

**Clarifications for Development and Post Production Services (for 3 years) of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms**

Sr.	Clause No. / Details	Justification	Modification Requested	RECTPCL Response
1	<p>The EMD (Earliest Money Deposit) is to be submitted by all the participating bidders of an amount of Rs 2,50,000/- (Rs. Two Lakh fifty thousand Only) in the form of irrevocable Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "Annexure-I" or Bank Demand Draft drawn in favour of REC Transmission Projects Company Limited payable at New Delhi.</p>	<p>As per the guidelines of Department of Electronics &amp; Information Technology, GOI for system integrator</p> <p>To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security (also known as Earnest Money) is to be obtained from the bidders except those who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) or the concerned Ministry or Department.</p> <p>The units registered under Single Point Registration Scheme of NSIC are eligible to get the following benefits under "Public Procurement Policy for Micro &amp; Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small &amp; Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. * Issue of the Tender Sets free of cost; * Exemption from payment of Earnest Money Deposit (EMD).</p>	<p>The exemption of EMD is requested for NSIC registered bidder.</p>	<p>Exemption from remittance of tender document fees /EMD for the units holding valid registration certificate from SSI/NSIC is permitted .The certificate should be valid as on the date of close of the tender . The successful bidder should ensure that the same is valid till the end of the contract period.A copy of the certificate should be submitted during the submission of technical bid.</p>
2	<p>Providing onsite support engineer/s for development, maintenance, testing of mobile applications as per requirement of RECTPCL.</p>	<p>The details against this requirement i.e. No. of resources,qualification detail,experience detail,etc.. Is not in the RFP.</p> <p>Also details related with sitting space, hardware &amp; network connectivity is also not mentioned.</p>	<p>Kindly clarify.</p>	<p>The selected bidder has to deploy requisite number of personal so as to adhere to the deliverables and timelines as stipulated in the bidding document. The development has to be carried out off-site, however, the bidder has to visit RECTPCL/ Discom office as and when required and in such case sitting space &amp; network connectivity will be provided to selected bidder.</p>
3	<p>ISO Certification</p>	<p>It is also requested that keeping in view the scope of project wherein the bidder has to provide the services PAN India. Kindly also take into consideration ISO 20000 certification of the bidder for the services as an eligibility criteria for bidding or scoring at least.</p>		<p>The provisions of bidding document shall prevail</p>

4	Bidder should be an ISO (International Organization for Standardization) certified company.	<p>As per the Guidelines of Department of Electronics &amp; Information Technology, GOI for System Integrator. The following Certifications should be included to ensure the quality of the Deliverables</p> <p><b>(SEI) CMMI certification</b> is relevant for projects where software implementation or application development is being done.</p> <p><b>ISO 27001 certification</b> formally specifies a management system that is intended to bring information security under explicit management control. The security controls in operation typically address certain aspects of IT or data security, specifically, leaving non-IT information assets (such as paperwork and proprietary knowledge) less well protected on the whole. This should be asked for only for cases, where the scope of work specifically mentions security assessment and design of security system. Hence, this is relevant for projects requiring Information security standards, such as Network security, database/data security.</p>	<p>As the tender is for design, development &amp; maintenance. So, <b>it is requested to add the mentioned certifications for ensuring the Quality of product, services &amp; delivery.</b></p>	<p>The provisions of bidding document shall prevail</p>
5	Bidder should have a cumulative annual turnover of at least Rs. 3 Crores	<p>As per the Guidelines of Department of Electronics &amp; Information Technology, GOI for System Integrator. It states that "As a thumb rule, one can keep the minimum Scope of Work related Turnover as ten (10) times the estimated value<sup>2</sup> of the assignment being tendered."</p> <p>Also, The EMD amount should be within 2-5% of the estimated cost of the bids.</p>	<p><b>The EMD is Rs. 2,50,000 so estimated value must be in between 50 lacs to 1.25 cr. So as per the guidelines the minimum turnover criteria should be Rs. 5 Cr. to 7.5 Cr.</b></p> <p><b>Also average annual turnover criteria should be demanded for this esteemed bid in place of cumulative turnover.</b></p>	<p>The provisions of bidding document shall prevail</p>
6	Qualification Details of Proposed Team		<p><b>Consider MCA in the minimum qualification criteris for Team Leader &amp; Domain Expert</b></p>	<p>The provisions of bidding document shall prevail. The bidder is also requested to refer amended bidding document.</p>

7	EMD	We are both NSIC and MSME registered firm and as per public procurement policy and prevailing government of India Norms we are eligible for EMD exemption, but the same is not mentioned in the tender document.	<b>Kindly confirm that the exemption is applicable in the said tender.</b>	Exemption from remittance of tender document fees /EMD for the units holding valid registration certificate from SSI/NSIC is permitted .The certificate should be valid as on the date of close of the tender . The successful bidder should ensure that the same is valid till the end of the contract period.A copy of the certificate should be submitted during the submission of technical bid.
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