Tender Ref No. GEM/2022/B/2589427 dated 03.10.2022				
Amendment -1				
S.No.	Query Received	Specifications as per RfP	Amended Clause	Remarks Type
1	Section IV - Eligibility and Evaluation Criteria: 4.2. G1)	Sole/Lead/Consortium member shall be registered under the Companies Act 2013 and its amendments or Companies Act, 1956 or, Partnership Firm (including LLP) registered under the Indian Partnership Act and should have been in existence in India for last 5 years i.e. since 31.03.2017	G1: Sole/Lead/Consortium member shall be registered under the Companies Act 2013 and its amendments or Companies Act, 1956 or, Partnership Firm (including LLP) registered under the Indian Partnership Act and should have been in existence in India for last 3 years i.e. since 31.03.2017	Amendment
2	Section IV - Eligibility and Evaluation Criteria: 4.2. F1)	Bidder(s) should have minimum average annual turnover of at least INR 100 Crores during last three audited financial years ending 31st March 2022 (2019-20, 2020-2021, 2021-2022). Financial requirement shall be met individually and collectively by all the members in the bidding consortium: i)Lead/Sole Bidder shall not meet mess than 51% of min.Financial requirement ii)Consortium partner shall meet not less than 10% of min. financial requirement.	Bidder(s) should have minimum average annual turnover of at least INR 100 Crores in three of last five audited financial years ending 31st March 2022 (2017-18, 2018-19,2019-20, 2020-2021, 2021-2022). Financial requirement shall be met individually and collectively by all the members in the bidding consortium: i)Lead/Sole Bidder shall not meet mess than 51% of min.Financial requirement ii)Consortium partner shall meet not less than 10% of min. financial requirement.	Amendment
3	Section IV - Eligibility and Evaluation Criteria: 4.2. F2)	Sole/Lead Bidder/Consortium member should have a positive net worth not less than paid-up equity, in each of the last three audited financial years ending 31st March 2022 (2019-20, 2020-2021, 2021-2022).	Sole/Lead Bidder/Consortium member should have a positive net worth not less than paid-up equity, in three of the last five audited financial years ending 31st March 2022 (2017-18, 2018-19, 2019-20, 2020-2021, 2021-2022).	Amendment

4	Section IV - Eligibility and Evaluation Criteria: 4.2. T3)	Sole/Lead Bidder(s) should have experience of implementing Web based Metering, Billing, Collection (MBC) and CIS/RMS system in at least 3 Power Distribution utilities in India in last 7 years with at least 1 of these should be of the proposed RMS Solution.Further, min. 2 of above 3 projects should have achieved successful Go-Live.	Sole/Lead Bidder(s) should have experience of implementing Web based Metering, Billing, Collection (MBC) and CIS/RMS system in at least 3 Power Distribution utilities in India/Global in last 7 years with at least 1 of these should be of the proposed RMS Solution.Further, min. 2 of above 3 projects should have achieved successful Go-Live.	Amendment
5		Supporting documents against Qualification requirement for T3, T4 and R1,R2 & R3.	In case of NDA, bidder to provide supporting documents for Certificate/Self declaration from Competent Authority along with client details (Discom name, official, mail id and contact No.). RECPDCL may contact the client for verification.	Addendum
6		Section 5.1 Table RMS Modules	Please refer Annexure to Amendment 1 for details on UOC.	Addendum
7			Agency to provide licenses for ~220Nos.	Addendum
8		EMD Details	The bid security shall be valid for 90 (ninety) Days beyond the end of validity period of the Bid i.e. 180 days from the date of submission of bid.	Amendment
9		B2. Customer lifecycle management 5. Financial management for billing, budget plans, deposits, loans, and payment processing	Deleted	Amendment

Utility Operation Centre

The SI shall conduct the following monitoring, for the supplied Revenue Management System. All Servers / sub systems / network devices / appliances on cloud as proposed by Revenue Management System Implementing Partner shall have capability and throw logs/alerts/events/complaints to the log server. The logs and events generated by application/network/hardware/software component/devices of the system shall be monitored. It shall be integrated with Ticketing management and Help Desk System as well.

This service provides for the system availability and monitoring of the application, Cloud, Database and communication network for proactive action and management.

SI shall be responsible to following:

1. **Performance Monitoring & Reporting**
   a. Monitoring and generation of reports regarding Performance SLA & System Availability SLA for uptime and downtime reports.
   b. It eliminates the need to keep audit records in multiple systems, and increases efficiencies by streamlining review, audit and approval processes into one workflow
   c. Regularly monitor and maintain a log of the performance monitoring of cloud servers.
   d. Regular analysis of events and logs generated in all the sub systems including but not limited to servers, operating systems, databases, applications etc. The system administrators shall also ensure that the logs are backed up and truncated at regular intervals.
   e. The administrators shall undertake actions in accordance with the results of the log analysis to ensure that the bottlenecks in the infrastructure are identified and fine-tuning is done for optimal performance.
   f. Call centre operations to be man
   g. Reporting to DISCOM for all system performance monitoring
   h. Support for Spot billing related integration issues, e-Wallet & Spot collection
   i. One window for ticket management
   j. To provide a single-point-of-contact for responding to DISCOM queries.
   k. Any other reports/format other than the above-mentioned reports require by DISCOM during the contract period.

2. **Cloud based Data Centre Operations:**
   a. Regularly monitor and log the state of environmental conditions and power conditions in the Cloud based Data Center and gives feedback in case of abnormal conditions.
   b. Coordinate with DISCOM to resolve any problems and issues related to the cloud based Data Center related to any incident.
   c. Monitor, log & report entire equipment & module operation on 24x 7 x 365 basis
   d. SI Shall perform periodic health checkup & troubleshooting of all systems & modules installed by consortium members & implement proactive rectification measures
   e. Server Administration / Management
   f. SI shall provide administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, and providing administrative support for print, file, and directory, services.

Non-Key experts like Capacity Building & Change Management expert and Helpdesk Coordinators may be part of the Utility Operations Centre.