

WEST BENGAL ELECTRICITY REGULATORY COMMISSION



Dated: 20 December, 2016

Ref No. WBERC/C-40/3(ii)/Vol-II/ 1725

Corrigendum against NIT No. WBERC/2016-17/NIT-01(e)

- Corrections in Bid document NIT_2.PDF
- i) Clause 8. : Scope of Work Implementation Period- Phase II-System Support and maintenance- page-41

Existing in column 2: "Help Desk And System Support For 5 Years Post Implementation Of Phase – II and after 6 Months Handholding"

<u>Should be read as</u>: "Help Desk And System Support For 3.5 Years Post Implementation Of Phase –II and after 6 Months Handholding"

ii) Clause 8. : Scope of Work – Implementation Period- Phase II- page-41

Existing in column 1 - "Minimum Technical Manpower support by System Integrator to WBERC post implementation for 5 years"

<u>Should be read as</u>: "Minimum Technical Manpower support by System Integrator to WBERC post implementation and after 6 Months Handholding for 3.5 years".

Dy Director (Admin)

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CP-23

MINUTES OF Pre-Bid MEETING AGAINST NIT No. WBERC/2016-17/NIT-01(e) HELD ON 14th DECEMBER, 2016 AT 3 P.M. AT THE CONFERENCE ROOM OF WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Members present from the following Bidders:

- 1. PWC
- 2. KPMG
- 3. KELTRON
- 4. E&Y
- 5. Fluentgrid Ltd
- 6. IPE Global
- 7. Outline Systems
- 8. Klicgtech IT Solutions

Members present from WBERC:

- 1. Sri D. Saha, Advisor (Engg.)
- 2. Sri A.K. Mukherjee, Jt. Advisor (Fin.)
- 3. Sri A. K. Sil, Jt. Advisor (Engg.)
- Smt. S.Das, Jt. Advisor (Engg.)
- 5. Sri M. Sinha, Consultant-IT
- 6. Sri A. K. Dutta, Director (Engg.)
- 7. Sri N. Dawn, Director (Fin.)

After introductory session, Mr. Robin Das, from NIC, gave a presentation on e-tendering process and highlighted important points from bidder's aspect besides answering all queries from prospective Bidders.

Then, Sri Anup Kumar Dutta, Director (Engg.), WBERC, gave a brief and informative presentation on functionalities of the Commission, which are expected to be captured in this ERMS project.

Thereafter, all the queries sent by the prospective bidders were deliberated and clarified by WBERC.

Answers to the queries are attached in Annexure A.

Sutapa Das,

Jt. Advisor (Engg.)

Enclo: 1. Annexure A

2. Attendance Sheet of the participants.

			KPMG's Queries		
S. No.	RFP Document Reference(s) (Section &	Content of RFP requiring Clarification(s)	Proposed Clarification/ Amendments	WBERC 'S Answers	
1	Bid document - NIT_2.PDF Tender Evaluation, 30	OF General Resources: 10 Marks	We could only find the qualification requirement of these resources in this section only. Unlike for key resources we found in a separate section as minimum qualification. We assume 5+ years of experience in any IT Implementation//Gov/Power domain will do .Please confirm.	No Change,AS Per RFP	
2	Tender Evaluation, 31 where, C Low = Lowest price bid from among the bidders C = Bidder's quoted price T High = Highest Technical Score obtained from among the Bidders T = Bidders Technical Score Bid document - NIT_2.PDF Tender Evaluation, 31 Bid document = NIT_2.PDF Tender Evaluation, 31 Bid document = NIT_2.PDF Tender Evaluation		Request to consider C as Bidder's quoted price (including price quoted during reverse auction)	No Change ,As per RFP .	
3			Given the nature of project we feel that strong domain and technical expertise will be required to execute the project. We would request to review the weightage and consider more weightage on technical scoring.	No Change, As per RFP, (Commission's decision on QCBS quacost is 10:90)	
4			of Work - Time to Implementation Phase activities development activities, e.g. database design, application	No Change, as per RFP. (Detailed scope of development & imoplementation of ERMS has been given in totality in Pre implementation period & in Implementation period in page 34 to 37.)	
5	Scope of Work - Time to	Post-6 month of Hand holding , a maintenance and support for 3 years and 6 months (including IT support helpdesk)	premises. Also Please clarify operating hours of helpdesk	No Change, As per RFP, Six month handholding support activity has to be provided at all user sites (WBERC offices) and for 3.5 yrs maintenance support dedicated manpower requirement- min 1 programmar & 1 database adminstrator etc please refer RFP for detailed requirement. Operating hrs of helpdesk of SI-Application availability shall mean accessibility of the ERMS application from WBERC office/internet (MONDAY TO FRIDAY) including Sunday/Holidays(if required). Business hours (9am to 9pm).	

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6	Bid document - NIT_2.PDF Scope of Work - Time to deliver the project, 39	Implementation period phase 1 - Application Development for the following modules : Basic Statistical Analysis	Please clarify how much statistical analysis is involved, there is no statistician profile involved in the bid. Is there any advance analytical tool also involved?	At present trend analysis /graph being used for checks and validation purposes. But provision to be made for using statistical analysis tools	
7			We assume that support will be for 3.5 years post hand holding. Please confirm.	Typo error to be corrected yes-Maintenance & support will be for 3.5 years post handholding, Total project period= implementation period 1 yr+ handholding period 6mths+maintenance & support period is 3.5 yrs= 5 years. Please refer corrigendum.	
8	Scope of Work, 43		(2) Requirement of dedicated manpower at client site may only be required during support phase of the project as per requirements given.	Wberc's clarifications as unmder- (1)requirement gathering etc in WBERC office ,development can be in bidders premises. 2)Requirement of dedicated manpower as client site during requirement study,TO be discussion,UAT,trainin implementation,Go Live,handholding support as detailed in RFP. Help desk can be hosted at bidders premises.4) post implementation phase will be as per RFP.	
9	Bid document - NIT_2.PDF Penalty Structure for execution of the project, 46		However it's mentioned that it's the application development contract value of phase 1. Simlar in phase 2. Please clarify. In go-live phase maximum cumulative penalty that can be levied across all the KPIs is 10% of contract value - please confirm.	As per RFP with elaborationPenalty for phase-I: 5% of total application development contract value for phase-I, Penalty for phase-II: 5% of total application development contract value for phase-II. Golive penalty for phase-II: 10% of total contract value for phase-I, Golive penalty for phase-II: 10% of total contract value for phase-II, For operational phase the cap is related to percentage of uptime and the contract value here is the total contract value and also please refer cl-20 of page-59 of RFP-termination of contract.	
10	Penalty Structure for	Penalty Cap - For every such occasion of missing 48hrs deadline, penalty of Rs5000 per day shall be levied	The system unavailability depends on other factors like hardware infrastructure, network etc. We assume that the delay will not be accounted for these factors.	WBERC will take rational judgement & accepted commercial practice only.	
11	Bid document - NIT_2.PDF Security review 54	Security Review		This is in the scope of bidder, WBERC will not pay anything extra beyond the order value of the contract.	
12	Bid document - NIT_2 PDF Limitation of liability , 60 bligations under the Contract shall in no case exceed the total Value of the Contract.		ation of liability , 60 obligations under the Contract shall in no case exceed the total Value of the		

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13	Bid document - NIT_2.PDF Bid submission dead line Fact Sheet, 8		Request to extend the bid submission deadline by at least 3 weeks	May be considered. Bid submission end date may be extended up to January10,2017 .16.00 hrs. Please refer Corrigendum.
14	Scope of Work, Phase 1, Module 1, page 64	Entities have to submit filled up data formats	Will the consultants develop/ review the data formats or it will be entirely provided by WBERC	WBERC will provide the formats for data entry as & when required and bidder need to disign these in their database
15	Scope of Work, Phase 1, Historical data related to Licensees / Generating companies business		Will the consultant identify the data that is required to be	WBERC will provide the formats for data entry as & when required and bidder need to disign these in their database.
16	Scope of Work, Phase 1, Module 1, page 65	Reports to be generated (claimed vis-a- vis approved vis-a-vis comments from stakeholders).	Will the consultants design the content and formats of the final reports to be generated	WBERC will provide the formats of some reports and formats of some reports may need to be developed by bidder as & when required
17	Scope of Work, Phase 2, Module 8, page 73 Checking of the application – check list / Are the consultants required to provide a metion of view in respect of determination of prudence		Are the consultants required to provide a methodology or point of view in respect of determination of prudence of various expenses	WBERC will provide the check list/prudence check methodology or point of view as & when required
18	Scope of Work, Phase 2, Modules 19,20 & 21 page 77	Renewable Energy Regulations, Micro grid, Ancillary Services	Kindly advise the extent of support required in respect of module 19	WBERC will provide data and information in regard to status of verious RE linked parameters/data/information achieved/to be achieved by State DISCOMs and other State Utilities i.r.o. Regulatory and Policy matters of WBERC, different SERCs, CERC and Union & State Govts. Need based systematic representation of those data/information in tabular/graphical/scheduled formats or power points presentations as per need as also their future projections.
19	Page 12, Section - Geographical Spread & operating location	The Application shall be hosted at Govt. Data centre. The Commission shall be the decision making authority regarding location of the Application in case of any changes.	Will the application be internet enabled or INTRANET based?	As per RFP only, Web based ERMS (internet)
20		ii) Maintenance of the associated systems at the Govt. Data Centre	What is the data centre location? If data centre visit required, need to know if it would incur off-site travel.	West Bengal State Data Centre (WBSDC) is located in Mani bhandar Building in WEBEL complex, Sec-V, Salt Lake , Kolkata- 700091, Bidder is required to vsit WBSDC but no offsite travel.
21	Integrator the SI need to incorporate it into system		implementation support. For any enhancement, CR needs to be raised and once budget is approved, we will work on it.	As Per RFP,pl refer page 41 - As the regulation is change time to time,the SI need to incorporate it into system-the required change request need to be taken care by SI within 100 man days per year is considered including changes required during maintenance & support period.
22				AS per RFP,WBERC prefer enterprise RDBMS from open source system but it all depends on solution offered by bidder and its justification of cost.

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23	Page 35, Pre- Implementation period	k. Integration: The application should be capable of to implement a suitable sms gateway, email service, other external services (with api or web service) Payment Gateway to meet the requirement of online financial transactions in near future. Integration with the WBERC Portal and e-office application to meeting the requirements of WBERC.	We assume WBERC will provide email, sms and payment gateway. Please clarify	As per RFP
24	Implementaion period capable of to implement a suitable sms gateway, email service, other external services (with api or web service) im		Which e-office application WBERC use? As part of the implementation modules there are requirements on file approval and file movement. Will those features need to be implemented in e-Office? If no, what sort of integration required with e-Office application. Please clarify.	E office software product of NIC will be implemented at WBERC.
25	vi. The training program should be conducted at the following levels: Appreciation Course for WBERC Management (approx 10 users) Training Programs for WBERC users (approx 30 users) Training Program for Stakeholders – Regulated Entities (approx 30 users) Training of ERMS Administrator (approx 5 users)		For the regulated entities, will the training program be conducted at WBERC premises only or site visit will be required? It will help is our estimation.	WBERC offices only No site visit.
26	Page 37, Handholding	The bidder is required to depute adequate number of personnel at the user sites as application support engineers.	Please list down the user sites. Is it only WBERC office or offices of regulated entities as well?	WBERC offices
27	Page 40, Data Digitization		What is the data volume in GB approximately? Are all the data in structured XLS format or unstructured data e.g. hard copy, image etc. are also there which needs to be handled in the digitization process.	Most of the data are available in XIs format ,but some data need to be entered manually.
			PWC's Queries∗	
28	Clause 8: Scope of Work Page 34	The System Integrator shall perform in depth study of AS-IS process and prepare AS-IS Process Map and basis requirements of the WBERC.		Broad process are given in Annexure-X of RFP, however processes are again explained during prebid meeting and detailed processes will be explained again by each domain /user groups of WBERC during AS IS study

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29	Clause 23: Limitation of Liability Page 60	The liability of the WBERC for its obligations under the contract shall in no case exceed the total value of Contract.	Kindly clarify the limitation of liability of the bidders. We request to include the clause that "Bidder's overall liability under the engagement shall not exceed the fees paid to bidders hereunder. Also, bidders will not be liable for indirect/consequential losses of any nature whatsoever."	The liability of the WBERC for its obligations under the contract shall in no case exceed the total value of Contract. Liability of the bidder will be limited to the value of the work order subject to matter under clause no .17 of the RFP if so exercised	
Clause 1 Fact Sheet, N		The method of Selection is QCBS evaluation 10:90 (Quality:Cost) basis. Mode of tendering: e-tendering followed by reverse auction (Tender cum auction)	Please clarify if reverse auction will be there, then what is the need of financial bid evaluation separately because in this manner the prices of the bidders will be open to other bidders during financial evaluation. As per the RFP, L1 bidder will be declared through reverse auction only.	As per RFP,Reverse auction can only be started after opening of the financial bid,Financial L1 will be determined based on reverse auction.Final selection will be on the basis of QCBS	
			KELTRON IT Busines group's Queries		
31	Annexure Y	Indian Govt. Experience: No of project Experience in Bespoke development of Application Software and Implementation in India with any Govt entity. The project should have been satisfactorily executed within the last 5 years; as on 31 stMarch, 2016. (In case of Consortium, credentials of companies shall be considered)When No. of Completed Project of Rs3 Crores is Equal to 1 project. 6marks Marks for each Completed Project / Work in Orders attained and Letter of Satisfaction obtained of at least Rsl Crores. For each extra project = 2 Mark each upto max. 4 Marks	We kindly request you consider the project value of 2 crores and above instead of 3 crores. Further we also request you to consider on going projects also for evaluation. This will provide a even playing field for all. We would like to draw your attention to the point stated in PQ below Technical Capability- ICT project The Bidder should have successfully implemented (Go-Live) at least One purely Software Application Projects involving development, support & maintenance in India of worth at least Rs. 2 Crore in last 3 years as on 30tli April, 2016. (In case of Consortium, projects successfully completed by participating companies shall be considered) Since in eligibility criteria it has been mentioned for 2 crores projects it would not be on a level playing field to give marks on 3 crore projects. Requesting you to kindly consider our request and change it from 3 crores to 2 crores.	No Change, as per RFP	
32		Capacity Building-100% of Bill Value on obtaining satisfactory completion certificate from WBERC of this mile stone	We kindly request you to consider the following payment schedule for Capacity building.1. On commencement of the capacity building 25% of bill value.2. On completion 25% of bill value. 3. Balance after receiving satisfactory completion. As capacity Building is a subjective issue based on individuals capacity hence we request you to consider our request.	No Change,as per RFP	
	- g ov j j . ayment oche		IPE Global's Queries		
33	Fact Sheet, Mode of tendering , Page No.7		As we understand the assignment is highly technology and knowledge intensive. As such we suggest that the evaluation may be made through a 80:20 QCBS mode		





34		Management Systems (ERMS) with back	We understand that the information will be captured through process automation and entry by different registered utilities only there is no scope of capturing live data from monitoring systems. Kindly confirm.	
35	Project background, paragraph d, page No.11	Human resource development/Capacity building	Kindly let us have an elaborate idea about the HR intervention required.	Various types of UserTraining
	Need for the solution,	Data is collected at required periodicity	Data to be collected through the system from the users and not from electronic monitoring devices. Kindly confirm.	Data to be collected through the system from the users (utilities) and some data to be collected from outside also for checks & validation/comparision/analysis etc purposes by the commission and for other purposes
	Expected outcome of the implemented solution, para h, page No. 13	Better internal office management through tracking mechanisms, MIS and dashboards		Integration of ERMS with E office & webportal are in bidder scope and MIS module/dashboard is also need to be developed.
38		agreement, iv. Continuously enhance the system by bringing in additional business	The helpdesk will be operated from the client's premises or from the consultant's premises? The enhancement will be continuous in nature, we understand that the initial scope will be enhanced during the maintenance period Kindly confirm.	
		Bidders who become eligible for technical evaluation shall have to make a presentation of their solution on the date and time to be intimated by WBERC.	Kindly allow at least ten days of prior intimation before the presentation.	May be considered. Will be intimated in due course of time. Pleas refer Corrigendum issued.
	Page No. 24, serial No. 2, Technical Capability- ICT project	The Bidder should have successfully implemented (Go-Live) at least One purely Software Application Projects involving development, support & maintenance in India of worth at least Rs. 2 Crore in last 3 years as on 30th April, 2016.	Kindly allow 5 years from the date of submission of the bid.	No Change, as per RFP
41	Certification, Page No. 25	CMMi Maturity Level 5 or CMM Maturity Level 5 certified as on 30th April, 2016	Kindly include CMMi Level 3 also	No Change,as per RFP.





42	Legal Entity, Serial No. 6, Page No. 26	Bidder must have been into operations for the last 15(Fifteen) years as on 31stDecember, 2015. (In case of Consortium companies) 0 Bidder must be into ICT operations for 10years as on 31stDecember, 2015. (In case of Consortium lead Bidder should meet the criteria).		No Change,as per RFP.
	Serial No. 7, Manpower Strength, page No.26	The bidder should have at least 500 IT professionals (excluding other executives) on its Roll as on the date of submission of RFP as per Annexed format	Kindly consider the domain specialists working in e governance projects also. Kindly relax this requirement to allow a lower number appropriate to the turnover requirement of 50 crore. An IT company with 50 crore turnover will seldom have such huge manpower.	
44	Scoring model, serial No.	The project should have been satisfactorily executed within the last 5 years, as on 31st March , 2016.	Kindly define global. A similar project implemented in India should be more relevant given the development of Understanding of local situation and legal requirements. Kindly allow experience within 5 years as on date of submission of bid	
45	Experience with Electricity Regulatory Body in India,	At least one project with any Electricity Regulatory Body in last 10 years as on 31st March, 2016.	Kindly define. We understand experience with utilities/departments issuing licenses in power sector also qualifies.	No Change,as per RFP.
46	General	(A.)	Changes in the system arising out of changes in the statutory provisions may require major reworking/redevelopment which may require effort of a team of professionals. Hence we propose that a blended man day rate may be taken into account at the bidding stage for facilitating future negotiations.	No Change,as per RFP,pl refer page 41 of RFP- As the regulation is change time to time,the SI need to oncorporate it into system-th required change request need to be taken care by SI within 100 man days per year this 100 man days per year development effort is considered including changes required during maintenance & support period.

E & Y's Queries

47	- 1 [중입] 회 하시면 하시면 : (CREST CREST C	aluation 10:90 (Quality : Cost) basis	Request you to kindly modify the QCBS evaluation to the standard QCBS scoring of 70:30 (Quality: Cost). We believe that for a fair evaluation overall solution is also important to determine the right vendor for project delivery. Hence, please modify the clause as mentioned below - The method of selection is: QCBS evaluation 70:30 (Quality:	No Change,as per RFP.
48		de of Tendering : e-tendering followed reverse auction (Tender cum Auction)	Request you to kindly remove reverse auction as the bid evaluation is on Quality cum cost basis.	No Change,as per RFP.

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49	Section 6, Criteria for Evaluation, Qualification Companies Act, 1956 Criteria, Point No 6 - Legal Entity, Page No 25 Should be Company registered under Companies Act, 1956 ((In case of Consortium companies should be company registered under Companies Act, 1956) ((In case of Consortium companies should be Company registered under Company regis	We understand that Limited Liability Partnership (LLP) is als eligible to bid under this clause as Limited Liability Partnershi (LLP) act 2008 is an extension of the Companies act and i legally permissible under the Corporate Law. Hence, requesty you to kindly modify the clause as mentioned below – Should be Company registered under Companies Act, 1956 LLP registered under Limited Liability Partnership (LLP) act 2008 ((In case of Consortium companies should meet the criteria)	pp is st
	Flue	ntgrid Limited's Query (formerly Phoenix IT Solutions Ltd).	
50	0 Section 6. Criteria for The bidder should have valid ISO	Qualification criteria indicates for CMMi Level 5 or CMM	No Change,as per RFP.

Evaluation, Qualification 27001/Equivalent & CCMi Maturity Level Criteria, Point No 4 - 5 or CMM Maturity Level 5 certified as on

Certification, Page No 25 30th April, 2016

Qualification criteria indicates for CMMi Level 5 or CMM

Level 5 whereas we are a CMMi Level 3 firm presently. We request you to kindly consider it and provide us an opportunity to submit our valuable proposal

No Change, as per RFP.

Pre - Bid Conference against NIT No. WBERC/2016-17/ NIT - 01(e) at Conference Hall, WBERC, Poura Bhavan held on 14/12/2016 at 15:00 Hrs

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<u>Pre - Bid Conference against NIT No. WBERC/2016-17/ NIT - 01(e)</u> at Conference Hall, WBERC, Poura Bhavan held on 14/12/2016 at 15:00 Hrs

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