

TENDER No. HSP/IT/RFP/93 DATED 20/08/2009

Aviation Software Package for Maintenance, Engineering and allied functions of a Commercial Airline including MRO Management & Operation

**SUBJECT: REPLY TO BIDDER'S QUERIES RECEIVED
FROM 20/08/2009 TO 31/08//2009****Query No. 1:**

NACIL's replies are indicated against each question in green color:

General

1. Is NACIL going to manage the aircraft and components of NACIL (I) and NACIL (A) separately in the proposed application. ?

NACIL Reply: Kindly refer Para 6 of Annexure-II'B' Work Scope Summary. As mentioned, NACIL would like to adopt best MRO practices through Change Management and thus harmonize the MRO Processes in NACIL (I) and NACIL (A) to a common process with minimum customization of the software product.

2. It is mentioned that the data extraction from its existing form is the responsibility of NACIL, migration is the responsibility of bidder. Nothing has been specified about the data verification responsibility. Does NACIL take responsibility of validating the migrated data?

NACIL Reply: Data verification, loading of data and validating the migrated data will be the responsibility of the bidder. However, providing the initial current data for the new software product will be the responsibility of NACIL.

Engineering

3. A.9 – What is meant by Data Structures supporting ATA200 Standards?

NACIL Reply: The ATA 200/ Spec 2000 data structure had been modified to a new standard called ATA 2200 Aircraft Maintenance and Provisioning Data. This is basically a standardized data specification for aviation parts.

4. Annexure – IV B (question 14): Aircraft and Engine Performance Monitoring – is this an existing application that the MRO system will integrate with or are you expecting this application to be delivered with the MRO system.

NACIL Reply: Yes, this is for existing application already available with NACIL, which is used for Aircraft & Engine performance monitoring. New MRO software product should ensure that this application is satisfactorily integrated with Aircraft and Engine Performance Monitoring system.

5. Annexure – IV B (question 76): NACIL appears to be looking for the application to automatically load the IPC, and other documents received from the Aircraft Manufacturer. For example, Maintenance Manuals, Component Repair Manuals, IPC. Will you load the IPC data into the MRO application or will your reference via on-line links?

NACIL Reply: For this functionality, NACIL is looking for a utility in the application for loading the initial data as received from manufacturer on induction of aircraft, e.g., S and T files, etc. IPC and other manuals are to be loaded and revised as per Document Management System requirements.

6. Engineering #19. Is there a requirement for the Document Management System to author and update maintenance manuals or is the requirement to manage the documents in conjunction with an existing authoring application. Please specify in detail.

NACIL Reply: Yes, there is a requirement for document Management system to author and update the manuals. NACIL does not have any existing authoring application.

Organization Structure & General Ledger

7. Will NACIL (I) and NACIL (A) be treated as separate entities under NACIL?
- a. If NO then
- i. will there be any distinction between these two in any of the operations and reporting
 - ii. How a transaction between NACIL (I) and NACIL (A) will be treated.

NACIL Reply: NACIL (I) and NACIL (A) will not be treated as separate entities. NACIL will be the single entity.

All account heads will be common for both NACIL (I) and NACIL (A). The account heads will have separate and unique codes and sub codes location wise (i.e., Station code) and region wise to record and denote the transactions including between the two organizations.

8. Are Regions treated as separate entity? Is accounts maintained at Regional Level? (Refer. Annexure IV 'D' S/N 15).

NACIL Reply: Presently accounts are maintained at regional level. However, the same may change based on SBU formation, JV formation, Accounting policies etc that may materialize later. Also, refer reply to query no. 7 above.

9. What is the Hierarchy of Chart of Accounts Maintained? i.e. How many levels of accounts are being maintained ?

Eg. Level 1 - Trial Balance Accounts,
Level 2 - Subsidiary Ledger
Level 3 – Cost Analysis

NACIL Reply: ALL levels. Presently, we are maintaining 7 segments of chart of accounts in Oracle Financials, which may be expanded in future, as required.

Accounts Payable

10. Whether Supplier Invoicing & Payment function will be maintained in the VISAer system or in Oracle Financials?

- a. If maintained in VISAer System
 - i. Does Transaction Details [Invoice, Payment Voucher] also need to be transferred to Oracle or only the GL entries?
 - ii. Whether Account postings for Invoicing and payments need to be transferred to Oracle financials on a real time basis or in Batch process?
- b. If maintained in Oracle Financials
 - i. Where does Supplier master will be maintained

NACIL Reply: Supplier invoicing and payments function will be maintained in MRO software. All transaction details need to be transferred to Oracle preferably on a real time basis.

11. How Control Accounts for supplier are Categorized

- a. Does each supplier is mapped to one Account code or is there any grouping made for mapping account code?
- b. If a supplier transacts in multiple currencies, will each currency be mapped to a different account code or it will be posted to the single account code?

NACIL Reply: Each supplier is to be mapped to both one account code as well as group sub code. For multiple currency transactions of the same supplier with same location, it will be posted to single code; otherwise same supplier with different located units to be treated as separate account code.

Accounts Receivable

12. Whether Account Receivable Invoicing will be maintained in the VISAer System or in Oracle Financials?

NACIL Reply: Accounts receivable invoicing will be maintained in MRO software system. The detailed transactional data will be transferred to Oracle finance.

Inventory Management

13. What is the Valuation method followed for Inventory Valuation

- a. Eg. Weighted Average, FIFO, Standard costing, Actual Costing
- b. A.5 – What is VED and HML method of inventory control?
- c. A.6 – What is Weighted Average method of Inventory Costing?
How is it different from Average Costing?

NACIL Reply: a. Weighted Average Method for Expendables and Consumable items. Acquisition Cost Method for Rotable items.

b. Criticality criteria (VED Analysis) - Vital, Essential and Desirable

HML Analysis - Items are classified according to the unit value as high, medium, and low in the inventory. It is used to control inventory based on the purchase unit cost of the item.

c. Weighted Average is the Value of Existing stock plus value of Incoming stock divided by the sum of the existing stock qty and the incoming quantity.

Query No. 2:

NACIL's replies are indicated against each question in green color:

Q1. Does NACIL have any preference for Platform and RDBMS from the proposed application? For example – Windows / Suse Linux and/or Oracle / SQL.

NACIL Reply: NACIL does not have any such preference.

Q2. Page 3 (S.No. 7)

Technical bid (On Paper as well as on CD-ROM) is to be submitted in the format as given at Annexure- IV and Annexures-IV 'A', 'B', 'C', 'D', 'E' & 'F' in a sealed envelope super scribed with "Technical Bid for Aviation Software Package for Maintenance, Engineering and allied functions of a Commercial Airline including MRO Management & Operation against Tender No. HSP/IT/RFP/93 dated 20 August 2009 due on 09 October 2009".

This point indicates 09 October 2009 as the due date for Technical bid while Page 5 of the RFP document mentions that 22 September 2009 as submission date for overall tender. We request NACIL to clarify the dates.

NACIL Reply: It is clarified: -

The Pre-qualification Bid, Technical Bid and Commercial bid envelopes are to be submitted latest by 15:00 hrs. on Sept. 22, 2009 as per procedure described in 'Cover letter for invitation of the tender'.

Only Pre-qualification bid envelopes will be opened on Sept. 23, 2009 at 11:00 hrs.

The Technical Bids of the parties declared qualified in Pre-qualification bid will be opened on Oct. 09, 2009 (tentative date, will be further confirmed to qualified parties).

The date for opening of the Commercial bids of the parties qualified in Technical Bid shall be advised, later on.

Q3. Annexure IVA (Page 39)

The bidder must commit to provide a feature for transmitting and receiving Spec2000 messages in the application software and have capability to interface using industry standard EDI / XML messaging formats.

How many vendors need to be considered for SPEC2000 integration?

NACIL Reply: Currently, no. Venders are 400 and may increase later, after implementation.

Q4. Annexure IVC (Page 64)

System must have facility of auto locking of part nos. with in-complete work cycle and auto reporting to coordinator for release.

Please provide more information and examples on auto locking of part nos. process that is currently followed at NACIL.

NACIL Reply: In the event of an unfinished transaction due to system error or due to human error, in the existing system architect, provision exists that the transaction on that part number is denied till such time, the user concerned retrieves and complete the transaction or the system administrator does so. Till such time, upon accessing the said part number, the access is denied and the alert message is flashed.

Q5. Annexure IVC (Page 64)

Weekly confidence level statement for each warehouse based on no. of items issued and no. of items requisitioned.

Can NACIL provide a sample format of the confidence level statement?

NACIL Reply: No sample available at present. But it is a standard report indicating the service level achieved by a particular warehouse based on requisitions received, items issued, in how many days etc.

Query No. 3:

NACIL’s replies are indicated against each question in green color:

S/N	Reference	HCL Query	NACIL's Reply
1	General	Vendor would like to understand if there is an approximate budget that NACIL has in mind for the Aviation Software Package project	Regret, this information cannot be revealed.
2	pg 7	NACIL has specified that it is in process of setting up SBUs for delivering MRO services as well as future joint ventures. Can NACIL specify if there are any specific markets it intends to target with these services.	NACIL intends to provide MRO services to any customer in the world. The offered software product should be accessible from NACIL's computer network and the internet.
3	pg 26	How does NACIL currently manage Vendor Management and Spares Management for the various hardwares and spare equipment.	Pl refer Annexure-I (Information on NACIL) of the tender document.
4	pg 9 Section C (10)	Given the integration of departments within Air India, does NACIL have any plans in mind to extend these services to its operations worldwide.	NACIL (I) (e/w Indian Airlines Ltd.) provides operation on domestic and regional international stations and NACIL (A) (e/w Air India Ltd.) provides worldwide international operations. The MRO solution is expected to support entire NACIL's operation and MRO activity from the cut over.

5	pg 27 Section 15	Can NACIL provide additional detail and requirements of the current applications in scope and their expected integration with the external IT systems including Oracle Financial 11i, SPEC 2000, eMail Exchange Server	The offered application software product has to integrate and implement the functionalities listed in Annexure-III'A', Annexure-IV'A' to IV'E'. Functionality should either be part of the product offered or should be implemented / integrated through the mentioned external IT systems.
6	pg 10 Section E (1.2)	Has NACIL factored for any hardware equipment to act in DR mode other than the hardware mentioned. Does NACIL intend to go for Active-Active DR. Also specify any expected RTO and RPO for the applications.	On page-10 only existing hardware available with NACIL (I) is mentioned. For DR site, the bidder has to provide recommendations for the hardware of DR site.

Query No. 4:

NACIL's replies are indicated against each question in green color:

Query no.	Query Description	Reference Document	NACIL's Reply
1	If reseller has exclusive partnering with more than one aviation software package owner (OEM), will the reseller get a flexibility to bid with either of the OEM?	Tender No. HSP/IT/RFP/93, Annexure III 'A' Page 30, S/N 1	Reseller has to bid for only one Aviation Software Package Product Owner (OEM). Some particular module can be from some IIIrd party. However, as specified in the tender, the responsibility shall lie with the Reseller (bidder) and one OEM.
2	We request you to remove the condition of currently operational two scheduled commercial airline operators and minimum number of aircrafts maintained by commercial airline operator	Tender No. HSP/IT/RFP/93, Annexure III 'A' Page 30, S/N 4	Regret, the request cannot be acceded to. The clause will stay, as it is.
3	Please clarify on "On-Line" data backup facility to be provided for Disaster Recovery? What is the type of network connectivity between the main site and Disaster Recovery (DR) site? Is the reseller required to ensure daily backup of data in the DR site? How many DR sites are being planned for this requirement?	Tender No. HSP/IT/RFP/93, Annexure III 'A' Page 31, S/N 3	Refer Annex IVA, Pt 10, Solution provider is expected to provide the recommendations.

4	Is the Asset specification and classification defined and complete within Air India's business?	Tender No. HSP/IT/RFP/93	The Asset specification and classification defined and complete within Air India's business.
5	What is the current process for tracking and configuring Asset / Components for MRO activities? Will this process continue after the implementation of the MRO application?	Tender No. HSP/IT/RFP/93	NACIL will like to implement the process as per the Software Product offered, which should be based on best Industry practices. Some of the processes in NACIL are manual, some semi automatic and some are working on Maxi-Merlin system.
6	What are the maintenance plans and tools currently used for different assets? Can NACIL / Air India share the current business process followed across the MRO, Inventory and Procurement functions?	Tender No. HSP/IT/RFP/93	Current business processes can not be shared at this stage. These can be shared during Project Implementation period for Business re-engineering/ Change Management process for implementing the offered software product.
7	In the tender document it is mentioned that the maintenance process for the assets follow a Level 1/2/3 definition? Please provide information on these respective Level definitions	Tender No. HSP/IT/RFP/93	These are standard terminology in aviation. Broadly speaking, Level-1 means Aircraft level Maintenance (Component removal/ installation/ snag rectification). Level-2 means Component level Overhaul and Repair (Cards replacement). Level-3 means Card assy./sub-assy. level repair.

8	Please provide high level understanding of process of defect/ fault finding / reporting and execution of work	Tender No. HSP/IT/RFP/93	These are standard terminology in aviation and need no further elaboration.
9	Are there requirements to map Compliance policies and SLAs for different flight operations for different sectors? If yes, please share the requirements on compliance and SLAs	Tender No. HSP/IT/RFP/93	Question is not very clear. However, maintenance and engineering process are same for flight operation on different sectors. Vendor is required to provide capability of the system to manage policies and SLA's within the system.
10	Please specify the Inventory Function Policies and Standards in use within NACIL/ Air India currently. Please highlight on the inventory distribution/ transfer / Stock Replenishment policies in NACIL. Are there any SLAs and compliance for the stock availability across the storerooms? If yes, please specify	Tender No. HSP/IT/RFP/93	NACIL will like to implement the process as per the Software Product offered, which should be based on best Industry practices. Functional requirements had been enlisted in detail, in the RFP document.

11	Please specify the Procurement Function Policies and Standards in use within NACIL/ Air India currently. Please highlight on the requirement to implement a "State of the Art" Procurement function in the new MRO application? Please provide Information of existing suppliers / vendors and general contract policies and system available to operate it.	Tender No. HSP/IT/RFP/93	NACIL will like to implement the process as per the Software Product offered, which should be based on best Industry practices. Functional requirements had been enlisted in detail, in the RFP document.
12	Are the user roles and security defined for the maintenance processes and across other processes like inventory and procurement functions?	Tender No. HSP/IT/RFP/93	Question is not very clear. User roles shall depend on new software product offered by the bidder. However, Users roles and security levels are well defined in the current system.
13	What are the related applications and systems for Maintenance, Inventory and Procurement functions as of now?	Tender No. HSP/IT/RFP/93	Pl. refer Annexure-I (Information on NACIL) of the tender document.
14	What are the Key business features/ functionalities shared/ integrated among existing applications/ systems/ packages?	Tender No. HSP/IT/RFP/93	Pl. refer Annexure-I (Information on NACIL) of the tender document.

15	Does Air India / NACIL perceive the requirement for implementation of Mobile Work Management System? If yes, What are the functionalities desired by the mobile work force management?	General	Mobile Work Management System has not been requested in the NACIL's tender document. However, the desirable requirement of PDA/ Wi Fi network has been specified at point 42 to 44 of Annexure-IV'A'
16	Please provide an IT architecture view of the As-Is systems landscape? Also please specify the complete list of Sun-Set applications after the implementation of the MRO application?	General	Refer Annex-I of Tender document for details. The existing system will be replaced.
17	Please specify the Inter-dependability of Existing Systems like CCS, MCS, MACH, MSCS, SPS, WCS, PCS, GPS	Tender No. HSP/IT/RFP/93	These are the internal modules of the existing system, which will be replaced by new MRO-IT software. Pl refer Annex-I.
18	Please specify the Business processes to be integrated with Partner Air lines, SPEC2000, Banks EFT, ACARS, Oracle Apps/ ERP/ Financials	Tender No. HSP/IT/RFP/93	The offered application software product has to integrate and implement the functionalities listed in Annexure-III'A', Annexure-IV'A' to IV'E'. Functionality should either be part of the product offered or should be implemented / integrated through the mentioned external IT systems at para 15 of Annexure-II'B' (Work scope Summary).

19	Please specify the frequency of data synchronisation across the new MRO application and the external applications? For e.g. Nightly, Hourly etc	General Integration /	NACIL will like to implement the process as per the Software Product offered, which should be based on best Industry practices.
20	Are there any IT landscape standards in NACIL / Air India for interface development between the MRO application and other systems? Does NACIL use any current EAI / Middle ware tool for integration needs in As-Is environment? If yes, please specify along with the expectations from NACIL / Air India on integration standards?	General	NACIL will like to implement the process as per the Software Product offered, which should be based on best Industry practices.
21	Please specify who are the external resources who will require access to the MRO application? Also please specify the high level process integration diagram between NACIL / Air India users and external users?	General	Vendors/ Freight forwarders, Customers etc will also access the Software.
22	Does NACIL / Air India have any standards / framework for Application Implementation and roll out?	General Implementation /	NACIL will like to implement the process as per the Software Product offered, which should be based on best Industry practices.

23	What are the Change Management activities expected out of the vendor during the course of this project?	General / Change Management	During Project Implementation, existing NACIL's business process needs to be studied and changed according to the new software product offered by the bidder. If the existing process cannot be changed, some customization/ configuration of the software product may be required.
24	We understand the vendor will be required to recommend Hardware and Software requirements for the MRO application implementation. The vendor is not responsible to quote price for the recommended hardware and software. NACIL / Air India will directly negotiate with the hardware / software vendors on pricing and installation of these. Please confirm	General / Hardware Software	Pl. refer para 12 to 15 of Annexure-II 'B' (Work Scope Summary). Hardware as recommended for implementation of the software product offered shall be provided by NACIL. Cost for the hardware is not to be included in the Commercial Bid.
25	What are the Data Migration requirements for this project? How clean and correct is the current data within the existing applications? Will NACIL / Air India plan to undertake significant Data Cleansing and Enrichment exercise during the course of the engagement?	General / Data Migration	Yes, during project implementation, the clean/ verified data shall need to be uploaded, according to the new software product requirement.
26	Will there be requirement to migrate Paper based Data also in this engagement?	General / Data Migration	Yes, processes that are manual, paper data will need to be uploaded during data migration.

27	What are the estimated volumes of data to be migrated to the new application?	General / Data Migration	Depends upon the software product being offered by the bidder. How can we estimate the volume of data, at this stage?
28	It is assumed that NACIL / Air India will be responsible for changes to the legacy / As - Is applications for integration with the new MRO application. Please confirm. Also please confirm the availability of resources to modify / change in the external applications for the integration needs with the new MRO Application	General / Integration	It will be the responsibility of the vendor to integrate with other IT systems. NACIL will make the changes in the legacy systems if required.
29	Does NACIL / Air India use any GIS system currently? If yes please specify the application used?	General / GIS application	NO, We are not using any GIS system.
30	Does NACIL / Air India follow one or more ISO norms / Standards to carry out its various business processes in different departments like Maintenance, Procurement, Operations, HR etc. If yes, Are these ISO procedures and instruction manuals available and updated as per last audit reports . So these can be referred as standard business function documents.	General	In NACIL, Jet Engine Overhaul Shop, Delhi, Engine Overhaul Department, Old Airport Mumbai and Engineering Department, Old Airport Mumbai are approved for ISO 9001:2000 Standards.

31	We assume that the business processes for MRO functions and integration requirements with the external systems to be the same irrespective of the location of usage (Locations include current needs which are Delhi, Mumbai, Hyderabad and Kolkata and Future needs that are planned under expansion and mergers) of the proposed MRO application. Please confirm.	General	Your assumption is correct. Currently, Chennai, Banglore and Thiruvananthapuram are also being developed as Line Maintenance/ Major bases.
32	We assume that the application configuration requirement like Master Data setup, Transaction data requirements to be the same irrespective of the location of usage (Locations include current needs which are Delhi, Mumbai, Hyderabad and Kolkata and Future needs that are planned under expansion and mergers) of the proposed MRO application. Please confirm.	General	Your assumption is correct. Currently, Chennai, Banglore and Thiruvananthapuram are also being developed as Line Maintenance/ Major bases.
33	For services that NACIL provides for external parties (Outside party jobs), should the software hold all the commerical agreements details like (pricing models, tax engine, billing functionality)?	General	Yes. Also, refer Annexure III, IV'A' to IV'E' for detailed functionalities requirements.

34	For Customs clearance functions or activities that the software might not support, will NACIL engage in a requirements gathering workshop to enable this functionality within the product?	General	Yes. Also refer module 'O' Annexure IV'C'.
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Query No. 5:

NACIL's replies are indicated against each question in green color:

Eligibility:

S/N	Details	Page No	Clarification	NACIL's Reply
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1	<p>The Bidder must be the owner of the “Aviation Software Package” (Attach certificate as per format C-1 of Annexure-VIII) OR</p> <p>B) In lieu of the owner of the “Aviation Software Package”, an exclusive reseller of the product duly authorized by the owner of the “Aviation Software Package”, would be permitted to participate in the tender subject to undertakings to be given as per certificate format C-2 and C-3 of Annexure-VIII. NOTE: Kindly note that NACIL will entertain bids either from the owner of the Aviation Software Package, or from one exclusive authorized reseller. In case bids are received both from the owner of the software package and its reseller, only the bid received from the owner of the software package would be entertained.</p>	Pg 30 point No 1 & 2	Multiples SIs should be allowed to bid from one OEM this will help NACIL to have more competitive environment	Thanks for the suggestion. This is standard NACIL's requirement and will stay as it is.
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2	4 The “Aviation Software Package” of the Bidder must be currently operational in a minimum of two (2) Scheduled Commercial Airline Operators and one Aircraft MRO Service Provider. The scheduled commercial airline must be currently maintaining at least 30 aircraft each. (Attach client certificates as per format C-5 and C-6 of Annexure-VIII)	Pg 30 Pt 2	There are many Airlines who have gone for the MRO solution in the recent past and their implementations should be in the process .Can we use references which are in the process of implementation or they should have gone live.	The product should be live as specified in certificate format C-5 and C-6 of Annexure-VIII
3	The application software must be capable of supporting 1400 named users	Pg 31	Please provide the user break up module wise/ functionality wise. This will help NACIL save the time and effort to segregate and also save time.	It will depend upon the business process in various modules/ functionalities of the software product offered by the bidder, which will be worked out during project implementation.
4	The Bidder must implement and integrate the application software on the hardware provided by NACIL as per the Bidder’s recommendations for the technical specifications (brand/ make/ supplier for hardware to be decided by NACIL) and must take up the responsibility of integrating third party products.	Pg 32	Would NACIL be looking at using Middleware software to integration to real time integration.	NACIL will implement the bidder’s recommendation. However, the bidder is required to supply all related software as specified in the tender.

5	The Bidder must commit to provide AMC support for a period not less than ten years after the warranty period and should commit to migrate the application to a new hardware platform in case of technological upgrade or replacement of the recommended hardware or operating system due to any reasons during this period.	Pg 32	Standard Industry practice is for 3- 5 years. Pls allow for 3-5 years.Hardware and OS roadmaps are part of the Hardware OEM scope hence pls remove the same from our scope.	This is NACIL's requirement to have commitment for long-term support of the product.
6	The Bidder should commit to enter into a tripartite ESCROW agreement among the Bidder, NACIL and the Escrow Agent. The complete initiation, implementation and payment for the Escrow agreement would be the responsibility of the Bidder.	Pg 32	Please provide more details on the requirement for Escrow arrangement.	The requirement is quite clear. Detailed escrow agreement will have to be worked out by bidder before award of contract.
7	The Bidder must sign the Integrity Pact (pre-signed by NACIL) as per Annexure-IX and submit the same along with the pre-qualification bid.	Pg 32	Is this a mandatory requirement	Yes, all requirements in Annexure-III 'A' are mandatory.
8	If the bidder chooses to work with one or more partners to deliver the system, the management of these partners will be the sole responsibility of the bidder	pg 74 Pt 7	Need more clarity on management of partners.	The requirement is quite clear.

9	Basic Cost, firm for one year, of the offered Application Software Package for 1400 Named User licenses	pg 80	Please provide module wise user break up	As already stated at S/N 3 above, it will depend upon the business process in various modules/ functionalities of the software product offered by the bidder, which will be worked out during project implementation.
10	Joint Undertaking from the Parent Company & Subsidiary (Bidding) Company for meeting the clause no. 5 of Pre-qualification Criteria	pg 30 point no 5 Pg 98	The ownership of the complete project should be with the Implementation party. If SI is bidding then can have teaming agreement with the ERP vendor for necessary support for the project. The role of a System Integrator is to be a single point of contact and deliver on the contracted deliverables - thereby minimizing involvement of OEM and hence delivering the project at lower cost.	The Bidder must be either the owner of the Aviation Software Package or the Authorized Reseller. The clause no. 5 of Pre-qualification criteria is for Annual Turnover of the bidding company. Your question/clarification sought is not clear.
11	In case of bidders who had participated in the earlier tender no. HSP/IT/RFP/90 dated 18 February 2008 and have not been refunded the EMD of USD 50,000 / Rs. 20 lakhs as yet, the same would be adjusted by NACIL towards this tender. Bidders should make a mention about this in their covering letter of PQ Bid.	Pg 3	We had participated last time and submitted EMD which has not been refunded yet. Pls confirm that the same would be adjusted to avoid any gaps later. Would also request to provide us an option of adjusting this EMD in case our partner quotes this time.	EMD can be adjusted only for the companies who participated in the earlier tender. It cannot be adjusted for any other partner/parties. If your company is not bidding, you can request for the refund of the EMD.

12	<p>2. EARNEST MONEY DEPOSIT (EMD)2.1 An Earnest Money Deposit (EMD) of Rs. 20 lakhs (Rupees twenty lakhs only – applicable to Indian bidders) or USD 50,000 (US Dollars fifty thousand only – applicable to foreign bidders) must be submitted along with the Pre-Qualification bid either in the form of Bank Draft / Banker’s cheque in favour of “National Aviation Company of India Limited,” and payable at New Delhi, or by wire transfer remittance to the NACIL account in accordance with Clause 2.2 below (applicable to foreign bidders only). No other mode of payment / currency will be accepted. EMD must be submitted along with the Pre-Qualification Bid. In the case of EMD remitted through wire transfer, proof of wire transfer should be submitted along with the Pre-Qualification bid. EMD will not carry any interest.</p>	Pg 19	<p>Oracle India complies with this requirement other than agreeing to the forfeiture of the EMD in circumstances where Oracle India refuses to accept the contract awarded. Oracle India cannot accept a scenario where it forfeits the EMD, if it cannot reach agreement with NACIL on certain terms and conditions of the relevant contract (which have not as yet been published), if this is what is intended by the words, ‘fails or refuses to accept the contract if awarded in his favour’. However, Oracle India is willing to consider forfeiting the EMD if after the parties have reached agreement in principle on all the contractual terms and conditions (including having obtained all relevant internal approvals), Oracle India then does not sign the contract. Oracle India would welcome an opportunity to discuss the relevant forfeiture events with NACIL representatives at the appropriate time.</p>	<p>The very purpose of EMD is to ensure commitment. In case of disputes if any at the time of agreement, etc, Refer Point 19 of Annexure-II-A. Forfeiture of EMD is not negotiable.</p>
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13	<p>1.27 It will be the responsibility of the bidder to comply and pay all taxes/ levies/ duties in the country of origin as well as in India, as applicable for the entire contract. 1.28 The prices quoted in the commercial bid must be exclusive of all applicable taxes, levies and duties till the delivery of the complete Software Package to NACIL. The taxes, levies and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format including implementation and AMC should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as 'NIL' in the commercial bid format.</p>	Pg 18	<p>The prices are quoted exclusive of taxes and any applicable local levies. These will be charged extra as applicable on date of invoicing</p>	<p>Yes, the same is mentioned in the Tender itself.</p>
14	<p>1.21 NACIL reserves the right of not awarding any contract to any of the Bidders.</p>	Pg 17	<p>Oracle has read these requirements and at the appropriate time, Oracle India representatives will need to better understand these requirements by discussing them with the relevant NACIL representatives. Oracle reserves the right to reject a partial acceptance of our proposal.</p>	<p>This point basically means NACIL reserves the right to close this Tender if necessary, without awarding the contract to any of the Bidders. Our requirement is for complete solution and implementation. Question of partial acceptance does not arise.</p>

15	<p>National Aviation Company of India Ltd. (NACIL) is a newly created entity post merger of Indian Airlines Ltd. (IAL) and Air India Ltd. (AI) along with their Low Cost Carrier and Cargo Carrier subsidiaries under the brand name of 'AIR INDIA'. The proposed software solution is expected to meet the Maintenance, Engineering and allied functions including MRO Management & Operation of NACIL at the facilities spread over major bases at Mumbai (BOM), Delhi (DEL), Kolkata (CCU), Thiruvananthapuram (TRV) & Hyderabad (HYD) including future joint ventures.</p>	Page 3	How many legal entities are in scope of implementation by the tenderer?	<p>The number of Legal entities is not known at this point of time. However, the scope of implementation is clearly described.</p>
16	<p>The standard payment terms of NACIL would be "60 days from the date of invoice subject to successful completion of each milestone". In case a bidder does not accept this term, the commercial bid would be loaded by financing cost @ 15 % per annum for the difference between 60 days and the actual credit period offered by the vendor.</p>	Annexure – II 'A' Page 23	<p>NACIL will be required to procure of software licenses in advance. Payment terms will be 60 days from date of invoice. Payment for Annual Technical Support fees will be due and payable quarterly in advance. Payment schedule for project implementation is as per proposal.</p>	<p>This shall be worked out mutually at the time of awarding the Contract and finalizing the agreement.</p>

17	Adequate security and virus protection is to be ensured for the aviation software package and Operating system	pg 28 Annexure – II ‘B’	Oracle E-Business Suite and Oracle Technology does not offer any solution for virus protection. As a standard operational practice, organizations should enforce virus protection on multiple levels such as users personal computer, network perimeter firewalls and critical back-end systems.	NACIL has enforced standard practice as mentioned for users PC and network perimeter firewalls etc. For main aviation software package and operating system including third party software if any special protection is required, the same has to be ensured by the vendor.
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Functional:-

S/N	Module	Description	Clarification	NACIL's Reply
1	Purchase Order Module	System must provide facility flag for AOG indents, work stoppage indents and indent for non-stock item.	What is the meaning of AOG indent? Please explain.	It is a standard Aviation terminology. AOG means Aircraft on Ground. AOG indent implies a spare/component is to be procured for a grounded aircraft.
2	Purchase Order Module	System must have facility to generate indent only against approved scrap notes or in case of increase in float quantity.	What is the float quantity? Please explain.	Float quantity is the no. of component/spares in addition to those fitted on the aircraft fleet.

3	Purchase Order Module	System should have facility to generate price comparison sheet of each item in one common currency (as per selection) for particular RFQ.	Is the expectation that the system lets buyer team enter scores online for technical and commercial parameters and then generate comparison sheet for the quotations?	Yes, the system should generate price comparison sheet based on quotes received through System or entered in System externally.
4	Purchase Order Module	System should have capability to release loan orders. System should have facility to control and monitor loan period in case of loan orders.	What is a loan order? Please explain.	It is a standard Aviation terminology. It means a component/spare unit taken on loan from a supplier instead of outright purchase.
5	Purchase Order Module	System must indicate the arrival details AWB No. & date, flight no. & date against each item in the order.	What is AWB number? Please explain.	It is a standard Aviation terminology. AWB means Air Way Bill.
6	Receiving and Inspection Module	System must have facility to issue a rotatable part only against receipt of unserviceable rotatable by CPO.	What is meant by CPO? Please explain.	CPO means Central Progress Office, a section with in PPC (Production, Planning & Control) division thru which all physical movement of component /spares take place.
7	Purchase Order Module	System must have facility to transmit RFQ to vendors through Spec2000 and E-mail.	What is the function of Spec2000? Please elaborate?	Spec2000 is a standard used in Aviation Industry for Order Transmission, Order Acknowledgements, Order Exceptions, Order Shipping information, invoicing, etc.

8	Repair Order Management	System must have facility to highlight / alert for the item(s) under AOG order and not shipped. (i.e. till updation of AWB and FLT details)	What are FLT details? Please explain.	It is a standard Aviation terminology. FLT is short form for the word Flight.
9	Receiving and Inspection Module	Physical verification of item being received as per order for part number, quantity, unit price, certification is carried out and QC inspector will carry inspection such items. Upon completion of inspection, System must facilitate the QC inspector to issue 'S' tag (serviceable tag) based on his inputs such as FAA No. and other data relating to QC.	What is FAA number? Please explain.	It is a standard Aviation terminology. FAA no. is basically a serviceable certification no. allotted to a component by a FAA (Federal Aviation Administration) approved service station.
10	Annexure – IV 'B' Engineering functions Point 7	Generation of Maintenance Schedules based on MPD, SBs / ADs, SILs, Engineering Orders, AOT and FH/FC/ Elapsed time / soft life parameters.	What is soft life parameter ?	Soft Life is in-service Hours/Cycles of the parts/ components/ LRU's which do not have fixed maintenance periodicity.

11	Annexure – IV 'B' Engineering functions Point 9	Aircraft Reliability Monitoring based on snag history, major defects, repetitive defects, delays, incident and calculation of alert limits for system defects. Graphical analysis of delays / incidents / technical dispatch reliability with respect to various regions of operations and ATA chapter.	What sort of graphical analysis is required? Is it aircraft position based or sector based?	It is plotting no. of defects (ATA chapter-wise), removal rate, defect rate, incident rate etc. over a period of time for aircraft fleet to monitor reliability of aircraft/ components/ ATA systems. These are standard aviation, regulatory requirements, and manufacturer's requirement in Aviation.
12	Annexure – IV 'B' Engineering functions Point 24	Weight and balance schedules generation and monitoring of change in weight due to modifications. Generation of triggers in case of change in weight / C.G. position beyond specified limits. Essential	Please elaborate more on this requirement.	These are standard maintenance requirements in Aviation.
13	Annexure – IV 'B' Engineering functions Point 37	Engine Arising based on soft life, LLP, engine condition-monitoring parameters & engine work scope preparation with engine modification due as per MCM decisions. Essential	Does it means Engine Removal and Installation decisions in any of the hanger ?	These are standard maintenance requirements in Aviation. It implies predicting future engine removals based on certain parameters.

14	Annexure – IV 'B' Engineering functions Point 45	Component Warranty Management based on MTBF / MTBUR / FH / FC / Elapsed time for new Purchases and Repairs including warranty for engine life limited parts, blades and Creation of warranty claims. Facility to define warranties for new aircraft.	Please elaborate more on the above points. There are lot of variations in this process in industry.	These are standard maintenance requirements in Aviation. NACIL requires a software product based on best industry practices.
15	Annexure – IV 'B' Engineering functions Point 74	Graphical representation of aircraft / engine groundings and checks. Desirable 2	Please elaborate more on this requirement.	Graphical representation to give a bird-eye view of the aircraft fleet under various checks and in operation at different stages/ time.
16	Annexure I Page 15		what are the timelines for network upgrade?	By March-2010.

17	Annexure II 'B' - Page 26	Worksopce Summary	<p>For interfacing with partner airline MRO systems - Is there a common or standard data exchange format recommended by Air India?Point 3: whats is the expected fleet growth over next 10 years?Point 4: tender document refers to 1400 named users and 400 concurrent users- does it include users from 5 main base and outstations?Point 4: whats is the expected user growth over next 10 years?Point 19: Functional training for key users - how many are key users? What are the training locations?Point 21: what is the volume of the data to be migrated from engineering and material Management and for which aircraft type and period?</p>	<p>The data exchange format may differ. <u>Point 3:</u> Application should be scalable to handle data of 250+ aircraft and 2800 named users in future (refer para 9.2 and 9.3 of Annexure-III 'A') <u>Point 4:</u> Yes, it includes all the users. <u>Point 4:</u> 50 named user per year (refer para 13 of Annexure-VI 'C'). <u>Point 19:</u> Refer para 15 to para 21 of Annexure IV 'E' (Project Implementation requirement). <u>Point 21:</u> Volume of data to be migrated will depend upon the software product being offered by the bidder.</p>
18	Annexure III 'A'Page 32	- Pre-Qualification Criteria of the tender;	<p>Point 11: migrate the software to NACIL's new hardware platform - will NACIL pay for the migration effort and considered as migration project? Point 14: For data migration from existing system to new</p>	<p><u>Point 11:</u> Yes, NACIL will pay. <u>Point 14:</u> For efficient working of the system, the bidder and NACIL have to engage together to work out the fields/format in which NACIL has to provide /extract data from the existing system. Data verification/uploading will be the responsibility of the bidder.</p>

			system, can NACIL provide the historical data in vendor prescribed data format?	
19	Annexure IV 'A' - Technical Requirements Page 41- 42	Technical Requirement	Page 41; Point 8; SWIPE CARD TASK CLOSING - does it mean that e-signature facility will be adopted by NACIL for task card closing?Page 41; Points 10 to 12; Reliability data about airframe, engine and components are meant to be used internally by NACIL or does it need to be shared or exchange with OEM's?Page 41; Point 14; how many interfaces are required as NACIL has different engine fleets from OEM's? and is it only EGT or any other ACARS messages for engine and powerplant?Page 41; Point 16; Generation of maintenance call-outs based on fuel/oil samples test - needs some clarification on the outcome of	Point 8: NACIL may adopt e-signature facility in future. Point 10 to 12: It will be used internally and will also be required to be exchanged with OEM's and Regulatory Agencies. Point 14: Interfaces are required for each engine type/OEM and all engine parameters including EGT will have to be interfaced. Point 16: When Fuel and Oil sample fails lab. test for any type of contamination, necessary maintenance action in the form of call out (task/alert) needs to be generated. Point 18: ACARS is activated in NACIL on part of its fleet. Point 19: All documentation related to Maintenance & Engineering for Aircraft, Engine and Components. Point 20: OEM provides MPD and MMEL in Excel and PDF formats. Point 28 to 32: Currently, NACIL does not have any HRMS system. Page 42 Point 34: Yes, NACIL is looking for tail assignment facility. Point 58: Currently, no interface with other HRMS is required. Point 59: Assignment of personnel will be manual. However, necessary

		<p>the test and process involvedPage 41; Point 18; Is there any ACARS system currently used by NACIL?Page 42; Point 19; Technical Publication Management - what are the document types (like AMM, IPC, etc) that NACIL expects the new system to support? Page 42; Point 20; In what format NACIL will get the MPD & MMEL?Page 42; Points 28 to 32; Training & Certification - What HRMS system NACIL intend to use?Page 42; Point 43; Is NACIL looking for a aircraft tail assignment functionality?Page 44; Point 58; does it required to interface with any system to get the engineering resource data? Does it need to be dynamic based on the resource clock-in/out?Page 44; Point 59; Roster/shift planning - NACIL would do the manual planning for shift/Roster?Page 45; Point 76; in what format NACIL will get the Aircraft Readiness</p>	<p>alert/constraints of manpower taking into account of outstations duties/postings in each shift need to be indicated, automatically. Point 76: Data can be Excel/Txt format. NACIL (A) to comment. <u>Point 77</u>: No KPIs are defined for any business unit, as yet.</p>
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			Log?Page 45; Point 77; Is there any defined KPI's available for each business units?	
20	Annexure IV 'C' - Material Management Functions	Material Management Function	Page 46; Point 11; Does NACIL adopts one uniform account policy across subsidiaries, inventories and part types? Or Is there a change with respect to subsidiaries?Page 46; Point 12; what are the parts classification changes expected? Does NACIL change rotables to expendables and vice-versa? What account policy NACIL adopts for parts classification change?Page 49; Point - L- Master database; in what format NACIL would receive initial provisioning list from OEM's?Page 49; Point - M- Purchase Order module; will there be a centralized purchasing function for NACIL?Page 64; Point -	Point 11: Account Policy may differ across subsidiaries. Point 12: Parts Classification may change too if felt necessary. Point L: Initial Provisioning Data may be received from OEM's either in Spec2000 Format or Excel format. Point M: The Purchasing Function may be centralized or de-centralized based on SBU Formation and Joint Ventures entered into with Outside Agencies. Page 64: Leased aircraft inventory would be same as NACIL inventory but would need to be tracked separately. Point W: No, 3rd Party Accesses would not be considered as Named Users. Only transacting Users would be Named Users in the System.

			Leased Aircraft Inventory; what is the scope of this inventory?Page 67; Point - W -Access to 3rd Party; Can we consider the 3rd party user created by NACIL is the named user of the system?	
21	Annexure IV 'D' - Allied Functions	Alied Function	Page 68; point - Job Costing; In NACIL different work orders are divided into different cost heads - what are Cost heads?	Details will be provided during Project Implementation. Cost Head is classification for defining cost on various activity/work centers and/or various functional systems/ classes/ activities.
22	Annexure IV 'E'	- Project Implementation Requirements	Page 74; Point - 2; Does NACIL looking for any phased implementation within implementation period? Page 75; Point 15; Training - can we say that NACIL expects the vendor to train 100 users under the "Train-the-trainer" programme as FOC? Additional training will be additional cost to NACIL	Page 74; Point 2 - The bidder and NACIL have to engage together to decide if the phased implementation or big bang approach will be suitable within the implementation period depending upon the software product and resources available on both side. Page 75; Point 15: Pl. refer para 15 to 21 of Annexure-IV 'E' for training requirements. Additional trainings if any will be at additional cost.
23	Annexure – II 'B' Point 18	Adequate security and virus protection is to be ensured for the aviation software package and operating system.	Is the Bidder expected to provide the Security & Virus protection or Only recommend the same to NACIL, especially as the Operating System & Hardware infrastructure is	NACIL has enforced standard practice as mentioned for users PC and network perimeter firewalls etc. For main aviation software package and operating system including third party softwares if any special protection is required, the same has to be ensured by the vendor.

24	Annexure II A, 1.20 & 1.35		Will the implementation contract be signed with the implementation partner or software vendor?	The contract will be signed with the bidder (the bidding company) who will be responsible for all aspects of the software and its implementation as specified in the tender.
25	Annexure II A, 1.34		Can you share the List of Aviation Software Packages and Third Party Software to be covered in the project??	The clause 1.34 is quite clear. Also, refer para 7 and 8 of Annexure-III 'A' for the module/major functionalities required by NACIL which will be part of the bidder's software product and/or some may be provided as IIIrd party module.
26	Annexure II A, 8.4		Any specific timelines drawn for the issue resolution? What are the likely penaties?	Refer point no. 13 of Annexure-II 'A'. Timeline to be agreed at the time of award of contract.
27	Annexure II A, 8.6		Can third party product warranty / support be passed to software vendor? Can you please share the process/criterion of solution acceptance?	Third party product warranty / support is the responsibility of the vendor. Criteria for solution acceptance to be provided by the bidder and to be mutually agreed.
28	Annexure II A, 9.3		What does upgrade mean? Patches or version upgrades?	Both patches and version upgrade. Refer page 76 point 31 of Annexure IV - E.
29	Annexure II A, 10.1		What is the expectation on training? Pl elaborate.	Refer clause 15 to 21 of Annexure-IV 'E'
30	Annexure II A, 11.1		Is it mandatory for software vendor to participate in the implementation or vendor can tie up with an implemenatation partner who will own the implementaion responsibility.	Clause no. 11.1 and 11.2 in this respect are quite clear and self-explanatory. Yes it is mandatory for bidder to participate in project management and implementation. However, bidder can tie up with an implementation partner, but bidder will be responsible for the

				same.
31	Annexure II B, 11		What kind of support is expected during AMC, on site / off site, how many shifts, can this be from central location?	Refer to page 76 point 23 & 24 of Annexure-IV 'E'.
32	Annexure IIA, 13		What are the likely penalty?	To be mutually worked out before award of contract.
33	Annexure II A, 21		What is the expectation on data migration (master and open transactions / history)?	Refer page 32 clause 14 of Annexure-III 'A' of the tender document.
34	Annexure II A, 24		What is the expectation on change management? Please clarify and elaborate the scope. Will there be two separate contracts – one for implemenattaion and another for AMC?	Broadly speaking, Change Management implies study of existing business process of NACIL (I) and NACIL (A), harmonize to a common process of the software product and necessary customization/ configuration of the software product, as required for efficient working of the system. Implementation and AMC contract will be separate.
35	Annexure II B- Scope of Work		What is the expectation of JIT(Just in Time) inventory availability in terms of time cycles(no. of hours/ days) etc.	At least, two days prior to the actual need.

36	General	General Queries	<p>1. What are the expected time lines for the project completion?</p> <p>2. What are the parameters of technical evaluation?</p> <p>3. Do you wish to implement it in a big bang manner, or are you open to phased approach?</p> <p>4. Who is funding this project?</p>	<p>1. 18 Months 2. Refer Annexure-VI 'B' 3. The bidder and NACIL have to engage together to decide if the phased implementation or big bang approach will be suitable within the implementation period depending upon the software product and resources available on both side. 4. NACIL</p>
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Query No. 6:

NACIL’s replies are indicated against each question in green color:

S.No.	RFP Reference(Annexure / Page No / Para / S.No)	Description	Comments	NACIL Response
<u>Annexure-I</u>				
1	Annexure-I Page no. 7 Information on NACIL		For configuration and implementation purposes in the system; Can we consider NACIL as the single legal entity with uniform chart of accounts for all post merger companies and subsidiaries?	Yes, NACIL will be a single legal entity with uniform chart of accounts post merger. However, the subsidiaries will have separate accounts with commonalities for consolidation of account.

2	Annexure-I Page no. 15 Information on NACIL	Interface with Invoice Payment Systems:	Need Detail interface points if the data is to be updated consolidated or every transaction wise	Data is to be updated every transaction wise
3	Annexure-I Page no. 15 Information on NACIL	Interface with Oracle apps	Need Detail interface points if the data is to be updated consolidated or every transaction wise.	Data is to be updated every transaction wise
<u>Annexure-II 'A'</u>				
1	Annexure-II 'A' Page no. 22 General Terms & Conditions of the tender Sl.no. 8. Warranties and Guarantees for Application software sl.no 8.6 (iii)	The criteria for acceptance of the solution during the implementation and warranty period (to be determined after award of the contract) would be complied with.	The criteria for scope, responsibility, deliverables, service levels, & others should be determined at the time of contract finalisation and should be line to the scope, responsibility, deliverables, service levels, & others mentioned in the technical proposal submitted as this will have impact on the project timelines and cost; NACIL to confirm no major deviations the time of award of contract or after the award of the contract.	Bidders can submit criteria for acceptance of the solution, service levels, deliverables etc. as asked in the tender which will be firmed up/ finalized before award of contract. We do not foresee any major deviation as of now.
2	Annexure-II 'A' Page no. 22 General Terms & Conditions of the tender Sl.no. 9. Maintenance clause for Application software sl.no 9.3	During the AMC period, the bidder would be required to provide on FOC basis all products and documentation updates, patches/ fixes, etc. as may be necessary to ensure the desired level of performance of the system.	To ensure and facilitate this deliverables as mentioned; We suggest NACIL to sign the Application or third party OEM license agreement.	This will be the responsibility of the bidder. Finer details will be worked out before award of contract.

3	Annexure-II 'A' Page no. 22 General Terms & Conditions of the tender Sl.no. 11. Project Management Sl. No. 11.2	If a bidder chooses to work with one or more partners to implement the project, the coordination with such partner (s) for project implementation and subsequent support would be the sole responsibility of the bidder. The bidders should submit, along with their technical bids, documentary proof of such partnerships as well as the related arrangements for project implementation / support.	We will co-ordinate and provide details in the proposal as required by NACIL in the tender if any partner/s is/are involved during implementation, warranty or AMC; but will NACIL agree to accept direct invoices from the these partners.	No.
4	Annexure-II 'A' Page no. 18 General Terms & Conditions of the tender Sl.no. 1. Terms of tender Sl. No. 1.28	The prices quoted in the commercial bid must be exclusive of all applicable taxes, levies and duties till the delivery of the complete Software Package to NACIL. The taxes, levies and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format including implementation and AMC should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as 'NIL' in the commercial bid format.	Please confirm NACIL office to be taken as the single point of delivery for application & other deliveries, invoice generation and submission and other documents as this has tax implications.	Yes.
5	Annexure-II 'A' Page no. 23 General Terms & Conditions of the tender Sl.no.13. Penalty		As LD clause is already mentioned in Sl. No. 18, we would request to remove this clause.	In general, the liquidated damages are for delay in delivery of the

				product/ services whereas penalties are for deficiencies in the services with reference to service level agreements. Point 18 deals with the realization of the LD Amount and the remedy for delay beyond the specified period.
6	Annexure-II 'A' Page no. 24 General Terms & Conditions of the tender Sl.no.16. Termination & Exit Clause		Please specify what events constitute material breach of contract and can result in termination clause being triggered. We also request the notice period to be extended for more than 120 days in lieu of 60days currently given.	Any material breach or non-observance by the bidder of any one or more of its obligations under the agreement. Regarding notice period, this is a standard NACIL terms & conditions.
7	Annexure-II 'A' Page no. 24 General Terms & Conditions of the tender Sl.no.18. Liquidated Damages		The LD clause should be imposed only after giving 30days notice and reasons to rectify the defects and not otherwise. The total liabilities due to LD or others should not exceed certain percentage of total contract value.	Maximum liquidated damages are already capped at 5% of the contact value. No change to the tender clause. Will stay as it is.

8	Annexure-II 'A' Page no. 25 General Terms & Conditions of the tender Sl.no.21. Confidentiality		We request to Confidentiality to be limited to a certain period from achievement of cut-over date	May be considered during award of contract.
9	Annexure-II 'A' Page no. 24 General Terms & Conditions of the tender Sl.no.17 Infringement		The total liability due to infringement should be limited to certain percentage of the contract value.	The tender clause will stay as it is, without any change.
<u>Annexure II 'B'</u>				
1	Annexure-II 'B' Page no. 27 Work Scope Summary Sl.no. 12.	The Bidders must provide a list of third party software products with full details thereof that will be supplied (duly licensed) to NACIL for implementation of the offered solution. This is to be submitted along with the technical bid.	To ensure and facilitate this deliverables as mentioned; We suggest NACIL to sign the Application or third party OEM license agreement.	No, bidder will be responsible for 3rd party software products. Finer details will be worked out before award of contract.
2	Annexure-II 'B' Page no. 26 Work Scope Summary (Second paragraph last point)	• Any other relevant internal systems	Please specify the systems.	We do not have further details of the systems. However, only technical commitment is required for interfacing/ integration with external IT systems, except for IT systems mentioned at clause 15 of Annexure-II 'B'.

3	Annexure-II 'B' Page no. 27 Work Scope Summary Sl.no. 8.	NACIL proposes to set up the Production Data Centre at New Delhi and Disaster Recovery Data Centre at Mumbai.	Can we consider Delhi Production Data Centre to be also the sole implementation site for the entire implementation activities and Mumbai office to be site for certain activities as per project demands?	Pl. refer para 5 of Annexure-IV 'F'. Implementation activities will be similar at both places at Delhi and Mumbai.
4	Annexure-II 'B' Page no. 4 Work Scope Summary Sl. No. 4	The application software should be capable of handling 1400 named users (approximately 400 concurrent users) without compromising on the performance in its real time use.	<p>NACIL to confirm that the entire initial 1400 named user's quantity will be procured at one time and to be delivered in single lot at the designated site. Also please specify the break up of the 1400 named users as per the following major functionalities:</p> <ul style="list-style-type: none"> a) Maintenance Planning (Line, Heavy / Major, Shop) b) Rotable Management & Control c) Quality Control & Technical Services Requirements d) Engineering Order Management (Service Bulletins, Airworthiness Directives etc.) e) Aircraft Maintenance Check Planning Management f) Modification Program on Airframe / Engine / Components g) Job Costing (Labor/ Material/ Overheads) h) Warranty claims / Insurance/ Outside Party Billing i) Monitoring of Line Maintenance activities. j) Material Management and Inventory Control / Logistics 	<p>1400 named users will be spread over on NACIL's operational network and will be procured in a single lot during project implementation period.</p> <p>Break up of named users cannot be provided at this stage, as this will depend on business process in various modules of bidder's software product.</p>

			<p>k) Task cards, Tech. Library, Document Management System, Bar Code system etc.</p> <p>l) Employee Training/ Licensing / Skill / Time booking Management</p> <p>m) Vendor Management and Invoice Payments</p>	
5	Annexure-II 'B' Page no. 27 Work Scope Summary Sl.no. 10.	The recommended configuration for Main Servers, Mirror / Backup Servers, Nodes and other hardware / software for Production and Disaster Recovery Data Centres is required to be specified by the Bidders.	We understand that the recommended configuration should be for 1400 named users or should we consider 1650 named users with addition of 50 named users per year for 5 years, please confirm?	Consider 1650 named users for recommending the hardware configurations. However, the commercial should be for 1400 named uses as specified in the tender.
6	Annexure-II 'B' Page no. 28 Work Scope Summary Sl.no. 21.	The Bidders would be required to migrate NACIL's existing data of Engineering, Material Management departments on to the database of the offered application software to ensure smooth roll over to the new product. NACIL will provide the existing engineering data in excel/txt format and the OASIS data in txt format for this purpose.	Accepted but in case additional or missing fields are required in the Master data for the purpose of migration the responsibility remains with NACIL to provide the data in acceptable format within the specified timeframe. NACIL will be responsible for the integrity of data	Accepted.
7	Annexure II-B Page 26 work scope summary Sl. No. k	<p>The application software should provide the following modules (major functionalities)</p> <p>k. Task cards, E-Doc/ Tech. Library, Bar Code system etc.</p>	Please specify which other modules are required besides Task card, E-Doc., Tech. Library and Bar Code System listed as 'Etc'.	Pl. refer Annexure III-A and Annexure-IV 'A' to Annexure-IV 'E'.

8	Annexure-II 'B' Page no. 26 Work Scope Summary point (b)	Enable Web Services based MRO services for external parties.	Which external parties are referred to, Is it both Vendors and Customers? Are these external parties allowed to view reports or can also run transactions like a user?	Yes, MRO customers and suppliers will be allowed limited access for reports & carry out transactions like a user, in future.
9	Annexure-II 'B' Page no. 27 Work Scope Summary Sl.no. 27.	The application software should have the capability to treat the individual Maintenance Units / MROs as Profit Centres irrespective of whether the jobs carried out are with respect to the fleet of NACIL or of any other operator.	What is the objective of Profit centers is it only monitoring of expenses and revenues for the profit centers or a tallied trial balance is also expected against these Profit Centers?	Basically, for monitoring expenses and revenues and generating various reports for the defined profit center. A tallied trial balance is also expected.
<u>Annexure III 'A'</u>				
1	Annexure-III 'A' Page no. 31 Pre-Qualification Criteria of the tender Sl.no. 9.3	The application software must be scalable to support a minimum of 2800 named users.	Please indicate the ramp-up plan with timelines (year, number of users, frequency of ramp-up, major function areas across which there will be increase)	The requirement is quite clear and the query is not relevant.
2	Annexure – III 'A'/32/9.5	The Bidder must confirm that the application software will be accessible both from NACIL Computer Network and Internet.	Whether all reports should be published on portal?	No.
3	Annexure III A; page 31, 7.7	Content driven Document Management System to cover Technical Publications / Revision control and Technical Library Management/ e-Documentation / Storage and archival of airline in-	Any supplier collaboration is required for sharing of documents like drawing files, test reports etc	May be required. No details available, as of now.

		house documents, technical circulars etc.		
<u>Annexure IV 'A'</u>				
1	Annexure-IV 'A' Page no. 37 Technical Requirements Sl.no. 15.	The bidder must provide the System Uptime of 99.9% based on the bidder's recommended hardware configurations and calculated on monthly basis on 24 X 7 basis. This would exclude scheduled downtime for maintenance, upgrades, etc. as well as hardware failures.	Besides performance on recommended hardware there is lot of other factors on which it is depended to commit this level of uptime, the other factors can be discussed and agreed at the time of contract finalisation.	Our requirement is quite clear and stays as it is.
2	Annexure-IV 'A' Page no. 40 Technical Requirements Sl.no. 53 to 60.	Interface to legacy or third party applications	All interfaces will be in batch mode and any changes or additions required in the legacy or third party application to deliver the interface will be NACIL or third part vendor responsibility	Only technical commitment is required. However, further details will be worked out during project implementation.
3	Annexure-IV 'A' Page no.39 Technical Requirements Sl.no. 36 to 38.	E-Signatures Facility	As understood bidder responsibility is limited to the extent of providing the required hardware and software configuration. Please elaborate the function of E-Signature utilization in the processes, etc. For what all functionality will the E-Signature be used?	E-signature facility will be required for sign-off of tasks by Technicians/ Engineers in the system and also for release/ approval process of purchase and repair orders. E-signature facility is to

				be provided and implemented.
4	Annexure-IV 'A' Page no.39 Technical Requirements Sl.no. 39 to 41.	RFID Facility	As understood bidder responsibility is limited to the extent of providing the required hardware and software configuration. Please elaborate the function of RFID utilization in the processes, etc. For what all functionality will the RFID be used?	To facilitate faster real time tracking of rotables/ components & for tracking the material movement. RFID will be implemented at a later date, as required.
5	Annexure-IV 'A' Page no.39 Technical Requirements Sl.no. 41 to 43	PDA/ Wi Fi Facility	As understood bidder responsibility is limited to the extent of providing the required hardware and software configuration. Please elaborate the function of PDA/Wi-Fi utilization in the processes, etc. For what all functionality will the PDA/Wi-Fi be used?	To be used by Line/major maintenance personnel while working on the aircraft (working in the field). To be implemented on a later date.
6	Annexure-IV 'A' Page no.40 Technical Requirements Sl.no. 53	The bidder must commit to provide interface with the NACIL (I) Cargo System (CSC-Kale consultant) and AI Cargo System (CGO-UNSYS DORADO 180) and another Web-based system called Ragini used in NACIL for shipment tracking as and when implemented by NACIL.	All interfaces will be in batch mode and any changes or additions required in the legacy or third party application to deliver the interface will be NACIL or third party vendor responsibility	Pl. refer reply to question no. 2 above.
7	Annexure-IV 'A' Page no.39 Technical Requirements Sl.no. 51	The bidder should provide a feature for data capture in offline mode for pre-decided modules and a feature in the application software for uploading of the captured data in the proposed application database	Which data needs to be captured in offline mode and for which modules/major functionality?	Refer clause no. 79 of Annexure-IV 'B' Page 45.

		the proposed application database.		
8	Annexure IV-A Page 40 Sl.no. 54	The bidder must commit to provide interface with “Hub Control/ Operation Control System” as and when implemented by NACIL (new system to be installed-under selection/ evaluation process).	Please provide functional and available technical details of the Hub Control/Operation Control System for the desired interface.	Pl. refer reply to question no. 2 above.
9	Annexure – IV ‘A’ page 40 sl. No. 55	The bidder must commit to provide interface with the Human Resources Application as and when implemented by NACIL.	Please enumerate and clarify which all third party interfaces.	Pl. refer reply to question no. 2 above.
10	Annexure – IV ‘A’, Page 40, Point 61	The bidder must commit to provide support for implementing Information security as per Industry standards (e.g. ISO/IEC 17799, ISO/IEC 27000).	Please specify the expectation to be able to estimate	The requirement is quite clear and needs no further elaboration.
<u>Annexure IV ‘B’</u>				
1	Annexure IV-B Page 41 Sl.no.14	Aircraft/ Engine Performance Monitoring Integration of data with Aircraft/ Engine Manufacturer software including Engine EGT and other parameters Monitoring.	Please specify the Software used by the Aircraft/Engine Manufacturer?	Each OEM has it’s proprietary software, Details will be shared during project implementation.

2	Annexure IV-B Page 43 Sl. No. 37	Engine Arising based on soft life, LLP, engine condition-monitoring parameters & engine work scope preparation with engine modification due as per MCM decisions.	Please explain the term MCM?Is soft life based on Flying HRS/Flying Cycles?	MCM stands for Modification Committee Meeting. Soft life can based on both flying hours and cycles.
3	Annexure IV-B Page 43 Sl. No. 46	Maintenance Cost Guarantees based on MTBF / MTBUR / FH / FC / Elapsed time for Aircraft / Engine / Components	Please Elaborate in detail ?	It is a common aviation process/practice for claiming the maintenance Cost above guaranteed level from the OEM.
4	Annexure IV-B Page 44 Sl.no. 66	Generating various engineering reports / Removal Data/ certificate of Maintenance / FRC / Installation Data.	What type of engineering reports are required? Please explain, and provide a sample copy?	Certain standard aviation reports formats are expected to be part of the software product, itself. Additional reports required will be mutually discussed during project implementation
5	Annexure IV-B Page 45 Sl. No. 75	Monitoring of aircraft movement during line maintenance including allocation of resources (Engineers / mechanics), bay no, generation of off-line tasks etc.	Is it same as Point No 35,as on page no 43?what is meant by aircraft movement?	Point no. 35 is for long term monitoring whereas point no. 75 is for a particular shift at a station.
6	Annexure IV-B Page 45 Sl. No. 76	Utilities to transfer bulk electronic data as supplied by the Aircraft manufacturer/ OEMs on induction of new aircraft for direct uploading in the application software package.	Please provide the details of format in which data is supplied by the manufacturer?	OEM provides data in excel/ txt/ pdf/ html/ xml formats.

7	Annexure IV-B Page 45 Sl. No. 80	Aircraft / Engine / Component introduction / lease in / lease out / phase out / retirement activities.	Please Elaborate the requirement in detail?	These are standard aviation process/practices. Kindly note, this is not a software development project.
8	Annexure IV-B Page 45 Sl. No. 82	The bidder should demonstrate the generation of work package for aircraft, engine and individual component and close individual and/or all tasks within those work packages.	Could you provide flow charts of The process of Line/Major Maintenance with roles of staff responsible for each activity in a broad manner?	Flowcharts based on best aviation practices are expected from the bidders in the Technical bid. Kindly note, this is not a software development project.
9	Annexure IVB Page 44/100 Sl No. 60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please elaborate the function of barcode utilization in work order processes, etc.	These are standard aviation process/practices. Kindly note, this is not a software development project.
10	Annexure – IV ‘B’ page 45 sl. No 74	Graphical representation of aircraft / engine groundings and checks.	What kind of graphical representation is required?	These are standard aviation graphical representation. Kindly note, this is not a software development project.
11	Annexure IV ‘B’ page 45 Sl.no. 82	The bidder should demonstrate the generation of work package for aircraft, engine and individual component and close individual and/or all tasks within those work packages.	Do you require budget provision for maintenance project from project system?	The requirement is not understood by the bidder correctly and the query is not relevant. Creation of work package for aircraft/ engine is standard aviation

				process/ practice.
12	Annexure – IV ‘B’/41/4	Aircraft Snag History for each flight sector (including line maintenance and major maintenance checks findings) and rectification carried out, Monitoring of deferred snags, Monitoring of delays / major defects / repetitive defects / incidents. Procedure of segregating snags on the basis of Pilot / Engineer / Cabin Crew.	Please explain expectations from system related to the point. Do you intend to capture Pilot / Engineer / Cabin Crew allocation on per day and per flight level	The requirement is not understood by the bidder correctly and the query is not relevant. Kindly note, this is not a software development project. These are standard process/ practices.
13	Annexure – IV ‘B’/41/4	Aircraft Snag History for each flight sector (including line maintenance and major maintenance checks findings) and rectification carried out, Monitoring of deferred snags, Monitoring of delays / major defects / repetitive defects / incidents. Procedure of segregating snags on the basis of Pilot / Engineer / Cabin Crew.	Will you be providing access of employee portal to Pilot / Engineer / Cabin Crew etc , whom so ever you intend that they should fill their time booking.	The requirement is not understood by the bidder correctly and the query is not relevant. Kindly note, this is not a software development project.
14	Annexure – IV ‘B’/42/28	Approval / Licensing / Training of technical staff and resource planning on the basis of skills.	In which system are you maintaining basic HR data	NACIL does not have any HR system.

15	Annexure – IV ‘B’/42/28	Approval / Licensing / Training of technical staff and resource planning on the basis of skills.	In which system are you maintaining your organization hierarchy and reporting relationship	NACIL does not have any such system as queried. The query has no relevance to the requirement.
16	Annexure – IV ‘B’/42/28	Approval / Licensing / Training of technical staff and resource planning on the basis of skills.	Please clarify expectations from ERP for resource planning. Please elaborate on resource planning	The query has no relevance to the requirement. These are standard aviation process/ practices. Kindly note, this is not a software development project.
17	Annexure – IV ‘B’/42/29	Engineering Instructors Qualification and Approval details monitoring.	We assume that qualification requirement of a position and skills and competencies of a person are clearly identified at NACIL and will be stored in ERP system. Please confirm	We do not have any ERP system for HR, at present.
18	Annexure – IV ‘B’/42/29	Engineering Instructors Qualification and Approval details monitoring.	What do you mean by approval detail. Please clarify expectations from ERP for approval detail monitoring	These are standard aviation process/ practices. Kindly note, this is not a software development project.
19	Annexure – IV ‘B’/42/30	Engineering Training Schedule (All India), its status and nomination of Engineers / Technicians for various Engineering Training Courses / Refreshers.	We assume that there is employee portal. Please confirm.	We do not have any employee portal.

20	Annexure – IV ‘B’/42/30	Engineering Training Schedule (All India), its status and nomination of Engineers / Technicians for various Engineering Training Courses / Refreshers.	We assume that employee nominations are through employee portal and workflow. Please confirm.	We do not have any employee portal related to this requirement.
21	Annexure – IV ‘B’/42/31	Storage of Training Modules in the application for imparting training to Engineers/Technicians in Engineering Training Schools at different stations.	We assume that this is an e-learning (on-line training available to employees through portal). Please confirm	The requirement is not for e-learning and we do not have any employee portal related to this requirement.
22	Annexure – IV ‘B’/42/32	Recording of Non-NACIL Trainees Data (Engineering college students, AME Trainee, Trade Apprentices).	Please clarify which all categories of employees will be part of implementation.	Query has no relevance to the requirement.
23	Annexure – IV ‘B’/42/32	Recording of Non-NACIL Trainees Data (Engineering college students, AME Trainee, Trade Apprentices).	Please clarify what all data of Non-NACIL trainees you want to capture and what information or report you intend to extract.	Will be discussed during project implementation.
24	Annexure – IV ‘B’/43/42	Work Order Scheduling (Allocating manpower/ resources on Work Orders) based on shop TAT / history.	Please clarify expectations from system.	Requirement is self-explanatory.
25	Annexure – IV ‘B’/43/52	Overhaul shops: - Defining multiple shop/ sub shop for a component/ assy., shop capabilities, manpower resource and skills available	Please clarify expectations from system.	Requirement is self-explanatory.

26	Annexure – IV ‘B’/44/58	Engineering Manpower Management: Data for Engineering Executives, Engineers, various categories of Officers, Technicians, Trainees etc.	What all data would you like to capture in the APS?	Query has no relevance to the requirement. Data requirement will be discussed during project implementation
27	Annexure – IV ‘B’/44/58	Engineering Manpower Management: Data for Engineering Executives, Engineers, various categories of Officers, Technicians, Trainees etc.	Please clarify the purpose of capturing this data in ERP	Query has no relevance to the requirement.
28	Annexure – IV ‘B’/44/58	Engineering Manpower Management: Data for Engineering Executives, Engineers, various categories of Officers, Technicians, Trainees etc.	Which all third party system are you managing which you would like to interface with SAP for HR master data coverage?	We do not have any HR system.
29	Annexure – IV ‘B’/44/59	Flight Duty/ Posting and rostering of Engineers/ Technicians on NACIL network and Shift Planning.	Please explain in detail what do you expect from shift planning.	These are standard aviation process/practices. Kindly note, this is not a software development project.
30	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please clarify what all needs to be recorded.	These are standard aviation process/practices. Kindly note, this is not a software development project.

31	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please specify for what all purposes will the time recorded will be used.	These are standard aviation process/practices. Kindly note, this is not a software development project.
32	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please specify whether recorded time will have any impact on third party payroll.	Query has no relevance to the requirement.
33	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	In which system are you managing and will manage your leave management system. What impact do you expect of leave management system on man hour booking.	We do not have any HR system.
34	Annexure – IV ‘B’/44/60	Job Costing of Aircraft checks / engine and components for Labor and material, daily labor allocation/ utilization status, overtime control, labor performance analysis and shop efficiency report.	Please Elaborate on system expectation on each of the points. Please explain each process in little detail.	These are standard aviation process/practices. Kindly note, this is not a software development project. The requirement mentioned is not point 60 of page 44.
35	Annexure – IV ‘B’/44/61	Job Costing of Aircraft checks / engine and components for Labor and material, daily labor allocation/ utilization status, overtime control, labor performance analysis and shop efficiency report.	Please Elaborate on system expectation on each of the points. Please explain each process in little detail.	These are standard aviation process/practices. Kindly note, this is not a software development project.

36	Annexure – IV ‘B’/45/77	Dashboard facility for higher management to personalize their dashboards, which have up to two to three levels of drill down capability. Simplified procedures to define KPIs (Key Performance Indicators) on the dashboards.	Do you intend to capture and track KPI at individual level or at org unit level?	Both.
37	Annexure – IV ‘B’/45/77	Dashboard facility for higher management to personalize their dashboards, which have up to two to three levels of drill down capability. Simplified procedures to define KPIs (Key Performance Indicators) on the dashboards.	In case you want to capture KPI at individual level then do you intend to capture appraisal of an employee in ERP or outside ERP	We do not have any ERP.
38	Annexure – IV ‘B’/45/77	Dashboard facility for higher management to personalize their dashboards, which have up to two to three levels of drill down capability. Simplified procedures to define KPIs (Key Performance Indicators) on the dashboards.	In case appraisals are planned inside system do you want only data to be captured or you want entire process on system and portal with workflows.	We have not asked for any appraisal in our tender.
39	Annexure – IV ‘B’/44/59	Flight Duty/ Posting and rostering of Engineers/ Technicians on NACIL network and Shift Planning.	Please explain in detail what do you expect from shift planning.	These are standard aviation process/practices. Kindly note, this is not a software development project.
40	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please clarify what all needs to be recorded.	Refer reply to item no. 30

41	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please specify for what all purposes will the time recorded will be used.	Refer reply to item no. 31.
42	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	Please specify whether recorded time will have any impact on third party payroll.	Refer reply to item no. 32.
43	Annexure – IV ‘B’/44/60	Labor man-hours booking on Work Orders, Hangar Work Orders including (individual tasks) and Line maintenance jobs through bar code and/ or card swipe system.	In which system are you managing and will manage your leave management system. What impact do you expect of leave management system on man hour booking.	Refer reply to item no. 33.
44	Annexure – IV ‘B’/44/60	Job Costing of Aircraft checks / engine and components for Labor and material, daily labor allocation/ utilization status, overtime control, labor performance analysis and shop efficiency report.	Please Elaborate on system expectation on each of the points. Please explain each process in little detail.	Refer reply to item no. 34.
45	Annexure – IV ‘B’/44/61	Job Costing of Aircraft checks / engine and components for Labor and material, daily labor allocation/ utilization status, overtime control, labor performance analysis and shop efficiency report.	Please Elaborate on system expectation on each of the points. Please explain each process in little detail.	Refer reply to item no. 35.

46	Annexure – IV ‘B’/45/77	Dashboard facility for higher management to personalize their dashboards, which have up to two to three levels of drill down capability. Simplified procedures to define KPIs (Key Performance Indicators) on the dashboards.	Do you intend to capture and track KPI at individual level or at org unit level?	Refer reply to item no. 36.
47	Annexure – IV ‘B’, Page 45, Point 79	System should be capable to permit “Off-line mode” data entry for Line Maintenance / outstation in case of non-availability of network connection with the server. This data would be entered for Flight Log / Defect recording / Rotable Replacements in off line mode and updated in the server, later with batch process.	Assumption - this is laptop based	It is not limited to laptop.
<u>Annexure IV ‘C’</u>				
1	Annexure – IV ‘C’ page 49 sl. No L point 1	1. Part master: - It must have the all the fields as covered in ‘S’ and ‘T’ files as provided by the M/s. Airbus and M/s. Boeing. and additional fields. A representative details such as Part No., Serial No., Description, Next Higher Assy., UOM, Group (VB, MK, LM, etc.), Cost Head, Interchangeability code, Qty per Aircraft, SPC (Spare Part Classification), Class (A, B, C), Shelf life (Y or N), batch number, Critical part (Y or N), OEM CAGE code (FSCM), Alternate part no.	Please provide details of fields in S&T files and also the details of other fields that are required to be filled	S & T files are standard data files supplied by aircraft manufacturers during initial provisioning in ATA200/Spec2000 formats.

		(for linking), Under contract (Y or N), Flag (For details of contract such name of supplier, validity of contract, unit price), Float, Distribution item (Y or N), average unit rate, last purchase date, last issue date, Distribution item (Y or N), packing requirement, DGR categorization.		
2	Annexure – IV ‘C’ page 54 sl. No N point 20	System must have capability to update approval of designated authorities by individual user.	Point to be elaborated?	In other words, the user wise log of the charges approved for repair of items.
3	Annexure – IV ‘C’ page 58 sl. No 58 point 11	System must have facility to generate multiple GRAN under one internal control number.	Need Clarification on if these multiple GRAN are from one vendor or multiple vendors	Both the scenarios are relevant. 1. Multiple GRAN for the same supplier. 2. Multiple GRAN due to Multiple vendors.
4	Annexure – IV ‘C’/N/54/11	System should have facility to update labour, material charges, test cell charges, subcontracted work and any other charges against each repair order.	Please explain the process which you would like to capture in ERP and explain the information and reports you intend to extract from system.	The expectation is that, while accounting the repair approval in its entirety, we have the facility to track the components of the repair charges like labor, material, test cell etc, both for better understanding of the billing pattern and its fairness as well as taxation aspects, if

				any.
5	Annexure – IV ‘C’, Page 67, Point (W) / 1	In future, access to our ordering module to freight forwarders or suppliers for updating the airway bill & Flight details against each order.	Only capability should exist or do we need to do some design and development? If development is required, need more details	Only capability should exist.
<u>Annexure IV ‘D’</u>				
1	Annexure IV-D Page 72 Sl. No. 28 point G	Procurement Budget / Funds are allocated to the different regions / units / Cost Centers of NACIL and expenditure w.r.t. purchases and repairs are to be within the fund allocated for the purpose. Facility to be available so that periodic Forex commitment can be fed and controlled by Headquarters and each region / unit / cost center separately. Actuals should be updated automatically on release of the Orders, Order Amendments & the Variance between the Order Value & Invoice Value.	Do we expect system to stop transaction/issue warnings while processing expenses In the event when budgets get exhausted until approvals for increasing the budgets are obtained? Or we just want to report comparisons/variance between budgeted and actual expenditures	We want to report variance between budgeted and actual expenditure
2	Annexure IV-D Page 69 Sl. No. 10 and 15	(10) Facility to be available so that payment made to foreign vendors by S&P Deptt. at Headquarters on behalf of the regions, be matched with Invoices received from vendors and the Goods Received Acceptance Notes (GRANs)/, Purchase order Numbers (PO nos.) etc issued by stores & purchase	Do the payment/cheque printing /bank transfer against invoice settlement will be processed through the aviation software package or the payable data to be transferred to Oracle for payment processing?	The payable data is to be transferred to Oracle for making payments. However as standby, it is desired to have provision for integrating the application software package with the

		<p>dept. of the concerned region. This should be available for both Purchase & Repair cases. There should be 3 Way Matching of Purchase Order, Receipt & Invoice</p> <p>(15)Payment is made by NACIL Headquarters on behalf of its regions, for purchases made from vendor by a region and repair work carried out by vendor for a particular region. This statement is to be generated on periodic basis (for each region/unit) giving the total amount to be debited to the Region/Unit by Headquarters. It should also give break up for Freight Duty & Insurance (FDI), other handling charges, overhead costs (if any) and taxes paid along with account codes. Material cost and labour charges may also be given separately for repair cases...</p>		<p>payment portals in view of the merger process in phases, being on where the legacy systems are also being used, in the transitional period.</p>
3	Annexure IV-D Page 69 Sl. No. 13	Facility to make advance payment against purchase orders/ repair orders & generate periodic vendor wise report of material not received against the advance payment made.	Is it expected to print Advance payments cheques from the system?	Yes. (also refer reply to query no.2 above)
4	Annexure IV-D Page 68 Sl. No. 5 point B	Provision to be available such that while carrying out repair/ overhaul, scheduled or otherwise with respect to (w.r.t.) Aircraft, Engine and major components, the quantity	Do we want to ensure that value of components requisitioned/used is within the approved budgets for such repairs?	Query is not relevant to our requirement.

		requisitioned/ used is within the maximum quantity prescribed that can be used for such repairs with overriding facility at designated level.		
5	Annexure – IV ‘D’, Page 73, Point 39	A standby provision for integrating the Application Software Package with the Bank’s payment Gateways / Payment Portals / EFT Systems.	What is the expectation?	Refer reply to query no. 2 above.
<u>Annexure-IV ‘E’</u>				
1	Annexure-IV ‘E’ Page no. 75 Project Implementation requirements Sl.no. 15.	The bidder should impart training at Delhi and Mumbai. All costs to be incurred by the bidder for deputation of an instructor(s), training manuals, etc. for this purpose are to be included in the price bid.	Please confirm NACIL to provide the necessary infrastructure as required to conduct training at respective locations?	Bidder is required to provide training as specified in the tender and take care of infrastructure required for the same.
2	Annexure-IV ‘E’ Page no. 75 Project Implementation requirements Sl.no. 17.	The bidder must make a provision for imparting Free of Cost (FOC) user training in India under "Train the Trainer" module for a minimum of four (4) batches comprising a maximum of 25 participants in each batch.	Please specify the break up of the 4 batches for the training to be conducted at Delhi and Mumbai respectively. What is the total number of end users to be trained by NACIL trainers as this has an effect on our milestones and project plan?	As per current plan, 2 batches at Delhi and 2 batches at Mumbai. However, it may change during project implementation. End users will be trained by NACIL Trainers.

3	Annexure-IV 'E' Page no. 76 Project Implementation requirements Sl.no. 20.	The bidder must conduct on FOC basis a familiarization program for two batches of maximum 25 executives of NACIL	Please specify the location.	It may either at Delhi and/or Mumbai
4	Annexure-IV 'E' Page no. 76 Project Implementation requirements Sl.no. 21.	The bidder must impart technical training on FOC basis in the areas of system administration and database administration to a maximum of twenty (20) NACIL designated technical personnel.	Please specify the location and number of batch or batches.	Preferred at Mumbai and/or Delhi. Batches will be as per bidder's recommendation.
<u>Annexure-VIII</u>				
1	Annexure-VIII Page no. 99 Format C-8 for Bank Guarantee For Performance Security		<p>Our official bank need the following clause to be included the BG format provided: Notwithstanding anything herein contained above including what is stated in clauses thereof, our liability under this guarantee is restricted to INR /- (INR Amt in Words) and shall remain in force until (expiry date). Unless a demand or claim under this guarantee is lodged with us in writing at Mumbai on or before (claim date) all your rights under this guarantee shall be forfeited and we shall be relieved and discharged from all liabilities hereunder whether or not this document shall have been returned back to us.</p> <p>All rights and obligations arising from this guarantee shall be governed by the laws of Republic of India.</p>	Acceptable. Finer details and language will be worked out at the time of award of contract.

Query No. 7:

NACIL's replies are indicated against each question in green color:

Question no. 1.

EMD for SSI unit is applicable or waived off?

NACIL Reply: SSI Units registered with the NSIC under its Single Point Registration Scheme will be exempted from submission of the EMD. Bidders having registration as above are required to submit copy of the Certificate of Registration along with the Pre Qualification Bid.

Bidders (including SSI Units) must fulfill all the mandatory Pre-qualification criteria as specified in Annexure-III 'A' of the tender.

Question no. 2.

Will remaining conditions of SSI unit are applicable?



NACIL Reply: Kindly note, this is a Techno-commercial Tender. Please study the Evaluation Criteria specified in Annexure-VI of the tender, carefully. Kindly advise which specific remaining conditions are being referred to.