

Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
1	18	Technical Eligibility Criteria	We suggest all qualifying criterias should be met jointly (either/or) by the consortium partners and no separate qualifying criteria should be present for lead bidder and consortium partners. Pls. note consortium arrangement takes place in order to leverage specific strengths and qualifications of a company which may not meet all the qualifying criteria. However, Jointly as a resultant partnership will qualify	As per RFP
2	20	Jointly and Severally responsible	The lead bidders in the RFP and will align ourselves with consortium partners who will deliver only a specific portion of the project according to their capabilities. While the lead bidder can agree to take the full responsibility of the project including that of the consortium partners, it will be impractical to expect consortium partners to take up the responsibility/liability of the lead bidder. We request you to restrict the liability/responsibility of the consortium partners for the scope which they are responsible to deliver whereas the lead bidder can take full responsibility of the project thereby protecting utilities interests.	As per RFP
3	18	In case of the bid submission by the bidder in individual capacity, the bidder should have executed at least one system integration project (Using COTS product) covering IT applications in any utility (Power/Gas/Water/Telecom sectors) during the last five financial years. Systems Integration project should involve atleast 5 of the following modules: GIS, MIS, Web Self Service, Asset Management, Maintenance Management, Billing, Metering, Energy Auditing/Accounting, Customer Care, Network and Hardware elements.	In the previous RFP Oracle CC&B experience was required, however, it is changed to any COTS product. We suggest change it to oracle CC&B for the following reasons: 1. Database schema of CC&B is fixed and for migration/archiving and purging thorough knowledge of schema is required to perform any operations 2. Metadata and Framework of CC&B is fixed so for any custom development, thorough knowledge of OUAF is required. The above skill set may not be available with the SI unless they have worked on the CC&B product	As per RFP
4	19	In case of bid submission by an individual, the bidder should have successfully executed the Data Migration activity using Oracle Database under the system integration project for building up of the commercial database for atleast 5 lacs consumer base with in the last five financial years. In case of a consortium, this requirement to be met joint by the consortium members.	In the previous RFP Oracle CC&B experience was required, however, it is changed to any COTS product. We suggest change it to oracle CC&B for the following reasons: 1. Database schema of CC&B is fixed and for migration/archiving and purging thorough knowledge of schema is required to perform any operations 2. Metadata and Framework of CC&B is fixed so for any custom development, thorough knowledge of OUAF is required. The above skill set may not be required with the SI unless they have worked on the CC&B product	As per RFP
5	23	At present, total consumers (as under) are being handled by IT system, and remaining 277768 Nos. of IPDS consumers are envisaged to be built in Phase-1 of IPDS, followed by 3814678 Nos. Consumers in Phase-2. Considering this, the system needs to be further designed in such a way that it can accommodate a CAGR of 7.5% for next 5 years after phase-2 implementation.	As per the data provided currently there are 2.15 million consumers and another 4.09 million consumers are to be migrated which will take the total consumer base to 6.24 million. Practically, it will take approx. 24 months for the migration to be completed. Assuming project start in January' 19. Project closure in January' 21. Growth in consumer base to be considered from January' 21 till January'26. Considering 7.5% CAGR the consumer base in January'26 will be approx. 9 Million. Please confirm this calculation	As per RFP

h

Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
6	23	At present, total consumers (as under) are being handled by IT system, and remaining 277768 Nos. of IPDS consumers are envisaged to be built in Phase-1 of IPDS, followed by 3814678 Nos. Consumers in Phase-2. Considering this, the system needs to be further designed in such a way that it can accommodate a CAGR of 7.5% for next 5 years after phase-2 implementation.	Please confirm approximately how many users will be using the system. Also please specify the concurrency to be expected. Do we need to consider any growth rate in the number of users as well. Users should include utility officials who will use the system as well as any other agencies/counters which will be directly integrating with the system	As per RFP
7	37	The Bidder shall inspect the site for ascertain the Bill of Material (BoM) mentioned in this RFP and changes involved therein, if any, the same is to be included in the proposal.	We request a thorough assessment of the current application licenses and infrastructure landscape be carried out by the OEM (Oracle) and the additional requirements be clearly spelled out so that that the necessary components (hardware, software licenses, other tools) required for ensuring necessary upgrade can be included as a part of the scope of this project and should be bid for by all bidders. This is too important a project that the relevant sizing be left to the interpretation of individual bidders. Discoms should formulate a complete BoM required for ensuring operational guarantees and all bidders should be required to quote accordingly.	The scope of the present tender is limited to Data Migration
8	51	Data Migration Scope	The approach, methodology, process as was followed for migration of R-APDRP consumers will be exactly followed for IPDS and Non R-APDRP Consumers. Please confirm whether that is fine.	As per RFP
9	51	Data Migration Scope	Data will have to be provided in a specific format by the legacy billing agencies. Please confirm that DHBVN and UHBVN will ensure that the billing agencies/SDOs provide data in a specific format and closure of any exceptions raised during the Data Migration exercise will be closed within 24 hours. This will be very important for us to meet migration timelines	It is clarified that data will be provided in time bound manner
10	51	Data Migration Scope	How consumers for intended migrations are distributed Geo wise and Incumbent vendor wise. Requesting you to share data in table format with below listed columns. A. Zone B. Circle C. Subdivision D. Consumer Count E. Migration Category (IPDS or Non RAPDRP) F. Incumbent Billing System Supplier G. Consumer count requiring Data Digitization (if any). H. Circle, Division, SDO wise Category wise split of consumers	Shall be shared with the successful bidder
11	51	Data Migration Scope	We understand that history data migration is required for commutation of assessment bills based on historical consumption pattern in last one year and thus migration of readings/consumption of last one year bill should suffice for the purpose of historical data migration. Requesting confirmation on this understanding.	As per RFP

W

Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
12	59	Help desk	Additional licenses of HP EMS Suite will be required to cater to additional infra, end users, helpdesk operators etc. Please confirm that how will these be procured	Implementation of the project in a successful manner as per the scope shall remain sacrosanct.
13	52	Integration Scope	Integration will always be possible, however with each additional future integration scope which is currently unknown there may be a requirement to enhance Infrastructure capabilities. Moreover, there will be additional effort in getting the change implemented, commercials for which can be discussed and agreed at a later date	As per RFP
14	N/A	Other	The current process of HT AMR and CMRI billing of consumers, involves consuming XMLs in MDAS application and then those are passed on to CC&B. How will this be taken care of for IPDS and Non R-APDRP consumers in absence of current MDAS being extended to IPDS and Non-RAPDRP areas	For the HT consumers in IPDS & Non R-APDRP areas, a new system of MDAS shall be established.
15	N/A	Other	The current system doesn't allow for Internet based access to CC&B. This results in DHBVN/UHBVN having to use outside agencies and applications to be integrated via Web Services for Cash Collection and other consumer centric activities. We recommend that a comprehensive SSL/VPN solution be asked for which will not only enable access of CC&B over internet thereby eliminating the need for using any other application but will also enable SDNs to utilize their broadband connections as backup to the existing MPLS connectivity.	It is the intent of utility to scale up the existing IT solution without any architectural changes.
16	N/A	Other	Based on the increase of number of users for IPDS and Non-RAPDRP areas additional IDMS licenses would need to be procured. Please confirm how will those be procured	Implementation of the project in a successful manner as per the scope shall remain sacrosanct.
17	19	The requirements indicated/mentioned in scope of work are as per the DISCOMs approved DPRs. However, the payment will be made as per the actual work done & quantity consumed during the execution as per the site and solution requirements.	The prices asked in the price bid are lumpsum. Hence, this clause should not be applicable. If applicable, prices should be asked for on a per consumer basis or Please confirm if the lumpsum price quoted will be pro-rated based on the number of consumers to be migrated as a part of the scope of this project and then applied to any increase or decrease in quantity.	As per RFP
18	36	If required by DHBVN/UHBVN, the validity of the Bank Guarantee shall have to be further extended for such period as desired.	In presence of clear clauses relating to the validity of Bank Guarantees, this particular clause is extremely open ended and should be removed dropped	As per RFP
19	36	How will Quantity Variation of Data Migration be handled	The prices asked in the price bid are lumpsum. Please confirm if the lumpsum price quoted will be pro-rated based on the number of consumers to be migrated as a part of the scope of this project and then applied to any increase or decrease in quantity.	The successful bidder has to migrate the existing data including the incremental data during the period of its engagement.
20	58	75% of Project cost on Pro-Rata Basis	Please confirm that these will be released on pro-rata basis of number of consumers being migrated every iteration and not complete circles/SDNs etc.	As per RFP

h

Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
21	58	Project Completion Payment-On accomplishment of all the activities at enterprise level (i.e. at the level of IPDS/RAPDRP Towns and Non R-APDRP areas respectively) as per the project scope and ensuring flawless working of the system continuously for 2 months thereafter.	We request that deliverables for each payment milestone be made available to us in bullets so that there is no ambiguity in payment terms just like bulleted deliverables have been clearly specified for claiming advance payment. Would also request that ambiguous terms such as " <i>flawless working of the system for 2 months thereafter</i> " be dropped from the payment terms	As per RFP
22	59	Interest Rate on Advance Payment	We request that no Interest be charged on the advance being paid as that amount is required to be spent on mobilization of resources.	As per RFP
23	60	Payments made under the Contract for the IPDS project shall be as approved by the MoP in accordance with the terms and conditions of the financing agreement between the DHBVN/UHBVN and the MoP/PFC, and will be subjected in all respects to the terms and conditions of that financing/Loan Agreement.	The terms being agreed between the Discoms and MoP/PFC should have no bearing on this contract. If the SI completes there work as per the SoW specified herein their payments should be cleared irrespective of the terms of the financing/loan agreement. If not, please clearly specify what clauses of the financing/loan agreement will be applicable to the SI	As per RFP
24	60	Penalty for Delay in Work: 0.5% per week or part thereof subject to maximum of 5% of value of leftover delayed work.	In case of lumpsum prices as are being asked in the Price Sheet, how will the value of leftover work be calculated	As per RFP
25	57	Successful bidder needs to ensure completion of all works for a project area (town/field office). Payments shall be made town/field office wise based on activity/Milestone achieved. In case part of the work is pending (applications etc.), for the town, payment for that activity/Milestone shall not be made.	This clause is not applicable in the current context and hence should be dropped	As per RFP
26	61	In case "GO-LIVE" of any project area, Data center is delayed, the entire cost and/or time over-run shall be the responsibility of the successful bidder and shall be borne by it only.	This clause is not applicable in the current context and hence should be dropped	In case "GO-LIVE" of any project area, is delayed, the entire cost and/or time over-run shall be the responsibility of the successful bidder and shall be borne by it only.
27	61	Power to Withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of DHBVN/UHBVN, any work done or supply made or service rendered by the successful bidder is deficient in any manner in comparison to the prescribed standards, DHBVN/UHBVN shall be at liberty to withhold a reasonable portion of the payments due to the successful bidder, till such work/ supply/ service is made conforming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of DHBVN/UHBVN under this contract.	This is an extremely ambiguous term and should be dropped.	As per RFP

44

Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
28	64	SRS Document	Entire SRS document cannot be made a part of scope. Specific sections of the SRS should be quoted which DH and UH would want the participants to comply to	SRS document corresponding to Data migration scope and similar other scope defined in the RFP shall remain sacrosant.
29	22	Under the handholding support service requirements, DHBVN & UHBVN intend deploy 1 qualified resource each at the sub division office level and 5 persons each at DC & DRC for help desk support for 1 year (further extendable for one more year) from the date of successful data migration and rollout of the business operations thereafter. The resource should have adequate knowledge and experience of commercial business operations using Oracle suite/applications.	We understand that collectively UHBVN and DHBVN have 238 Sub divisions, out of which 96 have been covered in RAPDRP, effectively requiring handholding in 142 Subdivisions, each with a dedicated resource. Please confirm this understanding. One year handholding at each SDO means overall handholding effort of 1704 to 3408 Person Months. Requesting you to validate this, since this item alone is expected to consume substantial part of the suggested overall budget.	The clause is amply clear.
30	N/A	Other	We understand that Providing network connectivity in all new SDOs (Beyond RAPDRP Scope) will be managed by DISCOMs, prior to commencement of the project. Please confirm this understanding. This is critical because for project cost computation and providing appropriated quote in bid. This is dependency on migration schedule and in case schedule slips because of network unavailability then it will lead to migration team effort overrun.	Network connectivity is not in the scope of present RFP.
31	51	The additional data not available in electronic form but required for consumer database and other applications will be created in digital form by data entry from physical records.	The quantum and distribution of data digitization requirement is absolutely unclear. Please provide objective specification describing scope (SDO wise consumer count). This is critical for arriving at effort estimate and providing appropriate quote in bid. Moreover, based on our experience, we understand that since this data carry imense financial significance, the conversion must be performed by business owners only i.e. by DISCOM persons. Assigning this activity to any suplier may lead to integrity issues, which may harm DISCOM. Based on this, we suggest DISCOM for keeping this activity with themselves for avoiding said risks.	As per RFP

h

Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
32	11	Data Migration for following applications as envisaged in section G1 under 3.9 paragraph of SRS, but not limited to a. Metering b. Billing c. Collection d. New Connection e. Disconnection and Dismantling f. Asset Management g. Maintenance Management	We understand that digital data for Asset Management and Maintenance Management is available with DISCOMS and will be provided for migration. Please confirm this understanding. Though the scope states Asset Management and Maintenance Management migration as in scope item, nothing in RFP speaks about the quantum of data. We request DISCOM to provide details about quantum of related source data, so that related effort estimation could be made by suppliers for arriving at appropriate quote for bid.	The present scope of the RFP is limited to the extent of building up the commercial data base essential for MBC activities.
33	23	At present, total consumers (as under) are being handled by IT system, and remaining 277768 Nos. of IPDS consumers are envisaged to be built in Phase-1 of IPDS, followed by 3814678 Nos. Consumers in Phase-2.	The DPR count for RAPDRP consumers is 21.5 Lac, however actual count is more than 25 lacs. This suggests that DPR figures may be few years old. Requesting you to confirm the year of DPR as the same is required for estimating the overall consumer count at the time of migration, based on suggested growth rate and making precise estimates.	As per RFP
34	24	Further, detail of consumer on the both billing agencies i.e. NIELIT & HARTRON in UHBVN is as under:	RFP Specifications describe that UHBVN has only two legacy system vendors (NIELIT and Hartron). Is it correct to assume that DHBVN also operates through these vendors only? You are also requested to confirm the number of distinct billing systems managed by these two billing vendors.	The clause is amply clear.
35	N/A	Procurement of Hardware/Licenses	Please confirm that no other licenses or hardware needs to be procured other than the one required for Data Migration	As per RFP
36	N/A	QCBS	The earlier RFP had QCBS criteria of 70:30. In such a technically challenging project QCBS is a must and only L1 pricing should not be the only criteria	As per RFP
37	22	The testing of the system is to be done as to the satisfaction of DISCOM. All the features of latest version of software/scripts should be clearly demonstrated or explained to the DISCOM as and when desired.	Testing on latest version is not possible without an upgrade. If upgrade is not a part of scope this clause needs to be dropped	Testing of the System after Migration is mandatory besides verification and validation of migrated data.
38	N/A	Helpdesk	What will be the role of the helpdesk. Will they be involved only in call logging. Who will solve the problems that end users face related to any functionality not working as expected	Help desk is required for providing L1 support to the end user which includes operational and functional support besides the tracking and monitoring of HPSM tool
39	N/A	Project Completion Timelines	While Phase-1 can be completed in 6 months, Phase-2 will take a minimum of 18 months to be completed. This is keeping in mind the practical difficulties faced in availability of clean data and time taken in clearing the exceptions by sub divisions and the legacy billing agency. Also, keeping in mind there will be significant downtime where no transactions can be carried out by the sub divisions leading to a revenue impact it is recommended that smaller chunks of data be migrated whereas the number of iterations may increase. Keeping all this in mind we request the timeline for execution of Phase 2 be increased to 18 months post completion of Phase 1.	As per RFP



Reply against Clarifications sought against TER-33/ IT Phase –II/SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
40	N/A	After successful data migration and rollout of the commercial business applications in IPDS Sub Divisions and Non R-APDRP area offices/sub divisions, the bidder is expected to provide handholding support for 1 years which will be utilized for the day to day operational support and capacity building of the utility resources in these offices.	1 year for that specific sub division from the date of Go Live. If a decision is taken to Go-Live with partial sub division than it should be for 1 year from the date of partial go live as well.	As per RFP
41	N/A	Count of Subdivisions and Count of Handholding manpower required	No. of Sub Divisions for DH under IPDS are 24 and under Non-RAPDRP are 53 No. of Sub Divisions for UH under IPDS are 18 and under Non-RAPDRP are 50 Total Resources required for Handholding in DH would be 77 and for UH would be 68. So total resources required for handholding would be 145 resources for a period of 12 months	As per RFP
42	N/A	Connectivity to Non-RAPDRP Areas	We understand the connectivity to the IPDS and Non-RAPDRP sub divisions is being planned via a separate order. A delay in providing connectivity will lead to a delay in eventual Data Migration and Go Live. To make this project feasible, we request DH and UH to formulate a process to ensure that the project does not become unviable due to such a delay. Internet based CC&B access is one of the solutions which DH and UH should look at to ensure that there are no delays in achieving project timeline objectives	Network connectivity is not in the scope of present RFP.
43	N/A	Availability of Servers	Please confirm if the existing servers which are getting free post migration to Exadata can be used for T&D, Migration or any other purposes.	Same may be discussed with the successful bidder
44	N/A	Right of First Refusal	Being the incumbent, we request that HCL or the consortium which HCL is a part of, be given the right of first refusal and the option to match the L1 bidders price even if the difference is more than 5%. This would not only enable the utilities to get the best prices but will also ensure smooth operations in absence of multiple System Integrators for the same project.	As per RFP
45	N/A	Tools for Data Migration	There are various ways and means of doing Data Migration, however the best recommended method of Data Migration is by using the standard tools which are highly recommended by Oracle such as ODI etc. We request that utility should ask all perspective bidders to mandatorily use Oracle recommended tools for Data Migration. This is in the best interest of the utilities which will ensure that the Data Migration can happen seamlessly without too many issues	As per RFP
46	58	Advance Payment	We request that advance payment be released in one installment rather than 2	As per RFP

h

Reply against Clarifications sought against TER-33/ IT Phase –II/ SI/2018 dated 04.12.2018

Sr. No	Page No of RFP	Clause	Query/Clarification/Request for Change	Utility response
47	59	Utilization of first tranche of advance payment	We request that advance payment be released in one installment rather than 2 thereby negating the need of producing utilization certificate. If not, please clearly specify what documents would the bidder need to produce to show utilization of first tranche of advance.	As per RFP
48	N/A	Changes in Business Process	There may be a requirement for changing some business processes, for e.g. New Connection etc. for accommodating the Non-RAPDRP Subdivisions. If yes, please let us know how those changes will be carried out in CC&B	Scope is as per RFP
49	N/A	Pre-Bid Meeting	There are many queries which would require a face to face discussion and hence we request to Pre-Bid Meeting for the same	As per RFP

