

Tender Ref No. GEM/2022/B/2589427 dated 03.10.2022

Clarifications - 1

S.No.	Specifications as per RfP	Queries/ Modifications/Changes Suggested	Comments	Remarks Type
1	6.2. Modules of RMS Solution Offline Mode: Modules like metering, Spot billing, Web portal and mobile application, billing and collection should support in offline mode. In case of non availability of internet connectivity or any other technical glitch modules should queue and store the functions once the internet connectivity or technical glitch is resolved.	For Web Portal & Mobile Apps, designed to meet with real time features like Online pay, Live Progress, so request you to amend the clause. Spot Billing can be provided offline. All web applications need to work on online mode. Please amend the clause accordingly.	Offline mode has to be enabled in order to facilitate the area of LPDD without network. Minimum basic functionalities of each module to be enabled in consultation with RECPDCL/LPDD.	Clarification
2	6.2. Modules of RMS Solution 2. SI should follow the double accounting system for all the accounting processes.	Kindly briefly Explain Double Accounting system.	Double-entry accounting is a system that requires two book entries — one debit and one credit — for every transaction within a Utility	Clarification
3	B2. Customer lifecycle management 5. Financial management for billing, budget plans, deposits, loans, and payment processing	Can you clarify these requirements. May be not appropriate in this RFP.	Deleted	Amendment
4	5.7.3.2 Supply of Licenses C. All software components should be of commercially licensed version, including but not limited to RMS Product Stack, Database (RDBMS), OS, Middleware, Virtualization, and others as required.	As the solution is to be deployed on the cloud Database, OS, Middleware and Virtualization would be part of cloud SaaS offering. Please allow bidders to provide the system software on the cloud on usage basis not on license basis. All the cloud components including system software is provided by the cloud vendor. Please allow bidders to provide these on usage basis. This will also give the bidders option to scale without going through process of licensing.	Solution can be provided on Subscription/License basis. However, the license shall be in name of RECPDCL and one-time transferrable to its designated agencies.	Clarification
5	5.7.3.2 Supply of Licenses In case the bidder chooses to use any open-source software, it should be licensed/enterprise version	Open source would be not licensed. We can provide the software with the support. Please amend the clause accordingly. Open-source software comes with the support which gives the customer confidence of using the software. Please amend the clause to provide open source with support.	Open source software shall be provided with enterprise support.	Clarification
6	Section-IV 4.2 T3. Bidder(s) credentials and experience 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.	We understand that the 1 of the projects that should be of proposed RMS solution, must have been implemented and achieved successful Go-Live. Only if project with proposed product has achieved go-live it will prove bidder's capability of implementing the said Product. Kindly confirm.	Tender condition shall prevail	Clarification
7	Additional	Kindly confirm if demonstration will be conducted at bidding stage and what will be the requirements for the same	No demonstration shall be conducted during bidding stage	Clarification
8		Is RFP1 is already done and smart metering solution is available? IF yes then which cloud system is available OR what would be the rollout schedule for this system?	RFP1 has been done and work is to commence. Other information shall be provided during detailed engineering.	Clarification
9		Can we clear once again on Zone-A/B/C requirement on prepaid and post paid billing? Will this be applicable on all zones or restricted?	Please refer to RfP 1, "General Provision" for detailed understanding.	Clarification
10		Can we get the list of all legacy applications?	LPDD has the NIC billing system hosted at Data Center JKPDD is operational since 2012. The entire data has to be migrated to the new system.	Clarification
11		Do we currently have any cloud legacy system? what all system are going to continue on-premise model?	There is no cloud based legacy system.	Clarification
12		Please provide with the legacy system current architecture.	LPDD has the NIC billing system hosted at Data Center JKPDD is operational since 2012. The entire data has to be migrated & archived to the new system.	Clarification

13		Which data /data fields we are expecting to be irilingual requirement?	Please refer to the Language specifications for modules specified in the RFP	Clarification
14		Do we have rough estimation /scope for manual data Digitization ? how many copies needs to scan ?	Bidder to digitize data of last 5 years as per avaiable recoerds with LPDD	Clarification
15		Do we have any existing service ticket /Management tool?	No. SI to implement ticketing management system as per scope of RFP.	Clarification
16		In Offline Mode: Modules like metering, Spot billing, Web portal and mobile application, billing, and collection should support in offline mode. In case of non-availability of internet connectivity or any other technical glitch, modules should queue and store the functions once the internet connectivity or technical glitch is resolved - This is a very generic requirement, do we have the actual functionalities expected to be work on offline mod ?	Offline mode has to be enabled in order to facilitate the area of LPDD without network. Minimum basic functionalities of each module to be enabled in consultation with RECPDCL/LPDD.	Clarification
17		What is scope and functionalities implemented in modul&NOMC and Spot Reading, Billing and Collection as part of RFP1 ?	Please refer to Annexure-W of RFP 1 for better understanding of detailed Scope of Work	Clarification
18		Does RFP1 implementation Covered energy auditing with implemented MDM system?	RFP1 contains scope of MDM. For energy audit module in the present RFP, data to be taken from MDM.	Clarification
19	Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium 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	We request REC to kindly consider the below clause: 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 31.03.2019	Please refer Amendment 1	Amendment
20	Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium: Financials 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 less than 51% of min.Financial requirement ii)Consortium partner shall meet not less than 10% of min. financial requirement.	Due to the pandemic, the year 2019-20 & 2020-21 was being difficult to maintain the finances of the company, request you to kindly consider the below amendments: Bidder(s) should have minimum average annual turnover of at least INR 100 Crores during three of the last five audited financial years ending 31st March 2022 (2017-18, 2018-19, 2019-20, 2020-2021, 2021-2022); i)Lead/Sole Bidder shall not meet less than 40% of min.Financial requirement ii)Consortium partner shall meet not less than 10% of min. financial requirement.	Please refer Amendment 1	Amendment
21	Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium: Financials 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).	Due to the pandemic, the year 2019-20 & 2020-21 was being difficult to maintain the finances of the company, request you to kindly consider the below amendments: 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).	Please refer Amendment 1	Amendment
22	Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium: Bidder(s) credentials and experience The Sole/Lead bidder should have -ISO 9001:2015 certification. -IEC/ ISO 27001 certification and -CMMi Level 3 (or above) certifications	We request REC to kindly consider the below clause: The Sole/Lead bidder/any Consortium member should have -ISO 9001:2015 certification. -IEC/ ISO 27001 certification and -CMMi Level 3 (or above) certifications	Tender condition shall prevail	Clarification

23	<p>Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium: Bidder(s) credentials and experience</p> <p>The Sole/Lead bidder must be an authorized implementation partner of offered RMS OEM for at least last three (3) years counted from the last date of submission of bid. This clause will not be applicable if Bidder is the RMS OEM itself</p>	<p>We request REC to kindly consider the below clause: The Sole/Lead bidder/any Consortium member must be an authorized implementation partner of offered RMS OEM for at least last three (3) years counted from the last date of submission of bid. This clause will not be applicable if Bidder is the RMS OEM itself.</p>	Tender condition shall prevail	Clarification
24	<p>Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium: Bidder(s) credentials and experience</p> <p>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.</p>	<p>We request REC to kindly consider the below clause: Sole/Lead Bidder(s)/ Consortium member should have experience of implementing Web-based Metering, Billing, Collection (MBC), and CIS/RMS system in at least 1 Power Distribution utility in India/ Global in last 7 years with the proposed RMS Solution. And should have achieved successful Go-Live/ on Production environment.</p>	Please refer Amendment 1	Amendment
25	<p>Section IV - Eligibility and Evaluation Criteria: 4.2. Qualification Requirements for Sole/Lead Bidder/Consortium: Bidder(s) credentials and experience</p> <p>Sole/Lead Bidder/consortium should have implemented MBC/CIS/RMS/MDMS solution in power distribution utilities in India/Global in the last 7 years i.e. project should have achieved successful Go-Live on or after 01st April 2015 as follows :</p> <ol style="list-style-type: none"> 1. One project of value >= INR 31 Crs or 2. Two projects each of value >= INR 20 Crs or 3. Three projects each of value >= INR 16 Crs 	<p>"The value provided for the eligible project is too high which restricts the implementation companies. May please note that till now in India and Global the RMS implementation is of less scale and were divided into various IT projects like sole RMS implementation, Licence procurement, separate work of setting up infrastructure and networking etc". hence we request you to kindly consider the below request: Sole/Lead Bidder/consortium member should have implemented MBC/CIS/RMS/MDMS/IT solution in India/Globally in the last 7 years i.e. project should have achieved successful Go-Live on or after 01st April 2015 as follows :</p> <ol style="list-style-type: none"> 1. One project of value >= INR 31 Crs or 2. Two projects each of value >= INR 20 Crs or 3. Three projects each of value >= INR 16 Crs 	Tender condition shall prevail.	Clarification
26	<p>Section IV - Eligibility and Evaluation Criteria: 4.1 Pre-Qualification Criteria Clause 7.....A Bidder shall submit only one Bid in the same bidding process, either individually as a Sole Bidder or as a Lead Member of a Bidding Consortium.</p>	<p>Clause 7.....A Bidder shall submit only one Bid in the same bidding process, either individually as a Sole Bidder or as a Member of a Bidding Consortium.</p>	<p>Tender Condition Shall Prevail. A Bidder shall submit only one Bid in the same bidding process, either individually as a Sole Bidder or as a Lead Member of a Bidding Consortium. Any member of the bidding consortium, including its Parent(s) and/or Affiliate(s), whose technical and financial capabilities are showcased for meeting the criteria as mentioned in Clause 4.1 of Section IV, shall not separately participate directly or indirectly in another bid in the same bidding process for meeting the criteria as mentioned in Clause 4.1 of section IV</p>	Clarification
27	<p>Section IV - Eligibility and Evaluation Criteria: 4.1 Pre-Qualification Criteria Clause 7: The Bidder may seek qualification on the basis of technical and financial capability of its Parent(s) and/ or its Affiliate(s),.....</p>	<p>We assume the Indian arm of the foreign company which has the registered office in India and can bid with the credentials of the Parent company.</p>	Yes	Clarification
28	SMS Gateway	<p>Please clarify if Bidder need to provision for SMS gateway charges. Our submission is that all notification gateways shall be separately factored and to be facilitated by Utility since the cost has huge deviation depending on the discount approval given by TRAI for the Utility domain.</p>	SI to provide BULK SMS Gateway (Push SMS) Services with 24x7x365 availability as per provisions of RFP.	Clarification
29		<p>The operations and the contract period is for 10 years as per RFP. Request you to please shorten the period 5 years. The technology obsolesce window is becoming shorter and maintaining the environment may require multiple upgrades throughout the tenure.</p>	Tender Condition Shall Prevail	Clarification
30	Section 5.1 Table RMS Modules	<p>The last module mentioned as Utility Operations Centre does not have any details. Request you to please remove this module or help with the detailed explanation of the features and capabilities required to be implemented as part of this module.</p>	Please refer Annexure to Amendment 1 for details on UOC.	Addendum

31	Clause - 5.7.3.2 – (g) The license unit rates proposed by the successful bidder shall remain valid for the entire duration of the project. LPDD shall have a liberty to order additional RMS Licenses & Other Software Licenses items in the unit rates of items offered in the commercial bid.	The unit cost of the proposed software is subject to change and can only be committed for a limited time period. 10 Years is too long a period for the OEM's to commit. Request you to kindly shorten the duration under this clause.	Tender Condition Shall Prevail	Clarification
32	Clause 5.7.4.1	SI to digitize all manual data. Please share the data volume and format which needs digitization. 5 Years of data Migration and data archival for the previous data.	The bidder to digitize data for last 5 years in consultation with LPDD.	Clarification
33		Please share Number of application users – Employees and Contractual	Agency to provide licenses for ~220Nos.	Addendum
34		IDAM features are requested – Access Governance, Multifactor Authentication,	Yes, Role Base access and Multifactor Authentication shall be required to access application	Clarification
35		Please Clarify the requirements under Outage Management system. As per Suprentending Engineer sir present in the prebid conference, there is no plan for upgrading to SCADA system in near future. Does OM mean Outage notification system only?	Presently OMS to be deployed as per full functionalities. However till readiness of SCADA System/Other OT System the system shall act as Outage notification only and will be integrated to AMI and Smart Metering Solutions which is upcoming in Ladakh. The Utilities will leverage OMS and utilize the capabilities of AMI and grid automation to improve grid reliability by self-healing and more quickly and accurately identifying the location and magnitude of an outage, resulting in faster restoration.	Clarification
36	Under 4.2, Qualifications Requirements., Clause R1 The OEM product should have been implemented/Go-Live in India/Global in atleast Three (3) utilities in Power distribution utilities during the last seven (7) financial years with at least 01 Lakh consumers in each Utility.	We hereby submit that a Distribution Franchisee implements its RMS including MBC services, EA, GIS, OMS, CIS and all other IT Solutions in their DF area as an OEM. So, if a Distribution Franchisee is running their system for a minimum of 2 or more years, then their system gets established and optimized as per the AT&C and other requirements of the Utility. Thus, we request that DF (Distribution Franchisee) shall also be allowed to qualify for this clause irrespective of no. of consumers served through separate RMS, MBC etc. in various utilities.	Tender Condition Shall Prevail	Clarification
37	Under 4.2, Qualifications Requirements., Clause R2 RMS OEM should have at least 2 operational RMS application customers with at least 5 Lakhs consumers and out of this at least 1 Solution Instance should be in India.	We hereby submit that a Distribution Franchisee implements its RMS including MBC services, EA, GIS, OMS, CIS and all other IT Solutions in their DF area as an OEM. So, if a Distribution Franchisee is running their system for a minimum of 2 or more years, then their system gets established and optimized as per the AT&C and other requirements of the Utility. Thus, we request that DF (Distribution Franchisee) shall also be allowed to qualify for this clause irrespective of no. of consumers served through separate RMS, MBC etc. in various utilities.	Tender Condition Shall Prevail	Clarification
38	EMD Details	Please provide information regarding EMD/Bid security Validity. As per the tender document EMD Validity is not mentioned and also provides confirmation regarding Bank Account details for EMD BG. As per the tender document below is the specified bank details. ICICI Bank 9A, PHELPS BUILDING, INNER CIRCLE, CONNAUGHT PLACE, NEW DELHI. Bank Account Name REC Power Development and Consultancy Limited Bank Account Number 000705041275 Bank IFSC Code No ICIC0000007	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
39	Section IV - Eligibility and Evaluation Criteria: 4.1 Pre-Qualification Criteria Clause 7:.....A Bidder shall submit only one Bid in the same bidding process, either individually as a Sole Bidder or as a Lead Member of a Bidding Consortium.	Clause 7:.....A Bidder shall submit only one Bid in the same bidding process, either individually as a Sole Bidder or as a Member of a Bidding Consortium.	Tender Condition Shall Prevail. Please refer point 26 above.	Clarification
40	Section IV - Eligibility and Evaluation Criteria: 4.1 Pre-Qualification Criteria Clause 7: The Bidder may seek qualification on the basis of technical and financial capability of its Parent(s) and/ or its Affiliate(s),.....	We assume the Indian arm of the foreign company which has the registered office in India and can bid with the credentials of the Parent company.	Yes. In case of use of credentials of QR of parent company. Bidder to provide board resolution as mentioned in the RFP	Clarification

41	<p>Section IV, Clause no. 4.2, sl. # 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:</p> <p>i) Lead/Sole Bidder shall not meet less than 51% of min. Financial requirement ii) Consortium partner shall meet not less than 10% of min. financial requirement.</p>	<p>Bidder(s) should have minimum average annual turnover of at least INR 50 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:</p> <p>i) Lead/Sole Bidder shall not meet less than 51% of min. Financial requirement ii) Consortium partner shall meet not less than 10% of min. financial requirement.</p>	Please refer Amendment 1	Amendment
42	<p>Section IV, Clause no. 4.2, sl. # 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.</p> <p>a) References along with requisite contract/ Purchase Order (PO)/ Work Order (WO). The references should indicate client name, scope of work, Project start date; b) Documentary evidence of completion of the Project or completion of Go-live status (i.e., Go-live certificate, UAT testing certificate etc.) of the respective project as per the definition of Go-Live/ UAT specified therein or other documentary evidence indicating completion (e.g., proof of payment received/proof of asset capitalized in books of accounts (as applicable) and client certificate for supply of material or similar proofs) along with contact details of the client Certificate / report issued by Client / HES OEM/solution provider. d) Client certificate and other documentation for implementation performance/ operator</p>	<p>Sole/Lead Bidder(s)/consortium should have experience of implementing Web based Metering, Billing, Collection (MBC) and CIS/RMS system in at least 1 Power Distribution utilities in India in last 7 years with the proposed RMS Solution.</p> <p>a) References along with requisite contract/Purchase Order (PO)/Work Order (WO). The references should indicate client name, scope of work, Project start date; b) Documentary evidence of completion of the Project or completion of Go-live status (i.e., Go-live certificate, UAT testing certificate etc.) of the respective project as per the definition of Go-Live/UAT specified therein or other documentary evidence indicating completion (e.g., proof of payment received/proof of asset capitalized in books of accounts (as applicable) and client certificate for supply of material or similar proofs) along with contact details of the client Certificate /report issued by Client /HES OEM/ solution provider. Or Client certificate and other documentation for implementation performance/ operator</p>	Tender condition shall prevail	Clarification
43	<p>Section IV, Clause no.4.3, sl. # R1, The OEM product should have been implemented/Go-Live in India/Global in at least Three (3) utilities in Power distribution utilities during the last seven (7) financial years with at least 01 Lakhs consumers in each Utility. Documents Required Work order / Purchase Order directly placed on OEM /through SI along with certificate of completion/Go-Live from client</p>	<p>The OEM product should have been implemented/Go-Live in India/Global in at least One (1) utilities in Power distribution utilities during the last seven (7) financial years with at least 40,000 consumers. Documents Required Work order / Purchase Order directly placed on OEM /through SI along with certificate of completion/Performance/Go-Live from client</p>	Tender condition shall prevail	Clarification
44	<p>Section IV, Clause no.4.3, sl. # R2, RMS OEM should have at least 2 operational RMS application customers with at least 5 Lakhs consumers and out of this at least 1 Solution Instance should be in India</p>	<p>RMS OEM should have at least 1 operational RMS application customers with at least 40,000 consumers and out of this at least 1 Solution Instance should be in India</p>	Tender condition shall prevail	Clarification
45	<p>Proposed RMS Solution should have integrated with Call Centre, online spot billing applications in at least 2 power distribution utilities in India</p>	<p>Proposed RMS Solution should have integrated with Call Centre, online spot billing applications in at least 1 power distribution utility in India</p>	Tender condition shall prevail	Clarification