

Webel Technology Limited

CORRIGENDUM – 2

TENDER NO. WTL/WBSETCL/SAP-AMS/25-26/049 dated 16.1.2026

Annual Maintenance Support (AMS) for SAP ERP for West Bengal State Electricity Transmission Company Limited (WBSETCL), Govt. of West Bengal.

Sl. No.	Section No.	Clause No.	Page No.	Present Entry	Replace With
1	A	3.1	5	The selected bidder shall ensure continuous end-to-end monitoring of all communication channels, adapters, queues, message flows, and system interfaces within the Process Integration (PI) environment. The bidder shall also ensure stable and seamless data exchange and system connectivity between the PI system, SAMAST, and all other integrated non-SAP systems. Any disruptions in interface communication must be promptly identified, logged, reported to WBSETCL, and resolved within the defined service levels.	The selected bidder shall ensure continuous end-to-end monitoring of all communication channels, adapters, queues, message flows, and system interfaces within the Process Integration (PI) environment. The bidder shall also ensure stable and seamless data exchange and system connectivity between the PI system and all other integrated non-SAP systems namely SAMAST, DLC (Digital Life Certificate), Biometric, Bank Payment Portal as and when required. Any disruptions in interface communication must be promptly identified, logged, reported to WBSETCL, and resolved within the defined service levels.
2	A	3.1	6	The Successful Bidder shall provide technical support / knowledge transfers for any new version upgrade if any case arises.	In the event that a new version upgrade is awarded to any other vendor, the Successful Bidder shall extend technical support and knowledge transfer for the existing application.
3	B	14	8	Dedicated account manager: Confirmation to be submitted regarding availability of a single point of contact for strategic discussions. The entire ERP team should be available in Kolkata. Confirmation to be submitted in this regard on official letterhead.	Dedicated project manager: Confirmation to be submitted regarding availability of a single point of contact for strategic discussions. The entire ERP team should be available in Kolkata. Confirmation to be submitted in this regard on official letterhead.

4	B	9	8	The bidder must have 24x7 dedicated call center situated in and around Kolkata.	Clause omitted
5	D	1	10	“Similar Nature of Work” means Annual Maintenance Support (AMS) for SAP ERP for West Bengal State Electricity Transmission Company Limited (WBSETCL), Govt. of West Bengal.	“Similar Nature of Work” means Annual Maintenance Support (AMS) for SAP ERP in Government Department/PSU/Autonomous Body/Any reputed organization preferably in utility sector.
6	A	SAP/Oracle Patching	5	The selected bidder will be responsible for technical problem determination of the application and the runtime Oracle databases. If problem determination leads to the need for SAP patching/fixing of the SAP application or Oracle DB (SAP kernel fixes, SAP application fixes from OSS notes, or Oracle executable fixes/patches), selected bidder should inform WBSETCL and after approval from WBSETCL, install any SAP-supplied or other relevant software patches and/or fixes.	The selected bidder will be responsible for technical problem determination of the application and the runtime Oracle databases. If problem determination leads to the need for SAP patching/fixing of the SAP application or Oracle DB (SAP kernel fixes, SAP application fixes from OSS notes, or Oracle executable fixes/patches), selected bidder should inform WBSETCL and after approval from WBSETCL, install any SAP-supplied or other relevant software patches and/or fixes.ATS will be provided by WBSETCL.
7	D	15	13	TIME SCHEDULE FOR DELIVERY Within 30 (Thirty) Days from the date of receiving final order from WTL.	TIME SCHEDULE FOR DELIVERY Within 30 (Thirty) Days from the date of receiving final order from WTL(Not Applicable)
8	B	6	8	The entire required support team for SAP AMS should be located in Kolkata. Bidder must provide dedicated manpower for all the modules. Undertaking with details in this regard to be submitted on official letterhead.	The bidder shall provide optimum manpower to achieve the SLA as specified in Section P. An undertaking to this effect shall be submitted.
9	B	3	8	The bidder shall have undertaken —Similar Nature of work of at least • One (01) orders each of an amount not less than Rs.8 Crore or • Two (02) orders each of an amount not less than Rs.5 Crore or • Three (03) orders each of an amount not less	Self-declaration on Rs. 50 Court Paper may be submitted with type of engagement, value and date of PO/ completion and end user details. If needed we may ask PO copies during the evaluation of bid.

				than Rs. 4 Crore over the preceding five financial years (2020-21, 2021-22, 2022-23, 2023-24, 2024-25) in Government Department /PSU/Autonomous Body /any reputed organization in the country. At least one of such projects shall have been completed during the preceding seven financial years. Reference order copies for the project to be submitted	
10	D	32	16	INSURANCE COVERAGE Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.	INSURANCE COVERAGE : Not Applicable
11	G	CREDENTIAL 2	26	Product Brochure	Omitted
12					In case of any discrepancies, the Scope of work and SLA guidelines will be binding. Agreement to be signed by the parties.
13	A	3.1	6	The formal Service level Agreement (SLA) obligations shall become effective from the date of your acceptance of Purchase Order (PO) issues by the purchaser.	The formal Service level Agreement (SLA) obligations shall become effective after 30 days from your acceptance of Purchase Order (PO) issues by the purchaser.

14	D	33	16	WARRANTY SUPPORT & SLA (NA)	WARRANTY SUPPORT (NA) & SLA
15	D	20	14	TERMS OF PAYMENT: Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, i.e. WBSETCL, GoWB.	TERMS OF PAYMENT: Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, i.e WBSETCL, GoWB. Endeavour will be made for payment within 30 days from the date of receipt of payment from WBSETCL subject to verifications.