

Nepal Electricity Authority
Institutional Strengthening Project (ISP)

Loan No. and Title: Loan 4014/4109-NEP: Electricity Grid Modernization Project – Additional Financing

Contract No. and Title: ICB/FD/EGMPAF-082/83-01 Supply, Delivery, Installation and Commissioning of ERP based IFMIS (Integrated Financial Management System)

Clarification of Bids

Pursuant to ITB Clause number 7 Clarification-I has been issued. This Clarification-I shall be a part of bidding document. Clarification-I consists of the following:

Sn. No.	RFP Section/Clause /subclause	RFP Clause Description	Query of the Bidder	Responses
1	DB Lifecycle Tool	The tool must provide automated provisioning of standalone or clustered databases.	Nutanix Era is a purpose-built database lifecycle management tool that provisions Oracle, MSSQL, MySQL, and PostgreSQL databases on Nutanix HCI automatically. No equivalent native DB provisioning tool is bundled with VMware vSAN or Dell VxRail. Which market-available products, other than Nutanix Era, can satisfy ALL 15 requirements listed in this section simultaneously?	As per RFP. As a part of overall HCI solution, bidder may write script or use third party tool to comply with requirement
2	DB Lifecycle Tool	The offered DB tool must support online copy data management, with a simplified snapshot and cloning process.	Nutanix Era's 'Time Machine' feature provides online copy data management — cloning a database from any point in time in seconds. This is a specific Nutanix Era architectural capability. Oracle RMAN, Veritas NetBackup, and Commvault offer snapshot/clone but not 'simplified' DB-aware online cloning integrated with the HCI fabric. Is the 'simplified snapshot and cloning process' expected to be HCI-integrated (i.e., Nutanix Era), or can it be a standalone third-party tool?	As per RFP. As a part of overall HCI solution, bidder may write script or use third party tool to comply with requirement
3	DB Lifecycle Tool	The tool must be able to recover the DB copy from the past point-in-time to the granularity of any second, minute and hour of the day from the past.	Per-second granularity point-in-time database recovery is Nutanix Era's flagship capability called 'Continuous Data Protection for Databases.' This level of granularity (any second in the past) is NOT standard in Oracle RMAN (log-based, not second-granular for all engines), Commvault, or Veeam. Is per-second recovery granularity a strict requirement — and if so, does NEA acknowledge that this uniquely qualifies Nutanix Era as the compliant product?	As per RFP. As a part of overall HCI solution, bidder may write script or use third party tool to comply with requirement
4	DB Lifecycle Tool	This point-in-time DB image must provide user the ability to restore the database on an existing DB server, or automatically create a new VM(s) and restore the DB. This must be an automated process.	Automated creation of a new VM and DB restoration from a point-in-time image in one workflow is a Nutanix Era capability. Oracle RMAN restores to an existing server only. Veeam/Commvault restore to existing or pre-created VMs but do not auto-create VMs as part of the restore workflow. Which competing product can auto-create a VM and restore a database in a single automated workflow without manual VM provisioning steps?	As per RFP. As a part of overall HCI solution, bidder may write script or use third party tool to comply with requirement
5	Organizational/Geographical coverage Volume II, 2.2.1		Please confirm the complete list of NEA entities, departments, and field offices to be covered in the enterprise-wide IFMIS rollout beyond the pilot locations.	As per RFP



6	Volume II, Pg 6-17, 6-22	Extension of Scope to Subsidiary companies	Please confirm whether the implementation scope covers NEA only or whether NEA subsidiaries or associated entities may also be included during enterprise rollout.	As per RFP
7	Volume II, Scope of Work, Section III: Functional & Technical Requirements Specification	3.1.3 Human Resources	Please clarify whether Payroll and Pension management are required to be implemented fully within IFMIS, or whether integration with an external Payroll and Pension system is expected.	The requirement shall be complied with as per the provisions of the RFP. Bidders are expected to propose an industry-standard ERP/IFMIS solution meeting the specified functional, technical, and performance requirements. Detailed design and configuration shall be finalized during the Blueprinting phase.
8	Volume II, Scope of Work, 3.1.8 BI and BW with AI functionalities		Please clarify the intended scope of Business Intelligence and AI capabilities expected in the base implementation — whether limited to dashboards and analytics or including predictive / AI-driven insights.	Yes, including analytics / AI-driven insights. As per RFP
9	Volume II, Scope of Work, 3.1.7 Document Management System and Workflow Management System		Please confirm whether the Document Management System (DMS) scope includes full document lifecycle management (version control, records retention, workflow approvals) or only document storage linked to transactions.	The requirement shall be complied with as per the provisions of the RFP. Bidders are expected to propose an industry-standard ERP/IFMIS solution meeting the specified functional, technical, and performance requirements. Detailed design and configuration shall be finalized during the Blueprinting phase.
10	Volume II, Scope of Work, 3.1.9 Mobile Application, 3.1.10 ESS & MSS		Please clarify whether the Mobile Application scope is limited to ESS/MSS functionality or also includes operational approvals and workflow transactions.	The requirement shall be complied with as per the provisions of the RFP. Bidders are expected to propose an industry-standard ERP/IFMIS solution meeting the specified functional, technical, and performance requirements. Detailed design and configuration shall be finalized during the Blueprinting phase.
11	Volume II, Scope of Work, 3.1.6 Project Planning		Please confirm whether the Project Management module is expected to support the full project lifecycle including budgeting, procurement integration, contractor billing, and asset capitalization.	The requirement shall be complied with as per the provisions of the RFP. Bidders are expected to propose an industry-standard ERP/IFMIS solution meeting the specified functional, technical, and performance requirements. Detailed design and configuration shall be finalized during the Blueprinting phase.
12	Volume II, Scope of Work, Integration and external systems		Please provide the complete list of existing systems to be integrated with IFMIS.	Information published in RFP. Detailed information shall be shared with the successful bidder in accordance with the terms and conditions of the RFP.
13	Volume II, Scope of Work, Integration and external systems		Please confirm whether integration with SCADA / DCS / IoT / GIS / Asset monitoring systems is expected as part of this implementation.	As per RFP
14	Volume II, Scope of Work, Integration and external systems		Please clarify the preferred integration approach (API-based, middleware-based, batch file, or database integration).	The bidder is expected to propose an approach in accordance with the scope, terms, and conditions of the RFP.
15	Volume II, Scope of Work, Integration and external systems		Please confirm whether the solution needs to integrate with Revenue Management Information System (RMIS) only or with additional government portals.	As per RFP
16	Volume II, Scope of Work, Integration and external systems		Please specify the number of banks requiring integration and the expected integration approach (Host-to-Host, API, or file-based exchange).	The information shall be shared with the successful bidder in accordance with the terms and conditions of the RFP.
17	Volume II, 2.2.9 Data Migration, 2.3.9 Data Migration		Please confirm the data migration scope by module, specifically whether migration should include: <ul style="list-style-type: none"> • Master data only • Opening balances • Historical transactional data. 	As per RFP



18	Volume II, 2.2.9 Data Migration, 2.3.9 Data Migration		Please clarify the expected number of years of historical data to be migrated.	The requirement shall be complied with as per the provisions of the RFP. Bidders are expected to propose an industry-standard ERP/IFMIS solution meeting the specified functional, technical, and performance requirements. Detailed design and configuration shall be finalized during the Blueprinting phase.
19	Volume II, 2.2.9 Data Migration, 2.3.9 Data Migration		Please confirm whether NEA will provide cleansed source data or whether data cleansing support is expected from the System Integrator.	As per RFP. Data cleansing is part of Data migration scope.
20	Volume II, Infrastructure and architecture		Please confirm the data center infrastructure baseline (virtualization platform, operating systems, storage, database standards) available for hosting the IFMIS solution.	This may be assessed by successful bidder during As-IS phase
21	Volume II, Infrastructure and architecture		Please confirm whether the solution architecture must include future readiness for Disaster Recovery (DR) even though DRC implementation is outside the current scope.	Yes, the solution architecture is expected to be designed with disaster recovery readiness in mind.
22	Compliance and regulatory requirements		Please confirm whether the ERP system must support specific Nepal public sector accounting or regulatory reporting formats beyond standard financial reporting.	Yes, the ERP shall support applicable Nepal public sector accounting and regulatory reporting requirements, with detailed formats to be finalized during the business blueprinting phase.
23	Compliance and regulatory requirements		Please clarify whether localization requirements exist for language, statutory forms, or government reporting templates.	English Language is Mandatory. Yes, localization requirements apply for language, statutory forms, and government reporting templates, as per the RFP and applicable statutory and regulatory requirements; detailed formats will be finalized during the business blueprinting phase.
24	Volume II		The RFP mentions grid-based asset network mapping. Please clarify whether this refers to integration with GIS systems or an internal ERP-based asset network model.	As per RFP
25	Volume II		Please confirm whether SCADA data ingestion into IFMIS is expected for operational analytics or only limited to asset reference data integration.	Data ingestion will be required to meet to asset & maintenance data, Real-time data ingestion from SCADA to ERP is not envisaged
26	Volume II		Please provide the approximate number of financial and MIS reports expected in the system and whether standard ERP reporting tools are sufficient.	The exact number of financial and MIS reports will be finalized during the business blueprinting phase based on detailed stakeholder requirements; bidders are expected to propose the use of standard ERP reporting and BI tools, supplemented by configuration or customization wherever required, in line with the RFP scope
27	Volume II		In case the proposed ERP solution requires integration of specialized components (e.g., payroll solution) from different OEMs, please confirm whether this is acceptable provided the bidder assumes full integration responsibility.	As per RFP
28	Volume I		In case of globally recognized OEM solutions, please clarify whether CMMI Level-3 certification requirements may be waived or relaxed for the OEM partner.	As per RFP
29	Volume II		Provide Network specifications for the Data Center	The information shall be shared with the successful bidder in accordance with the terms and conditions of the RFP.
30	Volume II		Provide Specifications for Cybersecurity requirements	As per RFP



31	Section 6 – Data Centre & IT Infrastructure Scope, 2.3.5 Provisioning of DC for IFMIS	SI shall "execute Data Centre (DC)" including design, supply, installation, testing, and commissioning of IT infrastructure, while other sections imply that NEA already has an operational Data Centre facility.	Could you please clarify whether NEA will provide the existing Data Centre facility (including building, power supply, cooling systems, and rack infrastructure), and confirm that the SI's scope is limited to IT infrastructure deployment (servers, storage, network, virtualization, security, etc.) within the provided facility?	Yes, NEA will provide the existing Data Centre facility and SI's scope will be IT infrastructure deployment (servers, storage, network, virtualization, security, etc.) within the provided facility
32	Reference: Section 6 – Disaster Recovery (DR)		Issue: The RFP mentions backup, DR, and high availability requirements but does not clearly define the scope of DR implementation. Question: Could you please clarify whether a Disaster Recovery (DR) site is already available or under development by NEA, and specify the SI's responsibility regarding DR setup, including data replication, failover design, and network connectivity between DC and DR sites?	As per RFP
33	Reference: Section 6 – Licensing Requirement		Issue: The RFP indicates 1,300 transactional users and a significantly larger number of ESS/payroll users, with flexibility in final license count after blueprint phase. Question: Could you please confirm the expected number of ESS (Employee Self Service) users and clarify whether they require separate licensing or are included within the enterprise license model?	As per RFP
34	Reference: License Conditions (Perpetual License Requirement)		Issue: The RFP mandates perpetual, enterprise-wide, unrestricted licenses. Question: Could you please confirm whether subscription-based or hybrid licensing models are acceptable, or if strictly perpetual licensing is mandatory for all software components including ERP, database, and middleware?	As per RFP
35	Reference: Section 6 – As-Is Study / Legacy Systems		Issue: The RFP references multiple legacy systems but does not clearly define migration scope or data volume. Question: Could you please provide details on the number of legacy systems (e.g., CAIS instances, HRIS, RMS, etc.), estimated data volumes, and the expected data migration scope (full historical data vs. opening balances)?	As per RFP, Estimated volume furnished in RFP, Exact count and volume to be finalized during As-Is
36	Reference: Section 6 – Data Migration Strategy		Issue: Data inconsistencies between systems (e.g., accounting vs. asset systems) are implied but not clearly scoped. Question: Could you please clarify whether the SI is responsible for data cleansing, reconciliation, and validation of legacy data (including financial discrepancies), or if NEA will provide pre-cleaned and validated data?	As per RFP, SI is responsible



37	Reference: Section 6 – Integration Requirements		<p>Issue: The RFP mentions integration with multiple systems but does not specify readiness of APIs or integration standards.</p> <p>Question: Could you please confirm whether APIs for existing systems (e.g., RMS, HRIS, SCADA, GIS, Smart Metering) are already available, standardized, and documented? If not, will NEA or respective departments provide APIs, or is the SI expected to develop custom integration mechanisms?</p>	NEA/Respective departments will provide APIs if available. Detailed design and configuration shall be finalized during the Blueprinting phase.
38	Reference: Integration Volume		<p>Issue: The number of integrations is not clearly defined.</p> <p>Question: Could you please provide an indicative number of systems to be integrated and categorize them by complexity (e.g., API-based, database-level, file-based)?</p>	As per RFP. Detailed count to be finalized during the business blueprinting phase based on detailed stakeholder requirements; in line with the RFP scope
39	Reference: Section 6 – Scope of Work		<p>Issue: The scope includes multiple ERP modules but does not clearly define implementation depth per module</p> <p>Question: Could you please clarify whether all modules (Finance, HR, Materials, Maintenance, Project Management) are expected to be fully implemented across all locations during the initial rollout, or if a phased module-wise deployment is planned?</p>	All modules to be considered for Pilot Go Live as well as for enterprise wide roll out
40	Reference: Rollout Scope		<p>Issue: The RFP mentions rollout across 214 offices but lacks deployment sequencing details.</p> <p>Question: Could you please provide details on the rollout strategy (e.g., pilot locations, phased rollout plan, regional deployment approach)?</p>	The RFP envisages enterprise-wide rollout of IFMIS across all designated offices; however, a pilot implementation followed by a phased rollout—location-wise and/or region-wise—is envisaged. The detailed rollout strategy, including pilot locations, sequencing, and deployment approach, shall be finalized during business blueprinting and rollout planning in line with the RFP.
41	Reference: Section 6 – Training Requirements		<p>Issue: Training scope includes multiple user groups and overseas training, but scale is unclear.</p> <p>Question: Could you please confirm the expected number of users to be trained (transactional users, power users, ESS users), and clarify whether training materials and sessions are to be delivered centrally or across all locations?</p>	As per RFP
42	Reference: Section 6 – FMS (5 years)		<p>Issue: FMS scope is broad and includes both application and infrastructure management.</p> <p>Question: Could you please clarify whether the SI is responsible for full infrastructure management (including hardware, network, database, and OS), or only application-level support during the FMS period?</p>	The scope and extent of Facility Management Services (FMS), including application and infrastructure support responsibilities of the SI, shall be governed by the SLA as stipulated in the RFP.
43	Reference: O&M Cost Requirement		<p>Issue: The RFP indicates that O&M cost must be a minimum percentage of total project cost.</p> <p>Question: Could you please confirm the minimum required percentage for O&M/ATS/FMS cost and whether this includes both manpower and infrastructure maintenance costs?</p>	Bidder needs to quote as per BoQ & price schedule format published in RFP



44	Reference: OEM Audit		Issue: OEM audit is mandatory but scope and responsibility are unclear. Question: Could you please clarify the scope of OEM audit, including whether audit costs, compliance actions, and rework efforts are fully the responsibility of the SI?	The System Integrator (SI) shall be responsible for arranging and facilitating the OEM audit, which shall be carried out in accordance with the provisions of the RFP. The onus of conducting such audit, including associated compliance actions and any rework arising from audit observations, shall lie with the SI and shall be deemed to be within the SI's scope of work and included in the quoted cost.
45	Reference: PMC Role		Issue: The presence of Project Management Consultant (PMC) implies additional governance layers. Question: Could you please clarify the role and authority of the PMC in project approvals, deliverable sign-offs, and milestone acceptance?	As per RFP
46	1.1 Technical Criteria (ITB 31 and ITB 32)	A maximum of two JV or Consortium partners are allowed including the Lead Partner/Bidder.	Please allowed maximum of three JV or Consortium partners are allowed including the Lead Partner/Bidder. Local Partner would be essential for rollout support, training, data consolidation, and field support.	As per RFP
47	Section 2.2.5 – Provisioning of Data Centre	NEA shall provide space and location for Data Centre and remote backup site post award of the contract.	Please clarify whether network connectivity between all NEA offices and the Data Centre will be provided by NEA or if the System Integrator is expected to provision and manage WAN/MPLS/Internet connectivity.	As per RFP
48	Section 2.3 – System Scope	The ERP system should support enterprise wide usage and enable users across all offices to access the IFMIS system without performance challenges.	We assume the ERP system is in English only please confirm if any other language need to be supported.	Use of English is mandatory; Nepali also needs to be supported by the ERP solution to meet statutory requirements
49	Table – Supporting Modules	The solution includes BI & BW with AI built-in functionalities and dashboarding capabilities.	Please clarify whether NEA already has an existing data warehouse / analytics platform which the proposed IFMIS must integrate with, or whether bidders should provide a new BI/Data Warehouse platform as part of the solution.	As per RFP
50	Section 2.3.2 – Supply of Licenses	The indicative list of licenses includes 1300 full use IFMIS application users.	Kindly confirm whether 1300 represents named users or concurrent users, and whether infrastructure sizing should consider expected future user growth.	As per RFP
51	Section 2.1 – Project Objective	The ERP solution will integrate financial, operational and administrative functions across the enterprise.	For proper infrastructure sizing, please provide expected transaction volumetrics, such as number of financial transactions, invoices, payments, receipts, procurement transactions, etc.	The RFP provides indicative information on the scale and scope of operations; however, detailed transaction volumetrics (such as financial transactions, invoices, payments, receipts, and procurement transactions) are not finalized at this stage. The System Integrator is expected to carry out infrastructure sizing based on indicative volumes, industry best practices, and suitable assumptions, with final transaction volumes and sizing parameters to be validated and finalized during the As-Is study and business blueprinting phase, in line with the RFP.
52	Section 2.2.9 – Data Migration	SI shall carry out data migration including master and transaction data from existing legacy systems.	Please provide details regarding data volume to be migrated, such as number of years of historical data and approximate database size. (NEA provided data volumes in terms of GB's but we need transaction numbers)	As per RFP, detailed count of transaction and information to be finalized during As-Is



53	Section 2.3 – Maintenance Management Module	The ERP solution should manage generation, transmission, substation and distribution assets and their maintenance lifecycle.	Kindly provide the approximate number of assets (e.g., transformers, substations, transmission lines, equipment) and field service resources expected to be managed in the ERP asset management modules.	The RFP provides an indicative view of NEA's asset landscape; however The System Integrator is expected to design and plan the asset management solution based on indicative scale and reasonable assumptions, with the detailed asset inventory and field resource mapping to be confirmed and finalized during the As-Is study and business blueprinting phase, in accordance with the RFP.
54	Section 2.3 – Financial Management Modules	Financial management modules include AP, AR, GL, treasury, fixed assets and budgeting.	Please confirm the expected annual volume of invoices, receipts, payments, and high-value financial transactions that will be processed in the ERP system.	The expected annual volumes of invoices, receipts, payments, and high-value financial transactions will be finalized during the business blueprinting phase, as per the RFP.
55	Section 2.2.6 – System Integration Requirement	ERP must integrate with existing systems such as HRIS, payroll, inventory management, asset management system, transformer maintenance system etc. The ERP will integrate with future systems such as RMS, GIS, DMS, SCADA, OMS and E-Office systems.	Kindly confirm the total number of existing systems to be integrated, and whether integration APIs and documentation will be provided by NEA.	High-level information are provided in the RFP; the detailed count shall be finalized during the design and business blueprinting phase.
56	Section 2.2.2 – As-Is Study	SI shall perform current state assessment of existing IT architecture and applications.	Please confirm whether NEA will provide existing architecture documentation, system diagrams and process documents to support the As-Is assessment phase.	The detailed count may be assessed during the As-Is phase by the successful bidder and finalized as part of the business blueprinting exercise.
57	Section 2.2.10 – Rollout	IFMIS will be implemented across around 214 NEA offices.	Please confirm whether network readiness and required IT infrastructure at all locations will be ensured by NEA prior to rollout.	As per RFP
58	Section 2.2.13 – Training and Capacity Building	SI shall provide training to employees of NEA for effective use of the system.	Kindly confirm the approximate number of users to be trained and whether training will be centralized or conducted regionally.	As per RFP
59	Section 6 – Technical Specification	ERP based IFMIS implementation across NEA enterprise	Please confirm whether the ERP platform must be from a single OEM or equivalent ERP solutions (Oracle/SAP or equivalent) are acceptable	The RFP does not mandate a single OEM ERP platform. Tier-1 ERP solutions from established OEMs (such as SAP, Oracle, or equivalent enterprise-grade ERP platforms) are acceptable, provided they meet the functional, technical, and compliance requirements specified in the RFP.
60	Scope of Work 2.1	Implementation of ERP based IFMIS	Please confirm if bidders can propose industry standard ERP with pre-configured utilities templates	The RFP permits the proposal of industry-standard ERP solutions with pre-configured utility-sector templates, subject to such templates being configurable and compliant with the RFP requirements. Any configuration or customization required to align the solution with NEA's functional, statutory, and operational needs is envisaged as part of the overall implementation scope, in accordance with the RFP.
61	Scope of Work 2.2	Implementation across corporate offices and DCS offices	Please confirm the final number of locations where ERP will be deployed	As per RFP
62	Scope of Work 2.2	602 offices mentioned in the RFP	Please confirm the number of active ERP users expected across all locations	As per RFP
63	Existing IT Applications	Multiple legacy systems currently in use	Please provide list of all existing applications to be integrated with ERP	As per RFP
64	Existing IT Applications	Legacy systems mentioned	Please confirm technology stack of existing applications	The information shall be shared with the successful bidder in accordance with the terms and conditions of the RFP.
65	Smart Metering Project	Smart metering system implemented	Please confirm if ERP needs integration with Smart Metering system	As per RFP
66	GIS Project	GIS system planned	Please clarify whether ERP must integrate with GIS platform	Yes, the ERP solution is expected to support integration with the GIS platform, as envisaged in the RFP. The detailed integration scope, interfaces, and technical approach shall be finalized during the As-Is study and business blueprinting phase, in accordance with the RFP.
67	Ticket Management System	Existing ticket management system in IT department	Please confirm if service desk module should replace or integrate with TMS	As per RFP
68	Project Scope	ERP implementation enterprise-wide	Please confirm whether phased rollout or big bang rollout is expected	As per RFP



69	FRS Compliance	FRS requirements listed in technical specification	Please clarify methodology for calculating FRS compliance percentage	As per RFP
70	Deployment Architecture	Deployment model not clearly defined	Please confirm whether hybrid or cloud-ready deployment architecture is acceptable	As per RFP
71	Data Migration	Historical data migration requirement	Please clarify number of years of legacy data required for migration	The RFP provides indicative estimates of data volume. The exact number of years of legacy data to be migrated shall be finalized during the data migration planning and solution finalization phase, in accordance with the RFP.
72	Infrastructure	Infrastructure sizing not specified	Please provide estimated concurrent users and transaction volumes	As per RFP
73	Security	Security framework requirements	Please confirm applicable cybersecurity standards (ISO 27001 or equivalent)	As per RFP
74	Licensing	ERP licensing model not defined	Please clarify whether user licenses should be named or concurrent	As per RFP . The RFP States " All licenses procured should be of full use, enterprise, perpetual, unrestricted, transferrable and irreversible in the name of NEA"
75	Integration	Integration with external systems	Please clarify whether middleware/ESB platform is expected for integrations	As per RFP
76	Training	User training scope	Please confirm expected number of users to be trained	As per RFP
77	Support	Post implementation support	Please clarify duration of O&M support after go-live	As per RFP
78	Evaluation	Technical evaluation criteria	Please clarify detailed technical scoring methodology	As per RFP
79	FRS (Finance Module)	The SI shall implement Financial Management System as part of the ERP-based IFMIS for NEA.	What exactly is included in the Financial Management System — does it cover all accounts payable, receivable, and general ledger functions, or only selected ones?	As per RFP
80	FRS (Finance Module)	SI shall achieve better financial management and faster financial reconciliation as a core project objective.	How do you measure 'better' financial management — what specific performance benchmarks or timelines are expected for reconciliation completion?	The RFP defines "better" qualitatively (efficiency, reconciliation, transparency). Specific benchmarks (e.g., reconciliation timelines) shall be defined during the As-Is / To-Be Study and captured in agreed KPIs/SLA.
81	FRS (Finance Module)	The IFMIS shall integrate organization's financial, operational and administrative functions into a single platform.	If the financial module is integrated with operations, who is responsible when data errors cross between departments — the SI or NEA staff?	In an integrated IFMIS environment, the System Integrator (SI) shall be responsible for end-to-end system integration, data migration, controls, and resolution of cross-department data errors arising from system, configuration, or interface issues, while NEA users shall remain responsible for the accuracy of business data entered or approved through defined workflows, as determined by audit trails and root-cause analysis.
82	FRS (Finance Module)	NEA has a Centralized Accounting Information System (CAIS) across over 492 offices that is being centralized.	Will all 492 offices be migrated to the new IFMIS finance module at the same time, or will it be done in phases — and who decides which offices go first?	Rollout and office sequencing shall be proposed by SI and approved by NEA.
83	FRS (Finance Module)	SI shall carry out data migration including financial transaction data such as ongoing contracts from legacy systems.	What happens to financial transactions that are in progress during the migration period — will there be a cutover date, and who approves it?	The migration to the IFMIS finance module is envisaged to be carried out in a phased manner to ensure operational continuity and risk mitigation; the sequencing and selection of offices for each phase will be defined by NEA in consultation with the System Integrator, based on readiness, business criticality, and agreed rollout criteria.
84	FRS (Finance Module)	The total period of contract would be 7 years including 2 years of implementation period.	Is the contract payment spread across the 7 years or mostly front-loaded during implementation — how does the payment schedule work for finance deliverables?	As per RFP
85	FRS (Finance Module)	SI shall procure software licenses in the name of NEA and renew the software licenses during annual technical support.	Who pays for software license renewals after the initial procurement — is it included in the contract price or billed separately to NEA each year?	As per RFP
86	FRS (Finance Module)	NEA's Customized Accounting System (CAS) database size is 35 GB in Oracle format.	Is all 35 GB of Oracle CAS data expected to be migrated completely, or will only certain years or transaction types be migrated into IFMIS?	Final scope (years, objects) to be defined in the Data Migration Strategy, and approved by NEA



87	FRS (Finance Module)	Proposed product should have provision to capture all financial transactions between NEA and subsidiary companies such as investment and return on investment.	Does the IFMIS need to handle intercompany financial transactions in real-time, or is a periodic batch reconciliation between NEA and subsidiaries acceptable?	As per RFP
88	FRS (Finance Module)	The unit rate for tendered quantities will remain unchanged for the entire contract/project duration.	If Nepal's tax laws or government financial regulations change during the 7-year contract, does the unit rate remain fixed, or is there an adjustment mechanism?	As per RFP
89	FRS (Finance Module)	SI shall provide a solution that is secured, scalable and meets the desired high performance requirement of an enterprise business system.	What is the minimum acceptable system response time for financial transaction processing — is there a defined SLA in seconds for critical finance operations?	While the RFP outlines high-level performance expectations, detailed transaction-level performance SLAs are not prescribed at this stage and shall be jointly defined and finalized during the solution design, testing, and validation phases, based on agreed performance benchmarks.
90	FRS (Finance Module)	NEA Financial Administration Rules and Regulations must be built into the business logic of the IFMIS.	If the NEA Financial Administration Rules are updated by government during implementation, is it SI's responsibility to update the system logic at no extra cost?	The SI shall configure the system to comply with updated rules, and any associated commercial impact, if applicable, shall be addressed in accordance with the applicable contractual provisions.
91	FRS (Finance Module)	SI shall carry out current state assessment of existing IT architecture including financial accounting systems.	Does NEA provide full access to all existing financial records and system documentation for the As-Is study, or are some records restricted?	NEA shall provide reasonable access to systems and documents, subject to confidentiality and policy requirements.
92	FRS (Finance Module)	The payroll and pension management system database size is 680 MB in Oracle format.	Are pension records considered financial data under the Finance module scope, or are they managed solely under the HR module?	Pension records are operationally managed within the HR module; however, the related financial postings are processed in the Finance module. Therefore, an integrated design across HR and Finance is required.
93	FRS (Finance Module)	SI shall perform data cleansing for incorrect/incomplete data during migration.	Who has the authority to decide which financial records are 'incorrect' and should be cleaned — is it NEA's finance team or the SI's data team?	The System Integrator shall propose appropriate data cleansing rules and methodologies, which shall be reviewed and formally approved by NEA
94	FRS (Finance Module)	SI shall ensure implementation of IFMIS inline to the agreed implementation schedule and rollout plan.	What financial penalties apply if the SI misses the financial module go-live milestone date — are there liquidated damages clauses?	As per RFP
95	FRS (Finance Module)	SI shall provide warranty of all supplied hardware for the entire duration of the project.	Does hardware warranty cover replacement costs entirely, or does NEA need to pay for spare parts if hardware fails during the warranty period?	As per the RFP requirements, the hardware warranty shall be comprehensive and cover repair or replacement of defective hardware, including associated spare parts, at no additional cost to NEA during the warranty period, provided the failure is not attributable to misuse or conditions excluded under the warranty terms.
96	FRS (Finance Module)	Error free operations and running of all IFMIS modules with real-time data for a period three (3) months is required before Go-Live.	Does 'error free' for the Finance module mean zero transaction failures, or is there a tolerable error rate defined in the bid document?	"Error free" does not mean zero incidents, but stable operations without severity-1 / blocking defects, as per acceptance criteria.
97	FRS (Finance Module)	SI shall prepare and submit detailed Functional Requirements & Software Requirement Specifications document.	Once NEA approves the FRS document for finance functions, can NEA still request changes — and if yes, is there an extra cost?	Any changes requested after approval of the Functional Requirements Specifications (FRS) shall be evaluated in accordance with the contractual provisions, including an assessment of associated cost and schedule implications, as applicable.
98	FRS (Finance Module)	The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks.	How many clicks is considered acceptable for a standard financial transaction like raising an invoice or posting a journal entry?	There is no legally defined or contractually mandated standard for the number of clicks required to complete a financial transaction. The expectation is that the process remains efficient and user-friendly while still meeting all necessary control, compliance, and audit requirements. Therefore, an optimal number of clicks is determined by the balance between usability and mandatory validations within the system design.
99	FRS (Finance Module)	SI shall provide management reports, dashboards, business intelligence tools in line with the expectations of users.	What is the maximum number of financial reports/dashboards that are included within the original contract scope — what counts as an extra?	The final count of the reports will be decided during business blueprinting through due discussion with the selected bidder



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100	FRS (Finance Module)	SI shall migrate complete records available in electronic form to acceptable quality and standards.	If some financial records are only available in paper format, is it the SI's or NEA's responsibility to digitize them before migration?	As per RFP
101	FRS (Finance Module)	All licenses procured should be of full use, enterprise, perpetual, unrestricted, transferrable and irreversible in the name of NEA.	If NEA is unbundled into multiple companies in the future, can all the new entities use the same IFMIS finance licenses without paying additional fees?	As per the RFP, IFMIS licenses are to be enterprise-wide, perpetual, and in the name of NEA; accordingly, in the event of future unbundling or creation of new entities by NEA, the licensed IFMIS finance solution shall be usable by such entities without additional license fees, subject to compliance with the agreed licensing terms and scope.
102	FRS (Finance Module)	SI shall provide integration/interfacing services for IFMIS with Revenue Management System (RMS).	What specific financial data fields will be exchanged between IFMIS and RMS — is a detailed integration specification document available from NEA?	Detailed financial data fields for IFMIS–RMS exchange will be finalized during the business blueprinting and integration design phase
103	FRS (Finance Module)	SI shall carry out Pilot in the prescribed offices of NEA with 15 finance users at Central Office.	During the pilot phase at Central Office, what happens to financial transactions if a critical bug is found — will parallel manual processes continue?	In the event a critical issue is identified during the pilot, transaction continuity will follow the fallback and contingency approach defined in the RFP and agreed with NEA during pilot planning.
104	FRS (Finance Module)	SI shall provide hand holding support for 12 months after Go-Live Declaration.	During the 12-month handholding period, if a finance user makes a serious posting error, is SI obligated to help reverse it or only provide guidance?	During the handholding period, the SI will support the client in resolving such issues in line with the agreed scope. Typically, the SI provides guidance on corrective steps, while the execution of financial reversals follows the client's internal controls and approval processes.
105	FRS (Finance Module)	NEA intends to extend IFMIS to its subsidiaries post successful implementation at NEA.	When IFMIS extends to subsidiaries, will a separate financial chart of accounts be needed for each subsidiary, or will they share NEA's chart of accounts?	The IFMIS solution shall support both shared and separate charts of accounts; the approach for subsidiaries—whether adoption of NEA's chart of accounts or configuration of separate charts—will be finalized based on statutory requirements and business needs during the implementation phase, in consultation with NEA.
106	FRS (Finance Module)	SI shall develop comprehensive IFMIS with audit trail of all transactions for add, update and delete.	For how many years must the financial audit trail data be retained and accessible in the system — is there a legal retention requirement specified?	Financial audit trail data shall be retained and accessible in alignment with applicable laws, audit requirements, and NEA policies.
107	FRS (Finance Module)	SI shall ensure that all the required hardware, software and licenses satisfy the requirements of the specification.	If the financial module requires a database upgrade mid-contract, does the cost of that upgrade fall under the original contract or is it a variation order?	As per RFP
108	FRS (Finance Module)	The Steering Committee would guide and oversee the assignment with monthly meetings.	If the Steering Committee rejects a finance module design submitted by SI, how many revision cycles are allowed before a formal dispute process starts?	As per RFP
109	FRS (Finance Module)	SI shall conform to defined Governance Structure for project review and monitoring including risk management.	Who has final authority to approve financial module customizations that are not in the original FRS — the Steering Committee or the Project Management Team?	As per RFP
110	FRS (Finance Module)	SI shall address emerging cybersecurity vulnerabilities in their software coding under SDLC.	If a cybersecurity vulnerability is found in the financial module after go-live, what is the maximum time allowed for SI to patch it?	As per RFP
111	FRS (Finance Module)	The system should be built as a platform entirely with open APIs.	Does the open API requirement mean NEA can connect third-party financial reporting tools without paying SI any additional fees?	The open API requirement enables interoperability; NEA may integrate third-party financial reporting tools via standard APIs without additional fees, provided no extra customization or support is required from the SI.
112	FRS (Finance Module)	SI shall upgrade the latest version of software without any additional charge to NEA during the duration of the project.	If a software upgrade changes the financial module's user interface significantly, is SI required to retrain all finance users at no extra cost?	If a software upgrade results in significant changes to the finance module user interface, the SI shall provide the necessary user orientation or refresher training as part of its contractual responsibilities, without additional cost to NEA.
113	FRS (Finance Module)	NEA runs 24x7 365 days and business hours may be considered as 08:00 AM to 6:00 PM.	For financial month-end or year-end closing processes that require system availability outside business hours, what SLA applies?	For month-end or year-end financial closing requiring after-hours availability, the standard availability and support SLAs defined in the RFP shall apply, with the SI ensuring uninterrupted system access and necessary support during such critical periods.
114	FRS (Finance Module)	SI shall develop an overall plan for testing and acceptance of IFMIS with specific methods and steps clearly indicated.	Who is responsible for creating the financial test data used in User Acceptance Testing — NEA's finance team or the SI?	The System Integrator shall design and execute test scenarios and provide necessary support for test data preparation, while NEA shall review and validate the business accuracy and functional correctness of the outcomes.



115	FRS (Finance Module)	SI must ensure end user access to DC based servers is through SSL, VPN.	Do finance users working from remote DCS offices need to install VPN software on their computers, and who provides and manages those VPN licenses?	As per RFP
116	FRS (Finance Module)	SI shall provide basic and specialized training on IFMIS to the employees of NEA pertaining to their areas of work.	How many training hours are included in the contract scope for finance users — and what happens if more training is needed post go-live?	As per RFP
117	FRS (Finance Module)	SI shall adhere to prevalent laws and guidelines including NEA Financial Administration Rules.	If there is a conflict between the ERP product's standard financial workflow and NEA's internal financial rules, which one takes precedence?	In such cases, the approved NEA financial rules and regulatory requirements will take precedence, in accordance with the hierarchy and provisions defined in the RFP and the contract.
118	FRS (Finance Module)	SI shall document all changes incorporated in the application software and improve documentation of existing user/system reference manuals.	Will the financial module user manual be available in Nepali language, or only in English?	As per RFP
119	FRS (Finance Module)	Performance testing including stress, volume, and backup tests would be conducted prior to Go-Live.	What is the minimum number of concurrent financial transactions the system must handle during peak load testing before go-live approval?	No numeric threshold specified. Concurrency levels shall be derived from user sizing and peak analysis.
120	FRS (Finance Module)	SI shall maintain access controls to protect and limit access to authorized End Users of NEA.	Can NEA's internal IT administrator manage financial module user roles independently, or must every access change request go through the SI?	As per RFP
121	FRS (Finance Module)	NEA has planned to implement GIS software to manage DCS asset inventories.	Will fixed asset financial values in IFMIS be automatically updated when asset data changes in the GIS system — or is manual update required?	The update mechanism between GIS and IFMIS will be finalized during Blueprinting, in line with the integration provisions of the RFP.
122	FRS (Finance Module)	SI shall provide SI with contact details of individual vendors as part of Vendor Management Services.	Does the vendor management module track financial liabilities per vendor in real-time, or only at the time of payment processing?	The tracking approach will be finalized during the Blueprinting phase in line with the functional and integration provisions of the RFP. The IFMIS solution will support the required vendor-related financial visibility as defined by NEA.
123	FRS (Finance Module)	The Facility Management Services shall be for 5 years starting from the date of Enterprise wide Go-Live.	After the 5-year FMS period ends, what happens to the financial module — is NEA expected to maintain it independently or sign a new support contract?	Post the 5-year FMS period, ongoing maintenance will follow the provisions of the RFP and contract. NEA may operate the system independently or engage support as per its internal policy and future arrangements.
124	FRS (Finance Module)	SI shall provide user support in case of technical difficulties in use of the software, answering procedural questions.	If a finance user raises a helpdesk ticket for a procedural question about financial reporting, what is the maximum response time under SLA?	Response time governed by SLA severity matrix in Vol-II
125	FRS (Finance Module)	The data should be migrated from the current application to the IFMIS during Enterprise wide rollout and prior to Go-Live.	Will the migrated financial data be available for read-only historical reporting from day one of go-live, or only after a validation period?	Availability of migrated data for reporting will follow the agreed migration and validation approach finalized during blueprinting phase. Access will be enabled once NEA provides validation sign-off.
126	FRS (Finance Module)	SI shall ensure not to provide any software or hardware that is or is nearing technical obsolescence.	How is 'nearing obsolescence' defined — is there a minimum number of years of OEM support remaining that hardware and software must have?	The SI shall ensure that all proposed hardware and software remain OEM-supported, current, and not obsolete or nearing obsolescence during the implementation and AMC/FMS period, in accordance with the RFP. OEM support status will be confirmed during solution design and through OEM validation.
127	FRS (Finance Module)	SI shall be responsible for procuring and annual reconciliation of the License.	If actual finance module users exceed the originally licensed 1300 users, what is the process and timeline for acquiring additional licenses?	Additional licenses will be procured in NEA's name, in accordance with the licensing and procurement provisions defined in the RFP and the signed contract.
128	FRS (Finance Module)	NEA reserves the right to seek customization to meet its unique requirements.	Is there a cost cap or budget limit defined for finance module customizations, and what approval is needed before SI can proceed with custom development?	The RFP does not define any cost cap for customizations. Any custom development will be taken up only after NEA's review and approval during the Blueprinting and design-finalization process, as per the governance framework defined in the RFP.
129	FRS (HR Module)	Human Resource Management System is included as a core module of the IFMIS to be implemented.	Does the HR module need to handle both permanent NEA employees and contract workers, or is it only for regular staff?	The HR module will support the categories of personnel defined and approved by NEA during Blueprinting, covering permanent staff, pensioners, and contract workers as applicable and in line with the RFP.
130	FRS (HR Module)	NEA has centralized HRIS including PIS, Performance Appraisal and Sampati Bibaran Record.	Will the existing HRIS data be fully migrated to the new HR module, or will the old HRIS remain active in parallel after go-live?	The approach to migrated HRIS data and any required parallel run will be defined in the agreed migration and cutover plan during Blueprinting, in line with the RFP and NEA's approval.



131	FRS (HR Module)	The payroll and pension management system previously operating in a decentralized manner across more than 200 NEA offices is now being centralized.	During the transition from decentralized to centralized payroll, will employees' pay be processed through the old system or the new IFMIS during the cutover period?	The payroll processing approach during transition—whether existing system, IFMIS, or a parallel run—will be defined during the Blueprinting stage and finalized in the Payroll Transition Plan with NEA's approval.
132	FRS (HR Module)	SI shall implement Payroll, Pension and Self-service module with 15000 users.	Of the 15,000 payroll/pension users, how many are active employees versus pensioners — and do pensioners need the same system access as employees?	The distribution of active employees and pensioners within the 15,000 payroll/pension users will be confirmed by NEA during Blueprinting. Access levels for pensioners will be defined by NEA
133	FRS (HR Module)	Human Resource Information System (HRIS) database size is 20 GB in MySQL format.	Are all 20 GB of existing HRIS records expected to be migrated, including historical data going back many years, or only data from recent years?	Entire electronic HRIS database, including historical data, is required to be migrated as part of Data Migration. Any data cut-off or archival treatment (if NEA prefers) to be decided during Data Migration Strategy finalization with NEA.
134	FRS (HR Module)	SI shall implement Leave and Attendance Management as part of the HR module.	Will the leave management system integrate with the existing e-attendance system, or will the e-attendance system be replaced by the new HR module?	Integration between the leave management module and the existing e-attendance system will be confirmed during Blueprinting, in line with the RFP. Whether the current e-attendance solution is retained or interfaced with IFMIS will be finalized based on NEA's approved design.
135	FRS (HR Module)	Centralized Employee E-Attendance System is being implemented nationwide to streamline attendance management.	If the e-attendance biometric data fails to sync with IFMIS for a day, how is that day's payroll calculated — manual override or automatic assumption of presence?	The handling of attendance data sync issues—including whether payroll uses manual override or a defined default rule—will be finalized during Blueprinting as part of the cutover and exception-management design, subject to NEA's approval.
136	FRS (HR Module)	SI shall implement Travel Management as a sub-module of HR.	Does travel management include booking of tickets and accommodation, or only tracking and reimbursement of travel claims?	Travel Management will cover the processes defined by NEA. Whether it includes ticket and accommodation booking or only travel-claim processing will be finalized during Blueprinting in line with the RFP.
137	FRS (HR Module)	SI shall implement Training & Career Development Management sub-module.	Who enters training completion records into the system — the HR department centrally, the individual employee's supervisor, or the employee themselves?	The responsibility for entering training-completion records will be finalized during Blueprinting in line with NEA's approved process. The system can support updates by HR, supervisors, or designated users as defined by NEA.
138	FRS (HR Module)	SI shall implement Performance Management & Appraisals sub-module.	Will the performance appraisal module be connected to salary increments automatically, or will it require a separate manual approval step by HR?	The linkage between performance appraisals and salary increments will be defined during Blueprinting, in line with NEA's approved HR processes.
139	FRS (HR Module)	SI shall implement Departmental and Disciplinary Actions sub-module.	Are disciplinary action records stored permanently in the system, or can they be removed by HR administrators after a defined period?	Disciplinary actions maintained permanently with audit trail. Deletion by HR administrators not permitted.
140	FRS (HR Module)	SI shall implement Employee Grievance and Redressal sub-module.	Can employees file grievances anonymously through the system, or must all submissions be linked to their employee ID?	To be defined by NEA during Blueprinting; the system will follow NEA's approved grievance process.
141	FRS (HR Module)	SI shall implement Employee Exit Management sub-module.	When an employee exits, how does the system handle their access revocation — is it automatic upon exit date entry or does IT need to do it manually?	To be defined during Blueprinting; the system shall support automated deactivation as per NEA-approved exit workflow.
142	FRS (HR Module)	SI shall implement Pension Payment Management sub-module for retired employees.	Does the pension payment module handle direct bank transfers to pensioners' accounts, or does it only calculate amounts and require separate payment processing?	To be finalized during Blueprinting as per NEA's approved payment process.
143	FRS (HR Module)	SI shall implement Reimbursement of commutation and gratuity paid by office as part of HR module.	When an employee transfers between offices, how does gratuity calculation work — does the system track service at each office separately?	To be finalized in Blueprinting; the system can track service across offices as per NEA's rules.
144	FRS (HR Module)	SI shall implement Employee Self-Service for pensioners as part of the HR module.	Do pensioners need to visit NEA offices to access their self-service portal, or can they use it remotely from home on any device?	Pensioners will be able to access the self-service portal remotely. The specific access mechanism and authentication method will be finalized with NEA during Blueprinting.



145	FRS (HR Module)	SI shall implement Loans and Advances Management sub-module.	If an employee has an outstanding loan balance when they resign, does the system automatically flag this for recovery or does HR need to do it manually?	To be finalized in Blueprinting as per NEA's loan-recovery process.
146	FRS (HR Module)	SI shall implement Pay Fixation and Arrears Management sub-module.	When government-mandated salary revisions create arrears for multiple years, can the system calculate and process bulk arrears payments automatically?	The system's handling of multi-year arrears arising from government-mandated salary revisions will be finalized during Blueprinting. The IFMIS solution shall support bulk arrears computation as per NEA's approved payroll rules.
147	FRS (HR Module)	SI shall implement Monthly Payroll sub-module as part of HR.	What is the expected processing time for the monthly payroll run for all 15,000+ employees — is there a maximum processing time requirement?	No explicit maximum runtime defined. Must comply with performance and SLA criteria. Internal processing benchmarks may be decided by NEA.
148	FRS (HR Module)	SI shall implement Personal Taxation sub-module.	Will the personal income tax calculations in the system automatically update when Nepal's income tax rates change, or does SI need to manually update tax tables?	Updates to personal income tax calculations will follow NEA's approved process. Whether tax rates update automatically or via periodic table updates will be finalized during Blueprinting in line with RFP provisions.
149	FRS (HR Module)	SI shall implement Deductions sub-module for employee salary processing.	Can department managers view deduction details for their team members, or is this financial data restricted to HR and payroll staff only?	The visibility of deduction details will be defined by NEA during Blueprinting. The system can restrict such financial information to HR/payroll or allow manager-level visibility based on NEA's approved access-control policy.
150	FRS (HR Module)	SI shall implement E Payment sub-module as part of HR module.	Does the e-payment feature support all Nepali bank accounts, or only specific partner banks — and who manages the list of approved banks?	The e-payment capability will support the bank connectivity approach defined by NEA. The list of supported banks and any onboarding process will be finalized during Blueprinting, with NEA approving and managing the authorized bank list.
151	FRS (HR Module)	SI shall implement Conference Room Booking sub-module.	Is conference room booking available to all 16,300 system users, or only to senior staff and administrators above a certain grade?	Access to conference room booking will be configured based on NEA's approved roles. The eligible user groups will be finalized during the Blueprinting stage.
152	FRS (HR Module)	SI shall implement Departmental Quarter Allotment sub-module.	If multiple employees apply for the same quarter simultaneously, what is the system's allocation logic — first-come-first-served, seniority, or manual HR decision?	The allocation approach will be defined by NEA during the Blueprinting stage. The system can support different allocation rules, and the final method will follow NEA's approved process.
153	FRS (HR Module)	SI shall implement Employee Welfare and CSR sub-module.	Does the employee welfare module track financial expenditure on welfare activities and link it to the Finance module, or does it operate independently?	The level of financial tracking within the employee-welfare module, including any linkage to the Finance module, will be defined by NEA during Blueprinting in line with the RFP. The system can support either an integrated or standalone approach based on NEA's approved process design.
154	FRS (HR Module)	SI shall implement Performance Linked Incentive (PLI) Scheme sub-module.	Are PLI calculations based on individual performance scores, department performance, or a combination — and who defines the formula in the system?	The PLI calculation method—whether based on individual scores, departmental performance, or a combination—will be defined by NEA during Blueprinting. The formula and parameters will be configured in the system as approved by NEA.
155	FRS (HR Module)	SI shall implement Departmental Exam sub-module as part of HR.	Does the departmental exam module include online test-taking functionality, or only scheduling and result recording?	To be defined in Blueprinting as per NEA's exam process.
156	FRS (HR Module)	NEA Employees Rules and Regulations shall be built into the business logic of the IFMIS.	If the NEA Employees Rules are amended by the board during the contract period, how quickly is SI required to update the HR module's business rules?	SI must update business logic promptly after formal notification. Treated as regulatory compliance, not a change request.
157	FRS (HR Module)	Transfer, Posting and Deputation sub-module is included in the HR module scope.	When an employee is transferred to a new office, does the system automatically reassign their system roles and access rights to reflect the new position?	The reassignment of roles and access rights during employee transfers will be defined by NEA during Blueprinting. The system can support automated updates based on approved workflows, with final rules determined by NEA.
158	FRS (HR Module)	Communication along with gist of orders sub-module is included in the HR module.	Does this sub-module mean official HR orders and circulars will be distributed digitally through IFMIS — replacing physical paper circulars to all offices?	The distribution of official HR orders and circulars through IFMIS will follow NEA's approved process design. Whether this replaces physical circulars or operates in parallel will be finalized during Blueprinting.
159	FRS (HR Module)	SI shall impart training to NEA employees and other key stakeholders on the usage and maintenance of the IFMIS.	For HR module training, will SI train a small group of super-users who then train others, or will SI directly train all 15,000+ payroll/pension users?	The training approach will be finalized during Blueprinting. SI will provide training as per the RFP, typically through a structured Train-the-Trainer model, with user-level training conducted as defined and approved by NEA.



160	FRS (HR Module)	SI shall provide a change management plan to NEA which addresses various aspects of capacity building and training.	If employees resist using the new HR system and continue using manual processes, is SI responsible for resolving this adoption issue under change management?	As per RFP
161	FRS (HR Module)	Enabling all the functionalities required for Employee Self Service (ESS) is part of the scope.	Through ESS, can employees update their own personal details like bank account number or home address, or does that require HR staff authorization?	As per RFP
162	FRS (HR Module)	Enabling all the functionalities required for Manager Self Service (MSS) is part of the scope.	Through MSS, can managers approve leave requests for their team members directly, or does every approval still need to route through the central HR office?	As per RFP
163	FRS (HR Module)	SI shall deploy a project team inline to the manpower requirements and ensure implementation of IFMIS.	How many HR functional experts must the SI deploy during the implementation phase — is there a minimum number specified in the bid document?	As per RFP
164	FRS (HR Module)	SI shall ensure that each member of the Key Personnel devotes substantial working time to perform the services.	If the SI's assigned HR module expert resigns during implementation, how long does the SI have to provide a replacement of equal qualification?	As per RFP
165	FRS (HR Module)	Mobile Application for Self Service for Employees and other business processes is included in scope.	Does the mobile app support offline access for HR self-service when employees are in remote locations with no internet connectivity?	Offline access requirements for the mobile app will be finalized during Blueprinting. The system can support NEA-approved capabilities, and availability of offline HR self-service will depend on the design confirmed with NEA.
166	FRS (HR Module)	SI shall generate the additional system report, modify existing reports and queries, as per user's requirement.	How many custom HR reports are included in the contract scope — at what point does NEA need to pay extra for additional report development?	As per RFP
167	FRS (HR Module)	SI shall be responsible for user and access management, creating new report formats, and configuration of reports.	Who has authority to approve new HR module user account creation — the NEA HR department, the IT department, or the SI?	To be finalized in Blueprinting as per NEA's approved process.
168	FRS (HR Module)	SI shall provide handholding support for a period of 12 months from the date of Go Live declaration.	During handholding, if the monthly payroll run fails due to a system error, what is the maximum resolution time guaranteed by SI before manual payroll backup is triggered?	SLA timelines for resolving payroll issues are defined in the contract; fallback actions will follow NEA's approved process.
169	FRS (DMS sub Module)	Document Management System and Workflow Management System is included as Module 1 of IFMIS scope.	Does the DMS replace all current paper-based filing systems at all 602 NEA offices, or only selected offices in the initial rollout?	As per RFP
170	FRS (DMS sub Module)	File Management and Tracking System is a sub-module of the DMS.	Can files in the DMS be permanently deleted by users, or is deletion restricted to system administrators only — and is there a recovery period?	Permissions for file deletion and any recovery options in the DMS will be defined by NEA during Blueprinting.
171	FRS (DMS sub Module)	Authorization and Single Sign On is a sub-module of the DMS.	Does Single Sign On mean one login gives access to all IFMIS modules including Finance, HR, and DMS, or do users still need separate passwords for each module?	To be finalized in Blueprinting as per NEA's SSO and access-control design.
172	FRS (DMS sub Module)	Extraction Transformation and Loading (ETL) is a sub-module of the DMS.	Who is responsible for writing ETL scripts to load documents from legacy systems into the DMS — the SI, NEA's IT team, or a third party?	ETL script development for migrating legacy documents into the DMS will be carried out by the SI as part of the agreed data-migration approach, with specific tasks finalized during Blueprinting and approved by NEA
173	FRS (DMS sub Module)	Data Warehouse is listed as a sub-module within the DMS and Workflow Management System module.	Is the Data Warehouse a separate physical system or a component within the main IFMIS infrastructure — and who manages it after go-live?	As per RFP
174	FRS (DMS sub Module)	BI & BW with AI Built-in functionalities is included as a sub-module under DMS.	Does the AI-built-in functionality in BI/BW mean the system can automatically generate reports without human input — and what AI platform is being used?	The use of AI-enabled features in BI/BW will be finalized during Blueprinting. Any automated report generation and the underlying AI platform will follow NEA's approved design and the capabilities of the selected IFMIS solution.



175	FRS (DMS sub Module)	Scheduling, viewing, prioritizing, filter and search of reports is a sub-module under DMS.	Can individual users create their own scheduled reports, or must all report schedules be configured by system administrators?	The ability for users to schedule their own reports versus administrator-controlled scheduling will be finalized during Blueprinting, in line with NEA's approved reporting and access-control design.
176	FRS (DMS sub Module)	SI shall link and Meta tag documents to the relevant records in the Data Management System.	Who is responsible for creating the metadata tagging rules for different document types — the SI, NEA's records management team, or both together?	The SI will develop and configure metadata-tagging rules as part of the DMS implementation, with the final taxonomy and standards defined and approved by NEA during Blueprinting.
177	FRS (DMS sub Module)	Data Migration refers to validation and migration of data from manual/legacy systems to the new database schema.	How will paper documents that have never been digitized be handled during DMS migration — is scanning and digitization within the SI's scope?	Scanning and digitization of paper documents is not included in the SI's scope. Only documents already in digital form will be migrated, and handling of undigitized paper records will follow NEA's internal process.
178	FRS (DMS sub Module)	SI shall perform validation of digitized/scanned records as part of data migration.	What quality standard must scanned documents meet to be accepted into the DMS — is there a minimum resolution or file format requirement?	The quality standards for scanned documents—such as resolution and file formats—will follow NEA's approved DMS guidelines. Minimum resolution, formats, and acceptance criteria will be finalized during Blueprinting and documented in the DMS configuration plan.
179	FRS (DMS sub Module)	The system should be built as a platform entirely with open APIs.	Can external parties like auditors access specific documents in the DMS through the API, or is external API access restricted to NEA internal systems only?	External API access will follow NEA's approved security and governance policy. Whether auditors or external parties can access specific documents through the API will be finalized during Blueprinting, with access restricted strictly as per NEA's authorization framework.
180	FRS (DMS sub Module)	SI shall ensure that granularity is built in the IFMIS application modules so functionalities can be enabled or disabled.	In the DMS, can access to individual document folders or categories be controlled per user role, or only per module level?	Folder- or category-level access control in the DMS will be configured as per NEA's approved role-based policy. Whether access is controlled at granular document-folder level or module level will be finalized during Blueprinting.
181	FRS (DMS sub Module)	SI shall carry out detailed requirement gathering workshops with relevant business stakeholders.	For the DMS module, which NEA department is the primary stakeholder — the Records Management team, IT Department, or Finance Directorate?	Primary DMS ownership will be designated by NEA during Blueprinting
182	FRS (DMS sub Module)	The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks.	For the DMS, how many steps should it take for a user to upload, tag, and route a document for approval — is there a maximum click count requirement?	Workflow steps for upload, tagging, and routing will be finalized during Blueprinting based on NEA's approved process design.
183	FRS (DMS sub Module)	SI shall develop comprehensive IFMIS with audit trail of all transactions for add, update and delete.	In the DMS, does the audit trail record who viewed a document, or only who created, edited, or deleted it?	To be defined in Blueprinting as per NEA's audit-trail policy.
184	FRS (DMS sub Module)	SI shall ensure compliance with Electronic Transaction Act 2063 and Electronic Transaction Rule 2064.	Are documents signed through the DMS workflow considered legally valid under Nepal's Electronic Transaction Act — does the SI need to obtain certification?	As per RFP
185	FRS (DMS sub Module)	Proposed solution should comply with necessary IT/Cyber Security guidelines of Government of Nepal.	What classification levels (confidential, restricted, public) must the DMS support for NEA documents, and are these levels pre-defined or customizable?	As per RFP
186	FRS (DMS sub Module)	SI shall provide integration/interfacing services for IFMIS with E-Office System.	When the DMS integrates with NEA's E-Office System, will existing E-Office documents automatically appear in the DMS, or only new documents going forward?	To be defined in Blueprinting as per NEA's integration and migration plan.
187	FRS (DMS sub Module)	SI shall establish all necessary procedures/infrastructure/technology/personnel to ensure IFMIS Security is not compromised.	Who has authority to grant access to classified documents in the DMS — department heads, the IT department, or a central DMS administrator?	As per RFP
188	FRS (DMS sub Module)	SI shall conduct analysis of application and network incidents, do post-incident reporting.	If a DMS document is accidentally deleted or corrupted, what is the maximum recovery time under SLA before NEA can escalate?	As per RFP
189	FRS (DMS sub Module)	SI shall support users by resolving problems with applications' databases.	If DMS search results return incorrect documents due to metadata errors, is fixing metadata a user-level task or does it require SI's technical team?	As per RFP



190	FRS (DMS sub Module)	SI shall provide and apply regular patches to the licensed software including software, operating system, databases.	When a DMS software patch is applied, will there be system downtime — and how far in advance must SI notify NEA of planned maintenance windows?	Planned maintenance, including DMS patching, will follow the agreed maintenance and SLA process. Any downtime and advance notification requirements will be finalized during Blueprinting and approved by NEA.
191	FRS (DMS sub Module)	SI shall carry out data migration from different Legacy systems of NEA.	For the DMS, is there a file size limit for individual documents that can be stored — and what happens to documents that exceed the limit?	As per RFP
192	FRS (DMS sub Module)	SI is expected to conduct workshops, give detailed presentations on Business Design.	For DMS workflows, will the SI demonstrate the workflow to NEA staff before configuration, or will they configure first and then show the result?	As per RFP
193	FRS (DMS sub Module)	SI shall submit the reports on To-Be Process Documents to the Nodal Officers of NEA.	Who are the Nodal Officers for the DMS module — are they appointed by NEA before contract signing or identified during the As-Is study?	As per RFP
194	FRS (DMS sub Module)	SI shall prepare comprehensive system architecture and design document including Security Architecture for IFMIS.	Will the DMS have a separate security architecture from the rest of IFMIS, or does it share the same security framework as the Finance and HR modules?	As per RFP
195	FRS (DMS sub Module)	SI shall configure the security groups in accordance with the Security policies.	In the DMS, can a document be shared outside NEA (e.g., with ADB or Nepal government auditors) while maintaining access control?	DMS functionality, controls, and configuration will be finalized during Blueprinting in line with the RFP and NEA's approved process, security, and governance requirements.
196	FRS (DMS sub Module)	SI shall monitor and maintain a log of the performance monitoring of servers.	If DMS performance degrades and document retrieval becomes slow, what is the acceptable maximum response time for document searches?	DMS functionality, controls, and configuration will be finalized during Blueprinting in line with the RFP and NEA's approved process, security, and governance requirements.
197	FRS (DMS sub Module)	SI shall provide User adoption support by deputing technical and functional consultants at NEA site after implementation.	For the DMS, how many super-users will be trained by SI to become internal champions who can support their colleagues after handholding ends?	As per RFP
198	FRS (Material Management Module), Procurement	Procurement module is included as a sub-module under Material Management in the IFMIS scope.	Does the Procurement module replace the existing e-bidding process through www.bolpatra.gov.np, or will IFMIS procurement work alongside the government portal?	The IFMIS Procurement module will operate as per NEA's approved process. It will not replace the government e-bidding portal; integration or parallel use with www.bolpatra.gov.np will be finalized during Blueprinting.
199	FRS (Material Management Module), Procurement	Vendor Records Management is a sub-module of the Procurement module.	Will vendor registration data from the existing procurement system be migrated to the new IFMIS vendor module, or must all vendors re-register from scratch?	As per RFP
200	FRS (Material Management Module), Procurement	Procurement Planning sub-module is included in the scope.	Does procurement planning in IFMIS integrate with the Finance module's budget, so that purchase requests are automatically checked against available budget?	As per RFP
201	FRS (Material Management Module), Procurement	Purchase Requisition sub-module is included in the scope.	Can any employee create a purchase requisition in the system, or is this restricted to authorized procurement officers above a certain grade?	As per RFP
202	FRS (Material Management Module), Procurement	RFQ/Tendering sub-module is included in the IFMIS procurement scope.	Does the RFQ/Tendering module generate compliant tender documents automatically, or does it only manage the workflow while documents are created manually?	As per RFP
203	FRS (Material Management Module), Procurement	Purchase Order Management sub-module is included in the scope.	Can a purchase order be amended after it is issued to a vendor — what approval workflow is required and is it tracked in the system audit trail?	To be finalized in Blueprinting as per NEA's procurement rules
204	FRS (Material Management Module), Procurement	Turnkey Procurement sub-module is included in the scope.	Does turnkey procurement in the IFMIS handle the full contract management lifecycle, or only the procurement initiation and purchase order stages?	As per RFP



205	FRS (Material Management Module), Procurement	Service Procurement sub-module is included in the scope.	Is service procurement (for consulting and labor services) handled differently from goods procurement in the system — different workflow or approval levels?	As per RFP
206	FRS (Material Management Module), Procurement	Contract Management sub-module is included in the scope.	Does the contract management module send automatic alerts when contract expiry dates approach — and who receives those alerts?	To be finalized in Blueprinting as per NEA's procurement rules
207	FRS (Material Management Module), Procurement	Purchase Order Receipts sub-module is included in the scope.	When goods are received at a NEA warehouse, does the Goods Receipt process in IFMIS automatically trigger a payment liability in the Finance module?	To be finalized in Blueprinting as per NEA's procurement rules
208	FRS (Material Management Module), Procurement	Inspection and Testing sub-module is included under Procurement scope.	If goods fail inspection at delivery, does the system automatically hold payment and create a rejection notice, or does this require manual intervention by the user?	To be finalized in Blueprinting as per NEA's procurement rules
209	FRS (Material Management Module), Procurement	SI shall integrate IFMIS with NEA's e-bidding process through the government portal www.bolpatra.gov.np .	What specific data fields need to be exchanged between IFMIS and the bolpatra.gov.np government portal — is a formal integration specification available?	The data elements to be exchanged with the government e-bidding portal will be defined by NEA during Blueprinting.
210	FRS (Material Management Module), Procurement	NEA has decided to process e-bidding through the government portal facilitated by the Public Procurement Monitoring Office (PPMO) since Shrawan 2075 BS.	Does PPMO have APIs available for integration with third-party systems like IFMIS, or will the integration require custom screen-scraping or manual data entry?	As per RFP
211	FRS (Material Management Module), Procurement	SI shall provide integration/interfacing services for IFMIS with under-implementation IT/Business solutions.	For the procurement module, which legacy systems hold the most critical vendor and purchase order history data that must be integrated or migrated?	The legacy systems holding vendor and purchase-order history will be confirmed by NEA during Blueprinting. Integration or migration requirements will follow NEA's approved data-migration approach as defined in the RFP.
212	FRS (Material Management Module), Procurement	Material Records Management (Material Master) sub-module is included in the scope.	Who is responsible for creating and maintaining the Material Master data — the Procurement department, the Stores department, or a central data management team?	Responsibility for creating and maintaining Material Master data will be defined by NEA during Blueprinting, in line with its approved governance and ownership model.
213	FRS (Material Management Module), Procurement	Manage Inventory sub-module is included under Material Management.	Does inventory management in IFMIS cover both office supplies and electrical equipment/materials used in power infrastructure — or only one category?	As per RFP
214	FRS (Material Management Module), Procurement	Goods Receipt sub-module is included under Material Management.	If a delivery arrives at a remote DCS office with no internet connectivity, how is the Goods Receipt recorded in the system — offline mode or manual paper record with later entry?	The handling of Goods Receipt in locations without connectivity will be finalized during Blueprinting. NEA's approved process will determine whether offline capture or later manual entry is used.
215	FRS (Material Management Module), Procurement	Goods Issue sub-module is included under Material Management.	When materials are issued from the store, does the IFMIS automatically deduct the value from NEA's balance sheet in real-time, or only at month-end processing?	To be defined in Blueprinting as per NEA's accounting process.
216	FRS (Material Management Module), Procurement	Inter-Store Transfer sub-module is included under Material Management.	When materials are transferred between 138 DCS offices, does the system require confirmation at both the sending and receiving office before completing the transfer record?	To be defined in Blueprinting as per NEA's business process.
217	FRS (Material Management Module), Procurement	Verifying Utilization of Materials sub-module is included under Material Management.	Who verifies material utilization reports — the store-in-charge at each office, the regional supervisor, or the central procurement team?	To be defined in Blueprinting as per NEA's business process.



218	FRS (Material Management Module), Procurement	Scrap Disposal/Sales sub-module is included under Material Management.	Does the scrap disposal module generate the public auction notice automatically, or does it only record the disposal transaction after it has been manually conducted?	To be defined in Blueprinting as per NEA's business process.
219	FRS (Material Management Module), Procurement	Physical Inventory Verification sub-module is included under Material Management.	How frequently is a physical inventory count expected in the system — and can the system automatically flag discrepancies against the book stock balance?	To be defined in Blueprinting as per NEA's business process.
220	FRS (Material Management Module), Procurement	SI shall undertake customization that may be needed in line with changed, improved or specific business processes requirements prepared during the Business Design phase.	For procurement-specific customizations required by Nepal's Public Procurement Act, is the SI expected to know the Act independently, or will NEA provide detailed requirements?	As per RFP
221	FRS (Material Management Module), Procurement	NEA Procurement and Contract Rules and Regulations shall be built into the IFMIS business logic.	If a procurement request violates NEA's procurement rules, will the system automatically reject it or only warn the user and allow an override with supervisor approval?	As per RFP
222	FRS (Material Management Module), Procurement	SI shall prepare and submit a detailed project plan for the software development/Customization.	For the procurement module, what is the expected timeline from FRS sign-off to User Acceptance Testing completion — is a milestone date defined in the bid?	As per RFP
223	FRS (Material Management Module), Procurement	SI shall carry out pilot implementation at Central Office with 5 Material Management users.	During the procurement module pilot, will SI use NEA's real vendor data and real purchase orders, or will test/dummy data be used initially?	As per RFP
224	FRS (Material Management Module), Procurement	SI shall ensure implementation of IFMIS inline to the agreed implementation schedule.	If the procurement module's go-live is delayed due to NEA's slow approval of design documents, who bears responsibility for the resulting delay penalties?	As per RFP
225	FRS (Material Management Module), Procurement	SI shall ensure that databases are not tampered with or modified by unauthorized users through access controls.	Can procurement officers modify vendor bank account details in the system, or is this restricted to a separate finance team to prevent fraud?	As per RFP
226	FRS (Material Management Module), Procurement	The Public Procurement Act and Rules are listed as prevalent laws that must be built into IFMIS.	How does the system handle emergency procurement scenarios where standard tendering timelines cannot be followed under Nepal's Public Procurement Act?	To be defined in Blueprinting as per NEA's procurement rules.
227	FRS (Material Management Module), Procurement	SI shall provide user support in case of technical difficulties in use of the software, answering procedural questions.	If a procurement officer has a deadline to issue a purchase order but the system is down, what is the emergency offline procedure approved for this scenario?	To be defined in Blueprinting as per NEA's procurement rules.
228	Section 6. Technical Specification for IT Infrastructure and Architecture	The scope of work includes supply, installation, configuration, customization, testing, implementation and roll out of hardware and software for IFMIS at Data Centre (DC).	Where exactly is the Data Centre located in Kathmandu — has NEA already identified and prepared the physical site, or is this still to be determined after contract award?	Data Center is in Kathmandu and further details will be shared with successful bidder
229	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall execute Data Centre which shall include design, supply, installation, testing and commissioning of necessary IT Infrastructure at Kathmandu Valley.	Does the SI need to do civil works or power supply upgrades at the Data Centre, or is the physical facility with power and cooling already ready for use?	As per RFP
230	Section 6. Technical Specification for IT Infrastructure and Architecture	NEA shall provide space and location of Data Centre and remote backup Site post award of the contract.	If NEA's assigned Data Centre location does not meet technical requirements for running IFMIS, who is responsible for the additional cost of upgrades?	SI responsible within defined scope; dependency risks to be jointly managed



231	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall design, supply, install, test, commission and provide COTS-based ERP deployed on on-premise Data Center.	Why is an on-premise deployment required rather than cloud hosting — is there a specific Nepal government policy that prohibits cloud for this type of system?	As per RFP
232	Section 6. Technical Specification for IT Infrastructure and Architecture	The commissioning shall be completed one month prior to the completion of UAT.	If Data Centre commissioning is delayed beyond the required date, does UAT get postponed automatically — and how does this affect the overall Go-Live timeline?	As per RFP
233	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall integrate IFMIS with Revenue Management System (RMS) — LS Energy Pack.	What is the current status of the RMS implementation — is LS Energy Pack already live, or is it still being implemented concurrently with IFMIS?	Selected bidder will be provided required information
234	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall integrate with NEA's smart metering MDMS built on Java and C++ with REST integration type and another MDMS built on Dot Net.	Since the two MDMS systems use different technologies and integration types, does SI need to build and maintain two separate integration adapters?	Integration requirements for the two MDMS systems will be finalized during Blueprinting. If different technologies require separate adapters, the SI will be required to develop them as part of the approved integration design.
235	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall propose an integration platform as currently no integration platform is used in NEA.	Is SI free to choose any integration platform product, or must it be an open-source solution — and does it need pre-approval from NEA before selection?	SI may propose any suitable integration platform (OEM or open-source) meeting RFP requirements; final selection subject to NEA approval during solution design.
236	Section 6. Technical Specification for IT Infrastructure and Architecture	The proposed system shall be capable of supporting the vision of a modern/smart grid and integrating with modern distribution centres.	How many external systems does IFMIS need to integrate with at go-live — is there a defined list, or will more systems be added during implementation?	Kindly refer RFP lists existing & planned systems; final go-live list and additions finalized during Blueprinting.
237	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide integration/interfacing services for IFMIS with Distribution Management System (DMS), Outage Management System (OMS), SCADA, Biometric system.	For SCADA integration, what specific data points need to flow into IFMIS — real-time operational data, or only maintenance cost and asset records?	The scope of SCADA-IFMIS integration will be finalized during Blueprinting in line with the RFP
238	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide integration/interfacing services for IFMIS with GIS.	When NEA implements the GIS system for DCS asset management, will IFMIS need to receive asset location updates automatically or only upon user-triggered sync?	The GIS-IFMIS asset-location update mechanism will be finalized during Blueprinting. Whether updates occur automatically or through user-initiated synchronization will follow NEA's approved integration design.
239	Section 6. Technical Specification for IT Infrastructure and Architecture	Database Software should support Operating Systems like UNIX, Windows, and Linux on a 64-bit platform.	Which specific operating system will the production servers run — Linux, Windows, or UNIX — and who decides if SI proposes multiple options?	As per RFP
240	Section 6. Technical Specification for IT Infrastructure and Architecture	Database Software should support Unicode character sets.	Does the system need to support Devanagari/Nepali script input and display in the database, or will all data entry be in English only?	As per RFP. System need to support Devanagari/Nepali script
241	Section 6. Technical Specification for IT Infrastructure and Architecture	Database Software should support JDBC and ODBC.	Does NEA have existing reporting tools that use JDBC or ODBC connections to databases — and will these tools still connect to IFMIS after go-live?	The use of any existing NEA reporting tools that rely on JDBC/ODBC connections will be assessed during Blueprinting. Post go-live connectivity will depend on NEA's approved reporting and security architecture.
242	Section 6. Technical Specification for IT Infrastructure and Architecture	Database Software should provide a clustered environment with load sharing and automatic load balancing.	What is the minimum number of servers in the cluster — and if one server fails during peak business hours, how quickly will the system failover to remaining servers?	SI to propose solution as per RFP
243	Section 6. Technical Specification for IT Infrastructure and Architecture	Database Software should support dynamic scalability to add server/node in the cluster with system availability.	Can servers be added to the cluster without any downtime to the running IFMIS system — is this a hard requirement or a best-effort capability?	SI to propose solution as per RFP



244	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide necessary Facility Management Services for 5 years after Successful Go-Live at various sites offices on rotational basis.	How are the rotational locations for FMS staff determined — by user count, geographic distance, or criticality of the office to NEA's operations?	SI to propose solution as per RFP
245	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide a system that at the least meets or exceeds the functional requirements and performance benchmarks as specified in this Bid Document.	What are the specific performance benchmarks — is there a defined page load time, concurrent user count, or transaction throughput metric in the bid document?	SI to propose solution as per RFP
246	Section 6. Technical Specification for IT Infrastructure and Architecture	SI should arrive at the optimal technical specification, sizing, architecture, Bill of Material, SLAs for IT Infrastructure.	If the hardware sizing estimated by SI during bidding proves insufficient after go-live due to higher-than-expected user load, who pays for additional hardware?	SI to propose solution as per RFP
247	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide integration/interfacing services for IFMIS with under implementation/upcoming IT/Business solutions.	If a future NEA system is not yet defined during IFMIS implementation, will integration with that system be handled as a variation order at extra cost?	As per RFP
248	Section 6. Technical Specification for IT Infrastructure and Architecture	SI must ensure DC should have built-in user-level controls and administrator logs for transparency and audit control.	How long must server and administrator access logs be retained in the Data Centre — is there a minimum retention period specified?	Audit logs mandatory; retention period to comply with GoN/NEA policy and finalized in security design.
249	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide cloud security as part of Cyber Security Requirements for IFMIS.	If the system is on-premise, why is cloud security listed as a requirement — does this refer to security for any cloud-connected services or backup systems?	As per Vol-II, Section 6, the IFMIS solution is envisaged to be deployed on an on-premise Data Centre (Clause 2.3.5). The inclusion of Cloud Security under Clause 2.3.14 is to ensure adoption of modern, future-ready security controls and frameworks (e.g., Zero Trust, IAM, API security), and does not mandate cloud deployment. Detailed security and deployment architecture shall be finalized during the Solution Design and Business Blueprinting phase, as provided in Clauses 2.2.3 and 2.3.4.
250	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall ensure Intranet Next Generation-Firewall and Intrusion Prevention Solution as cyber security requirements.	Will the next-generation firewall protect the entire NEA network or only the IFMIS servers — and who manages firewall rules during the FMS period?	The NGFW will secure the IFMIS environment as per the RFP. Firewall rule management during the ATS/FMS period will be performed by the SI under NEA's approval and governance.
251	Section 6. Technical Specification for IT Infrastructure and Architecture	All high-risk vulnerabilities must be mitigated within 15 days from the date vulnerabilities are formally identified.	Who formally identifies and certifies a vulnerability as 'high-risk' — the SI, NEA's IT team, or a third-party security auditor?	Identification via tools/audits; The classification of a vulnerability as 'high-risk' will follow NEA's approved security policy. The final determination may involve NEA's IT security team and any designated third-party auditor, with the SI providing inputs as required.
252	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall address emerging cybersecurity vulnerabilities considering SANS Top 25 Most Dangerous Programming Errors and OWASP Top 10.	Will the SI conduct OWASP Top 10 assessment only at go-live or on a recurring basis throughout the 7-year contract period?	Secure SDLC required for entire contract; assessment frequency defined in SLA/security plan.
253	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall propose a legacy data cleansing approach as part of security during Development & Integration Phase.	Does legacy data cleansing include removing personal employee data that should not be migrated to IFMIS under Nepal's data privacy requirements?	Legacy data cleansing will follow NEA's approved migration and privacy requirements. The SI will propose cleansing and validation steps, while the handling or removal of personal data will be guided by Nepali law and NEA's policy.
254	Section 6. Technical Specification for IT Infrastructure and Architecture	Remote access by the SI will only be performed using technology authorized by NEA.	What is the approval process for SI's remote access to production systems — does every remote session need prior written approval from NEA?	Remote access to production systems will follow NEA's approved security-governance process. Each remote session will require prior authorization from NEA as per the agreed access-control and approval procedures.
255	Section 6. Technical Specification for IT Infrastructure and Architecture	Files containing NEA information will be transferred using encrypted file transfer techniques agreed upon by both parties.	What encryption standard is required for file transfers — AES-256, TLS 1.3, or another standard — and is this specified in the bid document?	As per RFP



256	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide Server Configuration Tools to automatically configure clients, network etc.	Will the server configuration tools be managed by SI's team or transferred to NEA's IT team after go-live — and what training is provided?	As per RFP
257	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall undertake regular preventive maintenance of licensed software.	How many planned preventive maintenance windows are expected per year, and what is the maximum allowed downtime per maintenance window?	As per RFP
258	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide and implement solutions and processes for monitoring the availability of systems.	What is the minimum required system uptime percentage for the IFMIS — is it 99.5%, 99.9%, or another specific SLA defined in the contract?	As per RFP
259	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall configure, schedule, monitor and manage backups of all data including files, images, and databases as per the policy finalized by NEA.	What is the maximum Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for IFMIS data in the event of a disaster?	The disaster-recovery objectives will be finalized during Blueprinting in line with NEA's approved DR and business-continuity framework.
260	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall design, configure, and deploy the lean backup solution at the Remote Location Backup site.	Where is the remote backup site located relative to the primary Data Centre — and has NEA identified and prepared this location?	Will be shared with successful bidder
261	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall be responsible for overall design and management of the solution to meet Performance, Security, SLA, Guidelines and policies for entire project duration.	If SLA targets are not met in a particular month, what financial deductions or penalties apply — and is there a grace period for new go-live sites?	As per RFP
262	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall carry out a Pilot in the prescribed offices of NEA as per the project timelines.	During the pilot, if infrastructure performance is below expected levels, can NEA halt the rollout to other offices until the issue is fully resolved?	Rollout sequencing during the pilot will follow NEA's governance process. NEA may pause the rollout if performance/major issues are identified, and proceed once the matter is resolved as per the agreed plan.
263	Section 6. Technical Specification for IT Infrastructure and Architecture	Network connectivity between DC and remote location site will be provided by client.	What is the minimum guaranteed bandwidth between the primary Data Centre and the remote backup site that NEA will provide?	Will be shared with successful bidder
264	Section 6. Technical Specification for IT Infrastructure and Architecture	IFMIS should be able to support all latest common browsers like Internet Explorer, Mozilla, Chrome etc.	As Internet Explorer is no longer supported by Microsoft, does the bid document need to be updated to reflect only modern browsers like Chrome, Firefox, and Edge?	SI will propose the solution per the RFP; final browser standards will be confirmed with NEA in Blueprinting.
265	Section 6. Technical Specification for IT Infrastructure and Architecture	IFMIS design must be such as to require the minimal installation if at all at the user's end besides the internet browser.	If a user's browser version is outdated at a remote DCS office, is it SI's or NEA's IT team's responsibility to update it before IFMIS rollout to that office?	As per RFP
266	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall hand over the source code of all the customizations in the IFMIS product stack.	When SI hands over the source code at project completion, will it include full developer documentation and build instructions so NEA's team can maintain it independently?	Handover will include custom source code along with the required technical documentation and build instructions for maintainability,
267	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall prepare a comprehensive system architecture and design document after conducting a comprehensive analysis.	Is the system architecture design document required to be submitted in both technical and non-technical versions — one for IT staff and one for management?	As per RFP
268	Section 6. Technical Specification for IT Infrastructure and Architecture	Bidding Document for ERP based IFMIS Procurement of IT Products and Services, Single-Stage: Two-Envelope Bidding Procedure.	In a Two-Envelope bidding procedure, if the Technical proposal passes evaluation but the Financial proposal is disqualified, what happens — can the bidder resubmit?	As per procurement rules, resubmission not permitted after disqualification.



269	Section 6. Technical Specification for IT Infrastructure and Architecture	The total period of contract would be 7 years including 2 years of implementation period and 5 years of Annual Technical Support and Operations.	What happens if NEA wants to extend the contract beyond 7 years — is there a renewal clause and under what pricing terms would an extension be offered?	Contract is for 7 years; any extension would be at NEA's discretion on mutually agreed terms.
270	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall upgrade the latest version of software without any additional charge to NEA during the duration of the project.	If a major software version upgrade (e.g., ERP version change) requires significant reconfiguration of the system, is this still considered 'no additional charge'?	As per RFP
271	Section 6. Technical Specification for IT Infrastructure and Architecture	The Smart Metering Smart Grid project has started analyzing energy loading and energy requirement analysis.	Will IFMIS need to receive energy consumption data from smart meters for asset cost allocation in the Finance module — or is this only for operational reporting?	As per RFP
272	Section 6. Technical Specification for IT Infrastructure and Architecture	NEA intends to implement GIS software to manage DCS asset inventories like substation, feeder, transformer, poles and meters.	When GIS asset data is integrated with IFMIS, will asset financial values in IFMIS be updated automatically when asset status changes in GIS — e.g., when a transformer is replaced?	The GIS-IFMIS asset-value update mechanism will be finalized during Blueprinting. Whether values update automatically or through a controlled user-initiated process will follow NEA's approved integration design.
273	Section 6. Technical Specification for IT Infrastructure and Architecture	Providing network connectivity at sites is not in scope of work of the SI.	If network connectivity at a site is insufficient for IFMIS to function properly, can NEA delay the rollout to that site without penalty — and how is this formally documented?	As per RFP
274	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall supply, install, commission, and maintain the additional hardware and software systems for IFMIS including supporting system and services at Data Centre.	After the 7-year contract ends, does full ownership of all installed hardware at the Data Centre automatically transfer to NEA, or must a separate ownership transfer agreement be signed?	As per RFP
275	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall provide for software license management and control and maintain data regarding entitlement for software enhancements, refreshes and maintenance.	Will SI provide NEA with a complete software license inventory report — showing all licenses, expiry dates, and renewal costs — at least 6 months before each renewal deadline?	As per RFP
276	Section 6. Technical Specification for IT Infrastructure and Architecture	SI shall ensure that the databases are not tampered or modified by system operators through access controls and audit trail of all transactions.	Does the IFMIS have a dedicated read-only 'auditor' access role that allows authorised auditors to view all system transactions without any risk of accidental data modification?	To be discussed and finalized during the AS IS/ Business blueprint stage
277	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	The proposed solution should have Single Management Console to manage integrated Compute, Storage and Hypervisor.	A single console managing Compute + Storage + Hypervisor natively describes Nutanix Prism exactly. Dell VxRail requires vCenter (compute) + vSAN UI (storage) + separate vSphere client (hypervisor). Does a solution that uses three separate but integrated consoles also qualify as compliant?	Yes, a solution using multiple integrated consoles can qualify as compliant, provided it meets all RFP requirements. The RFP does not mandate a single unified console; any architecture meeting the functional, technical, and management criteria will be reviewed and approved by NEA during Blueprinting.
278	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	The solution must come with bundle/customer license, which must be clearly mentioned in OEM's license portal.	Nutanix has a specific 'License Portal' (my.nutanix.com) where bundled licenses are tracked per node serial number. VMware and Dell VxRail use vCenter License Manager, not an 'OEM license portal.' Is NEA writing this requirement to match Nutanix's licensing model specifically?	As per RFP



279	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	The proposed solution should be completely software defined.	Both Nutanix and VMware vSAN claim to be 'software defined.' However, Nutanix positions itself as purely software-defined because its SDS runs on any certified x86 hardware without a proprietary ASIC. Dell VxRail uses VMware vSAN with Dell-specific firmware dependencies. Does 'completely software defined' mean the SDS must run on any generic x86 server, or only on the OEM's validated hardware?	As per RFP
280	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	HCI solution should have capability for finding object anomalies from standard behaviours and report this before major bottleneck for solution.	Nutanix Prism Pro uses machine learning to detect VM and infrastructure anomalies and alerts before performance bottlenecks occur — this is a specific Prism Pro AI feature. VMware vROps also has anomaly detection but it is a separate, expensive product not bundled with vSAN. Is the anomaly detection tool expected to be bundled in the HCI price, and if so, does this effectively mandate Prism Pro?	As per RFP
281	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	HCI solution should have capability for managing multiple sites/clusters from one HTML5 based browser with single sign on.	Nutanix Prism Central is a dedicated multi-cluster HTML5 management plane with SSO. VMware requires vCenter Enhanced Linked Mode and separate vCenter instances per cluster which cannot be managed from a single-pane with true SSO without additional licensing (vRealize Suite). Does this requirement mandate a Nutanix Prism Central equivalent, and can VMware vCenter Enhanced Linked Mode be accepted?	As per RFP
282	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	HCI solution should have analytics on capacity behaviour and should have capability of showing all under and over utilized VM's with their right sizing information after current VM's usages.	VM right-sizing recommendations (showing CPU/memory overprovisioning per VM) is a specific Nutanix Prism Pro feature. VMware provides this through vRealize Operations, a separately licensed product at significantly higher cost. Is right-sizing expected to be included in the base HCI license, or can it be a separately purchased add-on? If bundled is required, only Prism Pro qualifies.	As per RFP
283	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	Offered solution should have inbuilt analysis for VMs and should be able to give report of VM performance for minimum 90 days.	Nutanix Prism retains 90 days of VM performance history natively. VMware vCenter retains only 1 year of statistics at the lowest resolution, but granular per-VM 90-day reports require vROps (additional license). Is 90-day VM performance history expected to be in the base HCI management console without additional license cost?	As per RFP



284	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	The proposed solution should be a Leader/Challenger in latest available Gartner Magic Quadrant Report or equivalent for Hyper Converged Infrastructure (HCI) or Distributed Hybrid Infrastructure.	As of the latest Gartner Magic Quadrant for HCI/Distributed Hybrid Infrastructure, only Nutanix and VMware (via Dell VxRail/vSAN) consistently appear as Leaders. HPE SimpliVity, Scale Computing, and others appear as Challengers or Niche Players. Since the RMS project (Annexure 1) already uses Dell VxRail, and this bid requires a MQ Leader, does the combined effect of these specs effectively limit the IFMIS HCI to Nutanix as the only remaining option?	As per RFP
285	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	The solution should provide a log analytical tool which will show all the logs available in one single management console and a single location to collect, store, and analyze unstructured data from OS, apps, storage, network devices.	A unified log view covering OS + apps + storage + networking from one console is a Nutanix Prism feature. VMware requires vRealize Log Insight (now VMware Aria Operations for Logs) as a separate product and license. Is the log analytics tool expected to be bundled in the HCI license cost, or is it an additional line item in the Bill of Materials?	As per RFP
286	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	Solution OEM should be able to provide the Virtualization software for both End Point and Server.	An OEM that provides virtualization for both 'End Point' (desktop/VDI) and 'Server' describes Nutanix, which offers Nutanix Frame for VDI and AHV for server virtualization under one vendor. VMware provides Horizon (VDI) + ESXi (server) but as separate product lines with separate licenses. Is end-point virtualization actually in scope for IFMIS, or is this a requirement included in error?	As per RFP
287	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	Data compression, deduplication, erasure coding techniques should be available with licenses (if applicable) in the Software Defined Storage (SDS) layer for use without additional cost.	Nutanix includes compression, deduplication, and erasure coding in the base AOS license at no extra charge. VMware vSAN charges separately for deduplication and compression (requires vSAN All-Flash and vSAN Enterprise/Enterprise Plus license). Does 'without additional cost' mean all three features must be in the base HCI license, which would disqualify VMware vSAN standard/advanced tiers?	As per RFP
288	Section 6. Technical Specification for IT Infrastructure and Architecture(HCI core)	The proposed HCI solution should be able to create multiple logical unit (LUN's) for storage with multiple policy for deduplication and compression across storage logical unit.	Nutanix allows per-vDisk (LUN-level) storage policies with different dedup and compression settings. VMware vSAN applies policies at the VM storage policy level, not at individual LUN level. Does this require per-LUN (per-vDisk) policy differentiation, which is a Nutanix-specific architectural capability?	As per RFP
289	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor shall provide automated live migration for initial placement and balancing of available resources with the rules to define affinity and / or anti-affinity of workloads.	VM affinity and anti-affinity rules for workload placement is a VMware vSphere DRS concept. Nutanix AHV also supports affinity policies. However, the combination of EVC (previous row) + DRS-style affinity + live migration language throughout this section reads as a verbatim copy of VMware vSphere DRS documentation. Has the specification been reviewed by a vendor-neutral infrastructure architect to confirm it is not derived from VMware marketing materials?	As per RFP



290	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor shall provide zero downtime host patching with maintenance mode to move running workloads to other hosts on the platform with a consistent audit trail of the patching process.	VMware vSphere Maintenance Mode with vSphere Update Manager (VUM) is the exact mechanism described — enter maintenance mode, migrate VMs, patch, exit maintenance mode with audit log. Nutanix AHV's LCM performs rolling upgrades but the 'audit trail of patching process' specifically matches vSphere Update Manager's remediation log. Is the audit trail of patching a compliance requirement, and if so, which competing hypervisors can provide a cryptographically signed upgrade audit trail?	As per RFP
291	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	3rd party support for endpoint security to secure the virtual machines with offloaded antivirus, antimalware, firewall and hips solutions.	Offloaded AV/HIPS into the hypervisor layer (agentless security) is a VMware NSX Guest Introspection feature — it allows AV vendors (Trend Micro, Carbon Black) to scan VMs without agents inside the guest. Nutanix AHV does not support hypervisor-level security offloading natively; it requires in-guest agents. Does 'offloaded endpoint security' mean hypervisor-layer offload specifically — which would mandate VMware NSX?	As per RFP
292	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor should support OVA/OVF image import and export.	OVA/OVF is a VM packaging format originated by VMware and submitted to DMTF. Nutanix AHV supports OVA/OVF import but natively uses qcow2 format. The fact that OVA/OVF is explicitly called out suggests the existing NEA environment has OVF-packaged VM templates — likely from a VMware environment. Is there an existing VMware environment at NEA that the new HCI must interoperate with, and if so, why is this not disclosed in the bid?	As per RFP
293	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor must provide centralized interface from which virtual machine access switching for the entire virtual datacentre can be configured, monitored and administered.	'Virtual datacentre' (spelled with 're') is VMware vCenter's native terminology for a management object. Nutanix uses 'Cluster' and 'Container,' not 'virtual datacentre.' This language appears copied from VMware vCenter documentation. Is NEA intending to use VMware's 'virtual datacenter' construct, and if so, does this confirm the implicit expectation of VMware vCenter as the management platform?	As per RFP
294	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Required Hypervisor License and Hypervisor Management should be included into the solution.	Nutanix AHV hypervisor is included at no extra cost in the AOS license. VMware ESXi requires a separate vSphere license, and vCenter requires an additional license. If the hypervisor and management must be 'included in the solution' at no separate line-item cost, does this favour Nutanix AHV's pricing model over VMware's multi-license model?	As per RFP



295	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor should support UEFI or equivalent bios for supported virtual guests OS.	VMware ESXi supports UEFI Secure Boot for both the hypervisor and guest VMs as a named feature. Nutanix AHV also supports UEFI for guests but without Secure Boot at the hypervisor layer (as of AHV 20220304). If UEFI Secure Boot (not just UEFI) is intended, does this create a compliance gap for Nutanix AHV?	As per RFP
296	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Virtualization Manager must support Directory based/OpenLDAP and SAML based authorization for management.	Nutanix Prism Central supports SAML 2.0 and LDAP/OpenLDAP natively without additional components. VMware vCenter supports LDAP but requires VMware Identity Manager (now Workspace ONE Access) as a separate product for SAML SSO. Does the SAML requirement need to be met by the HCI management console itself, or can it be delegated to an external identity provider that is a separate system?	As per RFP
297	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor and Management must support SNMP version 3 and SMTP for proactive alerting and email configuration.	Nutanix Prism natively supports SNMPv3 traps and SMTP email alerts from the HCI management console. VMware vCenter supports SNMP and email alerts but the configuration is split between vCenter and vROps for full alerting. Is SNMP and SMTP alert configuration expected to be available directly in the HCI management console without requiring a third-party monitoring tool?	As per RFP
298	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Virtualization manager should keep at least 90 days historical performance data for VM's/Storage and partnering host.	Nutanix Prism retains 90 days of historical performance data natively in Prism Central with Prism Pro licensing. VMware vCenter retains statistics based on retention policy (default: 1 year at lowest resolution, but granular data ages out in days without vROps). Is this 90-day requirement intended to be met by the HCI's own management tool, or can a separate monitoring product like Grafana/vROps be used to satisfy it?	As per RFP
299	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor/management must should be able to disable SSH based login to cluster for security and should have support for ssh key based login.	Nutanix Prism allows administrators to enable/disable SSH access to Controller VMs directly from the UI as a security hardening feature. This is a Nutanix-specific security control at the HCI management layer. VMware ESXi SSH can be disabled but requires vSphere client access or host-level configuration, not HCI management console control. Is disabling SSH from the HCI management console (not from each individual node) a mandatory security requirement?	As per RFP
300	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor should support Rest API and Command line management along with GUI interface.	Nutanix provides REST API v2/v3 and ACLI (Acropolis Command Line Interface) for hypervisor management. VMware provides vSphere API and PowerCLI. Both qualify as REST API + CLI + GUI. However, combined with the other requirements, will NEA evaluate REST API quality/completeness as part of technical scoring, or is this a binary yes/no compliance checkbox?	As per RFP



301	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Hypervisor should support container and openstack integration for cloud native application.	Nutanix offers Nutanix Karbon as a managed Kubernetes service running on AHV, and supports OpenStack via Nutanix OpenStack Plugin. VMware supports Kubernetes via Tanzu. If container support must be native to the HCI platform (not requiring a separate container platform license), does this point to Nutanix Karbon or VMware Tanzu — and which is included in the base HCI price?	As per RFP
302	Section 6. Technical Specification for IT Infrastructure and Architecture(Hypervisor Fingerprinting)	Bidder should provide integrated snapshot-based backup, schedule backup/restore and configure multiple copies of backup on periodic interval either inbuilt with hypervisor or 3rd party solution.	Nutanix AOS provides native VM snapshots with scheduling and multiple retention copies without additional license. VMware vSphere snapshots exist but scheduled snapshot-based backup with multiple copies requires VADP-based solutions (Veeam, Commvault) as separate licensed products. Does 'inbuilt with hypervisor' mean the backup solution must be part of the HCI product itself at no extra cost, making Nutanix's native snapshots the intended answer?	As per RFP
303	DB Lifecycle Tool	The DB tool must alert the operator with any new DB patch availability, and provide an easy way to test and implement the patch on the production DB.	Nutanix Era scans for new database patches, allows testing on a cloned copy, then applies to production — all from one interface. This specific workflow (alert → test on clone → apply to production) is an Era-exclusive capability. Can any bidder not proposing Nutanix Era demonstrate this workflow end-to-end with a competing product during technical evaluation?	As per RFP
304	DB Lifecycle Tool	The integrated copy data management must eliminate any wasteful copy data cost, as in automated deletion of old snapshots and clones as per retention policy.	Nutanix Era automatically expires and deletes old database snapshots and clones according to the Time Machine SLA policy, reclaiming storage space. This is an Era-specific DB-aware space management feature. Generic backup tools (Veeam, Commvault) delete backup copies but do not integrate with the HCI storage fabric to reclaim space at the block level. Is the copy data management tool expected to reclaim storage space at the HCI storage layer, or only at the file/backup layer?	As per RFP.
305	DB Lifecycle Tool	The Database provisioning tool should be capable of handling Database schema deployment post /pre provisioning of Database.	Database schema deployment as part of provisioning (pre-configuring tables, users, and schemas before handing over the DB) is an Era capability via software profiles. Traditional DBA tools (Liquibase, Flyway) handle schema deployment but are not integrated with HCI provisioning. Is schema deployment at provisioning time a mandatory requirement, or is it acceptable to deploy schema separately after the DB is provisioned?	The SI shall propose the approach as per best practices, and schemas may be deployed either during provisioning or after database creation, subject to NEA's approval during Blueprinting.



306	DB Lifecycle Tool	It must allow provisioning of customised images which are tailor-made as per organisation need.	Nutanix Era uses 'Software Profiles' — pre-built custom images containing OS + DB engine + organization-specific configurations — to provision databases consistently. This profile-based provisioning model is unique to Era. Does NEA already have DB configuration standards that would be loaded into these custom images, and will creating/maintaining these profiles be the SI's or NEA's responsibility?	Yes, this is within the SI's responsibility.
307	DB Lifecycle Tool	The tool should have integration with AD/identity management.	Nutanix Era integrates with Active Directory for database administrator authentication, allowing AD-based access control for who can provision, clone, or restore databases. Is AD integration for the DB lifecycle tool a strict security requirement, or is local authentication within the tool acceptable if NEA does not have an AD deployment at all IFMIS sites?	As per RFP
308	DB Lifecycle Tool	The tool must be able to integrate with the user preferred self-service tool using the API's.	Nutanix Era exposes REST APIs allowing integration with ITSM tools (ServiceNow) or custom portals for developer self-service DB provisioning. Is this self-service portal integration a Day 1 go-live requirement for IFMIS, or is it a future capability that bidders should demonstrate as available but not necessarily deployed?	As per RFP
309	DB Lifecycle Tool	The tool must support all the leading databases, like Oracle, SAP HANA, MS SQL, MySQL, Postgress, Maria DB etc.	Nutanix Era 2.x supports Oracle 11g/12c/19c, MSSQL 2012-2022, PostgreSQL, MySQL, MongoDB, MariaDB, and SAP HANA (via partner integration). Oracle EM supports only Oracle. AWS RDS supports multiple engines but is cloud-only. Is SAP HANA support a genuine requirement for IFMIS — and if the IFMIS ERP uses SAP HANA as its database, does this need to be disclosed to bidders who may not have HANA licenses?	As per RFP
310	DB Lifecycle Tool	The tool must maintain the event logs of any major activity and changes and auditing.	Nutanix Era maintains an immutable operations log of all provisioning, cloning, patching, and restore events with timestamps and user attribution. Is this audit log accessible to NEA independently (i.e., can NEA export it without SI involvement), and must it be retained for a minimum period to satisfy Nepal government audit requirements?	As per RFP
311	DB Lifecycle Tool	The offered DB tool must support online copy data management, with a simplified snapshot and cloning process.	Dell PowerFlex and HPE GreenLake also offer database management capabilities. However, neither offers Nutanix Era's per-second Time Machine recovery or automatic VM creation on restore. Since the RMS project uses Dell VxRail infrastructure (Annexure 1), has NEA evaluated whether Dell's native database management tools could satisfy these requirements — or were these requirements written specifically to exclude Dell's toolset?	As per RFP



312	DB Lifecycle Tool	The tool must provide automated provisioning of standalone or clustered databases.	Nutanix Era supports provisioning of Oracle RAC (Real Application Clusters) and MSSQL Always-On Availability Groups as clustered databases automatically. This clustered provisioning capability is rare in HCI-native tools. Does the IFMIS ERP require Oracle RAC or MSSQL AAG, and if so, is this a genuine technical need or a specification that further narrows the compliant product to Nutanix Era?	As per RFP
313	DB Lifecycle Tool	The tool must be able to recover the DB copy from the past point-in-time to the granularity of any second.	Per-second database recovery granularity is achievable by Nutanix Era, Zerto (journal-based), and Cohesity DataProtect with log shipping. Veeam achieves 15-minute granularity for databases. Commvault achieves log-based recovery but not truly 'any second.' Since at least three vendors can meet this requirement, will NEA clarify whether the DB tool must be HCI-integrated (favoring Era) or can it be a standalone third-party backup product (allowing Zerto/Cohesity)?	As per RFP
314	DB Lifecycle Tool	The tool should have integration with AD/identity management.	Nutanix Era integrates with the same AD/LDAP configuration used by Prism Central — meaning a single AD setup covers both HCI management and DB lifecycle tool access control. A third-party DB tool would require its own separate AD integration. Is using the same AD configuration for both the HCI management console and DB tool a requirement, or is independent AD integration for each tool acceptable?	As per RFP
315	Replication & WAN	HCI solution should support WAN Bandwidth optimizer along with defined schedule across two sites and only increment data should be replicated post one time data sync.	Nutanix AOS replication natively applies deduplication, compression, and scheduling to the cross-site replication stream without a separate WAN optimization appliance. VMware vSphere Replication does not have built-in WAN optimization — it requires a separate product (Riverbed, Silver Peak, or vRealize Network Insight). Does 'WAN bandwidth optimizer' mean the optimization must be built into the HCI product itself, or can a separate WAN appliance satisfy this requirement?	As per RFP
316	Replication & WAN	HCI solution should support file level recovery of user's data from VM's without Storage/VM's admin involvement.	File-level recovery from a VM snapshot without admin involvement means end-users or helpdesk can recover files themselves through a self-service portal. Nutanix supports this via Nutanix Files + Self-Service Restore. VMware requires an admin to mount a snapshot and extract files manually. Is self-service (non-admin) file recovery a required feature, and does it need to be built into the HCI platform or can a third-party backup tool provide it?	As per RFP



317	Replication & WAN	HCI solution should support VM's snapshot at storage level, it should not impact guest OS performance during snapshot. Each VM should provide minimum 30 VM snapshots.	Nutanix AOS takes snapshots at the storage layer (ROCKetFS), meaning the guest OS inside the VM has zero awareness and zero performance impact. VMware vSphere snapshots create a delta disk inside the datastore — for large VMs with high I/O, snapshot creation causes a VM stun (brief freeze). The '30 VM snapshots per VM' requirement — does this mean 30 simultaneous snapshot chains, because VMware recommends a maximum of 3 snapshots per VM due to performance degradation?	As per RFP
318	Replication & WAN	HCI solution should be able to take VM's snapshot/Storage snapshot at any time irrespective of VM's state (Power ON/Power OFF/Suspended) with retention policy.	Nutanix AOS can snapshot a VM regardless of its power state because snapshots are taken at the storage layer, not the hypervisor layer. VMware vSphere snapshots require the VM to be powered on for application-consistent snapshots (using VMware Tools). Powered-off VMware snapshots exist but are disk-level copies only, not managed by vSphere snapshot manager. Does 'any time irrespective of VM state' mandate a storage-layer snapshot mechanism, which Nutanix's ROCKetFS provides but VMware's hypervisor-layer snapshots do not?	As per RFP
319	Replication & WAN	HCI solution should support crash consistent and application consistent backup within cluster or for the proposed HCI Solution.	Application-consistent backup (quiescing the application, not just the OS) in Nutanix requires Nutanix Guest Tools (NGT) installed in the VM — NGT coordinates with VSS on Windows or scripts on Linux to quiesce the application before snapshot. VMware uses VMware Tools + VSS for the same purpose. Both require a guest agent. Is the guest agent (NGT or VMware Tools) considered part of the HCI solution, or is it an additional licensed component that must be separately procured?	As per RFP
320	Replication & WAN	Ability to provide Replication of Virtual machine backup (VM level Mirroring) to protect selected VM's.	Nutanix Protection Domains allow selecting specific VMs for replication, not the entire cluster or datastore. VMware vSphere Replication also supports per-VM replication selection. However, 'VM level Mirroring' as terminology is closer to Nutanix's Protection Domain model. Which competing products support selecting individual VMs for replication to a secondary site without replicating the entire cluster?	As per RFP The level of data protection should be configurable at workload or policy level.



321	Replication & WAN	HCI solution should support WAN Bandwidth optimizer along with defined schedule across two sites.	Nutanix AOS allows administrators to define bandwidth throttling schedules for cross-site replication (e.g., full speed at night, 50% during business hours). This is configured natively in Prism without a separate WAN appliance. VMware vSphere Replication has basic bandwidth throttling but it is not schedule-aware (time-of-day based). Is schedule-based replication throttling mandatory, and must it be natively in the HCI management console?	As per RFP
322	Replication & WAN	The scope of work under this RFP does not include the implementation of the Disaster Recovery solution.	The bid explicitly excludes Disaster Recovery implementation, yet it mandates: RPO of 0 minutes, WAN bandwidth optimizer for two-site replication, VM grouping for application-aware replication, and NearSync-like capabilities. These features are meaningless without a second site. Is NEA including replication specifications for future DR use, or is there an undisclosed secondary site that the SI must design for even though DR is officially 'out of scope'?	As per RFP
323	Replication & WAN	The solution should support to connect external storage devices (like NAS, SAN etc.) and should be useable as part of the Solution, for the purpose of Backup. There should not be any hardware vendor locking while connecting the external storage/s and this can be accessed over IP (No proprietary protocol should be used).	Nutanix AOS supports external NAS/SAN connectivity over IP (NFS, iSCSI) for backup targets, explicitly excluding Fibre Channel (proprietary protocol). The RMS project already uses Dell VxRail with SAN switches and HBAs — traditional FC-based SAN. Does this requirement prohibit using the existing RMS infrastructure's Fibre Channel SAN as a backup target for IFMIS, even though it belongs to the same NEA Data Centre?	As per RFP. This is expected to be covered by the bidder in their proposed solution
324	Replication & WAN	The Proposed Solution shall support minimum 32 nodes in a same cluster without any federation.	Nutanix supports up to 32 nodes in a single cluster natively. VMware vSAN supports up to 96 nodes per cluster. Both exceed the 32-node requirement. However, the phrase 'without any federation' — VMware refers to stretched cluster configurations as 'federation' in some contexts. Does 'without federation' specifically exclude VMware's stretched cluster or multi-site federation models, limiting compliance to a single-site cluster only?	As per RFP
325	Replication & WAN	HCI solution should support automated and zero touch upgrades for hardware/storage/hypervisor with no major impact on production.	Nutanix LCM performs automated, sequential, rolling upgrades of firmware + AOS + AHV from Prism with a single-click — no manual node-by-node intervention. VMware vSphere requires vSphere Update Manager for ESXi and separate BIOS/firmware updates via Dell iDRAC or HPE iLO, requiring multiple tools and steps. Is 'zero touch upgrade of hardware firmware + hypervisor + storage in one workflow' a mandatory requirement, and can bidders using VMware demonstrate this without multiple separate management interfaces?	As per RFP



326	Replication & WAN	Proactive Maintenance feature should have ability to automatically send all hardware and hypervisor related alerts to the 24x7 Call centre of the Vendor.	Nutanix Pulse automatically forwards hardware sensor alerts AND hypervisor health alerts to Nutanix's 24x7 support centre for proactive case creation — covering both hardware and hypervisor in one automated feed. Dell VxRail's ProSupport sends hardware alerts via Dell SupportAssist but does not include hypervisor (VMware) alerts in the same feed. Does 'hardware AND hypervisor alerts to one vendor's call centre' require single-vendor support (Nutanix), or can two separate call centres (Dell for hardware, VMware for hypervisor) satisfy this requirement?	As per RFP
327	SDN & Micro-Segmentation	Solution should provide Virtual Network visibility with application-centric protection from network threats and automation of common networking operations.	'Application-centric protection from network threats' and 'automation of common networking operations' describes Nutanix Flow — the native micro-segmentation and network security platform built into AHV. VMware's equivalent is NSX-T, a separately licensed product that costs significantly more than Flow. Is network security and visibility expected to be bundled into the HCI license (Nutanix Flow model) or purchased separately (VMware NSX-T model)?	As per RFP
328	SDN & Micro-Segmentation	Solution should provide micro segmentation (Restricted access between VMs in the same VLAN/VXLAN as well as across VLANs/VXLANS) using integration with proposed stateful virtual firewall.	Nutanix Flow provides microsegmentation between VMs in the same VLAN — controlling east-west traffic at the VM NIC level without deploying separate physical or virtual firewalls. VMware NSX-T provides equivalent functionality but is a separately licensed product requiring its own infrastructure (NSX Manager, Transport Nodes). Is micro-segmentation expected to be included in the base HCI license, or is it a separately priced add-on?	As per RFP
329	SDN & Micro-Segmentation	Solution should offer comprehensive flow assessment, analytics, security groups and firewall rules suggestion for the purpose of implementing micro level segmentation to achieve zero trust security.	Nutanix Flow's 'Discovery Mode' visualizes actual VM-to-VM traffic flows and recommends security group policies to achieve zero-trust — this is a unique Nutanix Flow capability. VMware NSX-T Intelligence (separate license) offers similar flow visualization. Can a non-Nutanix HCI solution provide flow-based policy recommendations for micro-segmentation natively (i.e., included in the HCI license without additional purchases)?	As per RFP
330	SDN & Micro-Segmentation	Solution should provide creation of security groups and security policies/rules based on parameters like virtual machine name/OS type/IP addresses/Security Tags etc.	Nutanix Flow creates security groups using VM attributes (name, OS type, IP, category tags) and enforces policies based on these dynamic attributes — VM categories are Nutanix's specific tagging mechanism. VMware NSX-T uses security groups with VM tags but 'categories' as a dynamic grouping mechanism is Nutanix-specific. Does the reference to 'Security Tags' as a grouping parameter indicate the specification was written with Nutanix Flow categories in mind?	As per RFP



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331	SDN & Micro-Segmentation	Solution should integrate with 3rd party physical network & security solutions using programmable REST APIs/OpenFlow/Netconf/Device packages to provide integration with proposed Spine-Leaf switches.	Nutanix AHV uses Open vSwitch (OVS), which integrates with physical switches via OpenFlow and REST APIs. The integration with Spine-Leaf switches (Cisco, Juniper, Arista) uses standard protocols. However, Nutanix Flow's integration with physical network security devices is limited compared to VMware NSX-T's extensive partner ecosystem. Has NEA evaluated which specific physical switch vendors from Annexure 1 (the RMS project uses Juniper QFX5120) will be integrated with the IFMIS HCI SDN layer?	As per RFP
332	SDN & Micro-Segmentation	Solution should have zero trust policy model for connected systems or hosts.	Nutanix Flow's default deny-all posture for VM-to-VM communication implements a zero trust model — no VM can communicate with another unless explicitly allowed. VMware NSX-T also implements zero trust but requires NSX-T licensing. Is zero trust micro-segmentation a Day 1 go-live requirement for IFMIS, meaning all 1,300 users and all VMs must have deny-all policies applied from the first day of go-live?	As per RFP
333	SDN & Micro-Segmentation	Solution should support traffic flows visualization with context of end-to-end Network Visibility from the VM, to the virtual NIC all the way to the top-of-rack switch port with health and performance of the network.	End-to-end visibility from VM NIC to physical switch port describes Nutanix's integration between Flow (for virtual network) and physical switch telemetry. VMware provides this through vRealize Network Insight (vRNI), a separately licensed product. Is end-to-end network visibility (including physical switch port health) expected to be included in the base HCI license or purchased separately?	As per RFP
334	SDN & Micro-Segmentation	Solution should provide a single centralized dashboard for managing, monitoring and provisioning of entire network & security infra inside Hyper Converged Infrastructure (HCI) cluster.	Nutanix Prism Central with Flow provides a single HTML5 dashboard covering compute (VM management), storage (distributed storage), network (micro-segmentation, security groups), and security (flow policies) — all in one interface without additional products. VMware requires: vCenter (compute) + vROps (monitoring) + NSX-T Manager (network security) — three separate products. Does 'single centralized dashboard' mean one unified product console, or are three integrated but separate consoles acceptable?	As per RFP
335	SDN & Micro-Segmentation	Solution should integrate with 3rd party physical network & security solutions (or their managers) from leading OEMs using programmable REST APIs/OpenFlow/Netconf/Device packages.	VMware NSX-T has a vastly larger partner ecosystem (Palo Alto, Check Point, Cisco ACI, F5) compared to Nutanix Flow. If NEA evaluates partner ecosystem breadth as part of technical scoring, VMware NSX-T scores higher. If NEA evaluates only functional compliance, Nutanix Flow may score equivalently. Has NEA defined how the SDN partner ecosystem depth will be evaluated and weighted in the technical scoring matrix?	As per RFP



336	SDN & Micro-Segmentation	Solution should be able to integrate with provided orchestration layer and cloud management platforms using programmable REST APIs/OpenFlow/Netconf to provide end to end automation.	Nutanix Prism Central serves as the 'orchestration layer and cloud management platform' for AHV — it provides REST APIs for automation. VMware uses vRealize Automation (vRA) as a separate cloud management platform. If 'orchestration layer and cloud management platform' is expected to be part of the HCI solution at no extra cost, does this favour Nutanix's integrated Prism Central model over VMware's separately purchased vRA?	As per RFP
337	SDN & Micro-Segmentation	Solution should support integration with Hyper Converged Infrastructure (HCI) hypervisor, Containers (running on Docker, Kubernetes) and any of public/private cloud.	Nutanix Karbon provides native Kubernetes integration with AHV, and Nutanix has cloud integration for AWS/Azure/GCP via Xi Cloud Services. Is Kubernetes/container integration expected to be built into the HCI platform (Nutanix Karbon model), or can a separately deployed Kubernetes distribution (Red Hat OpenShift, Rancher) running on the HCI satisfy this requirement?	As per RFP
338	SDN & Micro-Segmentation	Solution should provide network analysis solution to collect and analyze network flows in real time and put them in the context of the VMs and applications which are originating from or terminating to.	Real-time network flow analysis with VM/application context describes Nutanix Flow's network visibility dashboard — it shows which application (by VM name and category) is generating traffic. VMware provides this through vRealize Network Insight, which costs approximately \$10,000-\$50,000 per year separately. Is real-time application-context flow analysis expected in the base HCI license? If yes, this is included only in Nutanix with Prism Pro, not in base VMware vSAN licensing.	As per RFP
339	SDN & Micro-Segmentation	Solution should respond faster to security incidents and breaches by automating remediation processes, such as quarantining suspicious applications by integration with leading security vendors.	Nutanix Flow integrates with security vendors (Palo Alto Panorama, Fortinet FortiManager) to receive threat intelligence and automatically quarantine VMs running suspicious applications by changing their security group policy. This is a named feature in Nutanix Flow Security. Is automated VM quarantine (changing network security policy in response to a SIEM alert) a Day 1 requirement, and which competing HCI platform offers this without an additional SDN product license?	As per RFP
340	SDN & Micro-Segmentation	Solution should provide the functionality to remove all the network & security policies assigned to an application/VM whenever that application is decommissioned.	Nutanix Flow automatically removes security group policies when a VM is deleted or decommissioned — policies follow VM lifecycle. VMware NSX-T requires manual cleanup of security group rules when VMs are decommissioned, or scripted automation. Is automatic policy cleanup on VM decommissioning a mandatory requirement for IFMIS security hygiene, and can this be demonstrated by competing products?	As per RFP



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341	SDN & Micro-Segmentation	Solution should provide granular control and governance across VM to VM traffic or VMs pre-defined Group/Department.	Nutanix Flow uses 'Categories' (Department:Finance, Application:IFMIS, Environment:Production) to apply security policies at group level — all Finance VMs automatically get Finance security policies without manual IP-based rules. VMware NSX-T uses static security groups or dynamic membership based on VM tags. Does 'pre-defined Group/Department' as a policy grouping mechanism describe Nutanix's Category-based model specifically?	As per RFP
342	SDN & Micro-Segmentation	Solution should integrate (send, receive events, alerts to & from) with existing Network and Security monitoring tools like Network Management System (NMS), SIEM etc.	Nutanix Prism Central forwards alerts to SIEM systems via syslog and REST APIs. Since NEA does not have an existing SIEM (the bid does not procure one), which SIEM is 'existing' that IFMIS must integrate with from Day 1? If there is no existing SIEM, does this requirement effectively require procuring a SIEM as part of this bid, and has this cost been factored into the budget?	As per RFP
343	SDN & Micro-Segmentation	Solution must leverage virtualized network functions from third-party software (e.g. virtual firewalls, load balancers, threat detection, and application performance monitoring etc.), which can be inserted in-line or in tap-mode with VM traffic.	Nutanix Flow supports 'Service Insertion' — inserting third-party virtual network functions (virtual firewall from Palo Alto, virtual load balancer from F5) inline with VM traffic. VMware NSX-T also supports VNF insertion. However, the Fortinet firewall already specified in this bid (Section 3.3.7) — is it a physical appliance or a virtual FortiGate that will be inserted as a VNF in the HCI cluster? If virtual, this changes the architecture significantly.	As per RFP
344	SDN & Micro-Segmentation	Solution should integrate with L2/L3 network device with API call function for all required network configuration (L2/L3) with VM Life cycle.	VM lifecycle integration with physical L2/L3 network devices means when a VM is created, the HCI automatically calls the switch API to configure the VLAN and IP address. This requires the physical switches to support REST API-based configuration. From the switching specification (Section 3.3.3), the switches must support REST APIs. Do the specific switches being evaluated for this bid support REST-based VLAN provisioning, and has a specific switch vendor been pre-selected that works with Nutanix's OVS integration?	As per RFP
345	SDN & Micro-Segmentation	Solution should provide a single centralized dashboard for managing, monitoring and provisioning of entire network & security infra.	Reading all SDN/networking requirements together in Section 7 (HCI networking): zero trust, micro-segmentation, east-west control without third-party software, VM lifecycle policy automation, flow analytics, single dashboard, built-in WAN optimizer, quarantine integration — the only product that satisfies all requirements from one vendor without additional licensed components is Nutanix Flow + Prism Central. VMware requires NSX-T + vRNI + vROps (three separate products). Has NEA conducted a market survey confirming that at least three vendors can meet all these SDN requirements, as required by ADB procurement guidelines for competitive bidding?	As per RFP. Matters such as procurement compliance, including any approvals or market assessments, are addressed within NEA's internal governance processes. Bidders are therefore requested to submit their bids strictly in accordance with the RFP.



346	SDN & Micro-Segmentation	Solution should provide Virtual Network visibility with application-centric protection from network threats and automation of common networking operations.	ADB procurement guidelines (which govern this bid as it is ADB-financed) prohibit technical specifications that restrict competition to a single vendor. When the cumulative HCI + Hypervisor + DB Tool + SDN requirements are evaluated together, only Nutanix satisfies all requirements natively without purchasing additional products. Has the Purchaser (NEA) obtained ADB's approval for these specifications, and has a market survey been submitted to ADB confirming that at least three vendors can comply with the full technical specification as written?	As per RFP. Matters such as procurement compliance, including any approvals or market assessments, are addressed within NEA's internal governance processes. Bidders are therefore requested to submit their bids strictly in accordance with the RFP.
347	Vol-II	Cyber Security Requirement for IFMIS	The solution is on-premise, but the cyber-security requirements include Cloud security, which creates ambiguity w.r.t deployment/security architecture expectations.	As per Vol-II, Section 6, the IFMIS solution is envisaged to be deployed on an on-premise Data Centre (Clause 2.3.5). The inclusion of Cloud Security under Clause 2.3.14 is to ensure adoption of modern, future-ready security controls and frameworks (e.g., Zero Trust, IAM, API security), and does not mandate cloud deployment. Detailed security and deployment architecture shall be finalized during the Solution Design and Business Blueprinting phase, as provided in Clauses 2.2.3 and 2.3.4.
348	Vol-I	Training charges for training to be imparted abroad	Kindly clarify about abroad training	As per RFP
349	Vol-II	Bandwidth & Latency	As mentioned business users are based on 214+ office location and the required ERP solution will be consumed by all users. In this case please confirm the following - 1. Please provide current available bandwidth across this location ? 2. Whether the existing network bandwidth is dedicated or shared between the Key application ? 3. Please confirm the key user count per office location who will be using the SAP ERP solution ?	Will be shared with successful bidder
350	Vol-II	Licensed User Categorization	Out of 1300 application user, how many are High Activity, Medium Activity and Low Activity users. High Activity : Power users, application developers, or telesales/data entry personnel who are constantly in the system. Medium Activity : Typical users such as administrators, functional consultants, or staff (e.g., accountants) who use ERP regularly but not every second. Low Activity : Executives, casual users, or managers who access the system sporadically for reporting or approvals.	The RFP specifies 1,300 full-use IFMIS application licenses, all to be perpetual, enterprise, unrestricted, and in the name of NEA (Clause 2.3.2). User activity classification (High / Medium / Low) shall be: Determined during the As-Is Study and Business Blueprinting phase Finalized after role mapping and process analysis Approved by NEA



351	Vol-II	Hardware & Sizing	<p>We require rough estimation of number of business transaction volume data per module for hardware sizing calculations?.</p> <p>SD (Sales and Distribution): Number of sales orders, deliveries, and billing documents per year</p> <p>MM (Materials Management): Number of purchase orders and material movements.</p> <p>FI/CO (Finance/Controlling): Number of journal entries and invoices.</p> <p>DMS : The average number of documents per day/month and their average file size.</p> <p>BW : Please provide the total number of user will use BW reporting. Also categorize them based on below -</p> <p>INFO - Information consumers (low user activity of 1 query per hour)</p> <p>BUSINESS - Business users (medium user activity of 11 queries per hour)</p> <p>EXPERT - Expert users (high user activity of 33 queries per hour)</p> <p>How many number of concurrent users are you expecting at peak?</p>	Will be shared with successful bidder.
352	Vol-II	Integration	<p>Pls list out the integrated systems, their purpose and how they interface each other and current FMIS solution?</p>	<p>The RFP lists indicative systems for integration, including:</p> <p>HRIS, Payroll, CAS, AMS</p> <p>RMS, GIS, DMS</p> <p>SCADA, OMS, Smart Metering</p> <p>The final integration scope, data flows, and interfaces shall be defined during Business Blueprinting, as explicitly stated in Clauses 2.2.6 and 2.3.7.</p>
353	Vol-II	Data Storage	<p>How many years of data should be present in SAP</p>	<p>The RFP requires the SI to define a Data Retention and Archival Policy compliant with:</p> <p>NEA statutory needs, Regulatory requirements, Business reporting needs</p> <p>Exact retention duration shall be finalized during Solution Design and approved by NEA.</p>
354	Vol-II	Archiving Solution	<p>Do you require any Archive solution for post go-live Archive strategy. Are you using any Archive solution? If yrs, Please list out the solution and what is your current archive strategy?</p>	<p>The RFP mandates preparation of an archive and retention strategy post Go-Live. The tool/solution (native or third-party) shall be evaluated and finalized during implementation.</p>
355	Vol-II	Vendor Invoice Management	<p>Do you require any Vendor Invoice management solution from SAP. Are you currently using any VIM solution?</p>	<p>Vendor invoice processing, approvals, and workflow are covered within the Finance and DMS scope defined in the RFP. The requirement for a dedicated VIM solution will be assessed during Solution Design, and the bidder is expected to propose an appropriate approach based on NEA's approved processes.</p>
356	Vol-II	Governance Risk and Compliance	<p>Are you using any GRC solution? If not, Do you plan to use to manage the GRC access control for NEA users?</p>	<p>The RFP requires: Role-based access control, Segregation of duties, Audit trails and compliance reporting.</p> <p>A dedicated GRC module, if required, shall be evaluated during design, provided RFP compliance is met.</p>
357	Vol-II	Single Sign ON	<p>What is your current Single Sign On solution? If there is no SSO in place, we recommend to use SSO with Active Directory? Since SAP is majority Fiori Based, secure SSO solution is important and recommended. Do you have a Certifying authority who can sign digital certificates?</p>	<p>SSO and certificate-management approaches will be defined during Blueprinting in line with NEA's security architecture; the RFP does not specify an existing SSO</p>
358	Vol-II	Active Directory	<p>Do you have Active Directory and all "TO-BE" Users will be using Active Directory to login to their PC/Laptop?</p>	<p>The RFP envisages Directory Services (Active Directory) for centralized identity and access management. Final implementation details shall be aligned during design.</p>



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359	Vol-II	Disaster Recovery	What should be RTO and RPO for DR landscape. Do you require High Availability in DR landscape also or High availability will be only present in DC ?	High Availability is required at the Primary Data Centre only at this stage. RTO/RPO values shall be finalized during design.
360	1.2	Organization Structure	Organization Chart is of NEA is not clearly visible	Please refer RFP. Highlevel details provided in the RFP.
361	2.2	Project Management module scope	Is the Project Management (SAP PS equivalent) expected to be the single system of record for all generation, transmission and solar projects?	As per Vol-II, Section 2.2, the Project Management module forms part of the enterprise-wide IFMIS and is intended to support planning, execution, monitoring, and financial integration of NEA projects. The RFP does not mandate the Project Management module to replace all existing project systems as a single system of record upfront. Final determination on system-of-record status, scope of coverage across generation, transmission, solar, and other projects, and coexistence or sunset of existing systems shall be finalized during the Business Blueprinting phase, as explicitly stated in Vol-II, Clause 2.2.2 (As-Is and To-Be Study).
362	2.2	ESS & MSS – Device Access for 15,000 Users	Does every employee have access to a computer/smartphone?	As per RFP
363	2.2	Workforce in remote/field locations with limited connectivity.	What percentage of the workforce is in remote/field locations with limited internet connectivity?	The RFP mandates that the System Integrator conduct a site study and connectivity assessment across NEA locations as part of the As-Is Study (Clause 2.3.3.2). Specific statistics regarding workforce distribution in remote or low-connectivity areas are NEA operational data and shall be shared by NEA with the successful bidder during detailed assessment.
364	2.2.1	The RFP mentions 214 offices and 388 projects	What is the definition of "Projects" — are they temporary cost centers, separate legal entities, or organizational units within NEA?	As per Vol-II, Section 2.2.1, the term "Projects" refers to NEA operational and capital projects undertaken across Generation, Transmission, Distribution, Solar, and other directorates. These projects are: Not separate legal entities, Typically treated as project/cost objects within NEA, Used for planning, execution, monitoring, and financial tracking. Precise classification (project, WBS, cost center, internal order) shall be finalized during the Business Blueprinting and Solution Design phase, as per Clauses 2.2.2 and 2.3.4.
365	2.2.1	The RFP mentions 214 offices and 388 projects	Confirm all legal entities in scope and specify the legal entity that will enter into the contract with the System Integrator (SI).	As clearly stated in Vol-I (ITB & BDS), Nepal Electricity Authority (NEA) is the Purchaser NEA shall be the legal entity entering into the contract with the System Integrator. The RFP (Vol-II, Clause 2.2) indicates that IFMIS may later be extended to subsidiary companies, but, Subsidiaries are not contractual parties at this stage. Extension shall be handled as per contract provisions
366	2.2	ERP based IFMIS scope definition	Confirm whether SAP S/4HANA (on-premise) is an acceptable ERP platform for the IFMIS implementation.	Bidder to confirm compliance of proposed solution as per RFP Specifications



367	2.2	Scope of System Integrator responsibilities	Under a single contract, is the selected System Integrator expected to be responsible for the ERP application, data-centre infrastructure, cybersecurity tools, ATS and FMS?	<p>Yes. As per the Scope of Work defined in Vol-II (Section 6), the IFMIS project is being procured as a single, integrated contract, under which the selected System Integrator (SI) shall be responsible for end-to-end delivery and support of the IFMIS solution, including but not limited to the following components:</p> <p>ERP / IFMIS Application Supply, configuration, customization, integration, testing, rollout, stabilization and handholding of the ERP-based IFMIS, as specified in Vol-II, Sections 2.2 and 2.3.</p> <p>Data Centre (DC) Infrastructure Design, supply, installation, commissioning, and maintenance of all required on-premise DC infrastructure, including compute, storage, network, and supporting software, as specified in Vol-II, Clause 2.2.5 and 2.3.5.</p> <p>Cybersecurity Tools and Controls Provisioning and operation of required cybersecurity components (e.g., firewall, IPS, antivirus, SOC-related controls), and compliance with NEA/Government cybersecurity requirements, as specified in Vol-II, Clause 2.3.14 (Cyber Security).</p> <p>Annual Technical Support (ATS) End-to-end OEM-backed technical support for all supplied software (ERP, database, middleware, tools, etc.) throughout the contract duration, as specified in Vol-II, Clause 2.3.18.12.</p> <p>Facility Management Services (FMS) Post Go-Live operations, monitoring, helpdesk services, application support, infrastructure operations, SLA compliance, and ongoing handholding for the defined period, as specified in Vol-II, Clause 2.3.18. The RFP clearly envisages single-point accountability of the System Integrator for the complete IFMIS solution stack and its operations, even where OEMs or subcontractors are involved.</p> <p>Any permitted subcontracting remains the responsibility of the SI, in line with Vol-I ITB 18.4 and Bid Data Sheet provisions.</p> <p>Accordingly, bidders shall price, architect, and propose their solution on the basis of a single, unified contractual responsibility.</p>
368	2.2.5	Backup site location.	Where is the remote backup site located? What is the distance from the primary DC?	Will be shared with successful bidder
369	2.2.6	Integration with Revenue Management System (RMS) by Longshine Technology.	What specific data needs to flow between RMS and IFMIS (e.g., revenue figures, consumer master data, billing summaries)?	<p>The RFP mandates integration of IFMIS with the Revenue Management System (RMS) to support end-to-end financial and operational processes.</p> <p>However, specific data objects and interfaces are not exhaustively predefined.</p> <p>Indicative data exchange includes (but is not limited to): Revenue and collection summaries, Billing and realization data required for financial accounting, Transactional data required for reconciliation and reporting.</p> <p>The exact data flow, granularity, frequency, and ownership shall be finalized during the Business Blueprinting and Integration Design phase, in line with Vol-II, Clauses 2.2.6 and 2.3.7, with NEA approval.</p>
370	2.2.6	RMS implementation status and Go-Live date.	What is the current implementation status and expected Go-Live date of RMS?	Will be shared with successful bidder
371	2.2.6	Longshine contractual support for integration	Is Longshine contractually obligated to support integration with third-party systems?	<p>The RFP places end-to-end integration responsibility on the selected System Integrator (SI). Contractual obligations of third-party vendors (such as Longshine) are outside the scope of this procurement.</p> <p>As per RFP intent, The SI shall manage and coordinate required integrations</p> <p>Any third-party cooperation required for integration shall be managed through NEA and SI coordination, as per prevailing contracts. Single-point accountability firmly rests with the SI.</p>



372	2.2.6	Integration with SCADA	What data from SCADA needs to flow into the ERP? Is it limited to maintenance alerts or does it include energy data?	<p>The RFP identifies SCADA and related systems as integration particulars. It does not restrict integration only to maintenance alerts, nor does it mandate full operational data ingestion.</p> <p>Indicative integration may include, Maintenance-related triggers and alerts</p> <p>Asset status required for maintenance and financial processes</p> <p>The final scope (maintenance, operational summaries, or other defined datasets) shall be determined during Integration Design, in accordance with Vol-II, Clauses 2.2.6 and 2.3.7.</p> <p>Designed for phased and need-based integration.</p>
373	2.2.6	GIS integration scope.	What is the expected integration — asset location data, network topology, consumer mapping?	<p>The RFP envisages integration with GIS to support asset-centric and network-aware operations. However, specific integration elements (asset location, topology, consumer linkage) are not exhaustively defined. The detailed GIS-IFMIS integration scope shall be finalized during the Business Blueprinting phase.</p>
374	2.2.6	GIS system implementation status.	Is the GIS system already implemented or under procurement?	As per RFP
375	2.2.6	Integration with e-Office System.	Is e-Office already implemented? Which product is being used?	As per RFP
376	2.2.6	e-Office integration scope.	What is the expected integration scope with e-Office?	<p>The RFP envisages integration with the e-Office System to support workflow continuity, document exchange, and process alignment across NEA.</p> <p>The exact scope of integration (e.g., document referencing, approval triggers, or metadata exchange) shall be finalized during the Solution Design and Business Blueprinting phase, in line with Vol-II, Clause 2.2.6.</p>
377	2.2.6	Biometric to ERP time data flow for attendance.	Should time data flow from biometric → ERP for leave/attendance management?	As per RFP
378	2.2.9	Data migration volume and responsibility	Confirm the historical data to be migrated to the new system, and indicate the number of years of historical Finance and HR data to be migrated into IFMIS.	<p>The RFP requires the System Integrator to carry out data migration of master and transactional data from NEA's existing systems, as specified in Vol-II, Clause 2.2.9 and 2.3.9.</p> <p>The RFP provides indicative database sizes for certain legacy systems</p> <p>Does not pre-define a fixed number of historical years for Finance or HR data migration.</p> <p>The final scope, cut-off period, and number of historical years to be migrated shall be determined during the Data Assessment and As-Is Study, finalized in consultation with NEA, approved as part of the Data Migration Strategy</p>
379	2.2.11	Statutory and regulatory compliance	Confirm whether Public Sector Fund Management functionality is mandatory to comply with GoN reporting requirements.	<p>As per Vol-II, Clause 2.2.11, the IFMIS solution must comply with all applicable Government of Nepal laws, rules, and regulations, including those related to:</p> <ul style="list-style-type: none"> Public sector financial management Budgeting, accounting, and reporting requirements <p>Accordingly, the IFMIS solution must support public-sector-oriented financial controls and reporting, as required to meet GoN and NEA statutory obligations.</p>
380	2.2.2	As-Is and To-Be study expectations	Is NEA open to adopting SAP Best Practices and undertaking process re-engineering, or should the To-Be design strictly follow existing NEA processes?	<p>The RFP explicitly envisages process review, simplification, standardization, and re-engineering as part of the IFMIS implementation.</p> <p>As per Vol-II, Clause 2.3.4, the System Integrator shall:</p> <ul style="list-style-type: none"> Review existing processes Eliminate redundant or non-value-adding activities Recommend best-practice To-Be processes, while ensuring compliance with NEA rules and laws <p>NEA is open to adopting industry best practices, subject to:</p> <ul style="list-style-type: none"> Statutory and regulatory compliance Formal review and approval of the To-Be design
381	1.3.4	Extension of IFMIS Scope to Subsidiary Companies	What is the planned timeline for extending IFMIS to subsidiary companies?	As per Vol-II, Clause 1.3.4, extension of IFMIS to subsidiary companies is planned post successful implementation at NEA.



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382	2.3.1	System should be built with "open APIs" and "micro web services."	Does NEA have a preference for the API standard (REST, OData, SOAP)?	The RFP mandates that the IFMIS solution be built with: Open APIs Service-oriented / micro-service architecture However, the RFP does not prescribe a specific API standard (REST, OData, SOAP, etc.). The selected System Integrator may propose appropriate API standards consistent with: Open architecture principles Interoperability requirements Industry best practices
383	2.3.2	NEA Unbundling / Multi-Company Architecture - NEA mentions potential unbundling into Generation, Transmission, and Distribution companies.	What is the expected timeline for unbundling? Should the ERP solution be designed from Day 1 with a multi-company code architecture to accommodate this unbundling?	The RFP states that NEA may be unbundled into multiple companies (e.g., Generation, Transmission, Distribution) in the future (Vol-II, Clause 2.3.2 and 1.3.4).
384	2.3.2	License requirement mentions 15,000 payroll/pension users.	How many employees does NEA currently have across all 214 offices? Does 15,000 include retired pensioners? What is the current headcount of active employees vs. pensioners?	The RFP specifies a requirement of 15,000 Payroll, Pension, and Self-Service Users, as indicated in Vol-II, Clause 2.3.2. The RFP: Does not require disclosure of detailed headcount split between active employees and pensioners at this stage Indicates that the license numbers are indicative estimates, subject to refinement after the As-Is Study Final user counts and categorization shall be validated during Business Blueprinting, with NEA approval.
385	2.3.2	Pilot licenses are ~150.	Are these part of the 1,300 full-use licenses or additional?	Yes. The pilot licenses are part of the 1,300 full-use licenses defined in the RFP; they are not additional.
386	2.3.2	8 pilot locations are identified.	Will parallel running (old system + new system) be required during pilot?	Will be shared with successful bidder
387	2.3.1	BI & BW – Dashboards and KPIs	What are the key dashboards and KPIs expected by top management?	As per RFP
388	2.3.1	Mobile Application – Business Processes	What specific business processes should be mobile-enabled beyond ESS/MSS?	As per RFP
389	2.3.1	Offline capability for mobile app in remote offices.	Should the mobile app work offline (given connectivity challenges in remote NEA offices)?	Offline mobile capability will be required; the detailed design and implementation approach will be finalized during the Blueprinting phase.
390	2.3.7	Two different MDMS platforms exist (Java/C++ and .NET)	Should IFMIS integrate with both MDMS platforms?	The RFP requires IFMIS to integrate with existing and future external operational systems, including MDMS, as specified in Vol-II, Clause 2.3.7. The RFP does not restrict integration to a single MDMS platform. Accordingly, the System Integrator shall propose an integration approach that can support integration with all relevant MDMS platforms in scope, subject to: Business relevance Technical feasibility Finalization during the Integration Design phase, with NEA approval
391	2.3.7	MDMS integration nature.	What is the nature of integration — is it for energy accounting, loss analysis, or billing data?	The RFP identifies MDMS as an integration candidate but does not prescribe a fixed functional scope. The exact nature, data sets, and usage shall be finalized during Business Blueprinting and Integration Design, as per Vol-II, Clause 2.3.7.



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392	2.3.9	Data cleansing responsibility	Will data cleansing and validation be performed by NEA business users, or is it expected from the System Integrator?	As per Vol-II, Clause 2.3.9, the System Integrator is responsible for defining and executing the data migration approach, including: Data assessment Migration tools and procedures Migration execution Data ownership, business validation, and sign-off shall be performed by NEA business users, with support from the SI. This shared responsibility model is consistent with RFP intent.
393	2.3.9	Payroll database is 680 MB while e-attendance is 838 GB.	Clarify the exact scope of data and objects that are required to be migrated?	The database sizes mentioned in the RFP are indicative and meant to communicate order of magnitude. The exact scope of data objects (masters, open transactions, history) shall be: Assessed during Data Migration Planning Defined in the Data Migration Strategy Approved by NEA prior to execution
394	2.3.11	Rollout strategy	What is the preferred rollout strategy — Big Bang, phased by module, phased by location, or phased by directorate?	The RFP does not mandate a specific rollout strategy. The System Integrator is expected to, propose a feasible rollout strategy and Justify the approach based on risk, readiness, and complexity. The final rollout strategy shall be finalized during Project Planning, as per Vol-II, Clause 2.3.11, with NEA approval.
395	2.3.11	Inter-company accounting	Is inter-company accounting between NEA and its subsidiaries required from Day 1 of IFMIS go-live?	The RFP indicates that IFMIS extension to subsidiaries is planned for a later phase (Vol-II, Clause 1.3.4). Whether IFMIS needs to support inter-company processes at go-live will be finalized during the Blueprinting phase based on NEA's approved organizational and financial structure. The system must be architecturally capable of supporting it when required
396	2.3.13	Physical/paper-based data digitization.	Is there any physical/paper-based data that needs to be digitized and migrated?	If there are paper-based records that NEA wishes to include, the approach can be discussed and finalized during the Blueprinting stage in line with NEA's internal policies.
397	2.3.13	NEA resources for data validation during migration.	Will NEA provide dedicated resources for data validation and sign-off during migration?	Yes. As per RFP intent, data validation and acceptance shall be carried out by NEA-nominated business users, supported by the SI. This aligns with standard governance and ownership principles envisaged in Vol-II, Clause 2.3.13.
398	2.3.13	Go-Live acceptance authority	Who will provide the final sign-off for IFMIS go-live and stabilization—Business Owners, PMU or the Steering Committee?	Final Go-Live and stabilization acceptance shall be provided by NEA, through its authorized governance mechanism (e.g., PMU / Steering Committee), as defined in NEA's internal project governance. The SI shall support acceptance activities as per RFP, but final authority rests with NEA.
399	2.3.14	RFP mentions "Cloud Security" under cyber security requirements.	Does "Cloud Security" mean some components may be cloud-based? Which components?	As per Vol-II, Section 6, the IFMIS solution is envisaged to be deployed on an on-premise Data Centre (Clause 2.3.5). The inclusion of Cloud Security under Clause 2.3.14 is to ensure adoption of modern, future-ready security controls and frameworks (e.g., Zero Trust, IAM, API security), and does not mandate cloud deployment. Detailed security and deployment architecture shall be finalized during the Solution Design and Business Blueprinting phase, as provided in Clauses 2.2.3 and 2.3.4.
400	2.3.14.2	Security and audit scope	Are third-party cybersecurity and OEM audits mandatory on an annual basis during the ATS/FMS period, and who will bear the cost?	As per RFP
401	2.3.16	Hardware procurement starts at M9, Blueprinting completes at M6.	Can hardware procurement be initiated before blueprint finalization?	As per RFP
402	2.3.16.1	Training facilities at NEA offices.	Are training facilities (rooms, projectors, computers) available at NEA offices?	As per RFP



403	2.3.16.1	Training – Employee Release During Rollout : Training for ~16,300 users across 214+ offices in about 7 months.	Is NEA prepared to release employees for training during this period?	The RFP envisages structured training for all identified users. NEA shall facilitate reasonable release of employees for training, subject to business continuity requirements. Detailed training schedules shall be mutually finalized.
404	2.3.16.1	Training delivery mode for 16,300 users.	Is virtual/online training acceptable or must all training be in-person?	The RFP does not mandate only classroom training. A mix of instructor-led, virtual/online, and train-the-trainer models is acceptable, provided learning objectives are met. The mode of delivery—virtual, in-person, or blended—will be finalized during Blueprinting based on NEA's approved training strategy.
405	2.3.19.2	Project Management Consultant (PMC) for the project.	Has the PMC been already appointed? Who is the PMC?	Selected bidder will be provided required information
406	2.3.20	60 users abroad training requirement.	Which are the abroad destinations and what is the duration for abroad training?	The RFP requires overseas exposure/training for selected users but does not prescribe destinations or duration. These details shall be finalized during implementation planning with NEA approval.
407	2.3.20	Change Management – Workshop Locations	What are the expected workshop locations?	Workshop locations shall be finalized during Change Management planning and may include central and regional NEA locations, as agreed with NEA.
408	3.1.2	Ability to comply with financial management rules and HR rules/Act/Bylaws of NEA.	Need more clarity on the bylaws of NEA	The IFMIS solution must comply with NEA's applicable rules, bylaws, Acts, and GoN regulations. Detailed bylaws are statutory documents of NEA and shall be referenced during design and validation.
409	3.1.2	Ability to provide facility to present report in graphs within the system	Is NEA expecting to view all the transactional reports in graphical format?	The RFP requires ability to present data graphically, but does not mandate graphical representation for every transactional report. Number of decimals and presentation formats shall be configurable. The required reporting formats and visualizations will be finalized during the Blueprinting phase
410	3.1.2	Ability to - -edit reports (Create/Change/Display) - perform calculations (e.g. totalling, percentage) -restrict report selection based on security of database, organisation structure	Need more clarity on Create/Change reports.	As per RFP
411	3.1.2	Ability to produce payable reports on demand within the system (but should not be limited to): -By invoice date -By vendor type -By DCS/ Province Office	Need list of reports required with clarity on DCS/Province Office	As per RFP
412	3.1.2	Ability to carry out Standard Costing & Average Costing.	Need more clarity on the average cost method	The RFP requires support for standard and average costing methods. The precise method (moving/periodic) shall be finalized during Business Blue print/solution design.
413	3.1.2	System should be Integrated to Nepal Government RMIS system for the automatic posting VAT	Will the VAT postings go to RMIS system in a real time or at month end for reporting & filling purposes?	The RFP requires integration with GoN RMIS for VAT reporting. Timing (real-time vs periodic) is not prescribed and shall be finalized during integration design, aligned with GoN requirements
414	3.1.2	Ability to charge penalty to the customer account based on user-defined conditions	Need clarification on the conditions on which the penalties are defined. Are these conditions customer specific or user can select on ad hoc basis	All such requirements (penalties, interest, adverse balances, alerts, limits, rounding, formats) are rule-based and configurable. Conditions, thresholds, and classifications shall be defined during Business Blueprinting, not hard-coded.



415	3.1.2	Ability to set default interest rate or surcharge	The interest rate will be charged on the outstanding amount or specific component of the invoice?	All such requirements (penalties, interest, adverse balances, alerts, limits, rounding, formats) are rule-based and configurable. Conditions, thresholds, and classifications shall be defined during Business Blueprinting, not hard-coded.
416	3.1.2	Availability of section-wise receipt voucher details of concerned sections for preparation of pay-in slip	Need clarity on the pay-in slip.	All such requirements (penalties, interest, adverse balances, alerts, limits, rounding, formats) are rule-based and configurable. Conditions, thresholds, and classifications shall be defined during Business Blueprinting, not hard-coded.
417	3.1.2	Ability to alert in case actual cash holding exceeds the insurance limit	Need to understand the linking of cash holdings with insurance limit.	All such requirements (penalties, interest, adverse balances, alerts, limits, rounding, formats) are rule-based and configurable. Conditions, thresholds, and classifications shall be defined during Business Blueprinting, not hard-coded.
418	3.1.2	Ability to transfer of credit to party's employee's account through e-payment	Why does the payment need to be sent to the employees account?	As per RFP
419	3.1.2	Automated receipt of cheque functionality shall comprise of: - Availability of section-wise receipt voucher details of concerned sections for preparation of pay-in slip	Is section a different department or organizational unit for NEA?	As per RFP
420	3.1.2	Ability of the system to auto convert the individual budgets into a common budget for a budgeting period	Need definition of the common budget.	All such requirements (penalties, interest, adverse balances, alerts, limits, rounding, formats) are rule-based and configurable. Conditions, thresholds, and classifications shall be defined during Business Blueprinting, not hard-coded.
421	3.1.2	Align profit centre/ cost centre with account codes	Is NEA also expecting to restrict the postings if the unique combination of Profit Center/Center with GL is violated?	As per RFP
422	3.1.2	Ability of auto alert for adverse-balances (debit/credit)	Need to understand the classification of adverse balances.	All such requirements (penalties, interest, adverse balances, alerts, limits, rounding, formats) are rule-based and configurable. Conditions, thresholds, and classifications shall be defined during Business Blueprinting, not hard-coded.
423	3.1.2	Ability to show financial data in thousands, millions etc. without creating rounding problem - Store the report format for later use - Produce reports in graphical form for presentation purposes	Is NEA expecting to view all the transactional reports in graphical format? How many decimal places are expected in the reports output?	The RFP requires ability to present data graphically, but does not mandate graphical representation for every transactional report. Number of decimals and presentation formats shall be configurable. The required reporting formats and visualizations will be finalized during the Blueprinting phase
424	3.1.2	Ability to define continuous assets/equipment applicable to NEA's transmission assets. The system is to provide facility to allow an item of equipment to be defined as a function of its length	Need further clarification on the requirement	This requirement refers to the system's ability to model and manage linear or continuous assets—such as transmission lines—based on attributes like length or segments. Detailed configuration and additional rules (such as funding or depreciation handling) will be finalized during Blueprinting in line with NEA's asset-management policies.
425	3.1.2	Ability to segregate the NEA/GoN/Public Participation in Fixed Asset and segregate the cost and depreciation for NEA/GoN/Public Participation also for the same Asset.	Can one asset be classified under more than one source of funding?	As per RFP
426	3.1.4	Ability to send online request to higher Official for execution of work order	Are you referring to approval workflow with multilevel hierarchy?	Yes. These requirements refer to configurable multi-level approval workflows.
427	3.1.4	Ability to receive online approval from higher Official to carry out a particular work	Are you referring to approval workflow with multilevel hierarchy?	Yes. These requirements refer to configurable multi-level approval workflows.



428	3.1.4	Ability to provide necessary information to generate predefined Score Cards for monitoring of Key Performance Indicators	Please share the key performance indicators to be monitored. Is there any specific formats in which this need to be monitored	KPIs and monitoring formats will be finalized during the Blueprinting phase based.
429	3.1.4	Ability to Support shift management including but not limited to: - Continuation staff in various shifts to ensure the continuity of maintenance work - Provision for absences	Please share the detailed expectation of this requirement	As per RFP
430	3.1.4	Ability to generate reports confirming to technical, operational, regulatory, statutory and other business requirements	What are the different reports that you are considering ?	As per RFP
431	3.1.4	Ability to help reviewing Routine Maintenance Schedules execution orders as per geographic locations	GIS and Field service maintenance module in scope?	As per RFP
432	3.1.4	Ability to keep track of skill wise location of manpower for assigning jobs based on proximity, skill and availability	GIS and Field service maintenance module in scope?	As per RFP
433	3.1.4	Ability to allocate online, particular work to concerned department /group of personnel/ individual	GIS and Field service maintenance module in scope?	As per RFP
434	3.1.4	Ability to reallocate field resources as per job requirement both for internal Employees of NEA or contract laborers	GIS and Field service maintenance module in scope?	As per RFP
435	3.1.4	Ability to share accident related information with HR Management & General Administration module for legal requirements	Is EHS module in scope ?	As per RFP
436	3.1.4	Ability to generate Contract Labour Attendance Report	Where the contract labour attendance are recorded ?	Attendance source systems are NEA operational inputs.This will be confirmed by NEA during the Blueprinting phase based on existing processes and system-integration requirements.
437	3.1.4	Ability to list and raise the flags to the concerned personnel who are allocated the execution orders	Are we referring to integration with distribution management system?	As per RFP
438	3.1.4	Ability to exchange information with system study software for carrying out load flow study, sensitivity analysis etc.	Which 3rd party system are we referring and the information that is transferred?	This will be and confirmed by NEA during the Blueprinting phase based on existing systems and integration requirements
439	3.1.4	Ability to aid investigation of issues and update details of the problem specified based on historical information	Are we considering option to autoupdate details based on prediction by analysis of past trend?	This will be and confirmed by NEA during the Blueprinting phase based on NEA business process requirements
440	3.1.4	Ability to raise requisition to concerned official for issue of mobile vans	Are the mobile vans services taken from external vendor or is it inhouse ? Do you want to consider the vehicle management in scope?	These are functional expectations (tracking, simulation, analysis). Detailed rules and definitions (e.g., "idle asset", escalation model) shall be finalized during blueprinting.
441	3.1.4	Ability to list a report detailing the idle assets in a location in specific period of time	What are the conditions you are quantitatively expecting to capture in the system that will define an asset as idle?	These are functional expectations (tracking, simulation, analysis). Detailed rules and definitions (e.g., "idle asset", escalation model) shall be finalized during blueprinting.
442	3.1.4	Ability to simulate the life cycle maintenance cost for an item of equipment when different operational conditions and maintenance strategies are entered as parameters	Projection of maintenance cost based on predefined maintenance plan or the expectation is different from this understanding?	As per RFP



443	3.1.6	Ability of Corporate Budgeting process to be integrated with the budgeting and planning of the individual units and support functions	Does "Corporate Budgeting" refer to a top-down allocation from SAP Investment Management (IM) to PS? We need to clarify if the "support functions" require their own WBS elements or if they are purely Cost Center based.	As per RFP
444	3.1.6	Ability of the system to auto convert the individual budgets into a common budget for a budgeting period	Is the requirement to roll up WBS budgets to a Program level automatically?	As per RFP
445	3.1.6	Ability to capture daily exchange rate for calculation/evaluation of proposals for imports to be made.	Is daily exchange rate required for Planned Costs in the project or for Commitments (Purchase Requisitions)?	As per RFP
446	3.1.6	Ability to capture different approved proposals by NEA/ GoN for future/ running schemes from Capital Planning and Monitoring Department.	Are these "proposals" to be tracked as separate project, or as "Unapproved" WBS elements? We need to understand how "Future Schemes" differ from "Active Projects" in the system landscape.	As per RFP
447	3.1.6	Ability to consider escalated material prices (during the project period) for budgeting.	How should escalation be captured? Is this a "buffer" or "contingency" wbs element?	As per RFP
448	3.1.6	Ability to create project budget based on task or work breakdown structure or both.	Is the expectation is prepare budget at Activity level or WBS level?	As per RFP
449	3.1.6	Ability to prepare the milestone wise (Billing schedule- wise) budget	Standard PS budgets are time-independent or annual. Does the client need the budget to be "unlocked" only when a milestone is reached?	As per RFP
450	3.1.6	Ability to provide "what if" with multiple options and must track various scenarios evaluated	Are these scenarios strictly for "Planning" (Cost) or "Budgeting" (Availability Control)? SAP allows multiple Planning Versions, but usually only one "Active" Budget Version for Availability Control.	As per RFP
451	3.1.6	Ability to support multiple budgets by revenue accounts and expense accounts. For example, to provide for at least two sets of budgets such as Annual (Original) and Revised Budgets for each accounting entity.	Does the project involve Revenue Planning? We need to clarify if "Annual vs Revised" refers to (Original vs. Supplement/Return).	As per RFP
452	3.1.6	Ability to: Provide for flexible user-defined budgeting period, e.g., 1 year, 3 years or 5 years Provide for sub-period budgets, e.g. monthly, quarterly, semi-annually, or annually	Is budget control required at monthly limit or need a budget consumption report?	As per RFP
453	3.1.6	Additionally, a variety of different budgets may be required such as cash and reforecast. It shall be possible to create and approve these budgets via workflow with the status of the budget reforecasted.	SAP PS typically has one "Active" budget. For "Cash" and "Reforecast," we would likely use different Planning Versions. Does the client require these versions to have their own Availability Control (AVAC) independent of the main Capital Budget?	Will be discussed and finalized during the business blueprint stage.
454	3.1.6	Ability to transfer budget between cost centre/ projects, according to the authorization level defined by users	For budget transfer from cost center to project, does it mean cross module transfer?	As per RFP
455	3.1.6	Ability to generate budgeted financial statements for the accounting units	Does the client want project specific P&L?	As per RFP



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456	3.1.6	Ability to provide exception reports for responsible areas (e.g., Area Office, zones) that exceeded budget with details such as: -Revenue/ expenditure (according to chart of accounts) - Actual to date -Budget -Variance (i.e. amount in excess of budget)	How are "Zones" and "Area Offices" represented in SAP? Are they Profit Centers, Responsible Cost Centers, or a custom field on the WBS Element?	Will be discussed and finalized during the business blueprint stage.
457	3.1.6	Ability to provide the following information in the form of reports/ for on-line viewing at multiple levels within the budget hierarchy (should not be restricted to): -Comparison of actual against budget figures (in terms of quantity and value) •Budgeted Balance Sheet for 10 years •Budgeted Profit/ Loss account for 10 years •Budgeted Cash flow for 10 years •Budgeted Financial ratio for 10 years •Forecast Retained Income •Other forecast information	Standard SAP PS handles project-specific budgets. A 10-year P&L and Balance Sheet are usually Finance (FI) or Strategic Planning (SAC) functions. Does the client expect these reports to be generated purely from PS data?	The RFP outlines high-level budgeting and reporting expectations. The specific data sources, report structures, and cross-module integrations—whether from PS, Finance, or other planning components—will be finalized during the Blueprinting phase based on NEA's approved financial-planning framework. Bidders are expected to propose a compliant solution as per the RFP.
458	3.1.6	Ability to view source of fund for each project in capital expenditure budget report	How is "Source of Fund" identified? Do we need to use Funds Management (FM)?	Will be discussed and finalized during the business blueprint stage.
459	3.1.5	Ability to capture details regarding insurance of the materials	Is the requirement is to capture the insurance details in Material Master or in Purchase order?	As per RFP
460	3.1.5	Ability to keep check on material issue depending on submission of timely utilization certificate or previous materials from end users (in totality or in parts)	Is the utilization certificate is provided by all users or in case of Turnkey/Projects execution users?	Will be discussed and finalized during the business blueprint stage.
461	3.1.5	Ability to record and support workflow for return of un-used or excess material from field/sub-station to stores	Is Field/substation considered as physical location in the system? If yes what is the quantification? Do you maintain stock at field/substation level? Is there any requirement of documentation for transport of material from field to store?	Will be discussed and finalized during the business blueprint stage. NEA maintains several physical location where inventory is stored and these will have to be configured accordingly.
462	3.1.5	Ability to generate Store Return Warrant (SRW) on goods to be returned from field	Is Field/substation considered as physical location in the system? If yes what is the quantification? Do you maintain stock at field/substation level? Is there any requirement of documentation for transport of material from field to store?	Will be discussed and finalized during the business blueprint stage. NEA maintains several physical location where inventory is stored and these will have to be configured accordingly.
463	3.1.5	Ability to generate summary report of Store Return Warrant (SRW) generated by the system over a periodic basis or location wise scrap/obsolete items (as declared by appropriate authority) returned to the store from the field operations in NEA to the store from the field operations in NEA	Is Field/substation considered as physical location in the system? If yes what is the quantification? Do you maintain stock at field/substation level? Is there any requirement of documentation for transport of material from field to store?	Will be discussed and finalized during the business blueprint stage. NEA maintains several physical location where inventory is stored and these will have to be configured accordingly.
464	3.1.5	Ability to record evaluation of vendor credentials to qualify vendors as preferred vendors for specific items w.r.t. stated qualifying requirements	Could you please specify the types of vendor credentials and qualifying requirements that need to be evaluated? Eg. Delivery performance, Quality Performance etc.	Will be discussed and finalized during the business blueprint stage.



465	3.1.5	Ability to support payment options (Bank attachment cases, Power of attorney cases, etc)	Could you please elaborate on the specific payment scenarios involved in "Bank attachment cases" and "Power of attorney cases"? For example, what triggers these payment types and what special processing is needed?	Will be discussed and finalized during the business blueprint stage.
466	3.1.5	Ability to generate vendor registration certificate indicating eligible item groups online.	What would be the content and criteria of the vendor registration certificate	Will be discussed and finalized during the business blueprint stage.
467	3.1.5	Ability to evaluate vendors based on multiple parameters like quality of material, quantity of material and adherence to delivery schedule, prices quoted by the vendor, vendor response time, performance of material in field and other user defined parameters	How do you envision capturing data for these parameters? Will this data come from SAP transactions, external sources, or manual input for fields such as performance of material in field and other user defined parameters?	The specific method for capturing vendor-evaluation parameters—whether from system transactions, external sources, or user-defined inputs—will be finalized during the Blueprinting phase. The system will support NEA's approved approach for recording and evaluating these parameters across multiple data sources as required.
468	3.1.5	Ability to generate timeline-based communication history with the vendor regarding various services like delivery, payment, field service, etc.	Will these communications are to be via SAP system or Emails?	SI Need to integrate with NEA's SMS and Email system
469	3.1.5	Ability to support annual procurement planning and budgeting	What is the criteria for material planning? Will it be demand based or consumption based?	Will be discussed and finalized during the business blueprint stage.
470	3.1.5	To maintain record of audit para's and their replies on P.O./W.O. basis and on any other general basis	Are these records are to be maintained in SAP system or the details will be outside the system and documents needs to be attached in the SAP system?	As per RFP
471	3.1.5	Ability to have sub-module for Inspection Call Management (ICM)	What all activities are to be covered in Inspection Call Management (ICM) ?	Will be discussed and finalized during the business blueprint stage.
472	3.1.5	Interface with supplier online	What details are to be interfaced with Supplier Online?	As per RFP
473	3.1.5	Request to be given by supplier online	Which request is to be given by supplier?	Specific request types will be clarified and finalized during the Blueprinting phase based on NEA's approved processes.
474	3.1.5	Ability to take into consideration the consultancy work.	Is consultancy work is catered via Purchase Order?	As per RFP
475	1.3.1	Consumer Relationship Management (CRM) System: This system helps for consumer complaint and line related problem solving.	Will the CRM system manage the customer complaints/service cost/work orders and the only the financial postings to be updated in the ERP system or the expectation is different?	As per RFP
476	1.3.1	Centralization of Accounting Information System: The Accounting Information System (CAIS), which was decentralized across over 492 NEA offices, is also being centralized	Will SAP FI, CO, AA, PS fully replace the existing CAIS systems?	The RFP indicates that NEA is centralizing its Accounting Information System. Whether the IFMIS (FI, CO, AA, PS) will fully replace existing CAIS systems will be confirmed by NEA during the Blueprinting phase, based on the approved transition and integration strategy.
477	1.3.1	Human Resource Management System : NEA has centralized HRIS including PIS, Performance Appraisal and Sampati Bibaran Record.	Should SAP HCM be implemented in full replacement of existing HRIS and payroll systems?	The RFP indicates that NEA has a centralized HRIS in place. Whether the IFMIS HR modules will fully replace the existing HRIS and payroll systems will be finalized during the Blueprinting phase, based on NEA's approved transition plan and process design.



478	2.3.1	Treasury and Cash Management	In SAP ERP Treasury and Cash Management is a separate module and the functionalities are not covered in core SAP FI Module and also we didn't find any requirement in section 3.1.2 related to TRM and CM. Please confirm if these modules should be considered in scope of work or not	As per RFP
479	2.3.1	Revenue Budget	In SAP ERP can be addressed by using the extended functionality of FI i.e Funds Management. Please confirm if this needs to be incorporated in scope?	As per RFP
480	2.3.1	Maintenance Management	The expectation mentioned in the Maintenance Management section can be addressed by EAM (Enterprise Asset management) and not only by Plant Maintenance Module . Please confirm if EAM to be considered as part of Scope?	The RFP describes maintenance-management capabilities but does not prescribe a specific module name or product. Whether these requirements are addressed through an EAM-type solution or equivalent functionality within the proposed IFMIS will be finalized during the Blueprinting phase in with NEA's approval. Bidders are expected to propose a compliant solution as per the RFP.
481	2.3.1	Generation, Substation and Transmission and Distribution Line Maintenance	Trigger point of the maintenance for Generation, Transmission and Distribution lines will be managed manually or this needs to be integrated with third party system (Distribution Management System and Outage Management System)? Additionally how the integration with the field service is considered in the current scope of work?	As per RFP
482	2.3.1	Manage Statutory Requirement	While going through the details of this section we observed that lot many requirements will require SAP EHS Module. Please confirm if this need to be considered in current scope of work?	As per RFP
483	2.2.13	Change Management, Capacity Building and Training	Mode of Training will be On-Shore(Project Office) or Offline? If Offline then Teams etc will be provided by NEA?	The RFP envisages structured training for all identified users. NEA shall facilitate reasonable release of employees for training, subject to business continuity requirements. Detailed training schedules shall be mutually finalized.
484	1.3.1	IT Applications	Integration related changes/development in legacy application will be in scope of SI or the related vendors will provide the requisite support?	As per RFP
485	2.3.9	Data Migration	What is the duration of Transaction data is required? Eg. Customer Ledger etc.	As per RFP
486	2.3.1	RFQ/ Tendering	In Core SAP ERP Solution the RFQ process is limited to manually managing the price comparisons provided by the suppliers however, the requirements mentioned in section 3.1.5 will require SAP Ariba solution. Please confirm if this should be considered in current scope of work?	As per RFP
487	2.2.12	Audits and IT security	How many OEM Audits/Cyber security audits are expected to be conducted in a Year?	The frequency and scheduling of audits will be finalized during the Blueprinting and governance-planning phases in line with NEA's security and compliance framework
488		General Query	What are languages expected in system? Any Invoice Print etc will be done in which language?	Use of English is mandatory; Nepali also needs to be supported by the ERP solution to meet statutory requirements
489	2.3.13	Error free operations and running of all IFMIS modules with real-time data for a period three (3) months.	Does this mean, if any issue reported by the user within the Hypercare period of 3 months, then the Go-live will not be declared. Please confirm	As per RFP
490		General Query	Any restriction for the off-Shore locations for projects?	The bidder is expected to propose the delivery model. Any constraints or approvals required for offshore delivery will be confirmed by NEA as part of the governance framework.
491	2.3.21.1	Application Performance	Performance will depend on the data set and user load	As per RFP



492		General Query	Does NEA envisage to develop Custom Developments that Impact the clean core concept using cloud platforms like BTP nad further intehgrate the same with ON -Prem SERVERS	As stated in the RFP, the IFMIS solution is required to be deployed on-premises. This requirement is explicitly defined in Volume II, Section 6, Clause 2.3.1(a), which mandates that the ERP-based IFMIS be deployed on an on-premise Data Centre. Accordingly, all design and implementation decisions will align with the on-premise deployment architecture approved during the Blueprinting phase.
493	2.3.11	Operational Helpdesk	How do you prefer to manage and setup Help desk. Will there be any 3rd party / in house tool to manage the tickets or SI is expected to scope in any such tool	As per RFP
494	2.3.1	Treasury and Cash Management module scope.	How many bank accounts exist across all offices? Is bank statement integration (electronic bank reconciliation) expected?	This information will be provided to the successful bidder during the Blueprinting and As-Is assessment.
495		General Query	What is the volume of financial transactions per month across all offices (approximately)?	These details will be gathered and validated during the As-Is assessment and Blueprinting stages, and will be used by the SI to finalize system sizing and performance design in line with NEA's approved architecture.
496	3.1.2	Automate data consolidation from subsidiary entities, including inter-company eliminations, to generate accurate, comprehensive group financial statements.	Does NEA require consolidation accounting for subsidiaries within the ERP?	As per RFP
497	2.2.6	CAS (Customized Accounting System) data migration.	How many years of financial data need to be migrated?	This will be determined during the As-Is assessment and finalized in the Blueprinting phase based on NEA's approved data-migration strategy and regulatory requirements.
498	2.2.6	CAS migration scope.	Is only opening balance migration required, or full transaction history?	As p[er RFP
499		General Query	A hard copy of the tender document was not provided at the time of purchase. Instead, we were advised to download the document from the NEA official website. Request NEA to confirm that the version of the tender document downloaded from the website shall be considered acceptable for submission purposes.	NEA confirms that the bidding document downloaded from the official NEA website is valid for bid preparation and submission. Bidders must, however, submit evidence of tender-document purchase (such as the payment receipt/voucher) along with their bid. Bidders are also responsible for ensuring that the correct and complete version of the bidding document, as issued by NEA, is used for bid preparation.
500	2.3.1	Mobile Application	Does NEA intends to host mobility applications on cloud environment.	Will be shared with successful bidder
501	2.3.1	ESS & MSS	Will NEA be using specific HR based solution. (E.g.: SuccessFactors have these functionalities already have the ESS / MSS Applications already built in and these applications can be exposed to Mobility Applications).	Will be shared with successful bidder
502	3.1.9	Mobile Application	1. If NEA is not thinking of cloud solution for hosting mobility applications, then would they have separate Android and iOS apps for all the mentioned 165+ Apps. (mentioned in Vol 2) Will NEA have its own server for hosting these Apps.	Offline mobile capability will be required; the detailed design and implementation approach will be finalized during the Blueprinting phase.
503	3.1.9	Mobile Application	Will these mobility solution also work on Offline mode.	As per RFP
504	3.1.9	Mobile Application	How many mobility applications does NEA have in their present landscape?	Will be shared with successful bidder
505	3.1.9	Mobile Application	Will the mobility solutions with the mentioned functionalities be only used by the internal NEA users or would the same be used by the external users (such as Vendors / Customers), etc.	Will be shared with successful bidder



506	3.1.7	Extraction Transformation and Loading	What all non-ERP systems are expected to be connected to Data warehouse tool ?	This may be discussed and finalised during To-Be/Business blueprint phase
507	3.1.7	Extraction Transformation and Loading	What are the use cases of Data Mining that you are looking at for discovery data driven analysis?	This may be discussed and finalised during To-Be/Business blueprint phase
508	3.1.7	Data Warehouse	Do you need real time data extraction for all source system?	This may be discussed and finalised during To-Be/Business blueprint phase
509	3.1.7	Data Warehouse	Should have Auditing & Access statistics including identity handling - Please share clarity on expectations regarding this point	This may be discussed and finalised during To-Be/Business blueprint phase
510	3.1.7	Data Warehouse	Should have Possibility to trace on application logic, database access and effect of authorizations - Please share clarity on expectation regarding this point	This may be discussed and finalised during To-Be/Business blueprint phase
511	3.1.8	BI and BW	Requesting you to provide clarity on Auditing and access statistics including identity handling	This may be discussed and finalised during To-Be/Business blueprint phase
512	3.1.8	BI and BW	What are the baseline for BI that you are looking as performance is dependent on granularity of data being displayed	This may be discussed and finalised during To-Be/Business blueprint phase
513	3.1.8	BI and BW	What are the AI Use Cases that you want to build as part of Initiative	This may be discussed and finalised during To-Be/Business blueprint phase
514	3.1.8	BI and BW	What all source systems are expected to be connected to Data warehouse tool?	This may be discussed and finalised during To-Be/Business blueprint phase
515	3.1.8	BI and BW	Which is the current Data warehouse tool?	Currently there is no standard Data warehouse tool
516	3.1.8	BI and BW	Which is the current Visualization tool?	Currently there is no standard Visualistaion tool
517	3.1.8	BI and BW	Is there a expectation to have historical data for trend reporting? If yes, for how many years?	This may be discussed and finalised during To-Be/Business blueprint phase
518	3.1.8	BI and BW	How many reports and Dashboards are created in existing visualization tool?	Currently there is no standard Visualistaion tool
519	3.1.8	BI and BW	How many users are using the visualization tool currently?	Currently there is no standard Visualistaion tool
520	3.1.3	Human Resources	It is expected that the employee codes would be alpha numeric in nature. Is it a mandatory requirement?	This may be discussed and finalised during To-Be/Business blueprint phase
521	3.1.3	Human Resources	It is mentioned in point 108 "Able to download/upload the user information and fingerprint at corresponding unit level and higher administrative offices". Please explain the expected feature of the system related to the figerprint upload.	The requirement refers to the system's ability to sync or exchange biometric-related information (such as user details and fingerprint templates) between local units and higher administrative offices. The exact mechanism for uploading, managing, and synchronizing fingerprint data will be finalized during the Blueprinting phase based on NEA's approved attendance and HR process design.
522	2.3.9	Human Resources	Please mention if you want to upload historical employee data. Do you want to upload the data for only active employees or inactive as well	To be finalized during the As-Is assessment and Blueprinting phase, based on NEA's approved data-migration strategy and HR policies.
523	3.1.3	Human Resources	in point 231, it is mentioned that "Ability to scan appraisal documents manually filled by employees (on field etc.)" - Please explain the expectation	As per RFP
524	2.3.9	Human Resources	Do you have complete HR Master and Payroll data in digitised form in your current ERP system?	As per RFP
525	2.3.2	Human Resources	Please share a break up of regular employees and Pensioners	Will be shared with successful bidder



526	2.3.2	Human Resources	Are you expecting all letters such as Appointment letter, offer letter, Joining letter, confirmation letter etc. to be generated from SAP	Will be shared with successful bidder
527	2.3.2	Human Resources	For Deputed employees host company or home company policies apply and who executed payroll for deputed employees?	Will be shared with successful bidder
528	2.3.2	Human Resources	Does all Biometric machines are supplied by the same service provider or there are multiple service providers? Can you consolidate Clock In/Clock out data from all locations into a single database to be sent to SAP?	Will be shared with successful bidder
529	2.3.2	Human Resources	Do you have any requirement for On-behalf leave request or all employees will have access to ESS to apply for leave	All users will have access to ESS
530	2.3.2	Human Resources	Do you have an internal PF and Pension Trust or do you deposit PF/Pension to Regional PF Trust	NEA has internal PF and Pension arrangement.
531	2.3.2	Human Resources	Do you want SAP to offer a solution for generating and receiving digital life certificate from pensioner/family pensioner or do you have an existing external portal which can be integrated with SAP?	As per RFP
532		As per RFP, the final Submission date of Bid document is 10th April.	We request to extend the final bid response submission to 15th May. As this is a huge requirement articulated by NEA and ADB, which requires quality time to provide a quality bid response.	Submission Timeline extended to 3rd May 2026
533	Vol-I, Section 4, Schedule 1, Page 4-12 (BOQ – Item 2C-4: Backup Site Server)	"Backup Site – Enterprise-grade server with minimum 10 TB usable storage, expandable up to 40 TB or more – Qty: 2." No DR architecture or topology is defined anywhere in the RFP	Please clarify the Disaster Recovery expectations: (a) Is a separate DR site required apart from the primary DC? If yes, what is the DR site location? (b) Is the "Backup Site server" intended for a remote DR site? (c) What are the expected RPO and RTO targets? (d) Should DR be Active-Active or Active-Passive? (e) Will NEA provide WAN connectivity between Primary DC and DR site, or is this the bidder's scope?	Production backup data to be stored at remote site, DR is currently out of scope
534	Vol-III, Section 8, Appendix 1, Page 8-9 (Hardware Phase – M9 to M14)	Procurement of IT infrastructure – M9; Supply – M9; Installation, Configuration & Commissioning – M14; SAT – M14.	(a) Will NEA ensure the DC facility (racks, power, cooling, physical security) is ready by M9 for hardware installation? (b) If DC is not ready by M9, will the implementation timeline be adjusted without LD exposure to the supplier? (c) Will NEA arrange a pre-bid site visit to the DC location before bid submission deadline? (d) What is the available internet bandwidth at the DC site?	As per RFP



535	Vol-I, Section 4, Schedule 1, Pages 4-11 to 4-12 (Complete Hardware BOQ)	The BOQ lists hardware exclusively for the Data Centre. No hardware/IT equipment is mentioned for end-user locations or NEA branch offices. Note 4 states the bidder is responsible for the "complete solution."	(a) How many NEA branch/regional offices will access the IFMIS? (b) Is WAN/internet connectivity from branch offices to the central DC the bidder's responsibility or NEA's? (c) Are any branch-level network devices (routers/switches) required from the bidder?	As per RFP. This will be shared with successful bidder
536	Vol-I, Section 4, Schedule 1, Page 4-13 (Note 4)	Bidder is responsible for implementation of the complete solution – any item not covered in BOQ but required for desired performance shall be included by the bidder. No change request will be accepted in this regard.	Given the catch-all nature of Note 4, please confirm whether the following unlisted components are in the bidder's scope or NEA's scope: (a) Tape Library / offsite backup storage, (b) KVM console switches, (c) Network Management / Monitoring tool, (d) PDUs (Power Distribution Units) within racks, (e) Environmental monitoring sensors (temperature/humidity), (f) 42U Server Racks with accessories, (g) Dedicated WAN link to DR site, (h) SSL Certificates, (i) DNS/DHCP infrastructure, (j) Patch management tool, (k) Log management/archival solution.	As per RFP
537	Vol-III, Section 8, SCC GCC 28.3, Page 8-5	The period of validity of the Warranty/AMC/ATS shall be: 7 years.	(a) Is the hardware warranty expected from the OEM for the full 7 years, or standard OEM warranty (typically 3 years) + supplier-provided AMC for the remaining period? (b) Does AMC cover only break-fix or also preventive maintenance, firmware upgrades, and spare parts replacement? (c) Is the bidder required to maintain onsite spare parts inventory? If yes, what minimum level? (d) For NGFW/IPS, should OEM subscription licenses (IPS signatures, AV updates, URL filtering, Sandboxing) be included for the full 7-year period? (e) Does hardware warranty run concurrently with the FMS period, or extends beyond?	As per RFP



538	Vol-III, Section 8, SCC GCC 27.1, Page 8-5 (Liquidated Damages); SCC GCC 32.1, Page 8-5 (Force Majeure); Appendix 1, Page 8-9 (Hardware Phase – M9 to M14)	Hardware procurement and supply is mandated at M9 with commissioning/SAT at M14. LD is applicable at 0.5% of contract price per week for delay, with a maximum of 10%. Force Majeure clause (GCC 32) covers events like "wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes."	<p>Considering the prevailing geopolitical tensions globally (including but not limited to trade sanctions, export controls, semiconductor supply chain disruptions, shipping route disruptions, and country-specific import/export restrictions), if the supply of hardware (HCI, network devices, security appliances, servers) is impacted – leading to extended OEM lead times, component shortages, or shipping delays – please clarify:</p> <p>(a) Will such geopolitical supply chain disruptions be treated as Force Majeure events under GCC Clause 32, thereby exempting the supplier from LD and termination for default?</p> <p>(b) If not covered under Force Majeure, will NEA provide a timeline extension without LD exposure for hardware delivery milestones (M9/M14) if the supplier can demonstrate that the delay is attributable to geopolitical factors beyond their control (e.g., OEM shipment delays, export license restrictions, sanctions on specific technology components)?</p> <p>(c) Will NEA accept equivalent/alternate OEM hardware if the originally proposed OEM's products become unavailable or subject to trade restrictions post-contract signing? If yes, what is the approval process and timeline for such substitution?</p> <p>(d) Is NEA open to including a geopolitical risk mitigation clause in the contract that provides a structured mechanism (notice period, evidence requirements, extension of time) for supply chain disruptions beyond the supplier's control?</p> <p>(e) In the event of prolonged hardware unavailability (beyond 6 months), will NEA consider partial Go-Live on cloud/interim infrastructure while awaiting hardware delivery, without penalizing the supplier?</p>	As per RFP
539	Vol-I	Documentary evidence for evaluation criteria	We kindly request you to accept the CA certificate as proof of go-live, ongoing, or completed projects for the purposes of pre-qualification and technical qualification criteria.	As per RFP
540	Vol-I	Solution Technical Presentation	Please clarify whether we need to submit the technical solution presentation at the time of proposal submission.	The presentation needs to be submitted at the time of Bid submission
541	Vol-I	Experience of Data Migration Agency/ System Integrator	<p>Please provide the exact definitions of "Excellent," "Good," and "Acceptable."</p> <p>We understand that having at least one project experience related to system integration or data migration will fulfill the requirement for an "Excellent" rating.</p>	As per RFP



542	Vol-I	The qualifications of other firms such as the Bidder's subsidiaries, parent entities, or affiliates shall not be permitted.	We kindly request you to accept pre-qualification & Technical qualifications of other firms such as the Bidder's subsidiaries, parent entities, or affiliates.	As per RFP
543	Vol-II	Resource Availability	Please let us know the leave policy. Also request relaxation on penalty clause as it marked very high.	To be shared with successful bidder.
544	Vol-II	Monthly penalties for FMS	Request you to reconsider penalty clause as it marked very high.	As per RFP
545	Vol-I	Price schedule	We are assuming BoM is fixed and no variability allowed	As per RFP
546	Vol-I	Affiliate Company Guarantee	We kindly request the "Affiliate Company Guarantee" form to be relaxed.	As per RFP
547	Vol-I	For IT Products and Services offered from outside the Purchaser's country, the Bidder shall quote prices using the following Incoterms: CIP Incoterms 2020	Kindly advise why services will be considered under Incoterms.	As per RFP
548	Vol-III	The insurance coverage shall be in accordance with: CIP-Project-Site Incoterms 2020 Obligations for transportation of the IT products shall be in accordance with: CIP Incoterms 2020 Edition	Please elaborate what type of insurance coverage to be maintained and kindly clarify whether CIP Incoterm 2020 edition will be applied to the scope of services provided by the bidder.	Insurance coverage and transportation obligations are governed by GCC Clause 24, GCC Clause 25, and the Special Conditions of Contract, which clearly specify CIP-Project Site Incoterms 2020. CIP Incoterms apply to the supply and transportation of IT Products. Services are governed by the Conditions of Contract and are not subject to Incoterms unless explicitly stated. Bidders are requested to refer to the relevant GCC and SCC clauses for detailed requirements.
549	Vol-I	The qualifications of other firms such as the Bidder's subsidiaries, parent entities, or affiliates shall not be permitted.	It is noted that that the RFP does not allow/is silent on Bidders leveraging the credentials of their parent entities/subsidiaries. We would like to humbly submit that parent entities together with their subsidiaries possess a wealth of experience and expertise that can be invaluable for the successful execution of complex projects. Further, parent entities and subsidiaries often have access to a broader pool of resources, including specialized personnel. By leveraging these credentials and resources, Bidders can enhance their capacity to deliver the project efficiently and effectively and can demonstrate their ability to meet the technical and operational requirements of the tender. In light of the above, we humbly request you to allow Bidders to leverage the credentials of their parent entities and / or subsidiaries.	As per RFP
550	Vol-II	Data Migration	Trust the volumes of the data to be migrated provided in the RFP are near actuals. Activities such as data entry, document scanning, barcoding should not be carried out by PwC staff.	As per RFP
551	Vol-II	Annual Technical Support (ATC)	Here we would like to clarify that all software licenses should be procured in the name of the NEA, directly from the OEM vendor. Also would like to inform that third party software releases, upgrades, patches etc. would be governed by the terms of the licensing agreement between Client/NEA and the selected supplier. As implementer- PwC could facilitate the process, as per pre-agreed terms.	As per RFP



Handwritten signature or initials in blue ink.

552	Vol-I	<p>The Bidder shall submit with its Technical Bid the following additional documents: Business Registration Certificate issued by the government of the country where the bidder or each Joint Venture or Consortium partner is registered. Bidders shall notarize all the documents (only the documents pertaining to Bidder's registrations, qualifications, financial values, experiences and other major related documents) that they submit with the technical bid. In the case of Foreign Bidder: The foreign bidders shall submit all notarized documents notarized from bidder's home country and shall be in English. The notarial certificate shall be authenticated by the Nepal based Embassy of the bidder's country. The authentication of the documents must be done between the published date of bid and the submission date of bid. Failure to authenticate the notarial certificate from the concerned Embassy within the stipulated time frame would lead to disqualification of the bidder.</p>	<p>Considering the submission timeline, we propose to provide relaxation on further authentication of the notarized documents from Nepal based Embassy.</p>	<p>Bidders are requested to refer to the relevant GCC and SCC clauses for detailed requirements.</p>
553	Volume II		<p>The bidding document specifies an on-premises data center deployment. Could you please provide the detailed environmental parameters of the data center—such as power supply standards, network bandwidth, and the models and configurations of existing hardware—so we can accurately prepare the hardware deployment plan?</p>	<p>Will be shared with successful bidder</p>
554	Volume II		<p>System integration requires interfacing with existing external applications (e.g., the Revenue Management System). Could you please specify the exact external applications to be integrated, the interface types (such as REST or SOAP), the expected data exchange frequency, and the timeline for providing the interface documentation?</p>	<p>These details will be identified during the As-Is assessment and finalized in the Blueprinting phase based on NEA's approved integration architecture. The SI will integrate with the required external systems—such as the Revenue Management System (RMS) and others identified by NEA—using the interface mechanisms confirmed during Blueprinting.</p>
555	Volume II		<p>Please clarify the specific acceptance criteria and acceptance process for each major project phase (requirements confirmation, blueprint design, UAT, pilot launch, and full launch). Additionally, please confirm whether third-party test reports are required as supporting evidence for acceptance at any of these stages.</p>	<p>As per RFP</p>



556	Acceptance & Warranty		The UAT success criterion is defined as 'less than 5% failed test cases.' Could you please clarify whether this percentage is calculated based on the total number of test cases or only the core functional test cases? Additionally, how is the scope of core functions specifically defined?	The detailed UAT acceptance criteria—including the calculation method, test-case coverage, and definition of core functions—will be finalized jointly during the Blueprinting phase as part of NEA's approved test strategy and acceptance plan.
557	Acceptance & Warranty		What is the required stable-operation period following the system's full launch? Specifically, how many consecutive days of trouble-free operation—such as no system downtime or disruption of core functions—are needed to meet the stability acceptance criteria?	Will be shared with successful bidder
558	PQ & TQ		Is the reference point for calculating 'the past 10 years' in the project experience requirement based on the bid submission deadline (10 April 2026)? Additionally, if a project is launched before the submission deadline but has been in operation for less than one year, can it still be considered valid project experience?	The reference period of 'the past 10 years' will be interpreted in line with the bid-submission date specified in the RFP. The applicability of project experience—including projects that have recently gone live—will be assessed strictly as per the experience criteria defined in the RFP. These criteria will guide whether a project qualifies, and NEA will apply them consistently during evaluation.
559	Compliance and regulatory requirements		Bidders are required to appoint a local agent in Nepal to fulfill maintenance and repair responsibilities. Could you please clarify the specific qualification requirements for the local agent—such as the number of technical staff, required professional certifications, and the distribution of service outlets? Additionally, will a standard template for the agency agreement be provided?	The RFP requires bidders who do not conduct business within Nepal to appoint a local agent to support maintenance and repair activities. The RFP does not prescribe specific qualification requirements—such as number of technical staff, certifications, or service-outlet distribution—for the local agent. These aspects should be proposed by the bidder in line with the scope of work and service-level commitments. NEA will review and confirm the adequacy of the proposed local-resources arrangement during evaluation. The RFP also does not provide a standard template for the agency agreement; bidders may use their standard format in compliance with the RFP requirements.
560	Compliance and regulatory requirements		The bid security supports bank guarantees in the form of SWIFT MT760 messages. Does the guarantee need to strictly follow the template format in the appendix of the bidding document, or can it adopt the bank's standard format (only core clauses need to be included)?	The bid security must adhere to the format specified in the bidding document.
561	Contract & Payment		The advance payment is contingent upon submitting an advance payment security. Could you please clarify the required amount, the specific form, and the validity period of this security? Additionally, please confirm whether its format must align with the requirements of the bid security.	As per the RFP, the advance payment is subject to submission of an Advance Payment Security. The amount, form, and validity period are defined in the Contract Conditions. The Advance Payment Security must follow the format provided in the bidding document.
562	Contract & Payment		Progress payments are tied to project milestones. Could you please specify the acceptance criteria for each milestone and the required payment-application documents, such as acceptance reports, invoices, and deliverable documentation?	As per RFP



563	Contract & Payment		Imported equipment is subject to a 1% customs duty, which can be reimbursed upon submission of the relevant customs receipts. Could you please clarify the reimbursement process and the allowable time frame for claiming this duty? Additionally, is advance support from the Purchaser required for obtaining import permits?	As per RFP
564	Contract & Payment		The contract price is fixed. If changes in Nepal's tax policies or import regulations during contract execution result in increased costs for the bidder, is any adjustment to the contract price permitted?	As per RFP
565	Contract & Payment		The contract specifies a 5% retention amount, payable after the first year of operation and maintenance. Could you please clarify the detailed assessment criteria for the operation and maintenance services, as well as the specific conditions and procedures required for the release of the retention money?	As per RFP
566	Technical & Requirements		The Functional Requirement Specification (FRS) requires a compliance rate of at least 70%. Could the Purchaser provide a detailed FRS list along with the weighting of each functional point to enable an accurate calculation of the compliance rate?	As per RFP
567	Technical & Requirements		The technical proposal requires the ERP product to include built-in AI capabilities. Could you please clarify the specific AI application scenarios expected—such as financial data analysis, business process optimization, or risk early warning—and the corresponding functional requirements for each?	The expected AI application areas—such as analytics, process optimization, or risk insights—will be confirmed and detailed during the Blueprinting phase in line with NEA's approved business-process design and solution architecture.
568	TQ		Project experience is accepted within the SAARC region, Asia, or globally. If the bidder's similar project experience comes from Asian countries outside the SAARC region, is it necessary to provide additional evidence demonstrating system localization adaptations—such as language support or regulatory compliance?	Evaluation of experience will follow the criteria defined in the RFP, and bidders may submit any supporting documentation they consider relevant.
569	Technical & Requirements		The bidding document does not provide clear specifications for the hardware deployment requirements of the Disaster Recovery Center (DRC). Could you please clarify the redundancy architecture expected between the primary data center and the DRC, including data-synchronization and backup strategies, Recovery Time Objective (RTO), and other related requirements?	As per the RFP, the Disaster Recovery Centre (DRC) is outside the current IFMIS scope. Under this engagement, the SI is required to provision and operate the Primary Data Centre and implement the backup and restoration processes described in the RFP.
570	Data Migration		Please clarify the specific types of existing financial and related business systems (such as Oracle EBS, SAP, self-developed systems, or other commercial systems), database vendors and versions (such as Oracle, SQL Server, MySQL, etc.) to adapt the data migration tools and solutions?	This information will be shared with the successful bidder during the As-Is assessment and Blueprinting phase



571	Data Migration		What are the core business data formats used in the existing system—for example, table-structure specifications for structured data and storage formats for unstructured data? Additionally, what data-encoding standards are followed, such as character sets, date formats, and currency units? If available, could you provide a data dictionary or sample data for reference?	This information will be shared with the successful bidder during the As-Is assessment and Blueprinting phase
572	Data Migration		Which business areas are covered by the historical data to be migrated—for example, financial vouchers, employee records, procurement contracts, and inventory data? Additionally, what are the estimated data volumes for each business module (such as total row counts or storage size in GB) and the corresponding time span (e.g., the past 5 or 10 years)?	This information will be shared with the successful bidder during the As-Is assessment and Blueprinting phase
573	Data Migration		Are there established standards for historical data retention—for example, full retention, tiered retention based on business importance, or retention of only valid data? Additionally, are there any prerequisites for data cleaning, deduplication, or data desensitization?	This information will be shared with the successful bidder during the As-Is assessment and Blueprinting phase
574	Data Migration		Can the Purchaser provide a data-migration test environment that matches the production environment in terms of hardware resources, network configuration, and system version? Additionally, how will the availability period and access permissions for this test environment be arranged?	The RFP expects the SI to propose all required environments as part of its solution design. The bidding document defines the SI's responsibility to design, provision, and configure all necessary environments—including test, development, and production components—within the overall IFMIS deployment architecture. NEA will review and confirm the proposed environments during the design-finalization and Blueprinting phases.
575	Data Migration		Can real test data (with appropriate desensitization) be provided for migration rehearsals? Additionally, which core business scenarios and exceptional cases should the test data cover to validate the accuracy of the data migration?	This information will be shared with the successful bidder during the As-Is assessment and Blueprinting phase
576	Data Migration		Is there an existing data-mapping framework between the current system and the proposed IFMIS system? If so, could you please provide the relevant documentation? If not, will both parties need to jointly develop the mapping standards?	This information will be shared with the successful bidder during the As-Is assessment and Blueprinting phase
577	1. Technical Evaluation > 1. Technical Criteria (page 3-2)		1. If ITB refers to Invitation to Bid, we kindly request the ITB document..	RFP Volume I, Section 1 is ITB
578	A.1 System Integrator Strength: (page 3-3)		2. "Certification from HR in company Letter head" : When submitting profiles of ERP personnel, is a company seal/stamp required?	As per RFP



579	A.2 ERP Implementation Experience of the Bidders(s) (page 3-3 ~ 3-6)		<p>3. Please confirm whether separate cases should be prepared for each item from A.2.a to A.2.g. (Is it acceptable to include Oracle implementation cases as part of COTS ERP implementation experience?)</p> <p>4. In A.2.a, does item d) Maintenance Management refer to the SAP Plant Maintenance module?</p> <p>5. "Completion certificate from client stating the completion of at least Go-Live stage. (documentary evidence)": Can this be substituted with documents such as a project completion report from the client?</p>	As per RFP
580	A.3 Experience of Data Migration Agency/ System Integrator (page 3-7)		<p>6. "Experience of Data Migration Agency / System Integrator" (A.3.a) : What exactly is meant by data migration? - In ERP implementation projects, data migration is typically included (both Conversion & New Install). Since we plan to provide evidence of such experience under section A, can that be used as a substitute here?</p>	As per RFP
581	C. Proposed Human Resources (page 3-10 ~ 3-11)		<p>7. (documentary evidence) Certified CV by Authorized Signatory : Does this refer to CVs bearing an official company seal/stamp with legal validity?</p> <p>8. (documentary evidence) "HR of the Bidding firm to certify the fluency in English language (Verbal and written) of the proposed resources in company letter head (format in Section 4: bidding forms). (Failure to provide this confirmation of any proposed resource may lead to disqualification of the resource)": Can this be substituted with TOEIC/TOEFL score certificates?</p>	As per RFP
582	D. Proposed Solution (page 3-13)		<p>9. "Evaluation Criteria" under D.1: Since the total score is 20 points, does this mean all items must be included in the proposal? Or is it acceptable to include them selectively?</p> <p>i. If all items must be included, will omissions result in point deductions?</p> <p>ii. If the maximum score is 20 points, is there also a minimum score?</p> <p>10. What is the exact due date for proposal submission?</p>	As per RFP. Bidder's is expected to showcase all the items.



583	E. Solution Technical Presentation (page 3-14)		<p>E.1 - Evaluation Criteria :</p> <p>11. In addition to the proposal presentation, does the demonstration require the bidder to show that the functions specified in the client's FRS are executed within the proposed COTS environment?</p> <p>12. Can the demonstration be conducted in a separate session?</p> <p>13. Will the demonstration scope be selected in advance from the FRS, or will the client designate items on the spot?</p>	As per RFP.
584	2. Qualification Criteria > 2.3 > 2.3.2 > 2.3.2.1 ERP Product OEM Experience (page 3-20)		14. Does ERP OEM experience refer to projects carried out as a subcontractor?	As per RFP.
585	3-3, 3-4 (Page 38-39)	<p>Bidder(s) have successfully implemented Offered/ Proposed or any COTS (Commercial off-the-shelf) ERP implementation projects out of which one ERP implementation shall be mandatorily the Offered/Proposed solution.</p> <p>Each of the COTS ERP project should have at least Three Hundred (300) ERP Professional Users Licenses (Excluding Payroll & Employee Self Service users) in Last Ten (10) Years.</p>	<p>To ensure some experienced & qualified bidder who is really interested in can participate with this tender, and avoid some ERP OEM lock the tender due to complex territory policy for unfair participation potentially, it's recommended that below requirement should be removed:</p> <p>"out of which one ERP implementation shall be mandatorily the Offered/Proposed solution. "</p>	As per RFP
586		Successful completion (until Go- Live Stage) of offered/ proposed or any COTS (Commercial off-the-shelf) ERP implementation project within the last Ten (10) years of at least two (2) projects with nature, and complexity similar to the scope of requirements described in Section-6 (Schedule of Requirements) of value not less than USD 6 million each. At least one product should be of offered/ proposed COTS ERP.	Successful completion (until Go- Live Stage) of offered/ proposed or any COTS (Commercial off-the-shelf) ERP implementation project within the last Ten (15) years of at least two (2) projects with nature, and complexity similar to the scope of requirements described in Section-6 (Schedule of Requirements) of value not less than USD 3 million each each cumulative on multiple engagements.. At least one product should be of offered/ proposed COTS ERP.	As per RFP



587		Successful completion of at least two (2) projects of system integration including supply, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software on "On-Premises Data Centre" within the last Ten (10) years of value not less than USD 4 million each.	Successful completion of at least two (2) projects of system integration including supply, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software on "On-Premises Data Centre" within the last Ten (15) years of value not less than USD 2 million each cumulative for single customer engagements.	As per RFP
588	Page 272, point 18	The proposed solution should be a Leader/Challenger in latest available Gartner Magic Quadrant Report or equivalent for Hyper Converged Infrastructure (HCI) or Distributed Hybrid Infrastructure	The proposed solution should be a Leader/Challenger in latest available Gartner Magic Quadrant Report or strong performer in Gartner Peer insight report of Hyperconverged Software.	As per RFP

