

Pre Bid Queries for Meter Data Analysis Service at TPCODL against Tender Enquiry No. TPCODL/P&S/ 100000353/2022-23

Sl. No.	Detailed Reference to Tender Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	Response from TPCODL
1	Page No.21, Scope of Work & Service Level Agreement	Design, Development, Supply, Installation, Testing and Commissioning of Advanced Meter Data Analysis Solution along with 5 years O&M support along with Technical Analysis Support Services (TASS).	As per Caluse No. 7.4 Payment Term, Page No.16 . It is mention that the Price is fixed for 3 Years where as work order will be issued for one year Based on performance & business requirement contract will be extended furthure kindly request to clarify the same..	Bidder will have to give rate of analysis of one meter and that price will be fixed for 3 years. Work order will be given for one year and based on performance, it will be extended every year up to three years.
2	Clause No.5, Page No.21, Scope of Work & Service Level Agreement	Bidder to deploy the team of data analysts, with specific experience in analysis of electricity meter data, at TPCODL office for detailed analysis of meter data. Detailed CVs of 4 data analysis team members along with team lead should be provided. TPCODL may interact with team members during technical evaluation of bids. Change of resources at the time of deployment/post deployment is only allowed in exceptional cases with due approval of TPCODL. TPCODL may ask for change of resources, on the basis of performance, at any time during the contract.	The solution obligue service we are proposing is an automated one, Doesn't require any physical obligue human involvement in the analysis process. Hence under such conditions no human analyst are required. Request you to consider and confirm with suitable amendment in this respective clause.	Process will be as follows : 1. Logics will be deployed by Bidder for outsourcing cases in auto mode. 2. Output of the logics has to be manually verified by a data analyst of bidder to refine it. 3. Cases outsourced after step no 2 (manual data analysis) will be handed over to TPCODL for checking in field.
3	Clause No.5, Page No.21, Scope of Work & Service Level Agreement	The Data analysis team should consist of 4 data analysts with 1 Team Leader who will report to TPCODL project manager. Data analysis team along with team leader would be stationed in TPCODL office at Bhubaneswar. This is minimum manpower requirement from the bidder side. Bidder may increase th'e manpower as per project and SLA requirement.	We request to amend/clarify the clause that Our Data Analysts TOOL is fully Automatic systems. If required Engineer (Grade : Project Manager) will be deploy for handling the requirement of TPCODL to co-ordinate with our team.For better coordination with TPCODL if needed we will deploying a project manager.	Process will be as follows : 1. Logics will be deployed by Bidder for outsourcing cases in auto mode. 2. Output of the logics has to be manually verified by a data analyst of bidder to refine it. 3. Cases outsourced after step no 2 (manual data analysis) will be handed over to TPCODL for checking in field.
4	Clause No.6, Page No.21, Scope of Work & Service Level Agreement	After five years, data analytics tool would be the property of TPCODL. Access to all the codes, algorithms, rights of changing the logics, etc. would be handed over to TPCODL. Further, the contract may be extend 2+3 on mutual agreed terms.	We request to amend /Clarify that we will provide the Data Analytics tool as per Service Activity and AMC only. Service Activity will be on Per Meter per month chargers. Further, the service contract may be extend based on the mutual agreed terms.	Bidder to comply the clause.
5	Clause No.1, Page No.22, Solution Features	There should be provision of graphical representation, generating exceptions, provision for defining thresholds limits against various input parameters, drag/drop data fields, data filters. System should give analytical reports for individual meter and consolidated meter data. Few workflows, for tagging actionable cases, forwarding it to concerned departments, receiving feedbacks and initiating follow-ups, should be configured in the system.	We request to amend/Clarify the requirement providing cases will be on vendor scope and furthure activity will be on TPCODL scope.	Process will be as follows : 1. Logics will be deployed by Bidder for outsourcing cases in auto mode. 2. Output of the logics has to be manually verified by a data analyst of bidder to refine it. 3. Cases outsourced after step no 2 (manual data analysis) will be handed over to TPCODL for checking in field.
6	Clause No.5, Page No.23, Solution Features	Solution should have capability of audit trail for tracking the cases being worked and closed by data analysis team/Team leader/TPCODL users. TPCODL may use its internal tracking tool for same as well.	We request to amend/Clarify Clause that internal tracking will be on the scope of TPCODL. Bidder Scope will be upto provide cases.	Audit trail of the cases flagged by system and there after during manual analysis will be in te bidder scope. For further site visit and tracking of the cases will be in TPCODL's scope.
7	Clause No.8, Page No.23, Solution Features	The bidder shall be provided with daily one hour of window to extract the data from TPCODL MDMS and make it ready for usage on the proposed solution. Solution should have capability of horizontal and vertical scaling to ensure the sync window does not increase beyond one hour with increase in the no. of meters limited to 20 lacs.	We request to clarify the requirment in Details	This clause talks of provising one hour window to sync data from TPCODL MDMS to bidder's provided solution in cloud.
8	Clause No.10, Page No.23, Solution Features	The bidder shall continuously improve the data analysis tool as per the feedback provided by TPCODL from time to time.	we request to amend/clarify the improve of Data Analysis tool will be update based on the proper Specification from TPCODL once in 3months.	Bidder to comply the clause.
9	Clause f. Page No.27	SLAs Meter Data Analysis Solution	Our system is automated one so request to remove the clause.	Bidder to comply the clause.
10	Page No.28	Apart from above following deductions are applicable on the overall performance of contract including performance of data analyst deputed for the work 1. Non actionable (as per logic and guidelines communicated by TPCODL) case wrongly forwarded: Rs. 100 per wrongly analysed case 2. Actionable case (as per logic and guidelines communicated by TPCODL) but not given in the monthly report: Rs. 500 per escaped case 3. Meter Data not analyzed: Rs. 500 per case that is not analyzed	Our system is automated one so request to remove the clause.	Bidder to comply the clause.

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11	Page No.29	Implementation and Manpower deployment Schedule	Our system is automated one so request to remove the clause..we request to remove the Manpower deployment Fully Automatic Application in Cloud.	Process will be as follows : 1. Logics will be deployed by Bidder for outsourcing cases in auto mode. 2. Output of the logics has to be manually verified by a data analyst of bidder to refine it. 3. Cases outsourced after step no 2 (manual data analysis) will be handed over to TPCODL for checking in field.
12	Clause No.F1, Page No.23 in Tender Documents	The bidder should have minimum average annual turnover (MAAT) of minimum of Rs50 Crores in last 03 financial years (FY 19-20, FY 20-21 and FY 21-22)	SANDS is the company involved in Data analysis in past 15 years. As for us the MAAT is concerned, our MAAT is 42 crores. Hence we request you to consider the same and allow us to participate in this tender to serve TPCODL.	Please refer Corrigendum -1
13	Annexure 1 (Note)	he bidder shall provide 5 years of onsite warranty after user acceptance of all supplied, installed, configured and commissioned system including cloud infra and software. Any software updates, upgrades, patches released till the completion of warranty period shall be supplied, installed and commissioned under scope of agreement / PO / RC	We understand the Rate Contract will be issued for one year. Based on business requirement & performance, contract will be renewed for 2nd & 3rd Year. Then how can the warranty be included for 5 Years. We can find Contradiction between the Contract period & warranty period. Please Clarify.	Warranty clause to be ammended for up to 3 years.
14	General	General	Is TPCODL have any existing Power BI licenses that are available in eco system that can be leveraged ?	No, currently TPCODL doesn't have Power BI License
15	Annexure VI	- Acceptance Form for Participation in Reverse Auction Event	We understand the Bid Evalaution will be done on QCBS Basis as mentioned in the Page no. 7 "Evaluation Criteria." Can you please Confirm Whether the Reverse Auction will be held after the Evaluation process too or We need to Omit the Annexure VI. Please provide Clarification	Tender clause stands. "TPCODL reserves the right to conduct the reverse auction. The bidders along with the tender document shall mandatorily submit a duly signed copy of the Acceptance Form attached as Annexure VI as a token of acceptance for the same"
16	4.9 Technical Evaluation Page no 46	TPCODL reserves the right to assign scores to different parameters including but not limited to the following while evaluating the bids. TPCODL reserves the right to change the parameters and score without prior information to the associates:.....	Under clause No 2.0 Evaluation Criteria, Phase I: Evaluation of Technical Bids is mentioned and bidder will receive marking as per the scores mentioned in the clause. However as per clause 4.9 Technical Evaluation, bidder will also receive scores. Please clarify on weitage of score under this clause 4.9 on the technical score determined under Clause no 2.	Scoring will be done at per clause no 2.0 and this will supercede clause 4.9 under GCC.
17	19.0 LIABILITY & LIMITATIONS Page no 59	If the Associate is a joint venture or consortium, all concerned parties shall be jointly and severally bound to the TPCODL for the fulfillment of the provisions of the Contract. The consortium or the joint venture shall designate one party as their leader, who will be the coordinator between the parties and TPCODL. The constituents & leader of the consortium or joint venture shall not be changed without the prior consent of TPCODL.	We understand that Technical and/ or Financial requirement of the tender can be fulfilled jointly by consortium members.	Noted Please.
18	1.7 Qualification Criteria Page no 6		To implement a project of such high strategic importance, it is critical to involve the best implementing agencies with relevant prior experience. Enabling large scale participation will ensure efficient pricing. Enabling provisions such as Usage of Parent Credentials shall also entail good competition.Proposed modification is as per AMISP (Advanced Metering Infrastructure Service Provider SBD (Standered Bidding Dcoument issued by Ministry of Power. It is requested that Usage of Parent credentials should be allowed. Hence following clause should be added <i>The Bidder may seek qualification on the basis of technical and financial capability of its Parent(s) for the purpose of meeting the qualification requirements. The Parent can be defined as: "Parent(s)" shall mean an entity that is either (i) a Company or an AIF or a Foreign Investment Fund that holds at least twenty six percent (26%) of the paid - up equity capital directly or indirectly in the Bidder, as the case may be; or (ii) an AIF or Foreign Investment Fund that has the power to direct the management and policies by operation of law or contract;</i>	Bidder to comply the clause.

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19	Clause on Payment security Mechanism should be added.		Appropriate payment security mechanism shall ensure efficient price discovery: Payment security provides a better surety towards payment to the Bidders. This will help in ensuring lower risks and hence efficient pricing converting into lower bid rates. However, existing provisions do not provide any payment security. It is suggested that payment security shall be established by the DISCOM in form of a revolving, unconditional and irrevocable LC for an amount equivalent to atleast 10% of the total quoted cost during the built-up phase. On operational acceptance of the project, it can be revised to atleast one quarter of charges. Hence, It is suggested to provide payment security through direct debit mechanism as provided in AMISP SBD notified by Ministry of Power.	Bidder to comply the clause.
20	Event of default and Termination		The important balancing framework like Utility event of default clause on failure to make payment or non-maintenance of payment security, assurance on timely payment, event of termination, etc. should be included in RFP.	Bidder to comply the clause.
21	22.3 Termination for Convenience of TPCODL Page no 64	TPCODL at its sole discretion may terminate the contract by giving 30 days prior notice in writing or through email to the Associate. TPCODL shall pay the Associate for all the supplies/ services rendered till the actual date of contract termination against submission of invoice by the Associate to that effect.	Existing provision shall increase risks for the Contractor as termination on convenience gives one sided control to the Discom and raises uncertainty towards financial investments in the project. This will result in build-up of higher risk premium leading to increase in quoted rate. Hence this clause should be deleted.	Bidder to comply the clause.
22	Page 07 of tender document. ☑ Point 2.0 (Evaluation Criteria), ☑ Under Point 1. (General Experience): TS-1	Bidder should have a team of at least 20 Data Analysts on their rolls with a minimum experience of at least 05 years in data analysis. 1. 20 analysts - 4 marks 2. 21 to 35 analyst- 6 marks 3. 36 to 49 analyst – 10 marks 4. >=50 analyst – 15 marks	Since the requirement of data analysis team members for the project is only 4-5 members, the number of analysts asked in this criteria seems to be very high. We request to reduce the maximum number to 1. 20 analysts - 4 marks 2. 21 to 30 analyst- 6 marks 3. 31 to 39 analyst – 10 marks 4. >=40 analyst – 15 marks	Bidder to comply the clause.
23	Page 07 of tender document. ☑ Point 2.0 (Evaluation Criteria), Under Point 1. (General Experience): TS-2	(Prior experience related to the implementation of meter data analysis solution 1. = 50000 - 3 marks 2. > 50001 to 100000 - 4 marks 3. > 100000 - 5 marks	We request that since the meter data analysis solution is the most important part of execution, the prior experience for this should carry higher marks or at least 15 marks compared to (TS 1). We also propose that marks should be allotted as below: 1. = 50000 - 3 marks 2. > 50001 to 100000 –6 marks 3. > 100000 to 150000 – 8 marks 4. > 150000 to 200000 –10 marks 5. >200000 – 15 marks.	Bidder to comply the clause.
24	Page 29 of tender document. ☑ Implementation and Manpower deployment Schedule, ☑ Under Proposed Manpower	Minimum Qualification: 1. Team Leader – B. Tech/BE > 15 years. 2. Data Analyst 1 & 2 – B.Tech/BE – 7-10 Years. 3. Data Analyst 3 & n – B.Tech/BE – 4-7 Years.	We request that senior analysts with experience in theft detection be considered even if they have another graduate degree than B.tech/BE	Bidder to comply the clause.
25	Page 21 of tender document. ☑ Annexure II, ☑ Under Scope of Work, Point No. 3	Integration with TPCODL MDMS system for data ingestion into proposed solution to Data Lake/Data warehouse tool through effective and efficient ETL tool	Integration of the ETL tool will be through APIs or direct readonly access to TPCODL MDM Database for a defined timeline of a daily one-hour of window.	Integration of meter data files will be using file protocols / files sharing
26	☑ Page 21 of tender document. ☑ Annexure II, ☑ Under Solution Features, Point No. 1	There should be provision of graphical representation, generating exceptions, provision for defining thresholds limits against various input parameters, drag/drop data fields, data filters. System should give analytical reports for individual meter and consolidated meter data. Few workflows, for tagging actionable cases, forwarding it to concerned departments, receiving feedbacks and initiating follow-ups, should be configured in the system.	What kind of feature is required for consolidated meter data reports and initiating followups. We also request you to clarify what is meant by “consolidated” here, We assume that it may mean reporting of multiple consumers in a single report.	Noted Please.
27	Page 22 of tender document. ☑ Annexure II, Under Solution Features, Point No. 5	Solution should have capability of audit trail for tracking the cases being worked and closed by data analysis team/Team leader/TPCODL users. TPCODL may use its internal tracking tool for same as well	What kind of feature is required for an audit trail for tracking the cases being worked on and closed	Will be discussed during detail engineering.
28	Page 22 of tender document. ☑ Annexure II, ☑ Under Solution Features, Point No. 6	Complete meter data analysis i.e. tampering flags, power outages, usage trends and usage profiles to identify potential energy diversion situations, and produce daily reports, monthly reports and service order requests for investigation and alarms in the meter data	What kind of feature is required for service order requests and alarms in the meter data	Bidder to comply the clause.
29	Page 23 of tender document. ☑ QR for Meter Data Analytics solution, ☑ Under Point No. A-1 (Product Capability (Meter Data Analysis solution)	The proposed analytical solution should have capability to scale-up for 2 million meters data.	Please clarify. Sizing of scalability is required from 1st day of the project or not. Also please clarify if the scale required monthly or annually or any other period.	quarterly scaling up will be required, however, same will be intiamted in advance.