

Date: December 3, 2019

E- Tender No. Smart_Metering/Himachal_Pradesh/A136 Date: 20.9.2019

Clarifications to Queries
with respect to
Amendment No. 2
to
Request for Proposal (RfP)
for
Selection of AMI Implementing Agency
for
Implementation of Smart Metering
in
Shimla and Dharamsala City in Himachal Pradesh

Clarifications with respect to RfP (Volume – I)

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
1.	Volume-I Important Dates and Amounts	Last date and time for online bidding – 5.12.2019 upto 15:00 hrs Last date and time for receipt of RFP – 5.12.2019 upto 15:00 hrs Technical Bid Opening – 5.12.2019 at 15:30 hrs	We request you to provide an extension of 3 week so that we can provide our most competitive bid estimate as per the new amendment. Also as ours in an MNC, we require a minimum lead time to get mandatory approval from our global team on the offered solution.	Please refer Amendment No. 3 to RfP.
2.			In order to be able to give competitive prices, we need more time to interact with our vendors and conclude the same. In view of this, we request you to extend the Bid submission date by 4 to 6 weeks, i.e. upto 27.1.2020	
3.			Please extend the Bid submission date by at least 3 to 4 weeks from the date of issue of necessary clarifications/ amendments	
4.			As we are yet to receive pricing for a few components to submit a competitive bid. Hence, we request you to extend the tender due date by 4 weeks from the current closing date	
5.	Volume-I Clause 4.3.1(A)(1)(a) (Qualifying Requirement- QR For Meter Manufacturing - Technical Experience)	The Bidder or any consortium member must have i. Manufactured and supplied minimum 40,000 nos. (cumulative) AMI Meters (AMI meters should be configurable with the software for switching to or over Pre-paid and Post-paid functionality) along with required hardware, software and other associated accessories etc. and successfully integrated with its own or	We would like to mention that we have supplied more than 2 lakh Smart meters to EESL and same has been installed/integrated by third party for further billing purposes. So, we understand that our experience (Meter Supply scope) shall be counted against the given Qualifying Requirement of 40,000 nos. Please confirm. However, we would like to suggest that bidder must have highly technical	The understanding of the bidder is correct, the same has been suitably clarified in the Amendment No. 3 to RfP.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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		Third Party software and with the existing system of Indian Power Distribution Utility(ies) in the last 7 years (i.e. FY 2012-13 onwards) till the date of submission of bid	expertise and have enough capability to execute Supply, Installation & end to end integration of at least 10 % of tendered quantity to establish the capability and capacity of the bidder to execute similar project.	
6.			<p>Please amend the clause as per the following: <i>“The Bidder/ consortium member must have</i> <i>i. Manufactured and supplied in one project minimum 10,000 nos. of Smart Meters for AMI 40,000 nos. (cumulative) AMI Meters (AMI meters should be configurable with the software for switching to or over Pre-paid and Post-paid functionality) with RF Communication along with required hardware, software and other associated accessories etc. and successfully integrated with its own or Third Party software and with the existing system of in Indian Power Distribution Utility(s) in the last 7 years (i.e. FY 2012-13 onwards) till the date of issuance of this RfP</i> <i>* Smart meter definitions as given in clause 3.2 of IS 16444 (Latest Amendments)”</i></p>	<p>Please refer Amendment No. 3 to RfP.</p>
7.			<p>Please also accept experience of supplying digital electricity meters/ unidirectional static energy meters having wireless communications</p>	<p>The provisions of the RfP shall prevail.</p>
8.			<p>Please accept AMR Meters also in</p>	<p>Please refer Amendment</p>

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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			<p>addition to AMI and modify the clause as per the following: <u>"Towards Communication Capability</u> <i>Manufactured and supplied minimum 40,000 nos. (cumulative) AMI / AMR Meters along with required hardware, software and other associated accessories etc. and successfully integrated with its own or Third Party software and with the existing system of Indian Power Distribution Utility(ies) in the last 7 years (i.e FY 2012-13 onwards) till the date of submission of bid</i></p> <p><u>Towards Pre-payment Functionality (Switching)</u> <i>Manufactured and supplied <u>minimum 40,000 nos. (cumulative) Pre-payment Meters as per IS 15884 to Indian Power Distribution Utility(ies) in the last 7 years (i.e FY 2012-13 onwards) till the date of submission of bid"</u></i></p>	No. 3 to RfP.
9.		<p><u>Documentary evidence</u> The Bidder to submit a Certificate from the client if available on switching to or over Pre-paid and Post-paid functionality or to submit the documentary evidence of such experience with self-certification from authorized signatory of Bidder</p>	<p>Please amend the clause as per the following: <i>"The Bidder to submit PO/ Work Order indicating client name, scope of work, period of supply etc for minimum 40,000 Nos. (cumulative) Pre-payment Meters as per IS-15884 with self-certification from authorized signatory of Bidder"</i></p>	The provisions of the RfP shall prevail.
10.		<p>.... A valid ISO and OHSAS certificate on or before the date of submission of bid....</p>	<p>Please allow to submit the certificates before commencement of supply</p>	The provisions of the RfP shall prevail.
11.	Volume-I	<p>The Bidder/ consortium member must have manufacturing facility in India with an</p>	<p>Being Smart Meter manufacturer, we would like to request the following</p>	The provisions of the RfP shall prevail.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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12.	Clause 4.3.1(A)(1)(b) (Qualifying Requirement- QR For Meter Manufacturing - Technical Experience)	in-house NABL accredited lab since last two years (i.e. FY 2017-18 onwards)	<p>amendment: “Bidder should also have testing facility as per IS 16444 in scope of NABL lab.”</p> <p>Please modify the clause as per the following: “The bidder / consortium member must have manufacturing facility in India with Life time membership of NABL accredited lab / valid certificate of in-house NABL accredited lab since last two years (i.e. FY 2017-18 onwards). Or Self declaration for submission of in-house NABL certified Lab certificate within 3 months from date of award of contract, failing which PBG shall be forfeited.”</p>	The provisions of the RfP shall prevail.
13.	Volume-I Clause 4.3.1(B)(1) (Qualifying Requirement- QR For Communications Network)	<p>a) The Bidder/ consortium member should have implemented project(s) with at least 40,000 (cumulatively) communication module/ endpoints (manufacturing, supply, installation, integration, maintenance & management) involving Radio Frequency (RF) mesh in Licensed frequency band as permitted by WPC or in Unlicensed frequency band in India in the last 7 years (i.e. FY 2012-13 onwards) till the date of issuance of this RfP.</p> <p>b) The Bidder/ consortium member must have successfully integrated their NIC/ Communication module with meters of at least 3 manufacturers in India till</p>	<p>Please amend the clause as per the following: “ a) The Bidder/ consortium member should have implemented project(s) in any Indian Power Utility(s) with at least 10,000 (in One project) RF module (Designed, supply, integration) involving Radio Frequency (RF) mesh in Licensed frequency band as permitted by WPC or in Unlicensed frequency band in India in the last 7 years (i.e. FY 2012-13 onwards) till the date of submission of bid. b) The Bidder/ consortium member must have successfully integrated their NIC/ Communication module with meters of at least 2 manufacturers in India till HES and/or MDMS.”</p>	The provisions of the RfP shall prevail.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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		HES and/or MDMS.....	<p><i>Request to change the scope of RF solution provider to Supply and Integration since in all the previous AMR tenders, the scope for RF supplier was only Integration and Supply whereas from installation, maintenance and management was taken care by meter supplier.</i></p> <p><i>Request to remove the documents required from end client utility since earlier all AMR projects were fronted by lead bidder/meter manufacturer and all the certificates were given to meter manufacturer. Arranging the documents for old projects would come as challenge.</i></p>	
14.	Volume-I Clause 4.3.1(D) (Qualifying Requirement- QR For Meter Data Management Provider - Data Handling Capability)The MDMP should have successfully implemented and integrated with HES for at-least 40,000 (cumulatively) numbers of smart meter/ AMI system with connect/disconnect features (i.e. configurable with the software for switching to or over Pre-paid and Post-paid functionality) with two-way communication in any Indian Power Distribution Utility in the last 7 years (i.e. FY 2012-13 onwards) till the date of submission of bid....	<p>Every MDM product has different implementation requirements, as they are built on different technology stacks. Thus the skillset required to implement the product will also vary from product to product. We, thus, believe that MDMP should have experience of implementing the proposed MDM rather than implementing any MDM.</p> <p>We, thus, request to modify the clause as per the following:</p> <p><i>“The MDMP should have successfully implemented and integrated the proposed MDM with HES for at-least 40,000 (cumulatively) numbers of smart meter/ AMI system with connect/disconnect features (i.e. configurable with the software for switching to or over Pre-paid and Postpaid functionality) with two-</i></p>	The provisions of the RfP shall prevail.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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			<p><i>way communication in any Indian Power Distribution Utility in the last 7 years (i.e. FY 2012-13 onwards) till the date of submission of bid.”</i></p>	
15.		General	<p>Please add the following sub-clauses under this clause:</p> <p>“</p> <ol style="list-style-type: none"> 1. <i>MDMP should have positive Net Worth in best Three Financial Years out of the last five years (i.e. FY 2014-15 onwards). Networth shall be as defined under the Companies Act, 2013.</i> 2. <i>MDMP should have Minimum Average Annual Turnover (MAAT) (Average of best Three Financial Years out of the Last Five Financial Years i.e. FY 2014- 15 onwards) of not be less than INR 100 Cr. MAAT means annual total income as incorporated in the profit & loss account except non-recurring income e.g. sale of fixed assets.</i> 3. <i>MDM OEM should have positive Net Worth in best Three Financial Years out of the last five years (i.e. FY 2014-15 onwards). Networth shall be as defined under the Companies Act, 2013.</i> 4. <i>MDM OEM should have Minimum Average Annual Turnover (MAAT) (Average of best Three Financial Years out of the Last Five Financial Years i.e. FY 2014- 15 onwards) of not less than INR 100 Cr. MAAT means annual total income as incorporated in the profit & loss account except non-recurring</i> 	<p>The provisions of the RfP shall prevail.</p>

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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			<i>income e.g. sale of fixed assets”</i>	
16.	Volume-I Clause 4.3.1(E)(b) (Qualifying Requirement- Financial Requirement)	Minimum Average Annual Turnover (MAAT) of the bidder (Average of best Three Financial Years out of the Last Five Financial Years i.e. FY 2014- 15 onwards) should not be less than INR 100 Cr. MAAT means annual total income as incorporated in the profit & loss account except non-recurring income e.g. sale of fixed assets	The MAAT requirement may be kept proportional to quoted quantity by the Bidder. Bidder may be allowed to quote minimum 25% of the tendered quantity.	The provisions of the RfP shall prevail.
17.	Volume-I Clause 4.3.2.1 (Consortium Bids)	In case a bid is submitted by a consortium of two or more firms (No. of members shall not be more than 3) as consortium members, the members of consortium shall meet the following requirements: a. All the members of the consortium shall meet individually the financial requirement criteria given at 4.3.1.D.1 (a) above. b. The Lead Consortium Member shall meet not less than 50% of the minimum financial requirement criteria given at clause no. 4.3.1.D.1 (b) above. c. Each of the other Consortium Member(s) individually shall meet not less than 25% of the minimum financial requirement criteria given at clause no. 4.3.1.D.1 (b) above.	Please amend the clause as per the following: <i>“In case a bid is submitted by a consortium of two or more firms (No. of members shall not be more than 3) as consortium members, the members of consortium shall meet the following requirements: a. All the members of the consortium shall meet individually the financial requirement criteria given at 4.3.1.E.1 (a) above. b. The Lead Consortium Member shall meet not less than 60% 50% of the minimum financial requirement criteria given at clause no. 4.3.1.E.1 (b) above. c. Each of the other Consortium Member(s) individually shall meet not less than 20% 25% of the minimum financial requirement criteria given at clause no. 4.3.1.E.1 (b) above.”</i>	The provisions of the RfP shall prevail.
18.	Volume-I	Each member of the consortium shall have	Please amend the clause as per the following:	The provisions of the RfP

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
	Clause 4.3.2.7 (Consortium Bids)	a registered office (under the Companies Act 1956 with Registrar of Companies) and operations in India	"Each member of the consortium shall have a registered office (under partnership firm/ under the Companies Act 1956 with Registrar of Companies) and operations in India"	shall prevail.
19.	Volume-I Clause 4.3.2.9 (Consortium Bids)	Bidder/ member of consortium should not be blacklisted/ barred by any Govt. Organization or Regulatory Agencies or Govt. Undertaking. Bidder should submit a self- undertaking signed by its Authorized Signatories for same as per format prescribed in Annexure 3.	This clause may be restricted to HPSEB only i.e. Bidder/Member of consortium should not be blacklisted/ debarred by HPSEB, as sometimes blacklisting is done on frivolous grounds without going into the merits of the case. It is important to mention that most of the States mention a condition in their RfPs that the bidder should not be blacklisted/ debarred from the Discoms/ associated Discoms of the State issuing the RfP.	The provisions of the RfP shall prevail.
20.	Volume-I Clause 4.7.8 (Compliance) Bidders are free to list more than one Subcontractor against each item of the facilities except for core components of AMI like RF Communication, MDM, HES, Cloud.	Please allow multiple subcontractors for Cloud Service Provider Package	Please refer Amendment No. 3 to RfP.
21.	Volume-I Clause 4.7.9 (Compliance)	PFCCL reserves the right to remove any proposed subcontractor of the Bidder prior to award of any work related to either the Bidding or Project, or during the work, without assigning any reason thereof	Please remove the clause	The provisions of the RfP shall prevail.
22.	Volume-I Clause 4.12.3 (Method of Submission of Bid)	In addition to the electronic submission, the Bidder shall also provide 1 no. of hard copy/(ies) of the Technical Bid to PFCCL in a sealed envelope before the Bid Submission Deadline at PFC Consulting Ltd. 9th Floor, A-Wing, Statesman House, Connaught Place, New Delhi – 110 001	Please confirm that PFCCL will accept the hardcopy after bid submission.	The Bidder has to submit the hard copy of the bid before the bid submission deadline.
23.	Volume-I	General	We understand that the Price	The provisions of the RfP

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	Clause 4.15 (Price Bid)		evaluation to decide L1 bidder will be done based on the "Without Taxes Price (Excluding GST and Any other taxes/duties/levies/cess etc." quoted by all the bidders. Please confirm.	shall prevail i.e. as per Price Bid Schedule (Annexure 17 of the RfP).
24.	Volume-I Clause 5.1.4.1 (Overview Bid Evaluation Process - Second Stage-Technical Evaluation for Project Implementing Consortium)	The Technical Bids of all Bidders qualifying the Eligibility Criteria shall be scored based on the criteria including but not limited to volume, reliability and timely delivery of similar work done, as outlined in Clause 4.3.1. The bidders scoring more than 70 marks out of 100 as described in technical bid evaluation (Annexure A) shall qualify for the next stage of evaluation	Please amend the clause as per the following: <i>"The Technical Bids of all Bidders qualifying the Eligibility Criteria shall be scored based on the criteria including but not limited to volume, reliability and timely delivery of similar work done, as outlined in Clause 4.3.1. The bidders scoring more than 55 70 marks out of 100 as described in technical bid evaluation (Annexure A) shall qualify for the next stage of evaluation."</i>	The provisions of the RfP shall prevail.
25.	Volume-I Clause 5.9.2 (Award of Contract)	At the time the Contract is awarded, the quantity indicated in the BoQ of the Financial Bid shall not be modified. However, PFCCL reserves the right to increase or decrease the number of items under this contract upto 1 year after project implementation i.e. till completion of first year of FMS period, subject to the limit of 20% of the existing number of items, covered under the Contract, without any change in the unit prices or other terms and conditions of the RFP and the Bid	Negative Quantity variation is not possible after execution of project. Please remove the word "Decrease" from this clause.	The provisions of the RfP shall prevail.
26.	Volume-I Clause 6.2.9 (General Conditions of Contract -	In the event of an inconsistency between the terms of the RFP, Bid document and the subsequent Contract, the terms of this RFP hereof shall prevail	Please amend the clause as per the following: <i>"In the event of an inconsistency between the terms of the RFP, Bid document and the subsequent Contract, the terms of</i>	Please refer Amendment No. 3 to RfP.

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	Interpretation)		Contract RFP shall prevail."	
27.	Volume-I Clause 6.18.6 (Terms of Payment)	Payments shall be made promptly by PFCCL, no later than fifty (50) days after submission of an invoice or request for payment by Lead Consortium Member, and PFCCL has accepted it. No interest shall be paid by PFCCL on delayed payments	Please amend the clause as per the following: <i>"Payments shall be made promptly by PFCCL, no later than fifty (50) thirty (30) days after submission of an invoice or request for payment by Lead Consortium Member, and PFCCL has accepted it. No interest shall be paid by PFCCL on delayed payments."</i>	The provisions of the RfP shall prevail.
28.	Volume-I Clause 6.19(S.No.9) (Payment Schedule)	Completion of balance 6 years Facility Management Services (FMS) period: Yearly payments for FMS Period Year 2 to Year 7 (Total 10%) as per below: 1%, 1%, 2%, 2%, 2% & 2%	As the bidder is providing PBG equivalent to 10% of total contract value to the utility valid upto 6 months from the date of completion of contact, we request to release the additional 10% payment of the capex amount after Project Go Live/ System Acceptance	Please refer Amendment No. 3 to RfP.
29.	Volume-I Clause 6.20 (Taxes & Duties)	It is requested to confirm the applicability of BOCW cess for this project. If it is applicable, please clarify whether it is 1% or 2% of Contract Value (including GST). Accordingly, please make the provision in price schedule to quote the same.	As per clause 6.20 of the RfP, Bidder has to quote all the applicable Taxes/ Cess etc. But there is no provision to quote BOCW in price schedule. PFCCL is requested to revise the price schedule by adding separate column for BOCW cess with applicable Rate in % (1% or 2%)	The provisions of the RfP shall prevail.
30.	Volume-I Clause 6.30.2 (Inspection and Tests)	The inspections and tests may be conducted on the premises of the Contractor, at point of delivery, and/or at the final destination of the Goods, or in another place in India as per the requirement. Subject to Clause 6.30.3, if conducted on the premises of the Contractor or its Subcontractor, all reasonable facilities and assistance,	Please note that Inspection and tests will be conducted at the Smart Meter factory only. Testing at site or outside premises is not possible. Accordingly, please remove this requirement.	The provisions of the RfP shall prevail.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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		including access to drawings and production data, shall be furnished to the inspectors at no charge to PFCCL/ HPSEB		
31.	Volume-I Clause 6.31.1 (Liquidated Damages and Penalty)	...if the Contractor fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, PFCCL shall without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the Goods or Related Services of contract value for each week or part thereof of delay until actual delivery or performance, subject to a maximum of 10% of contract value, cumulatively for entire sum of Liquidated Damages across entire contract	It should be ensured that bidder will be obliged to pay LD only for his delay in work. Any delay caused due to PFCCL/ HPSEB shall not hamper the bidder. In case there is delay in project completion due to reasons not attributable to the contractor (eg. Delay in drawing approval, documentation, Site fronts availability, regulatory and statutory approvals, Certifications etc.), then the project completion date will be extended suitably without levy of liquidated damages/ penalties and additional cost incurred by the contractor on account of such delays shall be paid by PFCCL. Please also apply L.D. on undelivered portion due to Contractor's reason of Project instead of entire contract value	The provisions of the RfP shall prevail.
32.	Volume-I Clause 6.32 (Warranty)	General The period of maintenance support shall include <ul style="list-style-type: none"> • Five years of Warranty (Defect Liability) period commencing from the date of Operational Acceptance; and • Annual Maintenance Support for two years thereafter at no extra cost. 	Please note that the standard warranty period for energy meters in all Utilities is 60 months which is in line with the tender specification and CEA Specifications for Smart Meters which were formulated under the directions of the Ministry of Power, Government of India. In view of this we request you to accept the FMS period of 5 years instead of 7 Years. Please make necessary changes in tender document and price schedule also.	The provisions of the RfP shall prevail.
33.	Volume-I	-	Please add the following new clause:	The provisions of the RfP

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2				Queries raised by Bidders	Reply/Clarification	
	Clause 6.40 (Termination)					<p><i>“Termination of contract by Contractor: Contractor shall be entitle to terminate the contract for below mentioned reasons,</i></p> <p><i>a. If Contractor does not receive the reasonable response within 42 days after giving notice.</i></p> <p><i>b. If Owner is unable to provide site front as per agreed schedule</i></p> <p><i>c. If Owner is unable to make the payment within the agreed time period</i></p> <p><i>d. If the Owner substantially fails to perform his obligation under the contract</i></p> <p><i>e. If the prolonged suspension affects the whole of the work.</i></p> <p><i>o If the Owner become bankrupt or insolvent goes into liquidation has a receiving or administration order made against him. Compounds with his creditors or carries on business under a receiver trustee or manager for the benefit of his creditors or if any act is done or event occurs which has a similar effect to any of these acts or events.”</i></p>	shall prevail.	
34.	Volume-I Annexure 10 (Format of Bill of Quantities)	SNo	Item Description	Unit	Quantity		The rating of 20-80 A for Single Phase Smart Meter is not available with any of the Smart Meter Manufacturers and it may take at least 2 years for supply of such meters after Type Testing & BIS Certification.	Please refer Amendment No. 3 to RfP.
		2	Single Phase Whole current Smart Meter 20-80 A with Box	Nos.	34723	9553	Please modify it to 10-60 A rating for	

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35.		SNo	Item Description	Unit	Quantity Shimla Dharamsala		<p>Single Phase Smart Meter</p> <p>In residential connections, Single Phase Whole Current rating of 5-30A is used in majority.</p> <p>Further, there shall be cost difference between the meter with 5-30A & 10-60A rating.</p> <p>Please take up the matter with HPSEB & alternately accept the Smart Meter rating as 5-30A / 10-60A.</p>	<p>The provisions of the RfP shall prevail.</p>
36.		General				<p>Bidder may be permitted to quote for any line items as per their qualification requirements</p>	<p>The provisions of the RfP shall prevail.</p>	
37.						<p>Technical specifications of HT meter have not been provided. Please provide the same</p>	<p>Please refer Amendment No.2 under the head "Volume-II Annexure C (Three phase CT operated alternating current smart meter Of Accuracy Class 0.5S (with/ without net-metering) – General Standards Applicable for Meter", wherein it has been that "the specifications of this Annexure shall also be applicable for Three phase CT-PT operated alternating current smart meter Of Accuracy Class 0.5S .</p> <p>For CT-PT operated meter, Reference Voltage - /110V phase to phase</p>	

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				<p>Current Rating - /5A Meters shall be programmable in primary values at the time of installation</p> <p>For CT operated meter, Reference Voltage – 3x240V phase to phase Current Rating - /5A”</p>
38.	General	-	<p>As per the definition of 'Bidder' as per clause 4.3.1 of the RfP, bidder can be anyone apart from Meter manufacturer/ Communication network provider/ SI/ MDM provider, who is qualifying the financial criteria with consortium of meter manufacture & Communication network provider/ SI/ MDM provider as subcontractor.</p> <p>However, as per page no. 31 & bullets no. 5 of RFP, bidder can be anyone apart from Meter manufacturer/ Communication network provider/ SI/ MDM provider, who is qualifying the financial criteria with consortium of meter manufacture & Communication network provider/ SI/ MDM provider as subcontractor.</p>	<p>As per the RfP, Bidder is defined as “Any or all Consortium Members including the Lead Consortium Member bidding as a response to this RFP”</p> <p>Further, as per Clarification to queries of the Bidders dated 15.11.2019 issued by PFCCL, the Meter Manufacturer/ Supplier has to be part of the Consortium (not necessarily as a Lead Bidder). The bidder can bring in other agencies as sub-contractors in line with the RfP.</p>

Clarifications with respect to RfP (Volume – II)

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
39.	Volume-II Clause 1.4.1(v) (Scope of Work)	Integration of Network Integration Card (NIC)/ Communication Module with meters of at least 3 manufacturers in India, to enable the respective meters to seamlessly integrate with proposed HES and MDMS thus enabling interoperability of the system. In future, it would be bidders' responsibility to integrate new meter or any other application/ equipment as decided by HPSEB - Communication module has to be modular and plug & play type for all meter types.	We understand that the clause is applicable only for GPRS Module and not for RF NIC module. Please confirm	Communication module has to be modular and plug & play type for all meter types.
40.	Volume-II Clause 1.4.1(xxi) (Scope of Work)	Baseline Study and formulation of DPR	We understand that the bidder shall conduct survey to plan communication system and submit the Function Design Specification (FDS) for approval from customer. Please confirm.	The Bidder has to carry out Baseline Study and prepare a DPR for approval of HPSEB.
41.	Volume-II Clause 1.4.1(xxxi) (Scope of Work)	Cyber security audit of complete system from Cert-In certified agencies: a. Before making system live b. Annually during FMS period	We understand that cyber security audit is to be done for a total 8 times during the contract period i.e. 1 time before go live and 7 times yearly during FMS period). We request you to keep this as a mandatory milestone during FMS period so that it is strictly implemented by the vendor	Please refer Amendment No. 3 to RfP (Payment Schedule).
42.	Volume-II Clause 1.4.3 (Scope of Work)The Contractor shall also bear the cost of recurring charges for GPRS/3G/4G, static ISP connection and any license fee for operating RF in licensed frequency	For network-bandwidth services, HPSEB, contractor and the service provider shall get into a tri-partite agreement, wherein the contractor	The provisions of the RfP shall prevail.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
		band till completion of maintenance period	shall facilitate the services for HPSEB, and HPSEB shall directly pay the charges to the service provider. Please confirm.	
43.	Volume-II Clause 2.2.1 (Access to Utility Facilities)	PFCCCL to facilitate through HPSEB management, safe and reasonable access to utility premises for contractor's personnel and third party vendors. This facilitation shall include, space for data centers, working space including air conditioning, light, ventilation, electric power and outlets. The contractor's personnel shall comply with all applicable rules, regulations and requirements relating to visitors on the premises of HPSEB	Please confirm that the space for storage of approx. 30000 Meters per month is available for both Shimla & Dharamsala locations. Please give details of space like Area in Sq.ft for both Shimla and Dharamsala locations.	Utility shall provide sufficient storage space, however, the safety and security of the stored items shall be the responsibility of the bidder
44.	Volume-II Clause 2.4, 2.5 and 2.6 (Contractor's Responsibilities and Obligations, Exclusion from Contractor's Scope, Employer/ Utility's Responsibilities and Obligations)	Any Cable/ Service cable required for the project would be provided by HPSEB.	We understand that Installation of cable shall also be carried out by HPSEB for all type of connections under routine work. Please confirm.	The understanding of the Bidder is correct.
45.	Volume-II Clause 2.4.1(29) (Contractor's Responsibilities and Obligations)	Auxiliary Power Supply comprising of UPS for 8 hours battery backup along with all necessary distribution	As per price bid, requirement of battery backup of 1 Hr shall be provided by the bidder. However as per clause 2.4.1(29), battery backup of 8 hrs is required. Please confirm the actual requirement	Please refer Amendment No. 3 to RfP (BoQ and Price Bid Part).

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
46.	Volume-II Clause 3.3.4.1.1 (Type tests and test certificates)	Single phase and three phase whole current Smart meter shall be type tested for all the type tests as per IS: 16444 (latest version) and three phase CT operated Smart Meter shall be type tested for all the type tests as per IS: 16444 Part-2 (latest version) in a government approved laboratory. The number of sampling for testing of meters and criteria for conformity would be as per IS 16444 and IS 16444 Part-2. The supplier shall have to submit Single Phase (of at least 1 current rating) & Three Phase Smart Whole Current Meter Type Test Reports along with the Bid and the Type Test Reports of other variant meters before commencement of supply in line with the specifications mentioned under Volume II, Clause 3.3	Please permit to provide the BIS certificate for the single phase whole current 10-60A meter at the time of Bid and the three phase whole current 10-60 A smart meter before commencement of supply	Please refer Amendment No. 3 to RfP.
47.			Bidder may be allowed to submit all Type test certificates before commencement of supply	
48.	Volume-II Clause 3.3.5.9.1 (Meter Box)	Technical Specifications For 1 In 1 Deep Drawn Metal Meter Box For Single Phase Meters Of Different Ratings And Makes 2.1 The Deep Drawn Metal Meter Box (MMBs) shall be for housing Three Phase energy meter of any make. The internal dimensions of MMB shall be 400mmx300mmx160mm (i.e. height x width x depth) 3.1. The MMBs shall be dust and vermin	Please delete the requirement of Deep drawn metal Box since in AMI scenario RF signals are obstructed due to the shielding effect of metal boxes. Boxes should essentially be of polycarbonate material to meet the SLA requirements. Also we would request you to keep the dimension of the box as suitable to the bidder	Please refer Amendment No. 3 to RfP. For LTCT meters the bidders shall use the existing meter box and ensure the communication of these meters
49.			As per amendment, metal meter box is requested for Single Phase and 3 Phase meter. Metal meter box reduces the	

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
		proof for housing, Single Phase energy meters of any make. The internal dimensions of MMB shall be 250mmx220mmx135mm (i.e. height x width x depth)	<p>effectiveness of RF. Even in other tender published with RF communication like APDCL, TANGEDCO etc. they requested for Engineering Plastic/ Polycarbonate.</p> <p>Request you to please consider Engineering Plastic/ Polycarbonate for meter box which will help RF to provide effective communication.</p>	
50.			<p>Most of Utilities in India are using Polycarbonate boxes. Moreover, looking to communication angle, ease of installation and to have proper communication, Polycarbonate box shall be more suitable instead of Metal boxes. Multiple Prices of metal boxes shall put extra financial burden on bid as well.</p> <p>So, we request to amend the specification from Metal to polycarbonate boxes having suitable dimension and provide the specifications.</p>	
51.		5) The box shall comply with requirement of IP 33. The box shall be fully type tested for IP 33 with dimensions as per IS 13947 (Part-I). The type test shall be carried out from the Govt. approved NABL accredited laboratories or ERDA Vadodara and shall be submitted along with the tender failing which the tender of the firm shall not be opened.	<p>Please amend to provide the type tests before commencement of supplies.</p> <p>Also boxes should be at least IP54 complied for better protection from dust and water.</p>	
52.		The CT operated meters have to be supplied and installed by replacing the	It is understood that the Box and CTs for LTCT meters are not required and existing Boxes need to be used.	

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
53.		existing meters and there is no requirement of supply of CT and box.	<p>However there shall be some retrofitment which shall be required in the box as per the application requirement.</p> <p>We here by suggest to use SMC boxes of suitable dimension for CT operated meters.</p>	
54.	Volume-II Clause 3.5(d) (Head End System (HES))	... HES shall support storage of raw meter data, alarms and alerts for minimum 3 days....	<p>HES should store data at least for 45 days, so that if there is any failure in Upstream or MDM, then data from HES can be recovered for last 45 days. It will help us for audit trail and during any failure we can recover data.</p> <p>Request to kindly modify the clause as per the following: <i>"HES shall support storage of raw meter data, alarms and alerts for minimum 3 45 days"</i></p>	Please refer Amendment No. 3 to RfP.
55.	Volume-II Clause 3.8 (Cloud Service Provider (CSP) Requirements)	General Hosting of both DC and DR should be on GCC along with latest generation of servers 2.4 Ghz and above	<p>Please remove specific requirement of latest generation of servers 2.4 Ghz and above. Server will be sized considering application requirement on which the applications are developed and tested.</p> <p>The responsibility of suitable sizing of IT infrastructure is with Bidder.</p>	Hosting of both DC and DR should be on GCC along with latest generation of servers 2.4 Ghz and above
56.	Volume-II Clause 4.4 (Service Level Agreements)	General	<p>Availability of GPRS services is on best-effort basis as none of the network service providers (Airtel, Vodafone Idea, etc.) commit to any kind of SLA. Therefore, downtime occurred because of non-availability of network shall not be factored while calculating SLA and no penalty should be levied from the contractor because of this issue.</p>	The provisions of the RfP shall prevail.
57.	Volume-II	Periodic collection of the 15/30 minute	Please note that periodic collection of the 15/30 minute interval profile data	Please refer Amendment

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
	Clause 4 (Service Level Agreements - Scheduled Interval data readings at a fixed periodicity during the day as decided by utility)	interval load profile data after every 15/30/60/120 minutes i. From 95% of meters within 5 minutes ii. From 98% of meters before next periodic packet is scheduled	after every 15/30/60/120 minutes from 95% of meters within 5 minutes is practically not achievable. Hence request to amend the clause as "From 95% of meters within 60 minutes"	No. 3 to RfP.
58.	Volume-II Clause 4.4 (Service Level Agreements - Remote load control commands for selected meters with acknowledgement/ response for selected meters)	For a group of maximum of 5000 AMI meters	In all other Parameters in SLA like Ping Response, Remotely Read events group of 1000 meters are considered. Request to kindly modify the clause as per the following: <i>"For a group of maximum of 5000 1000 AMI meters"</i>	The provisions of the RfP shall prevail.
59.	Volume-II Clause 4.4 (Service Level Agreements - For remote connect/disconnect with acknowledgement/ response for selected meters)	For a group of maximum of 5000 AMI meters	In all other Parameters in SLA like Ping Response, Remotely Read events group of 1000 meters are considered. Request to kindly modify the clause as per the following: <i>"For a group of maximum of 5000 1000 AMI meters"</i>	The provisions of the RfP shall prevail.
60.	Volume-II Clause 4.4 (Service Level Agreements - Recovery Point Objective for AMI MDM and HES System)	RPO shall strictly be as per MEITY Guidelines	MEITY has not defined RPO for AMI system. It shall be as per utility requirement	Please refer Amendment No. 3 to RfP.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
61.	Volume-II Clause 4.4 (Service Level Agreements - Recovery Time Objective for AMI MDM and HES System)	RTO shall strictly be as per MEITY Guidelines	MEITY has not defined RTO for AMI system. It shall be as per utility requirement	Please refer Amendment No. 3 to RfP.
62.	Volume-II Clause 7.1.1 (System Software Requirements - Software Standards - Design and Coding Standards for AMI Applications and Utilities)	General Standard products offered should meet the requirements of the project. The licenses for infra should be genuine.	Offered standard products with genuine licenses shall meet overall requirement of project however Specific Requirement of Clause 7.1.1 should be removed as these features are not required for AMI applications.	Standard products offered should meet the requirements of the project. The licenses for infra should be genuine.
63.	Volume-II Clause 7.1.2(b) (System Software Requirements - Software Standards - Applications)	Modularity: Software shall be modular i.e. functionally partitioned into discrete, scalable, reusable modules consisting of isolated self-contained functional elements & designed for ease of change. The system shall make maximum use of common industry standards for interfaces	As standard products will be offered as software solutions, these standards will not be applicable.	The provisions of the RfP shall prevail.
64.	Volume-II Clause 7.1.2(d) (System Software Requirements - Software Standards - Applications)	Portability & Interoperability: The system shall be designed for hardware independence and operation in a network environment that facilitates interoperability and integration of third party applications. AMI applications should support multiple RDBMS systems including Oracle, Microsoft SQL Server and MySQL.	The HES solution to be provided by us supports only MySQL and MDM solution supports only MS-SQL. These are not interoperable with other RDBMS. Kindly clarify whether this is acceptable.	The Software provided by the Bidder has to ensure Seamless Integration of IT System with the existing system of HPSEBL and to facilitate or provide full support for any new future/new application/ equipment integration requirement of HPSEB by providing whatever data required by HPSEB at that time by/

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

S.No	Reference Clause	Existing Provision after Amendment No.2	Queries raised by Bidders	Reply/Clarification
				through the development of Web Services or any other Services. Development and monitoring of Web Services and any other services shall be in the scope of the bidder.
65.	Volume-II Clause 7.1.3 (System Software Requirements - Software Standards - Operating System)	The operating system of all the equipment of AMI application system including network equipment shall be latest version released up to six months prior to FAT. The operating system shall be hardened to provide robust security. The operating system and data file shall be placed in different disk partitions.....	The operating system for running AMI applications should be selected on the basis of best compatibility with application software, selected at the time of bidding. However, the contractor shall ensure all the functionalities and efficiency as expected by HPSEB/ PFCCCL in this tender.	The provisions of the RfP shall prevail.
66.	Volume-II Clause 7.4 (System Software Requirements - Display Generation, Management and Integration (Display Management and Reporting))	The Contractor shall provide necessary software tools preferably browser based for the generation, management and Integration of AMI application displays. Displays shall be generated and edited interactively using this display generation software delivered with the system. All displays, symbols, segments, and user interaction fields shall be maintained in libraries. The size of any library and the number of libraries shall not be constrained by software. The display generator shall support the creation, editing, and deletion of libraries, including copying of elements within a library and copying of similar elements across	Request to remove this entire clause as the specifications are similar to SCADA system and not required in AMI package.	The provisions of the RfP shall prevail.

Clarifications to Queries against Amendment No. 2 to Request for Proposal (RfP) for Selection of AMI Implementing Agency for implementation of Smart Metering in Shimla and Dharamsala City in Himachal Pradesh

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		libraries. Execution of the display generator functions shall not interfere with the on-line AMI application functions.....		