

CLARIFICATIONS ON QUERIES RAISED BY VENDORS

Job Name: Expression of Interest (EOI) from agencies for empanelment of AMI solution providers as partners in Advanced Metering Infrastructure (AMI) in smart grid business opportunities in the power distribution sector in India.

Tender no: CONTRACTS/2021-2022/SMARTMETER
Tender ID: 2021_FACT_645811_1

Sr. No.	RFP Page Number	Clause (Tender Ref.)	Query	Clarification / Suggestion	Fedo's Reply
1	2	iv	Facilitation for the Seamless Integration with the AMI Network Solution.	Need details of the AMI network.	
2	2	vi	Performance of the Smart Metering System will be measured on defined Service Level Agreements (SLA) basis and these will be monitored on real-time basis.	What are the defined SLAs ?	Details can be furnished only during actual tendering. That may vary according to Client/ DISCOM's requirement.
3	2	iii	Establish network connectivity for the smart meters and network platform that can support all the applications like Head End System (HES), Meter Data Management System (MDMS) etc. over specified communications platform.	Need details of the specified communication platforms.	
4			<p>As per EOI – "Cater to the Basic Functionalities of AMI system as per "Functional Requirements of Advanced Metering Infrastructure (AMI) in India" issued by the Central Electricity Authority (CEA) in August 2016." Request FEDO-FACT to explain what or if all basic functionalities(excerpts as below extracted from the above document) are expected under web portal and mobile applications from the above document.Will the entire scope and functionalities required under web portal and mobile applications be similar as mentioned in the "Functional Requirements of Advanced Metering Infrastructure (AMI) in India" Document issued by CEA in Aug 2016 is expected as below:</p> <p>Mobile app & Consumer Portal section excerpts from the above document Mobile app-"AMI Implementing Agency (AA) shall provide a mobile app through which consumer shall be able to log in through android/iOS/Window based mobile app to see information related to his/her energy consumption. App shall also provide platform for implementation of peak load management functionality by providing existing tariff & incentives rates, participation options etc. This mobile 4 app shall be part of complete system and therefore no additional cost shall be payable for upgradation / maintenance separately." "shall support mobile app through which consumer shall be able to log in through android/iOS/Window based mobile app to see information related to his energy consumption. App shall also provide platform for implementation of peak load management functionality by providing existing tariff & incentives rates, participation options etc.</p> <p>7.1.8 Customer Service Support</p> <ul style="list-style-type: none"> The solution shall provide customers with access to current and historical consumption and interval data, outage flags, voltage and power quality indications. The data shall be displayed in graphical and tabular form depending on user choice. The Customer may also access data through customer portal. The solution shall integrate via a user friendly graphical interface. MDM shall support email/SMS notification of configured alarms & events to selected users. The MDM shall support the web portal or shall have the ability to interface with the 3rd party portal/utility portal to provide the consumer near real time online views of both usage and cost and helping consumers to understand electricity usage and cost information, alerts and notifications and energy savings tips with different levels of detail. The portal should support the view for past electricity usage, last week's, yesterdays, current days or other period etc. as per selection. The portal should provide user friendly access to consumer for their data via colorful graphs and charts and can download the data into a spreadsheet. 	This will help in understanding the scope for mobile app & consumer portal section for bidding in the EOI.	The purpose of this EOI is to empanel competent bidders in this field and that the scope of work noted in the EOI is typical and general in nature. Specific points noted by the bidder under the "Functional Requirements of Advanced Metering Infrastructure (AMI) in India" issued by CEA in Aug 2016 may vary from each utility and hence not covered under this EOI. FEDO-FACT shall bid towards prospective RFP's floated by the utilities for future AMI projects only after completion of the empanelment of bidders vide this EOI. Hence at this stage, RFP's by utilities are not applicable. The actual scope of work may be specific to each utility and may vary among each utility which will have to be compiled by the bidder for the respective RFP's specified by the utilities during the next stage. Accordingly clarifications on specific issues sought by the bidder like Mobile app & Consumer Portal section, Customer Service Support, User interface, web portal / mobile applications etc are not applicable for this EOI and hence cannot be furnished.
5			As per section "7.2 User Interface" in document Functional Requirements of Advanced Metering Infrastructure (AMI) in India. Are there any other functional requirements expected by FACT/FEDO apart from the already mentioned requirements in section 7.2 User Interface.		
6			We request FACT/FEDO to kindly suggest which systems are envisaged to have interface with the web portal / mobile applications.	Clarification on the integration scope for the web portal / mobile applications.	
			We recommend Utility to kindly add the following clause: Web portal / mobile applications should be COTS product with minimum 5 deployments globally and should be scalable to meet the future increase in the number of consumers. It should be scalable & commercially available through authorized partners	This helps in estimating the success and acceptance of the solution across the globe and keeps the implementation and support options from multiple vendors available in future for Utility. Most importantly COTS application will have the requisite security framework to minimize chances of any security violations or data theft resulting in catastrophic situations. Additionally the product needs to be scalable to cater to any future regulatory requirements or feature enhancement.	
7			Web portal and mobile applications should be Payment Card Industry (PCI-DSS) compliant	Suggested as general industry standard ensuring safe and secure transaction for keeping the customer data safe.	
8			Web portal and mobile applications shall facilitate Chat-bot functionality.	This we believe will help you to optimize customer support cost & enhance customer experience	
9	2	i	<p>consortium) should have ISO 9001:2015, ISO 27001- 2013 and CMMi Level 3 (or above) Certifications.</p> <p>Revised Clause suggested: DOCUMENTS TO BE SUBMITTED – Valid Certificates and in case certification is in process Bidder shall have to submit the certificate before signing of the MOU for Empanelment with FACT</p>	We request FACT to allow bidders who have applied for requested CMMI Level 3 certificate to participate in the tender and get empaneled. On failure to show these certificates at the time of MoU signing may lead to disqualification. This will enable FACT to empanel companies which in near future would be certified with CMMI Level 3 certificate to increase the pool of companies empaneled.	Refer Corrigendum
10	3	iv	consortium) should have successfully implemented at least one project in India with communication module/ endpoints (installation/ integration) on GPRS/ Cellular during the last five (05) years	We request FACT to also allow companies with RF Module integration experience to participate in the EOI.	