

Decision taken on Pre-Bid Queries

#	Clause	Page #	Clause Addressed	Decision Taken
1.	1.2	2	Earnest Money Deposit	<ul style="list-style-type: none"> The EMD can be submitted in Demand Draft/ Banker's Cheque/ Pay Order of Scheduled or Nationalized Banks/ Call deposit receipts/ Bank Guarantee.
2.	1.3	2	Important Dates	<ul style="list-style-type: none"> Please refer Annexure I
3.	1.4	3	Eligibility Criteria	<ul style="list-style-type: none"> Please refer Annexure II
4.	1.10.2	8	Evaluation of Technical Proposal	<ul style="list-style-type: none"> Please refer Annexure III
5.	2.6	21	List of Key Professionals Positions whose CV and experience will be evaluated	<ul style="list-style-type: none"> Please refer Annexure IV
6.	4.3.1	63	Technology	<ul style="list-style-type: none"> The bidder may propose his own technology stack to fulfil the requirements of the RIMS Project. Additionally, please refer the Annexure III & Annexure IV for revised criteria of evaluation of technical proposal (clause 1.10.2) and the revised requirements for the list of key professional positions whose CV and experience would be evaluated (clause 2.6) respectively.
7.	5.3.2	107	FIN FORM – II: Financial Bid	<ul style="list-style-type: none"> Please refer Annexure V

Clarification on Pre-Bid Queries

#	Clause	Page #	Query	Clarification
Section I				
1.	1.17	12	Can Consortiums be allowed?	<ul style="list-style-type: none"> No consortiums will be allowed.
2.	1.21.1	14	The bidder shall provide one year comprehensive warranty for the developed software from the date of acceptance.	<ul style="list-style-type: none"> The bidder shall provide three year comprehensive warranty for the developed software from the date of acceptance. The bidder should also provide updates and upgrade for

#	Clause	Page #	Query	Clarification
				the software stack for three years.
Section II				
3.	2.5.1	17	The bidder will be required to supply and install the hardware at CERC Head Office in Delhi and at NIC - Data Centre (Hyderabad) for the implementation of RIMS". The bidder understands that NIC would be the DC and the CERC Site would be the DR. The bidder also understands that the DC-DR Replication would be a 2 Mbps link. Going by the Volume of Data from and the reliability the bidder suggests enhancement of this link capacity. CERC may please comment	<ul style="list-style-type: none"> The minimum requirements have been mentioned in the RFP Volume -1. The bidder may propose a higher specification if desired
4.	2.5.1	18	As part of this RFP engagement CERC is requested to clarify whether we have to provide AMC for Servers, Desktops, Printers	<ul style="list-style-type: none"> Yes. The bidder has to provide AMC as per RFP.
5.	2.5.1	18	We request CERC to let us know the location for training. We request CERC to kindly clarify as to who will provide necessary infrastructure such as training room, computer and projector required for the training?	<ul style="list-style-type: none"> The location for training would be CERC Office, New Delhi. CERC will provide necessary infrastructure for training purposes.
6.	2.5.1	19	Please elaborate the warranty clause as applicable for change requests.	<ul style="list-style-type: none"> Comprehensive warranty will be applicable for the change request from the date of acceptance of the change by CERC for the balance period of the contract.
7.	2.6	21	Based on the scope of the project, we feel more resources are required other than the specified key resources. Is it fine if we propose more resources? If we can propose more resources, do we have to submit the resume for all the resources? We request CERC to please clarify at which place Project Manager, Domain Specialist &	<ul style="list-style-type: none"> The bidder can propose more resources for the successful & timely execution of the assignment However, for the purpose of evaluation only the CV's mentioned for key positions in Annexure IV of RFP along with the time committed on the assignment as given in clause 5.27 Tech Form – VII of RFP will be evaluated. Please note that CERC will only provide office space for

#	Clause	Page #	Query	Clarification
			<p>Domain Consultant will be required to be deputed for the entire duration of the assignment? Does the client provide necessary infrastructure such as workstation for the deputed resources?</p> <p>Is there any specific skill set CERC is looking from the domain specialist profile in compare to domain consultant profile.</p>	<p>five deputed resources for carrying out the study. No computing infrastructure will be provided by CERC.</p>
Section III				
8.	3.7.1	35	<p>We request CERC to kindly let us know if these servers idle / Not being used / Purchased but not installed. How many are available?</p> <p>We request CERC to kindly provide the Present Server utilization report?</p> <p>How many Servers are present at CERC and what is the function they perform i.e. What are the existing applications housed in them. What is the existing IT Deployment at CERC. Is there an existing storage, a NMS, User Management system etc?</p>	<ul style="list-style-type: none"> • At present CERC has only one server which acts as a file server. • Please refer clause 3.7 of RFP Volume -1 for existing IT Infrastructure at CERC. • No existing storage, NMS, User Management System etc. is present in CERC.
Section IV				
9.	4.1	39	<p>Upgrading the existing portal of CERC is under SI's scope as per the functionality shared against "4.1 RIMS Portal" section. Please confirm what current technology/database CERC is using for their existing portal application.</p>	<ul style="list-style-type: none"> • At present, CERC has no database or application. The present website is static in nature
10.	4.1	39	<p>What functionality in Advanced search features will be required?</p>	<ul style="list-style-type: none"> • Please refer clause 4.1 of RFP Volume – 1
11.	4.1	39	<p>The bidder understands that the existing Portal of the CERC would also serve as the RIMS Portal (in sec 4 Pg 39 Volume 1 there is mention of a separate portal).Please verify</p>	<ul style="list-style-type: none"> • Please refer clause 4.1 of RFP Volume – 1

#	Clause	Page #	Query	Clarification
			if the understanding is correct if so please elucidate the technology platform of the existing CERC Portal?	
12.	4.1.1	40	"Bilingual Support" -What languages should the portal support?	<ul style="list-style-type: none"> The portal should support English & Hindi to the minimum.
13.	4.2	41	It is mentioned "Single Sign-On to all the applications", please specify apart from RIMS application what all other application needs single sign on functionality. Is there any tool/technology CERC prefers for single sign on?	<ul style="list-style-type: none"> Single Sign on will be required for the RIMS application and the e-mail solution. The bidder may propose his own tool/technology to fulfill the requirements.
14.	4.2	41	Document Management - " Alerts for Pending tasks" - Please explain what sort of alerts	<ul style="list-style-type: none"> Please refer RFP – Volume 2 for the details
15.	4.2	41	RIMS Application: Will the features of RIMS Application be available to regulated entities or certain features (like Collaboration: Discussion Forums) will be available to public at large.	<ul style="list-style-type: none"> Please refer to answer of query number 19.
16.	4.2.1.1	45	"In addition, the system shall enable the petitioner to authenticate the submission made, by self declaration while filing the petition and payment of petition fee through ECS facility" - How many Institutions are going to be covered under this ECS facility	<ul style="list-style-type: none"> Please refer clause 3.6 of RFP Volume – 1.
17.	4.2.1.1	46	How is the WPI/CPI Dataset, Bunker Index, API 4 Data Series, Barlow Jonker Index - which vary expected to be captured? Please clarify	<ul style="list-style-type: none"> Please refer RFP – Volume 2 for the details
18.	4.2.1.1	56	The bidder understands that for this functionality to be done, access to the Employee database/HR Module is required. Please clarify as to how this is expected to be	<ul style="list-style-type: none"> The employee database will have to be created by the SI.

#	Clause	Page #	Query	Clarification
			provided to the SI	
19.	4.2.2	61	Will the public be able to access RIMS application?	<ul style="list-style-type: none"> • In general the public will access RIMS portal. For providing feedback/comments public will need to register on the RIMS portal. As such, general public will not login to the RIMS application. • Please refer clause 4.2.2 of RFP Volume - 1 for more information.
20.	4.3.1	63	<p>We wish to request you to allow us to offer other commercial technology products which will support the desired J2EE architecture. This will cut across all the line items mentioned in this section namely - OS, RDBMS, Portal, Application server, development tools, BI, DMS and backup solution</p> <p>Database - Is Open Enterprise DB which is also on Open Source acceptable as DB</p> <p>Alfresco Document Management - Community Edition - Going by the complexity of the Search, rules and versioning involved, the bidder suggests use of the enterprise edition with subscription support as product updates, bug fixes and maintenance support is part of the FMS scope. CERC may please clarify</p> <p>Should SI has to strictly follow the technology stack as shared under "Vol-I: 4.3.1 Technology" or SI can also suggest other alternate technology.</p> <p>For reporting can SI use other BI tools instead of Pentaho BI Suite</p>	<ul style="list-style-type: none"> • The bidder may propose his own technology stack to fulfil the requirements of the RIMS project. • Additionally, please refer the Annexure III & Annexure IV for revised criteria of evaluation of technical proposal (clause 1.10.2) and the revised requirements for the list of key professional positions whose CV and experience would be evaluated (Annexure IV) respectively.
21.	4.3.2	64	For maintainability purpose, will the vendor be required to propose mechanism for	<ul style="list-style-type: none"> • The bidder will be required to propose the mechanism for incident management and help desk services that will be

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			incident management and helpdesk services?	offered to CERC as per clause 4.5 of RFP Volume -1.
22.	4.4.2	67	We request CERC to clarify if we have to propose the mailing software to be installed on mail server to send and receive the mail?	<ul style="list-style-type: none"> Yes, the bidder has to propose the mailing software to be deployed on the anti-virus/mail server
23.	4.4.1	67	The DB mentioned is PostGre SQL, is the Bidder expected to procure the license for support on this.	<ul style="list-style-type: none"> Yes, the bidder is expected to procure license/ subscription for the proposed DB.
24.	4.4.2	67	It is assumed that the DR site physical work is not part of Scope, Please Clarify?	<ul style="list-style-type: none"> It is part of scope of work. Please refer clause 4.4.2 of RFP Volume - 1
25.	4.5	68	For Facility Management Services purposes will Resident engineer be based at CERC?	<ul style="list-style-type: none"> Yes for Facility Management Services, engineers will be based at CERC Office, New Delhi as per clause 4.5 of RFP Volume – 1
26.	4.5	69	Computing, Storage and Application Environment - The architecture shall have No Single Point Of Failures. The primary site contains the failover whereas the DR site does not contain the failover.	<ul style="list-style-type: none"> Please refer clause 4.5 of RFP Volume – 1.
27.	4.5	70	Is Procurement of license etc. required for providing support & maintenance operations for the application?	<ul style="list-style-type: none"> Yes, subscriptions/licenses will have to be procured for support and maintenance as per clause 4.5 of RFP.
Section V				
28.	5.2.8	85	<p>Can the bidder provide a different hardware specification than the one given in Tech Form – VIII</p> <p>Please clarify as to whether provision of additional SAN storage required for the system is within the scope of this tender (SI). If so what is the storage to be provided? It appears from Pt 2 that storage would be in the scope of the NIC at the NIC DC but has to be provided in the CERC DC</p>	<ul style="list-style-type: none"> Storage would be in scope of NIC at NIC-DC Please refer 4.4.2 of RFP Volume – 1 for the storage to be provided at CERC - DC Additionally, the minimum hardware and networking requirements for the RIMS Application and Portal are mentioned in the Tech Form - VIII. The bidders can propose more hardware or hardware of higher configuration conforming to the requirements of the proposed solution (technology/ system software) and the SLA's.

#	Clause	Page #	Query	Clarification
General				
29.	General		How many users need to be assumed for the system. How many concurrent users to the system would be there external to CERC	<ul style="list-style-type: none"> • Please refer clause 3.6 & clause 2.5.1 of RFP Volume -1. • Peak concurrency user is expected to be approx. around 40%.
30.	General		What is the estimated future growth in the number of users?	<ul style="list-style-type: none"> • 10% growth per year in the number of users can be assumed.
31.	General		Our understanding is that the Infrastructure will be provided for Proposed Development Team, All Infra and support cost (Desktop, Computer and Telephone, Internal travel cost referred by CERC) will be borne by CERC. Kindly confirm our understanding	<ul style="list-style-type: none"> • Please note that CERC will only provide office space for five deputed resources for carrying out the study • All Infra and support cost including Desktop, Computer and Telephone, Internal travel etc. will be borne by the bidder

1. Important Dates

The revised bid schedule is as under:

Last Date of Issue of RFP	2nd March 2010
Opening Date of Bid Submission	24th February 2010 (Tentative)
Last Date for Bid Submission	9th March 2010 (15:00 PM)
Date & Time for Pre-Qualification Bid Opening	9th March 2010 (16:00 PM)
Evaluation results of Pre-Qualification Bids displayed on the website of CERC http://www.cercind.gov.in/	11th March 2010 (Tentative)
Date & Time for Technical Bid Opening	12th March 2010 (Tentative)
Date for Technical Presentation to Evaluation Committee	19th March 2010 (Tentative)
Evaluation results of Technical Bids to be displayed on the website of CERC http://www.cercind.gov.in/	24th March 2010(Tentative)
Date for Financial Bid Opening	25th March 2010(Tentative)
Selection & Award of Contract	30th March 2010(Tentative)

2. Revised Eligibility Criteria

#	Qualification Criteria	Supporting documents
1.	The bidder should be CMMi Maturity Level 5 or CMM Maturity Level 5 certified.	<ul style="list-style-type: none"> • Copy of certificate
2.	The bidder should be registered with registrars of companies and should be in existence for at least 5 years in India.	<ul style="list-style-type: none"> • Certified copy of incorporation under Indian Companies Act, 1956
3.	The bidder should have a valid Service Tax, PAN number, Sales Tax Number in India	<ul style="list-style-type: none"> • Certified copy of valid Service Tax, PAN number and Sales Tax Number in India
4.	The bidder should have an average annual turnover of Rs. 100 Crores ending March 31, 2009 for years 2006-07, 2007-08 and 2008-09. In case those bidders who can't submit audited accounts for year 2008-09 can submit provisional accounts for 2008-09 along with audited accounts of 2005-06 to fulfill the eligibility criteria	<ul style="list-style-type: none"> • Audited profit & loss statements and balance sheets, signed by Chartered Account.
5.	<p>a. The bidder must have completed at least 3 web based application development assignments in the Regulatory Sector/Power Sector/ Government Sector/ PSUs / Autonomous Bodies in India in the last five years for value of over Rs 50 lakhs each.</p> <p style="text-align: center;">OR</p> <p>The bidder must have completed at least 3 web based application development assignments in the Power Sector Globally in the last five years for value of over Rs 50 lakhs each or its equivalent foreign currency.</p>	<ul style="list-style-type: none"> • Purchase Order to ascertain the start date and value of each of assignment • Copy of completion certificate from the client clearly mentioning the completion date of the project • The bidder can also provide milestone certificates clearly mentioning the details of the milestone achieved and the date of completion of the milestone from the client. Please note that the successful software implementation milestone and the hand holding milestone should have been completed.

#	Qualification Criteria	Supporting documents
	<p>Please provide the value in foreign currency as well as Indian Rupees using current rate.</p> <p>b. Please note that assignments in which only support & maintenance (offshore or onshore) has been provided will not be accepted.</p>	
6.	The bidder should not have been blacklisted by any Central /State Government or PSUs for any corrupt or fraudulent practices.	<ul style="list-style-type: none"> • Undertaking signed by authorized signatory on the letter head of the bidder.

3. Evaluation of Technical Proposal

#	Technical Parameters	Explanation	Weights
1	Implementation Methodology Proposed	<ul style="list-style-type: none"> • The implementation methodology parameter shall be evaluated based on the following <ul style="list-style-type: none"> ○ Approach & Methodology ○ Proposed Solution including Technology Stack (system software) and Understanding of the Requirements ○ Proposed Hardware ○ Detailed work plan ○ Staffing Schedule ○ The suitability, relevance, methodology adopted for the Training Program 	35
2	Firm's relevant experience	<ul style="list-style-type: none"> • Adequacy of Firm's experience in: <ul style="list-style-type: none"> ○ Experience in Technology ○ Experience in Development of Web Based Applications in Power/Regulatory Sector ○ Experience in Government Sector ○ Experience in Power/Regulatory Sector ○ Experience in Facility Management 	20
3	The qualifications and experience of the key staff proposed	<ul style="list-style-type: none"> • The CV's of the professionals proposed for the positions given below will be evaluated. <ul style="list-style-type: none"> ○ Project Manager ○ System Architect ○ Database Specialist ○ Domain Specialist ○ Domain Consultant ○ 3 Software Developer/ Programmer • The evaluation will based on the following: <ul style="list-style-type: none"> ○ General Qualification (Education & Training) ○ Adequacy for the Assignment 	35
4	Facility Management	<ul style="list-style-type: none"> • Understanding of the Requirements • Bidder's approach, methodology and tools • Resume of On-Site engineer and Backup Engineer 	10

4. List of key professional positions whose CV and experience would be evaluated

The list of key professional positions whose CV and experience would be evaluated is given below.

Sl. No.	Key Position	Minimum Qualification and Professional Experience Desired
1.	Project Manager	BE/ B.Tech /MCA or a higher qualification with minimum 10+ years of experience in development of web based applications in the Regulatory Sector/Power Sector/ Government Sector in India
2.	System Architect	BE/ B.Tech/MCA or a higher qualification with minimum 8+ years of experience in the concerned field
3.	Data Base Specialist	BE/ B.Tech/MCA or a higher qualification with minimum 5+ years of experience in the concerned field
4.	Domain Specialist	B.E/ B.Tech/CA/MBA or a higher qualification with Min. 8+ years of domain experience in Power and Regulatory sector
5.	Domain Consultant	B.E/ B.Tech/CA/MBA or a higher qualification with Min. 4+ years of domain experience in Power or Regulatory sector. A professional with additional Law Background will be preferred.
6.	Three Software Developer/ Programmer	BE/ B.Tech/MCA or a higher qualification with minimum 3+ years years of experience in development of web based applications in the proposed technology stack

1. Project Manager, Domain Specialist & Domain Consultant are required to be deputed for the entire duration of the assignment.
2. In addition to the above, the bidder is also expected to depute professionals such as software architect, network architect, software developers etc. having experience in the relevant field for successful execution of the assignment

5. FIN FORM – II: Financial Bid

S.No	Item	Bid Amount (in INR)	Taxes (in INR)	Total Amount (in INR)
1.	Software Cost *			
	a. RIMS Application			
	b. RIMS Portal			
	c. System Software			
2.	Hardware Cost			
Total Software & Hardware Cost				
3.	Bandwidth Cost			
4.	Facility Management Cost			
Grand Total				

*** Including Warranty for three years on RIMS Application & RIMS Portal software and Three years support, Updates, Upgrades for the license/subscriptions on the system software**