

Clarifications - Prebid meeting on Urja Mobile APP held on dtd 07.03.2016 at PFC, New Delhi

S.	Section Name	Section No.	Page No.	Statement as per RFP	Query	Proposed Response
1	Section DTS	(Annexure III)	26	The Mobile application (APP) refers to Native role-based, responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones with o/s such as Android, iOS, Windows including future versions of the mentioned O/S. Further the same should be accessible through web browser from desktop/laptop/tablets.	<p>If the application should work on browser, does that mean we have to develop Web application also?</p> <p>Is this application developed for internal users or external customers.</p> <p>Is there any website or link to refer or understand the features of the application</p>	<p>A seperate web-application has to be developed which can be accessed through web-browsers for the browsers (IE 9 and above & Chrome)</p> <p>Access of applications shall role based and type of user with respective roles will be defined during design stage after award</p> <p>Tender document is uploaded on websites mentioned in NIT , Prebid ppt is also available on IPDS webportal www.apdrp.gov.in</p>
2	Section DTS	(Annexure III)	26	The hosting environment which is to be provided by the vendor (at least one year from the date of final delivery) should be secure enough and behind the Firewall and as per prevailing security standards.	Does this mean we should procure the required hardware/software and host it at your data center?	All applications alongwith database to be hosted on Vendor's own server / cloud with prevelant security features atleast for one year with can be extendable upto period of support services (3 years) at no extra cost
3	Section DTS	(Annexure III)	26	The design/User Interface of the mobile application should be flexible enough for multiple themes/skins	We hope the themes will be pre-defined during the UX/UI phase of the project.	The same shall be finalised during design stage after award.
4	Section DTS	(Annexure III)	26,27	Information through analytics on important parameters like i. AT&C loss and it"s reduction ii. Grievances redressal and new connection release iii. E-payment iv. Outage schedules v. Ranking of DISCOMs based on various parameters related to customer services and utility performance vi. Project milestones / monitoring. vii. Capacity building	Is it enough if this information is captured at the back end or any front end tool for viewing the information is required.	The data shall be taken from a server already existing at PFC though push mechanism for which services/API to be developed by the contractor. Refer prebid ppt uploaded on IPDS webportal
5	Section DTS	(Annexure III)	29	Initially for at least one year after final delivery, the application should be hosted on the vendors server and later on it should be shifted to PFC Server.	Does this mean the application should be hosted in our data center for the first year?	same as replied against S. no. 2

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6	Liquidated Damages for Delay in Completion	Clause 34	16	<p>34.1 In case of any delay in execution of the order beyond stipulated date of delivery work schedule, including any extension permitted in writing, Owner reserves the right to recover from the vendor a sum equivalent to ½ (half percent) of the value of delayed material/equipment or unperformed services for each week of the delay in each phase and part thereof subject to a maximum of 5% of the total value of each phase.</p> <p>34.2 Alternatively, the Purchaser reserves the right to purchase the materials/ equipment from elsewhere at the risk and cost of the vendor and recover all such extra cost incurred by the purchaser in procuring the material by the above procedure.</p> <p>34.3 Alternatively, Purchaser may cancel the order completely without prejudice to his right under the alternatives mentioned above.</p>	Provided Purchaser serves atleast 15 days prior written notice with details of delays before invoking or recovering any LD / Penalty from Vendor	Standard clause . No change
7	Sub-Letting	Clause 39	17	Vendor shall not sub-let, transfer or assign any part of this order without the prior written consent of the Purchaser. Copies of sub-contract order shall be forwarded to the Purchaser.	Copies of sub-contract order are confidential documents, it cannot be shared with the Purchaser.	Unpriced copy of the document to be provided

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8	Contractor's Default : Notice of Default and Nature of Contractor's Default	Clause 43.1 & 43.2	18	<p>If Contractor is not executing Works in accordance with the Contract or is neglecting to perform his obligations there under so as to seriously affect the programme for carrying out of the Works, Purchaser may give notice to the Contractor requiring him to make good such failure or neglect.</p> <p>- Nature of Contractor's Default :- If the Contractor: a) has failed to comply within a reasonable time with a notice under sub-clause; or b) assigns the Contract or sub-contracts the whole of the Works without the Employer's written consent; or c) becomes bankrupt or insolvent and has a receiving order made against him or compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors or goes into liquidation.</p> <p>- The purchaser may, after giving 15 days notice to the Contractor terminate the Contract and expel the Contractor from this Site.</p>	Purchaser shall serve atleast 30 days prior written notice with details of failure / delay, etc before taking any action.	Standard clause . No change
9	Effect on Liability for Delay	Clause 43.5	19	The Contractor's liability under clause 31 (Source of Supply) shall immediately cease when the Purchaser expels him from the Site without prejudice to any liability there under that may have already occurred.	Purchaser shall serve atleast 30 days prior written notice with reasons and details of failure / delay, etc before taking any action of expelling the Vendor from Site.	Standard clause . No change
10	Cancellation	Clause 45.0	19	<p>The Owner reserves the right to cancel the order in part or in full by giving one week advance notice thereby if:</p> <p>a) Vendor fails to comply with any of the terms of the order. b) Vendor becomes bankrupt or goes into liquidation. c) Vendor makes general assignment for the benefit of the creditors; and d) Any receiver is appointed for the property owned by the Vendor.</p>	Purchaser shall serve atleast 30 days prior written notice with reasons and details of failure / delay / non-performance, etc before taking any action of cancelling the order.	Standard clause . No change

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11	(Disputes and Arbitration) Work to Continue	Clause 46.5	19	Performance of the contract shall continue during arbitration proceedings unless the Purchaser shall order suspension. If any such suspension is ordered the reasonable costs incurred by the Contractor and occasioned thereby shall be added to the Contract Price.	Provided atleast 15 days priorwritten notice of suspension with detailed reasons is served and suspension is solely due to default of Vendor	Standard clause . No change
12		1.20	8	Proof of concept under the contract is required to establish proof of basic implementation on actual smart phones along with features prior to full blown roll out. This shall be done within 15 days after commencement of work in respective phase.	What are the basic implementation expected in proof of concept? Please provide details. What is the scope for POC?	Proof of concept is to establish proof of basic implementation of APP on Android smart phones before full blown roll out and scope is accordingly considered.
13		26.0	15	26.0 LOCAL CONDITIONS 26.1 It will be imperative on each bidder to fully inform himself of all local conditions and factors which may have any effect on the performance of the Contract covered under these specifications and documents.	Please mention the local conditions and factors.	Standard clause . No change
14		Section DTS, 1.0, t	27	Ability for users to share their comments with friends and networks via Facebook, Twitter YouTube channel & Google Plus etc.	Please mention all social media to share comments.	Majority have been defined and finalized in design stage after award.
15		Section DTS, 2.0	27	2.0 DELIVERABLES AND TIMELINES:	Is the duration of phase 1 and 2 extendable? If yes, to what extent?	No
16		Section DTS, 1.0, a	26	a) The Mobile application (APP) refers to Native role-based, responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones with o/s such as Android, iOS, Windows including future versions of the mentioned O/S. Further the same should be accessible through web browser from desktop/laptop/tablets.	The application packaged as mobile app needs to be accessed through web browser, hence the mobile app cannot be developed on the native technology stack for each of the platforms. Need clarity on what "native" implies in this context?	same as replied against S. no. 1
17		Section DTS, 1.0, a	26		What are the OS versions to be supports in iOS, Android and Windows (Windows Mobile and Windows Phone)?	OS verions - Android 4.1 and above iOS 6 and above, Windows 8 and above

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18		Section DTS, 1.0, a	26		What the browsers and browser versions to be supported?	IE 9 and Above and chrome
19		Section DTS, 1.0, f	26	The design/User Interface of the mobile application should be flexible enough for multiple themes/skins	Section DTS, 1.0, f – please elaborate.	The same shall be finalised during design stage after award.
20		Section DTS, 1.0, g	26	Development environment of mobile app should be open source and database server should be MySQL/PostgreSQL/SQL Server to facilitate its integration with PFC database.	Does PFC expose web services for the mobile app to consume?	Phase I - PFC will push the Data to Vendor's database, any interface required for the same at Vendors server / PFC server will have to be designed by the Vendor. Phase II- PFC will pull the Data from Vendor's database, any interface/API required for the same at Vendor's server / PFC server will have to be designed by the Vendor. Access to PFC database/datastructures will be provided ONLY for the development of the above mentioned interfaces
21		Section DTS, 2.0, ii	27	2nd Phase – Milestone Based Project Monitoring, Within 05 months from date of award on Android, iOS and windows, bilingual. ☑ National / state/ DISCOM /town • Distribution System strengthening Under Part B- Milestone based monitoring (Color coding for achievement and slippages) • IPDS - Milestone based monitoring (Color coding for achievement and slippages) • Daily Outage schedules of towns (Duration)	Need clarity on 2 nd Phase requirements, did not find Part B	It is covered under project monitoring of ongoing Distribution Strengthening projects under R-APDRP and IPDS
22		Section GPC, 1.24	8	Warranty Period/support services shall mean the period during which the Contractor shall remain liable for repair or replacement of any defective part of the Works , host and maintain the system 24x7 basis including updates under the Contract.	Do you expect support service from offsite or from onsite (PFC)? Do you expect 24 X 7 support or time bound? Please clarify	Support services shall be Offsite and in special case in important Govt Offices in Delhi between 9am - 6 pm on all working days
23		Section DTS, 1.0 K	26	Helpdesk and training services for at least 100 users.	Can we do training service remotely or PFC? What kind of training required? Please provide details.Also can the helpdesk activity done remotely?	Training to be provided by Vendor in PFC office, New Delhi for atleast for 3 days each in 4-6 batches

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24		Section DTS, Mobile App Source Code handover Process:	29	Any changes based on feedback from MoP, DISCOM, Consumers, PFC evolved during the implementation shall be included with out any additional cost.	Please mention what are the changes you expects in future? If changes require significant effort then can vendor quote additional cost? Please clarify	No , prices are fixed . Vendor should be flexible enough to accommodate the changes suggested by senior officers in MoP/PFC etc.
25		Section 5 - Minimum Qualifying Requirements -point C	3	In last 3 years, Firm / (all members put together in the case of a Consortium) must have completed minimum 10 (Ten) projects for Development of Mobile Application in Government or Private Sector	There may be certain projects where the Development would have been completed and Maintenance will be ongoing . Can we showcase them too for this elgibity criteria?	Yes
26		INVITATION TO BID Point 7	3	Original copy of banker's cheque or demand draft on a/c of tender cost and bid guarantee (EMD) should reach at the below mentioned address before the due date & time of opening of technical bid i.e. 21.3.2016	The date of technical bid submission is 28.3.2016 as described in point 3 on page 2. Please clarify if the Tender cost and EMD cab be deposited by 28 th Mar 2016.	Original copy of banker's cheque or demand draft on a/c of tender cost and bid guarantee (EMD) should reach at the below mentioned address before the due date & time of opening of technical bid i.e. 28.3.2016
27		Annexure II	21	In last 3 years, Firm / (all members put together in the case of a Consortium) must have completed minimum 10 (Ten) projects for Development of Mobile Application in Government or Private Sector.	Mobiloitte Technologies has been working majorly in International markets so we get order as per given 2 scenerios. 1. Our customer are placing work order only on eMail which are digitally signed and Order completion is through email confirmation. 2. Customers are placing order on Market places (viz Elance, Upwork, Odesk etc) which is online portal for buyer & supplier. Our customers are placing order online on Market place and giving order closure on market place portal so Mobiloitte can showcase snapshot of market place portal as well as we can showcase of the same amount of order value billing & payment proof as additional document Request for consideration of above mentioned documents as work order and completion documents.	Order Completion through offical e-mail of client with counter signed by Authorised Signatory of bidder may be considered. Billing and proof of final payment (submitted alongwith PO) may also be considered as project completion.
28		Annexure III	26	Helpdesk and training services for at least 100 users.	Please confirm the number of days and venue for training.	same as replied against S. no. 23

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29			2 & 3	<p>Bidders / tenderers will have to make offline payment of Rs.750/- in the form of separate Banker's Cheque in favour of "Power Finance Corporation Ltd." payable at New Delhi on a/c of cost of tender document to be procured from e-tender portal.</p> <p>All bids must be accompanied by a bid guarantee (EMD) for an amount of Rs. 1,00,000/- as specified in the RFP and any bid not accompanied by the required bid guarantee (EMD) shall not be opened.</p>	<p>As per the guidelines of Department of Electronics & Information Technology, GOI for system integrator</p> <p>To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security (also known as Earnest Money) is to be obtained from the bidders except those who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) or the concerned Ministry or Department.</p> <p>The units registered under Single Point Registration Scheme of NSIC are eligible to get the following benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. * Issue of the Tender Sets free of cost; * Exemption from payment of Earnest Money Deposit (EMD). The exemption of Tender fee & EMD is</p>	No exemption permitted
30			3	<p>The Firm / Agency (all members put together in the case of a Consortium) should have a minimum cumulative turnover of INR 1.5 Crore during the last three financial years</p>	<p>As per the Guidelines of Department of Electronics & Information Technology, GOI for System Integrator. It states that "As a thumb rule, one can keep the minimum Scope of Work related Turnover as ten (10) times the estimated value of the assignment being tendered."</p> <p>Also, The EMD amount should be within 2-5% of the estimated cost of the bids.</p>	No change

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31			3	The Firm / Agency (Bidder can be sole bidder or consortium of maximum two agencies) (Lead bidder +Consortium partner) Sole bidder or lead consortium partner should be a registered entity with minimum 3 years of existence and other consortium partner, if any should be a registered entity with minimum 1 year of existence)	As per the Guidelines of Department of Electronics & Information Technology, GOI for System Integrator. The following Certifications should be included to ensure the quality of the Deliverables. (SEI) CMMI certification is relevant for projects where software implementation or application development is being done. ISO 27001 certification formally specifies a management system that is intended to bring information security under explicit management control. The security controls in operation typically address certain aspects of IT or data security, specifically, leaving non-IT information assets (such as paperwork and proprietary knowledge) less well protected on the whole. This should be asked for only for cases, where the scope of work specifically mentions security assessment and design of security system. Hence, this is relevant for projects requiring Information security standards, such as Network security, database/data security. Taking estimated value of assignment as Rs.50 Lakhs (50 times of EMD). So as per the guidelines the minimum turnover criteria should be Rs. 5 Cr.	No change
32			26	The Mobile application (APP) refers to Native role-based, responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones with o/s such as Android, iOS, Windows including future versions of the mentioned O/S. Further the same should be accessible through web browser from desktop/laptop/tablets.	As per our understanding you need a web portal too. Because mobile application can't work on Desktop/ Laptop. As the tender is for design, development & maintenance. So, it is requested to add the mentioned certifications for ensuring the Quality of product, services & delivery. As the tender is for design, development & maintenance. So, it is requested to add the mentioned certifications for ensuring the Quality of product, services & delivery.	same as replied against S. no. 1
33			26	Offline content is required to offer users an ironic experience without having to worry about availability of network. Ability to work offline while capturing data/photos/videos in remote areas, save temporarily until data is sent later via mobile network (GPRS data capability) or WLAN (WiFi).	As per our understanding you need an offline mobile application too. Please clarify.	Offline meachism is required to facilitate capture of documents/photo etc alongwith coordinates even when there is limited connectivity. After availability of connectivity the same shall be upload to the sever.
34			27	Free downloads from Google playstore, itunes and windows app store.	Please clarify.	Free downloads from Google playstore, App store and windows app store.

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35		QR			Would a screen shot of an email work as a completion certificate?	Order Completion through official e-mail of client with counter signed by authorised signatory of bidder may be considered.
36		QR			How will the different PO awarded to same company treated ?	PO awarded to same company will be treated as separate projects
37		Annexure III			We need to develop native applications for iPhone, Android Phone and Windows phone accompanied by a web panel for Nodal officer to accept and decline updates from users (field officers and users). Please advise if we also need to develop a website with exact same functionalities that in Mobile applications?	same as replied against S. no. 1
38		Annexure III point (1.f)			Please specify on the multiple themes. Would PFC want us to design multiple themes for the applications? If yes then please specify the quantity of multiple skins.	The same shall be finalised during design stage after award.
39		Annexure III point (1.i)			Content can be made available offline for users. Please confirm if PFC want video access in offline mode? Would PFC only want to upload videos to the server or also want to make them available offline on mobile applications?	same as replied against S. no. 33
40		Annexure III point (1.p)			We understand that PFC would want to have analytical data in form of pie chart, Histograms and bar charts. Please specify if there are more graphical versions required?	All currently advance method for analytical representations shall be used. The same shall be finalised during design stage after award.
41					We assume that PFC will providing access their server for the information required to develop requested API's and web services. Please confirm.	same as replied against S. no. 20
42					We request further clarification on Feeder Severity Indices	The same is mere a data , however, formula will be rprovided during design stage after award.

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43					Please clarify on the POC required after 15 days of award date. What all information must be displayed in the POC and what all data will PFC be providing?	same as replied against S. no. 12
44					What kind of APP to be developed? It should be in Native or Hybrid?	Native only
45					Do the deliverable should be an mobile APP(Native/Hybrid) and Web APP(web application)?	Native Mobile APP and Web applications
46					In Web APP offline capabilities do not support. The offline can be possible only through the mobile APP(Native/Hybrid)	offline capabilities required only for Mobile App
47					Can you explain in brief on the integration of PFC database	same as replied against S. no. 20
48					Need more inputs : Interface with existing database(SQL server 2008) at PFC Ltd Agency to provide details of team whom would be allocated to this project.	same as replied against S. no. 20, team details will be provided during design stage after award
49			Page Number (26) Point (a)	Further the same should be accessible through web browser from desktop/laptop/tablets.	Do we need to develop a website too for the mobile application?	same as replied against S. no. 1
50			Page Number (26) Point (b)	The hosting environment which is to be provided by the vendor	What are we hosting ? We guess its about apps but we still need a clarification.	same as replied against S. no. 2
51			Page Number (26) Point (g)	Development environment of mobile app should be open source and database server should be MySQL/PostgreSQL/SQL Server	We use SQLite in apps. Why do we need any other database ?	Database should be MySQL/PostgreSQL/SQL Server, however, in addition if SQLite is necessary for offline feature in the App , vendor may use it

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52			Page Number (26) Point (k)	Helpdesk and training services for at least 100 users.	We guess this would be a training on how to use app. How do we train them ? Remote Sessions ?	same as replied against S. no. 23
53			Page Number (27) Point (O) SubPoint (iii)	E-payment	What payment gateway are we using ?	It is a data on server and nothing to do with e-PAYMENT gateway
54			Page Number (28) Point (ii)	Source Code handover and Installation of App along with all the required software including database for further development/maintenance at PFC server (Window/Linux based server) located at PFC premises.	Do we get the webservices from them or we will be developing them ?	question is not clear.
55			Page Number (29) Point (ii)	Work related to 1st Phase, Stage-I shall be completed within 45 days from award	Are these business days ? We would need these many business days to develop an app post discovery is done.	It comprises of calenderdays including weekends, holidays etc.
56			Page Number (30) Point (b)	All Payments shall be made in Indian Rupees only as per the following schedule	We will deliver the app in milestones , it would be good if we can get the payments on the completion of each milestone.	The payment shall be as per RfP
57					We are registered with NSIC (National Small Scale Industries Corporation) Under Single Point Registration Scheme. A firm registered with NSIC is exempted from payment of Earnest Money and Tender fee (Document Fees), Please Confirm	No change
58					In case of consortium, other consortium partner shall meet minimum 25% of total criteria	Please note lead bidder shall meet the larger part

Disclaimer on presentation of pre-bid meeting : The presentation given during pre-bid meeting is also uploaded on IPDS website i.e. www.apdrp.gov.in , is indicative

However, in case of any contradiction / difference/additional information between presentation made during pre-bid meeting and RFP; RFP will prevail and shall be treated final and binding