



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

Ref. No: 2078/79/ - 7B

Date: Tuesday, 19 April 2022

To:  
All prospective bidders,

**Subject: Issuance of Clarification-4**

**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-4 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 -4**

S/N	Volume/Section No	PageNo	Reference Clause	Clarification Required	NEA Response
1	Vol-I Schedule 1: Price Schedule	Page 4-12	Distribution/ToR Switches	Regarding the Distribution/TOR switches there is no any spec so what is the spec for this or no need to configure ? There isn't any mention of switch for HCI connectivity on this RFP either we need this or not for the impelementation?	Please refer to Addendum - 2
2	Vol-I Section 3: Evaluation and Qualification Criteria	Page 3-5	A.2 RMS Implementation Experieince "The bidder has submitted 3 projects as per requirement in A.2 a, a.i."	If a common tender for project is called for multiple DISCOMS of a Province/ state and separate agreements/orders are subsequently issued against the same tender/project by each DISCOM of that province/ state, then "Is the implementation treated as single project or each DISCOM contract will be be considered as individual project?" Kindly clariify	Credentials satisfying the documentary evidence requirement mentioned in the RFP shall be considered.
3	Vol-I Section 3: Evaluation and Qualification Criteria	Page 3-6	A.2 RMS Implementation Experieince. "Bidder(s) must have successfully implemented COTS(Commercial Off-The Shelf) based Revenue Management System (RMS) in a Power Distribution Utility for a consumer base of at least 1 Million consumers during the last Seven (7) years, on On-Premise / Infrastructure As A Service (IAAS) including supply, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software"	Please clarify if a project as gone live in March 2022, will it be considered. We appriciate the intent of NEA to ask for Implememntation experience BUT this clause is missing the one of the major & critical aspect of scope of work i.e. "Operation & Maintenance".. It has been observed that Bidder's has implmented the RMS application BUT would not able to manage the implementation due to high volumes of transactional Data, accumulated DB, Analytics/ Dash boarding etc. and Customer (NEA) struggles on daily basis in manging customer complaints, management & Regulator reporting etc,. We suggest to add 24 Months operations & Maintenance post Go-Live in this Clause to make it more relevant for NEA and ensure success of project.	As per the Bid Document
4	Vol-I Section 3: Evaluation and Qualification Criteria	Page 3-20	2.3.1.1. Bidders RMS Implementation Experience . "Successful completion of offered/proposed COTS (Commercial Off-The Shelf) Based Revenue Management System (RMS) in a Power Distribution Utility within the last seven (7) years, of at least 1 contract with nature, and complexity similar to the scope of requirements.."	Please clarify if a project as gone live in March 2022, will it be considered. We appriciate the intent of NEA to ask for Implememntation experience BUT this clause is missing the one of the major & critical aspect of scope of work i.e. "Operation & Maintenance".. It has been observed that Bidder's has implmented the RMS application BUT would not able to manage the implementation due to high volumes of transactional Data, accumulated DB, Analytics/ Dash boarding etc. and Customer (NEA) struggles on daily basis in manging customer complaints, management & Regulator reporting etc,. We suggest to add 24 Months operations & Maintenance post Go-Live in this Clause to make it more relevant for NEA and ensure success of project.	As per the Bid Document
5	Vol-I Section 3: Evaluation and Qualification Criteria	Page 3-8	B. Experience of the RMS product OEM. "The Offered COTS (Commercial Off-The Shelf) Based Revenue Management System (RMS) should have been successfully implemented in at least One (1) RMS projects for a monthly consumers base of at least 3 Million during the last Seven (7) years on On-Premise/ Infrastructure As A Service including supply, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software".	We understand that NEA has kept this requirement for 3 million consumer base for proven product.We request to make it 2 Million as it will double the requirment of SI and would give the enough confidence to NEA to get the proven product. Further the Number of projects where the OEM product has been deployed gives more credibility to the product, the volume of consumers handled in a project is to asses the scalability. IF NEA wants to asses the scalability then they should aks for atleast one project where the OEM product is deployed for more than 5 million consumers.	As per the Bid Document



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6	Vol-I Section 3: Evaluation and Qualification Criteria	Page 3-8	B. Experience of the RMS product OEM. "The Offered COTS (Commercial Off-The Shelf) Based Revenue Management System (RMS) should have been successfully implemented in at least One (1) RMS projects for a monthly consumers base of at least 3 Million during the last Seven (7) years on On-Premise/ Infrastructure As A Service including supply, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software". Rating Description of rating of scores Excellent Submission The bidder has submitted 3 projects as per the requirements Good submission The bidder has submitted 2 projects as per the requirements Acceptable submission The bidder has submitted 1 project as per the requirements Unacceptable submission Bidder has not sufficiently demonstrated relevant experience	We request you to consider "One (1) RMS Project for a monthly consumer base of at least 1 million .." . For Marks/score : The bidder has submitted Excellent Submission: At least 1 project of 5 million and 2 projects with minimum 1 million consumers as per the requirements Good submission The bidder has submitted 2 projects of 3 million and 1 project of minimum 1 million consumers as per the requirements. Acceptable submission The bidder has submitted 3 projects of minimum 1 million consumers as per the requirements Unacceptable submission Bidder has not sufficiently demonstrated relevant experience	As per the Bid Document
7	Vol-I Section 3: Evaluation and Qualification Criteria		Authentication and Verification of Documents submitted towards proof of experience	The tender has lots of CV's and other important documents that needs to be verified, this we feel would be very critical for the overall tender process especially for scoring the marks. We request you to have or implement a robust system where the "Authentication" of these documents will be undertaken. This could be done during submission or even after the companies have been technically qualified but this need to be undertaken. We have had experience in the past, where companies have manipulated / revised the documents for scoring additional marks. If not all at least critical documents such as CV's Experience certificates and financial documents should have a robust verification system.	Please refer to Addendum - 2
8	Vol-I Section 3: Evaluation and Qualification Criteria		Joint Venture (JV) / Consortium Partner	We understand that Joint Venture Partner and Consortium Partner are same and treated similar. Hence if there is a JV / Consortium Partner then they are all subjected to the tender clauses for Joint Venture as mentioned – Kindly clarify the below points. 1) If the Bid is procured by one partner and bidding is done in JV. Do we need to procure a separate Bid in JV's name. 2) Bid Bond: - If the Bid is undertaken as JV then the Bid Bond needs to in JV's name or one of the partner can furnish a Bid Bond. 3) JV or Consortium partner are treated similar as we understand	1. Separate procurement in the name of JV is not required. 2. As per the RFP Clause 21.8. 3. Yes, JV/Consortium partners are treated as per the ITB clauses 4 and 16.1 of the bidding document.
9	Vol-I Section 3: Evaluation and Qualification Criteria	Page 3-23	3. IT Product OEM	We request you to allow us to propose more than one OEM who meets the criteria	IT Products from more than one OEM meeting the minimum qualification criteria listed in section:3 2.3.2 is allowed.
10	Vol-I Section 4: Bidding Forms	Page 4-42	Bid Security- Bank Guarantee Issuance	Bid Security- Bank Guarantee issued from any Nationalized bank / Non- Nationalized Bank /Scheduled Bank in India is it acceptable to NEA ?	As per the ITB Clause 21.3. Bid-Security-Bank Guarantee should be issued by any Nationalized/Commercial bank.
11	Vol-I Section 4: Bidding Forms	Page 4-42	Bid Security- Bank Guarantee Format	Bid Security- Bank Guarantee format given in tender and format issued from any Nationalized bank / Non- Nationalized Bank /Scheduled Bank in India is it acceptable to NEA ?	The format should be as per the Bid Document and is to be issued by any Nationalized/Commercial Bank.
12	Vol-I General			Can a Partner become the lead bidder in the JV having 25% of the Turnover of USD 11 Million?	As per the Bid Document
13	Vol-I General			If the bidder is a consortium, then who will receive the payment from NEA on behalf of the consortium?	In case of Consortium, the payment can be made to the account of any of the partners of the consortium as agreed between them.



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14	Vol-I Section:4 Bidding Forms Bid Security Bank Guarantee	Page 4-42	This guarantee will expire (a) if the Bidder is the successful Bidder, upon our receipt of copies of the Contract Agreement signed by the Bidder and the Performance Security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful Bidder, or (ii) [insert number of days consistent with ITB 21.3] days after the expiration of the Bidder's bid.	Here is not clear for bank guarantee, can we add add expire date follow the tender requiremnts that Nov 10,2022? AndAfter the expiry date, the guarantee will be invalid regardless of whether the original is returned or not? Pls confirm it.	As per the Bid Document
15	Vol-I Section:4 Bidding Forms Country of Origin Declaration Form	Page 4-5	Section 4: Bidding Forms Country of Origin Declaration Form	Pure software products (for example, RMS software product mentioned in this bidding response) do not involve other hardware equipment. ----Does it need to provide the"Country of Origin Declaration Form "?	As per the Bid Document
16	Vol-I Section:4 Bidding Forms Form EXP 1:Contractual Experience	Page 4-50	Description of the Similarity in Accordance with 1.3 and 2.1 of Section 3 (Evaluation and Qualification Criteria) This form shall only be included if Criteria 2.3 and 1.1 of Section 3 (Evaluation and Qualification Criteria) is applicable.	There are differences between the requirement for providing similarity description and the note below. Please clarify that there is no 1.3 of Section 3. Please clarify that whether 2.1 of Section 3-Eligibility is the section we need to provide similarity description. Please clarify that whether 2.3 of Section 3-Experience and Technical Capacity is the section we need to provide similarity description. Please clarify that whether 1.1 of Section 3-Technical Criteria is the section we need to provide similarity description.	Please refer to Addendum - 2
17	Vol-I Section:4 Bidding Forms Schedule 1: Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Data Center (DC)	Page 4-9	Currency#	Please consider the indain currency, as USD price changes frequently, so it will be very difficult for bidder to maintain the USD preice inline with Indian currency.	As per the Bid Document
18	Vol-I General		General Query	We request you to add the below clause: Assignment: The rights and obligations under the Contract are personal to SI and shall not be assigned by it, to any third party, without express prior written authorization of the NRANSCCL, except that SI may assign due and payable to it under the Contract to any Bank/Financial Institution. The property of Authority cannot be mortgage by SI in any of the case.	As per the Bid Document

S/N	Volume/Section No	PageNo	Reference Clause	Clarification Required	NEA Response
19	Vol-I General		New clause	We request you to kindly add the below clause in case of consortium: 1. Contract Agreement shall be signed by all the members of Consortium with detailed scope of work & billing schedule. Consortium members are jointly and severally responsible to the NEA for their respective scope of work agreed as per consortium agreement. However, Lead Bidder shall have overall responsibility for the successful execution of the project. 2. Consortium parties shall raise the invoices to NEA for their respective scope of work and the Lead bidder shall submit an overall claim as a cover note collating both the invoices. NEA shall pay directly to the consortium members (in their respective GST/taxes registration). 3. NEA shall recover TDS from the bill and remit to the PAN account of respective consortium members.	1. All the partners in the JV/Consortium are severally and jointly liable for the successful execution of the project. 2. The JV/Consortium shall be registered in the IRD after contract agreement with NEA and hence no separate invoices of consortium partners for their part of work is allowed and no individual tax payment is possible. 3. If the bidder is consortium, the invoices shall be raised in the name of consortium however the payment can be made to the account of any of the partners of the consortium as agreed between them.
20	Vol-I Section 4: Bidding Forms Bid Security...	Page 4-42	We have been informed that [insert name of the bidder] (hereinafter called "the Bidder") has submitted to you its bid dated [insert date (as day, month, and year)] (hereinafter called "the Bid") for the execution of [insert name of contract] under Invitation for Bids No. [insert IFB number] ("the IFB").	Kindly modify the clause as below: We have been informed that [insert name of the bidder] (hereinafter called "the Bidder") has submitted to you its bid dated [insert date (as day, month, and year)] (hereinafter called "the Bid") for the execution of [insert name of contract] under Invitation for Bids No. [insert IFB number] ("the IFB") (hereinafter called "the Bid") .	As per the format in the Bid Document.
21	Vol-I Section:3 Evaluation and Qualification Criteria	Page 3-22	Evaluation Criteria: 6- Web portal and mobile application	Can a bespoke Web portal and mobile application bundled with the solution. Please confirm.	Yes, the application should have 85% standard compliance to FRS mentioned in the Bid Document.
22	Vol-I Section 4: Bidding Forms	Page 4-16	Schedule 1(a): Price Schedule for IT Products to Be Offered including Mandatory Spares to be supplied from abroad for Disaster Recovery Center (DRC) Table 1 RMS Software and Hardware	Table 1 RMS Software and Hardware, 1B, Software Licenses - IT Component, qty. of item no. 4 "Database" is mentioned as "2 Lot". As this Database concerns supply in DR, kindly amend the qty. to "1 Lot" as we understand 2 lots is not clear.	Please refer to Addendum - 2
23	Vol-I General			We have requested to increase the number of consortium members from two (2) to three (3) members.	As per the Bid Document
24	Vol-I Section -3 Clause no- 2.4 Financial Situation	Page 3-24	Clause no- 2.4.2: Size of Operation (Average Annual Turnover) Minimum average annual turnover of \$ 11 million calculated as total payments received by the Bidder for contracts completed or under execution during the best three years in the last five consecutive years.	It is noticed that the ADB funded projects which have more scope than NEA have lesser turnover requirements. ( for ex CEB , Sri Lanka). In view of this request to modify the average annual turnover of \$11 Million clause to Cumulative annual turnover of \$11 Million or else request to reduce the annual turnover from \$11Million to 8 Million.	As per the Bid Document
25	Vol-I Section: 2; Bid Data Sheet: ITB Clause: 14.6 (b) i	Page 2-2	For IT products and services offered from outside the Purchaser's country, the Bidder shall quote prices using the following Incoterms: DPU Incoterms 2020 whereas in the BOQ section; 4th Column, it is written as "CIP Project Site including insurance, clearing, forwarding and transportation to site (Excluding Taxes and Duties applicable in Nepal)".	Please kindly confirm which we should quote.	Please refer to Addendum - 2



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26	Vol-I Section: 2; Bid Data Sheet: ITB Clause: 21.1	Page 2-3	The Bidder shall furnish a bid security in the amount of US\$ 337,730/- (US dollar three hundred and thirty-seven thousand, seven hundred and thirty only) or an equivalent amount in Nepalese Rupees (NPR).	Request for the option to submit Bid Security in the form of Cash. Provide the details of your Foreign Currency Account details.	Bid Security in the form of Cash is acceptable to NEA. <u>For Deposit in USD the account details are:</u> <b>Account Name:</b> Nepal Electricity Authority <b>Account Number:</b> 00300000001FU <b>Bank Name and Address in Nepal:</b> Nepal Credit and Commerce Bank Limited, Bagbazar, Kathmandu, Nepal. <b>SWIFT Code:</b> NBOCNPKA (Via: SWIFT MT 103 Message) <u>For Deposit in NPR the account details are:</u> <b>Account Name:</b> NEA Institutional Strengthening Project <b>Account Number:</b> 0010041864800001 <b>Bank Name and Address in Nepal:</b> Kumari Bank Limited, Putalisadak, Kathmandu, Nepal. SWIFT Code: KMBLNPKA (Via: SWIFT MT 103 Message)
27	Vol-II Section 6: Schedule of Requirements	Page 6-207	3.2.1.1.7 Business Continuity & Disaster Recovery Service Providers should propose a solution where the Recovery Point Objective (RPO) should not be more than 30 minutes and Recovery Time Objective (RTO) should not be more than 4 hours.	IS connectivity between DC and DR is in Vendor SCOPE or NAE Scope?. If it is in NAE scope what is the connectivity available ?.	Connectivity between DC and DR will be the responsibility of NEA. More details will be provided to the successful bidder.
28	Vol-II Section 6: Schedule of Requirements	Page 6-13	2.2.11 Creation of Customer Care Center 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.	As the Customer Care Center will Run 24X7, 3 agents and 1 supervising agent are for each location(or each location/Shift,Please clarify)	This requirement is for each location.
29	Vol-II Section 6:	Page 6-141	3.1.4 Billing Module(B40-Auto Billing) High performance yielding auto billing jobs to clear current upload & delayed uploads	Please Give Brief Explantaion	High performance billing system should be in place that should be capable to upload the billing data in the system on the same day it is extracted
30	Vol-II Section 6: Schedule of Requirements	Page 6-16	2.3.1 System Scope a. SI shall design, supply, install, test, commission and provide commercial off the shelf (COTS) based revenue management system deployed on premise DC-DR on 1:1 replica for production environment only.	As understood from the mentioned statement that NEA intends to have the following Environments (With following clustering model) for RMS with integrated DMS application, 1. Production (Active-Active) 2. DR (Active-Active) 3. Development (Stand Alone) 4. Test / UAT (Stand Alone) Please confirm if the above understanding is correct.	1:1 replica is required for production, No requirement of Quality, Training, TEST and DEV environments in DR site.
31	Vol-II Section 6		2.3.8.1.2 Data Migration	How many Consumers are having Digital Format and manual	As per the Bid Document
32	Vol-II Section 6		Existing Data in Which format	Please Let us know in which format Data is available	As per the Bid Document
33	Vol-II 3.2.2.1.4 Web Application Firewall	Page 6-227	8、Appliance Should have 4-10Gig ports, 64 GB RAM and storage capability of 4 TB.	Could you please clarify whether the WAF requires 4-8 * 1Gig interfaces or 4*10G interfaces? Are the interfaces to be Fiber interface or electrical interface? In addition, Could you please provide WAF performance requirements , such as throughput, number of concurrent connection and number of new connections per second .	No. of interface required are 4*10G interfaces. Interfaces should be both fiber and copper compatible. WAF appliance throughput should be minimum 30 Gbps and support 35K TPS for RSA2K and 25K TPS for ECC. It should support minimum 10 million concurrent connections and 5 million L7 RPS.





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34	Vol-II 3.2.2.1.5 Anti-DDoS	Page 6-228	9、 Devices should be proposed in high availability using standard VRRP Protocol. No proprietary protocol should be used.	In addition to the HA of the devices through the VRRP protocol at the network layer, the heartbeat connection line at the physical layer can also be used to achieve HA. The A / A or a / s modes can be realized. The efficiency will be higher than that of the VRRP protocol. Do you accept it? In addition, Could you please provide Anti-DDOS appliances performance requirements , such as mitigation capacity . Are the deployment mode in-line or off-line ?	Standard VRRP is open standard protocol and minimum requirement asked. Using open standards for HA avoid high dependency on particular vendor. Bidder may propose Bypass card base physical High
35	Vol-II 3.2.3.1.6 Technical specifications-Firewall	Page 6-253	26、 The Firewall should support Static, Policy Base, Identity based, Multicast routing and Dynamic routing for RIP1 & 2, OSPF, OSPFv3, BGP4, ISIS, RIPing	ISIS protocol is an obsolete routing protocol. Could you mind to tell me that Is there still used in the current network environment?	Please refer to Addendum - 2
36	Vol-II 3.2.2.1.1. Microservices Architecture	Page 6-205	General Query	In many points of documentation, a NAS of 62 TB is referred. It means apart of private cloud storage (hyperconvergent)?	All storage is required inside HCI with redundancy, Specifications mentioned in the Bid Document are minimum specifications. Bidder has to design the solution in compliance with the Bid Document requirements.
37	Vol-II	Page 6-173	WP10 Consumption Calculator 1. The consumption calculator popup is provided to help the user calculate the usage between any two given dates.	Does the calculator function mean that the user can query the daily electricity consumption information that has not been billed, and calculate the electricity fee in the selected interval as a reference? Or it just means that customers can inquire at will and count the electricity consumption in the selected interval. Pls confirm it, thanks.	As per the Bid Document
38	Vol-II 3.2.2.1.1 Hyperconverged Infrastructure	Page 6-209	Boot Device for hypervisor: Mirrored 200GB or higher Flash Modules per Node. Each flash module should be no less than 200GB.	we have high speed disk per nodes which also fullfill the RPM so can we use this rather than flash modules ? Note:-Boot device is used to contain hypervisor OS. Having flash module will only aid in the power cycle of the physical server. Production VMs will boot based on the allocated disks and not the boot device disk . so for this HDD SAS also work normally , it won't impact day to day work. Other part Cache model , we have NVME SSD disk is only for fast power up the physical server , for the production vm level it won't impact	Bidders can propose flash or NVME
39	Vol-II 3.2.2.1.1 Hyperconverged Infrastructure	Page 6-210	The HCI solution should include Hypervisor License and should support minimum 3 of the industry leading hypervisors.	solution come HCI with 1 type of hypervisor so no reason for more . Please clarify this also	Please refer to Addendum - 2
40	Vol-II 3.2.2.1.1 Hyperconverged Infrastructure	Page 6-211	Proposed solution shall support unlimited nodes in a same cluster without any federation.	so no reason for more vendor can support , suggest to open for other also. Please help to clarify . Suggestion:-Suggested upto 1024 Nodes	Please refer to Addendum - 2
41	Vol-II 3.2.2.1.1 Hyperconverged Infrastructure	Page 6-211	Proposed solution shall support unlimited nodes in a same cluster without any federation.	unlimited nodes only one vendor can support , suggest to open for other also. Please help to clarify .	Please refer to Addendum - 2



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42	Vol-II 3.2.2.1.2 Internet Next Generation Firewall	Page 6-220	Firewall appliance should have at least 16 x 1GE RJ45 interface, 8 x 1GE SFP slot 4 x 10G SFP+ slot, 4x25GE SFP28/10GE SFP+ and 2x40 GE QSFP+.	if we configured higher port does it acceptable or not ? What is the Existing device to use for 25GE? Suggestion: -Firewall appliance should have at least 16 x 1GE RJ45 interface, 6 x 1GE SFP slot 4 x 10G SFP+ slot, 4x25GE SFP28/10GE SFP+ and 2x40 GE QSFP+.	Higher Port is acceptable, Additional information about existing devices will be shared with the successful bidder.
43	Vol-II 3.2.2.1.2 Internet Next Generation Firewall	Page 6-224	The device should be from a family of products that attains ICSA Labs Certifications for Antivirus, Corporate Firewall, Ipsec and SSL VPN	The Firewall should be NSS LAB Recommend could be used ?	Please refer to Addendum - 2
44	Vol-II 3.2.2.1.2 Internet Next Generation Firewall	Page 6-225	Supports up to 4 cluster members	why we are using cluster members ?as Cluster will reduce the performance of firewall, and in order to increase the availability so remove this clause .	Clustering is required to build redundancy, Each proposed unit in cluster should meet the required performance and port requirements
45	Vol-II 3.2.2.1.1 Hyperconverged Infrastructure	Page 6-209	Computing and RAM Pool 2 Total useable cores: Database compute (24 core, 3.0 GHz). Latest Generation processor across Cluster, Web Application & others (144 core, 2.1 GHz) Total RAM: Database Compute with 24 GB per CPU Core and for Web, Application and Other Compute with 8 GB per CPU Core DDR4 3200 MHz across Cluster Storage Pool , 3 Boot Device for hypervisor: Mirrored 200GB or higher Flash Modules per Node. Each flash module should be no less than 200GB. Storage: 40 TB Useable across Cluster (20% should be SSD) Note: Should be hot swappable and field replaceable. NAS Storage: 62 TB	there is no any clarity on this requirement 1. Detailed technical specification there is no any detail information for DC and DR Requirement 2.SOW DC and DR part NEA has asked different spec (32 core and 24 core ) this is not clear please specify on detail technical specification. Database compute Nodes (Total 32 cores) Web, Application and Other Compute Nodes (Total 176 cores) --DC site Database compute Nodes (Total 24 cores) Web, Application and Other Compute Nodes (Total 144 cores)---DR site 3.NAS storage also there is no any specification what is the iops and Quantity.	Please refer to Addendum - 2
46	Vol-II 2.3.5 Provisioning of Data Center and ...	Page 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. The system integrator should supply the necessary hardware and software for keeping entire SAN-to-SAN replication. System Integrator must ensure to take the backups as per backup policy prepared by System Integrator and as finalized by NEA.	What is this SAN-SAN is it include in storage part or need to include on storage ? n we do not have SAN storage in this SOC , so would like to know what this SAN to SAN means ?	Please refer to Addendum - 2
47	Vol-II	Page 6-209	NAS Storage: 62 TB	Please confirm whether NAS is external storage or built into HCI, if there are any special requirements for NAS, and whether it is necessary to consider NAS site disaster recovery.	All storage is required inside HCI with redundancy, Specifications mentioned in the Bid Document are minimum specifications. Bidder has to design the solution in compliance with the Bid Document requirements.
48	Vol-II 2.3.20.1.5 RMS System - SLA Indicators	Page 6-87	3 Tariff updation 0.1 of the monthly payment for the reduction of the service level	We understand that % symbol is missing in the penalty mentioned. So kindly amend as:  0.1% of the monthly payment for the reduction of the service level for every day delay	Please refer to Addendum - 2
49	Vol-II 3.4.1.1 Requirement Gathering	Page 6-18	e. SI should arrive at the optimal technical specification, sizing, license requirement, architecture, Bill of Material, SLA's and should formulate the RFP for procurement of solutions accordingly.	Please clarify the requirement of formulating an RFP here. Since RFP formulation is a specialised work, request you to exclude this from the scope of this RFP.	Please refer to Addendum - 2
50	Vol-II 2.3.5 Provisioning of Data Center	Page 6-21	Data center is likely to be set up at NEA-DCC Building near the Load Dispatch Centre (LDC Office) at Siuchatar substation, Kathmandu Area.	Please specify the location of DR site	More details will be provided to the successful bidder.





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51	Vol-II 2.3.5 Provisioning of Data Center .....	Page 6-21	e. System Integrator should create a backup site at the location specified by NEA. The location backup site will be finalized during the design discussion. The system integrator should supply the necessary hardware and software for keeping entire SAN-to-SAN replication.	We assume that the provision of backup site is needed in addition to DR site. Please provide more information regarding the backup site requirement such as facilities to be provided by NEA for the backup site etc.	Please refer to Addendum - 2
52	Vol-II 3.6.1.2 Integration Requirements	Page 6-23	a. Integration with Smart metering: I. NEA has implemented smart metering programs in Kathmandu valley and planning to implement across Nepal. As part of the implementations MDMS has been implemented along with Business intelligence software. SI shall interface with the requisite applications of these implementations to ensure master data sync and reporting homogeneity across systems.	Please provide the details of MDMS data that will be available to the RMS. It is expected that the existing MDMS will provide processed data i.e. bill determinant after VEE. Please clarify if the understanding is correct and the integration requirement is limited to consuming the processed data from MDM for the purpose of billing and master data sync.	More details will be provided to the successful bidder.
53	Vol-II 3.8 Data Migration and Data Digitization	Page 6-28	2.3.8.1.1 Data Archival and retention policy 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).	Considering this clause and for the purpose of sizing please clarify that as per the scope of this RFP, the sizing should be factored for 3 Years of active data and 2 Years of Archive data since the total project duration after go-live is five (5) years only. Please confirm if the above understanding is correct.	As per the Bid Document
54	Vol-II 3.8 Data Migration and Data Digitization	Page 6-29	2.3.8.1.2 Data Migration e. As part of the data migration strategy, the SI shall consider all live and archived transactions of the existing RMS that are implemented across NEA.	Please provide the total volume of all live and archived transactions of the existing RMS	As per the Bid Document
55	Vol-II 1 Functional Requirement Specification	Page 6-121	3.1.3 Metering Module- M4. AMR/AMI/Smart Meter Compatibility - The system should be able to interface with multiple AMR/AMI systems (on-going & upcoming projects) schedule and download meter readings.	Please clarify the scope of RMS with respect to integration with multiple AMR/AMI systems. What is meant by Integration with AMI systems since the scope of MDMS is not within the scope of this RFP. Does it mean that the RMS shall integrate with multiple MDMS. In that case please provide details of all the MDMS available with NEA. PLEASE PROVIDE THE BREAKDOWN NUMBERS OF AMR METERS, AMI METERS (smart / interval), interval frequency, and number of channels.	Yes. RMS shall integrate with multiple MDMS. More details will be provided to the successful bidder.
56	Vol-II 2.1.1.5 Scalability	Page 6-206	Scalability is the most important aspect of DC and DRC. It is envisaged that the users and geographic locations may increase over the coming years with further enhancement. The system architecture and the network design should have the ability to handle the growth with respect to functions, users, load, and geographic sites. Also, applications must evolve to support new business requirements and make use of new technologies. SI must factor both vertical and horizontal scalability in the design and deployment of AMI solution.	Please clarify regarding the requirement of vertical and horizontal scalability of AMI solution within the scope of this RFP?	Please refer to Addendum - 2
57	Vol-II Functional Requirement Specification	Page 6-124	3.1.3 Metering Module- M20.Prepaid Metering - 1. The system should have an inbuilt prepaid metering module. 2. The system should have capabilities to interface/integrate with legacy/existing prepaid metering systems.	Please provide the breakdown of numbers of Prepaid customers. Are your prepaid customers using traditional prepaid meters (i.e. Token based), or is there a mix of AMI prepaid customers.	Currently , NEA does not have prepaid consumers. Considering the future requirement, System should be capable to meet requirement mentioned in the bid document.
58	Vol-II Functional Requirement Specification	Page 6-130	3.1.4 Billing Module- B9. Billing logic download. 1. System should be capable to download the billing logic to CMRI/Smart Phones/SBM to facilitate spot billing at consumer premises using SBM/CMRI/Smart Phones as and when required.	When you refer to Billing logic, does this mean we are downloading all Rates / Tariffs on a daily basis?	Downloading and updating the Billing logic whenever there is change in billing rate and plan



S/N	Volume/Section No	PageNo	Reference Clause	Clarification Required	NEA Response
59	Vol-II Functional Requirement Specification	Page 6-157	3.1.6 New Connection, Disconnection, Dismantling and Reconnection NC5.Reconciliation of collection. 1. All types of collections should be reconciled with the collections for the day with MBC system	Please elaborate on the MBC system, and what data is being reconciled.	MBC- Metering Billing Collection Module. The collected amount should be reconciled with cash counters and banks/online payment vendors etc.
60	Vol-II Functional Requirement Specification	Page 6-160	3.1.6 New Connection, Disconnection, Dismantling and Reconnection NC23. Route plan and monitoring of Meter installation. 1. Based on the allocation and the service levels defined, the system should be able to provide meter installation route plans. System should also monitor installation reports of the meters. 2. System should be able to interface with the crew management system.	Point 1 refers to route plan monitoring within the RMS solution. Point 2 refers to interface with a Crew Management system. We believe that Point 1 should be within the responsibility of the Crew Management system. Similar to the next line item.	To be discussed and finalized during business blueprinting
61	Vol-II Functional Requirement Specification	Page 6-163	3.1.6 New Connection, Disconnection, Dismantling and Reconnection / Disconnection, Dismantling and Reconnection. DIS.10. Generation of optimal route and plan. 1. The system should be able to generate the optimal route and plan for dismantlement, such that the people, transport as set (vehicles) and meter utilization are optimized. The system should be capable of accepting business logic to take care of such optimization.	We believe that this requirement should be within the responsibility of the Crew Management system, not the RMS.	To be discussed and finalized during business blueprinting
62	Vol-II 3.2.2.1.1	Page 6-209	Total RAM: Database Compute with 24 GB per CPU Core and for Web, Application and Other Compute with 8 GB per CPU Core DDR4 3200 MHz across Cluster	Please mention the exact core and memory requirement as the way it is presented is confusing. 3200MHz speed is not achievable with all available Intel Latest processors	Specifications mentioned in RFP are Minimum Specifications, if SI is quoting more processor core to meet the performance SLA then SI has to propose the Memory as per the processor cores for DB and Applications
63	Vol-II 3.2.2.1.1	Page 6-209	Note: Should be hot swappable and field replaceable. NAS Storage: 62 TB	Please elaborate on the usage of NAS in this Cluster	All storage is required inside HCI with redundancy, Specifications mentioned in the Bid Document are minimum specifications. Bidder has to design the solution in compliance with the Bid Document requirements.
64	Vol-II 3.2.2.1.1	Page 6-210	The HCI solution should include Hypervisor License and should support minimum 3 of the industry leading hypervisors.	Using multiple hypervisors within a cluster is not relevant in this deployment and the mentioned feature is currently supported by a single vendor only.	Please refer to Addendum - 2
65	Vol-II 3.2.2.1.1	Page 6-211	Proposed solution shall support unlimited nodes in a same cluster without any federation	Please mention a finite number of nodes that can be reached in future with scale out.	Please refer to Addendum - 2
66	Vol-II 4.2 Annexure 3:	Page 6-263	Kathmandu Valley Smart metering Project:NEA has a separate MDM system along with the AMR/RMR capability for approx. 10,000 Industrial metering points, the System Integrator shall carry out the integration of AMI system along with the proposed AMR/RMR system to generate any outputs as sought by the utility.	Please provide the details of existing MDM system i.e. Make/Model etc	More details will be provided to the successful bidder.



S/N	Volume/Section No	PageNo	Reference Clause	Clarification Required	NEA Response
67	Vol-II 2.3.5 Provisioning of Data Center and Disaster Recovery Center	Page 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. The system integrator should supply the necessary hardware and software for keeping entire SAN-to-SAN replication. System Integrator must ensure to take the backups as per backup policy prepared by System Integrator and as finalized by NEA.	Please clarify whether the backup and Disaster Recovery site are the same? Or These are two different setup? . If these are two different setup then kindly provide the requirements for the Backup site.	Please refer to Addendum - 2
68	Vol-II 2.3.8.1.2 Data Migration	Page 6-28	SI Must digitize all manual data.	Kindly provide the details and the size of the manual data to be digitized	As per the Bid Document
69	Vol-II 3.2.2.1.1 Hyperconverged Infrastructure	Page 6-210	The HCI solution should include Hypervisor License and should support minimum 3 of the industry leading hypervisors.	The clause seems to be single OEM specific. Kindly relax the clause for wider OEM participation.	Please refer to Addendum - 2
70	Vol-II 2.2.9 a	Page 6-12	Data Digitization and Data Migration	Which all data and for how many years data need to be digitised and migrated (approx. details) Please clarify	As per the Bid Document
71	Vol-II	Page 6-12	2 Scope of Work, 2.2.7 Inspection and Testing, b) SI should set up a testing environment at the Disaster Recovery Center hosting facilities for testing requirements.	Please confirm the requirement of testing setup is only at DR site, and not at DC site. As the testing, development, and staging setup is not to be carved out of production setup, please specify the minimum cores, storage for DC and DR testing setups apart from the BoQ for production assets	Please refer to Addendum - 2
72	Vol-II	Page 6-35	2.3.8.1.5 Data Digitization, 2. Document Management System (DMS), The SI shall provide Document Management System (DMS) tools for all the activities related to digitization. This DMS tool will be also used by NEA authorities for related work. The IT hardware for hosting this DMS shall be provided by NEA.	It is assumed as the bidder will do the necessary hardware sizing for DMS which includes archival, NEA will do the necessary provisioning for the same. Pls confirm.	The IT hardware mentioned here is only rack spaces that will be provided by NEA. Other hardware requirements for hosting this DMS should be supplied by the bidder.
73	VolumeIII GCC 17.6	Page 8-4	Unless otherwise specifically declared in the contract documents, the prices bid by the Contractor and its suppliers and subcontractors shall include business taxes and other taxes that may be levied in accordance with the laws and regulations in force or in effect in Nepal	Please clarify the VAT and TDS rates for the supply part and the service part.	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:

Project Director,

Institutional Strengthening Project (NEA)

Phone: +977-1-4153201/ 4153310 , email: ispnea@gmail.com

