Tender Name: Tender for Appointment of System Integrator for Redevelopment of MSEDCL IT Systems
Tender no. CGM(IT)/ITOT-RDSS/ 22-23/7

Responses to Prebid queries

Sr.no.	Subject	RFP Section & Clause No.	RFP Section & Clause	Query	MSEDCL Response
1			kinfly let us know how many number of user licences are required for Employee self service(ESS)		The scope of works is for redevelopment of existing IT applications. Bidder has to decide for no. of user licenses required for proposed solution, to fulfill all the functionalities given in the scope of works. Presently, MSEDCL has approx 75,000 employees including regular and outsourced employees.
2			Kindly share the BoQ in excel		Bidder has to study the requirement and provide BOQ for proposed solution in the given format.
3	Turnover	Qualifying Requirements, Point No.3	Qualifying Requirements: The bidder must have a minimum average annual turnover of Rs. 55 Crores of the last three audited Financial Years (2019-20, 2020-21, 2021-22).	Please Consider a minimum average annual turnover of Rs.50 Cr. of the last three audited Financial years (2019-20, 2020-21, 2021-22)	No Change. As per RFP.
4	Past Work Experience	Qualifying Requirements, Point No.5	Qualifying Requirements: Bidder shall have experience in Enterprise software development in a Central / State Govt. Organization, PSU or Power sector Company (Generation, Transmission or Distribution) in India, during the last 7 years	Please Consider on-going Projects, other than completed projects for this Clause.	No Change. As per RFP. Ongoing projects whose go-live declared before date of publishing of this tender, will be considered evaluation.
5	3. SCOPE OF WORK	3. SCOPE OF WORK 3.1 Brief Scope	Upgradation, Design, Development, Implementation, and Commissioning of new web applications such as Consumer Self-service and Employee Self Service by consolidating the following existing applications. a. Document Management System (DMS), b. Customer Relationship Management System(CRM), c. Energy Audit (EA), d. New Connection System (NC), e. Web Self-Service (WSS) system and Other related sub-systems.	Since it is desired to unify different systems so that users have a common touchpoint, we would request the proposed system/platform to have Multi-Site Management capabilities so that from the same infra, dedicated sites and portals can be launched that will be accessible to users based on their permissions. This will also help in bringing logical separation of data between Customer and Employee Applications.	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
6	3.2 Detailed Scope of Work	3.2.1 Overview	Proposed solution should group the existing applications into two applications only i.e. Consumer related (CSS consumer Self Service) and employee related (ESS Employee Self Service)	Since there will be modules for self-service for both Consumer and Employees, we request the proposed system/ platform to have GUI based Form and Workflow Builder so that self-service processes can be automated by quickly creating forms and workflows by just drag and drop.	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
7	3.2.7 Mandatory Technical Specifications:	A. General Specifications :	p) The application should be fast loading, easy to navigate, search engine friendly. q) The homepage should be attractive and well-constructed so that it makes a good first impression to all visitors. It should clearly communicate the site's purpose, and show all major options available in the site. Easy access to the homepage should be provided from every page in the site. r) A consistent page layout must be maintained throughout the application. s) Most important elements should be visible on the first screen and should not go inside a scroll. t) The system should be able to detect type of device and bandwidth availability and render the corresponding version to ensure rapid page loading and rendering. u) The system should be optimized for the minimum possible load time, response time, navigation and search. The optimization should cover all the areas like HTML, CSS, GRAPHICS, and PDF and would be involved smaller page sizes and faster downloads. v) A sitemap should be available. The sitemap should include the important pages related to consumer services and other pages as per the requirement of MSEDCL.	Based on our understanding the requirements mentioned here are of a Content Management System but the RFP does not mentions specifically a CMS platform. Considering the same and the necessity to have a Content Management System, we would suggest to include the following specifications for a CMS platform: a. Proposed tool should have the quicker mechanism of deploying, managing, editing, storing, preserving & Delivering the content. b. Should support Single sign-on c. Should have versioning feature to allow track new versions as well as roll back to previous versions. d. Should provide support/interoperable with multiple databases like Oracle/SQL Server/ DB2 / MySQL etc. e. Proposed tool should have facility of one click page creation & quick site creation. f. Proposed tool should allow to combine web content alongside web application portlet, widgets g. Proposed tool should have capability to administer user defined contents including reports, videos, audios etc. h. Should be able to address both structured and unstructured data. i. Proposed tool should have facility to automatically generate a hierarchical site map for the entire portal j. Proposed tool should have faceted search criteria. k. The proposed tool should capability of dynamic keyword tagging to web content. l. The proposed tool should make content pages instantaneously searchable by external search engines. m. The proposed tool should be able to leverage in a SOA architecture as well as used for simple integration via REST or RSS Subscription. n. The proposed tool should have dynamic virtual hosting capability and friendly URL feature. o. The proposed tool should have internal workflow engine. p. The proposed tool should have workflow based lifecycle from content creation to review and approval, and finally publishing of the content, as per Access Control to users and groups. q. The proposed tool should be capable of search, archiving and versioning of the content. r. The proposed tool should have capability of live page editing and scheduling without affecting published content. s. The proposed tool should provide all relevant functionalities to provide centralized knowledge base. t. The proposed Content Management System (CMS) /DXP should be present in the latest Gartner's Magic quadrant for CMS/DXP. u. Proposed CMS/DXP should have Enterprise Level Licence and support from OEM. Community/Free version of CMS/DXP is not permitted. MAF from the respective OEM should be submitted along with the Bid.	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
8	3.2.7 Mandatory Technical Specifications:	A. General Specifications :	Suggestion	Based on our experience, we find for this use case, an Enterprise Search Engine will be an integral component but we cannot find any specifications for the same. Hence, we request to include that the platform should have built-in Search Engine that allows users to do free-text, fuzzy-text search including multilingual searches as well.	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.

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9	3.2.7 Mandatory Technical Specifications:	A. General Specifications :	p) The application should be fast loading, easy to navigate, search engine friendly.	We would suggest the platform should have inbuilt SEO capabilities. This is essential as at the time of creation of pages and layouts only, SEO settings can be done which will help in increasing the SEO rankings	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
10	3.2.7 Mandatory Technical Specifications:	A. General Specifications :	Suggestion	Based on prevalent industry standards, we would suggest the Document Management, Content Management, SEO, Search, Portal framework to be the in-built components of the same platform. Since the above modules are integral components of the RFP, coming from same platform will reduce complexities, encourage reusability and scalability and reduce the implementation timelines as well.	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
11	3. SCOPE OF WORK	3.1 Brief Scope	ii. Supply, installation and commissioning of Enterprise Database with one-year OEM support. Bidder shall use existing database licenses and provide additional licences (if required) for proposed solution.	Based on prevalent industry standards, we would suggest to mandatorily include OEM support for Portal, Document Management and Content Management components also.	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
12	3. SCOPE OF WORK	3.1 Brief Scope	ii. Supply, installation and commissioning of Enterprise Database with one-year OEM support. Bidder shall use existing database licenses and provide additional licences (if required) for proposed solution.	We would suggest the Portal and Content Management component to be Enterprise grade Open Source platforms as it will provide OEM support, source-code availability, security, patches availability, etc	The proposed system should be developed considering the workflows, schedulers, batch processing given in the RFP. The bidder has to propose the solution accordingly.
13	3. SCOPE OF WORK	3.1 Brief Scope	ii. Supply, installation and commissioning of Enterprise Database with one-year OEM support. Bidder shall use existing database licenses and provide additional licences (if required) for proposed solution.	We would suggest to include Licenses to be Perpetual in nature so that there is no vendor lock-in with no restrictions in users and usage	Refer Revised RFP. ii. Supply, installation and commissioning of Enterprise Database with one-year OEM support. Bidder shall provide sufficient enterprise licences for proposed solution. If open source databse is proposed, enterprise support from vendor or support partner should be provided.
14	3. SCOPE OF WORK	3.2.3 Application Hosting	i. The revamped applications should be hosted on the AWS cloud (MSEDCL's VPC).	Please specify an estimated no. of concurrent users per second	10,000 no. of concurrent users per second for each application (i.e. for consumer centric application and for employee application)
15	3. SCOPE OF WORK	3.2.3 Application Hosting	vii. Bidder should provide a Testing & development environment for application services.	We believe only 2 non-Production environments are required to be provisioned. Please confirm if the understanding is correct.	The Bidder has to propose the required Infrastructure and environments as per RFP.