**Replies to Pre-Bid qeries received during 29th May 2015 till 16th June 2015**

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| The bidders are expected do their due deligence with reference to Distribution Utilities data at the RFP stage. |
| The figures provided in the replies are indicative. |
| Technical / Functional details shall be dealt in greater detail at the time of RFP and may undergo change  as per the need of the Utilities. |
| This is basically an RFQ to short list the capable IT Implementing Agencies in the context of MBC applications for distribution Utilities. |
| The Commercial Off the Shelf product mentioned by the Bidders in RFQ should be implemented by the bidder coming out successful through RFP stage. |
| Bidders desire to give presentation and submit RFQ bids have to send their email communication to cgm.it@optcl.co.in and it.snmishra@optcl.co.in mail ids by 30th  June 2015 along with scan copy of RFQ fee in the form of DD, if not submitted already. The bidder's presentation teams shall be available at GRIDCO Hqs., Bhubaneswar during 6th and 7th July 2015 at GRIDCO hqs., for further RFQ processing. |
| Last date for submission of RFQ against open tender No. TW-IT/OT/01/2015-16 is extended upto 15:30 HRs on 7th July 2015 and shall be opened at 16:30 Hrs at GRIDCO Conference Hall, Bhubaneswar |

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| SNO | Pre Bid Query | GRIDCO's Reply |
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| 1 | As mentioned in the RFQ, the data and hardware is not to be shared across the utilities. Does that mean, the whole of the implementation for three utilities to be done separately? Would there be difference in the processes, billing logic for each of the three utilities? | Separate instances shall be deployed for the three Utilities on seperate skeletal IT Infrastructure  which will be used for solution development, testing and User Acceptance through three billing cycles. However Go-Live for the three Utilities is envisaged to be on individual DC Setups after migration. DC facilities for the three Utlities (NESCO, WESCO and SOUTHCO) shall be established through a seperate Tender soon after MBC work is awarded to the selected Bidder.<br><br>The business processes and the Billing Logics  are predominantly the same across the three Utilities. |
| 2 | What are the consumer base for three utilities. Please provide the break-up such as domestic consumers, LT consumers, HT consumers. | **NESCO: EHT =**          37<br>HT    =        402<br>LT    =   13,00,000<br>**WESCO: EHT =**          29<br>HT    =        720<br>LT    =   11,76,000<br>**SOUTHCO: EHT =**          13<br>HT    =        282<br>LT    =   13,66,000 |
| 3 | Please also provide the break up in terms of consumers read by Spot Billing, Prepaid consumers, AMR consumers | **NESCO:**<br>SPOT Blng by Mobile:          506453<br>Spot Blng by SBM:          704241<br>AMR:              1870<br>Prepaid:                751<br>**SOUTHCO:**<br>SPOT Blng by Mobile:          897864<br>Spot Blng by SBM:          445875<br>AMR:              4157<br>Prepaid:                399<br>**WESCO:**<br>SPOT Blng by Mobile:          440877<br>Spot Blng by SBM:          702447<br>AMR:              4301<br>Prepaid:                472 |

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| | 4 | Does integrating MBC application with GIS is in scope of this project? The technical architecture on page 12 shows integration of GIS with MBC application | NO,<br><br>Solution should have integration compliance with Standard GIS products for implementation in future. |
| | 5 | It has been mentioned that existing customer care system needs to be integrated with the new MBC application. Kindly elaborate on following points:<br>1. Please explain whether all the customer centric processes such as new connection, disconnection, name change, address change, load change etc. will be carried out in existing customer care application and the changes needs to be reflected in new MBC application.<br>2. Whether telephony application in the customer care is required to be integrated with MBC application | 1.  Existing Call centers are established for each of the Utility. These centers are manually operated. Further detials shall be given at RFP Stage.<br>2.   The SI shall provide MBC-Integrated CRM solution with call center functions viz.,  IVRS, Call Queuing, Calling number display, Call allocation, which will be manned by the existing call center team. |
| | 6 | As mentioned on page 7, point number 2, we need to give the financials for 2012-13,13-14 and 14-15. However, as our audit is still going on, we only have financials till 13-14. To fulfill the requirement of 3 years, can we give financials for 2011-12, 12-13 and 13-14? | Audited Financial Results of three consecutive Financial Years shall be submitted immediately preceding the date of Open- Tender for RFQ. |
| | 7 | Page 10, point 7.2 – In regards to the IT infrastructure, if IT Infra is to be done separately for all three Discoms, do you expect any integration amongst the three. | No. The three IT setups for the three Utilities are all independent from one another. |
| | 8 | Page 10, point 7.3 – In terms of data migration, Gridco will have to ensure that data is migrated from M/s RUEL. The ownership of accuracy of data will lie with Gridco, as only they will know what data is accurate. Please confirm. | The Utilities shall furnish certified operational data to the SI for porting the same into the proposed system. The responsibility of accurate Data migration into the proposed system shall rest with the SI. |
| | 9 | Kindly elaborate on the scope of AMR in the actual project. Does it require implementation of meters or only the head end system. | The AMR-Scope covers Integration of existing meters and modems with the proposed HES. Where ever necessary, the SI shall provide suitable modems to be integrated with AMR system. |
| | 10 | Page 11, point 7.4 – Please confirm what is the requirement of DC and DR. Do you expect the bidder to build the entire DC and DR with the civil work, or just the HW. Are you open to a cloud environment? | Only Core civil structure for central DCs shall be provided. Rest of the central DC work shall have to be handled by the SI.Central DC shall be used as makeshift DR temporarily when the production systems are setup at the three Utilities.<br>Cloud option is not concluded yet. |
| | 11 | Page 12, Anex 1 – Please confirm whether you need a common instance or separate instances. For dealing, will we have to deal with all three discoms separately or we have to deal with one single GRIDCO centrally. | GRIDCO is only the nodal agency for the project. Please refer to POINT-1 above on instances. However for  due diligence, SRS, UAT and System implementation, the SI has to interact with the respective Utilities' officials, which shall be coordinated by GRIDCO. |
| | 12 | Kindly clarify the period of engagement for implementation and support. | The Implementation time frame is 9 months from the date of award of the contract.<br>Three years onsite support post Go-Live, is envisaged. |
| HIN | 13 | "At planning stage, customer base of 20 lakhs for each of the Discoms is estimated for information of the prospective bidders".<br><br>**Is any year on year growth factor to be considered here for the project duration i.e. three years after post go-live?** | Compounded annual growth rate of 6.5%  of customer base is envisaged as per MOP guidelines. |
| | 14 | To establish a centralized I.T. facility for Development and Testing the IP-customized software solution. Such an I.T facility shall act as makeshift production facility until the Discoms are provided with individual Data Centers.<br><br>**Where will this centralized IT facility be setup ?**<br><br>**When Discoms are provided with individual data centers then independent network, security, storage and compute infrastructure will be required for each DIscom.  Do we need to factor separate storage, network, security and compute infrastructure for each discom as part of this bid?** | Central IT Facililty is proposed to be setup at GRIDCO, Bhubaneswar.<br><br>Please refer to POINT-1. The Central facility is merely used for software development, testing and acceptance and as such no front end counter services shall be supported. Only backend updations are carried out by the SI to keep the system up-to-date.<br><br>Utility level IT Infra establishment is not in the scope of the work for this project. |

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| 15 | Expression of interest from reputed and experienced Technology service providers-cum-System integrators for implementation of a state of the art Metering, Billing, Collection, Connection Management, AMR and Analytics solutions for implementation in the Discoms.<br><br>**How many AMR meters required ?** | Utility wise number of consumers with Contract Load of 10KW and above as of 31st Mar 2015 given below, which shall be covered under AMR. SI shall be responsible for providing AMR services for new consumers under this category.<br><br>NESCO: 7,500<br><br>WESCO:4,300<br><br>SOUTHCO:3,500 |
| 16 | d. Integrate existing Customer Care System, Spot Billing, Mobile Phone based Billing, Pre-Paid Metering, Revenue collection System etc., into the new I.T. System.<br><br>**What customer care, spot billing , revenue collection software products are currently implemented?** | Customer care is handled through manual process. Customer care automation is part of the project scope.<br>Spot billing is carried out by different spot billing agencies, through Android based Mobile Phone devices and SBM devices predominantly of Visiontek and Analogic makes.<br>Revenue collection is done through proprietary software of RUEL, Revenue collection Agencies etc. are being used.<br>However, Utilities shall provide necessary APIs for data exchange. |
| 17 | g. Prescribe formats for data extraction from RUEL systems, to meet all the User Requirement Specifications of the Discoms in the above areas.<br><br>**Data extraction format to be decided by SI who will implement new system.** | GRIDCO shall design a common data extraction format and Utilities shall furnish the data using this format. |
| 18 | "The current genre of GSM modems used in the field for supporting AMR, may have to be replaced with GPRS based ones in future."<br><br>**We understand this replacement will be a separate order from customer. Correct ?** | Installation of New modems or replacement of Defective modems work shall form part of this project. |
| 19 | "It is envisaged that the I.T. solution that emerges through the tendering process shall meet the Discoms' I.T. needs for at least next 7 years.".<br><br>**Do we have to size the software solution for 3 years or 7 years ?** | IT Infra sizing and Software sizing shall be done for 6 years profile. |
| 20 | "The system should be able to interface with the Discom's over all Financial system for Accounting, generation of Financial Statements and Auditing . The reconciliation with the central finance system may be required on daily basis based on pre-defined synchronized GL codes. No manual intervention should be required in the reconciliation process. "<br><br>**What financial system is running in each of the three DISCOMs ?** | Currently financial systems are handled through Tally software.The proposed system shall provide suitable interfaces to Tally and standard ERP products such as SAP, Oracle Financials etc. However data should be available through reports based on GL codes and in soft copies which can be applied in the existing or future financial systems. |
| 21 | "The System should be an Enterprise level Meter Data Management System scalable to accommodate two million metering points, based on the consumer growth rate for the next 7 years "<br><br>**How many meter are to be supplied as part of this tender?** | Shall be specified at RFP stage. |
| 22 | The skeletal I.T. infrastructure facilities developed at GRIDCO Ltd may be utilized by the three Discoms as basic Disaster Recovery facility for some time until an alternative is workout comprehensively.<br><br>**A separate Disaster Recovery center for each discom will require separate network, security,storage and compute infrastructure for each discom. Do we need to factor these separately for each Discom for this bid ?** | NO. |

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| 23 | The applications system should be built upon WS* specifications using open industry standards of Web services using XML, SOAP, WSDL and UDDI and should have the unified access framework compliant to industry standards with single sign-on feature, role based, request based and hybrid user type role based access.<br><br>**How many internal users will access each of the following applications ?**<br><br>**1. Metering, Billing and Collection**<br>**2. Connection management**<br>**3. AMR solution**<br>**4. Analytics i.e. BI solution**<br><br>**What will be the total number of internal users ?** | Shall be specified at RFP stage. |
| 24 | The System should have facility for giving notifications / alerts through SMS / eMail etc. against different events.<br><br>**Will the SI need to provide a centralized mailing solution and SMS solution ? Considering the fact as mentioned in RFP that later each discom will operate from their own data center. Hence, do we need to factor mailing and SMS solution for each discom separately or will it be hosted centrally ?** | Separate mailing and SMS solutions have to be factored for each Utility. As SMS is consumable item the same shall be procured by the respective Utility. SI needs to integrate solution with SMS Service Providers. |
| 25 | We understand that the bandwidth charges will be directly paid by the DISCOMs to service provider. Correct ?<br>The RFP does not talk about any bandwidth. Is there any minimum bandwidth requirement from DISCOM's perspective at DC , DR and end locations ? Or will System Integrator decide on this ? | YES.<br><br><br><br>SI may suggest and justify bandwidths/Service Providers for meeting the Application SLAs (Response times). |
| 26 | The RFP talk about converting the skeletal makeshift production IT infrastructure as disaster recovery when each DISCOM has been provided with their own data center. But when the makeshift production data center is operational will there be no disaster recovery site ? | Go-Live of the systems commence from indivitual DCs of the Utllities. Then the central I.T facility shall function as makeshift DR. |
| 27 | "The existing Call Centres need to be integrated into the proposed solution to ensure large scale improvement of customer care functionality."<br><br>**What software is being used in the existing call centres ? Are there currently separate call centres for each DISCOM ?**<br>**We understand that the DISCOM's will be responsible for any augmentation required at call centre level to accomodate this new metering, billing and collection solution. please confirm.** | Separate Manual call centers are in operation for the Utilities.<br><br>Infrastructure Augmentation at call center shall be ensured by the Utility. The SI is expected to furnish augmentation proposals. |
| 28 | Who will do the meter installation in field ? | Meter installation is out of the scope of this project. |
| 29 | At planning stage, customer base of 20 lakhs for each of the Discoms is estimated for information of the prospective bidders.<br><br>What would be expected growth rate for the consumer base for the three Discoms assuming that current consumer base at the planning stage for the three discoms is 20 lakhs? For how many years this growth rate is to be taken in consideration? In MDM functional requirement the duration is mentioned as 7 years is the same to be taken for consideration? If yes then what would be the start of this duration i.e. from the date of award of contract? | Pl. refer to POINT-2.<br>CAGR of 6.5% is applicable.<br>A time frame of 6 years has to be considered. |

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| 30 | Mobile Phone based online billing<br><br>Please explain in detail regarding the process.<br><br>Also explain the concept of Mobile Photo based billing. | Spot billing is also done using Android based Mobile Phones with photo facility. In this case meter reading is entered in the mobile phone manually by the meter reader which is processed at the server end using GPRS communication link and bill details are sent to the mobile phone which gets printed using Portable Blue Tooth printer and delivered to the consumer on the spot. The photograph of the meter reading taken by the meter reader using mobile phone is cross checked by the Utilities postfacto for accuracy. The alternative of Spot-Billing-Machines (either GPRS enabled or not) are also used to do spot billing in an off-line mode and synchronized with the server subsequently. |
| 31 | The existing IT System of the Discoms is predominantly centralised at the individual Discom's level to some extent<br><br>What does the statement signify? Please specify the level to which IT system is centralized? | The local Server in the Discom houses all operational data of MBC. However the online operations are carried out at RUEL central server at Mumbai and the same is synchronized with local Utility's server post billing cycle. |
| 32 | The three Discoms are presently doing Billing using Spot Billing as well as Mobile Phone based online billing (with photographs) methodologies especially for Single Phase LT customers and are in the process of completely moving over to Mobile Phone based online billing.<br><br>Automation initiatives such as AMR and prepaid metering have also been deployed at the Discom's partially.<br><br>What is the percentage customer base getting billed by SBM ?<br><br>What is the percentage customer base getting billed by Mobile based online billing?<br><br>What is % of consumers getting billed by AMR?<br><br>What is % of consumers getting billed by Prepaid Metering?<br><br>What is % of consumers getting billed Manually?<br><br>Are there other methods of billing consumers? | Ref POINT-3.<br><br><br><br>No Manual Billing is done.<br><br>No |
| 33 | Prepaid metering systems are also experimented in SOUTHCO & NESCO in a limited way for Government Consumers<br><br>What is the process of Prepaid Metering?<br><br>Please specify the vendors involved for prepaid metering system.<br><br>What is the system specifications for the prepaid metering stytem? | Shall be explained at RFP stage.<br><br>JNJ Powercom Systems<br><br>Shall be explained at RFP stage. |
| 34 | Supply and Implement Head End System for online Meter Data Acquisition (AMR).<br><br>In a MDAS system HES and Modem are homogeneous in nature and are specific to a single OEM. Please specify as to what is inteneded from Supply and Implement Head End System for online Meter Data Acquisition?<br><br>If this implies supply of Modems along with its respective HES then what quantities and specification of AMR modems are to be supplied?<br><br>Please list AMR system already deployed and envisaged?<br><br>Provision of SIMs for the expected Modems will be outside the scope of IP? | It is envisaged to make the proposed HES compatiable to the existing modems from M/S Secure meters and future compatiability for other standard modems / meters shall be supported by the SI.<br><br>Shall be explained at RFP stage.<br><br><br><br>Secure meters AMR.<br><br>SIMs shall be procured by the Utility concerned. |

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| 35 | Integrate existing Customer Care System, Spot Billing, Mobile Phone based Billing, Pre-Paid Metering, Revenue collection System etc., into the new I.T. System.<br><br>What all system are available. Are these some standard product or BESPOKE applications?<br><br>Please list down each legacy applications which need to be integrated (along with product specifications/version etc.)?<br><br>Are there any limitation w.r.t technology enhancements for existing legacy appliaction? | Bespoke applciations which are to be integrated and necessary API support shall be provided which shall be mediated by the Utilities.<br><br>Primarily from RUEL. However some other applications are legacy ones.<br><br>SI shall carry out necessary due deligence for successful integration. |
| 36 | A scalable platform to incorporate two way communications in future is preferred so that Advanced Metering Infrastructure applications can be smoothly implemented.<br><br>What is the level of AMI scalability expected in terms of number of metering points and in terms of frequency of data expected? | Shall be covered at the RFP stage. |
| 37 | Bidder shall have to supply licenses of Off-the-Shelf solution to meet the development, testing and parallel run activities before Go-Live.<br><br>Please specify the total number of users and concurrent users? | Shall be specified at the RFP stage. |
| 38 | Integration with mobile hand set: The previous period data can be uploaded remotely online & the billing should also take place online.<br><br>What kind of application or Hand set is it?<br><br>Please specify the application currently being used. IS it android based or some other?<br><br>Does the mobile handset also incorporate the billing logic mapped with core billing system?<br><br>What will be frquency of upload and download for mobile hand set?<br><br>How is the bill print given to consumer? Is it delivered on the spot or distributed later? | Ref POINT-30 |
| 39 | Contingency arrangement for off-line billing in the event of failure of communication link. Subsequent synchronization of off-line billing with the central server. Provision to generate, view and print duplicate bills<br><br>Does it mean that the billing logic will also reside in the mobile hadset.<br><br>If the communication link is broken , how will previous data be made available?<br><br>How is data being uploaded ? Is it uploaded for individual consumer or set of consumers at the same time? | YES<br><br>SI may propose suitable off line solutions especially for billing and collectin and give presentation.<br><br>SI may propose and give presentation. |
| 40 | The system should be able to interface with the Discom's over all Financial system for Accounting, generation of Financial Statements and Auditing<br><br>What is the current Financial system in place? | Ref POINT-20 |
| 41 | The New Connection should have provision to store the network information such as Pole Number, DTR Number etc which can be used in generating several reports as and when required.<br><br>How will information regarding the network hierarchy be updated? Will be done manually or updated through some other application?<br><br>If Yes, please specify the application. | Cosumer indexing and asset mapping solution (without GIS) is to be implemented by the SI. |

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| 42 | Users should be able to log his complaint using a drop down menu and also enter some text to log a complaint. A complaint number will be generated and the complaint will be forwarded to respective subdivision. Consumer can track the status of the complaint through the complaint number.<br><br>It is mentioned that Customer Care Centre are already in place so complaint handling and CRM part should be handled at their end. Please specify the requirement with regard to this? | Ref POINT-16 | |
| 43 | Uploading of signed Physical verification report (PVR)<br><br>Where will the scanning and upload of documents happen? Is there any such system in place or it is expected to be provided as a part of new system? | DMS is to be implemented by the SI to handle scanned documents. Document details shall be specified at the RFP stage. | |
| 44 | Process<br><br>Are business processes for the three discoms similar or disparate?<br><br>In case the processes are different , do we need to design differently for different discoms. | Ref POINT- 1<br><br><br>SI Shall capture at the URS stage. | |
| 45 | The communication channel from the modems to the central server should be on a secure channel<br><br>The data from Modem to Server is transferred via a private APN through MPLS network. What additional Security is envisaged here? | APN over MPLS is envisaged. However any additional encryption / security measures shall be proposed by the SI. | |

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| 46 | At planning stage, customer base of 20 lakhs for each of the Discoms is estimated for information of the prospective bidder<br><br>What is the approximate percentage increase in the no of consumers per year ?<br>What will be no of subdivisions where MBS will be rolled out?<br>What is the expected duration of the implementation project? | Pl. refer to POINT-13<br><br>ALL sub divisions of the three Utilities.<br><br>9 months from the date of LOI/Award. |
| 47 | Such an I.T. initiative should be able to cater to the requirements of Energy Metering, Energy Billing, Revenue Collection, Power Connectivity management, Customer Care, AMR, and Intelligent Analytics etc., utilizing latest state of the art I.T. technologies. The outcome of the I.T intervention should support management to be able turn around these three distribution companies by utilizing the competitive edge the I.T. intervention expected to provide.<br><br>Please provide information on any existing enterprise level application at these DISCOMs viz. ERP, GIS etc. | <span style="color:red">No enterprize business solutions viz., ERP, GIS are deployed so far. M/S RUEL's proprietary MBC solution is in use.</span> |
| 48 | The three Discoms are presently doing Billing using Spot Billing as well as Mobile Phone based online billing (with photographs) methodologies especially for Single Phase LT customers and are in the process of completely moving over to Mobile Phone based online billing.<br><br>Please provide more details on the mobile phone billing process | Pl. refer to POINT-30 |
| 49 | Supply and implement Meter Data Management System.<br><br>We understand that the Meter Data Management System shall also be a Enterprise level COT's product. GRIDCO may kindly confirm the kind of scalability in terms of metering points required for this MDM implementation | The product should be of enterprise level. Shall be further clarified at RFP stage. |
| 50 | Integrate existing Customer Care System, Spot Billing, Mobile Phone based Billing, Pre-Paid Metering, Revenue collection System etc., into the new I.T. System.<br><br>Kindly provide more details on the existing Customer care system | Pl. refer to POINT-5 |
| 51 | Integrate existing Customer Care System, Spot Billing, Mobile Phone based Billing, Pre-Paid Metering, Revenue collection System etc., into the new I.T. System.<br><br>Kindly provide more details on the existing pre-paid systems | Shall be specified at RFP stage. |
| 52 | Supply and Implement Head End System for online Meter Data Acquisition (AMR).<br><br>We assume that the bidder shall have to install modems at the new consumer points/replace the old GSM modems. GRIDCO may please confirm and indicate the approximate no of installation points for all the three DISCOM's. | Pl. refer to POINT-18 |
| 53 | It is envisaged that the I.T. solution that emerges through the tendering process shall meet the Discoms' I.T. needs for at least next 7 years.<br><br>We request GRIDCO to consider making this 5 years considering hardware obsolosence. | Pl. refer to POINT-19 |
| 54 | The skeletal I.T. infrastructure facilities developed at GRIDCO Ltd may be utilized by the three Discoms as basic Disaster Recovery facility for some time until an alternative is workout comprehensively.<br><br>Please clarify what exactly is meant by Skeletal IT infrastrcture | Pl. refer to POINT-1 |
| 55 | Tracking of court cases / relevant information<br><br>Do we require to maintain Legal documents as part of the system? | Yes. Shall be elaborated at the time of RFP. |

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| | 56 | Maintain and upgrade the software solution owned by the Purchaser for different changes in the software and software versioning.<br><br>Software "Upgrades" often imply elaborate data migration and re-implementation proceedures which itself may take time and effort. We request GRIDCO to clarify whether " Upgrades" or " updates" are part of the FMS scope. | "Upgrades" may be read as "Updates" |
| | 57 | Formal handover of the software system documents, source code, database etc., to the purchaser.<br><br>We understand, GRIDCO is seeking implementation of COTS MBC product. In that case source code of the product involves patent and copyright. GRIDCO is requested to consider "Source codes for any specific development made for GRIDCO only" | The understanding is correct. |
| WIP | 58 | However, the experience of JV only for AMR integration may be considered.<br><br>GRIDCO is requested to clarify the following:-<br>1. If Consortium will be allowed along with JV<br>2. Is there is specific format for JV/Cosnsortium agreement<br>3. If the partners in the consortium will be jointly liable<br>4. Any additional criteria for Lead Bidders or partner<br>5. if  the all qualification criterias to be met by lead bidders except the AMR related criteria or partners can jointly meet them<br>6. If there will be any limitation on no of partners in JV/Consortium | THIS IS ALREADY ANSWERED EARLIER ON. |
| | 59 | AMR systems are based on GSM technology and are deployed for selective consumers of 10 KW Load and above.<br><br>We presume that the existing AMR's would continue 'As Is'. Hence, let us know the no. of current Consumers on AMR.<br>What is the no. of HT Consumers  envisaged to be on AMR Discomwise?<br>Kindly elaborate | Pl. refer to POINT-3. |
| | 60 | The Energy Billing of all three phase consumers with Contract Demand in excess of 10 KW is done locally on the Discoms' I.T. Infrastructure based on Oracle Database based billing software. Billing data of three phase consumers is obtained through AMR as well as manual methods<br><br>This statement contradicts the earlier statement  in terms of the AMR feature available.<br>Kindly clarify. | In the event of no AMR coverage for a consumer or AMR failure, the energy meter reading is taken manually and incorporated in the system for billing. |
| | 61 | The  QR's specified currently  are technology and product agnostic.  We as in Wipro have provided a mix of both SAP and Oracle references to meet the QR criterias in the RFI /Shortlisting stage .<br><br>We  presume that bidder experience in Global work is suffecient. In the  RFP stage  also it would be the same. | The COTS product credentials furnished as part of the Qualifying requirements at RFQ stage shall stand for implementation at RFP stage too. |
| | 62 | Bidders Submissions<br>bidders should also submit detailed write-ups covering the following aspects in support of their capability and maturity in handling such mission critical application systems for the Discoms. Short listed Bidders shall be invited to give a detailed presentation to a committee constituted by GRIDCO Ltd for pre-qualification for RFP.<br><br>We feel that the 10 points to be responded to as a part of the write up and the presentation  require due diligence and substantial information which is not available at the RFI stage and would request you to provide the same.<br>Viz.<br>BoQ f the IT solution proposed<br>Proposed Implementation plan (Timelines and Strategy)<br> Project Team structure<br>logical Architecture coverings Application, Computing and Networking aspects etc.. | The SI's approach, strategy, capability etc., towards the project implementation shall be evaluated at the RFQ stage presentation in this regard. SI is expected to propose on these aspects. |

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| 63 | The Consumer base with break up LT/Retail and HT Consumers, DT's DCU'S etc would be required for estimation and data migration exrecise. | Pl. refer to POINT-2. The electrical network data shall be detailed at RFP stage. |
| 64 | What is GRIDCO's thought process in terms of the implementation for the 3 DISCOMs? Are the processe standardised across the 3 DISCOMS to be rolled out.. Will it be rolled out townwise ? These are key parameters for deciding the plan and timelines.. | Business processes and logics are predominantly the same across the three Utilities. Each utility shall be rolled out as whole covering all divisions. |
| 65 | 5.Bidders eligibility criteria (Point 4 in Page 7)-<br>a)      Bidder should have executed at least 2 (two) number of end to end implementat ion projects of Billing in the Power Distribution Sector during last 10 years as on date of this Notice,out of which at least one should be in India with consumer base in excess of 4 lakh andthe second project could be from India l outside-India  with consumer base in excess of 6 lakh.Thus the total consumer base successfully implemented by the Bidder should be in excess of 10 lakhs.<br><br>Request you to allow global citations as highlighted below:-<br>a)      Bidder should have executed at least 2 (two) number of end to end implementat ion projects of Billing in the Power Distribution Sector during last 10 years as on date of this Notice,out of which at least one should be in India/Outside India with consumer base in excess of 4 lakh and<br>the second project could be from India l outside-India  with consumer base in excess of 6 lakh.Thus the total consumer base successfully implemented by the Bidder should be in excess of 10 lakhs. | THIS IS ALREADY ANSWERED EARLIER ON. |
| 66 | Bidder should have executed at least 1 implementation of AMR for Power Sector for an excess of 5000 metering points in total during the last five years .<br>1.) Request you to allow global citataions for a period of 10 years for this clause , we have NDA's signed with customers so request you to allow self certifications as well<br>2.) Request you to consider System Integration Experience of executing AMI projects in which SI has implemented MDM, inetgrated MDM with legacy apps and managed the AMI vendor to acquire data from meters and integarted MDAS it with MDM. In such case, SI will be able to offer turnkey solution to Gridco and shall have flexibility to work with good AMR partners and bring in more competition.<br>3.) Request to drop the requirement of experience in last five years.<br>4.) MDASP comanies identified by PFC should directly qualify. | THIS IS ALREADY ANSWERED EARLIER ON. |
| 67 | To customize a standard proven software solution in the context of the Discoms to support core operational activities viz., Metering, Billing, Collection, Connection Management, AMR and Analytics. To support Management Information needs in decision making.<br>Pls confirm whether licenses will be procured by Gridco or routed thru SI bidder. | GRIDCO is only the nodal agency for the project. Separate licenses are required for the three Utilities. Licenses shall be provided by SI. |
| 68 | initiate parallel systems to enable User Acceptance Test over at least three billing cycles before Go-Live.<br>Please elaborate on the billing cycle, As per our understanding 1 billing cycle =1 month. | The billing cycle is predominantly monthly. Bimonthly billing cycles are followed for rural consumers. The solution should be flexible to accommodate different billing cycles for different customers through parameterization. |
| 69 | Supply and Implement Energy Analytics and Reporting Systems with customizable report building tools.<br>Please clarify on the number of users for Analytics & reporting | Shall be clarified at RFP stage. |
| 70 | Training<br>As per our understanding "Train the trainer" approach will be followed for Training. Please validate. | Shall be clarified at RFP stage. |
| 71 | Training<br>Please elaborate on the location of the Training, We suggest a Central Location for the training. | Shall be clarified at RFP stage. |

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| 72 | Training<br>Please elaborate on the No. of users to be trained | Shall be clarified at RFP stage. |
| 73 | Geographical scope<br>Please provide clarity on the geographical scope of the project | Odisha state is served by four Distribution utilities viz., NESCO, WESCO, SOUTHCO and CESU. This project covers the first three distribution utilities as mentioned above. |
| 74 | Sizing<br>Pls help us with no of concurrent users for:<br>ECC system<br>BI<br>Portal<br>Billing<br>CRM | Shall be clarified at RFP stage. |
| 75 | IT Infrastructure and Automated Business Systems from the headquarters of the three Distribution Companies and from the central facility for the three companies together from Mumbai. The data migration from the existing system into the proposed new IT System shall be the responsibility of the Bidder.<br>Kindly elaborate on the IT landscape for the migration exercise .. We presume that GRIDCO will also maintain a single instance for all the three Companies.. Also the necessary Hardare and related Infrastructure would be provided by GRIDCO.. | Pl. refer to POINT-1 and POINT-10. |
| 76 | During this phase of the Project, GRIDCO Ltd has a plan to establish three independent Data Centres for the three companies along with AMR infrastructure so as to totally empower the Discoms in terms of I.T function<br>During the 3 years of production support - GRIDCO wishes to carve out to three data centres.. This entails a lot of additional effort and exercise with a major commercial impact. Hence, suggest to take the decision at the start itself or as a separate project altogether.. | SI is expected to cover this aspect during their presentation. The matter shall be detailed at the time of RFP stage. |
| 77 | Supply and implement Meter Data Management System.<br>There seems to be a contradiction in the scope of work visavis the IT landscape where the MBC application has to be integrated with the existing MDM. Kindly clarify.. | Inhouse developed MDM is in operation which needs to be integrated with the SI proposed Solution. |
| 78 | Kindly share share the name, platform and details of the existing applications that have to be either sunset or integrated with.. | Majority of the legacy systems have to be sunset except for few. This aspect shall be dealt at greater detail at RFP stage. |
| 79 | Facility Management services:<br>Maintain and upgrade the software solution owned by the Purchaser for different changes in the software and software versioning<br>All software upgrades for the software proposed and implemented will be taken as Change Request during the 3 years support period.<br><br>However any patch updates required will be done as scheduled activities during the support in agreement with GRIDCO | YES |
| 80 | Facility Management services:<br>Can bidder propose the suitable and optimized model to support GRIDCOfor the software issues and users requests i.e. Support model such as offshore, onsite-offshore or onsite etc. | This aspect shall be clearified at RFP stage. |
| 81 | Facility Management services:<br>Please share the Business hours for GRIDCO users during which support is required | Normal working hours 10:00 HRs to 18:00 Hrs as per Utility calandar on all working days. |
| 82 | Facility Management Services<br>Can bidder propose standard SLA's for application response and resolution times and other performance parameters. | Shall be stated by GRIDCO at RFP stage. |
| 83 | Facility Management Services<br>What is the user base for the software to be implemented i.e. how man users at GRIDCO will be using the application | Shall be stated by GRIDCO at RFP stage. |
| 84 | The modems should poll the existing meters locally and push the meter data to the HES at predefined intervals<br>It is assumed that predefined intervals will be same as specified in RAPDRP SRS. Please clarify and specify the predefined intervals of readings. | Shall be clarified at RFP stage. |
| 85 | N.A.<br>It is assumed that only High Value consumers (HT consumers) meters shall be read remotely through AMR. Please clarify. | The 3-phase consumers with 10KW load or above are expected to be covered under AMR. Pl. refer to POINT-60. |
| 86 | N.A.<br>Kindly Specify the qty of consumer meters to be ready by AMR system for all 3 Discoms. | Pl. refer to POINT-3. |

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| 87 | The system should have provision of integration with multiple Head End systems over standard interfaces<br>Kindly specify the existing HES systems in use by all 3 DISCOMS and clarify if these need to be integrated with MDM? | Current HES is from Secure Meters. |
| 88 | The System should be an Enterprise level Meter Data Management System scalable to accommodate two million metering points, based on the consumer growth rate for the next 7 years, with a proven footprint of the same globally<br>MDM is licensed on the base of number of meters and is deployed on the enterprise level. So, 2 Million Metering points license will be a huge cost to Discoms when initially Discoms may not populate MDM with all consumers meter data. It is advisable to initially populate MDM only for High Value Consumers (meters read through AMR) and consider 7.5% or 10% growth every year to save on the upfront cost. Hence, please clarify Gridco's view point on this and advise the base qty to be considered along the growth rate to be considered initially for licensing pupose. | The present focus of the three Utilities is to cover consumbers with 10KW and above through AMR. The HES has to be enterprize one so that future AMI initiatives by the Utilities shall be seamlessly handled. License requirement shall be detailed at RFP stage along with scalability requirements. |
| 89 | The MDM System should be scalable enough to accommodate two way communications with Smart Meters in Future<br>MDM will be integrated with AMI system and AMI system will enable two way communication. Please note. This inetgartion will be done when AMI system will be procured by Discom and therefore this will be a future scope not considered as part of this project. Please clarify the understanding. | Yes. AMI is not part of the scope presently. This facility of two way communication helps in rolling out AMI inititaives in future with out chaning the HES at that point of time. |
| 90 | Project Timelines<br>Kindly clarify Gridco's thoughts on the project implementation timeline. We understand though from the document that timeline for FMS is 3 years. | Go-Live should be within 9 months from the date of LOI/Award of contract. FMS is for a period of 3 years from the date of GO-Live. |
| 91 | The System should be an Enterprise level Meter Data Management System scalable to accommodate two million metering points, based on the consumer growth rate for the next 7 years, with a proven footprint of the same globally<br>If Timeline for FMS is desired to be 3 years and if we assume the timeline for implementation of overall project as 24 months then why 7 years sizing need to be considered? MDM licensing can be considered for 5 years. | Pl. refer to POINT-90. Implementation time frame is 9 months. FMS is for three years from Go-Live. The IT Infrastructure life time is expected to be 6 years. Accordingly the IT Infra sizing has to be done. |
| 92 | Assumption of Data Storage<br>It is assumed that we need to maintain 1 year online data and rest data shall be backed up / archived. Please clarify. | Shall be clarified at RFP stage. |
| 93 | Data Migration<br>It is assumed that no data migration required for MDM. MDM shall be populated with the consumers data as required initially and then it shall be periodically updated with the relevant changes in consumer data via integration with CIS or CRM application. | Yes. |
| 94 | Meter Reading & Billing Cycles<br>Kindly provide details about current meter reading & billing cycles. | Pl. refer to POINT-30 and POINT-68. |