

**Clarification to Queries**

S. No.	SBD Reference	Clause written in Billing SBD	Amendment Requested	MePDCL Clarification / Response / Remarks
1	<b>2.1 Technical and financial requirements</b>	<p>1. Sole/ Lead Bidder must have successfully implemented billing systems<sup>1</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [50% of the estimated consumer base].</p> <p>Also, one of the projects out of the above, must be implemented in India and shall have a minimum consumer base of [20% of the estimated consumer base].</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period.</p> <p>The implementation should have covered at least 5 (five) modules (Modules I to iv are mandatory) out of the below mentioned list:</p> <ol style="list-style-type: none"> <li>1. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>v. Energy Accounting &amp; Audit</li> <li>vi. Web Portal and Mobile Applications</li> <li>vii. Workforce Management</li> <li>viii. Prepaid Module</li> <li>ix. Identity Access Management</li> <li>x. Document Management System</li> <li>xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ol>	<p>REC has circulated a final SBD version 2 which considers both COTS and Bespoke implementation experience hence request esteemed client to consider the final REC version for qualification.</p> <ol style="list-style-type: none"> <li>1. Sole/ Lead Bidder must have successfully implemented billing systems<sup>1</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [50% of the estimated consumer base].</li> </ol> <p>Also, one of the projects out of the above, must be implemented in India and shall have a minimum consumer base of [20% of the estimated consumer base].</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period.</p> <p>One of the implementations should have covered at least 5 (five) modules (Modules I to iv are mandatory) out of the below mentioned list:</p> <ol style="list-style-type: none"> <li>1. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> </ol>	<p>As specified in the uploaded Revised SBD.</p>

		<p>1 "Only prior experience associated with implementation of any Bespoke based Billing solutions shall be considered for assessing the qualification requirements"</p>	<p>v. Energy Accounting &amp; Audit  vi. Web Portal and Mobile Applications  vii. Workforce Management  viii. Prepaid Module  ix. Identity Access Management  x. Document Management System  xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</p> <p>1 "Only prior experience associated with implementation of any Bespoke based Billing solutions shall be considered for assessing the qualification requirements"</p> <p>Remarks: Terminology and naming conventions differ from industry to industry like for example in telecom industry, metering and billing are described as recharge and wallet management hence requesting the amendment as stated.</p>	
2	<b>A. General Provisions, pg 27</b>	<p>"Bespoke" product is any software solution which is customized/ developed specifically for the purchasing organization.</p>	<p>Request amendment to definition as follows:  "Bespoke" product is any software solution which is customized/ developed specifically for the purchasing organization/business sector (maybe leveraging a foundation framework)</p> <p>Remarks: Foundation framework built for an industry/vertical, in this case power sector will accelerate the implementation process and also will help adoption of best practices of the foundation framework.</p>	<p>As specified in the uploaded Revised SBD.</p>
3	<b>Form 1: Format of Covering Letter by bidder,pg 73</b>	<p>4. No Deviation  We have submitted our Financial Bid strictly as per terms and formats of the RFP, without any deviations, conditions and without mentioning any assumptions or notes for the Financial Bid in the said format.</p>	<p>SCHEDULE OF DEVIATIONS  (TO BE ENCLOSED WITH THE BID)  All deviations from this specification shall be set out by the Bidders, clause by Clause in this schedule. Unless specifically mentioned in this Schedule, the tender shall be deemed to confirm the purchaser's specifications:</p>	<p>Accepted.</p>

			<table border="1" data-bbox="1486 203 2177 316"> <thead> <tr> <th data-bbox="1486 203 1620 272">Sl. No.</th> <th data-bbox="1620 203 1803 272">Clause No.</th> <th data-bbox="1803 203 2177 272">Detail of deviation with justification</th> </tr> </thead> <tbody> <tr> <td data-bbox="1486 272 1620 316"></td> <td data-bbox="1620 272 1803 316"></td> <td data-bbox="1803 272 2177 316"></td> </tr> </tbody> </table> <p data-bbox="1486 321 2177 381">We confirm that there are no deviations apart from those detailed above.</p> <p data-bbox="1486 430 1741 527">Seal of the Company: Signature Designation</p> <p data-bbox="1486 568 2177 665">Remarks: This clause is as mentioned in SBD for AMISP – version-4 (Page 323 of AMISP-SBDV4) by REC. Hence the same clause should be part of this RFP too.</p>	Sl. No.	Clause No.	Detail of deviation with justification				
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4	<p data-bbox="236 714 486 868">20 Bid/ Proposals Evaluation Overview and Verification/ Clarifications, pg 41</p> <p data-bbox="236 1039 309 1071">Pg 42</p> <p data-bbox="236 1201 432 1315">21 Evaluation of Technical Bids/ Proposals, pg43</p>	<p data-bbox="540 714 1459 990">20.1 The bidding process is designed to select the SI through a series of assessment of: (i) conformation/ compliance to all the mandatory requirements under applicable laws and this tender, terms, conditions, and specifications of the RFP Document without any material deviation, reservation, or omission; (ii) meeting the minimum technical score in Technical Bid evaluation and (iii) the financial amounts quoted by the Bidder. The Bid submitted by the Bidder shall consist of a Technical Bid and a Financial Bid.</p> <p data-bbox="540 1031 1459 1169">20.4 A substantially responsive Bid/ Proposal is one that conforms to all the mandatory requirements, terms, conditions, and specifications of the RFP Document without any material deviation, reservation, or omission, as defined in ITB 24.</p> <p data-bbox="540 1209 1459 1485">21.1 All Bids will first be evaluated for ‘Clause by Clause’ compliance to the RFP document and the SI Contract including the technical specifications and functional requirements (with amendments, if any) as per the format prescribed in Form 15 given in Section 4. The Bidders fulfilling the Eligibility and Qualification Requirement and having submitted substantially responsive Bids conforming to and meeting all the mandatory requirements, terms, conditions, and specifications of the RFP Document without any material deviation, reservation, or omission, as defined in ITB 24, shall</p>	<p data-bbox="1486 714 2177 771">No Material deviation clause to be removed and below clause to be included.</p> <p data-bbox="1486 820 1881 885">SCHEDULE OF DEVIATIONS (TO BE ENCLOSED WITH THE BID)</p> <p data-bbox="1486 925 2177 1063">All deviations from this specification shall be set out by the Bidders, clause by Clause in this schedule. Unless specifically mentioned in this Schedule, the tender shall be deemed to confirm the purchaser's specifications:</p> <table border="1" data-bbox="1486 1096 2177 1209"> <thead> <tr> <th data-bbox="1486 1096 1620 1169">Sl. No.</th> <th data-bbox="1620 1096 1803 1169">Clause No.</th> <th data-bbox="1803 1096 2177 1169">Detail of deviation with justification</th> </tr> </thead> <tbody> <tr> <td data-bbox="1486 1169 1620 1209"></td> <td data-bbox="1620 1169 1803 1209"></td> <td data-bbox="1803 1169 2177 1209"></td> </tr> </tbody> </table> <p data-bbox="1486 1250 2177 1315">We confirm that there are no deviations apart from those detailed above.</p> <p data-bbox="1486 1356 1741 1453">Seal of the Company: Signature Designation</p>	Sl. No.	Clause No.	Detail of deviation with justification				Accepted.
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	<p>24 Deviations, Reservations and Omissions, pg 44</p> <p>Form 7: Format of Covering Letter by Sole bidder/ Lead Consortium Member, pg 71</p>	<p>qualify for technical evaluation of the bid and Bids that meet the minimum technical score as mentioned in SCC shall qualify for opening of Financial Bid.</p> <p>24.2 A substantially responsive Bid is one that meets the requirements of the bidding document without material deviation, reservation, or omission. A</p> <p>12. We confirm that we have not taken any material deviation so as to be deemed non-responsive with respect to the provisions stipulated in the RFP.</p>	<p>Remarks: This clause is as mentioned in SBD for AMISP – version-4 (Page 323 of AMISP-SBDV4) by REC. Hence the same clause should be part of this RFP too.</p> <p>Technical deviations should be allowed which will be beneficial for bidder as well as the buyer. Some technical changes may be required based on the business processes of MeECL which may not be covered under SBD document.</p>	
5	Brief Scope of work: Point 10, Pg 146	10. ...Provisioning of Internet, Minimum 8 MBPS (but bandwidth allocation should be sufficient to meet the performance parameters) MPLS/VPN links between existing data center at Utility's and CSP and the cost shall be borne by the bidder. Link should be considered for both DC and DR of cloud.	<ol style="list-style-type: none"> <li>MPLS/Internet links for both Cloud DC/DC to be borne by bidder?</li> <li>MPLS/Internet links for connectivity to remote offices also to be borne by bidder?</li> </ol>	<ol style="list-style-type: none"> <li>Yes</li> <li>Yes</li> </ol>
6	Brief Scope of work: Point 13, Pg 147	13. To integrate with the existing IT systems of the Utility and keep provisions to undertake future integrations as per business requirement specified from time to time.	Will it be considered a CR or part of scope?	Part of scope
7	4.2.1.1. General Conditions, pg152	j) This SI shall provide, supply, installation and configuration of all ordered equipment(s) required at specified locations for the whole contract period along with the integration with links provided from Primary and Secondary MPLS service provider & links provided by department on SD WAN system.	<ol style="list-style-type: none"> <li>Equipment supply, installation part of scope of work?</li> <li>Links here mentions as provided by department which is in contradiction to point 10(page 146)</li> </ol>	<ol style="list-style-type: none"> <li>Yes</li> <li>As specified in the uploaded Revised SBD.</li> </ol>
8	7.1 Audits & Reporting, pg 172		if the product OEM and SI is the same, how will the audits be conducted?	As specified in the uploaded Revised SBD.
9	b) Responsibilities of the SI, pg 220	Ensure the entire hardware deployed at various locations for the entire duration of the agreement against vandalism, theft, fire and lightening etc.	1. Equipment supply, installation part of scope of work?	1.Yes

			2. Material once delivered and accepted at locations should not be the responsibility of SI for safe keeping	2. Material once Installed and accepted at locations should not be the responsibility of SI for safe keeping
10	b) Responsibilities of the SI, pg 220	Procure, install, commission, operate and maintain: i. Requisite hardware & system software at Data Center/Disaster Recovery Center ii. Workstations, printers, UPS, etc. required at various locations as per the requirements mentioned in this RFP	Equipment supply, installation part of scope of work?	Part of scope of work
11	9. Intellectual Property Rights,pg 268	9.1 All Intellectual Property Rights in all material (including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents), which have been newly created and developed by the SI solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such services under this Contract, shall be the property of the SI. The SI undertakes to disclose all such material, which have been newly created and developed by the SI solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such services under this Contract, to the Utility. The SI hereby grants to Utility a perpetual, non-exclusive, non-transferable, irrevocable, royalty-free license to use all material disclosed to the Utility under the Contract. Nothing contained herein shall be construed as transferring ownership of any Intellectual Property Right from the SI to the Utility. 9.2 The SI shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the SI shall keep the Utility indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any	Bidder requests to include usage of IP rights only up to end period of contract.	As specified in the uploaded Revised SBD.

		Intellectual Property Rights by the SI or its personnel during the course of performance of the Related Services. In case of any infringement by the SI, the SI shall have sole control of the defence and all related settlement negotiations 9.3 Subject to Article 9, the SI shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the SI that existed before the date of execution of the Contract.		
12	15. Payment Terms Pg 232	14. In the event the Bidder fails to meet a particular performance criterion as mentioned under the Service Level Agreement (SLA) for cumulatively 3 (three) months in a year, resulting in the maximum penalty for the particular performance criterion, Utility may issue a SLA Default Notice to the bidder.	The total penalty for delay in a particular phase, should be capped at 5% of the contract value.	As specified in the uploaded Revised SBD.
13	16.2.1 Project Implementation Phase SLA (During Implementation) Pg 233	Any delay in implementation will attract penalty for every week of delay subjected to an overall maximum penalty of 10% of total awarded project cost.	The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	As specified in the uploaded Revised SBD.
14	Billing System Requirements & Service Level Agreements (page no 136)	1.6. Prepaid Engine	What functionalities of the prepaid engine is required? Please clarify whether wallet management, prepaid billing for integration with AMI MDM and/or conventional prepaid vendor systems.	As per Industries Standard
15			<b>Bidder requests following clauses to be added to the contract to be signed:</b> <u>Change Management Procedure</u> A change identified at any stage of the assignment which requires the deliverable to deviate from the then current	As specified in the uploaded Revised SBD.

			<p>baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the BUYER to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the BUYER for its approval within a reasonable time period. Bidder will incorporate the change after receiving the BUYER's written approval. In case of delay in approval by the BUYER, the baseline itself may undergo a change; this will mean a reassessment of the charges.</p> <p>Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the BUYER. These will be evaluated jointly by the BUYER and Bidder and will be provided by the BUYER at no cost to Bidder.</p> <p><u>Additional Support and Services</u></p> <p>In case the BUYER requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate.</p> <p><u>Travel and Related Expenses</u></p> <p>Should the assignment require any travel by any Bidder expert outside their respective base location(s), the BUYER will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.</p>	
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			<p><u>Confidentiality</u></p> <p>Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective clients. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to evaluate the proposal provided that, a contract is awarded to this proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or</p>	
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			<p>disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it:</p> <p>Is obtained from another source without restriction.</p> <p>Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality;</p> <p>becomes generally known to the public without violation of this Proposal;</p> <p>is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information;</p> <p>is required to be provided under any law, or process of law duly executed.</p> <p>Non-employment</p> <p>The BUYER will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising here from.</p> <p><u>General Indemnity</u></p> <p>The BUYER will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out</p>	
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of the use or possession of the equipment or location of the BUYER by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.

Indemnity for infringement of intellectual property rights

The BUYER warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.

Waiver

No forbearance, indulgence or relaxation by any Party at any time to require performance of any provision of this Proposal shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Proposal shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Proposal.

Assignment

Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party

			<p><u>Nonexclusively</u></p> <p>Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal.</p> <p><u>Independent Relationship</u></p> <p>This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship. Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor bind the other party.</p> <p><u>Modification</u></p> <p>This proposal may be modified only by an amendment executed in writing by a duly authorised representative for each party.</p> <p><u>Entire Understanding</u></p> <p>This Proposal together with the Schedules, Annexure and Exhibits hereto and executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supercedes and cancels all previous negotiations thereof. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement.</p> <p><u>Survival</u></p>	
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			The clauses of this proposal which by their nature are intended to survive shall so survive the termination/expiry of this proposal.	
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Sl. No.	SBD Reference	Clause written in Billing SBD Version	Amendment Requested	MePDCL Clarification / Response / Remarks
16		13.1(d) A MAF signed on the letterhead of the Billing System provider, addressed to the Bidder (as per the format prescribed in Form 22). 13.2(d) A MAF signed on the letterhead of the Cloud Service provider, addressed to the Bidder (as per the format prescribed in Form 22).	The MAF format in the RFP is given in Form 20. There is no Form 22 in the RFP. However, the format given in Form 20 is pertaining to equipment manufacturing. Since this is a software and cloud services RFP, the format given in the RFP is not applicable and will not be acceptable to any OEM or CSP. Every OEM and CSP have their own MAF formats which they cannot deviate. Hence, we request that the standard MAF of OEMs and CSPs be allowed	Kindly refer to Form -20 (MAF Format) as specified in the uploaded Revised SBD.
17		<b>4.2.3.5. Cloud Storage Service Requirements</b> d) Provide ability to provision storage dynamically in different options like SSD, provisioned IOPS, <b>Magnetic</b> , File storage, cold storage etc.	What the expectations from magnetic storage? Please share details?	As per Industries Standard practice.
18		<b>4.2.3.8. Managed Services</b> The CSP shall be responsible for identification, diagnosis and resolution of problem areas pertaining to the cloud infrastructure, application and maintaining assured SLA levels	The role of MSP and CSP is mixed here. Kindly change this to CSP/MSP as MSP will be responsible to manage the requirement here.	As specified in the uploaded Revised SBD.
19		Clause 13.2 For Cloud Service Provider (CSP) Provider Eligibility [Refer Clause 2.2 B1-B2 in Section 2]: b. Self-certificate from the CSP mentioning the location details signed by authorized signatory of the CSP for this bid.	From a security stand point the exact address of data centers cannot be provided. However, the location of the data centers can be provided to you.	As specified in the uploaded Revised SBD.
20		13.1 (e) Agreement entered with the bidder (as per format prescribed in Form 23 of section 4) 13.2 (d)  Agreement entered with the bidder (as per format prescribed in Form 23 of section 4)	The "form 23" mentioned here is missing in the RFP. Hence, we request you to kindly remove this clause, as any other format other than the standard MAF format of OEMs/CSPs may not be acceptable to the OEMs/CSPs	Kindly refer to Form -19 (Format of Agreement) as specified in the uploaded Revised SBD.

SL No	Tender Clause	Requirements	Amendments /Clarification Requested	MePDCL Clarification / Response
21	<p><b>Section-6, Clause No.1, Page No 113</b></p> <p><b>Section-2, Clause No.2, Page no 16, under footnote.</b></p>	<p>SI shall implement a comprehensive one stop Billing solution is required [which is to be a <b>COTS</b> / Bespoke product], which shall be configured and customized as per business requirements of the Utility.</p> <p>1 “Only prior experience associated with implementation of any Bespoke based Billing solutions shall be considered for assessing the qualification requirements”</p>	<p>As per the tender documents, the MePDCL is considering only Bespoke solution then again, the eligibility criteria are asking for COTS product experience also which is mentioned in page no 19 of the revised rfp. Hence, we kindly requesting you to clarify whether only bespoke experience is enough to participate or COTS experience also needed.</p>	<p>Kindly refer to e-procurement site <a href="http://www.meghalayatenders.gov.in">www.meghalayatenders.gov.in</a>. the revised SBD uploaded/published on 25/04/2023 (The bidder can submit the bid with either COTS or Bespoke Solution.</p>
22	<p>Section – 3, Annexure-II, SL No. 2 &amp; Point No 2b)</p>	<p>Number of projects with Indian Power utility: (10 Marks).</p> <ul style="list-style-type: none"> <li>For 1 Indian Power Utility: 4 marks.</li> <li>For every additional Indian Power Utility: 2 mark each subject to a maximum of 6 marks</li> </ul>	<p><b>Kindly Amend as mentioned below.</b></p> <p>Number of projects with Indian Power utility: (10 Marks).</p> <ul style="list-style-type: none"> <li>For 1 Indian Power Utility: 6 marks.</li> <li>For every additional Indian Power Utility: 2 mark each subject to a maximum of 4 marks</li> </ul> <p><b>Justifications:</b></p> <ul style="list-style-type: none"> <li>➤ The Excessive eligibility requirement as a Technical Evaluation criterion, will restrictive the bidders and prevent the local for Vocal concept.</li> <li>➤ Many, Utility Billing system/ Metering, Billing, Collection/RMS/TRM tenders are floated by DISCOM of India is asked only one or two Utilities experience in India.</li> <li>➤ <b>The Tender reference numbers are below.</b> <ol style="list-style-type: none"> <li>Jammu: Tender No.: 03 of 2022-23 dated 18-06-2022.</li> <li>Kashmir: Tender No CE/D/KPDCL/06 of 2022-23 Dated: 03-10-2022.</li> </ol> </li> </ul>	<p>As specified in the uploaded Revised SBD.</p>

			3. Mizoram: NIT no. No.T.26011/9/2023-EinC(P)/W-II/1.	
23	Section – 3, Annexure-II, SL No. 3 & Point No 2b)	<b>No. of projects with Indian/ Global Utility (10 marks)</b> <ul style="list-style-type: none"> <li>For 1 project – 4 marks</li> <li>For every additional project – 2 mark each subject to a maximum of 6 marks</li> </ul>	<b>Kindly Amend as mentioned below.</b> The Average annual turnover of the bidder in the last 3 financial years Viz., 2018-19, 2019-20 & 2021-22. <ul style="list-style-type: none"> <li>MAAT ≥ Rs. 12.22 Crore: 5 Marks</li> <li>MAAT &gt; Rs. 13 Crore: 10 Marks</li> </ul> <b>Justifications:</b> <ul style="list-style-type: none"> <li>The Utility experience is already considered in Section – 3, Annexure-II, SL No. 2 &amp; Point No 2b.</li> <li>Many tenders will consider the MAAT as part of the technical evaluation criteria.</li> </ul>	As specified in the uploaded Revised SBD.
24	Section – 3, Annexure-II, SL No. 5 & Point No 5b)	<b>5b) No. of projects with Indian Power Utility (10 marks)</b> <ul style="list-style-type: none"> <li>For 1 project – 4 marks</li> <li>For every additional project – 2 mark each subject to a maximum of 6 marks</li> </ul>	<b>Kindly Amend as mentioned below</b> <b>5b) No. of projects with Indian Power Utility (10 marks)</b> <ul style="list-style-type: none"> <li>For 1 project – 6 marks.</li> <li>For every additional project – 2 mark each subject to a maximum of 6 marks</li> </ul> <b>Justifications:</b> <ul style="list-style-type: none"> <li>The Excessive eligibility requirement as a Pre-Qualifying criterion, will restrictive the bidders and prevent the local for Vocal concept.</li> <li>Many, Utility Billing system/ Metering, Billing, Collection/RMS/TRM tenders are floated by DISCOM of India is asked only one or two Utilities in India.</li> <li><b>The Tender reference numbers are below.</b> <ol style="list-style-type: none"> <li>Jammu: Tender No.: 03 of 2022-23 dated 18-06-2022.</li> <li>Kashmir: Tender No CE/D/KPDCL/06 of 2022-23 Dated: 03-10-2022.</li> </ol> </li> </ul>	As specified in the uploaded Revised SBD.

			3. Mizoram: NIT no. No.T.26011/9/2023- EinC(P)/W-II/1.	
25	General Queries	Please clarify what types of hardware's need to supply by the successful bidder and quantities also.		As per actual Requirement
26	General Queries	Please clarify who will provide the Meter reader (MR) to read & distribute the bills to the consumer spot?		Utility
27	General Queries	Please clarify Collection of payment is part of Scope of Work?		No
28	General Queries	Please clarify who will provide the SMS & email alerts charges?		Bidder.
29	General Queries	Please clarify who will provide the Hand-held devices? And also, what is ratio / how many numbers?		Bidder, and as per actual requirement
30	General Queries	Please clarify what is the volume of data migration?		Bidder are requested to access the volume of data migration before the Bid submission.
31	General Queries	How many licenses are required?		As per actual requirement

32		“Only prior experience associated with implementation of <b>any Bespoke</b> based Billing solutions shall be considered for assessing the qualification requirements”	We fail to understand the logic behind this point. This does not match with PQ requirement for COTS product. Request you to allow only COTS product	Kindly refer to e-procurement site <a href="http://www.meghalayatenders.gov.in">www.meghalayatenders.gov.in</a> . the revised SBD uploaded/published on 25/04/2023 (The bidder can submit the bid with either COTS or Bespoke Solution.
33		1. Overview of various Modules under Billing system:  The objective of this RFP is to select a System Integrator (SI) who can provide a <b>Bespoke Based</b> Billing System on Cloud Infrastructure on “Pay-Per- Billable Consumer” SaaS model, having the following modules.	Request you to replace this with below -  The objective of this RFP is to select a System Integrator (SI) who can provide a Bespoke Based Billing System on Cloud Infrastructure on “Pay-Per- Billable Consumer” SaaS model, having the following modules.	As specified in the uploaded Revised SBD.
34		SI shall implement a comprehensive one stop Billing solution is required [which is to be a COTS / Bespoke product]10, which shall be configured and customized as per business requirements of the Utility.	Request you to replace this with below -  SI shall implement a comprehensive one stop Billing solution is required which is to be a COTS Product, which shall be configured and customized as per business requirements of the Utility.	As specified in the uploaded Revised SBD.

35		4. The application should be modular and scalable Bespoke product.	Request you to modify the clause as below -  4. The application should be modular and scalable COTS product	As specified in the uploaded Revised SBD.
36		1. The system shall be a scalable Bespoke product with a published roadmap for maintenance and support for the specific product and prepaid smart metering, Net-metering, Energy Auditing etc. modules	Request you to modify the clause as below -  The system shall be a scalable COTS product with a published roadmap for maintenance and support for the specific product and prepaid smart metering, Net-metering, Energy Auditing etc. modules.	As specified in the uploaded Revised SBD.
37		“Only prior experience associated with implementation of any <b>Bespoke</b> based Billing solutions shall be considered for assessing the qualification requirements”	Request you to replace this clause with below or remove this clause-  “Only prior experience associated with implementation of any COTS based Billing solutions shall be considered for assessing the qualification requirements”	As specified in the uploaded Revised SBD.
38		Bidder should have the following certificates which should be valid as on the date of bid submission: (a) ISO 9001:2015, and, (b) ISO/IEC 27001:2017 or latest. (c) CMMi Level 5	Bidder should have the following certificates which should be valid as on the date of bid submission: (a) <i>ISO 9001:2015, and,</i> (b) <i>ISO/IEC 27001:2017 or latest.</i> (c) <i>CMMi Level 3</i>	As specified in the uploaded Revised SBD.
39		Technical Criteria – Sr No 5 -> CMMI Level 5	This being provided by a foreign entity, being Indian company, we should look at eligibility and certifications only from Indian entities. Request you to remove this criterion.	As specified in the uploaded Revised SBD.
40		Financial Criteria – Sr No 7 -> MAAT at 70%	This is on higher side for smaller companies. Request you to change it to 35%	As specified in the uploaded Revised SBD.

S. No.	Requirements	Max. Marks	Supporting Documents	Change Requested	MePDCL Clarification / Response
41	<p>Sole/ Lead Bidder should have successfully implemented Eligible Projects in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years:</p> <p>(i) <b>Any Eligible project with project value not less than [40% of the Estimated Project Cost]</b></p> <ul style="list-style-type: none"> <li>· 1 project – 6 marks</li> <li>· 2 projects – 10 marks</li> </ul> <p><b>(or)</b></p> <p>(ii) <b>Any Eligible Project with project value not less than [25% of the Estimated Project Cost]</b></p> <ul style="list-style-type: none"> <li>· 2 projects – 6 marks</li> <li>· 3 projects – 10 marks</li> </ul> <p><i>Note: For calculation of project value of eligible projects, only project value of the portion of the project executed by the Sole/ Lead Bidder shall be considered.</i></p>	10	<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 (as per the format prescribed in Form 3 given in Section 4);</p> <p><i>In case a Non-Disclosure agreement (NDA) is signed with the client, Bidder shall provide an undertaking for the NDA and shall also provide a client certification as proof of experience along with Client Name/ Email Address/ Contact no./ designation etc.</i></p> <p>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;</p>	<p>Sole/ Lead Bidder should have successfully implemented /<b>managed</b> Eligible Projects in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years:</p> <p>(i) Any Eligible project with project value not less than [40% of the Estimated Project Cost]</p> <ul style="list-style-type: none"> <li>· 1 project – 6 marks</li> <li>· 2 projects – 10 marks</li> </ul> <p>(or)</p> <p>(ii) Any Eligible Project with project value not less than [25% of the Estimated Project Cost]</p> <ul style="list-style-type: none"> <li>· 2 projects – 6 marks</li> <li>· 3 projects – 10 marks</li> </ul>	As specified in the uploaded Revised SBD.

42	<p>Sole/ Lead Bidder must have successfully implemented billing systems<sup>6</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years. Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period. The implementation should have covered at least 5 (five) modules (Modules i to iv are mandatory) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>· Metering, Billing &amp; Collection (MBC)</li> <li>· Disconnection &amp; Reconnection</li> <li>· Management Information System &amp; Dashboarding</li> <li>· Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>· Energy Accounting &amp; Audit</li> <li>· Web Portal and Mobile Applications</li> <li>· Workforce Management</li> <li>· Prepaid Module</li> <li>· Identity Access Management</li> <li>· Document Management System</li> <li>· Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ul> <p>Marks to be allotted for the above projects shall be as below:</p> <p>2a) Aggregate consumer base for which the billing systems were implemented: (10 Marks)</p> <ul style="list-style-type: none"> <li>· For an aggregate consumer base of [50% of the estimated consumer base] – 4 marks</li> <li>· For every additional [10% of the estimated consumer base] – 2 marks subject to a maximum of 6 marks</li> </ul> <p>2b) Number of projects with Indian/ Global utility: (8 Marks)</p> <ul style="list-style-type: none"> <li>· 2 marks for each project subject to a</li> </ul>	20	c) Any other documentation for implementation performance/ operation	<p>Sole/ Lead Bidder must have successfully implemented <b>/Managed</b> billing systems<sup>6</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years. Each of the projects <b>shall have achieved go live and two parallel billing cyclel as on date of bid submission.</b> The implementation should have covered at least 5 (five) modules (Modules i to iv are mandatory) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>· Metering, Billing &amp; Collection (MBC)</li> <li>· Disconnection &amp; Reconnection</li> <li>· Management Information System &amp; Dashboarding</li> <li>· Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>· Energy Accounting &amp; Audit</li> <li>· Web Portal and Mobile Applications</li> <li>· Workforce Management</li> <li>· Prepaid Module</li> <li>· Identity Access Management</li> <li>· Document Management System</li> <li>· Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ul> <p>Marks to be allotted for the above projects shall be as below:</p> <p>2a) Aggregate consumer base for which the billing systems were implemented: (10 Marks)</p> <ul style="list-style-type: none"> <li>· For an aggregate consumer base of [50% of the estimated consumer base] – 4 marks</li> <li>· For every additional [10% of the estimated consumer base] – 2 marks subject to a maximum of 6 marks</li> </ul> <p>2b) Number of projects with Indian/ Global utility: (8 Marks)</p>	As specified in the uploaded Revised SBD.
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	<p>maximum of 8 marks</p> <p>2c) Experience with Indian Power utility: (2 Marks)</p> <ul style="list-style-type: none"> <li>· For any 1 Project: 2 marks</li> </ul>			<ul style="list-style-type: none"> <li>· 2 marks for each project subject to a maximum of 8 marks</li> </ul> <p>2c) Experience with Indian Power utility: (2 Marks)</p> <ul style="list-style-type: none"> <li>· For any 1 Project: 2 marks</li> </ul>	
43	<p>Sole/ Lead Bidder should have experience of integrating a Billing system<sup>7</sup> with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission (OR) Each of the projects should have completed at least 3 (three) years of operational period.</p> <ol style="list-style-type: none"> <li>i. ERP</li> <li>ii. MDAS/ MDMS</li> <li>iii. Spot Billing/ Prepaid Engine</li> <li>iv. Consumer Portal/ App</li> <li>v. GIS</li> <li>vi. Workforce management</li> <li>vii. Outage management system</li> <li>viii. Load forecasting system</li> <li>ix. Demand Response</li> </ol>	<b>20</b>		<p>Sole/ Lead Bidder should have experience of integrating/<b>Managing</b> a Billing system<sup>7</sup> with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years. <b>Each of the projects shall have achieved go live and two parallel billing cycle as on date of bid submission.</b></p> <ol style="list-style-type: none"> <li>i. ERP</li> <li>ii. MDAS/ MDMS</li> <li>iii. Spot Billing/ Prepaid Engine</li> <li>iv. Consumer Portal/ App</li> <li>v. GIS</li> <li>vi. Workforce management</li> <li>vii. Outage management system</li> <li>viii. Load forecasting system</li> <li>ix. Demand Response</li> </ol>	As specified in the uploaded Revised SBD.

	<p>x. SCADA xi. DMS/ ADMS xii. Energy Accounting/ Energy Audit</p> <p>Marks to be allotted for the above projects shall be as below:</p> <p>3a) No. of projects with Indian/ Global Utility (16 marks)</p> <ul style="list-style-type: none"> <li>· 4 marks for each project subject to a maximum of 16 marks</li> </ul> <p>3b) Experience with Indian Power Utility (4 marks)</p> <ul style="list-style-type: none"> <li>· For any 1 project – 4 marks</li> </ul>			<p>x. SCADA xi. DMS/ ADMS xii. Energy Accounting/ Energy Audit</p> <p>Marks to be allotted for the above projects shall be as below:</p> <p>3a) No. of projects with Indian/ Global Utility (16 marks)</p> <ul style="list-style-type: none"> <li>· 4 marks for each project subject to a maximum of 16 marks</li> </ul> <p>3b) Experience with Indian Power Utility (4 marks)</p> <ul style="list-style-type: none"> <li>· For any 1 project – 4 marks</li> </ul>	
44	<p>Sole/ Lead Bidder should have experience of provisioning/ managing Cloud based IaaS/PaaS/SaaS services or Cloud based Business solution hosting projects in in atleast 1 (one) project in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years which have completed at least 1 (one) year of operational period.</p> <p>Marks to be allotted for the above projects shall be as below:</p> <ul style="list-style-type: none"> <li>· For an aggregate consumer base of [20% of the estimated consumer base] – 7 marks</li> <li>· For every additional [10% of the estimated consumer base] – 2 mark each subject to a maximum of 8 marks</li> </ul>	<b>15</b>		<p>Sole/ Lead Bidder should have experience of provisioning/ managing Cloud based IaaS/PaaS/SaaS services or Cloud based Business solution hosting projects in in atleast 1 (one) project in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years . <b>Projects currently under execution will be considered.</b></p> <p>Marks to be allotted for the above projects shall be as below:</p> <ul style="list-style-type: none"> <li>· For an aggregate consumer base of [20% of the estimated consumer base] – 7 marks</li> <li>· For every additional [10% of the estimated consumer base] – 2 mark each subject to a maximum of 8 marks</li> </ul>	As specified in the uploaded Revised SBD.

45	<p>Sole/ Lead Bidder should have professionals on regular payroll of the company in IT/ Software business as on last date of bid submission</p> <ul style="list-style-type: none"> <li>· 250 full-time resources – 5 marks</li> <li>· For every additional 50 full-time resources – 2.5 mark each subject to a maximum of 5 marks</li> </ul>	<b>10</b>	Documents declaring manpower details to be submitted as proof. (Self- Certificate by HR head/ authorized signatory of Bidder)		As specified in the uploaded Revised SBD.
46	<p><b>Proposed Billing Solution Demonstration (25 Marks):</b></p> <ul style="list-style-type: none"> <li>· Understanding of the scope of work and Utility's requirements – 3 Marks</li> <li>· Approach &amp; Methodology – 4 Marks</li> <li>· Work Plan – 3 Marks</li> <li>· Solution / Concept demonstration through a POC using dummy data – 15 Marks</li> </ul> <p>[The Bidder has to score minimum [13] marks in this criterion. In case the Bidder is scoring less than [13] marks, the Bidder is liable for rejection and may be considered technically disqualified.]</p>	<b>25</b>	Presentation and Billing Solution demonstration by Bidders (Approx. Time – 60 mins) - Shall be notified by the Utility		As specified in the uploaded Revised SBD.
<b>Maximum Marks</b>		<b>100</b>			

47	<p>Sole/ Lead Bidder should have successfully implemented Eligible Projects in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years:</p> <p>(i) With an aggregate project value not less than [70% of the Estimated Project Cost]</p> <p>(ii) With project value of one such Eligible Project not less than [40% of the Estimated Project Cost]</p> <p>(OR)</p> <p>Two such Eligible Projects with each having a project value not less than [25% of the Estimated Project Cost]</p> <p><i>Note: For calculation of project value of eligible projects, only project value of the portion of the project executed by the Sole/ Lead Bidder shall be considered.</i></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 (as per the format prescribed in Form 13 given in Section 4);</p> <p><i>In case a Non-Disclosure agreement (NDA) is signed with the client, Bidder shall provide an undertaking for the NDA and shall also provide a client certification as proof of experience along with Client Name/ Email Address/ Contact no./ designation etc.</i></p> <p>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;</p> <p>c) Any other documentation for implementation performance/ operation</p>	<p>Sole/ Lead Bidder should have successfully implemented/<b>managed</b> Eligible Projects in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years:</p> <p>(i) With an aggregate project value not less than [70% of the Estimated Project Cost]</p> <p>(ii) With project value of one such Eligible Project not less than [40% of the Estimated Project Cost]</p> <p>(OR)</p> <p>Two such Eligible Projects with each having a project value not less than [25% of the Estimated Project Cost]</p> <p><i>Note: For calculation of project value of eligible projects, only project value of the portion of the project executed by the Sole/ Lead Bidder shall be considered.</i></p>	As specified in the uploaded Revised SBD.
48	<p>Sole/ Lead Bidder must have successfully implemented billing systems<sup>1</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [50% of the estimated consumer base].</p> <p>Also, one of the projects out of the above, must be implemented in India and shall have a minimum consumer base of [20% of the estimated consumer base].</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period.</p>		<p>Sole/ Lead Bidder must have successfully implemented/<b>managed</b> billing systems<sup>1</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [50% of the estimated consumer base].</p> <p>Also, one of the projects out of the above, must be implemented/<b>oprational</b> in India and shall have a minimum consumer base of [20% of the estimated consumer base].</p> <p>Each of the projects shall have achived go live and two parallel billing cyclel as on date of bid submission.</p>	As specified in the uploaded Revised SBD.

49	<p>The implementation should have covered at least 5 (five) modules (<i>Modules i to iv are mandatory</i>) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>i. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>v. Energy Accounting &amp; Audit</li> <li>vi. Web Portal and Mobile Applications</li> <li>vii. Workforce Management</li> <li>viii. Prepaid Module</li> <li>ix. Identity Access Management</li> <li>x. Document Management System</li> <li>xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ul>		<p>The implementation/<b>management</b> should have covered at least 5 (five) modules (<i>Modules i to iv are mandatory</i>) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>i. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>v. Energy Accounting &amp; Audit</li> <li>vi. Web Portal and Mobile Applications</li> <li>vii. Workforce Management</li> <li>viii. Prepaid Module</li> <li>ix. Identity Access Management</li> <li>x. Document Management System</li> <li>xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ul>	<p>As specified in the uploaded Revised SBD.</p>
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50	<p>Sole/ Lead Bidder should have experience of integrating a Billing system<sup>2</sup> with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years.</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission (OR) Each of the projects should have completed at least 3 (three) years of operational period.</p> <ul style="list-style-type: none"> <li>i. ERP</li> <li>ii. MDAS/ MDMS</li> <li>iii. Spot Billing/ Prepaid Engine</li> <li>iv. Consumer Portal/ App</li> <li>v. GIS</li> <li>vi. Workforce management</li> <li>vii. Outage management system</li> <li>viii. Load forecasting system</li> <li>ix. Demand Response</li> <li>x. SCADA</li> <li>xi. DMS/ ADMS</li> <li>xii. Energy Accounting/ Energy Audit</li> </ul>		<p>Sole/ Lead Bidder should have experience of integrating/<b>managing</b> a Billing system<sup>2</sup> with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years.</p> <p>Each of the projects shall have achieved go live and two parallel billing cycle as on date of bid submission.</p> <ul style="list-style-type: none"> <li>i. ERP</li> <li>ii. MDAS/ MDMS</li> <li>iii. Spot Billing/ Prepaid Engine</li> <li>iv. Consumer Portal/ App</li> <li>v. GIS</li> <li>vi. Workforce management</li> <li>vii. Outage management system</li> <li>viii. Load forecasting system</li> <li>ix. Demand Response</li> <li>x. SCADA</li> <li>xi. DMS/ ADMS</li> <li>xii. Energy Accounting/ Energy Audit</li> </ul>	As specified in the uploaded Revised SBD.
51	<p>Sole/ Lead Bidder should have experience of provisioning/ managing Cloud based IaaS/PaaS/SaaS services or Cloud based Business solution hosting projects in in atleast 1 (one) project in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) for an aggregate consumer base of at least [20% of the estimated consumer base] during the last 10 (ten) financial years which have completed at least 1 (one) year of operational period.</p>		<p>Sole/ Lead Bidder should have experience of provisioning/ managing Cloud based IaaS/PaaS/SaaS services or Cloud based Business solution hosting projects in in atleast 1 (one) project in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) for an aggregate consumer base of at least [20% of the estimated consumer base] during the last 10 (ten) financial years. <b>Projects currently under execution will be considered.</b></p>	As specified in the uploaded Revised SBD.

52	<p>Sole/ Lead Bidder and the consortium partner (if any) shall have positive net worth for each of the last three financial years.  Net worth of the Bidder should be at least [10 % of the estimated Project cost] in any of the last three Financial Years.  <i>[Net Worth means sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.]</i></p>	<p>Audited Annual financial statements, Balance Sheet and P&amp;L Account for the respective Financial Years as per the format prescribed in Form 12 given in Section 4</p>	<p>Sole/ Lead Bidder and the consortium partner (if any) shall have positive net worth for each of the last three financial years as on 31st March 2023.  <b>Note: Provisional Balance sheet shall be accepted for FY-2022-2023.</b></p>	<p>As specified in the uploaded Revised SBD.</p>
	<p><b>Existing Clause Clause - 2 -  1QualificationRequirementsPage No. - 16</b></p>	<p>Sole/ Lead Bidder should have successfully implemented Eligible Projects in any Indian/Global Utility (power/ water/ natural gas/ telecom/ banking) during the last 10 (ten) financial years:(i) With an aggregate project value not less than [70% of the Estimated Project Cost](ii) With project value of one such Eligible Project not less than [40% of the Estimated Project Cost](OR)Two such Eligible Projects with each having a project value not less than [25% of the Estimated Project Cost]Note: For calculation of project value of eligible projects, only project value of the portion of the project executed by the Sole/ Lead Bidder shall be considered. References along with requisite contract/ Purchase Order (PO)/ Work Order (WO). The references should indicate client name, scope of work, Project start date 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 capitalised in books of accounts</p>	<p>In reference to the existing clause we would like to request MePDCL to amend the existing clause as follows:(i) With an aggregate project value not less than [50% of the Estimated Project Cost](ii) With project value of one such Eligible Project not less than [20% of the Estimated Project Cost]</p> <p>(OR)</p> <p>Two such Eligible Projects with each having a project value not less than [15% of the Estimated Project Cost]</p> <p>References along with requisite contract/ Purchase Order (PO)/ Work Order (WO)(Mandatory) Work Completion Certificate/Go-Live/Performance certificate.</p> <p>Considering the fact due to COVID-19 lot of project has not been implemented but its been under implementation from last 1 year so we request MePDCL to consider the performance certificate as a supporting document</p>	<p>As specified in the uploaded Revised SBD.</p>

		(as applicable) and client certificate for supply of material or similar proofs) along with contact details of the client;		
	<p><b>Existing Clause</b></p> <p><b>Clause - 2 - 2QualificationRequirementsPage No. - 16</b></p>	<p>Sole/ Lead Bidder must have successfully implemented billing systems<sup>1</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [50% of the estimated consumer base].Also, one of the projects out of the above, must be implemented in India and shall have a minimum consumer base of [20% of the estimated consumer base]. Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period</p> <p>The implementation should have covered at least 5 (five) modules (Modules i to iv are mandatory) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>i. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> </ul>	<p>In reference to the existing clause we would like to request MePDCL to amend the existing clause as follows: Sole/ Lead Bidder must have successfully implemented billing systems in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [30% of the estimated consumer base].Also, one of the projects out of the above, must be implemented in India and shall have a minimum consumer base of [5% of the estimated consumer base].Each of the projects shall be in operational as on date of bid submission OR Each of the projects should have completed at least 1 (one) years of operational period.</p> <p>The implementation should have covered at least 3 (three) modules (Modules i to iv are mandatory) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>i. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>v. Energy Accounting &amp; Audit</li> <li>vi. Web Portal and Mobile Applications</li> </ul>	<p>As specified in the uploaded Revised SBD.</p>

		<ul style="list-style-type: none"> <li>iv. Energy Accounting &amp; Audit</li> <li>v. Web Portal and Mobile Applications</li> <li>vii. Workforce Management</li> <li>viii. Prepaid Module</li> <li>ix. Identity Access Management</li> <li>x. Document Management System</li> <li>xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ul>	<ul style="list-style-type: none"> <li>vii. Workforce Management</li> <li>viii. Prepaid Module</li> <li>ix. Identity Access Management</li> <li>x. Document Management System</li> <li>xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> <li>x. Load Dispatch Applications</li> <li>xi. SLDC Grid operation application</li> <li>xii. Implementation of SCADA System/Substation Automation Software</li> <li>xiii. Any other Software / Data Analytics / IT applications to at least three State SLDCs/ RLDCs / NLDCs</li> </ul>	
	<p><b>Existing Clause Clause - 2 - 3QualificationRequirementsPage No. - 17</b></p>	<p>Sole/ Lead Bidder should have experience of integrating a Billing system<sup>2</sup> with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years.</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission (OR) Each of the projects should have completed at least 3 (three) years of operational period.</p> <ul style="list-style-type: none"> <li>i. ERP</li> <li>ii. MDAS/ MDMS</li> <li>iii. Spot Billing/ Prepaid Engine</li> <li>iv. Consumer Portal/ App</li> <li>iv. GIS</li> <li>v. Workforce management</li> <li>vi. Outage management system</li> <li>vii. Load forecasting system</li> <li>ix. Demand Response</li> <li>x. SCADA</li> <li>xi. DMS/ ADMS</li> </ul>	<p>In reference to the existing clause we would like to request MePDCL to amend the existing clause as follows: Sole/ Lead Bidder should have experience of integrating a Billing system with at least 1 (one) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years. Each of the projects shall be in operational as on date of bid submission OR Each of the projects should have completed at least 1 (one) years of operational period.</p> <ul style="list-style-type: none"> <li>i. ERP</li> <li>ii. MDAS/ MDMS</li> <li>iii. Spot Billing/ Prepaid Engine</li> <li>iv. Consumer Portal/ App</li> <li>iv. GIS</li> <li>v. Workforce management</li> <li>vi. Outage management system</li> <li>vii. viii. Load forecasting system</li> <li>viii. Demand Response</li> <li>ix. x. SCADA</li> <li>xi. DMS/ ADMS</li> <li>xii. Energy Accounting/ Energy Audit</li> </ul>	<p>As specified in the uploaded Revised SBD.</p>

		xii. Energy Accounting/ Energy Audit	xiii. Load Dispatch Applications xiv. SLDC Grid operation application xv. Implementation of SCADA System/Substation Automation Software xvi. Any other Software / Data Analytics / IT applications to at least three State SLDCs/ RLDCs / NLDCs	
53	<b>Existing Clause Clause - 2 - 5Qualification Requirements Page No. - 18</b>	Sole/ Lead Bidder should have the following certificates which should be valid as on the date of bid submission:(a) ISO 9001:2015, and,(b) ISO/IEC 27001:2017 or latest.(c) CMMi Level 5	Considering the nature of the project and requirement since Software development has to be of a higher standard (Mobile Application or Web pages) and the database or data storage has to be secure using best in class information security standards. Keeping all these points additional certificate and markings may be considered. We urge to MePDCL to incorporate the following certifications as well for the shortlisting purpose● CMMi Level 3● ISO 20000-1:2018● ISO 14001:2015● ISO 27001:2013● ISO 9001● OHSAS 45001	As specified in the uploaded Revised SBD.
54	<b>Existing Clause Clause - 2 - 7QualificationRequirementsPage No. - 18</b>	Bidder shall have a Minimum Average Annual Turnover (MAAT) of [70% of the Estimated Project cost] from IT/ Software business in India for the last 3 (three) audited financial years	We would like to request MePDCL to amend the existing clause as follows Bidders shall have a Minimum Average Annual Turnover (MAAT) of [70% of the Estimated Project cost] from IT/ Software business in India for the last 5 (five) audited financial years	As specified in the uploaded Revised SBD.

55	<p>Existing Clause Clause - 2 - 2QualificationRequirementsPage No. - 16</p>	<p>Sole/ Lead Bidder must have successfully implemented billing systems<sup>1</sup> in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least [50% of the estimated consumer base].Also, one of the projects out of the above, must be implemented in India and shall have a minimum consumer base of [20% of the estimated consumer base]. Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period. The implementation should have covered at least 5 (five) modules (Modules i to iv are mandatory) out of the below mentioned list:</p> <ul style="list-style-type: none"> <li>i. Metering, Billing &amp; Collection (MBC)</li> <li>ii. Disconnection &amp; Reconnection</li> <li>iii. Management Information System &amp; Dashboarding</li> <li>iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.)</li> <li>v. Energy Accounting &amp; Audit</li> <li>vi. Web Portal and Mobile Applications</li> <li>vii. Workforce Management</li> <li>viii. Prepaid Module</li> <li>ix. Identity Access Management</li> <li>x. Document Management System</li> <li>xi. Accounting, Ledger, &amp; Banking Reconciliation Statement (BRS) Process</li> </ul>	<p>We would like to request MePDCL to provide the target no. of consumers for which they are looking solution for the implementation perspective as it will give bidder more clarity and understanding for the preparation of the competitive quote</p>	<p>As specified in the uploaded Revised SBD.</p>
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56	<b>General</b>  <b>BOQ</b>	This BOQ is for E-Tendering Purpose only and it will not be considered for Financial Evaluation, Financial Evaluation will be based on the Letter of Price Bid.	As per our understanding the BOQ will not be evaluated as part of financial evaluation and a separate PDF is to be submitted for the same	Yes. The financial evaluation of price bids will be done as per Section 5. Financial Proposal – Forms, i.e Financial Bids are to be submitted through Form 1, Table-1, Table-2, Table-2(a), Table-2(c), Table-2(d), Table-2(e), Table-2(f), Table-2(g) in PDF format along with the BOQ excel sheet and upload in the Financial Proposal Envelope only. The excel sheet BOQ shall not be considered for price evaluation but has to be uploaded after filling at least one field. Only the PDF format which the bidder uploads in the Financial Proposal Envelope shall be considered for price evaluation.
57	<b>General</b>	Hard Copy Submission	Kindly clarify which hard copy/copies to be submitted.	The hard copy submission will be for the following documents only: <ol style="list-style-type: none"> <li>1. Tender Fee.</li> <li>2. EMD.</li> <li>3. Integrity Pact.</li> </ol>