hence Oracle will not be applicable here. Kindly remove this line.	Amended. Please refer Amendment Annexure-II Sl. No. 2

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
6		5.2 SCOPE OF THE WORK 5.2.5.1 Roles and Responsibilities of the Contractor	The contractor has to submit a detailed project plan with critical milestones so as to have the quality system to be fully ready with all data migrated from the existing production (without EHP Upgradation) at a mutually agreed date on entering into the contract. The yearend activities should be in the existing production system. The EHP Upgradation should be done in the Cloud system after one months of go-live or at an extended mutually agreed date. The non SAP (POS & HMS) Application migration to production should also be done by the contractor. ?	Remarks: what is the go-live being referred here.	The detailed project plan with Go Live dates will be mentioned in the Work Order for Cloud Migration and EHP Upgradation.
7	Page No.5	Section 1 Minimum Qualification Criteria Sr No.vi	The bidder should have executed at least one work of SAP EHP Upgradation including the modules FICO, MM & HCM during the last 5 years ending 30.11.2023.	We request department to change the clause to : The bidder should have executed at least one work of SAP EHP Upgradation / ECC to S 4 HANA migration including the modules FICO, MM & HCM during the last 5 years ending 30.11.2023.	No Change. Clause Remains as such.

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
8	Page No.31	4.20 Performance Security	Tenderer shall deposit 10% of the accepted value of Tender including taxes towards Performance Security in the form of Demand Draft or irrevocable Bank Guarantee from a nationalized bank as per the specimen given in Form- XII without any modifications.	We request department to change the clause to : Tenderer shall deposit 10% 3% of the accepted value of Tender including taxes towards Performance Security in the form of Demand Draft or irrevocable Bank Guarantee from a nationalized bank as per the specimen given in Form- XII without any modifications.	No Change. Clause Remains as such.
9	Page No.16	2.23.5 Price Bid Evaluation	Schedule I - Maintenance Support Charges A. Fixed Charges. The bidder has to quote for the E-Invoicing support charges (Price Schedule I, A2) on yearly basis. However the payment of the same will be made on yearly basis as per the actual invoices to the successful bidder.	We request department to provide payment "E-Invoicing support charges (Price Schedule I, A2)" on quarterly basis, instead of yearly basis.	At present the payment for E-Invoicing support charges is paid on an yearly basis. Hence Change in the payment terms cannot be considered. No Change. Clause remains as such.

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
10	Page No.16	2.23.5 Price Bid Evaluation	<p>Schedule I - Maintenance Support Charges</p> <p>B. Variable Charges</p> <p>For the additional incident support (Price Schedule I, B1), the bidder has to quote the charges for resolution of one incident. For evaluation purpose, the number of additional incidents is taken as 15 number per quarter. However, the payment is made at the actual per quarter for the additional number of incidents over and above 40, if any.</p>	<p>We understand for calculation purposed 15 incidents per quarter are considered for evaluation. As per this evaluation criteria, per year incidents are 60. The Schedule "Maintenance Support Charges (Schedule I)" specified "40" (RFP Page 89 of 97) We request department to change the number from "40" to "60".</p>	<p>SAP Incident Support including interfaces (40 incidents per quarter). The bidder has to quote for resolution of 40 incidents per quarter. If the number of resolved incidents in any quarter is less than 40, the payment will be made lumpsum as quoted in the price schedule I. The unused incidents if any, carried forward from the last quarter, i.e., if the quarterly incidents is less than 40 the same will be carried forward to the subsequent quarters</p>
11	Page No.16	2.23.5 Price Bid Evaluation	<p>The Price Bid (Annexure I) components are:</p> <p>Schedule I - Maintenance Support Charges</p> <p>Schedule II - One Time Charges</p>	<p>We understand that price bid will be evaluated based on 10% NPV with Lowest Quote (L1). We request department to confirm the same.</p>	<p>Price bid will be evaluated based on NPV at 10% Discounting Factor. Lowest Quote (L1) based on the NPV will be the successful bidder.</p>

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
12	Page No.17	2.23.5 Price Bid Evaluation	Schedule II - One Time Charges A. Technical Upgradation Charges Consolidated Proposal & specifications (OS, DB & Installation) for SAP & non SAP architecture for the Cloud migration (RFP page 90 of 97)	As per understanding bidder only needs to submit only proposal for Cloud migration. We request department to confirm the same. We request department to provide more scope clarity for this line item.	The bidder needs to provide the system specifications for the migration from the existing cloud infrastructure to the new cloud
13	Page No.17	2.23.5 Price Bid Evaluation	Schedule II - One Time Charges B. Data Migration Cloud to Cloud Migration (RFP page 90 of 97)	Bidder understands that cost to be provided for Cloud to Cloud migration (Technical Migration). This activity will happen after upgradation to EHP 8 and department will provide all cloud infrastructure, connectivity and licenses. We request department to confirm the same.	Bidder to provide the lumpsum cost for Cloud to Cloud Migration. Cloud Infrastructure, Connectivity & Licences will be provided by CoPA. Please refer Tender Clause 5.2.2- OS, Database & Application Migration of SAP ECC 6.0 to the data centre of another Cloud Service Provider

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
14	Page No.17	2.23.5 Price Bid Evaluation	Schedule II - One Time Charges B. Data Migration SAP ECC6 EHP Enhancement/ Technical upgradation to SAP EHP 8.0 (RFP page 90 of 97)	Bidder understands that cost to be provided for EHP7 to EHP8 on existing hardware. For the same department have necessary infrastructure and licenses. We request department to confirm the same.	Bidder to provide the lumpsum cost for the Data Migration SAP ECC6 EHP enhancement/Technical Upgradation to SAP EHP 8.0. Upgradation of EHP 8.0 may be before/after cloud to cloud migration. Cloud Infrastructure, Connectivity & Licences will be provided by CoPA. Please refer Tender Clause 5.2.3 - Technical & Functional Upgradation to SAP EHP 8.0
15	Page No.32	4.22.1 Terms of Payment:	Payment will be made by the Employer according to the following schedule and procedures:	CoPA have not specified in how many days payment will be released to the bidder. We requested department to specify the same.	Please refer clause 4.22.3 Payment Schedule
16	Page No.32	4.22.3 Payment Schedule:	4.22.3 Payment Schedule: B. Software: Supply, Installation & Licenses 1 Supply of Software & Licenses - 80% 2 Software Installation - 20%	We understand that all software and licenses for OS, SAP & Cloud infra-structure will be provided by CoPA. Bidder has the responsibility to install the SAP Licenses. We request department to confirm the same.	Yes

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
17	Page No.32	4.22.3 Payment Schedule:	4.22.3 Payment Schedule: C. ATS / Software License Annual Technical Support / Software License - 100%. Yearly Advance	We understand that all software and licenses for OS, SAP & Cloud infra-structure ATS will be provided by CoPA. Bidder has the responsibility to support the same based on terms specified in this RFP. We request department to confirm the same.	SAP yearly ATS will be paid by CoPA through the support provider based on the Novation agreement with SAP.
18	Page No.43	5.2.1.1 Support Areas & Brief Activities	iii. Activities related with the Integration & Interfaces of NON SAP modules with the integrated e-Port system iv. Activities related to the integration with GST portal and co-ordination with GST Suvidha provider(GSP)	We understand APIs & modifications for the 3rd party systems like POS, HMS & GST portal with be managed & provided by CoPA. Bidder is responsible for APIs and Modification from SAP side. We request department to confirm the same.	Bidder is responsible for APIs and Modification from SAP side.

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
19	Page No.43	5.2.2 OS, Database & Application Migration of SAP ECC 6.0 to the data centre of another Cloud Service Provider	<p>Cochin Port may move the SAP and non SAP Applications in the Cloud to the data centre of another cloud service provider (CSP) with DR. Till the production system is up and running with the migrated data in Cloud, the functional and technical support should be made available for the present landscape by the contractor. Cochin Port will take necessary steps in having the present system as standby for a period of three months from the date of go-live in production in Cloud. During this period also, the contractor shall extend the functional and technical support for the applications and data in the present system.</p> <p>Migration of OS, Database & applications in the proposed cloud environment in Linux (RHEL/SUSE).</p>	<p>We understand that bidder has the responsibility to migrate on SAP application on cloud & integration with 3rd party application. Bidder will not be responsible for migration Non-SAP applications on cloud.</p> <p>We request department to confirm the same.</p>	<p>Bidder will not be responsible for migration of Non-SAP applications on cloud.</p> <p>Please refer clause 5.2.6 (ii) & (iii)</p>

Sl. No.	Bidding Document Ref. Page No	Bidding Document Reference Section/Clause No.	Existing Clause	Queries/Observations/Amendment Request	Clarifications
20	Page No.44	5.2.2 OS, Database & Application Migration of SAP ECC 6.0 to the data centre of another Cloud Service Provider	The contractor has to provide functional and technical support services before the migration, during migration and post migration for a total of four years.	<p>This scope is part of "Price Schedule I, A Fixed Charges, 1. SAP Incident Support including interfaces (40 incidents per quarter), RFP page 89 of 97)</p> <p>We request department to confirm the same.</p>	<p>SAP Incident Support including interfaces (40 incidents per quarter). The bidder has to quote for resolution of 40 incidents per quarter. If the number of resolved incidents in any quarter is less than 40, the payment will be made lumpsum as quoted in the price schedule I. The unused incidents if any, carried forward from the last quarter, i.e., if the quarterly incidents is less than 40 the same will be carried forward to the subsequent quarters</p>