




Nepal Electricity Authority
(A Government of Nepal Undertaking)
Finance Directorate
INSTITUTIONAL STRENGTHENING PROJECT

Ref. No: 2078/79/ - **61**

Date: Tuesday, 05 April 2022

To:
All prospective bidders,

Subject: Issuance of Clarification-1

OCB No. and Title: ICB/FD/EGMPAF/RMS-078/79-02 Procurement of Information Technology Products and Services "Supply and Installation of Revenue Management System (RMS)"

Project Title: Electricity Grid Modernization Project - Additional Financing

Dear Sir/Madam,

With reference to the bid published on 18 February 2022, we would like to inform all our prospective bidders about the issuance of Clarification-1 according to the ITB clause 7.1 of the bidding document.

Kindly acknowledge the receipt of the same at the project office.

Best regards,

Chandha Neupane

Chandha Neupane,
(Project Director)

OCB No. and Title:

ICB/FD/EGMPAF/RMS-078/79-02 Procurement of Information Technology Products and Services "Supply and Installation of Revenue Management System (RMS)"

Project Title:

Electricity Grid Modernization Project - Additional Financing

Clarification -1

S/N	Volume/Section No.	Page No.	Reference Clause	Clarification Required	NEA Response
1	Volume - 1 Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC)	Section 4 4-10	Database :: Lot - 6000000	Please confirm database lot 6000000 means RMS account/transaction or Database instance.	Confirmed
2	Volume - 1 Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC)	Section 4 4-11	Middleware :: Lot - 6000000	Please confirm Middleware lot 6000000 means RMS account/transaction or middleware instance.	Confirmed
3	Volume I- A.2 RMS Implementation Experience of the Bidder(s)	page 3-6 a.ii	If any one or more project is implemented covering modules apart from the 6 above, with other conditions remaining the same as clause a. above. (Max 3 projects) Additional Marks to be awarded • 1 module- 3 marks • 2 modules- 4 marks • 3 modules- 5 marks • 4 modules- 6 marks	As per our understanding, if each of the 3 projects must have 4 additional modules in order to achieve 100% marks. Also, we understand that Energy Accounting module/ Customer Relationship Management module will be considered as separate points while considering 4 additional modules. Kindly confirm	In order to score 100% marks allotted for this criteria the bidder should have covered 4 additional modules in any one or more projects implementations. A maximum of three projects will be considered.
4	Volume I- A.2 RMS Implementation Experience of the Bidder(s)	page 3-6,7 a.iv	If any one or more project is implemented having more than 1 million consumers with other conditions remaining the same as clause a. above. (Max 3 projects) Additional marks to be awarded. • >1 to 3 Million consumers – 3 marks • >3 to 5 Million consumers – 4 marks • >5 to 7 Million consumers – 5 marks • More than 7 million consumers – 6 marks	As per our understanding, each of the 3 projects must have 'more than 7 Million consumers' in order to achieve 100% marks. Kindly confirm	In order to score 100% marks allotted for this criteria the bidder should have implemented one or more projects having more than 1 million consumers. A maximum of three projects will be considered. Additional marks will be awarded for the required consumer base as a cumulative count.
5	Volume I- A.3 System Integration Experience	Page 3-7 A.3 a)	Bidder(s) should have successfully completed system integration projects. Each project should include supply, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software in Last Seven (7) Years. Excellent Submission - The bidder has submitted a project as per requirement of value more than or equal to 3 million.	We understand that only 1 Project of 2 Million USD has to be submitted to score 100% score. Kindly confirm.	In order to score 100% marks allotted for this criteria a bidder should have successfully completed one project of more than or equal to 3 million USD.
6	Volume I- 21. Bid Security/ Bid-Securing Declaration	Page 1-14 21.1	Unless otherwise specified in the BDS, the Bidder shall furnish as part of its Bid, in original form, either a Bid-Securing Declaration or a bid security as specified in the BDS.	We understand that Bid Securing Declaration can also be provided instead of Bank Guarantee against the Bid Security requirement. Kindly confirm.	As per the bid document

S/N	Volume/Section No.	Page No.	Reference Clause	Clarification Required	NEA Response
7	Volume - I		General	We understand that the solution has to be either provided on-premise or on a private cloud, as per Bidder's choice. Kindly confirm.	SI has to provide the solution on-premise
8	Volume - I		General	We understand that a company that is participating as a Lead member/consortium member, can also participate as OEM in other bids. Kindly confirm.	As per the bid document
9	Volume I. C Functional Requirements Specifications (FRS) Compliance	Page 3-10 Second Bullet	<i>"The proposed RMS Product should have minimum 85% "Standard" functionality against each of the Functional Requirements."</i>	Please, confirm that if our system cover 85% of a Requirement, the response to this requirement is standard.	FRS line items for 10 modules being procured is given in the RFP. 85% standard compliance for this as per the RFP is to be met by the product being proposed
10	Volume I. C Functional Requirements Specifications (FRS) Compliance	Page 3-10	Evaluation criteria table	is it necessary to answer each bullet or internal number of each requirement, or only the requirement?. For example requirements MA11 and MA16.	Depending on the answer given as Standard(S), Customization(C), Third Part(T)/Workaround(W) against a line item viz. MA11 or M16, it shall be considered same for all sub-functionalities.
11	Volume I. C Functional Requirements Specifications (FRS) Compliance	Page 3-10	<i>"FRS must be demonstrable. Random sample verification may be conducted during demonstration."</i> All line items as mentioned in FRS would be considered along with weightage as mentioned above.	Please, confirm if the Random verification will be the same for all the bidders.	Parameters to carry out random verification shall be same for all bidders.
12	Volume I. Schedule 3: Design Services	Page 4-21 2B	<i>"Data Entry cost (for existing consumer base)"</i>	Please, can you give more detail about this point? If the cost is referring to digitalization.	As per the bid document
13	Volume I. Schedule 4(f): Installation and Other Services	Page 4-35 SL no 1	<i>Total cost of verification and audit of RMS Solution Stack by Software OEM (2 Iterations)"</i>	Please, can you give more detail about the scope of this point?	As per the bid document
14	Volume I. Schedule 4(g): Installation and Other Services	Page 4-36	General	Please, can you give more detail about the scope of Facility Management Charges?	As per the bid document
15	Additional Queries		General	Share details of the existing infrastructure for MDMS and other operations. Will the existing Infra / Other common services be shared across the environments.	More details will be provided to the successful bidder.
16	Additional Queries		General	Customer has existing Datacentre which is hosting MDMS, GIS and other applications. The same will have a lot of Infrastructure in place. Does the new solution need to have completely isolated infrastructure or listing of common services along with equipment details must be provided.	We expect completely separate Infrastructure for this application
17	Additional Queries		General	You are asking for HCI as well as Storage, So kindly confirm Storage is it outside the HCI requirement.	All storage is required inside HCI with redundancy
18	Additional Queries		General	Kindly confirm on Current Mail Serve details for Integration and notifications.	Mail server and other Integration details will be shared with the successful bidders.
19	Additional Queries		General	Please confirm the user repository for employees. IDAM / SSO deployment in the current environment.	SI has to provide the solution with the proposed application

S/N	Volume/Section No.	Page No.	Reference Clause	Clarification Required	NEA Response
20	Schedule 5: Grand Summary	page 4-38	1. IT Products including Mandatory Spares to be supplied from abroad for Data Centre 2. IT Products including Mandatory Spares to be supplied from abroad for Disaster Recovery Centre	Please help to clarify about this Spares part , cause there is no any spares part Quotation over there	All the proposed hardware is required for DC and DR Site and both are critical infrastructure sites for NEA, SI should propose the highest OEM support for both the locations and appropriate spares to meet the required SLA's. Proposed spares will be the part of the technical evaluation.
21	Volume I (RMS) - 1. Technical Evaluation	Page 3-14,15,16,17	F. Solution Technical Presentation	Please confirm the time and requirement for the demo.	More details will be provided to the successful bidder.
22	Volume I (RMS) - Schedule 4(f): Installation and Other Services	Page 4-35	RMS Solution Audit - Total cost of verification and audit of RMS Solution Stack by Software OEM (2 Iterations)	Please clarify the "verification and audit of RMS Solution Stack by Software OEM (2 Iterations)" procedure. Does an authorized third party needed to provide the verification and audit, and issue a report for the RMS solution?	As per the bid document
23	Volume I (RMS) - 2.3.1 Contractual Experience	Page 3-22	2.3.1.2 . Document Evidence - Self-certificate or declaration.	Please provide a sample for Self-certificate or declaration.	As per the bid document
24	Volume I (RMS) - 2.3.1 Contractual Experience	Page 3-22	2.3.1.2 Document Evidence - Relevant whitepapers of the product OEM.	Please specify the type of document type for whitepaper. Does that mean the general product introduction/brochure?	Any document published by COTS RMS product OEM
25	Volume I -Section 3: Evaluation and Qualification Criteria	3-7	A.2 RMS Implementation Experience, Sub Clause a.iii "If any one or more project is implemented covering modules apart from the 6 above, with other conditions remaining the same as clause a. above. (Max 3 projects)"	The Number of Modules specified is 9 in main clause, a.iii has 4 marks for additional 4 modules, mandatory modules are 6. Please Clarify.	Check for point no. 5. There are two modules mentioned.
26	Volume I -Section 3: Evaluation and Qualification Criteria	3-20	2.3.1.2 Bidders System Integration Experience	As RFP allows consortium and Bidder may bring only a financial arm to lead & meeting the Turnover requirement. In such case RMS Implementation would be done by a smaller company and may not deliver the expected outcome. We suggest to allow consortium between partners who have some kind of relevant Experience so that in case of failure of one partner, other can take over and execute the Project. We request to allow consortium with "Each Partner" meeting this requirement	As per the bid document
27	Volume I - Section 4: Bidding Forms	1-14	21. Bid Security/ Bid-Securing Declaration 21.2 If a Bid-Securing Declaration is required pursuant to ITB 21.1, it shall use the form included in Section 4 (Bidding Forms). The Purchaser will declare a Bidder ineligible to be awarded a Contract for a specified period of time, as indicated in the BDS, if a Bid-Securing Declaration is executed.	Kindly please explain since the statement given in clause ITB 21. and ITB sub-clause 21.2 , as its contradictory, The RFP Documents has the format for Bid-Securing Declaration, if bidder submitted this form with his proposal will he be disqualified ?	As per the bid document

S/N	Volume/Section No.	Page No.	Reference Clause	Clarification Required	NEA Response
28	Section 6: Schedule of Requirements	PN 3-14 E.1	In order to implement the proposed Revenue management System (RMS) solution in NEA, bidders' proposals should include (but not be limited to): Understand the needs methods and methods Implementation Plan Solution Architecture Project management plan Change Management Plan Proposed team structure Critical success factors Unique Value Proposition Risk Mitigation Operation and maintenance Technical architecture with rationale and benefits Approach to launching the solution, including computing Platform, operating system platform, tools for managing project Requirements such as SLA monitoring tools, project monitoring. Reasonable BOM/BOQ for the successful operation of the RMS solution stack Solution technical design, specification, configuration Ways to meet performance SLAs Training and Knowledge Transfer Quality assurance	Does the change management plan of the bid document describe the change management of the project delivery itself, or the change of human resource capacity improvement and training?	All aspects of project including but not limited to institutional arrangements, human resource, software changes.
29	Section 4: Bidding Forms	PN 4-14	Scanner required for data digitization	Please help to confirm whether specification requirements for this Scanner are from Volume II "3.2.2.1.8 Multifunction printer cum scanner"	As per Vol-II 3.2.2.1.8 specifications
30		PN 4-11	Database compute Nodes (Total 32 cores); Web, Application and Other Compute Nodes (Total 176 cores)	About the cores which mentioned in volume 1, database Compute Nodes (Total 176 cores), is a physical core or a virtual core? If it is a physical core, then nodes is about 70 cores, which is some challenge for CPU selection.	Specifications mentioned in the RFP are minimum specifications, processor cores required are physical cores. Bidder has to design the solution in compliance with the RFP requirements.
31	Page NO 6, SL No 6	PN 1-2	6. A complete set of bidding documents in English may be purchased within office hours up to Sunday, 10 April 2022 by interested Bidders on the submission of a written application to the address below and upon payment of a non-refundable fee of NPR 20,000 (Nepalese Rupees Twenty Thousand only inclusive of VAT) or an equivalent amount US Dollar deposited in the NEA Account provided below or in the form of bank draft drawn in favor of the "Institutional Strengthening Project" or through online bank transfer to the above account. The document will be handed over to the bidder after producing evidence of payment of the fee. The Bidding documents are also available in the NEA's Web Site http://www.nea.org.np/ . Bidders may choose to download the bidding documents, prepare their bids and submit bids in hard copy of the downloaded bidding documents, as specified in the Instructions to Bidders.	Kindly Clarify as below! Is it Mandatory to purchase the bidding documents from NEA office? Because the document is already available in online from your website?	As per the bid document

S/N	Volume/Section No.	Page No.	Reference Clause	Clarification Required	NEA Response
32	Section A . General, Page No 23, Clause 23.1	PN 1-16	23.1 Procedures for submission, sealing, and marking are as follows: (a) Bidders submitting Bids by mail or by hand shall enclose the original of the Technical Bid, the original of the Price Bid, and each copy of the Technical Bid and each copy of the Price Bid, including alternative Bids, if permitted in accordance with ITB 13, in separate sealed envelopes, duly marking the envelopes as "ORIGINAL - TECHNICAL BID", "ORIGINAL - PRICE BID" and "COPY NO... - TECHNICAL BID" and "COPY NO.... - PRICE BID", as appropriate. These envelopes containing the original and the copies shall then be enclosed in one single envelope. The rest of the procedure shall be in accordance with ITB 23.2 to ITB 23.6 . (b) If electronic bid submission is used, Bidders shall follow the procedures specified in the BDS. In such case, manual bid submission shall not be permitted.	Kindly Clarify as below! Is there any option for the bidders to submit the bid via Online? Because during Covid-19 travelling to other countries many restrictions are there?	As per the bid document
33	ITB 4.9 of Section 2: Bid Data Sheet (A. General)	page 2-1 4.9	Bidder/ Joint Venture (including all its partners) must be eligible in accordance to ITB Clause 4. A maximum of two JV or Consortium partners are allowed.	Kindly modify the clause as below: Bidder/ Joint Venture (including all its partners) must be eligible in accordance to ITB Clause 4. A maximum of two three JV or Consortium partners are allowed.	As per the bid document
34	General		Queries for Eligibility criteria and Technical qualification criteria	We request you to kindly modify the Eligibility criteria and Technical qualification criteria as per the enclosed sheets in this excel workbook.	As per the bid document
35	1B Software Licenses	page 4-10	1B Software Licenses - IT Component:Private Cloud Orchestrator Solution	Is the proposed solution to be deployed on Premise or on cloud. Please confirm?	The proposed solution is to be deployed on premise.
36	Evaluation Criteria	page 3-6	Evaluation Criteria:Web portal and mobile application	Web portal and mobile application can be Bespoke or COTS product only. Please confirm?	As per the bid document
37	Vol-1	page 4-10	Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC) Table 1-B Software Licenses for IT Component	In Table 1-B Software Licenses for IT Component, qty. for item 4. Database is mentioned as "6000000" Lot. Kindly confirm if this item includes both the Database systems for the RMS and the Database Systems required for Infra Management. As the item concerns supply for Data Center, request to amend the qty. to "1 Lot"	Specifications mentioned in the RFP are minimum specification for 6000000 consumers. Bidder has to design the solution in compliance with the RFP requirements.
38	Vol-1	page 4-10	Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC) Table 1-B Software Licenses for IT Component	In Table 1-B Software Licenses for IT Component, qty. for item 5. Middleware is mentioned as "6000000" Lot. Kindly confirm if this item includes both the Middleware systems for the RMS and the Middleware Systems required for Infra Management. As the item concerns supply for Data Center, request to amend the qty. to "1 Lot"	Specifications mentioned in the RFP are minimum specification for 6000000 consumers. Bidder has to design the solution in compliance with the RFP requirements.

S/N	Volume/Section No.	Page No.	Reference Clause	Clarification Required	NEA Response
39	Vol-I	page 4-11	Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC) Table 2 RMS hardware Component, 2A - Hardware Systems	In Table 2 RMS hardware Component, 2A - Hardware Systems, item no. 1 Database compute Nodes (Total 32 cores) is mentioned, whereas in Volume 2 - 3.2.2 IT Equipment: Technical Specifications, Computing and RAM Pool, Total useable cores: Database compute (24 core, 3.0 GHz) is mentioned. Please confirm the minimum requirement of cores to be factored for RMS is 24 or 32 cores?	For DC Total useable cores: Database compute (32 core, 3.0 GHz). Latest Generation processor across Cluster Web Application & others (176 core, 2.1 GHz) For DR Total useable cores: Database compute (24 core, 3.0 GHz). Latest Generation processor across Cluster Web Application & others (144 core, 2.1 GHz)
40	Vol-I	page 4-11	Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC) Table 2 RMS hardware Component, 2A - Hardware Systems,	In Table 2 RMS hardware Component, 2A - Hardware Systems, item no. 2 Web, Application and Other Compute Nodes (Total 176 cores) is mentioned, whereas in Volume 2 - 3.2.2 IT Equipment: Technical Specifications, Computing and RAM Pool, Web Application & others (144 core, 2.1 GHz) is mentioned. Please confirm the minimum requirement of cores to be factored for Web Application and others is 144 or 176 cores?	For DC Total useable cores: Database compute (32 core, 3.0 GHz). Latest Generation processor across Cluster Web Application & others (176 core, 2.1 GHz) For DR Total useable cores: Database compute (24 core, 3.0 GHz). Latest Generation processor across Cluster Web Application & others (144 core, 2.1 GHz)
41	Vol-I	page 4-11	Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC) Table 2 RMS hardware Component, 2A - Hardware Systems	In Table 2 RMS hardware Component, 2A - Hardware Systems, item no. 3 Enterprise level NAS storage 62 TB is mentioned, we understand this item includes 62 TB NAS storage for RMS, 40 TB storage for RMS asked in Volume 2 - 3.2.2 IT Equipment: Technical Specifications Storage Pool is meant for HCI hardware, and this storage is purposed for RMS applications and EMS - infra management, etc, please confirm.	All storage is required inside HCI with redundancy, Specifications mentioned in the RFP are minimum specifications. Bidder has to design the solution in compliance with the RFP requirements.
42	Volume - I		General	What happens if the project implementation extends beyond 18 months' time schedule due to unavoidable reason from both side?	As per the bid document
43	Volume - I		General	Do we also need to quote for 5 years support for RMS solution in the financial bid at the time of bid submission or it can be quoted later?	As per the bid document

The amendments/clarifications/Addendum issued in this document shall be treated as a part of Bidding Document from here and after and shall be read with the original Bidding Document.

For further details, please contact:
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