

**Clarifications 1**

**Ref: Request for Proposal (RFP) For "SELECTION OF SYSTEM INTEGRATOR FOR CENTRALIZED IT SOLUTION FOR FEEDER MONITORING SYSTEM UNDER NATIONAL FEEDER MONITORING SYSTEM (NFMS)" through GeM portal.  
Pre-Bid Queries for Bid Number: GEM/2022/B/2233685 Dated: 07-06-2022**

| S. No. | Page No. | Clause No.  | Technical Specifications as per EOI  | Queries / Modifications / Changes Suggested by bidders  | RECPDCL Comments   |
|--------|----------|---|--|---|--|
| 1      | 86       | 6.2 QR for MDM Solution (OEM)                           | <p><b>S. No. T6</b><br/> <b>Basic Requirement:</b><br/>                     OEM Product Capability (MDMS Solution)</p> <p><b>Specific Requirement:</b><br/>                     Proposed MDM solution should have been capable to handle for at least 5,00,000 Nos.3-phs CT PT operated energy meters with interval data.</p> <p><b>Documents required:</b><br/>                     OEM self-certificate issued by authorized signatory. (Client may be contacted for verification purpose only).</p>   | <p>Since it is the validity of capability requirement, for which the documentation requirement is Self-certification from OEM, we understand that the requirement for client verification becomes redundant. Hence, we request you to kindly amend the document requirement as following:<br/> <b>OEM self-certificate issued by authorized signatory.</b></p>  | <p>Documents required:<br/>                     OEM self-certificate issued by authorized signatory.</p>   |
| 2      | 91       | 3. Capabilities of MDM OEM (Total Marks -10 )           | <p><b>S. No. TS 7</b><br/> <b>Proposed MDMS Application position in Gartner Magic Quadrant in latest Published Report.</b></p> <ul style="list-style-type: none"> <li>• Niche: 0.5 Mark</li> <li>• Challengers or Visionaries: 01 Mark</li> <li>• Leader: 02 Mark</li> </ul> <p><b>Required documentary evidence</b><br/>                     Recent Gartner Report of Meter Data Management Systems</p>   | <p>We would like to highlight that the prestigious market analysis report, Gartner has discontinued the quadrant-based analysis and now presents all vendors in the same light. Hence, request REC to kindly amend the clause as mentioned as given below:</p> <p>Proposed MDMS Application must have been listed in Gartner Quadrant/Guide</p> <ul style="list-style-type: none"> <li>• Not Listed in Gartner – 0 Marks</li> <li>• Listed at least thrice in the last 4 years - 2 Marks</li> </ul>   | <p>Please refer Amendment-1</p>  |
| 3      | 93       | 9. Presentation, Approach Methodology (Total Marks -10) | <p><b>S. No. TS 14</b></p> <ul style="list-style-type: none"> <li>a. Understanding of the assignment – 02 Marks</li> <li>b. Quality of methodology and work program – 02 Marks</li> <li>c. Functional and Technical details of the solution – 03 Marks</li> <li>d. Approach &amp; Methodology – 03 Marks</li> <li>e. Solution / Concept demonstration through a POC using dummy data – 07 Marks</li> <li>f. Proposed Project Manager interaction – 03 Marks</li> </ul> <p>(Marks shall be allotted only on submission of integration approach along with the timelines starting from the discoms to the NPP and other portals/ software's.)</p>  | <p>We understand that there is a discrepancy in the total marks (10) for this question, while the individual points are adding up to 20 marks. Hence, we request you to kindly amend the requirement as below:</p> <ul style="list-style-type: none"> <li>a. Understanding of the assignment – 01 Marks</li> <li>b. Quality of methodology and work program – 01 Marks</li> <li>c. Functional and Technical details of the solution – 01 Marks</li> <li>d. Approach &amp; Methodology – 02 Marks</li> <li>e. Solution / Concept demonstration through a POC using dummy data – 04 Marks</li> <li>f. Proposed Project Manager interaction – 01 Marks</li> </ul> <p>(Marks shall be allotted only on submission of integration approach along with the timelines starting from the discoms to the NPP and other portals/ software's.)</p> | <p>The total marks for TS-13 is 10 and TS-14 is 20, as per the detailed marking breakup mentioned in the RfP. Please refer Amendment-1</p>   |
| 4      | 88       | 6.5 T 19 QR for Cloud Service Provider                  | <p>CSP must have at successful deployment of IT project as per the following in last 10 FYs including Current FY period till bid submission date i.e. project should have been completed on or after 01st April 2012:</p> <ul style="list-style-type: none"> <li>1. Atleast 01 No. of work orders of minimum Rs. 15 Crs; or</li> <li>2. Atleast 02 Nos. of work orders of minimum Rs. 9 Crs.</li> </ul> <p>Copy of Work order with Client Certificate. Completion certificate from the client with name, contact number and email with all required information (purchaser may contact the client for verification purpose only).<br/>                     In case of non-availability of Work order/NDA, Self-certificate of completion details as required, duly certified from country head/Company Secretary/Statutory Auditor of the company with contact details of client</p> | <p>Cloud projects are long duration and usually doesn't have an end date. Therefore, we request you to consider ongoing projects where cloud has been successfully deployed and the cloud consumption bill/revenues meet the defined monetary criteria.</p>   | <p>Copy of Work order with Client Certificate. Completion/Go-live certificate from the client with name, contact number and email with all required information (purchaser may contact the client for verification purpose only). In case of Go-live, the certificate to mention the cloud consumption bill as per the requirement.</p> <p>In case of non-availability of Work order/NDA, Self-certificate of completion details as required, duly certified from country head/Company Secretary/Statutory Auditor of the company with contact details of client</p> |
| 5      | 88       | 6.5 T17 - QR for Cloud Service Provider                 | <p>At least 50 full time cloud professionals on the rolls of the company.</p> <p>Relevant summary along with CV with qualification, work experience signed by the authorized signatory.</p>  | <p>As the CSP, the majority of our employees are certified on our platform. Hence, this clause applies to MSP/SI, then on CSP. Therefore, we request you to modify the clause to following:<br/>                     "At least 50 full time cloud professionals on the rolls of the Bidder/CSP/MSP"</p> <p>Or otherwise, Instead of specific CVs, we request to change the Documents Required to a self-declaration certificate from the authorized signatory.</p>  | <p>Deleted<br/>                     Please refer Amendment-1</p>   |
| 6      | 50       | 5. Cloud Service Providers (CSP)                        | <p>CSP should suitably address all the potential risks and issues in cloud implementation including data security and privacy, increased complexity in integration with existing environments, vendor lock-in, application portability between different platforms, exit management / Transition-Out Services etc.</p>   | <p>Request to change the clause to "SI/CSP/MSP should suitably address all the potential risks and issues in cloud implementation including data security and privacy, increased complexity in integration with existing environments, vendor lock-in, application portability between different platforms, exit management / Transition-Out Services etc."</p>   | <p>RfP conditions shall prevail</p>  |

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| 7  | 88  | 5. Cloud Service Providers (CSP)  | CSP should have accreditations of Service Organization Controls or SOCs (i.e. SOC 1, SOC 2, SOC 3 may be incorporated) relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles<br>Documentary Evidence: Relevant certificate signed by the authorized signatory.  | SOC 1, SOC 2 and SOC 3 are constant compliances for Security Operations Control. CSP Services are audited by 3rd party auditors. We provide self-certificate for the compliance of these services<br>Documentary Evidence: Self Declaration on the CSP letterhead duly signed by the Authorized Signatory confirming the compliance   | Bidder need to submit, certificates issued by third party auditors along with Self Declaration on the CSP letterhead duly signed by the Authorized Signatory confirming the compliance  |
| 8  | 50  | 5. Cloud Service Providers (CSP)  | The responsibilities of CSP include migration of the data, content and any other assets to the new environment or on alternate cloud service provider's offerings and ensuring successful deployment and running of the RECPDCL's Solution on the new infrastructure  | Request customer to change the clause to " The responsibilities of CSP/MSP/SI include migration of the data, content and any other assets to the new environment or on alternate cloud service provider's offerings and ensuring successful deployment and running of the RECPDCL's Solution on the new infrastructure.   | RFP conditions shall prevail  |
| 9  | 51  | 5. Cloud Service Providers (CSP)  | TIA 942 A/B &/or Uptime Tier III or higher – Telecommunication infrastructure standard for Data Centre  | Request customer to change the clause to " CSP Datacentre/Data Recovery Center should conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party."<br><br>The above change is consistent with the latest version (V3) of Standard Bidding Document (SBD) for AMISP.<br><br>Documentary Evidence - Self Certificate/Declaration signed by the Authorized Signatory of the CSP   | Please refer clause no. 5 subpoint 5 (4) of Section-4, page no. 51, which clearly states that '4. The Data Centre should conform to at least Tier III standard (preferably certified Uptime Institute certifications by a 3rd party) and implement tool-based processes based on ITIL standards.' |
| 10 | 93  | 7. Capabilities of CSP (Total Marks - 10)   | TS11<br>The associated Cloud service providers should have following Turnover from India Business operations:<br>CA certificate along with Annual Financial Statement   | Request to consider either CA certificate or annual financial statement.  | Documentary Evidence:<br>CA certificate or Annual Financial Statement   |
| 11 | 53  | 4.3.2 - 7. Cloud Security Requirements_2  | CSP should ensure that any OS provisioned as part of cloud virtual machine should be patched with latest security patch.  | Request to consider following change: "CSP/SI/MSP should ensure that any OS provisioned as part of cloud virtual machine should be patched with latest security patch."   | RFP conditions shall prevail  |
| 12 | 53  | 4.3.2 - 7. Cloud Security Requirements_3  | In case, the CSP provides some of the System Software as a Service for the project, CSP is responsible for securing, monitoring, and maintaining the System and any supporting software   | Request to consider following change: "In case, the CSP/SI/MSP provides some of the System Software as a Service for the project, CSP is responsible for securing, monitoring, and maintaining the System and any supporting software."   | RFP conditions shall prevail  |
| 13 | 53  | 4.3.2 - 7. Cloud Security Requirements_3  | CSP should deploy public facing services in a zone (DMZ) different from the application services. The Database nodes (RDBMS) should be in a separate zone with higher security layer  | Request to consider following change: "CSP should provide capability to deploy public facing services in a zone (DMZ) different from the application services. The Database nodes (RDBMS) should be in a separate zone with higher security layer"  | RFP conditions shall prevail  |
| 14 | 53  | 4.3.2 - 8. Data Management  | CSP should clearly define policies to handle data in transit and at rest.   | Request to consider following change: "MSP/SI/CSP should clearly define policies to handle data in transit and at rest."  | RFP conditions shall prevail  |
| 15 | 54  | 10. Business Continuity Plan & Backup Services (i)  | CSP must provide backup of cloud resources. The backup tool should be accessible  | Request to consider following change: "CSP/MSP/SI must provide backup of cloud resources. The backup tool should be accessible"   | RFP conditions shall prevail  |
| 16 | 155 | Form-7- Format for Manufacturer's Authorization Form  | Form-7- Format for Manufacturer's Authorization Form (MAF)  | The current MAF format is aligned to Hardware and software license providers, the Cloud Service Providers (CSPs) offer services which are not delivered through any factories or there are any specific warranties, etc. Therefore, we request you to allow our standard MAF format, which has been accepted with other Govt.'s departments and ministries and PSUs in their cloud procurement initiatives.   | Please refer Annexures to Amendment 1 for submission of MAF   |
| 17 | 88  | 6.1 QR for System Integrator - Financial Requirements(F2: Net Worth)                                  | Net Worth for the each of the last three (03) Financial Years ending 31st March 2021 (2018-19, 2019-20 and 2020- 2021) should be positive for Lead bidders/Sole bidders/Consortium partners.  | In case of consortium, it is assumed that the positive net worth of the lead bidder would be deemed qualified.  | Networth should be positive for all i.e Lead bidders/Sole bidders/Consortium partners.  |
| 18 | 88  | 6.1 QR for System Integrator - (T1: General Experience) Project Experience of System Integrator (SI)) | Sole/Lead bidder should have experience for implementation of any 04 (incl. S.no. 1) modules / Technologies / Solutions for any Utilities sector (Power/Gas/Water/Telecom) in India/Globally (as defined below) in last 10 FYs including Current FY period till bid submission date (i.e., project should have been completed on or after 01st April 2012):<br>i. Middleware for integration with min. 04 Heterogeneous different systems.<br>ii. Meter Data management system (MDMS),<br>iii. Data Warehouse or Big Data Handling,<br>iv. Data Analytics & Reporting Solution,<br>v. Dashboard solution that caters to multiple departments/ projects. | 1. It is assumed that "Heterogenous systems" is in reference to functional domain i.e. Billing System, CIS, Payment gateway of the systems and not the underlying technologies i.e SAP or Oracle etc stack.<br>2. In case one solution caters to two of the modules / Technologies / Solutions, e.g. "Data Analytics & Reporting Solution" that can also act as a "Dashboard solution that caters to multiple departments/ projects", it is assumed that the same project can be provided as 2 separate experience. | 1. Heterogeneous system refers to Systems with different OEMs/Software/Application<br>2. Yes, the project can be provided as implementation of 2 modules/technologies /solutions  |

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| 19 | 88 | 6.1 QR for System Integrator - (T3: (Specific Experience 1) Implementation Experience of SI for MDMS Solution) | Sole/Lead bidder/Consortium partner should have implemented MDMS solution in last 10 Fys including Current FY period till bid submission date(i.e. project should have been completed on or after 01st April 2012) for any Utilities sector (Power/gas/water/telecom) in India /Global as per the following:<br>a.) at least 1 project for 2,40,000 Smart meters/AMR/AMI handling interval meter reads; or<br>b.) At least 2 project, each for 1,50,000 Smart meters/AMR/AMI handling interval meter reads; or<br>c.) At least 3 project each for 1,20,000 Smart meters/AMR/AMI handling interval meter reads. | Request clarification on the count of meters specified: are they the size of the project, or successful communication of meters in MDM.  | The count of meters are the size of the project which should have been commissioned/Go-Live.  |
| 20 | 88 | 6.1 QR for System Integrator - (T4: (Specific Experience 2) COTS Experience of SI)                             | The Sole/Lead bidder /Consortium partner needs to be an authorized service / channel/ implementation partner of the proposed COTS applications:<br>i. Middleware<br>ii. Meter Data Management (MDM) for power utilities<br>iii. Data Warehouse<br>iv. Data analytical tool / reporting tool  | It is mentioned in section 6.1, part T1 that the sector experience required for modules / Technologies / Solutions is Utilities sector (Power/Gas/Water/Telecom), however it is mentioned here to have experience with COTS application of "Meter Data Management (MDM) for power utilities". Please Clarify.  | Clause T1 of QR is the minimum experience bidder need to possess for qualifying , while T4 of QR is in line with proposed solution and for qualifying bidder need to be an authorized service / channel/ implementation partner of the proposed COTS applications only (no experience for proposed COTS solution is asked from SI)  |
| 21 | 89 | 6.3 QR for Middleware Solution (OEM) - (T4: (Specific Experience 2) COTS Experience of SI)                     | Proposed solution should have capability of massive data transfer and data handling simultaneously from at-least 100 different systems.  | Request to change as below<br>"Proposed solution should have capability of massive data transfer and data handling simultaneously from at-least 100 different requests/ nodes"   | Different systems refer to systems at different client locations.   |
| 22 | 90 | 6.5 QR for Cloud Service Provider - (T19)  | CSP must have at successful deployment of IT project as per the following in last 10 FYs including Current FY period till bid submission date i.e. project should have been completed on or after 01st April 2012:<br>1. At least 01 No. of work orders of minimum Rs. 15 Crs; or<br>2. At least 02 Nos. of work orders of minimum Rs. 9 Crs.  | It is inferred that the work order value is inclusive of both infrastructure and services components. Please clarify.  | It is the minimum amount for which work order/completion certificate has been issued to CSP   |
| 23 | 93 | 7.6 Technical Scoring - (TS5)  | The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of 10 different systems in a single project– 01 Marks.<br>b) Integration of 15 different system in a single project– 02 Marks<br>c) Integration of 50 different system in a single project– 04 Marks   | Request to change as below<br>The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of 10 different systems/ interfaces in a single project– 01 Marks.<br>b) Integration of 15 different system/ interfaces in a single project– 02 Marks<br>c) Integration of 50 different system/ interfaces in a single project– 04 Marks | RfP conditions shall prevail  |
| 24 | 21 | 3.4 Cloud based NFMS Central IT System   | The platform should be capable of ingesting, staging, processing, storing, and visualizing massive volume of data in variety of formats (structured and unstructured) – Peta byte scale data with horizontal scalable capability from multiple sources. (such as HDFS, MySQL, HIVE, APIs (rest full or otherwise) sftp files, object store, etc.). Platform should have capability to ingest large amount of data in quick succession using techniques like multi-threading.   | We request you to clarify that "What is the estimated Data size which is envisaged which will be ingested into the system per day?"  | Estimated parameters to be considered for data sizing are as follows:<br>1. All meters shall be 3 phase DLMS feeder meters & qty shall be appx. 3 lac. and SCADA based systems<br>2. No. of channel shall be 18 channel per meter for interval reads and 20 channel per meter for register reads<br>3. Data collection interval shall be 15 min/per day (i.e. 96 times) for interval type per day and 1 per day for register type<br>4. Data push frequency shall be 8hrs from field solutions to MDM and 4 hrs from HES deployed by RECPDCL<br>5. Event data shall be estimated 50 events per meter per day and shall be pushed on realtime basis.<br>Further, the above to be ascertained during As-Is study based on solutions deployed at Discom side.<br>(It is estimated that total sizing for 1 year shall be 10TB for 3 lac meters) |

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| 25 | 25        | 4.2.1 Responsibilities of System Integrator (SI)                                     | SI/CSP should adhere to the ever-evolving guidelines as specified by CERT-IN  | We request you to clarify that "How does this is verified?. Any CERT-IN audit needs to be one for the solution or only CERT-IN for CSP is required ?."  | It will be the sole responsibility of the SI to conduct Independent Third-Party Cyber Security Audit of complete NFMS solution through Cert-IN empaneled agency   |
| 26 | 29        | 6.Security Requirements  | The System Integrator (SI) would have to provision cloud hosted managed hardware security module (HSM) to generate and manage encryption keys   | We request you to describe where HSM is envisaged to be used in the NFMS?.  | Scope of HSM under present RfP - deleted<br>Please refer Amendment 1  |
| 27 | 59        | 6. Mobile and Web App Functionalities  | The Documentation & Source Code of all Mobile OS's, Web and Database will be under the property of RECPDCL.   | We request you to inform that as COTS and proprietary products would be deployed as part of the solution, only scripts/Code only used for the customization of the solution can be provided and not all source code.<br>We request you to modify this clause accordingly. | The Documentation & Source Code of all Mobile OS's, Web and Database used for customization of the solution will be the property of RECPDCL.  |
| 28 | 63        | e. System Integrator (SI)'s Responsibility   | The development and deployment software licenses including (3rd party software, OS, RDBMS, or any other software for successful go-live) required if any shall be procured by the System Integrator (SI) & such software license should be in the name of RECPDCL | We request to allow Open-source Tools/Technologies and SI should be allowed to use Open-source Tools/Technologies as required.  | RfP conditions shall prevail  |
| 29 | 64        | 7. NFMS Scalability and Performance  | The estimated legacy data need to be transferred to NFMS system shall be approx. 30TB. However, Bidder need to ensure the required sizing as per the scope of project.  | We request to confirm "What is the data format in which the data is available?."  | Structured data in various format likem SQL, csv, excel etc.  |
| 30 | 86 & 126  | 6.1 QR for System Integrator   | G2 - Bidder Resource Capacity G4 – Certification  | The qualification criteria G2, G4 may be met collectively between the Sole/Lead/Consortium Partner and the Subcontractor.   | G2 need to be meet collectively either by Sole/Lead/Consortium bidder while G4 need to be meet soley by Sole/Lead bidder  |
| 31 | 112 & 186 | 3.5 Service Provider's Actions Requiring Employer's Prior Approval                   | (b) Appointing such Personnel for delivery/ supply of the Services under the Contract, other than those not listed by name in Form-9 ("Key Personnel and Subcontractors"),  | Appointing such Personnel for delivery/ supply of the Services under the Contract, other than those listed by name in Form-9 ("Key Personnel and Subcontractors")   | Appointing such Personnel for delivery/ supply of the Services under the Contract, other than those listed by name in Form-9 ("Key Personnel and Subcontractors")   |
| 32 | 87 & 186  | 6.1 QR for System Integrator   | F1: Bidder should have Minimum Average Annual turnover (MAAT) of Rs. 400 Crore over the last three (03) Financial Years ending 31st March 2021 (2018-19, 2019-20 and 2020-2021).  | Request to amend the clause as "Lead Bidder/Sole Bidder/Consortium Partner" should have Minimum Average Annual turnover (MAAT) of Rs. 400 Crore over the last three (03) Financial Years ending 31st March 2021 (2018- 19, 2019-20 and 2020-2021)."                       | RfP conditions shall prevail  |
| 33 | 87 & 186  | 6.1 QR for System Integrator   | T1, T2: (General Experience)<br>Project Experience of System Integrator (SI)  | Request "Bidder" to be amended as "Sole Bidder/Lead Bidder/Consortium Partners"   | RfP conditions shall prevail  |
| 34 | 90 & 186  | 6.4 QR for Data Warehouse Solution and Business Analytics & Reporting solution (OEM) | T14: The proposed solution should have been sold to over 10 clients. Solution should be COTS based.   | Request to be amended as: "T14: The proposed solution should have been sold to over 10 clients. Solution should be COTS based or Open Source based solution".   | RfP conditions shall prevail  |
| 35 | 92 & 186  | 6.7 Technical Bid Evaluation   | TS1, TS2, TS3, TS5, TS6A  | Request "Bidder" to be amended as "Sole Bidder/Lead Bidder/Consortium Partners"   | TS1, TS2, TS6A - Bidder to be read as Sole/Lead bidder. Please refer Amendment 1  |
| 36 | 95 & 186  | 6.7 Technical Bid Evaluation - Presentation, Approach Methodology                    | e. Solution / Concept demonstration through a POC using dummy data - 07 Marks   | The contours of the POC may be defined<br>- What use cases are to be built?<br>- Will the data for POC be provided by REC?<br>- Will the environment for POC be provided by REC?<br>Does it need to be on the same stack as proposed for NFMS solution?                   | The bidder is expected to integrate their solution with sample data set over test API provided by RECPDCL and validate & process the data and demonstrate interactive Analytics both reporting and visual using Geospatial tools through dashboards, aligned with the overall objective and bidder's understanding of NFMS. |
| 37 | 43 & 186  | 4. Business Analytics & Reporting Solution   | xi) Sentiment Analysis (Text Analytics).<br>xii) Geospatial Analytics   | Use cases for Sentiment Analysis (Text Analytics) and Geospatial Analytics may please be specified. What is the nature and volume of unstructured data to be considered?  | Sentiment Analysis - Deleted . Please refer Amendment 1<br>There is no unstructure data envisaged under the project.  |

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| 38 | 43 & 186 | 4. Business Analytics & Reporting Solution | xxv) Ability to integrate with LDAP / OAUTH/ ADS / any other enterprise authentication mechanism for single sign on.  | Please specify the LDAP/OAUTH/ADS system being used at REC/DISCOMs  | The same shall be arrived by SI after detailed As-Is study after award of work.   |
| 39 | 46 & 186 | 4: Business Analytics & Reporting Solution | 1. Following but not limited to the indicative List (approx. 200 nos. of reports) of Analytic Reports and Dashboards shall be prepared based on the available parameters from field solutions/Sources/Interfaces deployed by respective DISCOM's.   | Request to share the complete list of 200 reports to be prepared as a part of the deliverables along with the data refresh frequency of such reports.   | The same shall be arrived by SI after detailed As-Is study after award of work.   |
| 40 | 76 & 186 | V. Implementation Phases                   | Based on requirement to implement Central IT System, following but not limited to the broad Activities which shall be done by System Integrator (SI):<br>1. SI will maintain below environments.<br>2. Development Environment<br>3. Test / Non-Production Environment<br>2. 4. Highly Available (HA) Production Environment<br>~99.9% Up-time of Production Environment. | Is there a requirement for the Disaster Recovery environment to also be provided? What would be the specifications of the DR environment?   | Kindly refer Functional requirements of CSP mentioned under Section-4.3.2. (5), wherein; 2. Selection of DC-DR site architecture shall be in accordance with applicable laws including but not limited to the "Disaster Recovery Best Practices" guidelines issued by the Ministry of Electronics & Information Technology (MEITY) and as amended from time to time". |
| 41 | NA       | Additional                                 | Design, Development, Configuration, Testing and Implementation of NFMS Central IT Solution with requisite licenses and on-boarding of utilities for complete scope as per RFP   | Please re-confirm the duration of:<br>Implementation Phase of Design, Development, Configuration, Testing and Implementation of NFMS Central IT Solution.<br>AMC/Support Phase: 9 Years, post Go Live                                     | Kindly refer, Table 7: Implementation and Rollout Schedule mentioned under Section-IX of RfP at Page no. 132 for more details regarding Implementation and Rollout Schedule   |
| 42 | NA       | Additional                                 | Current Technology Stack at REC   | Please share details on technology stack of existing source systems, databases, etc at REC.   | The central IT Solution is end-to-end Green Field solution. Regarding systems available at utility for integration, the same to be assessed by bidder on sample basis while detailed shall be carried out by bidder during detailed engineering stage.  |
| 43 | NA       | Additional                                 | Solution Sizing - Data Volumes  | Request you to please specify the anticipated data volumes, and thereby help with optimal sizing for the solution.<br>Please specify:<br>Total Data Volumes: in GB/TB<br>Total unstructured data: % or in GB/TB ETL Load Window: in Hours | Please refer clarification provided under sr. no.24 above   |
| 44 | NA       | Additional                                 | Solution Sizing - Unstructured Data Analysis  | Request you to please specify any unstructured data analysis requirements, and the volume of unstructured data?<br>Is there any historical data for unstructured data?  | There is no unstructured data presently envisaged under the project.  |
| 45 | NA       | Additional                                 | Solution Sizing - Historical Data Migration   | Request to please specify if there is any historical/legacy data migration requirements<br>Total Historical Data Volumes: in GB/TB  | Please refer clarification provided under sr. no.29 above   |
| 46 | NA       | Additional                                 | Solution Sizing - Number & Type of Users, User Concurrency  | Request to please specify the number of users for the dashboards, and the user concurrency requirements. Please specify the number of Power Users vs Consumers / Readers of the dashboards  | Please refer clarification provided under sr. no.24 above. In addition, the users of the portal shall be discom officials for their area specific, Ministry and RECPDCL while the ortal dashboard shall be available to consumers for viewing.  |
| 47 | NA       | Additional                                 | Solution Sizing - Real Time Data Integration  | Request you to please specify if there are requirements for real-time data integration. Please help with some examples.   | Yes. Real time data as Outgae, events and alerts from Field feeder monitoring solutions. Please refer table under clause no.3.3 for more details  |

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| 48 | NA        | Additional          | Solution Sizing - Geo Coding/GIS   | Request you to please specify if there are any geo-coding requirements, and if any GIS tools are available with REC, which may be used for the delivery of NFMS? Will the cost for GIS, if required, be borne by REC, or will the consultant need to factor the same in the commercial response?   | The feeder meter related GIS mapping shall be provided to the bidder as and when available for integration and display   |
| 49 | NA        | Additional          | Multilingual Support   | Our understanding is that the dashboards would be enabled in English, there would be no requirement for support of regional languages. Please confirm.   | Yes dashboard is required in English language only   |
| 50 | NA        | Additional          | Solution Sizing - Mobile BI  | In the case of certain BI tools, considerable effort is required for configuration and rendering of reports on Mobile/ Tablets platforms. Therefore, request confirmation on the number of dashboards to be enabled on Mobile devices. Which specific devices should be factored?  | The dashboard shall be finalized during detailed engineering stage. The devices to be considered would be Mobile, Tablet and PC.   |
| 51 | NA        | Additional          | Supply of MDMS, Database, Data Warehouse & Data Analytics licenses for 2.75 Lakh end points (in lots of 5,000)   | Quantity is specified as: 55<br>Unit is specified as lots: Lots of 5,000<br>This mean that 55*5000 = 2,75,000 end point licenses from MDM perspective?<br>What is the basis for sizing of Database, Datawarehouse and Data Analytics licenses?   | The same to be assessed by the SI for designing of solution. In case of quantity variation of no. of licenses requirement, the same shall be on pro-rata basis.  |
| 52 | 47        | Section 4           | Indicative list of analytics Reports / Dashboards<br>Also, SI shall include multiple use cases. Following but not limited to the indicative list mentioned below:<br>(a) Meter related Reports and Prediction<br>(b) Load and Demand related Reports and Prediction<br>(c) Events/Outages (Planned and Unplanned Outage) related Reports and Prediction  | We request you to clarify that "How much historical data pertaining to any event (meter outage), past load do we have?<br>What is the current prediction method, load forecasts being incorporated currently?<br>What are the different data sources being used currently for (a), (b) and (c)?<br>What could be the current accuracy MAPE being achieved in case we have a current process for (a), (b) and (c)?<br>What are the current tools being incorporated if any for (a), (b) and (c)?"   | The historical data to be migrated and stored is from RFMS and from NPP. The data being captured under NFMS to be utilized for the mentioned analytics while that from NPP/RFMS shall be done on case to case basis.<br>Load forecast is not being carried out currently, neither it is envisaged in the present scope. However system should have the capability to provide data support for Load forecasting by separate agency. |
| 53 | 111       | 3.3 Confidentiality | The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the termination or expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.   | It is requested to add the below clause:<br>Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. | RIP Conditions shall prevail.  |
| 54 | 109 & 129 | 2.7 Termination     | The Employer may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) to (f) of this clause. In such an occurrence the Employer shall give at least (15) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least thirty (30) calendar days' written notice in case of the event referred to in (e); and at least seven (7) calendar days' written notice in case of the event referred to in (f), of this Sub-Clause GCC | It is requested to add the following termination provision:<br>Consultant may terminate this Agreement, or any particular Services, immediately upon written notice to Client if consultant reasonably determine that consultant can no longer provide the Services in accordance with applicable law or professional obligations.   | RIP Conditions shall prevail.  |

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| 55 | 106       | 2.5.1 Force Majeure           | <p>A Force Majeure means any event or circumstance or combination of events and circumstances including those stated below that wholly or partly prevents or unavoidably delays an Affected Party in the performance of its obligations under this SI Contract, but only if and to the extent that such events or circumstances are not within the reasonable control, directly or indirectly, of the Affected Party and could not have been avoided if the Affected Party had taken reasonable care or complied with prudent RECPDCL practices.</p>  | <p>It is requested to add the below clause under Force Majeure to facilitate remote working:<br/> (i) To the extent that the provision of the Services is impacted by a pandemic (including COVID 19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.<br/> (ii) Where consultant Personnel are required to be in present at DISCOM premises, consultant will use reasonable efforts to provide the Services on-site at [DISCOM] offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (i) any government or similar entity implements restrictions that may interfere with provision of onsite Services; (ii) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (iii) a consultant resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.</p> | RfP Conditions shall prevail.   |
| 56 | 111 & 129 | 3.4 Insurance                 | <p>Insurance to be Taken Out by the Service Provider<br/> The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the 'Subcontractors', as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as is specified in the SCC; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.</p>   | <p>We request you to change the clause as "Service Provide shall maintain professional indemnity insurance as required by applicable law and professional obligations in India."</p>  | RfP Conditions shall prevail.   |
| 57 | 123       | 10.6 Limitation of Liability  | <p>10.6.1 Except in cases of gross negligence or wilful misconduct:<br/> Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the SI to pay liquidated damages to the RECPDCL; and<br/> The aggregate liability of the SI to the RECPDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the SI to indemnify the RECPDCL with respect to infringement of any Intellectual Property Rights.</p> | <p>We request you to exclude indirect liability.</p>  | RfP Conditions shall prevail.   |
| 58 | 31        | 4.3.1 Section 7.2             | <p>7.2. Security Testing:<br/> 1. Regularly both internal and external Vulnerability Assessment and Penetration Testing (VA-PT) of system should be done.</p>   | <p>Clarification required</p>   | <p>Please refer to Section IV, Clause 4.3.1 Sub-Clause 7 for testing requirements and frequency</p>   |
| 59 | 24        | 4.2.1                         | <p>4.2.1. Responsibilities of System Integrator (SI) Additionally, SI shall focus on the following activities during implementation of NFMS.<br/> 3. Compliance process to the defined international standards and security guidelines such as ISO 27001, for maintaining operations of cloud and ensuring privacy of data.</p>   | <p>Clarification required</p>   | <p>Bidder need to define and implement the process as per ISO 27001, no audit is needed to be conduct by bidder, however RECPDCL at its sole discretion may conduct the audit through third party if needed</p> |
| 60 | 24        | 4.2.1                         | <p>5. The SI should be able to manage the instances of storage, compute instances, and network environments provisioned as a part of this contract. Service Provider is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management and managing network configurations.</p>  | <p>Clarification required</p>   | <p>The SI should be able to manage the instances of storage, compute instances, and network environments provisioned as a part and scope of this contract.</p>  |
| 61 | 72        | 4.5 Cyber Security Guidelines | <p>Notwithstanding the measures suggested above, the following guidelines/strategies shall be taken care of by the SI for making the entire NFMS system including the NOMC immune to Cyber Attacks.<br/> i. All the Hardware, OS and application software shall be hardened. Application, scanning and hardware scanning tools shall be provided to identify vulnerability &amp; security threats.</p>  | <p>Clarification required</p>   | <p>The SI to ensure the mentioned measure for security. Compliance of the same shall be sought by RECPDCL as and when required.</p>   |

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| 62 | 72       | 4.5 Cyber Security Guidelines                                     | (vi) While procuring cyber security items testing must be done and the system must be secure by design.  | Clarification required  | Bidder to ensure the security parameters during procurement per requirement of SI to meet guidelines mentioned in the RFP   |
| 63 | 74       | 4.6 Data privacy guidelines                                       | v. All data sharing shall be recorded and periodically submitted to RECPDCL for review / regulatory requirement  | Clarification required  | Regulatory requirement as laid down by MeITY and GoI from time to time.   |
| 64 | 74       | 4.7 Policy & documentations                                       | Design of Information Security Policy shall necessarily include but not limited to the following policies to ensure IT security:<br>1. IT Risk Management Policy<br>2. Information Classification Policy<br>3. Access Control Policy   | Clarification required  | Any additional parameters for Information Security Policy to be mutually decided during detailed Engineering Stage  |
| 65 | 26       | 4.2.1. Responsibilities of System Integrator (SI)                 | 14. SI shall provide interoperability support with regards to available APIs, data portability etc., for the Government Department to utilize. In case of Change of cloud service provider, migration back to in-house infrastructure, burst to a different cloud service provider for a short duration or availing backup or DR services from a different service provider. | In case of migration back to in-house infrastructure, will the same SLAs be applicable?   | SLA will not be applicable w.r.t. this clause on the bidder, if the same has been so desired by RECPDCL   |
| 66 | 26       | 4.2.1. Responsibilities of System Integrator (SI)                 | 21. Data from legacy systems like RFMS & UFMS needs to be migrated and archived in NFMS System   | Request to furnish the details of current platform, size of the data and number locations for data to be migrated   | The size of data is ~30TB. Other details shall be shared with the successful bidder after award of work.  |
| 67 | 26       | 4.2.1. Responsibilities of System Integrator (SI)                 | 22. At the end of contract period/exit, the SI shall migrate the entire IT solution along with the database to the desired Cloud Service provider without any additional cost.   | Request to clarify the migration requirement at the end of contract period to desired cloud provider.   | At the end of contract period, in case it is desired to not continue with the existing CSP, the solution shall be migrated to a different cloud as desired by RECPDCL or agency authorized by RECPDCL, the same shall be carried out by the SI.   |
| 68 | 32       | 4.3.2. Functional Requirements                                    | The offered Middleware Solution shall be a scalable and can be either be COTS product or Open-Source application with minimum 10-year Enterprise support.  | Request, in case of open-source application, support from community and support commitment by SI be considered.   | RFP conditions shall prevail  |
| 69 |          | General   | Last date and time of receipt of bids  | We request RECPDCL to provide bid submission date extension for minimum 4 weeks from the date of pre-bid clarification amendments/clarifications published date.  | The date shall be as per the latest corrigendum/details issued by RECPDCL in this regard  |
| 70 | 15 / 184 | SECTION-III   | INTRODUCTION & OBJECTIVE   | In the Prebid there was a reference architecture shown with 3 different models of field data collection - legacy, AMISP and finally under REC which will be via separate RFP. Can this please be shared and better still included in the RFP for clarity purpose. Also, does REC expect difference in functions of MDM for the three cases. If so, those should be mentioned. It would be good to have an idea of the volumetrics (no of feeder meters) under each case | The reference architecture is enclosed at Annexure 3. Further, the end-to-end MDM functionality shall be applicable for the Feeder Meters being integrated directly through HES, while for other feeders, the same shall be assessed based on requirement.  |
| 71 | 27 / 184 | SECTION-IV - GENERAL FEATURES OF SYSTEM                           | 4.3.1. Solution Infra Requirements; MDM Sizing   | Request, REC to provide following for Sizing of the MDM:<br>1. Meter types & qty for different meter types,<br>2. no of meter channels to consider for register and interval reads,<br>3. data collection interval for both register type and interval type reads,<br>4. data push frequency from HES to MDM etc.   | Estimated parameters to be considered for data sizing are as follows:<br>1. All meters shall be 3 phase DLMS feeder meters & qty shall be approx. 3 lac. and SCADA based systems<br>2. No. of channel shall be 18 channel per meter for interval reads and 20 channel per meter for register reads<br>3. Data collection interval shall be 15 min/per day (i.e. 96 times) for interval type per day and 1 per day for register type<br>4. Data push frequency shall be 8hrs from field solutions to MDM and 4 hrs from HES deployed by RECPDCL<br>5. Event data shall be estimated 50 events per meter per day and shall be pushed on realtime basis.<br>Further, the above to be ascertained during As-Is study based on solutions deployed at Discom side.<br>(It is estimated that total sizing for 1 year shall be 10TB for 3 lac meters) |
| 72 | 28 / 184 | 4.3.1. Solution Infra Requirements                                | 5. Upgrades/Updates/Patch/Bug fixing<br>a. The Service provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance within the scope of the solution for the entire contract period.<br>b. The System Integrator (SI) shall provide upgrades/patches etc. required for the same without any additional cost.                  | We understand for MDM system (Considering Software) it is limited to Patch / Bug fixing post go live. While for updates / Upgrades shall follow the standard Industry practice of going through "Change Request" as described in "Change Request Form" / Form-10, with mutual discussion and understanding between SI and REC-PDCL. please confirm  | The upgrades for deployed module shall be done by the SI in case the same is affecting the performance or is nearing end-of-life of support cycle by OEM.   |
| 73 | 35 / 184 | Use Case Activity, Table  | 4. Remote firmware upgrades / meter configuration changes for meters connected with HES deployed by RECPDCL  | Remote firmware upgrades are std HES functionality and it should be handled in the Discom HES, So request you please change clause accordingly.   | Please refer Amendment-1  |
| 74 | 35 / 184 | Use Case Activity, Table<br>2. Meter Data Management system (MDM) | 6. Time synchronization for meters connected with HES deployed by RECPDCL  | Time SYNC is usually conducted on a server hierarchy. So the meters get their time from the AP's, the AP's from the HES, the HES from something inside the controlling company - THEIR Time server. We recommend that the HES in scope for this requirement (deployed under RECPDCL) be linked to a std external SNTP server and then the MDM can reference the same, So request you please change clause accordingly.  | Time synchronization in scope of HES. Please refer Amendment-1.   |



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| 75 | 35 / 184 | 2. Asset Management 2.Meter Data Management system (MDM)   | 2. Asset Management for meters connected with HES deployed by RECPDCL  | Is REC expecting a common NFMS MDM instance to maintain this information for all underlying HES deployed by REC?  | Yes, there will be common MDM for NFMS for all HES deployed/to be deployed at site by RECPDCL.   |
| 76 | 36 / 184 | 4.Meter Data;<br>2.Meter Data Management system (MDM)  | 3.The MDM shall provide storage and retrieval of all collected Meter Data, events and alarm. It shall have capacity of storing 10 years data or more on daily basis (as required by the utility based on regulatory provisions) via archiving.   | As discussed in Prebid, we would request for realistic consideration of active data (2 years) and archived storage beyond that for 2 years  | 3.The MDM shall provide storage and retrieval of all collected Meter Data, events and alarm. It shall have capacity of storing 2 years data in active mode including current and last financial year and storing 10 years data or more on daily basis (as required by the utility based on regulatory provisions) via archiving.   |
| 77 | 37 / 184 | 5.Data Validation, Estimation, and Editing (VEE)<br>2.Meter Data Management system (MDM)   | 8.Notwithstanding the latency of data collection via the AMI system, once the MDM receives meter read data, the VEE process occurs in real-time and the post-VEE data is then immediately available to user or external systems.   | Typically VEE may be more optimum as batch process run daily or at smaller intervals . We can cater to more real -time scenarios but for the NFMS purpose it may not serve any real purpose and can increase costs . Our assumption is this is more a capability requirement for possible future use cases? Please confirm.   | 8.Notwithstanding the latency of data collection via the AMI system, once the MDM receives meter read data, the VEE process occurs in batch basis and the post-VEE, data is then immediately available to user or external systems for analytics, without affecting the quality and frequency of analytic reports.   |
| 78 | 38 / 184 | 7.Service Orders<br>2.Meter Data Management system (MDM)   | 1.The MDM shall have capability to generate service orders based on configurable rules for various events and alarms such as stop meter, tampers, problem in communication networks, etc.<br>2.MDM shall have capability to send service orders via SMS, email, etc. with the email addresses / phone numbers being configurable. MDM shall receive feedback on action taken on the service order and track the status of service orders until resolution.<br>3.Service order tickets could be generated by MDM but processed and closed under jurisdiction of the HES- NMS combine.<br>The applicability of above functionalities shall be reviewed during detailed engineering after assessing the requirement | Is it expected that this central system will raise service orders for the Discom and that will hit their workforce management system .this can create confusion at Discom end as a system out of their control is raising service orders which they are supposed to execute. Would like to have more clarity on Service Order Process to be followed.   | RfP conditions shall prevail<br>This is more a capability requirement for possible future use cases  |
| 79 | 64 / 184 | 7.NFMS Scalability and Performance;<br>2.Meter Data Management system (MDM)  | Table 1: NFMS Scalability and Performance Max number of concurrent users: 10,000 nos.  | From an MDM perspective this level of concurrent users is very high . MDM works in a mostly automated manner and human interaction is needed only for exception handling. As such the nos. of concurrent users would be far lesser. Request REC to review this and also look at concurrent users differently for different applications in scope  | No. of estimated Interactive Users for Web-portal shall be as follows:<br>1. Ministry of Power - 50 users<br>2. RECPDCL - 150 users<br>3. Discoms - 4500 users<br>The estimated concurrency for above interactive users may be considered as 20% of total no. of users.<br>For MDM the estimated no. of users - 50<br>The estimated concurrency for viewing on web-portal is 10,000.<br>Please refer Amendment-1 |
| 80 | 66 / 184 | 6.2 QR for MDM Solution (OEM)  | T5: The proposed MDM solution should have sold licenses of at least 2,40,000 Nos. smart energy meters or 7,20,000 Nos AMR with interval data with data cumulatively for any Power Utilities sector in India /Global in last 10 FYs including Current FY period till bid submission date i.e. On-going or project should have been completed on or after 01st April 2012.   | Suggested QR.; The proposed MDM solution should have sold licenses of at least 2,40,000 Nos smart energy meters and 7,20,000 Nos AMI / AMR with interval data with data cumulatively for any Power Utilities sector in India /Global in last 10 FYs including Current FY period till bid submission date i.e. On-going or project should have been completed on or after 01st April 2012.   | RfP Conditions shall prevail.  |
| 81 | Pg. 24   | 4.2.1. Responsibilities of System Integrator(SI)<br>14 It is the sole responsibility of SI to procure and provide all licensees on perpetual basis in favor of RECPDCL for entire contract period with ATS support.  | 4.2.1. Responsibilities of System Integrator(SI)<br>14 It is the sole responsibility of SI to procure and provide all licensees on perpetual or subscription basis in favor of RECPDCL for entire contract period with ATS support.  | This will restrict the RFP to IaaS model only and will inhibit cloud native services available in PaaS & SaaS<br><br>Many functional requirements asked in the RFP do require cloud native services and PaaS and SaaS models may please be allowed<br><br>SaaS & PaaS allow microservices based containerized architecture, that not only saves cost of sizing the infra on virtual machines to deliver high performance on cloud . That is not possible in yesteryear's on premise or cloud hosted IaaS solution | RfP Conditions shall prevail.  |
| 82 | Pg. 25   | 6. SI shall provide OEM solution of latest available version with free of cost upgrades and ensure support during the entire contract period.<br>7.SI shall provide support from all OEMs during the entire contract periodfrom the Operational Go-Live Date and shall provide all the OEM Support / Version Upgrade / Patch Deployment without any cost implication to RECPDCL. | 6. SI shall provide OEM solution of latest available version all the time with free of cost upgrades and ensure support during the entire contract period.<br>7.SI shall provide support from all OEMs during the entire contract period from the Operational Go-Live Date and shall provide all the OEM Support / Version Upgrade / Patch Deployment without any cost implication to RECPDCL<br><br>The updates & patches shall be applied in real time without any human intervention and all version upgrades shall also be done under cloud native services with no later than 30 days of release from respective OEM and shall be managed through OEMs CI-CD pipeline as cloud native architecture          | To deliver performance on cloud please allow cloud native services microservices based containerized architecture that allow real time updates & patches and version upgrades under PaaS & SaaS models<br><br>This is reduce dependency on costly human efforts of doing this on yesteryear's on premise or IaaS hosted model   | RfP conditions shall prevail   |

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| 83 | Pg. 27 | NFMS Data Platform will be on cloud and will leverage highly scalable and fully managed cloud services.   | NFMS Data Platform will be on cloud and will leverage highly scalable and fully managed cloud <u>native</u> services <u>on a microservices based containerized architecture</u> .   | To allow automation reduce the cost sizing on yesteryear's monolithic apps and avoid human intervention cloud native services of shall be preferred<br><br>SaaS & PaaS allow microservices based containerized architecture, that not only saves cost of sizing the infra on virtual machines to deliver high performance on cloud . That is not possible in yesteryear's on premise or cloud hosted IaaS solution               | RfP conditions shall prevail                               |
| 84 | Pg. 27 | High Availability Requirements  | Please add<br><br>The DR shall be at least 250 kms away from DC and shall be in a different seismic zone and shall be of minimum 50% capacity of DC   | This is ensure high availability   | Please refer, clarification provided above under sr. no.40 |
| 85 | Pg. 28 | Upgrades/ Updates/ Patch/ bug fixing<br><br>a. The Service provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance within the scope of the solution for the entire contract period.<br><br>b. The System Integrator (SI) shall provide upgrades/patches etc. <del>required for the same without any</del> | a. The Service provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance within the scope of the solution for the entire contract period.<br><br>b. The System Integrator (SI) shall provide upgrades/patches etc. required<br><br>The updates & patches shall be applied in real time without any human intervention and all version upgrades shall also be done under cloud native services with no later than 30 days of release from respective OEM and shall be managed through OEMs CI-CD pipeline as cloud native architecture | To deliver performance on cloud please allow cloud native services microservices based containerized architecture that allow real time updates & patches and version upgrades under PaaS & SaaS models<br><br>This is reduce dependency on costly human efforts of doing this on yesteryear's on premise or IaaS hosted model  | RfP conditions shall prevail                               |
| 86 | Pg. 28 | All the communication between API client and API component at cloud should be encrypted with AES-256.   | All the communication between API client and API component at cloud should be encrypted with AES-256 or TLC   |  | RfP condition shall prevail.                               |
| 87 | Pg. 52 | CSP must ensure that public IP address of cloud   | CSP must ensure that public / <u>private</u> IP address of cloud  | To make it wider for CSPs as public Ips make it restrictive to few CSPs  | RfP conditions shall prevail                               |
| 88 | Pg. 77 | Updates, upgrades, builds, patches, bug fixes and overall comprehensive maintenance for the solution and underlying components provided as a part of the NFMS Central IT System by the successful System Integrator (SI) for the duration of the subscription period.   | Updates, upgrades, builds, patches, bug fixes and overall comprehensive maintenance for the solution and underlying components provided as a part of the NFMS Central IT System by the OEM as cloud native services from OEMs CI-CD pipeline as PaaS or SaaS without need of human intervention by the successful System Integrator (SI) for the duration of the subscription period.   | This will avoid human intervention on upgrades and patches as cloud native services offered as PaaS & SaaS can save lot of time and human effort (& hence costs) to apply patches, updates and conduct upgrades  | RfP conditions shall prevail                               |
| 89 | Pg. 38 | 3. Data Warehouse   | Please add-><br><br>The datawarehouse shall be used wherever the data from apps (such MDM) being built for the RFP have to be used in conjunction with third party apps for Online Analytical Processing (OLAP)<br><br>The system shall have cloud native services available to generate reports using real time reports in Online Transaction Processing (OLTP) directly on production system on cloud.  | Realtime reporting under OLTP shall be possible on fully scalable cloud infra  | RfP conditions shall prevail                               |
| 90 | Pg. 41 | 4 Business Analytics & Reporting Solution   | Please add-><br><br>The solution shall have use deep neural-net besides conventional Machine Learning to achieve superior forms of Artificial Intelligence  |  | AI/ML based analytics is not in the scope of present RFP.  |
| 91 | Pg. 86 | T3 (Specific Experience 1) Implementation Experience of SI for MDMS Solution  | Sole/Lead bidder/Consortium partner should have implemented MDMS solution in last 10 Fys including Current FY period till bid submission date(i.e. project should have been completed on or after 01st April 2012) for any Utilities sector (Power/gas/water/telecom) in India / Global as per the following:   | T3 (Specific Experience 1) Implementation Experience of SI for MDMS Solution<br>Sole/Lead bidder/ Consortium partner should have implemented MDMS solution already in last 10 Fys including Current FY period till bid submission date(i.e. project should have been completed on or after 01st April 2012) or currently implementing for any Utilities sector (Power/gas/water/telecom) in India / Global as per the following: | RfP conditions shall prevail                               |

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| 92 | Pg.86 | T5 OEM Product Acceptability (MDMS Solution) | ) The proposed MDM solution should have sold licenses of at least 2,40,000 Nos. smart energy meters or 7,20,000 Nos AMR with interval data with data cumulatively for any Power Utilities sector in India /Global in last 10 FYs including Current FY period till bid submission date i.e. On-going or project should have been completed on or after 01st April 2012. | T5 OEM Product Acceptability (MDMS Solution) The proposed MDM solution should have sold licenses of at least 2,40,000 Nos. smart energy meters or 7,20,000 Nos AMR with at no more than 60 minute interval data with data cumulatively for any Power Utilities sector in India /Global in last 10 FYs including Current FY period till bid submission date i.e. On-going or project should have been completed on or after 01st April 2012. | RFP conditions shall prevail  |
| 93 | Pg.86 |  | T6 OEM Product Capability (MDMS Solution)<br>Proposed MDM solution should have been capable to handle for at least 5,00,000 Nos. 3-phs CT PT operated energy meters with interval data.<br>OEM self-certificate issued by authorized signatory. (Client may be contacted for verification purpose only).   | Proposed MDM solution should have been implemented capable to handle for at least 5,00,000 Nos. 3-phs CT PT operated energy meters with interval data.  | RFP conditions shall prevail  |
| 94 | Pg.87 | T7OEM product integration with HES           | The proposed MDM solution should have been successfully integrated with at least 2 (two) nos. of different HES solutions in Indian/ Global Utility (power/ water/ natural gas/ telecom) in last 7 (seven) years which are in operation for at least 1(one) year.   | T7OEM product integration with HES<br>The proposed MDM solution should have been successfully integrated with at least 2 (two) 10 (ten) nos. of different HES solutions in Indian/ Global Utility (power/ water/ natural gas/ telecom) in last 7 (seven) years which are in operation for at least 1(one) year.<br><br>The OEM shall have out of box adapter available for at least 5 (Five) of these                                       | RFP conditions shall prevail  |
| 95 | Pg.88 | TS3  | At least 50 full time cloud professionals on the rolls of the company.<br><br>Relevant summary along with CV with qualification, work experience signed by the authorized signatory.   | At least 50 full time cloud professionals on the rolls of the company.<br><br>Relevant summary along with CV with qualification, work experience signed by the authorized signatory.<br><br>Declaration by CSP with self-certification  | Please refer to Amendment 1   |
| 96 | Pg.90 |  | Partnership of the Sole/Lead bidder /Consortium partner with OEM for COTS products of MDMS in Indiai. Level of Partnership, i.e. Highest tier of partnership -02 marksii. Level of Partnership, i.e. 2nd Highest tier of partnership -01 marks ii. Level of Partnership, i.e. 3rd Highest tier of partnership -0.5 marks   | Please remove this clause in its entirety   | RFP conditions shall prevail  |
| 97 | Pg.91 |  | TS4  | TS 4 Sole/Lead bidder /Consortium partner should have implemented MDM solution, handling interval meter reads, in last 10 FYs including Current FY period till bid submission date(i.e. project should have been completed on or after 01stApril 2012) for any Utilities sector (Power/gas/water/telecom) withmarking as per below criteria;  | TS 4 Sole/Lead bidder /Consortium partner should have implemented or shall be currently implementing MDM solution, handling no less than 60 Minutes interval meter reads, in last 10 FYs including Current FY period till bid submission date(i.e. project should have been completed on or after 01stApril 2012) for any Utilities sector (Power/ gas/water/telecom) withmarking as per below criteria |
| 98 | Pg.92 |  | 4. Capabilities of Middleware OEM (Total Marks -05 )<br>TS9<br><br>Enclose copy of ongoing work /completed work order / agreement for implementation services / Client Experience Certificate/ copy of invoice   | Enclose copy of ongoing work /completed work order / agreement for implementation services / Client Experience Certificate/ copy of invoice<br><br>OEM self-declaration   | OEM Self-declaration mentioning the details of the client (RECPDCL may contact the client for verification.)  |
| 99 | Pg.93 |  | Proposed Cloud Solution Application position in Gartner Magic Quadrant in latest Published Report.<br><br>Niche: 01 Mark<br>Challengers or Visionaries: 02 Marks<br>Leader : 03 Marks  | Proposed Cloud Solution Application position in Gartner Magic Quadrant in latest Published Report.<br><br>Yes – 3 Marks<br>No – 1 Mark<br><br>Niche: 01 Mark<br>Challengers or Visionaries: 02 Marks<br>Leader : 03 Marks   | Please refer Amendment-1  |

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| 100 | Pg.94  |   | Preference as per Public Procurement Policy of Govt of India on MSME, The Department for Promotion of Industry and Internal Trade has issued the revised 'Public Procurement' (Preference to "Make in India"), Order 2017 dated 16.09.2020, etc., as amended from time to time and applicable shall be extended. PREFERENCE TO MAKE IN INDIA AND GRANTING OFFPURCHASE PREFERENCE TO LOCAL SUPPLIERS   |   | SI shall provide a certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of Local Content to be eligible as Class-I or Class-II in line with the MeitY notification (F. No. W-43/4/2019-IPHW-MeitY) dated 07.09.2020.<br><br>Cloud services being provided from Data Centers located in India will be treated as local services for purpose of Minimum Local Content.<br>Please refer Addendum -1 |
| 101 | Pg.172 | Pg. 172<br>INTEGRITY PACT                                     | In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SERVICE PROVIDER to the RECPDCL with the full and verifiable facts and the same is prima facie found to be correct by the RECPDCL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the RECPDCL and such a person shall Be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the RECPDCL, the proceedings under the contract would not be stalled | Kindly remove the word Debarred<br><br>In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SERVICE PROVIDER to the RECPDCL with the full and verifiable facts and the same is prima facie found to be correct by the RECPDCL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the RECPDCL and such a person shall Be <del>debarred</del> from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the RECPDCL, the proceedings under the contract would not be stalled   | RfP conditions shall prevail  |
| 102 | Pg.148 | Pg. 148<br>Format of financial bid                            | Bandwidth   | As bandwidth is normally a tripartite agreement please confirm that the bandwidth provision to all discoms and the REC Center shall be in REC scope of work as it is not mentioned in the price schedule  | Bandwidth is not to be provided to the Discoms. SI shall provide requisite bandwidth at NFMS Control Centre for smooth operations.  |
| 103 | Pg.132 | Pg. 132<br>2. Payment Term                                    | Payment term:<br>1. Mobilisation Advance - 10%<br>2. Design, Development and Configuration of Cloud based Central NFMS IT System - 10%<br>3. Testing of Cloud based Central NFMS IT System - 10%<br>4. UAT of Central NFMS IT Solution and Operational Go-Liv - 25%<br>5. Successful on-boarding of at-least 07 utilities with NFMS Central IT Solution - 15%<br>6. Successful on-boarding of remaining 80 utilities in 10 different trances (8 utility in each trance) with NFMS Central IT Solution - 30%<br>7. After 1 Year of Go Live - 10%   | Request change in payment terms as below<br>Payment term:<br>1. Mobilisation Advance - 10%<br>2. Design, Development and Configuration of Cloud based Central NFMS IT System - <del>10%</del><br><b>30%</b><br>3. Testing of Cloud based Central NFMS IT System - <del>30%</del> <b>10%</b><br>4. UAT of Central NFMS IT Solution and Operational Go-Liv - <del>25%</del> <b>10%</b><br>5. Successful on-boarding of at-least 07 utilities with NFMS Central IT Solution - <del>15%</del> <b>10%</b><br>6. Successful on-boarding of remaining 80 utilities in 10 different trances (8 utility in each trance) with NFMS Central IT Solution - <del>30%</del> <b>10%</b><br>7. After 1 Year of Go Live - <del>10%</del> <b>0%</b> | RfP conditions shall prevail  |
| 104 | Pg.132 | Pg. 132<br>SLA  | Payment term:<br>1. Mobilisation Advance - 10%<br>2. Design, Development and Configuration of Cloud based Central NFMS IT System - 10%<br>3. Testing of Cloud based Central NFMS IT System - 10%<br>4. UAT of Central NFMS IT Solution and Operational Go-Liv - 25%<br>5. Successful on-boarding of at-least 07 utilities with NFMS Central IT Solution - 15%<br>6. Successful on-boarding of remaining 80 utilities in 10 different trances (8 utility in each trance) with NFMS Central IT Solution - 30%<br>7. After 1 Year of Go Live - 10%   | Please confirm that if there is a delay in integration with one or more discoms due to discoms end , the operations acceptance certificate will not be delayed by REC to the SI and Payment for the milestone will not be withheld.   | The payments shall be done after successful integration with the utility as per RfP terms and conditions only.  |
| 105 | Pg.79  | Pg. 79<br>5.6. NFMS Central IT System Integration             | In case there are some challenges in integrating with legacy system or other heterogeneous/ different systems, integration may be done through SFTP initially followed by API based after sunset of conventional systems.   | Please confirm that the integration of after the sunset of conventional systems will be applicable only during the implementation period of the project and not during the AMC timeline of the project  | The integrations shall be carried out during the entire lifecycle of project as and when required to ensure onboarding of all feeders on the NFMS System. However, additional cost/quantity above the BoQ, shall be governed through quantity variation as and where deemed fit.  |
| 106 | Pg.56  | Pg. 56<br>Clause No. 4.3.2 Functional Requirement point no. 2 | 2.Factory acceptance testing  | FAT is not defined in delivery milestone nor in the payment milestone. Request to clarify the FAT requirement.  | Deleted. Please refer Amendment-1   |

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| 107 | Pg.36  | Pg. 36<br>Clause No. 4.3.2.2                    | 2.Asset Management for meters connected with HES deployed by RECPDCL<br>The MDM shall maintain information and relationships between the current installed meter location (utility/ SStn/Feeder etc.), Meter ID, Type of Meter, Meter configuration (Demand integration period, Load profile capture period etc.) GIS supplied information (longitude, latitude, connection with feeder/transformer/ pole etc.) etc. | Is it necessary to maintain this information for Transformer/Pole also?<br>Suggestion- Transformer/Pole to be deleted   | The parameters to be maintained related to Sub-Station and Feeder Meters only.<br><br>Deleted - .....transformer/ pole.  |
| 108 | Pg.30  | Pg. 30<br>4.3.1 Point No.7.2.2                  | Security Testing: 2.Internal VA-PT testing should be done before every release. Key parameters for VA-PT and their results should be shared with RECPDCL after every release.  | The VA-PT testing will be done on mutually agreed time period, not before every release.<br>Request to reconsider the clause.   | Please refer to Section IV, Clause 4.3.1 Sub-Clause 7 for testing requirements and frequency   |
| 109 | Pg.36  | Pg. 36<br>Clause No. 4.3.2.4 Point No.3         | Meter Data<br>Point No.3-The MDM shall provide storage and retrieval of all collected Meter Data, events and alarm. It shall have capacity of storing 10 years data or more on daily basis (as required by the utility based on regulatory provisions) via archiving.  | 1. As General practice 3 years MDM data will be maintained in the production.<br>2. Is any existing data present in the system to be migrated, share the size of the data. Define the period of data to be kept in the production. Please clarify | 1. Please refer Amendment-1<br>2. The historical data to be migrated and stored is from RFMS and from NPP. The data being captured under NFMS to be utilized for the mentioned analytics while that from NPP/RFMS shall be done on case to case basis. The estimated size is 30TB. |
| 110 | Pg.22  | Pg.22<br>3.4 Point no.b                         | b. Advance analytics including but not limited to network/graph analysis, contemporary analytical models' neural networks for purpose of generating alerts, detection, prevention, and other investigations framework using advanced techniques.   | Please provide advance analytics use cases.   | 1. The details use cases shall be finalized during detailed Engineering Stage.<br><br>2. Further, neural networks based analytics is excluded from the existing work.  |
| 111 | Pg.41  | Pg. 41<br>Clause 4.3.2.4 Point e                | e.Should have a provision of AI/ML for future integration  | Please provide AI/ML use cases  | AI/ML based analytics is not in the scope of present RFP.  |
| 112 | Pg.137 | Pg. 137<br>3. SLA - Vulnerability Management    | 10. Security breach including Data Theft/Loss/Corruption:- Any security incident detected - INR 5 Lakhs. This penalty is applicable per incident.  | Per incident penalty is high, please make it to 1 Lakh per incident.  | RfP conditions shall prevail   |
| 113 | Pg.57  | Pg. 57<br>13. Security                          | CSPs also offers access to additional third-party security tools (e.g., IDS / IPS, SIEM) to complement and enhance the consumers' operations in the Cloud.   | Please confirm the number of EPS or equivalent GB per day usage to size SIEM solution   | It needs to be assessed by the bidder based on details provided at Table 1: NFMS Scalability and Performance at page no. 62 of RfP document  |
| 114 | Pg.65  | Pg. 65<br>4.4 NFMS Control Centre               | 6.Firewall and intrusion protection system   | No minimum technical specifications given for firewall and intrusion protection system. Pls define.   | Firewall and IPS System- Deleted.<br>Bidder to ensure security at Workstations for external threat/Intrusions<br>Amendment   |
| 115 | Pg.72  | Pg. 72<br>4.5 Cyber security guidelines         | (f)All the Hardware, OS and application software shall be hardened.  | Please mention hardening baseline to be complied for this requirement.  | The SI to ensure the mentioned measure. Compliance of the same shall be sought by RECPDCL as and when required.  |
| 116 | Pg.53  | Pg. 53<br>5. Cloud Data Center Specifications   | 2.Selection of DC-DR site architecture shall be in accordance with applicable laws including but not limited to the "Disaster Recovery Best Practices" guidelines issued by the Ministry of Electronics & Information Technology (MEITY) and as amended from time to time".  | Please specify requirement for Hot DR or Cold DR.   | Bidder to ensure RTO-RPO as per RfP.   |
| 117 | Pg.53  | Pg. 53<br>6. Cloud Storage Service Requirements | 5.The SI shall retain Feeder Meter data for 10 years.  | How many years of data for Online and How many years for Archival ?   | Please refer Amendment-1   |
| 118 | Pg.52  | Pg. 52<br>4. Cloud Network Requirement          | 1.CSP must ensure that the non-production and the production environments are in separate VLANs in the cloud so that users of the two environments are separated.  | Assuming that NFMS will provide architecture diagrams for Cloud Landing zone along with Network and Security standards and policy to manage Network and Security  | The proposed architecture diagrams for Cloud Landing zone along with Network and Security standards and policy to manage Network and Security' shall be submitted as part of solution by the successful bidder after award of work.  |
| 119 | Pg.57  | Pg. 57<br>12. Database support service          | 1.Installation, configuration, maintenance of the database (Cluster & Standalone).   | Whether CSP can go for Platform as a Service of Database as Service ?   | SI need to acquire Infra as a service with OS licenses & database should be installed seperately with perpetual licenses   |
| 120 | Pg.28  | Pg. 28<br>3.Portability Requirements            | The proposed solution should be portable from one cloud services provider to any other leading cloud provider if required; hence, the System Integrator (SI) shall not use any cloud services that restrict migration of solution from one cloud provider to another cloud provider.   | This means that CSP should only design for Infrastructure as a Service and should not use Cloud services as part of Platform as a Services  | CSP should only design for Infrastructure as a Service   |
| 121 | Pg.2   | Pg. 2<br>Section II Instruction to bidders      | Validity of Bid -180 days from the date of Opening of bids   | Kindly change as below for better clarity<br>' validity of Bid -180 days from the date of Opening of <b>Technical</b> bids '  | Opening of Bid signifies opening of Technical bid.   |

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| 122 | Pg.2  | Pg.2<br>Section II Instruction to bidders                    | The EMD of the unsuccessful bidder during First stage i.e. technical evaluation etc. shall be returned within 30 days of declaration of first stage i.e. Technical evaluation etc.<br>3. The EMD of unsuccessful bidder will be returned within 180 days from the contract and EMD of successful bidder will also be returned after signing the contract and furnishing the Performance Security by successful bidder.                     | The two contractual clauses are contradictory. Kindly amend as below<br>" The EMD of the unsuccessful bidder during First stage i.e. technical evaluation etc. shall be returned within 30 days of declaration of first stage i.e. Technical evaluation etc.<br>3. <del>The EMD of unsuccessful bidder will be returned within 180 days from the contract and EMD of successful bidder will also be returned after signing the contract and furnishing the Performance Security by successful bidder.</del> | RfP conditions shall prevail  |
| 123 | Pg.20 | Pg.20<br>3.3 Overall NFMS Architecture                       | Consequently, NFMS shall be integrated with NPP, existing systems of DISCOM (as per the requirement).  | 1. Please provide details of integration between the NFMS and NPP.<br>2. Which are the existing systems of the Discom that is required to be integrated. Is it an API integration that is envisaged.<br>3. Kindly confirm that the integration with Discom existing system shall be beyond the scope of work of the bidder as there will be many discoms with varying vendors of existing system  | 1. The reference architecture is enclosed at Anenxure-2.<br>2. Yes API based Integration is required<br>3. The scope of intergation is detailed in Clause 5.6 of Section 5 of RfP.    |
| 124 | Pg.24 | Pg.24<br>4.2 Role and Responsibilities of Key Stakeholders   | Since RECPDCL shall have a set of binding Service Level Agreements (SLAs) commitments to adhere to, there would be additional expected roles and responsibilities of key entities involved as mentioned below inter-alia.  | Kindly clarify the additional expected roles and responsibilities that is required to be considered by the bidder   | Kindly refer to its sub clause no.4.2.1 for more details  |
| 125 | Pg.25 | Pg.25<br>4.2.1. Responsibilities of System Integrator (SI)   | SI shall provide interoperability support with regards to available APIs, data portability etc., for the Government Department to utilize. In case of Change of cloud service provider, migration back to in-house infrastructure, burst to a different cloud service provider for a short duration or availing backup or DR services from a different service provider.   | Please confirm that in case of any migration , the cost related to migration would be paid over and above the contract value to the bidder  | Migration cost due to non-performance of the SI shall be borne by SI  |
| 126 | Pg.25 | Pg.25<br>4.2.1. Responsibilities of System Integrator (SI)   | The SI shall provide support to the field solution providers working with the various DISCOM's, for migration of the data/applications from the existing infrastructure to the cloud infrastructure as per the design/requirement.   | Please confirm that the cloud infra charges of the various field solution providers working with various discoms will be borne by the field solution providers  | Deleted   |
| 127 | Pg.26 | Pg.26<br>4.2.1. Responsibilities of System Integrator (SI)   | At the end of contract period/exit, the SI shall migrate the entire IT solution along with the database to the desired Cloud Service provider without any additional cost.   | Kindly clarify the number of IT systems and their which is re required to be migrated by the SI   | Entire IT solution here refers to NFMS IT Solution deployed by SI under the RFP.  |
| 128 | Pg.27 | Pg.27<br>4.3 Solution Requirement                            | System Integrator (SI) shall implement the solution based on indicative architecture on cloud as shown<br>at Error! Reference source not found   | Request you to kindly share the architecture  | Indicative architecture mentioned under page no. 30 of section 4.3.2  |
| 129 | Pg.31 | Pg.31<br>1. Middleware                                       | Middleware helps developers build applications more efficiently. It acts like the connective issue between applications, data, and users. The offered Middleware Solution shall be a scalable and can be either be COTS product or Open-Source application with minimum 10 year Enterprise support.  | Request the number of years of enterprise support to be in the scope of the bidder for the contract.  | Enterprise support to be provided by the OEM, not by SI   |
| 130 | Pg.36 | Pg.36<br>4. Meter Data                                       | The MDM shall have the ability to manage at a minimum 5-minute interval data   | Please confirm that the base sizing is to be considered as per use case activity of clause 2  | It needs to be assessed by the bidder based on details provided at Table 1: NFMS Scalability and Performance at page no. 62 and minimum features of MDM under page 33 of RfP document |
| 131 | Pg.45 | Pg.45<br>4. Indicative list of analytics Reports / Dashboard | Following but not limited to the indicative List (approx. 200 nos. of reports) of Analytic Reports and Dashboards shall be prepared based on the available parameters from field solutions/Sources/Interfaces deployed by respective DISCOM's.   | Please confirm that the upper limit of number of reports would be 200. Any increase in the number of report above 200 would be charged extra by the SI  | Additional reports shall be through change request after prior written consent from RECPDCL/nodal agency, kindly refer SCC clause no.2.4.1 at page no. 124                            |
| 132 | Pg.56 | Pg.56<br>2. Factory acceptance testing                       | Factory acceptance testing: a) The functional performance test shall verify all features specified in respective technical specifications of equipment/ systems along with cloud services & software using selected communication paths. b) The data exchange between central systems shall also be simulated in the factory test environment. Contractor shall submit the documents for tests and test procedures for approval of Utility | As the solution is deployed on cloud and there is no factory acceptance test , request you to kindly delete this clause.  | Please refer Amendment-1  |
| 133 | Pg.59 | Pg.59<br>6. Mobile and Web App Functionalities               | Proposed Dashboard should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari and mobile devices.  | Internet explorer support is discontinued by Microsoft , so kindly remove from the list   | Clause revised, please refer Amendment-1  |
| 134 | Pg.79 | Pg.79<br>5.6. NFMS Central IT System Integration             | To facilitate the utilities for preparation of API, SI shall prepare an integration document to be shared with all the discoms. Further, in case of requirement of support by the discoms for development of APIs, the SI will provide manpower on man-months basis to assist utility for development of API. The hosting of the API in the utility's system shall be carried out by utility.  | Kindly confirm that al the API development shall be within the implementation time line. Please define the number of man-days to be considered for support for discoms to keep level playing field for all system integrators and limiting the scope of the system integrator   | The scope of intergation is detailed in Clause 5.6 of Section 5 of RfP. It needs to be assessed by the bidder and quote accordingly.  |
| 135 | Pg.95 | Pg.95<br>7.13 Effectiveness of Contract                      | The Contract shall be considered as having come into force from the date of the Notification of Award unless otherwise provided in the Notification of Award.  | Kindly amend that the contract will come into force from date of signing of contract rather than notification of award, as is some cases significant time is used between notification of award and signing of contract.  | RfP conditions shall prevail  |

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| 136 | Pg.104 | Pg.104<br>Force Mejure                 | Natural Force Majeure Events:<br>i. Act of God, including, but not limited to drought, fire and explosion (to the extent originating from a source external to the site), earthquake, epidemic, volcanic eruption, landslide, flood, cyclone, typhoon, tornado, or exceptionally adverse weather conditions  | Kindly add pandemic to the force majeure clause<br>Natural Force Majeure Events:<br>i. Act of God, including, but not limited to drought, fire and explosion (to the extent originating from a source external to the site), earthquake, epidemic, <b>Pandemic</b> , volcanic eruption, landslide, flood, cyclone, typhoon, tornado, or exceptionally adverse weather conditions | Please refer Amendment-1                             |
| 137 | Pg.104 | Pg.104<br>Force Mejure                 | The Employer may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) to (f) of this clause. In such an occurrence the Employer shall give at least (15) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least thirty (30) calendar days' written notice in case of the event referred to in (e); and at least seven (7) calendar days' written notice in case of the event referred to in (f), of this Subclause GCC 2.7.1:<br>(a) If the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;<br>(b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its members becomes) insolvent or bankrupt, or goes into liquidation other than for a reconstruction or amalgamation;<br>(c) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 8.2;<br>(d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days;<br>(e) If the Employer, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;<br>(f) If the Service Provider, in the judgment of the Employer has engaged in Fraud and Corruption, as defined in GCC 3.10 in competing for or in executing the Contract; or<br>(g) If the Service Provider fails to make requisite deployment and commence Services as required in Clause GCC 2.2.<br>(h) If the Service Provider defaults on the SLA and reaches the threshold cap of 20% | Seven or fifteen days notice is too less for termination clause as generally accepted in the industry. Request you to kindly modify to 30 days or 60 days notice to system integrator  | RfP conditions shall prevail                         |
| 138 | Pg.107 | Pg.107<br>2.6 Suspension               | Employer may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and<br>(ii) shall request the Service Provider to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Service Provider of such notice of suspension.  | Kindly confirm that the System integrator will receive due payment on suspension or termination  | SI shall receive due payment as detailed in the RFP. |
| 139 | Pg.126 | Pg. 126<br>Quantity and Cost Variation | The quantity of all items given in the Price bid are provisional. The variation in quantity shall be limited to plus (+) fifty percent (50%) for the individual items, total variations in all items under the contract shall be limited to twenty percent (20%) of the contract price. For quantity variation of the individual items beyond fifty percent (50%), in case the quantity variation of the individual items is beyond the limit specified above, the unit rates for the quantity beyond the said limit, shall be mutually agreed based on prevailing market rates as may be fair and reasonable  | Kindly limit quantity variation to 20percent of individual items   | RfP conditions shall prevail                         |
| 140 | Pg.128 | Pg.128<br>3.8.1                        | The Bidder shall pay to the Customer liquidated damages at the rate of 0.5% (zero point five percent) per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount of 10% (ten) of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Customer may consider termination of the Contract  | Kindly limit the liquidated damage to 0.5% per week of undelivered or non completed value of the project. This would not burden the SI with LD on overall contract even if the SI has performed their obligations  | RfP conditions shall prevail                         |
| 141 | Pg.129 | Pg.129<br>3.9.1                        | The Service Provider shall furnish CPG for an amount equal to 3% of the Contract Price mentioned in Clause GCC 6.2 in SCC. The CPG shall be in the form of Bank Guarantee as per Attachment -1 to GCC. The Bank Guarantee towards CPG shall be unconditional and irrevocable.  | Kindly restrict the validity of the PBG to the implementation period. Request the SI to submit the PBG during O&M period for the corresponding O&M Value of the contract. This would reduce the financial burden for the SI as the project is already completed operational acceptance   | RfP conditions shall prevail                         |

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| 142 | Pg.132 | Pg. 132<br>Implementation and Rollout<br>Schedule  | Integration with all utilities of 100% existing Interface points/field solutions active in Private Utilities/RFMS/RT DAS/SCADA/Intelligent Modem based Feeder Monitoring solutions/other Satisfactory performing Feeder Monitoring Systems  | Please confirm that if there is a delay in integration with one or more discoms due to discoms end , the operations acceptance certificate will not be delayed by REC to the SI and Payment for the milestone will not be withheld.   | Operational Go_Live is independent of integrations of all discom on NFMS as detailed in the RfP. |
| 143 | Pg.132 | Pg. 132<br>2. Payment Term   | Mobilisation Advance<br>Interest bearing advance of 10% of Design and Development and setting up of Control Centre (i.e. S.No.1 of price bid) which will be Prorate adjusted from payment against Milestone 2<br>An unconditional & irrevocable Bank Guarantee for ten percent (10%) of the total Contract price towards Contract Performance Guarantee (CPG)   | Kindly request Interest free advance .<br>As PBG is 3% as per SSC , request the change in the deliverables of the Payment terms   | RfP conditions shall prevail   |
| 144 |        | General  | Direct payment to consortium partners   | Request you to kindly allow direct payment to consortium partners from REC for financial prudence   | RfP conditions shall prevail   |
| 145 | Pg.137 | Pg. 137<br>SLA   | Availability/Uptime of IT applications, Cloud & Cloud Security services for Production environment - 1% based on monthly performance for each 0.5% drop in SLA required Availability / Uptime.<br>2. Maximum Penalty shall be 5% on Quarterly submitted Invoice by SI along with application SLA Performance  | Kindly Modify as the pe<br>Availability/Uptime of IT applications, Cloud & Cloud Security services for Production environment - <del>1%</del> <b>0.01%</b> based on monthly performance for each 0.5% drop in SLA required Availability / Uptime.<br>2. Maximum Penalty shall be 5% on Quarterly submitted Invoice by SI along with application SLA Performance   | RfP conditions shall prevail   |
| 146 | Pg.137 | Pg. 137<br>SLA   | Response Time - 1% based on monthly performance for each 1% drop in SLA required Response time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI  | Response Time - <del>1%</del> <b>0.1%</b> based on monthly performance for each 1% drop in SLA required Response time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI   | RfP conditions shall prevail   |
| 147 | Pg.137 | Pg. 137<br>SLA   | Time to Resolve - Severity 1<br>2% based on monthly performance for each 1% drop in SLA required resolution time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI  | Time to Resolve - Severity 1<br><del>2%</del> <b>0.2%</b> based on monthly performance for each 1% drop in SLA required resolution time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI   | RfP conditions shall prevail   |
| 148 | Pg.137 | Pg. 137<br>SLA   | Time to Resolve - Severity 2<br>1% based on monthly performance for each 1% drop in SLA required resolution time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI  | Time to Resolve - Severity 2<br><del>1%</del> <b>0.1%</b> based on monthly performance for each 1% drop in SLA required resolution time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI   | RfP conditions shall prevail   |
| 149 | Pg.137 | Pg. 137<br>SLA   | Time to Resolve - Severity 3<br>1% based on monthly performance for each 1% drop in SLA required resolution time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI  | Time to Resolve - Severity 3<br><del>1%</del> <b>0.1%</b> based on monthly performance for each 1% drop in SLA required resolution time.<br>2. Maximum Penalty shall be 5% in Quarterly submitted Invoice by SI   | RfP conditions shall prevail   |
| 150 | Pg.137 | Pg. 137<br>SLA   | Security breach including Data Theft/Loss/Corruption<br>For each breach/data theft, penalty will be levied as per following criteria.<br>Any security incident detected - INR 5 Lakhs. This penalty is applicable per incident.<br>These Penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, REC PDCL reserves the right to terminate the contract. | Please remove the termination clause for cyber security as it is a No Go clause<br>Security breach including Data Theft/Loss/Corruption<br>For each breach/data theft, penalty will be levied as per following criteria.<br>Any security incident detected - INR 5 Lakhs. This penalty is applicable per incident.<br>These Penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, <del>REC PDCL reserves the right to terminate the contract.</del> | RfP conditions shall prevail   |
| 151 | Pg.148 | Pg. 148<br>Format of financial bid   | Price Bid Taxes   | Price Bid<br>please confirm if the evaluations is including GST or excluding GST  | Evaluation is at total contract price inclusive of all taxes and duties.                         |
| 152 | Pg.160 | Pg. 160<br>Form 12 - Format of Consortium Agreement to be entered amongst all Members of a Bidding Consortium                                    | Common Seal of ..... has been affixed in my/ our presence pursuant to Board Resolution dated .....  | Kindly Change Common seal to company seal , as this is the normal practice in all jobs  | RfP conditions shall prevail   |
| 153 | Pg.164 | Pg. 164<br>Form 13: Format of Power of Attorney by Consortium Member in favour of Lead Consortium Member   | Common seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....  | Kindly Change Common seal to company seal , as this is the normal practice in all jobs  | RfP conditions shall prevail   |
| 154 | Pg.167 | Pg. 167<br>Form 14: Format of Power of Attorney by Lead Consortium Member authorizing an Individual Designated Representative for the Consortium | Common seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated...  | Kindly Change Common seal to company seal , as this is the normal practice in all jobs  | RfP conditions shall prevail   |
| 155 | Pg.160 | Pg. 160<br>Form 12 - Format of Consortium Agreement to be entered amongst all Members of a Bidding Consortium                                    | Form 12 - Format of Consortium Agreement to be entered amongst all Members of a Bidding Consortium  | Please confirm that the number of members of consortium is one lead bidder plus 2 consortium members so totalling to three members  | Please refer Amendment 1   |



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| 156 |       | User acceptance test  | User acceptance test   | Kindly provide the requirements of UAT  | Kindly refer User Acceptance Testing under clause no.5.7 at page no. 80 for more details  |
| 157 | Pg.10 | Pg. 10<br>Hard copy   | All the hard copy of any documents except Financial Bid should be addressed to: Addl. Chief Executive Officer, 2nd Floor, Plot No. I-4, Sector-29 Near IFFCO Chowk, Gurugram, Haryana 122001 (HR).   | Please confirm that hard copy of the bid can be submitted one week after online bid submission  | All hard copies as mentioned in Section -II- ITB Clause 3 shall be provide before bid submission timelines  |
| 158 | Pg.84 | Pg. 84<br>Clause G2 of 6.1 QR for System Integrator   | Self declaration signed by the authorized signatory. (as per form 9 of Section XI  | Form 9 of Section XI is CV format & it will be difficult bidders to submit the CVs for more than 500 resources. We request you to please change the clause as below:<br><br>Self declaration signed by the authorized signatory. <b>(as per form 9 of Section XI)</b>   | Please refer Amendment-1  |
| 159 | Pg.84 | Pg. 84<br>Clause G4 of 6.1 QR for System Integrator   | Sole/Lead Bidder should have CMMI Level 5 certification.   | Kindly modify the clause as below:<br>Sole/Lead Bidder should have CMMI Level <b>5 3 or above</b> certification.  | RfP conditions shall prevail  |
| 160 | Pg.85 | Pg. 85<br>Clause T1 of 6.1 QR for System Integrator   | <b>(General Experience) Project Experience of System Integrator (SI)</b><br>Sole/Lead bidder should have experience for implementation of any 04 (incl. s.no. 1) modules / Technologies / Solutions for any Utilities sector ( Gas Water Telecom ) in India /Globally (as defined below) in last 10 Fy s including Current FY period till bid submission date (i.e. project should have been completed on or after 01 st April 2012):<br>i. Middleware for integration with min. 04 Heterogeneous different systems<br>ii. Meter Data management system (MDMS),<br>iii. Data Warehouse or Big Data Handling,<br>iv. Data Analytics & Reporting Solution,<br>v. Dashboard solution that caters to multiple departments/ projects.   | Kindly modify the clause as below:<br><b>(General Experience) Project Experience of System Integrator (SI)</b><br>Sole/Lead bidder should have experience for implementation of any 04 ( <del>incl. s.no. 1</del> ) modules / Technologies / Solutions for any Utilities sector ( Gas Water Telecom ) in India /Globally (as defined below) in last 10 Fy s including Current FY period till bid submission date (i.e. project should have been completed on or after 01 st April 2012):<br>i. Middleware for integration with min. 04 Heterogeneous different systems<br>ii. Meter Data management system (MDMS),<br>iii. Data Warehouse or Big Data Handling,<br>iv. Data Analytics & Reporting Solution,<br>v. Dashboard solution that caters to multiple departments/ projects.   | RfP conditions shall prevail  |
| 161 | Pg.85 | Pg. 85<br>Clause T2 of 6.1 QR for System Integrator   | Sole/Lead bidder should have experience for IT/OT projects (MBC / RMS / ERP / SCADA / AMI / AMR / ADMS / OMS / GIS / Data Analytics / Data Warehouse) implementation for any Utilities sector (Power/Gas/Water/Telecom) in India /Globally (as defined below) in last 10 Fys including Current FY period till bid submission date (i.e. project should have been completed on or after 01st April 2012) either of the following criteria:<br>A. Sole/Lead bidder should have implemented at least 1 project with value of min. Rs. 64 Crs.<br>Or<br>B. Sole/Lead bidder should have implemented at least 2 project each having project value not less than Rs. 40 Crs.<br>Or<br>C. Sole/Lead bidder should have implemented at least 3 project each having project value not less than Rs. 32 Crs. | Kindly modify the clause as below:<br>Sole/Lead bidder should have experience for IT/OT projects (MBC / RMS / ERP / SCADA / AMI / AMR / ADMS / OMS / GIS / Data Analytics / Data Warehouse/ <b>ICCC/Data centre/Disaster Recovery</b> ) implementation for any Utilities sector (Power/Gas/Water/Telecom)/ <b>any government</b> in India /Globally (as defined below) in last 10 Fys including Current FY period till bid submission date (i.e. project should have been completed on or after 01st April 2012) either of the following criteria:<br>A. Sole/Lead bidder should have implemented at least 1 project with value of min. Rs. 64 Crs.<br>Or<br>B. Sole/Lead bidder should have implemented at least 2 project each having project value not less than Rs. 40 Crs.<br>Or<br>C. Sole/Lead bidder should have implemented at least 3 project each having project value not less than Rs. 32 Crs. | RfP conditions shall prevail  |
| 162 |       | Clause T1&T2 of 6.1 QR for System Integrator  | <b>Documents required</b><br>- Copy of Work Order<br>- Completion/Go live/UAT certificate from client letter head clearly stating the status of the project.   | <b>Documents required</b><br>- Copy of Work Order<br>- Completion/Go live/UAT / <b>work in progress certificate</b> from client letter head clearly stating the status of the project.  | RfP condition shall prevail.<br><br>The work should have either been completed or UAT has been achieved or the system should have achieved Go-Live. |
| 163 | Pg.86 | Pg. 86<br>Clause T3 of 6.1 QR for System Integrator (Specific Experience 2) COTS Experience of SI | The Sole/Lead bidder / Consortium partner needs to be an authorized service channel implementation partner of the proposed COTS applications;<br>i. Middleware<br>ii. Meter Data Management (MDM) for power utilities<br>iii. Data Warehouse<br>iv. Data analytical tool / reporting tool<br><br><b>Documents required:</b> Valid Authorization certificates as on bid submission date   | <b>Kindly modify the clause as below:</b><br>The Sole/Lead bidder / Consortium partner needs to be an authorized service / channel implementation partner of the <b>proposed similar</b> COTS applications;<br>i. Middleware<br>ii. Meter Data Management (MDM) for power utilities<br>iii. Data Warehouse<br>iv. Data analytical tool / reporting tool<br><br><b>Documents required:</b> Valid Authorization certificates/ <b>MAF</b> as on bid submission date  | RfP conditions shall prevail  |
| 164 | Pg.90 | Pg. 90<br>Clause TS1 of 7.6 Technical Bid Evaluation  | The bidder (SI) should have experience of implementation IT/OT projects (MBC / RMS / ERP / SCADA / AMI / AMR / ADMS / OMS / GIS / Data Analytics / Data Warehouse for any Indian/global utilities in last 10 FYs including Current FY period till bid submission date.<br><br>1. Atleast 3 project each having project value not less than Rs. 32 Crs.<br>2. At least 2 project each having project value not less than Rs. 40 Crs.<br>3. At least 1 project with value of min. Rs. 64 Crs.<br>05 Marks<br>And additional 2.5 marks for additional Rs.32 Crs project value in a single Project   | The bidder (SI) should have experience of implementation IT/OT projects (MBC / RMS / ERP / SCADA / AMI / AMR / ADMS / OMS / GIS / Data Analytics / Data Warehouse / <b>ICCC/Data centre/Disaster Recovery</b> ) for any Indian/global utilities / <b>any government</b> in last 10 FYs including Current FY period till bid submission date.<br><br>1. Atleast 3 project each having project value not less than Rs. 32 Crs.<br>2. At least 2 project each having project value not less than Rs. 40 Crs.<br>3. At least 1 project with value of min. Rs. 64 Crs.<br>05 Marks<br>And additional 2.5 marks for additional Rs.32 Crs project value in a single Project  | RfP conditions shall prevail  |

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| 165 | Pg.90  | Pg. 90<br>Clause TS2 of 7.6 Technical Bid Evaluation  | The bidder should have experience of implementation of MDMS/data warehouse for a Public sector client in India/global in last 10 FYs including Current FY period till bid submission date with Data handling size as follows:<br>a. Data handling on Cloud > 2 TB to <=5 TB – 02 Marks for each project<br>b. Data handling on Cloud > 5 TB – 03 Marks for each project   | Kindly modify the clause as below:<br>The bidder should have experience of implementation of MDMS/data warehouse for a Public sector client in India/global in last 10 FYs including Current FY period till bid submission date with Data handling size as follows:<br>a. Data handling on Cloud > <b>2 10</b> TB to <= <del>5</del> <b>20</b> TB – 02 Marks for each project<br>b. Data handling on Cloud > <del>5</del> <b>20</b> TB – 03 Marks for each project  | RfP conditions shall prevail |
| 166 | Pg.90  | Pg. 90<br>Clause TS3 of 7.6 Technical Bid Evaluation  | Partnership of the Sole/Lead bidder / Consortium partner with OEM for COTS products of MDMS in India<br>i. Level of Partnership, i.e. Highest tier of partnership – 02 marks<br>ii. Level of Partnership, i.e. 2nd Highest tier of partnership - 01 marks<br><br><b>Required documentary evidence:</b> Valid Authorization certificates as on bid submission date.  | <b>Kindly modify the clause as below:</b><br>The sole bidder or any of the consortium members, should jointly possess any three of the below certifications which are valid at the time of bidding:<br>a. ISO 9001:2008/ ISO 9001:2015 for Quality Management System<br>b. ISO 20000:2011 for IT Service Management System<br>c. ISO 27001:2013 for Information Security Management System.<br>d. CMMI Level 3 or above<br><br>Having three certificates - 01 Marks<br>Having all four certificates - 02 Marks  | RfP conditions shall prevail |
| 167 | Pg.91  | Pg. 91<br>Clause TS5 of 7.6 Technical Bid Evaluation  | The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of 10 different systems in a single project– 01 Marks.<br>b) Integration of 15 different system in a single project– 02 Marks<br>c) Integration of 50 different system in a single project– 04 Marks  | <b>Kindly modify the clause as below:</b><br>The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of <del>10</del> <b>5</b> different systems in a single project– 01 Marks.<br>b) Integration of <del>15</del> <b>10</b> different system in a single project– 02 Marks<br>c) Integration of <del>50</del> <b>15</b> different system in a single project– 04 Marks   | RfP conditions shall prevail |
| 168 | Pg.91  | Pg. 91<br>Clause TS6 of 7.6 Technical Bid Evaluation  | The Sole/Lead/Consortium bidder should have an implementation experience of any COTS based applications and cloud solution as proposed in the solution;<br>A. Meter Data Management (MDM) – 0.5 Mark for each project (max. 2 marks)<br>B. Middleware – 0.5 Mark for each project (max. 2 marks)<br>C. Data Warehouse – 0.5 Mark for each project (max. 2 marks)  | <b>Kindly modify the clause as below:</b><br>The Sole/Lead/Consortium bidder should have an implementation experience of any COTS based applications and cloud solution as proposed in the solution;<br>A. Meter Data Management (MDM) – 0.5 Mark for each <del>project</del> <b>1 lakh meters</b> (max. 2 marks)<br>B. Middleware – 0.5 Mark for each <del>project</del> <b>1 lakh meters</b> (max. 2 marks)<br>C. Data Warehouse – 0.5 Mark for each <del>project-1 lakhs meters</del> (max. 2 marks)   | RfP conditions shall prevail |
| 169 | Pg.91  | Pg. 91<br>Clause TS6A of 7.6 Technical Bid Evaluation   | The bidder (SI) should have experience of implementation of Data Analytics projects - including Data Integration, Data Visualization, Data Quality, Analytics for an Indian Public Sector/Government entity, in the in last 10 FYs including Current FY period till bid submission date with marking as follows:<br>Each such project with projects with value >= 2 crore – 01 marks  | <b>Kindly modify the clause as below:</b><br>The bidder (SI) should have experience of implementation of Data Analytics projects - including Data Integration, Data Visualization, Data Quality, Analytics for an Indian Public Sector/Government entity/ <b>Government SPVs</b> , in the in last 10 FYs including Current FY period till bid submission date with marking as follows:<br>Each such project with projects with value >= 2 crore – 01 marks<br><b>Each such project with projects with value &gt;= 5 crore – 03 marks</b><br><b>Each such project with projects with value &gt;= 10 crore – 05 marks</b> | Please refer Amendment 1     |
| 170 | Pg.147 | Pg. 147<br>Form-3 – Format for Power Of Attorney  | <b>Notes:</b><br>2) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and the same should be under common seal of the executant affixed in accordance with the required procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard. | Kindly modify the clause as below:<br><b>Notes:</b><br>2) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and the same should be under common / <b>Company</b> seal of the executant affixed in accordance with the required procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard.  | RfP conditions shall prevail |
| 171 | Pg.152 | Pg. 152<br>Form-5 – Format of Earnest Money   | WHEREAS RECPDCL has invited tender vide their Tender Notice No. _____ Dated _____ to be opened on _____ AND _____ WHEREAS M/s _____ (Name of Tenderer)  | Request you to please modify the clause as below:<br>"WHEREAS RECPDCL has invited tender vide their Tender Notice No. _____ Dated _____ <b>to be opened on</b> _____ AND _____ WHEREAS M/s _____ (Name of Tenderer)"<br><br><b>Justification:</b> As the bid submission date and bid opening date may extend from the current date, hence every time the bidder has to amend his BG.  | RfP conditions shall prevail |
| 172 | Pg.162 | Pg. 162<br>Form 12 - Format of Consortium Agreement to be entered amongst all Members of a Bidding Consortium | Common Seal of ..... has been affixed in my/ our presence pursuant to Board Resolution dated .....  | <b>Request you to please modify the clause as below:</b><br>Common / <b>Company</b> Seal of ..... has been affixed in my/ our presence pursuant to Board Resolution dated .....   | RfP conditions shall prevail |
| 173 | Pg.162 | Pg. 162<br>Form 13: Format of Power of Attorney by Consortium Member in favour of Lead Consortium Member      | Common seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....  | <b>Request you to please modify the clause as below:</b><br>Common / <b>Company</b> seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....   | RfP conditions shall prevail |

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| 174 | Pg.168                        | Pg. 168<br>Form 14: Format of Power of Attorney by Lead Consortium Member authorizing an Individual Designated Representative for the Consortium | Common seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated..... | <b>Request you to please modify the clause as below:</b><br>Common / <b>Company</b> seal of ..... has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....   | RfP conditions shall prevail   |
| 175 | Page Number-22 [Middleware]   | 4.3.2- [Functional Requirements]   |  | The RFP scope specifies for Integration between Various Business Applications(existing and future) .This is better served with an Industry leading Enterprise ESB Solution for future-proof integration solution. Kindly confirm this requirement.<br><br>As there are many applications that needs to be integrated withNFMS with open standards, it is highly recommended to have a dedicated(separate) enterprise service bus architecture considering existing and future integrations scope.<br><br>Allowing P2P connectors for every application would lead to P2P integration with its demerits and bottlenecks(less agility & flexibility, limited scalability, complex monitoring and manageability, compromised data security due to lack of central governance, higher TCO, higher risk, etc).<br><br><b>Request you to kindly specify separate Technical Specifications for ESB for the Integration Software Platform as Suggested below.</b>   | ESB as a solution may be proposed by the bidder.for Middleware                       |
| 176 | Section:SLA [Page Number-139] | Section:SLA  |  | To ensure Overall SLA and avoid future risks please add the below<br><br>"Kindly confirm that the bidder shall not propose any freeware software/community edition(built-in modules or complete software stack). As any such underlying freeware/community-edition would be a severe security and support risk."  | The middleware shall be open source with enterprise support as mentioned in the RFP. |
| 177 | Suggested Specification       | Proposed Bill of Material  |  | Please include ESB or Integration Bundle to be quoted separately.   | RfP conditions shall prevail   |
| 178 | Suggested Specification       | General Requirement - Software   |  | Kindly confirm that the bidder shall not propose any freeware software/community edition(built-in modules or complete software stack). As any such underlying freeware/community-edition would be a severe security and support risk.   | The middleware shall be open source with enterprise support as mentioned in the RFP. |
| 179 | Suggested Specification       | General Requirement - Operating System Technical Specificaitons  |  | Request you to kindly add the below specifications to minimise risk and future proof the solution<br><br>Operating System Technical Specifications –<br><br><ul style="list-style-type: none"> <li>• Offered solution should be based on Open Standard and Open Architecture. The operating system should be offered with 24x7 support directly from the operating system OEM and it should have minimum one support centre in India for localised support.</li> <li>• Offered solution should have one-click security compliance tool that is designed to secure offered Operating System for Critical workloads.</li> <li>• It should be offered with predictive analytics tool to proactively check against\common vulnerabilities and exposures (CVEs), identify system misconfigurations, and provide guidance.</li> <li>• It should be offered with predictive analytics tool to proactively check against\common vulnerabilities and exposures (CVEs), identify system misconfigurations, and provide guidance.</li> <li>• The Linux operating system running in existing environment should be checked for security compliance to the security benchmark for Linux from the Centre for Internet Security (CIS) and the offered tool should have this capability.</li> <li>• Proposed Linux Operating system should have minimum 10 years of life cycle availability on major kernel versions.</li> <li>• Offered solution should be able to do Single click evaluation and remediation. Offered solution should be able to do Automatic security compliance - assessment and remediation.</li> <li>• Offered solution should be able to do Single click evaluation and remediation. Offered solution should be able to do Automatic security compliance - assessment and remediation.</li> <li>• All the required licenses/subscription should be provide for the solution. All the software update and patches should be provided during entire support period at no extra cost.</li> <li>• Offered solution should be able to provide drift analysis on configured system from Operating system points.</li> <li>• Offered solution should be offered with respective Operating System OEM with complete</li> </ul> | RfP conditions shall prevail   |

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| 180 | Suggested Specification | General Requirement - Enterprise Service Bus Technical Specifications | Request you to kindly add the below specifications to minimise risk and future proof the solution<br><br>Enterprise Service Bus Technical Specifications –<br><br>1 There should be no point to point integration in the architecture. There should be a separate enterprise service bus layer for integration<br>2 The enterprise service bus layer should be loosely coupled with any other component in the architecture.<br>3 Enterprise service bus layer should be independently scalable, modular and replaceable. It should follow scale-out architecture to handle spikes in traffic.<br>4 Enterprise service bus could be deployed on choice of environments - Bare Metal, VMs, containers, public and private cloud<br>5 ESB layer should have out of the box support OSGi bundles<br>6 Integration software should include out-of-the box support for Enterprise Integration Patterns and Standard Connectors without additional cost<br>7 Integration platform should include Message Queue capability<br>8 Should support leading industry standard protocol for interoperable reliable messaging with AMQP 1.0 and MQTT<br>9 Integration platform should include native management console to manage ESB & Message Queue OEM Should have support centre in India<br>10 OEM Should have support centre in India.<br>11 The OEM Software support of ESB Solution shall not restrict the number of support cases/incidents for both production and development.<br>12 The bidder shall also propose self-paced OEM online learning module for proposed ESB for at least three users for a period of one year.<br>13.The proposed ESB software is required to be an enterprise version backed by respective OEM with SLA based Support and on open-standards based platform | RfP conditions shall prevail  |   |
| 181 | Suggested Specification | Role Based Access Control   | Requesting you to kindly add the below technical specifications to minimize risk and future proof the solution-<br><br>“SSO Technical Specifications<br><br>Single Sign-On (SSO) should enable securing web applications by providing Web single sign-on (SSO) capabilities based on common standards such as SAML 2.0, OpenID Connect and OAuth 2.0.<br>SSO server should be capable to work as a SAML or OpenID Connect-based Identity Provider, mediating with enterprise user directory or 3rd-party SSO provider for identity information and applications via standards-based tokens.<br>SSO Features:<br>Authentication server - Act as a standalone SAML or OpenID Connect-based Identity Provider<br>User Federation - Certified with Red Hat Directory server/s, LDAP and Microsoft Active Directory as sources for user information<br>Identity Brokering - Integrates with 3rd-party Identity Providers including leading social networks such as Google, Facebook etc., as identity source<br>REST APIs & Administration GUIs - Specify user federation, role mapping, and client applications with easy-to-use Administration GUI and REST APIs<br>Integration and management capabilities-<br>Easy to use integration libraries and agents / adapters<br>Securing different applications and services within little code<br>Centralized Session Management<br>Users should be able to review and invalidate active sessions<br>Admins able to revoke access to compromised clients/tokens<br>Single Log-Out from multiple apps<br>It provides following features Out of the box<br>Password policies & Two Factor Authentication  | RfP conditions shall prevail  |   |
| 182 | Pg.31                   | Section III 3.1   | Further, 1.58 Lakh Conventional Modem have been installed in Urban and Rural area by PFC and RECPDCL respectively where RECPDCL has implemented 1.23 Lakh at Rural Feeders along with Central MDMS (RFMS) for monitoring and accessing the Feeder meter  | What is the Central MDMS implemented at RECL what are the interfaces available from this MDMS   | The details shall be shared with the successful bidder after award of work.   |
| 183 | Pg.21                   | Section III 3.4 Pt2   | Data Management including ingestion and collation of Data/Parameters from multiple sources in structured and unstructured data.  | What form of unstructured data is envisaged? RECL may please clarify  | There is no unstructured data presently envisaged under the project.  |
| 184 | Pg.22                   | Section III 3.4 Pt3   | The platform should be capable of ingesting, staging, processing, storing, and visualizing massive volume of data in variety of formats (structured and unstructured) – Peta byte scale data with horizontal scalable capability from multiple sources. (such as HDFS, MySQL, HIVE, APIs (rest full or otherwise) sftp files, object store, etc.). Platform should have capability to ingest large amount of data in quick succession using techniques like multi-threading.   | RECL may please clarify the following:<br>1. Other than Feeder data what other sources of data are expected to be consumed in the NFMS<br>2. Please Clarify the Volume of Data that is expected from these sources<br>3. What is the frequency of data from these sources | 1. Data sources will be multiple e.g. RFMS, UFMS, NPP, AMR, AMI, RT-DAS, SLDC, etc.<br>2 & 3. It needs to be assessed by the bidder based on details provided at Table 1: NFMS Scalability and Performance at page no. 62 of RfP document |
| 185 | Pg.22                   | Section III 3.4 Pt7   | The platform should be capable to ingest streaming data for real time/near real time data visualization, reporting and analytical purposes.  | What sort of streaming data is expected in the system? What is the source of such data.   | Streaming data is envisaged as real time events/alerts/outages/tampers received from the Feeder Meters/Feeder Monitoring solutions.   |

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| 186 | Pg.24    | Section III 4.2.1 Pt 1  | Secure VPN setup between DISCOM to Cloud (NFMS).   | We request RECL to kindly keep this out of scope from SI.   | Please refer Amendment 1  |
| 187 | Pg. 25   | Section III 4.2.1 Pt9   | Creation of API and related activities for reverse integration from NFMS System to Discom Energy Accounting Applications for carrying out Energy Audit   | What does this statement imply? RECL may please clarify.  | As per requirement of Discoms, the NFMS system may be integrated with the DISCOM Energy Accounting solution for sending of data from NFMS MDM to Utility MDM(reverse integration)   |
| 188 | Pg.24    | Section III 4.2.1 Pt 8 additional work of SI  | Any version upgrades or patch deployment should be done with prior approval of RECPDCL. RECPDCL will provide explicit permission for any system level changes which will impact the applications running on them.  | We request RECL to kindly keep implementation of upgrades out of scope.   | The upgrades for deployed module shall be done by the SI incase the same is affecting the performance or is nearing end-of-life of support cycle by OEM.  |
| 189 | Pg. 26   | Section III 4.2.1 Pt 19 additional work of SI   | The SI shall provide support to the field solution providers working with the various DISCOM's, for migration of the data/applications from the existing infrastructure to the cloud infrastructure as per the design/requirement  | What is the volume of data to be migrated from each DISCOM? How many DISCOM's are involved from where this migration is to be carried out                     | The migration of utility systems is not in present scope. Hence deleted.<br>Please refer Amendment 1  |
| 190 | Pg. 26   | Section III 4.2.1 Pt 22 additional work of SI   | At the end of contract period/exit, the SI shall migrate the entire IT solution along with the database to the desired Cloud Service provider without any additional cost.   | We request RECL to kindly exclude this from the scope as it is difficult to estimate the implementation/migration effort for this at this stage.              | RfP conditions shall prevail  |
| 191 | Pg. 30   | Section III 4.3.1 Pt 7 Testing Requirements   | Automation testing tools should be used, and test cases should be executed as soon as code is checked in. Before release the test reports should be submitted with RECPDCL.  | We understand that Automated Testing tool is to be used as a service and supply of the tool is beyond the scope of this RFP. RECL may please confirm/clarify. | Yes it is required as a service   |
| 192 | Pg. 30   | Section III 4.3.1 Pt 7.2 (2) Testing Requirements   | Internal VA-PT testing should be done before every release. Key parameters for VA-PT and their results should be shared with RECPDCL after every release.  | RECL may please clarify what is meant by "release" ?  | After every change in the IT system, new version upgrade is deemed as 'release'   |
| 193 | Pg. 35   | Section III 4.3.2 (2b) Functional Requirements of MDM<br>1. Use Case (Pt 6)                                       | Time synchronization for meters connected with HES deployed by RECPDCL   | This is a function of HES. RECL may please clarify as to why this is required through MDMS  | Please refer Amendment-1  |
| 194 | Pg.35/36 | Section III 4.3.2 (2b) Functional Requirements of MDM<br>2. Asset management                                      | The MDM shall maintain information and relationships between the current installed meter location (utility/ SStn/Feeder etc.), Meter ID, Type of Meter, Meter configuration (Demand integration period, Load profile capture period etc.) GIS supplied information (longitude, latitude, connection with feeder/transformer/ pole etc.) etc. | How will the GIS information be integrated into the MDM. RECL may please clarify.   | The parameters to be maintained related to Sub-Station and Feeder Meters only. The details shall be provided by RECPDCL/Utility as and when available.<br><br>Deleted - .....transformer/ pole<br>Please refer Amendment-1                                  |
| 195 | Pg. 38   | Section III 4.3.2 (2b) Functional Requirements of MDM<br>7. Service order   | The MDM shall have capability to generate service orders based on configurable rules for various events and alarms such as stop meter, tampers, problem in communication networks, etc.  | Is implementation of this SO module in the scope of the bidder? RECL may please clarify.  | RFP condition shall prevail.  |
| 196 | Pg. 41   | Section III 4.3.2<br>4. Business Analytics and Reporting Solution   | Predictive Analytics: With enough data—and enough processing of descriptive analytics —business analytics tools can start to build predictive models based on trends and historical context. These models can thus be used to inform future decisions.   | What sort of predictive analytics is envisaged on Meter Data? Is Load Forecasting part of scope of this RFP? RECL may please clarify.                         | The reports through predictive analytics shall be finalized during detailed engineering stagethrough Advanced Analytics (excluding AI-ML tools)<br>Load forecasting is not in scope of RFP.   |
| 197 | Pg. 42   | Section III 4.3.2<br>4. Business Analytics and Reporting Solution<br>Pt 2. - Functional Features Pt xi            | Sentiment Analysis   | What is the significance of " Sentiment Analysis" in the context of NFMS. RECL may please clarify.  | Deleted . Please refer Amendment-1  |
| 198 | Pg. 42   | Section III 4.3.2<br>4. Business Analytics and Reporting Solution<br>Pt 2. - Functional Features Pt xii           | Geospatial Analysis  | What is the significance of " Gepspatial Analysis" in the context of NFMS. Where will be Geospatial Date come from? RECL may please clarify.                  | The requisite GIS parameters related to Sub-Station and Feeder Meters shall be provided by RECPDCL/Utility as and when available.<br>The same is envisaged to be mapped for geo based visualization of various electrical parameters and related analytics. |
| 199 | Pg. 43   | Section III 4.3.2<br>4. Business Analytics and Reporting Solution<br>Pt 4. - Indicative list of analytics/Reports | Reports table SI. No 2 - State/DISCOM/Sub-Station/Feeder/Consumer - DISCOM/Substation/Feeders wise Power Reliability Indices (SAIFI, SAIDI etc) Report   | Request RECL to kindly review this requirement for Consumer CAIDI as Consumer Indexing data may not be available.   | Consumer indexing data shall be provided by utility /RECPDCL.   |
| 200 | Pg. 50   | Section III 4.3.2<br>5 - CSP (pt.c)   | SI need to ensure that the CSPs facilities/services are compliant to various security standards and should be verified by third party auditors.  | What security standards need to be complied with RECL may please specify.   | All security requiremtnets as per Meity guidelines needs to be complied with in addition to (if any) mentioned under section 4.3.2 (CSP)  |

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| 201 | Pg. 63  | Section III 4.3.2<br>7 - NFMS Scalability and Performance                          | Maximum No of Concurrent users - 10000  | This no looks to be unusually high for access to systems such as MDMS and DW. We request RECL to review the same.   | No. of estimated Interactive Users for Web-portal shall be as follows:<br>1. Ministry of Power - 50 users<br>2. RECPDCL - 150 users<br>3. Discoms - 4500 users<br>The estimated concurrency for above interactive users may be considered as 20% of total no. of users.<br>For MDM the estimated no. of users - 50<br>The estimated concurrency for viewing on web-portal is 10,000.<br>Please refer Amendment-1 |
| 202 | Pg. 75  | Section V 5.4 - Training   | The SI shall be required to provide the training for the period mutually agreed upon by RECPDCL for implemented NFMS Central IT System, API creation, integration with heterogeneous / different Systems, Cloud services, Cloud Security, Advanced Analytic Reports/Tools, Management dashboard to RECPDCL's key stakeholders during the period of the contract   | RECL may please clarify the following:<br>1. No of users of each category that need to be trained<br>2. whether all users are located centrally   | Training to be provide on Train-The -Trainer concept at centralized level for 5 officials from MoP, 5 officials from CEA, 10 officials from RECPDCL and 20 officials as designated by RECPDCL in atleast 01 session annually after Go-Live.  |
| 203 | Pg. 76  | Section V 5.5 - Phase 5, Post implementation phase - AMC pt (i)                    | Maintenance of the new solution application and change management for 9 years after the completion of deployment (Operational Go-live).   | We request RECL to kindly consider reducing this period to 5 years  | RfP conditions shall prevail   |
| 204 | Pg. 76  | Section V 5.5 - Phase 5, Post implementation phase - AMC pt (ii)                   | While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP, subsequently, it is expected that the System Integrator (SI), based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up the services as per the performance requirements of the solution and meet the SLAs using the auto-scaling features provided by the CSP   | We request RECL to kindly specify the percentage growth/estimate with regard to the following:<br>1. No of metering points<br>2. No of concurrent users<br>3. If AMI points are going to be injected then the register details and data aquisition intervals for the same.  | The CAGR for no. of feeders to be considered as 7% .<br>The data intervals and data set to be assessed by the bidder based on details provided at Table 1: NFMS Scalability and Performance at page no. 62 of RfP document   |
| 205 | Pg. 76  | Section V 5.5 - Phase 5, Post implementation phase - AMC pt (v)                    | v.Updates, upgrades, builds, patches, bug fixes and overall comprehensive maintenance for the solution and underlying components provided as a part of the NFMS Central IT System by the successful System Integrator (SI) for the duration of the subscription period.   | We request RECL to kindly exclude upgrades from the scope as this may involve a re-implementation and migration effort that will increase project cost.   | The upgrades for deployed module shall be done by the SI in case the same is affecting the performance or is nearing end-of-life of support cycle by OEM.  |
| 206 | Pg. 79  | Section V 5.6.1-NFMS Integration with DISCOM/Utility/RECPDCL Legacy Systems        | NFMS shall interface with other MDM/Field Solution/Interface Points on standard interfaces. The data exchange models and interfaces shall comply with CIM-XML-IEC 61968 / IEC 61968-100 / Web Services  | We request RECL to kindly exclude the CIM XML interface as it involves an enterprise level implementation which may not be feasible in this case.   | RfP conditions shall prevail   |
| 207 | Pg. 80  | Section V 5.6.3-Integration with RDSS Web-Portal                                   | The System Integrator shall integrate the NFMS to RDSS Web-portal for exchange of relevant data for further analysis and record purpose.  | RECL may please clarify with regard to the interfaces that the RDSS Web Portal shall accept.  | Integration format with upcoming RDSS Portal shall be provided at the time of integration.   |
| 208 | Pg. 86  | Section VII 6.1-QR for SI - T3 - Implementation Experience of SI for MDMS Solution | Utility Client Certificate issued to SI with name, contact number and email with all required   | We request RECL to kindly consider self certificate signed by bid signing authority as reference  | RfP conditions shall prevail   |
| 209 | Pg. 91  | Section VII 7.6 - Technical bid Evaluation Table 6, TS 4                           | Utility Client Certificate issued to Bidder with name, contact number and email with all required information   | We request RECL to kindly consider self certificate signed by bid signing authority as reference  | RfP conditions shall prevail   |
| 210 | Pg. 91  | Section VII 7.6 - Technical bid Evaluation Table 6, TS 5                           | The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of 10 different systems in a single project– 01 Marks.<br>b) Integration of 15 different system in a single project– 02 Marks<br>c) Integration of 50 different system in a single project– 04 Marks  | We request RECL to kindly consider the following:<br>a) Integration of 3 different systems in a single project– 01 Marks.<br>b) Integration of 4 different system in a single project– 02 Marks<br>c) Integration of more than 5 different system in a single project– 04 Marks   | RfP conditions shall prevail   |
| 211 | Pg. 132 | Section IX Attachment 1 to SCC, 2.0 Payment terms - table 8, SI No 1.              | Design, Development and Configuration of Cloud based Central NFMS IT System - 10%   | We request RECL to kindly consider the following:<br>a) Submission of HLD (High Level Design) and LLD (Low Level Design) document finalization and approval by Nodal Officer, RECPDCL - 5 % of Project Cost<br>b) Development and Demonstration of use cases for Cloud based Central NFMS IT System based on finalized HLD and LLD - 5% of Total Project cost<br>c) Certificate from Nodal Officer and RECPDCL for successful demonstration of Central IT Solution - 10 % of total project cost<br>d)Setting up of centralized control centre - 5% of Total Project cost  | RfP conditions shall prevail   |
| 212 | Pg. 178 | Section X Attachment-2 to Letter of Bid – Technical Part                           | I/We hereby undertake that we shall comply with the Scope of Work and other related requirements and the terms and conditions specified in the RFB document completely and we have no deviations and/or submissions and/or clarifications, whatsoever of any manner and/or sort and/or kind in this regard.   | We request RECL to kindly consider deviations as far as the Terms and conditions of the RFP are concerned. These may be discussed at the Technical bid opening stage.   | RfP conditions shall prevail   |
| 213 | Pg. 86  | Experience Requirement   | Sole/Lead bidder should have experience for implementation of any 04 (incl. s.no. 1) modules / Technologies / Solutions for any Utilities sector (Power/Gas/Water/Telecom) in India /Globally (as defined below) in last 10 Fys including Current FY period till bid submission date (i.e. project should have been completed on or after 01st April 2012):<br>i. Middleware for integration with min. 04 Heterogeneous different systems.<br>ii. Meter Data management system (MDMS),<br>iii. Data Warehouse or Big Data Handling,<br>iv. Data Analytics & Reporting Solution,<br>v. Dashboard solution that caters to multiple departments/ projects. | We understand that it is important to analyse bidder's experience in Smart technologiee, be it in any sector. As REC has rightfully allowed experiences from Power, Gas, Water and Telecom sectors, we request REC to also kindly consider adding Smart Cities experience for this clause. Hence, we request REC to kindly consider the below amendment:<br><br>Sole/Lead bidder should have experience for implementation of any 04 (incl. s.no. 1) modules / Technologies / Solutions for any Utilities sector (Power/Gas/Water/Telecom/Smart Cities) in India /Globally (as defined below) in last 10 Fys including Current FY period till bid submission date (i.e. project should have been completed on or after 01st April 2012) | RFP Condition shall prevail  |

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| 214 | Pg. 86<br>QR for MDMS (OEM)                       | Proposed MDM solution should have been capable to handle for at least 5,00,000 Nos. 3-phs CT PT operated energy meters with interval data.<br><br>OEM self-certificate issued by authorized signatory. (Client may be contacted for verification purpose only).   | Since it is the validity of capability requirement, for which the documentation requirement is Self-certification from OEM, we understand that the requirement for client verification becomes redundant. Hence, we request you to kindly amend the document requirement as following:<br><br><del>OEM self-certificate issued by authorized signatory. (Client may be contacted for verification purpose only).</del>  | Please refer to Amendment 1  |
| 215 | Pg. 90<br>7.6 Technical Bid Evaluation            | <b>Table 6: Technical Scoring S. No. TS2 Evaluation Criteria</b><br>The bidder should have experience of implementation of MDMS/data warehouse for a Public sector client in India/global in last 10 FYs including Current FY period till bid submission date with Data handling size as follows:<br>a. Data handling on Cloud > 2 TB to <=5 TB – 02 Marks for each project<br>b. Data handling on Cloud > 5 TB – 03 Marks for each project   | We understand that if the Bidder has 1 project experience of 'Data Handling on cloud>5TB' then they will score the maximum score of 3 marks. Kindly confirm.  | Yes, bidder will get 3 marks   |
| 216 | Pg. 90<br>7.6 Technical Bid Evaluation            | <b>Table 6: Technical Scoring S. No. TS3 Evaluation Criteria</b><br>Partnership of the Sole/Lead bidder /Consortium partner with OEM for COTS products of MDMS in India<br><br>i. Level of Partnership, i.e. Highest tier of partnership – 02 marks<br>ii. Level of Partnership, i.e. 2nd Highest tier of partnership - 01 marks<br>iii. Level of Partnership, i.e. 3rd Highest tier of partnership – 0.5 marks   | We understand that in case MDM OEM is themselves playing the role of Bidder (Lead/consortium partner) then it will be considered Highest tier of partnership and will be awarded maximum marks. Kindly confirm.   | RFP condition shall prevail  |
| 217 | Pg. 91<br>+B11:B127.6<br>Technical Bid Evaluation | <b>Table 6: Technical Scoring S. No. TS4 Evaluation Criteria</b><br>Sole/Lead bidder /Consortium partner should have implemented MDM solution, handling interval meter reads, in last 10 FYs including Current FY period till bid submission date(i.e. project should have been completed on or after 01st April 2012) for any Utilities sector (Power/gas/water/telecom) with marking as per below criteria; (2 marks for either of below creteria)<br>a.) At least 1 project for 2,40,000 Smart meters/ AMR/AMI; or<br>b.) At least 2 project, each for 1,50,000 Smart meters/AMR/AMI; or<br>c.) At least 3 project each for 1,20,000 Smart | We understand that the criteria for additional marks (1 mark for every 2.5 lakh smart meters) can be met by multiple projects. Kindly confirm.  | Bidder need to submit single project with quantity of more than 2.5 lakhs for achieving 1 marks additionally |
| 218 | Pg. 91<br>7.6 Technical Bid Evaluation            | <b>Table 6: Technical Scoring S. No. TS5 Evaluation Criteria</b><br>The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of 10 different systems in a single project– 01 Marks.<br>b) Integration of 15 different systems in a single project– 02 Marks<br>c) Integration of 50 different systems in a single project– 04 Marks  | We would like to highlight that as long as the data is being received from the same kind of meters, the process followed for integration will remain the same, irrespective of the number of touchpoints. Also, we understand that as 1 Mark is being awarded for 10 systems, 2 marks for 15 systems, on a pro-rata basis, it should be 25 system for awarding full 4 marks. Hence we request REC to kindly amend the clause as mentioned as given below:<br><br>The Sole/Lead bidder should have complex integration experience of various different systems.<br>a) Integration of 10 different systems in a single project– 01 Marks.<br>b) Integration of 15 different systems in a single project– 02 Marks<br>c) Integration of <del>25</del> different systems in a single project– 04 Marks. | RFP conditions shall prevail   |
| 219 | Pg. 91<br>7.6 Technical Bid Evaluation            | S. No. TS7<br><br>Proposed MDMS Application position in Gartner Magic Quadrant in latest Published Report.<br>• Niche: 0.5 Mark<br>• Challengers or Visionaries: 01 Mark<br>• Leader : 02 Mark  | We would like to highlight that the prestigious market analysis report, Gartner has discontinued the quadrant-based analysis and now presents all vendors in the same light. Hence, request REC to kindly amend the clause as mentioned as given below:<br><br>Proposed MDMS Application must have been listed in Gartner Quadrant/Guide<br>• <del>Not Listed in Gartner – 0 Marks</del><br>• <del>Listed at least thrice in the last 4 years - 2 Marks</del>   | Please refer Amendment-1   |

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| 220 | Pg. 91<br>7.6 Technical<br>Bid Evaluation |  | S. No. TS14<br>a. Understanding of the assignment – 02 Marks<br>b. Quality of methodology and work program – 02 Marks<br>c. Functional and Technical details of the solution – 03 Marks<br>d. Approach & Methodology – 03 Marks<br>e. Solution / Concept demonstration through a POC using dummy data – 07 Marks<br>f. Proposed Project Manager interaction – 03 Marks<br>(Marks shall be allotted only on submission of integration approach along with the timelines starting from the discoms to the NPP and other portals/ software's.) | We understand that there is a discrepancy in the total marks (10) for this question, while the individual points are adding up to 20 marks. Hence, we request you to kindly amend the requirement as below:<br><br>a. Understanding of the assignment – 01 Marks<br>b. Quality of methodology and work program – 01 Marks<br>c. Functional and Technical details of the solution – 01 Marks<br>d. Approach & Methodology – 02 Marks<br>e. Solution / Concept demonstration through a POC using dummy data – 04 Marks<br>f. Proposed Project Manager interaction – 01 Marks<br>(Marks shall be allotted only on submission of integration approach along with the timelines starting from the discoms to the NPP and other portals/ software's.) | Please refer Amendment-1  |
| 221 |   | 1. Cloud Service Providers (CSP)                 | j.The SI shall engaged a Managed Service Provider (MSP) to manage cloud services for following activities but not limited to:<br>a)Migration of Existing Applications to Cloud / Deploying of new applications;   | Please provide the list of application that needs to be migrate into centralized cloud  | Please refer Amendment-1  |
| 222 |   | 1. Cloud Service Providers (CSP)                 | j.The SI shall engaged a Managed Service Provider (MSP) to manage cloud services for following activities but not limited to:<br>a)Migration of Existing Applications to Cloud / Deploying of new applications;   | Please provide the detailed/existing sizing inputs interms of CPU, memory , storage etc.. So thet bidder shall consider in the overall sizing as part of proposed soultion  | Optimal sizing of the solution shall be done by the agency to ensure meeting the SLA requiremens.   |
| 223 |   | 1. Cloud Service Providers (CSP)                 | j.The SI shall engaged a Managed Service Provider (MSP) to manage cloud services for following activities but not limited to:<br>a)Migration of Existing Applications to Cloud / Deploying of new applications;   | Please provide the total volume/capacity of data (GB/TB) for datamigration  | The estimated legacy data need to be transferred to NFMS system shall be approx. 30TB. However, Bidder need to ensure the required sizing as per the scope of project.  |
| 224 |   | 4.2.1.Responsibilities of System Integrator (SI) | Secure VPN setup between DISCOM to Cloud (NFMS).  | Please share the number of concurrent users whose going to access the VPN. So that bidder shall factor the licenses accordingly   | Please refer Amendment 1  |
| 225 |   | 4.2.1.Responsibilities of System Integrator (SI) | Secure VPN setup between DISCOM to Cloud (NFMS).  | Please share the number of discoms with address so that bidder shall factor the S2S connectivity establishment from CSP.  | Please refer Amendment 1  |
| 226 |   | 4.2.2.Responsibilities of DISCOM                 | 5.Support in setting up of VPN connection with Cloud Service Provider VPN Services for secured data transfer between field solution and NFMS Central IT System  | Please share the number of discoms with address so that bidder shall factor the S2S connectivity establishment from CSP.  | Please refer Amendment 1  |
| 227 |   | 9.Managed Services                               | 1.Network and Security Management:<br>i.Monitoring & management of network link proposed as part of this Solution. Bandwidth utilization, latency, packet loss etc.   | We understand from the RFP that the network links has to be monitor only for the proposed central IT solution. Kindly confirm   | Yes, Monitoring & management of network link proposed as part of this Solution  |
| 228 |   | 4.Networking and Connectivity                    | 5.All the communication between DISCOMS and CSP should be encrypted.  | We understand from the RFP that the network links required at Discoms shall be facilitated by NFMS/Discom and it is not part of the bidder scope. Kindly confirm.   | Yes, network links required at Discoms shall be facilitated by NFMS/Discom.   |
| 229 |   | 4.Networking and Connectivity                    | 5.All the communication between DISCOMS and CSP should be encrypted.  | Incase there is no clarity at this stage, MPLS connectivity to Discoms , should be considered as change request because to estimate the cost of the link, we need location address / city / type of Last mile required etc.   | MPLS connectivity to DISCOMS is not under present scope   |
| 230 |   | 4.2.1.Responsibilities of System Integrator (SI) | 9.The SI shall setup and provide necessary helpdesk support to RECPDCL based on complaints/issues raised through Email/Portal/Telephonically etc.   | Kindly clarify if bidder is to consider Toll free number for Helpdesk support   | Bidder to provide the helpdesk support to RECPDCL based on complaints/issues raised through Email/Portal/Telephonically etc. by any means   |
| 231 |   | 13.Security                                      | CSPs also offers access to additional third-party security tools (e.g., IDS / IPS, SIEM) to complement and enhance the consumers' operations in the Cloud. The third-party security tools complement existing Cloud services to enable consumers to deploy a comprehensive security architecture. These security tools on cloud are equivalent and identical to the existing controls in an on-premises environment.  | We understand from the RFP that bidder shall propose SIEM solution. Please provide the following inputs to factor.<br>1. The total numbers of log generating devices to be integrated with a SIEM solution<br>2. Please share EPS count and log retention daily/monthly/yearly  | 1. Log generating devices are majorly 3 lacs DLMS type Feeder meters & Multifunction meters<br>2. Estimated EPS count shall be 50 /event / day / meter with and log retention shall be daily/monthly/yearly based on requirement of RECPDCL/CEA |
| 232 |   | 13.Security                                      | CSPs also offers access to additional third-party security tools (e.g., IDS / IPS, SIEM) to complement and enhance the consumers' operations in the Cloud. The third-party security tools complement existing Cloud services to enable consumers to deploy a comprehensive security architecture. These security tools on cloud are equivalent and identical to the existing controls in an on-premises environment.  | There is no specific technical/functional requirements mentioned in the RFP for any of security components mentioned, Please confirm SI can propose as per best practices?  | SI may propose as per best industry practises with minimum security requirement as mentioned in the RFP   |
| 233 |   | 4.4NFMS Control Centre                           | 1.10 Nos. of Workstation for the continuous monitoring of the system for any occurrence of abnormality/events triggered from the field in the metering system.<br>6.Firewall and intrusion protection system<br>7.One video display system of at least 70-inch diagonal with laser light source HD cube (DLP technology) supported by,  | Hardware OEM declare EOL after certain time period. Our understanding is the proposed hardware along with price by bidder to consider the warranty/support period of 10 years, please confirm.  | 1. Workstation and Printers shall be subjected to hardware refresh after period of 5 years.<br>6. Firewall and IPS - Deleted.<br>7. One VDS - O&M with warranty/support for 10 years  |



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| 234 |  | 4.NFMS Control Centre                  | 1.10 Nos. of Workstation for the continuous monitoring of the system for any occurrence of abnormality/events triggered from the field in the metering system.,  | on the workstation apart from windows Operating system does bidder need to consider any additional software as part of proposed solution kindly confirm   | Bidder to ensure security on the systems along with major applications has required for successful operation   |
| 235 |  | 4.Networking and Connectivity          | General  | We understand from the RFP that network links to Discoms is not part of the bidder scope.pls confirm  | Network links required at Discoms shall be facilitated by NFMS/Discom  |
| 236 |  | 1. Cloud Service Providers (CSP)       | General  | Is DR should be 100% of DC in terms of compute and storage 'or' customer looking for optimized solution? Any location preference ?  | Please refer above clarification Sr. no.40 for more details.   |
| 237 |  | 3.4 Cloud based NFMS Central IT System | c.Infrastructure requirements: The Cloud platform, end to end Security and other infrastructure requirements at central level for unification. All performance parameters are to be met with the given size of infrastructure whereas System integrator shall provide the detailed Infra Sizing as the part of technical proposal. This will be factored in technical evaluation of solution for optimization of infrastructure resources. | Our understanding from the RFP that the bidder to follow the security requirement specified in the RFP for the end to end security. Please confirm  | Yes  |
| 238 |  | 4. SMS Gateway                         | e.Installation & Configuration of SMS & Emails Services to be configured by the System Integrator (SI) in the Application.   | what will be the concurrency of email notification per day/month so that bidder shall factor email service as part of proposal.   | The same shall be decided as per requirement   |
| 239 |  | 3. SSL Certificate                     | b.The SSL certificate to be purchase on the name of RECPDCL and successful install & configure the certificate in the Server/Application/Device.   | Kindly list down the SSL certicate to be consider in the proposal and its domain's.   | Wild card Domain validated SSL Certificate shall be purchased. The domain shall be provided by RECPDCL.  |
| 240 |  | 12                                     | Coordination with respective discoms to understand the data structure and integration requirement of respective field solutions/Data sources deployed by DISCOMs.  | Kindly mention that all the discussions can be carried out virtually (online) and SI need not physically visit all DISCOMS for discussions  | The discussions may be deliberated as per best available media to achieve timely integration with NFMS IT Solution   |
| 241 |  | 19                                     | 19.The SI shall provide support to the field solution providers working with the various DISCOM's, for migration of the data/applications from the existing infrastructure to the cloud infrastructure as per the design/requirement   | Kindly confirm that no application migration in scope   | Deleted.<br>Please refer Amendment-1   |
| 242 |  | 20                                     | The data/application migration shall also include the migration of existing master/historical data from the current database(s) / storage into the database(s) / storage on the cloud  | > Kindly conirm that data migration (master & meter data) from DISCOM MDM/MDAS in scope of bidder. If the answer is yes then who bill be responsible for extracting the data from DISCOM MDM/MDAS and provide in desired format provided by bidder to migrate to NEW NFMS.<br>> If the data migration (master & meter data) is in scope, then how many years data to be migrated. Also provide size of data per DISCOM to be migrated.                    | Migration from discom MDMS is not in scope of bidder   |
| 243 |  | 21                                     | Data from legacy systems like RFMS & UFMS needs to be migrated and archived in NFMS System   | 1. How many years data (Master & meter data) to be migrated. Please provide details on the years of data to be avaiable in active DB and how many years data to be archived?<br>2. Kindly confirm than RFMS & UFMS will provide data is desired format provided by bidder for migration   | The estimated legacy data need to be transferred to NFMS system shall be approx. 30TB. However, Bidder need to ensure the required sizing as per the scope of project.   |
| 244 |  | 12                                     | Total no of users per month (consumer)   | Kindly revisit the 2 Crores number per month  | No. of estimated Interactive Users for Web-portal shall be as follows:<br>1. Ministry of Power - 50 users<br>2. RECPDCL - 150 users<br>3. Discoms - 4500 users<br>The estimated concurrency for above interactive users may be considered as 20% of total no. of users.<br>For MDM the estimated no. of users - 50<br>The estimated concurrency for viewing on web-portal is 10,000.<br>Please refer Amendment-1 |
| 245 |  |  | SI shall also deploy at least 10 nos. of manpower (2 for each module) during implementation and at least 05 nos. post operational Go-Live during AMC/Post implementation   | Kindly mention the working hours during implementation and AMC phase for the control centre officials ot be deployed e.g. will it be in 3 shifts or general shifts (Monday to Friday 9 am to 6 PM)  | It shall be in general shift (Monday to Friday 9 am to 6 PM)   |
| 246 |  |  | Integration with all utilities of 100% existing Interface points/field solutions active in Private Utilities/RFMS/RT-DAS/SCADA/Intelligent Modem based Feeder Monitoring solutions/other Satisfactory performing Feeder Monitoring Systems   | T0+9 months is practically not possible to integrate all utilities DISCOMS as DISCOMs will need to align their SI to develop API based integration. Reference can be taken from the pan India based program launched recently e.g. NOAR by POSOCO envisaged to have API based integration with 28 SLDCs took more than 1.5 years to align 10+ SLDC's to have API based integration. So, kindly consider T6 + 1.5 Years for integration with all utilities | RfP conditions shall prevail   |
| 247 |  | 10                                     | Any security incident detected - INR 5 Lakhs. This penalty is applicable per incident. These Penalties will not be part of overall SLA penalties cap per month.  | Kindly consider the penalty to be capped with overall SLA   | RfP conditions shall prevail   |
| 248 |  |  |  | The endpoint of feeder data need to be exposed by individual Discoms . Any and all issues upto and including exposure of Feeder data need to be resolved by individual Discoms  | Yes, the issues upto exposing Feeder data to NFMS shall be in scope of respective utility  |
| 249 |  |  |  | Any delay in exposing such data by individual Discoms beyond the stated timelines will be deemed out of scope .   | Yes, the issues upto exposing Feeder data to NFMS shall be in scope of respective utility  |

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| 250 |  |                            |   | Please reconsider concurrent user ( 10,000 ) since Ministry of Power ( 100 users ) , REC ( 200 ) and Discoms ( 5000 ) add up to 5300 and that too for the entire month .   | No. of estimated Interactive Users for Web-portal shall be as follows:<br>1. Ministry of Power - 50 users<br>2. RECPDCL - 150 users<br>3. Discoms - 4500 users<br>The estimated concurrency for above interactive users may be considered as 20% of total no. of users.<br>For MDM the estimated no. of users - 50<br>The estimated concurrency for viewing on web-portal is 10,000.<br>Please refer Amendment-1 |
| 251 |  | 1.1(t)                     | "Applicable Law" means the laws and any other instruments having the force of law in India., as they may be issued and in force from time to time.  | "Applicable Law" means the laws and any other instruments having the force of law in India., as they may be issued and in force from time to time, applicable to the parties in their contractual capacity.  | Yes  |
| 252 |  | 1.7 Taxes and Duties       | The Service Provider, Subcontractors, and their Personnel shall pay such taxes duties, fees, and other impositions as may be levied under the Applicable Law unless otherwise specified in SCC, the amount of which is deemed to have been included in the Contract Price. As an exception to the above, only such taxes and duties to the extent and as may be specified in SCC are payable/ reimbursable to the Service Provider by Employer.   | Remuneration will be exclusive of transaction taxes including, but not limited to, sales, use, value added, goods and services tax and similar taxes. Employer shall bear all transaction taxes on the Services (or goods) provided hereunder. Employer shall separately state in the relevant Statement of Work, the invoicing location and beneficiary location for any Services provided thereunder. The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions such as their net income tax, employment tax as may be levied under the Applicable Law unless otherwise specified in SCC, the amount of which is deemed to have been included in the Contract Price. As an exception to the above, only such taxes and duties to the extent and as may be specified in SCC are payable/ reimbursable to the Service Provider by Employer. In the event Employer withholds applicable income taxes on the amounts payable to Service Provider, Employer shall remit such withholding taxes to the tax authorities and provide a certificate of withholding to the Service Provider as required under applicable law   | RFP conditions shall prevail   |
| 253 |  | 2.5.3 Measures to be Taken | A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.<br>A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than seven (7) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible. If an event of Force Majeure results in a breakdown of communications rendering it unreasonable to give notice within the applicable time limit specified herein, then the Party claiming Force Majeure shall give such notice as soon as reasonably practicable after reinstatement of communications, but not later than 1(one) day after such reinstatement.<br>Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider, upon instructions by the Employer, shall either:<br>(a)demobilize, in which case the Service Provider shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Employer, in reactivating the Services; or<br>(b)continue with the Services to the extent reasonably possible, in which case the Service Provider shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.<br>Available Relief for a Force Majeure Event is as mentioned at SCC<br>In the case of disagreement between the Parties as to the existence or extent | A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.<br>A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible. If an event of Force Majeure results in a breakdown of communications rendering it unreasonable to give notice within the applicable time limit specified herein, then the Party claiming Force Majeure shall give such notice as soon as reasonably practicable after reinstatement of communications.,<br>Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.<br>During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider, upon instructions by the Employer, shall either:<br>(a)demobilize, in which case the Service Provider shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Employer, in reactivating the Services; or<br>(b)continue with the Services to the extent reasonably possible, in which case the Service Provider shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.<br>Available Relief for a Force Majeure Event is as mentioned at SCC<br>In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to GCC 8.1 & 8.2. | RFP conditions shall prevail   |
| 254 |  | 2.5.5                      | Addition  | In the event of Force Majeure, Employer hereby agrees that the Service Provider shall be entitled to allow its employees to work and perform Services from an alternative location using hardware (laptop or desktop or thin Employee) provided by Service Provider or EMPLOYER or that is personal to the employee ("Work from Home"). In the event of Service Provider's personnel resources connecting directly via internet using an Employer provided/ personal asset, Employer shall be responsible for the security measures of their remote access infrastructure and Employer assets provided to the Service Provider.<br>The Parties agree that the current Covid-19 is a pandemic resulting to the above situation. The Parties further agree that the Service Provider shall be entitled to Remote Working and this Section shall apply during the period Covid-19 continues to affect the Service Provider<br>If FME continues for more than 60 days, either party can initiate termination clause after giving written notice  | Work from home shall be reviewed on case to case basis   |

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| 255 | 2.7.1<br>By the Employer       | <p>The Employer may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) to (f) of this clause. In such an occurrence the Employer shall give at least (15) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least thirty (30) calendar days' written notice in case of the event referred to in (e); and at least seven (7) calendar days' written notice in case of the event referred to in (f), of this Sub-Clause GCC 2.7.1:</p> <p>(a) If the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;</p> <p>(b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its members becomes) insolvent or bankrupt, or goes into liquidation other than for a reconstruction or amalgamation;</p> <p>(c) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 8.2;</p> <p>(d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days;</p> <p>(e) If the Employer, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;</p> <p>(f) If the Service Provider, in the judgment of the Employer has engaged in Fraud and Corruption, as defined in GCC 3.10 in competing for or in executing the Contract; or</p> <p>(g) If the Service Provider fails to make requisite deployment and commence Services as required in Clause GCC 2.2.</p> <p>(h) If the Service Provider defaults on the SLA and reaches the threshold cap of 20% penalties in a year, RECPDCL would reserve the right to terminate the contract by paying the AMC charges on pro-rata basis for the period of service</p> | <p>The Employer may terminate this Contract in case of the occurrence of any of the events specified below by providing 30 days prior written notice: :</p> <p>(a) If the Service Provider does not remedy a material breach or failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;</p> <p>(b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its members becomes) insolvent or bankrupt, or goes into liquidation other than for a reconstruction or amalgamation;</p> <p>(d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than ninety (90) days;</p> <p>(e) If the Employer, in its sole discretion and for any reason whatsoever, decides to terminate this Contract after providing a written notice of 90 days;</p> <p>(f) If the Service Provider, in the judgment of the Employer has engaged in Fraud and Corruption, as defined in GCC 3.10 in competing for or in executing the Contract; or</p>   | RfP conditions shall prevail |
| 256 | 2.7.2 By the Service Provider  | <p>The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause GCC 2.7.2:</p> <p>(a) If the Employer fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 8.2 unless challenged by the Employer in an appropriate forum/ Court; or</p> <p>(b) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than one hundred twenty days (120) days.</p>   | <p>The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause GCC 2.7.2:</p> <p>(a) If the Employer fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 8.2 unless challenged by the Employer in an appropriate forum/ Court; or</p> <p>(b) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than ninety (90) days.</p> <p>(c) If the Employer materially breaches any obligation under the Contract and such material breach cannot be cured within 30 days</p>   | RfP conditions shall prevail |
| 257 | 2.7.3 Payment upon Termination | <p>Upon termination of this Contract pursuant to Sub-Clauses GCC 2.7.1 or GCC 2.7.2, the Employer shall make the following payments to the Service Provider:</p> <p>(a) Remuneration/ payments pursuant to GCC 6 for Services satisfactorily performed less advances or other recoveries or any taxes to be deducted at source [TDS] as per applicable law, prior to the effective date of termination;</p> <p>(b) Except in the case of termination pursuant to paragraphs (a), (b), (c) and (f) of Sub-Clause GCC 2.7.1, reimbursement of any additional cost reasonably and necessarily incurred for prompt and orderly termination of the Contract and de-activating the services.</p>  | <p>Upon termination of this Contract pursuant to Sub-Clauses GCC 2.7.1 or GCC 2.7.2, the Employer shall make the following payments to the Service Provider:</p> <p>(a) Remuneration/ payments pursuant to GCC 6 for Services satisfactorily performed and the work in progress prior to the effective date of termination;</p> <p>(b) Reimbursement of any additional cost and termination fees reasonably and necessarily incurred for prompt and orderly termination of the Contract and de-activating the services.</p>  | RfP conditions shall prevail |
| 258 | 3.3 Confidentiality            | <p>The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the termination or expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.</p>   | <p>The Service Provider, its Subcontractors, and the Personnel of either of them shall not, for period of 5 years from the date of disclosure, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.</p>  | RfP conditions shall prevail |
| 259 | 3.7(a)                         | <p>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 REC PDCL. 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 REC PDCL. The SI hereby grants to RECPDCL a perpetual, exclusive, transferable, irrevocable, royalty-free license to use all material disclosed to the RECPDCL under the Contract. Nothing contained herein shall be construed as transferring ownership of any Intellectual Property Right from the SI to the REC PDCL</p>  | <p>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 excluding the SI Material and for the purposes of inter-alia use or sub-license of such services under this Contract, shall be the property of the REC PDCL upon receipt of full payment by SI for the same. 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 REC PDCL. The SI hereby grants to RECPDCL a perpetual, exclusive, transferable, irrevocable, royalty-free license to use all material disclosed to the RECPDCL under the Contract. Nothing contained herein shall be construed as transferring ownership of any Intellectual Property Right from the SI to the REC PDCL. In the event SI Material are embedded or used in the Services, SI grants to RECPDCL a non-exclusive, non-transferable, irrevocable, royalty free license for the RECPDCL's internal use of the same as part of the Services in which they are embedded. Nothing contained in this Agreement shall be construed to grant RECPDCL any right to use or exploit such SI Material in its stand-alone form separate and apart from the Services. SI Material includes mean all tools, software, methodologies, processes, know-how and other information or material created or licensed by SI prior to the commencement of the Contract or outside the scope of Contract, and any modifications or enhancements made to any of the foregoing or created by SI in the course of providing Services under an applicable Contract without using customer Materials or customer's Confidential and Information.</p> | Please refer Amendment 1     |

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| 260 | 3.7(b)              | 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 REC PDCL 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 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 defense and all related settlement negotiations. | 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 third person and the SI shall keep the REC PDCL indemnified against all third party costs, expenses and liabilities howsoever actually awarded by the competent court, arising out any infringement of any 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 defense and all related settlement negotiations and at its sole discretion to (i) procure for REC PDCL the right to use the infringing Service, (ii) replace the infringing Service with a non-infringing, functionally equivalent one, (iii) suitably modify the infringing Service so that it is non-infringing, or (iv) accept return of the infringing Service and refund a pro-rata portion (based on a five-year straight line depreciation commencing upon delivery) of any fees paid by REC PDCL to SI with respect to such Service. The indemnity is conditional upon REC PDCL giving SI prompt written notice of, and cooperating with SI in connection with, the defense of any such claim, suit or action, including appeals and negotiations. This indemnity shall not extend to any claim of infringement to the extent resulting from: (i) REC PDCL's specifications, (ii) third party software, where the SI's use of such software has been in accordance with relevant licensing terms (iii) modification of the Services unless made by SI, (iv) use or incorporation of the Services in a manner for which they were not designed; or (v) use or combination of the Services with items not provided by SI. THE INDEMNITY SET FORTH IN THIS SECTION STATES SI'S ENTIRE OBLIGATION AND LIABILITY, AND REC PDCL'S SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO ANY INFRINGEMENT OF A THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS. | RfP conditions shall prevail |
| 261 | 6.1                 | The Service Provider's remuneration shall not exceed the Contract Price which shall be firm and fixed subject to provisions of GCC 6.5, and shall include all taxes duties and levies subject to provisions of GCC 1.7, Subcontractors' costs, and all other expenses and costs incurred by the Service Provider in carrying out the Services. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above/ decreased below the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments/ reduction in payments in accordance with Sub-Clauses GCC 2.4.  | The Service Provider's remuneration shall not exceed the Contract Price which shall be firm and fixed subject to provisions of GCC 6.5, and shall be subject to taxes duties and levies subject to provisions of GCC 1.7, and include Subcontractors' costs, and all other expenses and costs incurred by the Service Provider in carrying out the Services. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above/ decreased below the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments/ reduction in payments in accordance with Sub-Clauses GCC 2.4.   | RfP conditions shall prevail |
| 262 | 6.4 Prompt Payments | The Employer shall make best efforts and make payment as promptly as possible. However, no interest shall be applicable or payable if the payment gets delayed.   | The Employer shall make best efforts and make payment within 30 days from date of invoice received by the Employer. An interest @ 1% per month shall be applicable or payable if the payment gets delayed.   | RfP conditions shall prevail |
| 263 | 6.6 Dayworks        | 6.6.1If applicable, the Daywork rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.<br>6.6.2All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause GCC 1.6 within fifteen days of the Services being performed.<br>6.7.3The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2.   | 6.6.1If applicable, the Daywork rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.<br>6.6.2All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause GCC 1.6 within fifteen days of the Services being performed.<br>6.7.3The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2   | RfP conditions shall prevail |
| 264 | 7.1.1               | 7.1.1 The principle and modalities of Inspection of the Services by the Employer shall be as indicated in the Section 4 of RFP. The Employer shall check the Service Provider's performance and notify him of any Defects that are found specifying a time by which these should be corrected. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as defined in the SCC.   | 7.1.1 The principle and modalities of Inspection of the Services by the Employer shall be as indicated in the Section 4 of RFP. The Employer shall check the Service Provider's performance in 30 days and notify him of any Defects that are found and to be corrected in 15 days. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as defined in the SCC. If no notification for defects in services is provided within 10 days or if Services utilized for purpose other than checking by Employer, the Service is deemed accepted by Employer   | RfP conditions shall prevail |
| 265 | 7.1.2               | 7.1.2 The Service Provider shall permit the Employer's Technical auditor, if appointed by the Employer, to check the Service provider's work and notify the Employer and Service provider of any defects that are found. Such a check shall not affect the Service Provider's or the Employer's responsibility as defined in the Contract Agreement.  | 7.1.2 The Service Provider shall permit the Employer's Technical auditor who shall not a competitor of Service Provider, if appointed by the Employer, to check the Service provider's work and notify the Employer and Service provider of any defects that are found. Such a check shall not affect the Service Provider's or the Employer's responsibility as defined in the Contract Agreement.  | RfP conditions shall prevail |
| 266 | 7.2                 | If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, and the Service Provider will be liable to pay this amount including penalty as described in Sub-Clause GCC 3.8-<LD clause>. The amount may be recovered by the Employer from any monies due to the Service Provider under the Contract or from the remittances received by encashment of the Contract Performance Guarantee.  | If the Service Provider has not corrected a Defect within three (3) attempts to do so, Employer's sole and exclusive remedy shall be to reject the defective and non-conforming Service and to recover from Service Provider the amount paid in advance by Employer to Service Provider for the Service.   | RfP conditions shall prevail |

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| 267 | 8.2 Dispute Settlement | Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to conciliation/ adjudication/arbitration in accordance with the provisions specified in the SCC.   | Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to conciliation/ adjudication/arbitration in accordance with the provisions specified in the SCC. Each party will appoint one (1) arbitrator within thirty (30) days of a request by the other party for arbitration pursuant to this Agreement. The third arbitrator will be appointed by the arbitrators appointed by the parties within thirty (30) days of the selection of the second arbitrator. The third arbitrator will serve as chairman of the arbitration. The seat of arbitration will be _____. The language of the arbitration will be English. Each party will bear its own expenses in the arbitration and will share equally the costs of the arbitration; provided, however, that the arbitrators may, in their discretion, award costs and fees to the prevailing party. Judgment upon the award may be entered in any court having jurisdiction over the award or over the applicable party or its assets   | RfP conditions shall prevail |
| 268 | 10.1                   | 10.1. The SI hereby agrees to indemnify RECPDCL, for all conditions and situations mentioned in this Article, in a form and manner acceptable to RECPDCL. The SI agrees to indemnify RECPDCL and its officers, servants, agents ("RECPDCL Indemnified Persons") from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract Period out of:   | 10.1The SI agrees to indemnify RECPDCL and its officers, servants, ("RECPDCL Indemnified Persons") from and against any reasonable costs, loss, damages, expense, claims actually awarded by the competent court arising or incurred out of third party claims inter alia during the Contract Period out of:  | RfP conditions shall prevail |
| 269 |                        | Addition   | RECPDCL's indemnity RECPDCL shall indemnify, defend and hold harmless SI against all liability, claims, costs, losses, damages, and expenses incurred by SI arising from or related to any claim, suit, or action brought against SI by a third party for infringement or misappropriation of a third party's copyright, patent, trade secret or other intellectual property rights by any intellectual property provided by RECPDCL to SI under this Agreement. SI shall give RECPDCL prompt written notice of, and the parties shall cooperate in, the defense of any claim, suit or action, including appeals and negotiations. This indemnity shall not extend to any claim of infringement or misappropriation to the extent resulting from SI's unauthorized modification of such intellectual property.  | RfP conditions shall prevail |
| 270 | 10.3                   | Without limiting the generality of the provisions of the Article 10.1 and 10.2, the SI shall fully indemnify, hold harmless and defend RECPDCL Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which RECPDCL Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to the Solution, information, design or process supplied or used by the SI in performing the SI's obligations or in any way incorporated in or related to the Project. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the SI shall make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the suspension of the injunction or restraint order. If, in any such suit, action, claim or proceedings, the Solution or any part thereof or comprised therein, is held to constitute an infringement and its use is permanently enjoined, the SI shall promptly make every reasonable effort to secure for the RECPDCL a license, at no cost to RECPDCL, authorizing continued use of the infringing work. If the SI is unable to secure such license within a reasonable time, the SI shall, at its own expense, and without impairing the specifications and standards, either replace the affected work, or part, or process thereof. | Without limiting the generality of the provisions of the Article 10.1 and 10.2, the SI shall fully indemnify, hold harmless and defend RECPDCL Indemnified Persons from and against any and all third party suits, proceedings, actions, claims, demands, liabilities and damages awarded by court of competent jurisdictions which RECPDCL Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to the Solution, information, design or process supplied or used by the SI in performing the SI's obligations or in any way incorporated in or related to the Project. If, in any such suit, action, claim or proceedings, the Solution or any part thereof or comprised therein, is held to constitute an infringement and its use is permanently enjoined, the SI shall promptly make every reasonable effort to secure for the RECPDCL a license, at no cost to RECPDCL, authorizing continued use of the infringing work. If the SI is unable to secure such license within a reasonable time, the SI shall, at its own expense, and without impairing the specifications and standards, either replace the affected work, or part, or process thereof. | RfP conditions shall prevail |
| 271 | 10.5.2                 | If the SI fails to notify the RECPDCL within 28 (twenty-eight) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the RECPDCL shall be free to conduct the same on its own behalf.   | If the SI fails to notify the RECPDCL within reasonable time after receipt of such notice that it intends to conduct any such proceedings or claim, then the RECPDCL shall be free to conduct the same on its own behalf.   | RfP conditions shall prevail |
| 272 | 10.6                   | 10.6.1 Except in cases of gross negligence or wilful misconduct: Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the SI to pay liquidated damages to the RECPDCL; and The aggregate liability of the SI to the RECPDCL, whether under the Contract, in tort, or otherwise, shall not exceed the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the SI to indemnify the RECPDCL with respect to infringement of any Intellectual Property Rights.   | 10.6.1 Except in cases of gross negligence or wilful misconduct: Neither Party shall be liable to the other Party for any indirect, special, punitive or consequential loss or damage, loss of use, loss of production, loss of business, loss of goodwill and reputation, or loss of profits or interest costs, The aggregate liability of the SI to the RECPDCL, whether under the Contract, in tort, or otherwise, shall not exceed the average of the total fees paid by RECPDCL under the relevant SOW or work order for 12months preceding the date of occurrence of liability  | RfP conditions shall prevail |

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| 273 | 11            | Addition  | <p>WARRANTIES</p> <p>11.1As of the Effective Date, each party warrants that:<br/> (a) it is a corporation duly incorporated, validly existing and in good standing under the laws of the state or country in which it was incorporated;<br/> (b)it has all necessary corporate power and authority to enter into this Contract and that the execution, delivery and the consummation of the transactions contemplated thereby have each been authorized by all necessary corporate action and do not violate any judgment, order, or decree;<br/> (c)the execution, delivery, performance and consummation of the transactions contemplated by this Contract do not and will not constitute a material default under any contract by which it or any of its material assets are bound.</p> <p>11.2 Service Provider warrants to Employer that it will provide the Services in accordance with generally accepted industry standards and practices. This warranty shall survive for a period of thirty (30) days following delivery of the relevant Service or deliverable. SERVICE PROVIDER AND EMPLOYER AGREE THAT EMPLOYER'S SOLE AND EXCLUSIVE REMEDY FOR NON-CONFORMING SERVICES SHALL BE REPLACEMENT/RE-PERFORMANCE BY SERVICE PROVIDER, OR, AT SERVICE PROVIDER'S OPTION, REFUND OF THE FEES PAID FOR SUCH NONCONFORMING SERVICES</p> <p>11.3Notwithstanding anything to the contrary in this Contract, in no event shall Service Provider be responsible for any failure to perform in accordance with the requirements of this Contract to the extent such failure results from: (i) the acts or omissions of Employer or any agent, Service Provider or contractor of Employer; (ii) hardware, software or system failures not attributable to Service Provider's negligence; or (iii) a Force Majeure Event as defined under this Agreement.</p> <p>11.4EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, SERVICE PROVIDER HEREBY DISCLAIMS ALL WARRANTIES (WHETHER IMPLIED, STATUTORY OR OTHERWISE) WITH RESPECT TO THE SERVICES AND</p> | RfP conditions shall prevail |
| 274 | 12            | Addition  | <p>Assignment</p> <p>Neither party shall assign any of its rights or obligations under this Agreement without the prior written consent of other party. Any assignment in contravention of these terms and conditions shall be null and void.</p> <p>Employer hereby consents to Service Provider assigning all or some of its Receivables under this Agreement to a third party ("Bank") and Service Provider is hereby notifying Employer of such assignment. For the sake of clarity, the term "Receivables" is hereby defined as any amounts due from the Employer under an invoice raised by the Service Provider for Services delivered under this Agreement. Further, Employer acknowledges that Service Provider may share limited excerpts of this Agreement and other details directly relating to the Receivables on a "need to know" basis with the Bank, subject to appropriate confidentiality undertakings by the Bank.</p>   | RfP conditions shall prevail |
| 275 | 13            | Addition  | <p>Non-Solicitation</p> <p>Neither party should directly or indirectly employ any personnel of the other party who have been directly involved in the provision or receipt of the services during the term of their involvement and for a minimum of 12 months thereafter. This restriction does not apply to personnel who are hired by a party in response to a bona fide advertisement to the public at large, so long as the personnel was not directed to the advertisement or was otherwise invited to apply.</p>  | RfP conditions shall prevail |
| 276 | 1.1(u) of GCC | Sub-contractor is not allowed   | Subcontractor is allowed with the prior consent of Employer  | Please refer Amendment 1     |
| 277 | 1.7           | Only GST applicable in India on the Services provided by the Service Provider is reimbursable/ payable to the Service Provider by Employer, at actuals, against submission of tax invoice along with requisite documents. | Remuneration will be exclusive of transaction taxes including, but not limited to, sales, use, value added, goods and services tax and similar taxes. Employer shall bear all transaction taxes on the Services (or goods) provided hereunder. Employer shall separately state in the relevant Statement of Work, the invoicing location and beneficiary location for any Services provided thereunder. Only GST applicable in India on the Services provided by the Service Provider is reimbursable/ payable to the Service Provider by Employer, at actuals, against submission of tax invoice along with requisite documents. In the event Employer withholds applicable income taxes on the amounts payable to Service Provider, Employer shall remit such withholding taxes to the tax authorities and provide a certificate of withholding to the Service Provider as required under applicable law   | h                            |

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| 278 | 3.4  | <p>The risks and coverage by insurance shall be:<br/>To the extent specified in the Appendix to the Contract Agreement titled Insurance Requirements, the Contractor shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurances set forth below in the sums and with the deductibles and other conditions specified in the said Appendix. The identity of the insurers and the form of the policies shall be subject to the approval of the Employer, who should not unreasonably withhold such approval.</p> <p>(a) Cargo Insurance During Transport<br/>Covering loss or damage occurring while in transit from the Contractor's or Subcontractor's works or stores until arrival at the Site, to the Plant (including spare parts therefor) and to the Contractor's Equipment.</p> <p>AmountDeductible limitsParties insuredFromTo<br/>140% of the (Contract Price)NILContractor / Sub-contractor and EmployerReceipt at siteUp to defect liability period</p> <p>(b) Installation All Risks Insurance<br/>Covering physical loss or damage to the Facilities at the Site, occurring prior to Completion of the Facilities, with an extended maintenance coverage for the Contractor's liability in respect of any loss or damage occurring during the Defect Liability Period while the Contractor is on the Site for the purpose of performing its obligations during the Defect Liability Period.</p> <p>AmountDeductible limitsParties insuredFromTo<br/>NILContractor / Sub-contractor and EmployerReceipt at siteUp to defect liability period</p> <p>(c) Third Party Liability Insurance<br/>Covering bodily injury or death suffered by third Parties including the Employer's personnel, and loss of or damage to property occurring in connection with the supply and installation of the Facilities.</p> | <p>The risks and coverage by insurance shall be:<br/>To the extent specified in the Appendix to the Contract Agreement titled Insurance Requirements, the Contractor shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurances set forth below in the sums and with the deductibles and other conditions specified in the said Appendix. The identity of the insurers and the form of the policies shall be subject to the approval of the Employer, who should not unreasonably withhold such approval.</p> <p>(a)</p> <p>(b) Installation All Risks Insurance<br/>Covering physical loss or damage to the Facilities at the Site, occurring prior to Completion of the Facilities, with an extended maintenance coverage for the Contractor's liability in respect of any loss or damage occurring during the Defect Liability Period while the Contractor is on the Site for the purpose of performing its obligations during the Defect Liability Period.</p> <p>AmountDeductible limitsParties insuredFromTo<br/>NILContractor / Sub-contractor and EmployerReceipt at siteUp to defect liability period</p> <p>(c) Third Party Liability Insurance<br/>Covering bodily injury or death suffered by third Parties including the Employer's personnel, and loss of or damage to property occurring in connection with the supply and installation of the Facilities.</p> | RfP conditions shall prevail   |
| 279 | 7.1  | The Defects Liability Period is 1 year after the Go-Live.   | The Defects Liability Period is 30day after the Go-Live.   | RfP conditions shall prevail   |
| 280 | SCC-14.0 (in addition to GCC 2.7 - New clause) | <p>Risk and Cost<br/>14.1The SI shall be entitled to be paid the Contract Price attributable to the Contract executed as of the date of termination, the value of any unused or partially used hardware, software's and Equipment on the Site, and the costs, if any, incurred in protecting the system and in leaving the Site in a clean and safe condition. Any sums due to the RECPDCL from the SI accruing prior to the date of termination shall be deducted from the amount to be paid to the SI under this Contract.</p> <p>14.2 If the RECPDCL completes the Facilities, the cost of completing the Facilities by the RECPDCL shall be determined.</p> <p>If the sum that the SI is entitled to be paid, pursuant to above Clause-14.1, plus the reasonable costs incurred by the RECPDCL in completing the contract, exceeds the Contract Price if entire contract have been completed or the price for part of the contract if part of the contract have been completed, the SI shall be liable for such excess. If such excess is greater than the sums due the SI under above Clause-14.1, the SI shall pay the balance to the RECPDCL, and if such excess is less than the sums due the SI under above Clause-14.1, the RECPDCL shall pay the balance to the SI. For facilitating such payment the RECPDCL shall encash the Bank Guarantees of the SI available with the RECPDCL and retain such other payments due to the SI under the Contract in question or any other Contract that the RECPDCL may have with the SI.</p>   | <p>Risk and Cost<br/>14.1The SI shall be entitled to be paid the Contract Price attributable to the Contract executed as of the date of termination, the value of any unused or partially used hardware, software's and Equipment on the Site, and the costs, if any, incurred in protecting the system and in leaving the Site in a clean and safe condition..</p> <p>14.2 If the RECPDCL completes the Facilities, the cost of completing the Facilities by the RECPDCL shall be determined.</p> <p>If the sum that the SI is entitled to be paid, pursuant to above Clause-14.1, plus the reasonable costs incurred by the RECPDCL in completing the contract, .</p>  | RfP conditions shall prevail   |
| 281 | 3.8.1  | <p>(a)The Bidder shall pay to the Customer liquidated damages at the rate of 0.5% (zero point five percent) per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount of 10% (ten) of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Customer may consider termination of the Contract. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.</p> <p>Time is the essence of the contract and payment or deduction of liquidated damages shall not relieve the Service Provider from his obligation to complete the work as per agreed Program and order and timing of all Activities, or from any of the Service Provider's other obligations and liabilities under the contract.</p>   | <p>Penalty should be capped and should not cross more than 10% of Total Annual Contract Value<br/>A penalty of 10% on total contract value can be quite significant and can be more than 50% of yearly support cost. In such a case, especially during support Penalty should be capped and should not cross more than 10% of Total Annual Contract Value.</p> <p>We will issue credit note for any liquidated damages there will no automatic adjustment</p> <p>Also delays and related penalties are already delay, time should not be stated as the essence of the contract</p>   | RfP conditions shall prevail   |
| 282 | 7.6  | Technical Bid Evaluation  | For project credentials, apart from PO/WO/Completion Certificate details, we can have self certification either by Authorized signatory or Company Secretary or documents can be authorized by Statutory Auditors. In many cases , we cannot share PO/WO/Completion Certificate as we have NDA signed with the customer. Instead   | Please refer Amendment 1   |
| 283 | 4.2.2  | 4.2.2.Responsibilities of DISCOM  | <p>1)The endpoint of feeder data need to be exposed by individual Discoms through APIs of file format provided by SI . Any and all issues upto and including exposure of Feeder data need to be resolved by individual Discoms .</p> <p>2)Any delay in exposing such data by individual Discoms beyond the stated timelines (+-20%) will be deemed out of scope and will be considered as separate CR</p>  | Kindly refer clause no. 5.6. NFMS Central IT System Integration at page no.79 of RfP . Further, payment shall be done after successful integration as per RfP terms and conditions only. |

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| 284 |  | 2.6  | Employer may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract,   | 1. Client can suspend the payments related to the defaulting deliverable only after giving 30 days cure period<br>2. Also client can exercise this option only in case of material breach of performance of obligations rather than any of the obligations  | RfP conditions shall prevail                                |
| 285 |  | 3.8.2  | Correction for Over-payment<br>If the Completion Time/ Period of Engagement as per GCC 2.3 is extended in writing by the Employer after liquidated damages have been paid/ deducted, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment. The Service Provider shall not be paid interest on the overpayment.   | We will issue credit note for any overpayment there will no automatic adjustment  | RfP conditions shall prevail                                |
| 286 |  | 2.4.2  | Quantity and Cost Variation<br><br>The quantity of all items given in the Price bid are provisional. The variation in quantity shall be limited to plus (+) fifty percent (50%) for the individual items, total variations in all items under the contract shall be limited to twenty percent (20%) of the contract price. For quantity variation of the individual items beyond fifty percent (50%), in case the quantity variation of the individual items is beyond the limit specified above, the unit rates for the quantity beyond the said limit, shall be mutually agreed based on prevailing market rates as may be fair and reasonable.  | Any increase/decrease in quantity from the quantity agreed in SOW will be subject to change request   | Kindly refer form-4 at page no. 149 of RfP for more details |
| 287 |  | 2.7.1  | If the Service Provider defaults on the SLA and reaches the threshold cap of 20% penalties in a year, RECPDCL would reserve the right to terminate the contract by paying the AMC charges on pro-rata basis for the period of service provided.  | Is all the liquidated damages and penalties will be covered in this cap? Also the cap should be 10%   | RfP conditions shall prevail                                |
| 288 |  |  | (v)100% invoice payment after deduction penalty, if any shall be made within 45 days from the date of verification of invoice.   | The payment terms should be 30 days rather than 45 days   | RfP conditions shall prevail                                |
| 289 |  | "Section-II<br>2. Eligibility Criteria Documents/<br>Technical Bid<br>(Pg. 10)"            | c. Offer from following types of bidder will not be accepted:<br>i. Who are under liquidation, court receivership and /or similar proceedings<br>ii. Offer from joint bidders/consortium will not be accepted  | While from rest of the RFP clauses (especially, Section VI: Qualification Requirements) it is clear that Consortium Bidding is allowed, the listed clause suggests such bids will not be accepted.<br>Requesting you to please delete sl. (ii) from the RFP and allow Consortium Bidding in accordance with various other provisions of the RFP.<br>Given the scale and complexity of the scope covered under the RFP it is requested to allow Bidders to opt for a Consortium Bidding structure, in accordance with the remaining clauses of the RFP.  | Please refer Amendment-1                                    |
| 290 |  | "SECTION-VI -<br>QUALIFICATION CRITERIA<br>6.1 QR for System Integrator<br>T3<br>(pg. 86)" | (Specific Experience 1)<br>Implementation Experience of SI for MDMS Solution<br>Sole/Lead bidder/Consortium partner should have implemented MDMS solution in last 10 Fys including Current FY period till bid submission date(i.e. project should have been completed on or after 01st April 2012) for any Utilities sector (Power/gas/water/telecom) in India /Global as per the following:<br>a.) at least 1 project for 2,40,000 Smart meters/AMR/AMI handling interval meter reads; or b.) At least 2 project, each for 1,50,000 Smart meters/AMR/AMI handling interval meter reads; or c.) At least 3 project each for 1,20,000 Smart meters/AMR/AMI handling interval meter reads. | Proposed revised clause:<br>Specific Experience 1)<br><b>Integration Experience of SI for MDMS Solution</b><br>Sole/Lead bidder/Consortium partner should have integrated MDMS solution in last 10 Fys including Current FY period till bid submission date(i.e. project should have been completed on or after 01st April 2012) for any Utilities sector (Power/gas/water/telecom) in India /Global as per the following:<br>a.) at least 1 project for 2,40,000 Smart meters/AMR/AMI handling interval meter reads; or b.) At least 2 project, each for 1,50,000 Smart meters/AMR/AMI handling interval meter reads; or c.) At least 3 project each for 1,20,000 Smart meters/AMR/AMI handling interval meter reads.<br>Globally, it is a standard practice for OEMs to deliver software directly to buyers. In such case, professional services firms like Deloitte are usually appointed by Clients for integrating the MDM with Billing Engine/ other solutions.<br><b>We request you to please change the word "implementation" with "integration" etc.</b> | RfP conditions shall prevail                                |
| 291 |  | SECTION-VII - BID<br>EVALUATION<br>METHODOLOGY<br>7.3 Bid Prices (pg. 89)                  | 4. Successful Bidder shall submit the breakup of taxes, duties, and other levies after end of e-RA process   | We understand that the RFP adopts a single-stage two-envelope selection process and not a Reverse Auction process.<br>It is requested to please remove the reference to E-RA process in this clause.  | Please refer the Amendment-1                                |



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| 292 | pg22,23 Cloud based NFMS Central IT System  | 2. Data Management including ingestion and collation of Data/Parameters from multiple sources in structured and unstructured data.<br>3. The platform should be capable of ingesting, staging, processing, storing, and visualizing massive volume of data in variety of formats (structured and unstructured) – Peta byte scale data with horizontal scalable capability from multiple sources. (such as HDFS, MySQL, HIVE, APIs (rest full or otherwise) sftp files, object store, etc.). Platform should have capability to ingest large amount of data in quick succession using techniques like multi-threading. | <p><b>Following are some of the queries related to the Data management :</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> What are the sources of unstructured data for this system?</li> <li><input type="checkbox"/> What is the type, volume and frequency of the unstructured data?</li> <li><input type="checkbox"/> How many such unstructured sources are there to consider for developing this solution?*</li> <li><input type="checkbox"/> How many such ingestion jobs needs to be created for each layer along with their complexity levels?</li> <li><input type="checkbox"/> Is the requirement for building a Data Lake or only Data Warehouse for storing such variety of data?</li> <li><input type="checkbox"/> How many such functional subject areas need to be covered to build the EDW?</li> <li><input type="checkbox"/> How many Reports / Dashboards / KPIs need to be built?</li> <li><input type="checkbox"/> How many AI/ML - Predictive use cases need to be built along with their complexity?</li> <li><input type="checkbox"/> What is your security requirement while building various layer of data ingestion and reporting?</li> <li><input type="checkbox"/> What is the data governance requirement for all layers starting from source till consumption?</li> <li><input type="checkbox"/> Do you have any need to data- marketplace for sharing and</li> </ul> | <p>1. Unstructured data is not envisaged in the present scope.<br/>2. Data warehouse is envisaged in the present scope and not Data Lake.<br/>3.AI/ML based analytics is not envisaged under present RFP.<br/>4. Security requirement is detailed in the RFP.</p>  |
| 293 | pg 24 Responsibilities of System Integrator (SI)  | 4.2.1. Responsibilities of System Integrator (SI)<br>1. Secure VPN setup between DISCOM to Cloud (NFMS)   | <p>Given that there are ~87 DISCOMs across the country creation of Secure VPN can be handled by each DISCOMs.<br/>We request you to <b>kindly keep establishment of VPN out of the scope of SI .</b></p>  | Please refer the Amendment-1   |
| 294 | pg 30 Security Testing  | 7.2. Security Testing:<br>1. Regularly both internal and external Vulnerability Assessment and Penetration Testing (VA-PT) of system should be done.<br>2. Internal VA-PT testing should be done before every release. Key parameters for VA-PT and their results should be shared with RECPDCL after every release.  | <p>As per this clause, it is asked to carry out VA/PT with every release.<br/>We request you to <b>kindly consider this to change it to periodically than with each release.</b></p>  | Please refer to Section IV, Clause 4.3.1 Sub-Clause 7 for testing requirements and frequency   |
| 295 | pg 132, Timelines   | (i) Integration with all utilities of 100% existing Interface points/field solutions active in Private Utilities/RFMS/RT-DAS/SCADA/Intelligent Modem based Feeder Monitoring solutions/other Satisfactory performing Feeder Monitoring Systems (T+9.0 months)   | <p>Integration timelines for DISCOMs is very stringent.<br/>We request you to <b>kindly bifurcate and share list of the DISCOMs with readiness for integration and those that require support from SI.</b></p>  | The integrations shall be carried out during the entire lifecycle of project as and when required to ensure onboarding of all feeders on the NFMS System. However, additional cost/ quantity above the BoQ, shall be governed through quantity variation as and when applicable.   |
| 296 | pg 79,5.6.1. NFMS Integration with DISCOM/Utility/RECPDCL Legacy Systems (Field Solutions/Interfaces for Feeder Monitoring) | A reverse data integration is mentioned to be facilitated with the DISCOM systems for reporting purposes.   | <p>This clause states about the reverse data integration.<br/>We request you to <b>kindly elaborate the requirement under the clause along with the metrics that will be supplied/met in this integration .</b></p>   | As per requirement of Discoms, the NFMS system may be integrated with the DISCOM Energy Account solution for sending of data from NFMS MDM to Utility MDM(reverse integration)   |
| 297 | pg 132, Payment terms - Central NFMS IT Application   | Payment Terms   | <p>A bulk of payments will be made to OEMs on delivery of licenses at the beginning of the project; thus, we request you <b>revised the payment to align it with delivery of software licenses.</b><br/>Further, CSPs also require monthly payments for hosting charges. The quarterly payment mechanism will unnecessary impose wworking capital requirement from the SI to that extent for the entire duration of the project. It is requested to <b>align the AMC and Hosting Charges on a monthly payment schedule .</b></p>  | RfP conditions shall prevail   |
| 298 | pg 63, NFMS Scalability and Performance   | Number of records from different MDM/field Solutions/Interfaces 3 Cr records/day Assuming 15 min interval data for approx. 3 Lacs 3-phs CT PT meters<br>Max number of concurrent users 10,000   | <p>We request you to kindly revisit these metrics and <b>rationalize as close to actuals for accurate sizing of the solution .</b><br/>Number of concurrent users appears to be on the higher side.</p>   | <p>No. of estimated Interactive Users for Web-portal shall be as follows:<br/>1. Ministry of Power - 50 users<br/>2. RECPDCL - 150 users<br/>3. Discoms - 4500 users<br/>The estimated concurrency for above interactive users may be considered as 20% of total no. of users.<br/>For MDM the estimated no. of users - 50<br/>The estimated concurrency for viewing on web-portal is 10,000.<br/>Please refer Amendment-1</p> |
| 299 | pg 22 , 3.4 Cloud based NFMS Central IT System  | Advance analytics including but not limited to network/graph analysis, contemporary analytical models' neural networks for purpose of generating alerts, detection, prevention, and other investigations framework using AI/ML techniques.  | <p>We understand that model tuning &amp; training is going to take time, which can start only after the foundation is built and some amount of core data sets are hydrated into the platform. This will pose a potential challenge to the timeline again. <b>Kindly elaborate the scope for the SI under this clause .</b></p>  | AI/ML based analytics is not in the scope of present RFP.  |

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| 300 |     | Clause 6.1 T1 & T2 (General Experience) Project Experience of System Integrator (SI)<br>(General Experience) Project Experience of System Integrator (SI) | Submission of "Copy of Work Order" as proof of experience   | In several cases, including international ERP Project experience the bidder might be under non-disclosure agreement and it may not be possible to submit Work Order/ other documents.<br>We request that bidders may be allowed to submit any of the following:<br><input type="checkbox"/> Work order and Completion Certificate<br><input type="checkbox"/> Completion Certificates and Client Referral (Contact Details for independent verification)<br><input type="checkbox"/> Work Order + Self / Auditor Certification on completion<br><input type="checkbox"/> Work Order + Phase Completion Certificate from Client or Self-certification  | Please refer Amendment-1  |
| 301 |     |   | Last date and time of receipt of bids   | Given the complexity of the project and multiple alliances to be made, we will need some time for assessment and firming up right tie-ups. We therefore request you to kindly <b>extend the bid submission date by atleast 6 weeks.</b>   | The date shall be as per the latest corrigendum/details issued by RECPDCL in this regard  |
| 302 | 155 | Form-7- Format for Manufacturer's Authorization Form  | We [ insert: Name of Manufacturer ] are also agree to sign End User License Agreement directly with RECPDCL, if RECPDCL request to do so.   | We request RECPDCL to provide clarity on below and if these points are critical then please add these points in MAF itself as MAF is only document committed by OEM to RECPDCL. It is important to avoid any misunderstanding during delivery between bidder and RECPDCL.<br><br>- All the software licences i.e. MDM, database, middleware, datawarehouse, analytics etc. to be in favor of RECPDCL and should come with one time assignment right to any designated central authority under MoP.<br>- All the software licences including underline technology i.e. database, middleware , application layer etc. are perpetual in nature and should come without any restriction or limitation of usage. | Please refer MAF enclosed with Amendment 1 for OEM Licenses to be submitted along with the bid  |
| 303 |     | Sizing undertaking  |   | As OEM is an integral part of this project and its very critical for project success that OEM undertakes that system sizing has been done keeping all the RFP requirement and offered system is in full compliance to RFP T&Cs. Also this undertaking should be signed by MD/CEO of OEM's India office  | Please refer MAF enclosed with Amendment 1 for OEM Licenses to be submitted along with the bid  |
| 304 | 24  | 4.2.1 Point 14  | It is the sole responsibility of SI to procure and provide all licenses on perpetual basis in favor of RECPDCL for entire contract period with ATS support.   | Please clarify the Licenses procured is to be perpetual or till contract term of the project  | It is already mentioned that the licenses are to be perpetual and in the name of RECPDCL. Please refer MAF enclosed with Amendment 1 for OEM Licenses to be submitted along with the bid  |
| 305 | 24  | 4.2.1   | The Cloud infrastructure provisioned by the SI must be scalable and shall allow the project to add/reduce cloud resources on demand basis through a user-friendly GUI/dashboard.  | Incase of any change in Cloud consumption due to scalability , how this new requirement is to be invoiced to customer seperatly as this is a fixed price bid  | Scalability requirements are to be considered by the bidder at the time of bidding and subsequently the cloud infra cost is to be considered.   |
| 306 | 25  | 4.2.1 Point 17  | While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP, subsequently, it is expected that the System Integrator (SI), based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute, memory, and storage as per the performance requirements of the Cloud solution and meet the SLAs using the auto-scaling features (through an user-friendly dashboard) provided by the CSP. SI shall manage the Cloud services for scale up or scale down the resources based on the Year on Year sizing requirement. | Please clarify how SI should invoice customer basis the variable consumption of the cloud due to auto-scaling   | The SI to consiger CAGR of 7% for designing and sizing requirement for bidding.<br>Please refer Amendment 1   |
| 307 | 24  | 4.2.1   | Secure VPN setup between DISCOM to Cloud (NFMS).  | There is new Directive from GOI & Miety on VPN, please share if there is any change in the VPN ask?   | Please refer Amendment 1.   |
| 308 | 27  | 4.3.1 Point 1   | SI shall provide highly scalable infrastructure management that should have automatic scaling and built-in high availability all without managing any servers.  | Please clarify the understanding around "without managing any servers"  | Without managing any servers meant, that the system should auto scale rather than increasing resources of each individual servers/VM.   |
| 309 | 27  | 4.3.1 Point 2   | All the data should be stored on Geo-redundant storage in India.  | Please clarify on the Geo-redundant, can this be on 2 different datacenters in same State ?   | Kindly refer Functional requirements of CSP mentioned under Section-4.3.2. (5), wherein; 2. Selection of DC-DR site architecture shall be in accordance with applicable laws including but not limited to the "Disaster Recovery Best Practices" guidelines issued by the Ministry of Electronics & Information Technology (MEITY) and as amended from time to time". |
| 310 | 30  | 7.2 Point 1   | Regularly both internal and external Vulnerability Assessment and Penetration Testing (VA-PT) of system should be done.   | Please specify count of VAPT to be performed, and what is the customer definition of the internal and external VA-PT, please clarify  | Please refer to Section IV, Clause 4.3.1 Sub-Clause 7 for testing requirements and frequency  |

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| 311 | 52     | 5b Point 6  | The SI shall retain Feeder Meter data for 10 years.  | Please clarify the timelines of 10 years for data retention as that is longer than the total contract period   | Please refer Amendment-1   |
| 312 | 88     | 6.5 T 19 QR for Cloud Service Provider              | CSP must have at successful deployment of IT project as per the following in last 10 FYs including Current FY period till bid submission date i.e. project should have been completed on or after 01st April 2012:<br>1. Atleast 01 No. of work orders of minimum Rs. 15 Crs; or<br>2. Atleast 02 Nos. of work orders of minimum Rs. 9 Crs.<br><br>Copy of Work order with Client Certificate. Completion certificate from the client with name, contact number and email with all required information (purchaser may contact the client for verification purpose only).<br>In case of non-availability of Work order/NDA, Self-certificate of completion details as required, duly certified from country head/Company Secretary/Statutory Auditor of the company with contact details of client | Cloud projects are long duration and usually doesn't have an end date. Therefore, can ongoing projects qualify where cloud has been successfully deployed and the cloud consumption bill/revenues meet the defined monetary criteria.  | Copy of Work order with Client Certificate. Completion/Go-live certificate from the client with name, contact number and email with all required information (purchaser may contact the client for verification purpose only). In case of Go-live, the certificate to mention the cloud consumption bill as per the requirement. In case of non-availability of Work order/NDA, Self-certificate of completion details as required, duly certified from country head/Company Secretary/Statutory Auditor of the company with contact details of client |
| 313 | Excel  | Schedule 3  | Schedule 3: Annual Maintenance Contract including Cloud Hosting Charges  | Please clarify the project tenure as CSP hosting charges are mentioned to be provided for 9 years ?  | First year will be implementation phase. The CSP charges are to be including under the development and implementation phase. While for the AMC which will start after one year, the cloud hosting charges for the same are to be included along with AMC   |
| 314 | Excel  | Schedule 3  | Schedule 3: Annual Maintenance Contract including Cloud Hosting Charges  | Also please clarify the ask is to provide monthly cloud hosting charges however there is a bright possibility that monthly consumption will not be linear or same for every month in a given year  | SI to consider such variations while quoting cloud hosting charges   |
| 315 | 90     | 7.6 Technical Bid Evaluation                        | Selection be based on Cost based Selection (Lowest bid methodology)  | RECL would like to have a good Systems Integrator for Centralized Solution for Feeder Management System. To enable this, it is suggested that RFP should be based on QCBS (Quality and Cost Based Selection) along with tight Pre-Qualification Criteria. Technical Evaluation Matrix already has marks assigned. It can be used to arrive at 70:30 QCBS Evaluation Criteria.<br>It is also suggested that marks allocation for Presentation, Approach Methodology should be increased from 10 marks to 25 marks.  | RfP conditions shall prevail   |
| 316 | Others | Qualification Criteria , Bid Evaluation Methodology | Required Mandatory Evidence  | As the Global Contracts are governed under strict NDA, we request that self certification/ CA Certificate should be allowed as Evidence of Experience / Capability for Global Credentials  | Please refer amendment 1   |
| 317 | Others | QR for MDMS (OEM)                                   | Additional QR  | The Proposed OEM MDMS solution provider should have atleast 5 implementation partners with project implementation experience of similar nature in India  | Please refer amendment 1   |
| 318 | Others | QR for SI   | Additional QR  | The Proposed MDMS solution should have been implemented in atleast 1 Indian Govt entity  | RfP conditions shall prevail   |
| 319 | 84     | 6.1 QR for System Integrator                        | <b>Financial Requirements</b><br><b>S. No. F1 - Bidder Turnover</b><br>Bidder should have Minimum Average Annual turnover (MAAT) of Rs. 400 Crore over the last three (03) Financial Years ending 31st March 2021 (2018-19, 2019-20 and 2020-2021).<br><br>Financial requirement shall be met individually and collectively by all the members in the bidding consortium:<br><br>i) Lead/Sole Bidder shall meet not less than 51% of min. Financial requirement<br><br>ii) Consortium partner shall meet not less than 10% of min. financial requirement.  | As per the CVC guidelines, we understand that 'the Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost'. Also, the current turnover requirement seems to be restrictive in nature. Hence, we request REC to amend the turnover requirement as per the below clause to allow more competition:<br><br>Bidder should have Minimum Average Annual turnover (MAAT) of <b>Rs. 250 Crore</b> over the last three (03) Financial Years ending 31st March 2021 (2018-19, 2019-20 and 2020-2021).<br><br>Financial requirement shall be met individually and collectively by all the members in the bidding consortium:<br><br>i) Lead/Sole Bidder shall meet not less than 51% of min. Financial requirement<br><br>ii) Consortium partner shall meet not less than 10% of min. financial requirement. | RfP conditions shall prevail   |

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| 320 |  | Section VI QR Clause 6 (6.1) G1  | Refer to clause" Sole/Lead/Consortium shall be registered under the Companies Act 2013..... existence in India for last 5 years"  | <p>Globally our organization is having 76 years legacy in metering solution.</p> <p>As per GOI Make in India Policy for smart meter deployment in India, we have set up our manufacturing facility in India in Oct'2019 and opened our global R&amp;D Centre in India with vision to participate in major smart meter initiatives in India. We are also manufacturing smart meters for various prestigious public and private sector power utility.</p> <p>We humbly request to allow us to participate in the above bid by amending the above clause as follows:</p> <p>"Sole/Lead/Consortium shall be registered under the Companies Act 2013..... existence in India for last 1 years".</p> | RfP conditions shall prevail |
| 321 |  | Section VI QR Clause 6 (6.1) T1 (General Experience)<br>Project Experience of System Integrator (SI) | Refer Clause Sole/Lead bidder should have experience for implementation of any 04 (incl. s.no. 1) modules / Technologies / Solutions for any Utilities sector (Power/Gas/Water/Telecom) in India / Globally (as defined below) in last 10 Fys including Current FY period till bid submission date (i.e., project should have been completed on or after 01stApril 2012);<br>i. Middleware for integration with min. 04 Heterogeneous different systems.<br>ii. Meter Data management system (MDMS),<br>iii. Data Warehouse or Big Data Handling,<br>iv. Data Analytics & Reporting Solution,<br>v. Dashboard solution that caters to multiple departments/ projects. | <p>As per AMI-SP SBD System Integrator should have below mentioned experience:<br/>Should have experience of integration of HES/MDMS etc. with at least 2 (two) billing / other utility IT systems in Indian/ Global Utility(ies) (power/ water/ natural gas/ telecom) in last 7 (seven) years, in which the meters are in operation for at least 1(one) year.</p> <p>Our Humble submission is to allow participation as per SBD to encourage large number of bidders to participate.</p>  | RfP conditions shall prevail |
| 322 |  | Section VI QR Clause 6 (6.1) T4 (Specific Experience 2)<br>COTS Experience of SI                     | The Sole/Lead bidder /Consortium partner needs to be an authorized service / channel/implementation partner of the proposed COTS applications.<br>i. Middleware<br>ii. Meter Data Management (MDM) for power utilities<br>iii. Data Warehouse<br>iv. Data analytical tool/ reporting tool   | Our humble submission is to allow Bidder on its own or through its Sub-Contractor(s) shall meet the qualifying requirement for COTS experience of SI   | RfP conditions shall prevail |
| 323 |  | Section VII table 5 clause 3<br>Capabilities of MDM OEM (TS7)  | Proposed MDMS Application position in Gartner Magic Quadrant in latest Published Report.<br>• Niche: 0.5 Mark<br>• Challengers or Visionaries: 01 Mark<br>• Leader: 02 Mark   | Our humble request, please remove this requirement since in reference to DPIIT 'Office memorandum Dated 20 June 2019 (Restrictive and discriminatory condition against the local supplier in violation of public procurement order 2017) , it is directed not include restrictive & discriminatory condition like Mandatory presence in Gartner Magic Quadrant – IT & Telecom products etc   | Please refer Amendment 1     |







