Summary of queries / suggestions from Proposed Bidders and Clarifications thereof:

Query Sr. No.	Query raised	Relevant Para of the ToR	Proposed clarification
1	Whether participation through consortium is allowed?	General	Participation through consortium or JV is not allowed. **(Not Accepted)**
2	Relax Penal (Penalty Clause) provision as work requires external interaction	2.7.25	Penal provision are kept to complete the activity within timeliness **(Not Accepted)**
3	Consulting capability should be included, as the tender criteria is more skewed towards selecting IT Company. The assignment requires Technical understanding of the Subject Matter (Capex and FAC) and	1.5	Technical understanding of Capex and FAC are not required, the Commission has already appointed Technical expert to assist the Commission. The Commission has given preference to such companies who have experince in Regulatory and Power sector and experince in development of software.**(Not Accepted)**
4	Limitation of Liability clause not included	4.15/4.19	Limitation of Liability clause will be as per the Ministry of Electronics and Information Technology (MEITY) and Central Vigilance Commission.
5	List of key profession is desirable instead of listing 50 professional	1.5	Listing of key professional (50) is required to be submitted by the bidder with self certification.
6	Who will bear the cost of hosting of website in cloud	2.3	The clause 2.3 categorically specify that the selected bidder requires to coordinate with cloud hosting vendor. The Cost of hosting the application in Cloud will be borne by the MERC. Hosting partner will be selected as per GOM GR. Selected Bidder has to provide support and coordinate with the Hosting partner for hosting the application in Cloud. **(Not Accepted)**
7	Help Desk support working time shall be specified (9 am to 5 pm on working day, except holidays and Government Holidays)	2.7.16	Online /Offline Support shall be available from Selected Bidder for any maintenance issue. Help Desk support shall be available during working time (9 am to 6 pm on working day, except holidays and Government Holidays). In Case of Application level issue, maintenance support is required 24 X 7.
8	The Scope of work at Para 2.1 (b) specifies that the Input of data in the system from utilities is expected to be updated by DL monthly of progress data for approved projects and FAC as E&Y have expertise to provide real time data for better clarity	2.1	Progress of projects from site is submitted monthly basis, hence it is expected that DL shall update the progress of the project on monthly basis **(Not Accepted)**
9	The Qualification criteria specifies the bidder shall be CMM level company. E&Y requested it should not limited to CMM Level and ISO 27000 shall be also considered	1.5	It is expected that bidder shall have certification from ISO/ CMM level III at pre qualification criteria. **(Not Accepted)**
10	Please clarify that we should restrict this to only last 3 financial years. Our suggestion is not to restrict the previous years.	3.4	Last 3 years criteria as specified under clause 1.5 shall be applicable **(Not Accepted)**
11	Do we have to submit the presentation along with RFP response or will it be taken	3.4	After qualification of the bidder in Technical Evaluation, those bidders will be asked to make Presentation on understanding of the project as per Scope defined, Approach and Methodology, Prototype in Excel or explanation the web portal based on flow charts etc. **(Not Accepted)**
12	Quality and Cost Based Selection (QCBS) method Evaluation criteria should be 80-20 instead of 60-40 for technical and financial bids	3.6	The Method of Selection of the bidder is Quality and Cost Based Selection (QCBS) method with 60% weightage to the Technical proposal and 40% to the financial proposal.**(Not Accepted)**
13	Please mention tentative cost of Tender Value. If it is considered EMD as 1-2% of Tender Value then Tender Value is coming 25-50 Lacs, which is very less if we see the Scope of Project.	1.4	EMD amount is kept minimum not linked to estimated cost or budget. **(Not Accepted)**
14	Annual Turnover should be maximum Rs 25 Cr. based on this bid.	1.5	Annual Turnover criteria of Rs. 50 Crore. The criteria is kept to have quality and reputed software Development Companies which will Deliver the Software within timelines and provide Service for 2 years **(Not Accepted)**
15	The RFP Document considers experience of bidder in Government/PSU sector, Please add work experience of Reputed Private Companies OR Public Listed Companies.	1.5	Experience as specified under clause 1.5 shall be considered for evaluation. **(Not Accepted)**
16	Time Lines for the said assignment is kept as 22 to 24 weeks. The time kept for completion should be increased considering scope of work	2.7.23	Time Lines are kept considering the Scope of work **(Not Accepted)**
17	Please allow for Consortium OR OEM + System Integrator option so that System Integration Companies can also participate in bid with OEM Experience.	1.2	consortium or OEM + SI option is not allowed. **(Not Accepted)**
18	Please mentioned Scope of work for Mobile application. In current RFP, scope for mobile app is not clearly defined	2.1	The web application shall be accessible from Mobile APP. The scope for web Application is defined in detail with feature of access and use by the utilities and the commission from Mobile also. The Software application should be compatible with Android and IOS **(Not Accepted)**

19	At Para 2.1 of the RFP it is mentioned that *The bidder must deliver MIS / Performance evaluation/ Monitoring report as listed below but not limited to them.* Its open ended scope, but not limited should be specified. Please freeze the requirement for effort estimation	2.1	The Parameters specified in the Formats, shall be available for evaluation in the web based app. The scope is defined along with input/processing and deliverables as a part of RFP document with related annexures. **(Not Accepted)**
20	Please share the old data size and format	2.1.2	Old data migration that will be necessary is available in excel formats for Capex and FAC approximately 25-30 files and overall size to be migrated shall be in tune of 50-60 MB size.
21	Support is onsite or Offsite. Please clarify	2.1.2	Initially online trainings shall be provided by the Selected Bidder. Hand-holding support (off-site) shall also required to be extended to end users.
22	Who will provide the google Play Store & Apple store charges account for Mobile app hosting. Please clarify	2.7.8	It will be provided by MERC and bidder has to coordinate for hosting process. The Application should compatible to be Android and IOS System.
23	How many training need to be planed?	2.7.11	1 Online and 1 offline Common Training is required to be given. (Two nodal officers from each utilities are to be trained. Tentatively around 50 person (Commission officer and GTD Licensee) are to be trained for using of this APP. **Refer Corrigendum**
24	The Bidder shall be operating for last five(instead of three) years in development and maintenance of the fields of Software for power sector projects in India.	1.5	Last 3 years criteria as specified under clause 1.5 shall be applicable **(Not Accepted)**
25	Removal of clause 1.5 that requires At-least 50 working professionals with hands on experience in Developing web portal software/App to make it more lenient to allow to participate consulting firms in Energy Sector also	1.5	Already Addressed **(Not Accepted)**
26	Removal of clause 1.5 that the Bidder should have at-least ISO/ CMMi level 3 Certified.	1.5	Already Addressed **(Corrigendum Issued)**
27	Technical evaluation criteria -Allocate remaining 10 marks for Number of mandates completed in monitoring and evaluation of large capex projects during the last five (5) financial years, since Cirsil has done such large size projects	3.4	Marks allocation criteria as given under clause 3.4 shall be followed for technical evaluation of bids. **(Not Accepted)**
28	Time allocation - Application Development of Web Portal and Mobile APP is T0 + 9- 12 week Postpone till below. Go Live of Web portal and Mobile app - After Hosting application in cloud - T0 + 12- 16 week	2.7.23	Time line as defined under clause 2.7.23 shall be adhered to. **(Not Accepted)**
29	Last Date of Submission of Bids 29 October, 2020 up to 1700 Hours shall be extended by one week	1.4	Kindly refer Corrigendum-1. The last date for bid submission is extended till 04 November, 2020 17:00 Hrs.
30	Warranty, ATS and Annual Maintenance Contract The selected bidder shall require to develop the Web portal and Mobile app (compatible to android and IOS) along with AMC for a period of 2 years. During the AMC period the selected bidder, (if required), shall have to deploy 2 resources at MERC office, one for web application support and other resource to resolve the issues immediately to ensure smooth functioning of the Application.	2.7.19	Warranty Period will be for 1 year from go live of the Software. Thereafter the AMC will start for 2 years. During the AMC period the selected bidder, have to deploy the Resources at MERC office to resolve the issues immediately to ensure smooth functioning of the Application. Bidder has to provide the AMC cost/year that which will be charged after completion of 2 years of free maintenance support period). (Refer **Corrigendum No.1**)
31	Who will bear the cost of hosting? Who would bear the cost of server, Hardware infrastructure required for hosting?	2.7.8	cost of hosting the application will be borne by the MERC.
32	Kindly suggest the volume of old data to be migrated. (Years, file type, formats of old data, no of sheets, approximate size of data(MB))	2.1.2c	Old data migration that will be necessary is available in excel formats for Capex and FAC approximately 25-30 files, overall size to be migrated shall be in tune of 50-60 MB size. (No Sanitisation of Data is required)
33	Clarify whether cost of SMS and Email gateway will be borne by MERC	2.1.3	The cost of SMS and Email gateway will be borne by MERC.
34	Clarify whether all the code has to be handed over at the end of support period	2.5	Yes. All the code has to be handed over at the end of support period. It is mentioned in the RFP Document that The proposed Web Portal and Mobile APP is to be implemented as a product / package in MERC. The copyright of this product will be with MERC.
35	provide time for approval of SRS and rest of milestones should be linked to that approval. This is important so that the software is designed to approved specifications	2.7.23	Time line as defined under clause 2.7.23 shall be adhered to.
36	Duration provided for development is very short. Given the medium complexity of requirements and that there are multiple stakeholders involved, the development time should be around 4 months, 4 week will be require to complete requirement gathering, System testing require at least 3-4 week	2.7.23	Time line as defined under clause 2.7.23 shall be adhered to. **(Not Accepted)**

37	UAT completion within 1 week appears very short. UAT will also involve fixing the bugs raised. Request to keep this around 15 days.	2.7.23	Time line as defined under clause 2.7.23 shall be adhered to. **(Not Accepted)**
38	Is it mandatory to have mobile app? Then we (you and me) have to maintain two separate application for one goal. You can search for PWA and check whether it will solve the purpose	2.1	It is mandatory to develop Web base and Mobile application (compatible with IOS and Android) as specified in RFP document. **(Not accepted)**
39	Hope hosting of cloud will be PAS/IAS where we will be hosting the platform. If MERC has plan to host this as SAS then please mention it specifically. It has impact on timeline and cost.	2.3	The cost of Hosting of Application in Web will be borne by MERC.
40	Penalty clause is requested to be removed for this kind of assignment	2.7.25	Penal provision mentioned under RFP clause 2.7.25 shall be applicable. **(Not Accepted)**
41	Assignment experience- lot of complex web applications/portals are being developed by firms for Private Organizations/Corporates/Banks. Hence, non inclusion of such kind of experience in the evaluation criteria will lead to lot of better placed bidders to score lower. Further, the no. of web application developed, which as per RFP is 20 nos. to score the highest, will not be justified as none of the firms will have 20 project experience only from power utilities/government organizations. Hence, assignment experience with private organizations are also allowed to be included for scoring in this parameter	3.4(2)	Experience as specified under clause 1.5 shall be considered for evaluation. **(Not Accepted)**
42	while Para 1.5 (8) requires the bidder to have either ISO or CMMi certification, the scoring criteria at para 3.4 (3) doesn't have any score for ISO. This seems to be an error as either of the certifications should have equal marks for scoring purpose as intended in Para 1.5 (8)	1.5(8)	CMMi certification as given under clause 3.4 shall be followed for technical evaluation of bids. **(Refer Corrigendum No.1)**
43	The no. of professional IT professionals required for executing this project would be only handful, however, MERC has provided scoring for 75 and 100 persons, which seems to be way higher than actual requirement of the project. Typically, the kind of work expected requires a firm having a blend of IT and domain expertise and 75 to 100 IT professionals staff are maintained only by IT firms which do not have domain expertise. Hence, for this kind of assignment a consulting firm having a decent sized IT team is required. Hence, it is requested to score the professional staff as suggested.	3.4(3)	Considering the high employee attrition rate in IT companies and timelines required to complete the project, it is kept as mentioned in the RFP. **(Not Accepted)**
44	There is no clarity on the requirement of number of users for the portal and the size/ volume of the data. These are among essential items to estimate the cost for the bidders. It requested to share those requirements.	2.1	All GTD utilities in the state (say 40-45 Users) will use the application portal for submitting the data. MERC officers and Commission (15 Users). Total 60 Users. With flexibility to add additional users.
45	The mentioned turnover requirement is very huge and considering CVC guidelines and other public procurement tenders, it should be linked to the estimated project cost. We request Hon'ble MERC to consider the turnover of Rs. 15 Crores per annum considering that the assignment is mostly of the service nature.	1.5	Not Accepted
46	We request MERC to consider experience of Private Companies or Public Listed Companies. Scope of Project is to develop portal and such portals doesn't differentiate much between private and public companies when same specifications/conditions are given. And more	1.5	Not Accepted
47	We request MERC to allow Consortium or OEM along with System Integrator option so that System Integration Companies can also participate in bid with OEM Experience. The assignment is related to power sector and it is better always to have a technical partner/consultant in power sector along with the software experts.	1.5	Not Accepted
48	Please confirm - both web application and mobile application is in the bidder's scope, elaborate more on the workflow of the processes involved, clarify how many users are involved in the process from MERC and whether hierarchy management, access management and maker checker process will be implemented for these users	General	It is mandatory to develop Web base and Mobile application as specified in RFP document.
49	Please clarify how many utilities and approvals are to be considered on monthly basis?	2.1b	All GTD utilities in the state (say 20-30) team will use the application portal along with MERC team. No requirement for taking individual approval from them

50	clarify if the deviation analysis will be calculated based on any particular algorithm/criteria. If no, please elaborate how would the analysis be done?	2.1b	Deviation (e.g. time or cost overrun) shall be arrived at from the input data against set targets of time/capex etc)
51	The utilities will have individual dashboards showing data related to them and their submissions, and the commission will have an integrated dashboard which will have role based access. Please confirm if this understanding is correct	2.1b	Yes, all utilities have their individual dashboard and the MERC have integrated overview of all/any utility dashboard as the case may be.
52	confirm if a simulated process is to be implemented here. If yes, please elaborate how many//what all steps would be involved in this process	2.1b	The annexures as a part of RFP documents include various formats as input and deliverables to understand functionality.
53	Please elaborate more on this functionality	2.1.2	The annexures as a part of RFP documents include various formats as input and deliverables to understand functionality.
54	Please clarify if other than the reports, will any other documents be generated through the portal?	General	Formatted/ need based reports shall be generated
55	Please clarify from what date will the Support and Maintenance start? Will it start from the date of Go-live/Launch or after the successful completion of the trial period?	2.1.3	Warranty Period will be one year from going live of the web portal. Thereafter the AMC shall be for 2 Years.
56	We understand that a yearly CERT - IN audit is required and reports are to be submitted to MERC Please clarify who will bear the cost of the security audit	2.2	Yes. Security Audit has to be done by Selected bidder through CERT-IN empanelled agency.
57	Please elaborate more on this requirement as in what all integrations would be needed and who will provide the APIs for the integrations or who will bear the costs for procuring services to be integrated	2.5	Old data is in Excel format. So any API if required, shall be provided / developed by selected bidder.
58	Please clarify if there are any specific security requirements/guidelines that need to be followed	2.6	Security Audit has to be done by Selected bidder through CERT-IN empanelled agency. Further, bidder has to ensure the security mesures as per GIGW guidelines.
59	Please provide clarity on the warranty period expected as the maintenance period is 2 years already	2.6	Warranty Period shall be one year after going live. Thereafter the selected Bidder will provide the free support for 2 years. AMC cost has to be mentioned in proposal to be submitted by bidders. Kindly refer Corrigendum No. 1.
60	Will the development be onsite?	2.7.3	Onsite as well as Offsite
61	As the scope here is unclear, request you to consider the new additions to be evaluated financially before adding to the scope	2.7.3	The annexures are part of RFP documents, which include various formats (in Excel) as input and desirable output of the software application. **FAC Module:** MERC desires to make web application for FAC computation submitted by distribution Licensee monthly. At present Distribution Licensee are submitting FAC computation in Excel formats as attached as annexure in RFP, it is expected that the Distribution Licensee should submit the information of FAC through various forms in Web portal with attachments features for attaching bills etc. After inputting the data of the FAC computation in web portal, the said inputted data shall be available to the officer in Commission. After receipt of said information from licensee, this data shall be processed for various level (Approval/Reject/Review for clarification to nodal officer/resubmit etc.) approval at MERC office. Along with it should also have facility to evaluate the FAC Data with previous months/quarter/half yearly/yearly data. The System generated letter shall be available on the web portal after approval from Commission. (Level of approval:- Nodal officer, Director, Executive Director, Secretary, Member1, Member 2 and Chairperson) with dynamic flexibility to choose hierarchy. The said FAC computation data shall be
62	Please clarify on the hosting provider part as we understand that hosting is in the bidder's scope	2.7.8	The cost of Hosting will be borne by MERC.
63	Please clarify if the help desk support will be on site	2.7.16	Yes. As per para 2.6 of the RFP, the selected bidder shall provide the Help-Desk Software i.e. provision for logging complaints over portal. Also Selected bidder shall depute staff who will be contactable via phone and email to provide assistance to the Users and address their queries and concerns. Help Desk support shall be provided at MERC.
64	Total estimated cost of project is not given	1.5	EMD amount is kept minimum as Rs 50, 000, it is not linked to estimated cost or budget. **(Not Accepted)**
65	Pre-qualification criteria- Generally, turnover requirement is 80 to 100% of estimated cost. The Rs. 50 Cr turnover requirement is on much higher side, please re-look	1.5	The turnover requirement of Rs. 50 Cr is not linked to the estimated cost of the project or budget. **(Not Accepted)**

66	Technical capability - no. of projects should not be limited to Maharashtra and other State Govt projects should be considered.	1.5 (3)	The Clause 1.5(3) specify that *the Bidder must have completed at least 3 years of operation in the field of web application/software development in a Power Sector Utilities/Government organization **such as** Govt of Maharashtra (GoM) / Govt of India (GoI) /PSU of GOM or GoI in last three years.* Therefore, it is covering projects in all States and not limited to Maharashtra. **(Not Accepted)**
67	The condition of office should be removed as there is no need to have office in Maharashtra for the project work.	1.5 (7)	Interaction process with all utilities and MERC in the state will be facilitated by office in Maharashtra. (**Not Accepted**)
68	What is quantum of old data to be migrated and whether sanitization of this data is required?	2.1.2 c	Old data migration that will be necessary is available in excel formats for Capex and FAC approximately 25-30 files, overall size to be migrated shall be in tune of 50-60 MB size. No Sanitisation of Data is required. **(Not Accepted)**
69	Technical evaluation criteria - marking system should include projects of corporate order and certification of security (ISO 27000/2013) should be given 5 marks as to CMMi level 3 certification.	3.4	It is expected that bidder shall have certification from ISO/ CMM level III at pre qualification criteria. **(Refer Corrigendum No.1)**
70	Whether AMC experience of completed as well as on-going projects is to be accounted for?	3.4	Yes, AMC experience of projects completed and on-going will be considered.
71	presentation should be considered while evaluation and preparation of prototype requirement should be limited to successful bidder only	3.4	After qualification of the bidder in Technical Evaluation, those bidders will be asked to make Presentation on understanding of the project as per Scope defined, Approach and Methodology, Prototype in Excel or explanation the web portal based on flow charts etc. (Not Accepted)