




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

Ref. No: 2078/79/ - 63

Date: Tuesday, 05 April 2022

To:
All prospective bidders,

Subject: Issuance of Clarification-2

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)"

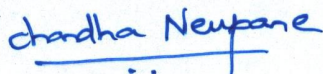
Project Title: Electricity Grid Modernization Project - Additional Financing

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-2 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,
(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 -2

S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
1	Vol-II 2.3.3.1.2 Site Study	6-17	SI shall identify and suggest on existing IT Applications & Solutions which needs to carry forward and sunset post implementation of the RMS	Kindly share the existing infrastructure details with Make and model. Also share the serial number and end of support of the hardware.	Adequate details of application are already mentioned in section 6. Further, Details will be shared with the successful bidder
2	Vol-II 2.3.5 Provisioning of Data Center and Disaster Recovery Center	6-20	The SI will execute Data Center (DC) to design, supply, installation, testing and commissioning of necessary IT Infrastructure & hardware equipment including Servers, Network, Storage, Supporting Software etc. at Kathmandu Valley. Data Center solution shall be designed considering the requirement of primary business operations, 24X7 availability, 1:1 replica for production environment only with Secondary Site (Disaster Recovery Site) and implementation of RMS at NEA	Kindly confirm P2P link between DC to DR site will be taken care by NEA?	P2P link between DC to DR site will be taken care by NEA.
3	Vol-II 2.3.5 Provisioning of Data Center and Disaster Recovery Center	6-20	The SI will execute Data Center (DC) to design, supply, installation, testing and commissioning of necessary IT Infrastructure & hardware equipment including Servers, Network, Storage, Supporting Software etc. at Kathmandu Valley .Data Center solution shall be designed considering the requirement of primary business operations, 24X7 availability, 1:1 replica for production environment only with Secondary Site (Disaster Recovery Site) and implementation of RMS at NEA. and SI will execute Disaster Recovery Center (DRC) implementation which shall include, design, supply, installation, testing and commissioning of necessary IT Infrastructure & hardware equipment including Servers, Network, Storage, Supporting Software etc. at Kathmandu Valley.The Disaster Recovery Center solution shall be designed considering the requirement of Secondary business operations, 24X7 availability, 1:1 replica for production environment only with Primary Site (Data Center Site) and implementation of RMS at NEA.	Bidder understand that DC and DR location will be at Siuchatar substation, Kathmandu Area in same Building or different building. If no, then Please share the detail address location of DC and DR site.	NEA is constructing DCC building at Siuchatar substation, Kathmandu Area, Data centre will be set up there. Location of DR site will be confirmed prior to supply of hardware. In case of any variation. NEA reserves the right to change the location of DC site to anywhere in kathmandu valley area.
4	Vol-II 2.3.5 Provisioning of Data Center and Disaster Recovery Center	6-21	NEA will provide space/power/cooling and other basic requirements for servers, storage, and peripherals within NEA Head office or at NEA office within Kathmandu. . Data center is likely to be set up at NEA-DCC Building near the Load Dispatch Centre (LDC Office) at Siuchatar substation, Kathmandu Area. However, in case the DCC project is not rolled out at the time of construction of the data center then the location for the data center within Kathmandu will be finalized during design discussion	Kindly confirm rack space will be prvision by NEA or bidder needs to take care.	Rack space will be provided by NEA
5	Vol-II 2.3.5 Provisioning of Data Center and Disaster Recovery Center	6-21	System Integrator should create a backup site at the location specified by NEA. The location backup site will be finalized during the design discussion.	Backup site means DR site, please confirm.	Yes Confirmed.
6	Vol-II 3.2.1.1.7 Business Continuity & Disaster Recovery	6-206	Business Continuity & Disaster Recovery	Kindly confirm backup sapce need to provision at DR site.	Yes Confirmed.



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
7	Vol-II 2.3.22.1.1 Transfer of Assets	6-116	2.3.22.1.1 Transfer of Assets i) NEA shall be entitled to serve notice in writing on the SI at any time during the exit management period requiring the SI and/or its subcontractors to provide the NEA with a complete and up to date list of the assets and System configurations, License details, Customized Code within 30 days of such notice. iv. Upon service of a notice under this Article, the following provisions shall apply: i) All title to the assets shall be transferred to NEA, on or before the last day of the exit management period.	Kindly confirm bidder need to transfer the HCI server hardware, software licences, et. To NEA at the end of contract.	Bidder need to purchase/transfer the HCI server hardware, software licenses, etc to NEA.
8	Vol-II 2.3.16 Minimum Resource Requirements	6-60	2.3.16.1.4 Post Go-Live 5) ICT infrastructure, System Administrator, Database expert, Integration Expert :: As when required	Kindly share the required number of resources, as there is cost consideration for the same. which assist bidder to provide the best solution and best commercial.	SI to give resources as per the minimum resource requirement and to meet the SLA's mentioned in the bid document.
9	Vol-II 2.2.11 Creation of Customer Care Center	6-13	The scope of work broadly entails creation of customer care centers at 7 provinces of NEA with 3 agents and 1 supervising agent at each location.	Kindly confirm if a central customer care centre has to be provisioned apart from the 7 given provinces, thereby making it a total of 8 customer care centres.	NEA requirement is for 7 CCC one in each province, Central CCC will be in Kathmandu which can look after province 3 and is part of the 7 CCCs.
10	Vol-II		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 solution on-premise
11	Vol-II 3.2.1.1.7	6-206	Business Continuity & Disaster Recovery In case, if the primary site / DC fails, the business should continue from the DR site. Connectivity between primary site and DR site should be redundant. In case of Failures of Storage at DC, DR Backups shall be used to restore the Database from the last backup taken. This shall be defined in Backup policy during project execution. Service providers should propose the backup strategy and any other additional BoM if needed to meet this requirement.	“Connectivity between primary site and DR site should be redundant”	NEA will take care of the connectivity
12	Vol-II 3.2.1.1.7	6-207	General	Does this mean that the solution provider will be responsible for the deployment of the redundant links between the datacenters?	NEA will take care of the connectivity
13	Vol-II 1.3 Existing Status	6-5	NEA has started the procedure of adopting modern digital technology into its system to enhance its operational efficiency, reduce energy theft and enable itself to serve its consumers in a better way. The existing status of some of the systems implemented at NEA are as follows: 1.3.1 Consumer Facing Applications 1.3.2 Smart Metering/Smart Grid Project 1.3.3 Smart Metering for 2 DCS in KTM Valley 1.3.4 Other IT Application	Which is the current database that NEA is using?. Is there a database for each province?	Details of database shall be shared with successful bidder
14	Vol-II 1.3.1.1 M-Power System	6-5	General	How do NEA manage the customers that are not implemented in M-Power?	Manually in different Ledger/Register.
15	Vol-II 2.2.1 Geographical scope	6-10	General	Are consumers under Community Rural Electrification in a different system than the rest of customers?, if yes, in which system?	Consumers under Community Rural Electrification are not taken care by NEA billing system, they may have their own system.

S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
16	Vol-II 2.2.11 Creation of Customer Care Center	6-13	“a)The scope of work broadly entails creation of customer care centers at 7 provinces of NEA with 3 agents and 1 supervising agent at each location.”	Please, clarify if these people are from NEA or do they have to be from the bidder	As per the bid document
17	Vol-II 2.3.8.1.4 Data Mapping and cleansing	6-31	SI shall be responsible for data migration of all electronic and non-electronic forms of data.” Templates for data migration shall be finalized during the business blueprinting phase.	Please, can you specify which kind of information do you have in non-electronic forms of data, and and its approximate volume?	Please refer Table 3: Estimated data digitization volume 6-36.
18	Vol-II 2.3.8.1.5 Data Digitization	6-31	General	Please, can you specify which kind of information do you need to digitize?	All documents related to Consumers as per NEA Electricity Distribution Regulations 2078
19	Vol-II 3.1.2 General Mandatory Requirements	6-119	2. NEA is currently facing a bill skip problem in an existing billing solution. SI should ensure a similar problem doesn't arise in the new RMS solution. SI should detail out this issue in AS-IS study and propose the solution in RMS solution. “	Please, can you give more detail about this bill skip problem?	This problem in the current billing system is due to incomplete transaction in the system.
20	Vol-II 2.2.1 Geographical scope	6-10	The RMS shall be implemented across 181 revenue and collection centers across 128 DCS of NEA. The number of consumers in NEA stands at 4.54 million which does not include the consumers under Community Rural Electrification, which is serving about 0.55 million consumers in rural areas. Hence the total consumers served has reached approximately 5.08 million in 2021. The current consumer growth rate (in comparison to last year) is 7.3%.	As of now the total consumer count of NEA as per this clause is 5.08 Million. Bidder's are required to quote for 6 Mn consumer licenses scalable considering 5% CAGR over the duration of project.	Bidders are required to quote for 6 Mn consumer licenses.
21	Vol-II 2.3.8.1.5 Data Digitization	6-35	2. Document Management System (DMS) The estimated user base of Document Management System for validation during data digitization and migration activity will be 300 Nos. However, the Document Management System supplied as part of ERP will be accessed by all Full Use - ERP Application users.	Please clarify this clause mentioning of DMS supplied as part of ERP under the scope of this RFP.	DMS to be procured under ERP shall not be part of this procurement.
22	Vol-II 2.3.14.1.2 IT /Cyber Security Audit	6-47	A yearly audit and Cyber security practices by a certified Third-party agency to assess and evaluate the implementation of security policy and vulnerability assessment. The report shall include the parameters as per the agreement with NEA and rate the security implementation in three grades i.e. Satisfactory, Requires Improvement and Unsatisfactory. b. Third party agencies shall be responsible for implementation of information security controls and perform periodic assessment. c. It shall propose ways to enhance the protection of RMS & supporting IT Infrastructure. d. Secure Configuration Review: Third Party Agency shall review the security configuration of RMS and provide the detailed report that include the recommendations for remedial actions. e. System Integrator shall provide the declaration of readiness for IT security and Cyber security Audit post successful Go-live of RMS.	Please clarify who shall be responsible for selecting the agency and getting the IT Security audit conducted.	It shall be the responsibility of SI, while NEA will reserve the right to ask for change of auditor. In case of non-compliance, non-performance or does not have the credential to conduct the audit or for any other reason which is not in line with the bid document.
23	Vol-II 4.3 Annexure 4 :Consumer Count Branch Wise	6-265	Breakup of consumer	The breakup of consumer type in NEA is provided in the table. However, the total count is limited to approx. 4.5 Million only whereas the total requirement is for 6 Million. Request you to provide the breakup of the total 6 Million consumers in terms of Residential and Commercial/Industrial consumers.	As per the bid document
24	Vol-II	6-265	Breakup of consumer	Please also clarify regarding the difference between Domestic and Non-commercial consumers as given in the table as commercial and industrial consumers are defined separately.	Bidder need to study the details in AS-IS study



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
25	Vol-II 3.1 Functional Requirement Specification	6-160	3.1.6 New Connection, Disconnection, Dismantling and Reconnection	What GIS system is currently used by NEA.	NEA doesnot have GIS system, it is under procurement process.
26	Vol-II	6-160	NC24. Integration with GIS and updating of database.1. This module shall be integrated with GIS database and GIS based network analysis module for allowing a new connection for the purpose of checking the network capability for adding additional load, the necessity for capacity augmentation and for generating work order with material requirement. At the time of adding a new customer the updating of the GIS database is mandatory. The system should have the provision for tagging connections to the property i.e. identifying all connections in the same building/plot/premises, along with indication of their share of built up area. The tagging of connection with property should be superimposed on GIS maps to facilitate accurate dues transfer and facilitate site survey.	What GIS system is currently used by NEA.	NEA doesnot have GIS system, it is under procurement process.
27	Vol-II 3.1 Functional Requirement Specification	6-190	3.1.10 Management Information System The list of analytics use cases are indicative and non-exhaustive. The final list of use cases will be discussed with the successful bidder.	Various MIS reports are detailed through other sections of the RFP, therefore it is unclear as to the scope and size of this requirement. What reporting tool is currently used by NEA?	NEA doesnot have any reporting tool. The list of use cases shall be finalized during business blueprinting phase.
28	Vol-II Additional Queries		General	Kindly confirm on Current Mail Server details for Integration and notifications.	Details shall be shared with successful bidder
29	Vol-II Section 6: Schedule of Requirements	6-16	e. SI should design a system that provides end-users in the 7 provinces with the ability to use the RMS without any obstacles or performance challenges. For example, data migration/de-migration or related activities in one province should not result in downtime for end users in other provinces. Additionally, consumer or per-province records should be segregated at the application and database levels, as the NEA plans to split the Distribution Services Bureau into 7 separate distribution companies. Therefore, the system design must enforce this requirement at all levels.	Whether the application and database levels are 7 sets of environments or the same set of environments can be used for logical division.	Details shall be shared with successful bidder
30	Vol-II Section 6: Schedule of Requirements	6-35	Stage 3: Post Scan, Storage, Search, Retrieval and Backup g) The file will be uploaded into the DMS (Document Management System) by the SI.	Since the work is completed in the business blueprint stage,	As per the bid document
31	Vol-II		General	1. Whether the data is digitized and stored in the existing DMS system of NEA.	As per the bid document
32	Vol-II		General	2. If there is no DMS system, whether to supply a DMS system in the second stage.	As per the bid document
33	Vol-II Section 6: Schedule of Requirements	6-38	The stabilization period will begin on the date the Rollout is completed and will last for 3 months. during the stable period	Is the 3 months of the stabilization period the time after 1.5 years of the construction period? That is, 1.5 years plus 3 months for the implementation of the project.	As per the bid document
34	Vol-II Section 6: Schedule of Requirements	6-59	The table below mentions the minimum resource requirements after going live.	1. The project budget cannot support the 9 minimum personnel required for operation and maintenance after going online, such as: 1 person costs 800,000 yuan for 1 year, and 9 people cost 36 million yuan for 5 years in total	As per the bid document
35	Vol-II Section 6: Schedule of Requirements	6-59	General	2. What are the responsibilities of the help desk coordinator and service desk staff in the team composition?	As per the bid document
36	Vol-II Section 6: Schedule of	6-59	General	3. Can we use local resources for this requirement?	Yes, if it is meeting the requirement of the bid document.



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
37	Vol-II Section 6: Schedule of Requirements	6-105	1. The Help Desk shall serve as the single point of contact for all service issues related to hardware, software and communications infrastructure. The help desk should integrate with existing AMI systems (HES, MDM, mobile app/web portal, communication web portal, etc.).	1. Whether the Help Desk refers to the Customer Care Center system (CCC).	Both are separate requirement, Details are mentioned in the bid document.
38	Vol-II Section 6: Schedule of Requirements	6-105	General	2. If the Help Desk refers to the Customer Care Center , which provides external unified services to NEA customers, it should not be integrated with (HES, MDM, mobile application/Web portal, communication network portal, etc.).	Both are separate requirement, Details are mentioned in the bid document.
39	Vol-II Section 3:Evaluation and Qualification Criteria	3-13	Exceptional demonstration by the bidder showing conformity with the design standards, design specifications, Technical design of the purchaser's design requirements and product technology innovations used. Response identifies factors that could offer potential added value.	Can we use screen recording and commentary for demonstration ?	As per the bid document.
40	Vol-II Section 6: Schedule of Requirements	6-230	28、 Minimum number of Interfaces - 4x GE	Could you please clarify the interface required optical fiber interface or electrical interface? Could you please provide Anti-APT appliances performance requirements , such as the number of concurrent connection.	Minimum 4x GE copper interfaces required from Day one and should support Fibre connectivity in future, If the bidder solution required fibre interfaces then the same should be included by the bidder.
41	Vol-II Section 6: Schedule of Requirements	6-12	a) SI will provide integration/interfacing services for RMS with upcoming IT/Business solutions like AMI, GIS, DMS, OMS, DCC, Payment Gateway, E-Office System, BI&DA etc. at NEA.	The corresponding integration requirements (such as AMI, GIS, DMS, OMS, DCC, payment gateway, electronic office system, BI&DA, etc.) occur during the construction of the RMS project (such as AMI, GIS, DMS, OMS, DCC, payment gateway, etc.) . , electronic office system, BI&DA, etc.) system integration interface does not meet the corresponding requirements, (such as AMI, GIS, DMS, OMS, DCC, payment gateway, electronic office system, BI&DA, etc.) how to deal with the development and transformation of system integration interface? 1. Who should complete the integrated interface development (such as AMI, GIS, DMS, OMS, DCC, payment gateway, electronic office system, BI&DA, etc.); 2. Who will bear the development cost of the integrated interface (such as AMI, GIS, DMS, OMS, DCC, payment gateway, electronic office system, BI&DA, etc.); 3. Whether the construction has been completed (such as AMI, GIS, DMS, OMS, DCC, payment gateway, electronic office system, BI&DA, etc.), and if so, can the corresponding integration specifications and documents be provided. 4. If the construction is not completed (such as AMI, GIS, DMS, OMS, DCC, payment gateway, electronic office system, BI&DA, etc.), what is the progress of the promotion and implementation of the above systems, and whether it will affect the implementation progress of the RMS project	Details are elaborated in the bid document.
42	Vol II /Section 6: Schedule of	6-204		From the topology diagram, whether we also need to provide routers, load balancing, and core switches	Yes, Confirmed



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
43	Vol-II 2.1. Project Objective	6-8	The scope of work for System Integrator(SI) is to implement a web - based Commercial Off the Shelf(COTS) Revenue Management System (RMS) including Metering, Billing, Collection, New Connection, Disconnection & Reconnection, Energy Audit, Customer Relationship Management, Web Portal & Mobile Application, Management Information System, Document Management System(DMS), Analytics and Customer Care Center (CCC) for 6 million consumers of NEA.	In respect to the mentioned RFP Statement & our vast experience in similar kind of project, it is understood that NEA intends to deploy a Revenue Management System (RMS) with integrated Document Management System which will act as an Enterprise level, Unified, Structured Document / Content Repository with Configurable & Secured User Access Mechanism. Please confirm if the understanding is correct.	This statement is confirmed, other details are elaborated in the bid document.
44	Vol-II 2. Document Management System (DMS)	6-35	The estimated user base of Document Management System for validation during data digitization and migration activity will be 300 Nos	As understood from the RFP mentioned statement that the integrated DMS Application will be directly & concurrently accessed by 300 total numbers of users who will login into DMS (Using respective login credentials) and perform various document & folder operations simultaneously.	As per the bid document, SI needs to study user requirement and submit the details in AS-IS study
45	Vol-II 2.3.4.1.3. System Design	6-20	p. SI shall keep a provision for retrieving the consumer details from the DMS without login into the DMS from the billing portal.	In reference to the mentioned statement, it is understood that apart from direct logged-in users, there will be other users who will access DMS application / Document Repository from 3rd Party Applications Interfaces (Like RMS, ERP, Portal etc.) through required integration i.e. Web APIs or Web Services for Document Retrieve, View and Upload. Please confirm whether the above understanding is correct.	As per the bid document , indicative representation is also explained in Figure 4
46	Vol-II 2.3.4.1.3. System Design	6-20	p. SI shall keep a provision for retrieving the consumer details from the DMS without login into the DMS from the billing portal.	In respect to the above understanding is correct, Requesting NEA to confirm the number of such 3rd Part Users who will access DMS application simultaneously / concurrently.	As per the bid document, SI needs to study user requirement and submit the details in AS-IS study
47	Vol-II 2.3.4.1.3. System Design	6-20	o. SI shall design the Document management system in such a manner that it should cater at least 10 custom workflows. The details of custom workflows shall be discussed during design discussions.	As understood from the mentioned statement that required DMS Application should have the integration capability with at least 10 Workflow Processes of RMS where any data & document based approval process can be automated and post decision making, all related documents will get archived into integrated Document Management System with proper access security. Please confirm the above understanding.	This statement is confirmed, other details are elaborated in the bid document.
48	Vol-II 2.3.4.1.3. System Design	6-20	o. SI shall design the Document management system in such a manner that it should cater at least 10 custom workflows. The details of custom workflows shall be discussed during design discussions.	In respect to the mentioned statement, it's also Understood that NEA intends to have a Document Management System which is having the in-built, linear and maker-checker based workflow capability for document approval & archival into the repository. Please confirm the above understanding is correct.	This statement is confirmed, other details are elaborated in the bid document.
49	Vol-II 2. Document Management System (DMS)	6-35	Estimated Volume of Data Digitization	As understood from the mentioned statement that NEA intends to have a Digitization / Scanning Solution along with DMS for electronic document archival purpose. In that respect, requesting NEA to confirm the number of such scanning users / scanning workstations where digitization activity will be performed.	As per the bid document



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50	Vol-II Stage 4. Data Entry	6-35	c) Link each record with parent and child barcode documents.	In reference to the mentioned statement, requesting NEA to confirm if the Barcode Generation will be provided by NEA or the Bidder?	it will be under scope of SI, the procedure will be discussed with successful bidder
51	Vol-II Table 3: Estimated data digitization volume	6-36	Per consumer, number of files - 8	In respect to the mentioned statement, requesting NEA to confirm the number pages per files as it will be required to calculate the approximate storage volume for that digitized documents.	As per the bid document, number of files-8 is an indicative number calculate on average basis. The payment shall be made on actual basis only
52	Vol-II 2.3.8.1.2 Data Migration	6-28	2.3.8.1.2 Data Migration:Understand the data model of existing MPower billing systems.	We understand that for Data Migration, legacy data including Master and Transaction data (clean data)will be provided to SI.SI doesn't have to extract the data from Mpower system.Please confirm the understanding.	As per the bid document
53	Vol-II 4.1 Annexure 1	6-257	4.1 Annexure 1: Mpower System	SI has not do any changes/development on the existing Mpower system .post contract award during the whole contract period.Please confirm our understanding?	Confirmed
54	Vol-II 2.2.8 Solution Security	6-12	2.2.8 Solution Security a) The SI will provide services of quality assurance through IT/Cyber Security ensuring compliance to the recommendations for RMS. Proposed solution should comply with necessary IT/Cyber Security guidelines of Govt. of Nepal, in accordance with electronic transaction Act 2063 and electronic transaction rule 2064.	Request to share the security guidelines of Govt. of Nepal	As per the bid document , any subsequent amendment in the act SI will need to adhere.
55	Vol-II 2.3.20.1.3 Service Level Agreements Monitoring	6-76	The NEA will carry out the quarterly monitoring and performance review of the SI against the monthly formulated reports for SLA. d) For requirement of SLA audit, the NEA may perform a visit either by internal department or by an external contractor at respective DC/DR locations.	We understand that the all charges related to visit of external contractor and other charges shall be paid by NEA directly. Please confirm whether our understanding is correct.	Yes, your understanding is correct. With reference to this clause "For requirement of SLA audit, the NEA may perform a visit either by internal department or by an external contractor at respective DC/DR locations". NEA or representative appointed by NEA may perform the visit. The charges shall be borne by NEA.
56	Vol-II 2.3.20.1.4 RMS System -SLA Indicators During Implementation 1 RMS System rollout – SLAs & Penalty	6-76	Any delay in RMS System roll-out will attract a penalty for delay subjected to a maximum penalty of10% of total cost of Implementation.	We understand that the any delay in RMS System roll-out will attract a penalty for delay subjected to a maximum penalty of10% of total cost of Implementation services cost from Design Services - Schedule 3 (1). Please confirm whether our understanding is correct.	As per the bid document
57	Vol-II 2.3.20.1.4 RMS System -SLA Indicators During Implementation 1 RMS System rollout – SLAs & Penalty	6-76 to 6-83	1 Implementation Phase 2 Hardware Procurement, Supply, Installation, configuration and Commissioning Phase 3 Software Licenses Procurement, customization and configuration Phase 0.5% per week or part thereof maximum up to 10% of the xxxx Cost including and at Prevailing taxes	Kindly amend as : 0.1% 0.5% per week or part thereof maximum up to 10% of the xxxx Cost including and at Prevailing taxes	As per the bid document



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
58	Vol-II 2.3.20.1.4RMS System - SLA Indicators During Implementation 1 RMS System rollout – SLAs & Penalty	6-83	3) In case, the SI is unable to implement the RMS within the given timelines and project implementation duration extend beyond the specified period, in such case, NEA reserves the right to get the remaining part of project work completed from other agencies at the risk and cost of SI and claim liquidated damages.	Kindly delete this clause.	As per the bid document
59	Vol-II 2.3.20.1.5 RMS System – SLA Indicators Post implementation 2 Availability Service Levels	6-86	1 Utility Business Applications Software RMS modules >=99.98 % uptime Less than 0.5% of SLA - 1% of the Monthly Payment >= 0.5% but <1% of SLA - 5% of the Monthly Payment >= 1% but <3% of SLA - 20% of the Monthly Payment >= 3% but <5% of SLA - 50% of the Monthly Payment >=5% of SLA - No Payment	Please amend as: 1 Utility Business Applications Software RMS modules >=98% 99.98 % uptime Less than 0.5% of SLA - 0.5% 1% of the Monthly Payment >= 0.5% but <1% of SLA - 1% 5% of the Monthly Payment >= 1% but <3% of SLA - 2% 20% of the Monthly Payment >= 3% but <5% of SLA - 5% 50% of the Monthly Payment >=5% of SLA - 10% of the Monthly Payment No Payment	As per the bid document
60	Vol-II 2.3.20.1.5RMS System – SLA Indicators Post implementation 2 Availability Service Levels	6-87	2 Sync between RMS application stack and other utility systems viz. MDMS, GIS, OMS, DMS, ERP etc 100% sync at all time Less than 100% - 0.5% of the monthly payment for reduction in service level	Please amend as: 2 Sync between RMS application stack and other utility systems viz. MDMS, GIS, OMS, DMS, ERP etc 98% 100% sync at all time Less than 98% 100% - 0.1% 0.5% of the monthly payment for every 1% reduction in service level	As per the bid document
61	Vol-II 2.3.20.1.5RMS System – SLA Indicators Post implementation 2 Availability Service Levels	6-87	4 Business Supporting Applications (Like EMS/NMS etc.) >= 99.5% uptime Less than 1% of SLA - 2% of the Monthly Payment >=1% but <3% of SLA - 10% of the Monthly Payment >=3% but <5% of SLA - 30% of the Monthly Payment >=5% but <10% of SLA - 50% of the Monthly Payment >=10% of SLA - No Payment	Please amend as: 4 Business Supporting Applications (Like EMS/NMS etc.) >= 98% 99.5% uptime Less than 1% of SLA - 0.1% 2% of the Monthly Payment >=1% but <3% of SLA- 1% 10% of the Monthly Payment >=3% but <5% of SLA- 2% 30% of the Monthly Payment >=5% but <10% of SLA-5% 50% of the MonthlyPayment >=10% of SLA - 10% of the Monthly No Payment	As per the bid document
62	Vol-II 2.3.20.1.5RMS System – SLA Indicators Post implementation 2 Availability Service Levels	6-90 to 6-91	15 Management of EMS 0.5% of the Monthly Payment 16 Incident Management 0.5% of the Monthly Payment 17 Ticketing Management 0.5% of the Monthly Payment	Kindly amend as : 15 Management of EMS 0.1% 0.5% of the Monthly Payment for every 1% in service reduction level 16 Incident Management 0.1% 0.5% of the Monthly Payment for every 1% in service reduction level 17 Ticketing Management 0.1% 0.5% of the Monthly Payment for every 1% in service reduction level	As per the bid document



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
63	Vol-II 2.3.8 Data Migration and Data Digitization	6-29	k. Migrate a minimum of 5 years existing data and the older data will be archived and be made available for usage at all locations within the same UI in which the Online data should be visible and accessible.	It is assumed that NEA will facilitate access to the required data and it is the responsibility of NEA to provide these data to the SI and the current SI of mPower solution or someone with the knowledge of the exiting system architecture shall be available for knowledge transfer. Please confirm if the understanding is correct.	confirmed for this statement, Rest of the details are As per the bid document
64	Vol-II 3.1 Functional Requirement Specification	6-146	3.1.4 Billing Module- B57. Interface with Spot Billing System. 1. The Spot Billing system shall enable meter reading activities by transferring relevant consumer information database from Billing system, like service numbers, address, area code, meter number, phase, load, MF, old meter reading, old status, category, arrears if any etc. 2. The download data model will be finalized in consultation with NEA	As part of the on-site bill calculation, are the Rates / Tariffs downloaded daily as part of the transfer process? Or are the Rates preloaded independently into the hand-held devices? If Rates / Tariffs at NEA change, how are the new pricing mechanisms synchronized between the RMS system and the hand-helds? This may relate to the next line item.	The rate tariff will be preloaded to the hand held devices.
65	Vol-II 2.3.5 Provisioning of Data Center and Disaster Recovery Center	6-20	The SI will execute Data Center (DC) to design, supply, installation, testing and commissioning of necessary IT Infrastructure & hardware equipment including Servers, Network, Storage, Supporting Software etc. at Kathmandu Valley. Data Center solution shall be designed considering the requirement of primary business operations, 24X7 availability, 1:1 replica for production environment only with Secondary Site (Disaster Recovery Site) and implementation of RMS at NEA.	Please clarify whether 100% infrastructure to be factored in both DC & DR for all the applications?	As per the bid document
66	Vol-II 2.2.5 e	6-11	Provisioning of DC and DR	Beside the location & space, whether the racks, cabling, power supply/ unit, UPS, DG set, communication connectivity + related equipment's between DC & DR, will also be provided by NEA in DC & DR location Please confirm	Please refer section 4 for the details of requirement mentioned under Price schedule. Further equipment like Racks, Power supply/unit, DG shall be arranged by NEA
67	Vol-II 2.2.6	6-11	Integration Requirements	How many different HES and/ or MDM are currently deployed or to be deployed Please clarify	As per the bid document
68	Vol-II 2.2.10	6-13	RMS Pilot Roll Out	Whether the full rollout will be after Pilot is certified by NEA. If so what will be the additional timeline for full rollout. Also whether the rollout will be done in staggered manner Please clarify	As per the bid document
69	Vol-II 2.2.11	6-13	Creation of Customer Care Center	Whether NEA will provide the Location & Space including the assets required (Helpdesk equipment's, Communication line etc) for setting up the 7 centres Please clarify	As per the bid document
70	Vol-II 2.3.1 e	6-16	System Scope	Whether NEA is visualising the 7 province deployment as a independent one starting from the network gateways to separate application + DB Please clarify	As per the bid document, Further details shall be shared with the succesful bidder
71	Vol-II 2.3.2 b	6-16	Supply of Licenses	NEA is asking for latest version (N) of all the software licenses but as per Worldwide IT industry best practice, the licenses deployed on production is N-1 where N=latest version. Should we follow the NEA ask (N) or go with Industry best practices (N-1). The reason behind N-1 is that this version is treated as "Stable" version Please clarify	As per the bid document



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
72	Vol-II 2.3.4.1.1 d	6-18	Requirement Gathering	Currently, there is only 1 RMS system implemented for all provinces or multiple different RMS systems are implemented in NEA and whether they map 1-to-1 for each of the 7 provinces. Also whether the business rules are also different for each of the RMS implementation Please clarify	As per the bid document
73	Vol-II	6-28	2.3.8 Data Migration and Data Digitization, SI shall ensure the data shall be in active directory for 3 years and data shall be archived for 5 years (shall be exclusive of 3 years active data).	Please confirm that data shall be in online storage for 3 years and shall be archived for 5 years. If so , the backup of 5 years data will be large size so requesting to modify the archival period for one/two years.	As per the bid document
74	Vol-II	6-206	3.2.1.1.6 High Availability, Failover, and Load Balancing at DC and DRC The solution shall be hosted at Data Center & Disaster Recovery sites or at a location approved by NEA. The solution tier for critical applications should consist minimum of two nodes clustered on a fail-over configuration for the critical components like Web, application & database servers at the Data Center site. Proposed components shall have adequate redundancies with no single point of failure for the solution at the Data Center site.	Please confirm if the HA requirement is for local HA at DC and DR Sites respectively.	For Network, Compute and Storage HA is required at both DC and DR . For Security HA requirements are at DC only.
75	Vol-II Section 6: Schedule of Requirements	6-209	3.2.2.1.1 Hyperconverged Infrastructure, Software Defined Network and Cloud Orchestrator Storage: 40 TB Useable across Cluster (20% should be SSD) Note: Should be hot swappable and field replaceable. NAS Storage: 62 TB	please specify the NAS capacity here is only partial information .	All storage is required inside HCI with redundancy, Specifications mentioned in the bid document are minimum. Bidder has to design the solution in compliance with the requirements of the bid document.
76	Vol-II Section 6: Schedule of Requirements	6-28	2.3.8.1.2 Data Migration SI Must digitize all manual data.	Existing system is still maintained in hardcopies or some data is available in digital format ? . We require more details to calculate the cost impact.	As per the bid document
77	Vol-II Section 6: Schedule of Requirements	6-126	3.1.4 Billing Module(B2-Customer lifecycle management) 5. Financial management for billing, budget plans, deposits, loans, and payment processing.	Detail required for budget plans and loans	More details will be provided to the successful bidder.
78	Vol-II Section 6: Schedule of Requirements	6-131	3.1.4 Billing Module(B14-Bill on demand) 6. The Off Cycle Bill Generator portal may be used to create an off cycle bill for an account where you control which financial transactions are linked to the resultant bill. For example, you can create a bill for a specific adjustment or billable charge	Define Off Cycle Bill Generator	More details will be provided to the successful bidder.
79	Vol-II Section 6: Schedule of Requirements		Billing Cycle	What is the Billing cycle (Monthly/Bimonthly/Quartely) which is in practice in NAE.	Monthly and Quaterly
80	Vol-II Section 6: Schedule of Requirements	6-28	2.3.8.1.2 Data Migration SI Must digitize all manual data.	IF SOME OLD DATA stored in Digitize format in which fomat it is saved?	JPEG,PNG
81	Vol-II Section 6: Schedule of Requirements	6-98	2.3.20.1.6 RMS – SLAs for RTO/RPO & DC DR Drill Recovery Time Objective (RTO) 1- RMS Application - Metering; Billing; Collection; New Connection, Disconnection & Reconnection; Energy Accounting; Customer Relationship Management; Web portal and mobile application; Management Information System (MIS), Document Management System (DMS)	Recovery Time one hour is very less if Disaster is haapned	As per the bid document



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
82	Vol-II Section 6: Schedule of Requirements	6-122	6-122 M8. Support Meter Reading on Trust 2. Provision to capture meter reading over fax..	How we can capture through fax ?	As per the bid document
83	Vol-II (RMS) - All		General	Specific integration scope, including which existing systems, and what problems still exist in the project cycle	SI to carry out the detailed assessment and requirement gathering during AS IS study.
84	Vol-II (RMS) - 2.3.8 Data Migration and Data Digitization	6-28	General	Please clarify the detailed scope of work and type of data for data migration. Due to the differences between the models of the two systems(mPower and RMS). We can promise 100% data migration for the core fee calculation, customer information, contact information and other contents in this migration, but some processing data may not be migrated. Therefore, it is recommended to clarify and confirm the scope of migration when the overall project is started.	As per the bid document
85	Vol-II (RMS) - 2.3.8.1.5 Data Digitalization	6-31	Table 3: Estimated data digitization volume	How to ensure the integrity of the information from the collection and scanning process being adequate for 40 million pieces of data? What information from the samples needed to be extracted the sample documents? Does structured data storage needed for the information entry of paper materials during data migration? Please also provide samples in for each customer for reference for data digitalization and data migration.	More details will be provided to the successful bidder.
86	Vol-II (RMS) - 3.1.4 Billing Module	6-138	Ledger adjustment B29. - 1. The system should have the provision for Debit/Credit Adjustment in ledger	What is ledger adjustment? What is Debit/Credit Adjustment in ledger? Please provide various bills collected from customers for analysis.	More details will be provided to the successful bidder.
87	Volume II (RMS) - 3.1.4 Billing Module	6-145	Offline Billing B55. 1.System should be capable of generating bills in offline mode also. the bills shall be queued for updating to the central server and shall be updated once network is available in background.	What is the offline business? For example, offline billing, offline business acceptance, etc. If the business is processed offline, there will be data security problems. For example, if the terminal is damaged or lost after processing the business, the data will be completely lost. We recommend to use the terminals to invoke the functions within the scope of online processing business provided by the RMS through the network, and put the data on the server to ensure data security.	As per the bid document
88	Vol-II (RMS) - 3.1.5 Collection Module	6-151	Interfacing with special drive C10. - 1. In certain cases (e.g. during special collection drives, collection by spot billing agent etc.) collections are made in the field and receipts issued there. The system will have the provision for accepting the collections and receipt details for such field collections	Please clarify the procedure of "field collection". Does it mean that when the payment to be made in the field, after that, the operator input the transaction information back in RMS system?	SI to carry out the detailed assessment and requirement gathering during AS IS study.

S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
89	Vol-II (RMS) - 3.1.6 New Connection, Disconnection, Dismantling and Reconnection	6-157	Reconciliation of collection NC5. - 1. All types of collections should be reconciled with the collections for the day with MBC system.	What is MBC system? What information does RMS interact with MBC system?	MBC is metering, billing and collection Modules of RMS.
90	Vol-II (RMS) - 3.1.6 New Connection, Disconnection, Dismantling and Reconnection	6-160	Interfacing with stores for meters NC21. - 1. The system should have the feature of integrating with inventory and material management systems to accept meter details.	What information does RMS interact with inventory and material management systems?	SI to carry out the detailed assessment and requirement gathering during AS IS study.
91	Vol-II (RMS) - 3.1.6 New Connection, Disconnection, Dismantling and Reconnection	6-161	Offline Application NC32. - 1. System should be capable of accepting applications in offline mode. Application shall be queued for updating in central server on availability of network.	Please clarify for our understanding: The system should be able to accept applications in offline mode. When the network is available, the application shall be queued for updating at the central server.	This statement is confirmed.
92	Vol-II (RMS) - 3.1.7 Energy Audit	6-165	Ability to support reconfiguration EA4. - In case of change in power flow logic due to network reconfiguration the system should be able to regroup the DTC/Feeders based on changed network configuration. The energy consumption data at the time of network reconfiguration should be recorded by a system for energy accounting.	Does network reconfiguration refer to the change of equipment relationship? Where does this part of change data come from? The data required here includes change time, change cycle, affected equipment range, etc	More details will be provided to the successful bidder.
93	Vol-II (RMS) - 3.1.7 Energy Audit	6-166	Integration/Interfacing with other modules for loss calculation EA5. - The system should be able to calculate the estimated technical and commercial losses in every part of the network via integration with GIS, AMI, AMR, DMS, OMS and other modules of the RMS solution stack.	Are technical and commercial losses calculated by RMS, or calculated from other systems and integrated to RMS?	As per the bid document
94	Vol-II (RMS) - 3.1.7 Energy Audit	6-167	Energy Audit reporting EA7. - 3. The Drill down Energy Dashboard shall facilitate drill down up to DTC from the Corporate Level. Further drill down shall be possible for configuration upon requirement of NEA. 4. The module shall have various standard and adhoc reports for displaying the energy losses at various levels as required by NEA	How many these reports are there? Please indicate the level of volume.	SI to carry out the detailed assessment and requirement gathering during AS IS study.
95	Vol-II (RMS)	6-209	3.2.2.1.1 Hyperconverged Infrastructure, Software Defined Network and Cloud Orchestrator	Could you pls confirm that deployment mode is physical server deployment or cloud?	Deployment mode is On-premise Private cloud



S/N	Volume/Section No	Page No	Reference Clause	Clarification Required	Response
96	Vol-II (RMS)	6-120 6-124	M1 - 1. The System should be capable to collect/process meter reading data from the meters installed within the jurisdiction of NEA : <ul style="list-style-type: none"> ● Feeders Distribution ● Transformers ● HV Consumers ● LV consumers M19-1. Should have Interfacing capabilities with existing or upcoming smart meters/net meters/generation meters.	It is currently known that PingGao&wisdom JV provides HES+MDM, which supports the collection data of 98,000 smart meters. The bidding document also mentioned that it needs to be connected with it. At the same time, as described in the excerpt from the bidding document on the left, the system should also support the acquisition of readings from different customers' electricity meters and the future's smart meters. Do I need to confirm that there is HES in the scope of this bidding?	As per the bid document. No HES is not in the scope of this bidding.
97	Vol-II (RMS)	6-128	B3-12. The system should have provision for accounting of Departmental employees and pensioners electricity charges and energy accounting.	Could you please explain what is the business scenario refer to?	More details will be provided to the successful bidder.
98	Vol-II Additional Queries		RFP details out security event monitoring as part of the FMS scope however no SIEM solution is asked as part of the BoQ.	Kindly confirm on SIEM Solution, If SIEM is required need to incorporate as a part of BOQ.	Yes, SIEM is required need to incorporate as a part of BOQ.
99	Vol-II Additional Queries		help with the details of the current networking infra to understand the capacity and connectivity type.	Kindly share the details of existing IT infra.	All the existing network connectivity to the branches and rack space of DC will be provided by NEA. The details will be shared with the successful bidder.

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.

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