Tender Name: Tender for Appointment of System Integrator for Redevelopment of MSEDCL IT Systems					
Tender No.: CGM(IT)/ITOT-RDSS/22-23/10					
31/03/2023 - Version 1; 25/04/2023 - Version 2					
Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
1	Pre-qualifying requirements	Pre-qualifying requirements Sr. no. 5	5. Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below: a. Experience in a single project costing not less than the amount equal to Rs. 9.12 Crores (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. 5.70 Crores (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes).	**Request to please change as below:** Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below: a. Experience in a single project costing not less than the amount equal to Rs. 5 Crores (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. 2 Crores (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. 1 Crores (incl. taxes).	As per RFP
2	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no. 5	The experience of enterprise software development should be with technologies/ platform proposed in the solution	Request you to consider the change in this clause by allowing bidder to submit any enterprise software development project workex because while proposing the technology stack SI can bring the latest and scalable solution whereas the mentioned clause binds the SI to propose obsolete technology or the solution which may or may not be applied/applicable for this project so kindly open this criteria	As per RFP. The technology / platform for application development as per scope of works is to be proposed by bidder.
3	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no.8	Bidder shall have minimum CMMI Level 3 certification.	**Kindly Modify the clause as** If CMMI Level 3 Certificate is under Renewal than bidder must have valid CMMI Level 3 or above certificate in last one year is acceptable with the condition that they have applied for renewal of the certificate. Proof of last year valid certificate and renewal request to be submitted	In case of new/ renewal of CMMI certification, the bidder has to submit valid certificate before issuing LOA, if the bidder happens to be L1. In such case, acknowlegement of appraisal in process from certifying authority shall be submitted by bidder
4	General	Consortium Clause		As the development and integration is vast, request department to allow consortium as one lead and one consortium member	Consortium not allowed. As per RFP.
5	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no. 6	The bidder must have at least 100 employees on its payroll at the time of Bidding, performing software design, development, implementation, integration, testing, maintenance, and support activities. In case of a consortium, the requirement may be met jointly	Kindly clarify the consortium is allowed	Consortium not allowed. As per RFP.
6	Qualifying Requirements:	4. B) TECHNICAL EVALUATION CRITERIA, Clause 2.1	Experience in development of Enterprise solution More than 2 Projects = 20 marks 2 Project = 15 marks 1 Project = 10 marks	Kindly Modify the clause as Experience in development of Enterprise solution with value More than 9.12 = 20 marks 1 Project Value with 15 Cr= 15 marks 1 Project Value with 9.12 Cr = 10 marks	As per RFP
7	Qualifying Requirements:	4. B) TECHNICAL EVALUATION CRITERIA, Clause 4	CMMI Certification a) Bidder with valid CMMI 5 =10 Marks b) Bidder with valid CMMI 3 = 8 Marks	Kindly Modify the clause as Quality Certification a) Bidder with valid CMMI 3, ISO 9001, ISO 27001 =10 Marks b) Bidder with valid CMMI 3 & ISO 9001 = 8 Marks	Refer Revised RFP a) Bidder with valid CMMI 5 & ISO 9001 =10 Marks b) Bidder with valid CMMI 3 & ISO 9001 = 8 Marks+F16

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
8	CONTRACT PERFORMANCE SECURITY	5.4.24. CONTRACT PERFORMANCE SECURITY	The System Integrator should provide the contract performance guaranty for the sum of 5 % (Five percent) of the Contract Price for due Performa of contract. This Contract Performance Security shall be valid till the expof 180 days after the end of Support period of the works covered under the contract.	Kindly Modify the clause as The System Integrator should provide the contract performance guarantfor the sum of 3 % (Three percent) of the Contract Price for due performanof contract. This Contract Performance Security shall be valid till the expof 180 days after the end of Support period of the works covered under the contract.	As per RFP
9	Implementation Timelines	6.1 Implementation Timelines , Clause 2	Upgradation, Design, Development, Implementation, UAT, Migration, Commissioning & declaration of Go-Live Within 9 months from the date of LOA	Kindly Modify the clause as Upgradation, Design, Development, Implementation, UAT, Migration, Commissioning & declaration of Go-Live Within 12 months from the date of LOA	Refer revised RFP
10	Payment Terms	6.2 Payment Terms, Note	Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause of this tender document. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income-Tax Act, 1961 and any other taxes. The payment will be given within 30 days from the receipt of original invoices at the Office of Chief General Manager (IT), Prakashgad, 4th Floor, Bandra East, Mumbai -400051 and confirmation by MSEDCL of services provided.	Kindly Modify the clause as Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause of this tender document. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and any other taxes. The payment will be given within 15 days from the receipt of original invoices at the Office of Chief General Manager (IT), Prakashgad, 4th Floor, Bandra East, Mumbai -400051 and confirmation by MSEDCL of services provided.	As per RFP
11	LIQUIDATED DAMAGES	6.8 LIQUIDATED DAMAGES	In case of delay in the deliverables (milestones) within the period stipulated in the agree any loss caused to the MSEDCL due to non-performance of the services as per the contract Bidder is liable to pay liquidated damages up to 0.5 % of implementation cost per subject to a maximum ceiling of 10% reckoned on the total implementation cost.	Kindly Modify the clause as In case of delay in the deliverables (milestones) within the period stipulated in the agreeing loss caused to the MSEDCL due to non-performance of the services as per the contracBidder is liable to pay liquidated damages up to 0.25 % of implementation cost per week subject to a maximum ceiling of 10% reckoned on the total implementation cost.	As per RFP
12	3.2.3 Application Hosting	3.2.3 Application Hosting, Clause 2	MSEDCL will provide only server instances with the required OS and EBS storage on the AWS cloud as proposed by Bidder in Annexure 11 (Cloud Specifications). Bidder should size & propose the hardware to suit the requirement and the Operating System, archival, high availability, redundancy, scalability, response time requirement, backup, and implementing operating system security under centralized architecture. The hardware should be able to cater to the requirements given above for operating all the software proposed including databases as a part of the solution.	Kindly clarify that Cloud security, backup, database charges will be paid by MSEDCL	Refer Clause 3.2.3. Only infrastructure with OS will be provided by MSEDCL Licenses, if any, will be provided by Bidder

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Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
13	3.2.3 Application Hosting	3.2.3 Application Hosting, Clause 6	Bidder has to support & coordinate with MSEDCL's Cloud Managed Service Provider for commissioning & integration works	Kindly clarify that Cloud managed service and its integration charges will be paid by MSEDCL	Refer Clause 3.2.3. Only infrastructure with OS will be provided by MSEDCL Licenses, if any, will be provided by Bidder
14	6.9.2 Deployment of Manpower	6.9.2 Deployment of Manpower, Clause 1	Mobilization of the team for commencement of work Within 15 days from the date of issue of the LoA Rs 2,000 per day per resource for delay in no. of days	Kindly Modify the clause as Mobilization of the team for commencement of work Within 15 days from the date of issue of the LoA Rs 1000 per week per resource for delay in no. of weeks	As per RFP
15	6.9.2 Deployment of Manpower	6.9.2 Deployment of Manpower, Clause 2	Within 7 days of release of existing resource initiated. (Note: The replacement of resources shall be informed minimum 30 days in advance) Rs. 1,000 per week of delay for deployment of alternate resource	Kindly Modify the clause as Within 15 days of release of existing resource initiated. (Note: The replacement of resources shall be informed minimum 30 days in advance) Rs. 1,000 per week of delay for deployment of alternate resource	As per RFP
16	Scope of Work	Section 3.1 (i)	and other related sub-systems	Need clarity whether there are systems other than those mentioned in the Existing application landscape that might get included	As per RFP
17	Mandatory Technical Specifications	Section 3.2.7 Clause A, Point e	Proposed solution should be preferably in Java or Python	Will solution in MVC .net be considered	As per RFP
18	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no. 6	Those Bids which obtain minimum Seventy (70) marks out of 100 in Technical Evaluation will be considered further for financial evaluation process.	To get Maximum participant in the bid, Kindly Modify the clause as: Those Bids which obtain minimum Sixty (60) marks out of 100 in Technical Evaluation will be considered further for financial evaluation process	As per RFP
19	Tender Fee	Bid Notice: Tender Fee	Tender Fee: Rs. 29,500/- (incl. GST) via online payment only (Non-Refundable)	Sir, as the Govt of India is promoting the scheme of MSME for Micro, Small and Medium Scale Industries and Start-ups under which exemption against submission of tender fee is clearly mentioned to be part of all the tendering process. Thus, we hereby request you to kindly provide the exemption to submit the tender fees and EMD against MSME.We are a MSME company registered in Rajasthan	As per RFP
20	Bid Security	Bid Notice: Bid Security	The bid must be accompanied by Bid Security for an amount equal to Indian Rs. 11,40,000/- (Rupees Eleven Lakh Forty-thousand only) for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only.	Sir, as the Govt of India is promoting the scheme of MSME for Micro, Small and Medium Scale Industries and Start-ups under which exemption against submission of EMD is clearly mentioned to be part of all the tendering process. Thus, we hereby request you to kindly provide the exemption to submit the tender fees and EMO against MSME.We are a MSME company registered in Rajasthan	As per RFP
21	Qualifying Requirement	4. Turnover	The bidder must have a minimum average annual turnover of Rs. 57 Crores of the last three audited Financial Years (2019-20, 2020-21, 2021-22).	Sir, as the Govt of India is promoting the scheme of MSME for Micro, Small and Medium Scale Industries and Start-ups under which relaxation against Prior Turnover is clearly mentioned to be part of all the tendering process. So that, we hereby request you to kindly provide the some relaxation against compliance of Prior Turnover as per Government Notification. We are a MSME company registered in Rajasthan	As per RFP

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
22	Qualifying Requirement	5. Prior Experience	Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below : a. Experience in a single project costing not less than the amount equal to Rs. 9.12 Crores (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. 5.70 Crores (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes).	Sir, as the Govt of India is promoting the scheme of MSME for Micro, Small and Medium Scale Industries and Start-ups under which additional relaxation against Prior Experience is clearly mentioned to be part of all the tendering process. So that, we hereby request you to kindly provide the some addition relaxation against the compliance of Prior Experience as per Government Notification.	As per RFP
23	Qualifying Requirement	5. Prior Experience	Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below : a. Experience in a single project costing not less than the amount equal to Rs. 9.12 Crores (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. 5.70 Crores (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes).	Sir, Since your project scope of work is multifold i.e. Supply, installation, and commissioning of Enterprise Database with one-year OEM support. Bidder shall provide sufficient enterprise licenses for proposed solution. If open-source database is proposed, enterprise support from vendor or support partner should be provided, training ,Re-architect above applications and Migration of existing data into the new system, Perform application and Infrastructure security audit annually of the new application viz. Consumer Self-service and Employee Self Service by CERT-IN empanelled Auditor after GO-Live, Staff to be deployed: 10 Nos, including one staff having DBA experience (At least 5 years' experience of DBA) , one Year support ect, Thus we hereby Request you that the experience orders should also be in accordance of that and must be divided as i.e. One Order of Any software application license supply of one crores , One Order of Software development of 6 Crore and One order or support of One crore. By that way you will have orders which are relevant to your requirement	As per RFP
24	Brief Scope of Work:	Place of Deployment of Staff	Place of Deployment of Staff: Mumbai	Please clarify this team deployment will be in your office or vendor office. What about the hardware and other resources required for this team like internet, desktop/laptop, testing server etc. who will provide the same. Also you are requested to kindly allow the work from home for the development team.	Refer revised clause in RFP clause 3.2.2 Resource Deployment . Bidder has to deploy its team at MSEDCL office in Mumbai. The required cloud infrastructure and connectivity will be provided by MSEDCL. The desktop / laptop for bidders resources has to be arranged by bidder.
25	Brief Scope of Work:	Staff to be	Staff to be deployed: 10 Nos, including one staff having DBA experience	Please clarify , Since scope of work has lot of documentation and training part thus this team will also include Business Requirement Analyst, Subject Metter Expert and Trainers.	Refer revised clause as follows : Staff to be deployed: Project Manager + Minimum 10 Number, including one staff having DBA experience. Bidder may deploy additional resources as per requirement.

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
26	Qualifying Requirements	Bid Notice - Qualifying Requirements Sr.no. 5	**Note:** i. The experience of enterprise software development should be with technologies/ platforms proposed in the solution. ii. For the above experience, completed projects and ongoing projects whose Go-live was declared before the date of publishing this tender shall be considered. iii. Re-evaluation shall be exclusive of Software license cost & Hardware/Cloud subscription costs. iv. If the project mentioned in the experience is executed by a Consortium, where the bidder is one of the consortium members, the role of the bidder in the project should be clearly mentioned along with the value of the contract pertaining to the bidder's role in the project. In support of this, the bidder has to submit a copy of the agreement or client certificate. v. Projects done for in-house use of the parent company, and associate companies (with common stakeholders) would not be considered. However, projects done by the parent company by for external client would be considered as credential for subsidiary's bid submission	Kindly consider and clarify the following for experience evaluation: i. The experience of enterprise software development / deployment / integration should be with technologies/platform proposed in the solution. iii. Kindly reconsider and remove this point	As per RFP
27	Qualifying Requirements	Bid Notice - Qualifying Requirements	The bidder must have at least 100 employees on its payroll at the time of Bidding, performing software design, development, implementation, integration, testing, maintenance, and support activities. In case of a consortium, the requirement may be met jointly	Kindly Clarify and consider the following: The bidder must have at least 100 employees on its payroll at the time of Bidding, performing software design / development / deployment / implementation / integration / testing / / network and security / maintenance / support activities.	As per RFP
28	Qualifying Requirements	Bid Notice - Qualifying Requirements	Bidder shall have minimum CMMI Level 3 certification	Kindly Clarify and consider the following: Bidder shall have minimum CMMI Level 3 certification / awaiting for the benchmark appraisal result.	In case of new/ renewal of CMMI certification, the bidder has to submit valid certificate before issuing LOA, if the bidder happens to be L1. In such case, acknowlegement of appraisal in process from certifying authority shall be submitted by bidder
29	Brief Scope of Work	Bid Notice - Brief Scope of Work	iii. Re-architect above applications and Migration of existing data into the new system.	Kindly Clarify the following: Would handholding / code transfer of the existing applications be provided by the current team for seamless handover. Till what period would the previous team be available for the said handover.	MSEDCL team will provide required information

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
30	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no. 5	The experience of enterprise software development should be with technologies/platform proposed in the solution	We request you to kindly consider allowing bidder to submit experience of other enterprise software development platforms which is developed and delivered. This will allow SI to propose latest technology solution that will be more up-to-date and relevant.	As per RFP
31	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no.8	Bidder shall have minimum CMMI Level 3 certification.	Kindly consider acceptance of CMMI Level Certificate under process and / or renewal. This will allow bidder who had valid certificate to complete the renewal process thereby providing proof of holding valid certificate during the earlier year for consideration.	In case of new/ renewal of CMMI certification, the bidder has to submit valid certificate before issuing LOA, if the bidder happens to be L1. In such case, acknowlegement of appraisal in process from certifying authority shall be submitted by bidder
32	General	Consortium Clause		Development of the upgraded platform and integration landscape is very large and we request you to consider Consortium formation with 1 lead and 1 consortium member.	As per RFP Consortium not allowed
33	Qualifying Requirements:	4. A) ELIGIBILITY / QUALIFYING CRITERIA, Clause no. 6	The bidder must have at least 100 employees on its payroll at the time of Bidding, performing software design, development, implementation, integration, testing, maintenance, and support activities. In case of a consortium, the requirement may be met jointly	We kindly request for clarity on the Consortium clause to support this.	As per RFP Consortium not allowed
34	Qualifying Requirements:	4. B) TECHNICAL EVALUATION CRITERIA, Clause 2.1	Experience in development of Enterprise solution More than 2 Projects = 20 marks 2 Project = 15 marks 1 Project = 10 marks	We kindly request for adjustment in the marking as follows: Experience in development of Enterprise solution with value More than 9 Cr = 20 marks 1 Project Value with 15 Cr= 15 marks 1 Project Value with 9 Cr = 10 marks	As per RFP
35	Qualifying Requirements:	4. B) TECHNICAL EVALUATION CRITERIA, Clause 4	CMMI Certification a) Bidder with valid CMMI 5 =10 Marks b) Bidder with valid CMMI 3 = 8 Marks	We kindly request for following change: Quality Certification a) Bidder with valid CMMI 3, ISO 9001, ISO 27001 =10 Marks b) Bidder with valid CMMI 3 & ISO 9001 = 8 Marks	Refer Revised RFP: a) Bidder with valid CMMI 5& ISO 9001=10 Marks b) Bidder with valid CMMI 3 & ISO 9001 = 8 Marks
36	CONTRACT PERFORMANCE SECURITY	5.4.24. CONTRACT PERFORMANCE SECURITY	The System Integrator should provide the contract performance guarantfor the sum of 5 % (Five percent) of the Contract Price for due Performa of contract. This Contract Performance Security shall be valid till the expof 180 days after the end of Support period of the works covered under the contract.	We kindly request for lowering of the Performance security to 2.5% instead of 5%.	As per RFP
37	Implementation Timelines	6.1 Implementation Timelines , Clause 2	Upgradation, Design, Development, Implementation, UAT, Migration, Commissioning & declaration of Go-Live Within 9 months from the date of LOA	Due to the very large scope of platform landscape for Upgradation, Design, Development, Implementation, UAT, Migration, Commissioning & declaration of Go-Live, we kindly request for change in timeline as follows: Within 12 months from the date of LOA	Refer revised RFP

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38	Payment Terms	6.2 Payment Terms, Note	Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause of this tender document. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and any other taxes. The payment will be given within 30 days from the receipt of original invoices at the Office of Chief General Manager (IT), Prakashgad, 4th Floor, Bandra East, Mumbai -400051 and confirmation by MSEDCL of services provided.	We kindly request for a reduction in payment time from 30 days to 15 days from the date fo submission of Original invoice and verification of services delivered.	As per RFP
39	LIQUIDATED DAMAGES	6.8 LIQUIDATED DAMAGES	In case of delay in the deliverables (milestones) within the period stipulated in the agreeing loss caused to the MSEDCL due to non-performance of the services as per the contracBidder is liable to pay liquidated damages up to 0.5 % of implementation cost per weesubject to a maximum ceiling of 10% reckoned on the total implementation cost.	We kindly request for a reduction in the penalty as part of the liquidated damages from 0.5% to 0.25% with a maximum ceiling of 10%.	As per RFP
40	3.2.3 Application Hosting	3.2.3 Application Hosting, Clause 2	MSEDCL will provide only server instances with the required OS and EBS storage on the AWS cloud as proposed by Bidder in Annexure 11 (Cloud Specifications). Bidder should size & propose the hardware to suit the requirement and the Operating System, archival, high availability, redundancy, scalability, response time requirement, backup, and implementing operating system security under centralized architecture. The hardware should be able to cater to the requirements given above for operating all the software proposed including databases as a part of the solution.	Please provide clarity that Cost of hosting and other related datacentre cost is borne by MSEDCL.	Refer Clause 3.2.3. Only infrastructure with OS will be provided by MSEDCL Licenses, if any, will be provided by Bidder
41	3.2.3 Application Hosting	3.2.3 Application Hosting, Clause 6	Bidder has to support & coordinate with MSEDCL's Cloud Managed Service Provider for commissioning & integration works	Please provide clarity that all costs related to commission and integration works will be borne by MSEDCL/Cloud hosting partner.	Cost of hosting and other related cloud cost will be borne by MSEDCL. Integration will be the scope of bidder
42	6.9.2 Deployment of Manpower	6.9.2 Deployment of Manpower, Clause 1	Mobilization of the team for commencement of work Within 15 days from the date of issue of the LoA Rs 2,000 per day per resource for delay in no. of days	We kindly request for an increase in the mobilization time from 15 days to 30 days and penalty for the same to be reduced to a reasonable rate of Rs. 1000/- per resource per day.	As per RFP

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
43	6.9.2 Deployment of Manpower	6.9.2 Deployment of Manpower, Clause 2	Within 7 days of release of existing resource initiated. (Note: The replacement of resources shall be informed minimum 30 days in advance) Rs. 1,000 per week of delay for deployment of alternate resource	We kindly request to increase the time to provide replacement from 7 days to 15 days.	As per RFP
44	3. Scope of Work	Section 3.1 (i)	and other related sub-systems	We request clarity on whether there are systems other than those mentioned in the Existing application landscape that might get included	As per RFP
45	3.2.7 Mandatory Technical Specifications	Section 3.2.7 Clause A, Point e	Proposed solution should be preferably in Java or Python	We request for clarity on whether proposed solution in MVC .net will be considered	As per RFP
46		Page No 48, Section 3.1 and SL No. ii		How many licenses required ?	Bidder has to propose technology and required licenses, if any.
47		Page No 48, Section 3.1 and SL No. iii		What is the size of existing data for Migration	Bidder may visit MSEDCL for more information
48		Page No 50, Section 3.2.4 and SL No. iii		How many training sessions are required & what is the size of the staffs	As per RFP
49		Page No 50, Section 3.2.4 and SL No. iii		Kindly clarify who will provide the space for training ?	Training has to be conducted in MSEDCL premises.
50		General		Who will provide SMS & Email gate way charges ?	Bidder to integrate existing MSEDCL SMS & Email gateway. The SMS & E-mail gateway charges are not in the bidders scope.
51		General		Do we need to host our application on Cloud base ? If Yes then Could part is not there in BoQ	Refer clause **3.2.3 Application Hosting of RFP** for clarification
52		General		Do we need to provide Servers?	MSEDCL will provide required cloud infrastructure. Refer clause **3.2.3 Application Hosting of RFP** for clarification
53		General		Kindly clarify who will provide the space for help desk support	Space will be provided to the proposed development team, deployed onsite. Bidder to provide appropriate ticketing/ticket resolution mechanism
54		General		Kindly clarify, can we take the EMD Bank guarantee from Bangalore Branch	Yes. The EMD BG should be payable at Mumbai only
55		General		Any preferred payment gateway that we have to consider?	MSEDCL will provide payment gateway services. Bidder has to integrate MSEDCL's existing payment gateway services.
56		Document Management System		The search functionality should work on file contents as well?	As per scope of work provided in the RFP

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
57		Network data management		Regarding any master data do we have to integrate with the ERP or provide a method to add/import master data into the new system?	Yes. Integration with ERP and other MSEDCL systems is to be done by bidder. For details, refer details of existing system in RFP.
58		MIP		please mention steps taken for inspection so that we get some clarity on the functional scope of work	Bidder to visit MSEDCL for more details.
59		General		The respective App Store accounts for the mobile is available with MSEDCL or do we have to procure ourselves	Not Applicable
60		Integrations		Are the REST API's available for all the third party integrations mentioned in the RFP? If yes, what data standard is followed - JSON or XML?	As per RFP
61		Cloud/Migration		Are all the existing applications deployed on AWS cloud?	Yes. Refer clause 3.2.3 Application Hosting of RFP for clarification
62	Pre-qualifying requirements	Pre-qualifying requirements	5. Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below: a. Experience in a single project costing not less than the amount equal to Rs. 9.12 Crores (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. 5.70 Crores (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes).	**We request to please modify the criteria as below:** As per CVC guideline, One similar completed service costing not less than the amount equal to 40% (Fourty percent) of the estimated cost so we request to please revise the criteria as below. 5. Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below: a. Experience in a single project costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes)	As per RFP

Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
63	Qualifying Requirements	RFP Section: Qualifying Requirements Clause No: 5 RFP Page No:2	Bidder shall have experience in Enterprise software development, during the last 7 years since the date of publishing of this tender as below : a. Experience in a single project costing not less than the amount equal to Rs. 9.12 Crores (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. 5.70 Crores (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. 4.56 Crores (incl. taxes). Note: i. The experience of enterprise software development should be with technologies/platform proposed in the solution. ii. For the above experience, completed projects and ongoing projects whose Go-live was declared before the date of publishing this tender shall be considered. iii. Re-evaluation shall be exclusive of Software license cost & Hardware/Cloud subscription costs. iv. If the project mentioned in the experience is executed by Consortium, where the bidder is one of the consortium members, the role of the bidder in the project should be clearly mentioned along with the value of the contract pertaining to the bidder's role in the project. In support of this, the bidder has to submit a copy of the agreement or client certificate. v. Projects done for in-house use of the parent company, and associate companies (with common stakeholders) would not be considered. However, projects done by the parent company by for external client would be considered as credential for subsidiary's bid submission	We Would request you to kindly amend the clause as below: Bidder shall have experience in Enterprise/**E Governance/Any** software development **for Govt Institutions/PSU's/Central/State Govt**, during the last 7 years since the date of publishing of this tender as below : a. Experience in a single project costing not less than the amount equal to Rs. **5 Crores** (incl. taxes) OR b. Experience in two projects each costing not less than the amount equal to Rs. **3 Crores** (incl. taxes) OR c. Experience in three projects each costing not less than the amount equal to Rs. **1 Crores** (incl. taxes). Note: i. The experience of enterprise/**E Governance/Any** software development **for Govt Institutions/PSU's/Central/State Govt** should be with technologies/platform proposed in the solution. ii. For the above experience, completed projects and ongoing projects whose Go-live was declared before the date of publishing this tender shall be considered. iii. Re-evaluation shall be exclusive of Software license cost & Hardware/Cloud subscription costs. iv. If the project mentioned in the experience is executed by Consortium, where the bidder is one of the consortium members, the role of the bidder in the project should be clearly mentioned along with the value of the contract pertaining to the bidder's role in the project. In support of this, the bidder has to submit a copy of the agreement or client certificate. v. Projects done for in-house use of the parent company, and associate companies (with common stakeholders) would not be considered. However, projects done by the parent company by for external client would be considered as credential for subsidiary's bid submission	As per RFP
64	Page No. 49	3.2.2 Resource Deployment	Bidder should appoint a Project manager having more than 10 years' experience in Software Design, Development & Implementation. The project manager will be the Single Point of Contact for this project. Project Manager should be available onsite.	It is our understanding that few critical resources during the Development Phase will be deployed in Onsite whereas other resources will be deployed in the Offsite. Whenever there is requirement the resources which were in Offsite will deploy in onsite. Kindly confirm	As per RFP
65	Page no. 50	3.2.3 Application Hosting	vii. Bidder should provide a Testing & development e	Please kindly confirm that for Testing Environment we need to deploy testing server in the on premises or in cloud infrastructure. Kindly confirm	Refer revised clause in RFP. Clause deleted.
66	Page No. 50	3.2.4 Training		It is our understanding that the necessary infrastructure required for training will be provided by the Depratment.Kindly confirm	Yes. As per RFP
67	Page No. 86	6.9.2 Deployment of Manpower	Within 15 days from the date of issue of the LoA	We request you to kindly consider the timeline for the deployment of manpower to 30 - 45 days after receiving the work order since it is very difficult to get the resources within 15 days.	As per RFP
68	Page No. 86	6.9.3 Application Maintenance & Sup	Help Desk Team	It is our understanding that the necessary seating space for the helpdesk team will be provided by the department and also the necessary infrastructure such as Desktop, Laptop, Internet Connectivity will be provided by the Departement.Kinldy Confirm	Seating space will be provided for the deployed onsite resources
69	Page No. 86	6.9.3 Application Maintenance & Sup	Help Desk Team	Please Kindly confirm that in order to operate the Helpdesk team necessary toll Free Number or EPBAX will be provided by the Department. Kindly Confirm	Not Applicable

Tender Name: Tender for Appointment of System Integrator for Redevelopment of MSEDCL IT Systems					
Tender No.: CGM(IT)/ITOT-RDSS/22-23/10					
31/03/2023 - Version 1; 25/04/2023 - Version 2					
Sr.no	Subject	RFP Section & Clause No.	RFP Clause	Query & Justification	MSEDCL Response
70	Page No. 86	6.9.3 Application Maintenance & Sup	a) Helpdesk Support shall mean the 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing, and related enquiries during Application Maintenance & Support period of this contract	As per this clause, the Helpdesk shall operate 24x7X365, So there should be 3 shift needs to operate daily. hence Kindly confirm how many helpdesk resources needs to deploy per shift?	Space will be provided to the proposed development team, deployed onsite. Bidder to provide appropriate ticketing/ticket resolution mechanism
71	Page No. 94	6.15.6 INSURANCE		Request to clarify more on this section which materials needs to insured as per the Mandate requirement. Please clarify.	Clause deleted.
72	Pre-Qualifying Requirement	Page 2 of 137 - Pre-Qualifying Requir	Bidder shall have experience in Enterprise software development, during the last 7 years. The experience of enterprise software development should be with technologies/platform proposed in the solution.	**Accenture Suggestion**: In addition to the given experience criteria, Accenture proposes that the bidder should have experience in Distribution Utility building, configuring and maintaining similar solutions (e.g. NC/ DC process, Energy Audit, Customer Self Service Portal etc.) on any platform. **Justification**: Please note that MSEDCL has more than 20 Mn consumers and building application for such a huge consumer base requires experience in Distribution Utility. There are multiple checks, validations at various workflow levels which requires understanding of the sector. This functional understanding will be there with only those bidders which have done similar work in the past.	As per RFP
73	Scope of work	3. Scope of Work 3.1 Brief Scope of Work	iii. Re-architect above applications and Migration of existing data into the new system.	**Accenture Suggestion**: The definition of Re-architecture is not given clearly. We suggest that there has to be clarity that how MSEDCL envisage the new architecture. Its expected functional requirements and technical specifications (e.g. system performance levels) are to be clearly documented. We also suggest that data migration requirements are to be clearly specified.. The Application wise data that needs to be migrated to be clearly articulated. The volume of the data needs to be provided. **Justification**: The objective definition of re-architecture will help the bidder to propose right solution and technology platform for MSEDCL. The details of the data migration will help bidder to estimate efforts for data migration. We believe that this is one of the complex and critical activity in this project.	Rearchitect means bidder has to develop two new applications (1) Consumer facing and 2) Employee facing) with enhanced features covering all the functionalities in the existing applications. It is bidder's responsibility to migrate existing data in to new system. For more information bidder may visit MSEDCL office.
74	Scope of work			**Accenture Suggestion**: Kindly provide application wise no. of users, approximate concurrency (in %) to be assumed for each application. Moreover, the scope of performance testing is not clearly defined in the RFP. **Justification**: This will help bidder to estimate sizing of the application and to measure the	Approximately 10,000 concurrent users for consumer centric application and employee facing application. MSEDCL consumer base is 3.25 Cr and employee