

Clarification 1: Pre-Bid Clarifications and Amendments

#	Reference Clause or Pg. No.	Bidder's Query	Clause as per RFP	Clarification to bidder	Nature of comments
1.	Pg. 15 Section – 2: Eligibility and Qualification requirements Pt. 2	<p>Note Point: As the Bidder proposes a COTS based Billing system, only prior experience associated with implementation of any COTS based Billing solutions shall be considered for assessing the qualification requirements.</p> <p>Query: As per the Billing SBD Version_2 and amended by the REC Vide Letter No: REC/RDSS/SBD/Billing/2023-24/C-22819/123, Dated:26th September 2023, Bidder have a choice to opt for COTS based Billing system as well as Bespoke based Billing system solutions shall be considered for assessing the qualification requirements.</p> <p>We request you to Kindly allow Bespoke based Billing system solution as per the SBD Version_2.</p> <p>Kindly amend these clause as per the SBD Version 2</p> <p>In case the Bidder proposes a COTS based Billing system, only prior experience associated with implementation of any COTS based Billing solutions shall be considered for assessing the qualification requirements.</p>	Sole Bidder/ Any Consortium Member must have successfully implemented billing systems in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years for an aggregate consumer base of at least 30,000 consumers/ end points.	Conditions as per the RFP shall prevail	Clarification

21 March 2024

GeM Bid No: GEM/2024/B/4754298 dated: 09.03.2023

#	Reference Clause or Pg. No.	Bidder's Query	Clause as per RFP	Clarification to bidder	Nature of comments
		<p>Similarly, in case the Bidder proposes a Bespoke based Billing system, only prior experience associated with implementation of any Bespoke based Billing solutions shall be considered for assessing the qualification requirements</p>			
2.	<p>Pg. 16 Section – 2: Eligibility and Qualification requirements Pt. 3</p>	<p>Query: As per the Billing SBD Version_2 and amended by the REC Vide Letter No: REC/RDSS/SBD/Billing/2023-24/C-22819/123, Dated:26th September 2023, Bidder have a choice to opt for COTS based Billing system as well as Bespoke based Billing system solutions shall be considered for assessing the qualification requirements. We request you to Kindly allow Bespoke based Billing system solution as per the SBD Version_2. Kindly amend these clause as per the SBD Version 2 In case the Bidder proposes a COTS based Billing system, only prior experience associated with implementation of any COTS based Billing solutions shall be considered for assessing the qualification requirements. Similarly, in case the Bidder proposes a Bespoke based Billing system, only prior experience associated with implementation of any Bespoke</p>	<p>Sole Bidder/ Any Consortium Member should have experience of integrating a Billing system with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years. Note Point: As the Bidder proposes a COTS based Billing system, only prior experience associated with integration of any COTS based Billing solutions shall be considered for assessing the qualification requirements</p>	<p>Conditions as per the RFP shall prevail</p>	<p>Clarification</p>

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		based Billing solutions shall be considered for assessing the qualification requirements.			
3.	Pg. 18 Section – 2: Eligibility and Qualification requirements A. Billing System provider – Technical Requirements	Query: As per the Billing SBD Version_2, Billing System provider – Technical Requirements is applicable only in case Bidder is proposing a COTS Product. Kindly Clarify this clause and amend as per the SBD Version -2 as below. In case Bidder is proposing a COTS Product	Proposed COTS* Based Billing system must have been implemented in any 3 (three) Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years and should have handled an aggregate consumer base of at least 30,000 consumers/end points.	Conditions as per the RFP shall prevail	Clarification
4.	Pg. 60 Section – 3: Instructions to Bidders and Bid Data Sheet Annexure-II Pt. 2	We Request to include and allow Similarly, in case the Bidder proposes a Bespoke based Billing system, only prior experience associated with implementation of any Bespoke based Billing solutions shall be considered for assessing the qualification requirements as per the SBD Version -2 and amended by the REC Vide Letter No: REC/RDSS/SBD/Billing/2023-24/C-22819/123, Dated:26th September 2023.	Sole/ Lead Bidder/ Any Consortium Member must have successfully implemented billing systems in any Indian/ Global Utility (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years. Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission OR Each of the projects should have completed at least 3 (three) years of operational period. Note Point: As the Bidder proposes a COTS based Billing system only prior experience associated with implementation of any COTS based Billing solutions shall be considered for assessing the qualification requirements.	Conditions as per the RFP shall prevail	Clarification

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#	Reference Clause or Pg. No.	Bidder's Query	Clause as per RFP	Clarification to bidder	Nature of comments
5.	Pg. 61 Section – 3: Instructions to Bidders and Bid Data Sheet Annexure-II Pt. 3	We Request to include and allow Similarly, in case the Bidder proposes a Bespoke based Billing system, only prior experience associated with implementation of any Bespoke based Billing solutions shall be considered for assessing the qualification requirements as per the SBD Version -2 and amended by the REC Vide Letter No: REC/RDSS/SBD/Billing/2023-24/C-22819/123, Dated:26th September 2023.	Sole/ Lead Bidder/ Any Consortium Member should have experience of integrating a Billing system with at least 3 (three) of the following applications in a single project, in any Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 10 (ten) financial years Note Point: As the Bidder proposes a COTS based Billing system; only prior experience associated with implementation of any COTS based Billing solutions shall be considered for assessing the qualification requirements.	Conditions as per the RFP shall prevail	Clarification
6.	Pg. 16 Section – 2: Eligibility and Qualification requirements 2. Qualification Requirements Financial Requirements	We request to kindly allow the inclusion of Available Capital of Investment (ACI) and accordingly request to modify the Clause 7, Financial requirement as Sole/ Lead Bidder of the consortium shall have a Minimum Average Annual Turnover (MAAT) of Rs. 13.5 Cr. from IT/ Software business in India for the last 3 (three) audited financial years. OR Bidder shall have a minimum ACI of 13.5 Cr. at the close of the preceding financial year. We also request that MSME having valid registration certificate must be exempted from meeting the minimum MAAT requirement.	Sole/ Lead Bidder of the consortium shall have a Minimum Average Annual Turnover (MAAT) of Rs. 13.5 Cr. from IT/ Software business in India for the last 3 (three) audited financial years.	Tender Conditions shall prevail	Clarification

#	Reference Clause or Pg. No.	Bidder's Query	Clause as per RFP	Clarification to bidder	Nature of comments
7.	Pg. 18 2. Qualification Requirements A. Billing System provider – Technical Requirements	We request you to please allow Bespoke based billing system to participate in the tender and the prior experience of bespoke associated with implementation of any bespoke based billing solutions shall also be allowed.	<p>A1. (power/ water/ natural gas/ telecom) during the last 10 (ten) financial years and should have handled an aggregate consumer base of at least 30,000 consumers/end points.</p> <p>Each of the projects shall be in operation for at least 1 (one) year as on date of bid submission (OR) Each of the projects should have completed at least 3 (three) years of operational period.</p> <p>Also, one of the projects must be implemented in India and shall have a minimum consumer base of 12,000 consumers/end points.</p> <p>The implementation should have covered at least 5 (five) modules (Modules i to iv are mandatory) out of the below mentioned list:</p> <ol style="list-style-type: none"> i. Metering, Billing & Collection (MBC) ii. Disconnection & Reconnection iii. Management Information System & Dashboarding iv. Customer Relationship Management (CRM) or Customer Care Centre (CC) (New connection, Grievance handling, Updation etc.) v. Energy Accounting & Audit vi. Web Portal and Mobile Applications vii. Workforce Management viii. Prepaid Module ix. Document Management System 	Tender Conditions shall prevail.	Clarification

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			<p>x. Accounting, Ledger, & Banking Reconciliation Statement (BRS) Process</p> <p>*Note: Commercial Off-the-Shelf (COTS) product is a packaged, ready-made software solution, available for sale, lease or licensing to companies, by the OEM directly or through authorized implementation partners, which can be implemented by making certain customizations for meeting needs of the purchasing organization.</p>		