

**Clarifications to Queries**  
**with respect to**  
**Request for Proposal (RfP)**  
**for**  
**Appointment of Advanced Metering Infrastructure (AMI) Service Provider**  
**for**  
**Implementation of Smart Prepaid Metering**  
**in the**  
**Union Territory (UT) of Puducherry**

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
1)	General	Bid End Date/Time: 2.9.2022	From our experiences drawn from similar AMI projects we submit that project planning, vendor management along with an area survey are essential elements of developing a bid strategy to ensure successful delivery of the project. For conducting such detailed due diligence of the area, assessing all key components and submit a competitive bid, we request you to extend the Bid Deadline by 30 days.	Bid Submission Date has already been extended to 23.9.2022.
2)			Please extend the due date by 4 weeks from the date of issuance of clarifications/ confirmations to enable us prepare our comprehensive offer	
3)	Section 2. Cl. 4	General	Please clarify the maximum number of consortium members per bid. Please also clarify whether a member/participant be a consortium member for more than a single bid	Please refer RfP, Section 2, Clause 7, 8.2 & 8.4 and Section 3, Clause 11
4)	Section 2. Cl. 4.2	In the event Selected Bidder is a bidding Consortium, except in the case when a Central Public Sector Enterprise (CPSE) / Public Sector Undertaking (PSU) or Subsidiary/ Joint Venture of a CPSE/ PSU is the lead consortium member, then the members of the consortium shall be required to form an appropriate Special Purpose Vehicle, incorporated under the Companies Act 2013 (the "SPV"), to execute the AMISP Contract and implement the Project.....	It is understood that if a Central Public Sector Enterprise (CPSE) / Public Sector Undertaking (PSU) or Subsidiary/ Joint Venture of a CPSE/ PSU is the lead consortium member, then the members of the consortium shall not be required to form an appropriate Special Purpose Vehicle. In such a case, clauses from 4.2.1 to 4.2.6 will not be applicable for the Selected Bidder. Please confirm.	The provisions of the RfP shall prevail.
5)	Section 2. Cl. 8	General	Some of the Trading Licensees have also created subsidiaries on different names in order to get business critical/sensitive insights from assignments. Sensing the significant conflict of interest between a Distribution Licensee's Business and the Role of a Trader in Electricity Markets, few of the utilities have debarred trading entities and their associates from participating in business sensitive tenders like this. A clause used in UPCLTender, Tender no:CCP-II/30/2018-2019 is reproduced for your kind reference. "Trader/Trading Company/ And Its Associate Company or Minor Company are debarred from participating in the tender for work of "Real time Decision Support for day-to-day effective energy management" Hence, PFCCL may evaluate the sensitivity of their data and procurement decisions and permit only tech-based solutions providers to participate in this tender.	The provisions of RfP shall prevail.
6)	Section 2. Cl. 8.1, S.No. 1	References along with requisite contract/ Purchase Order (PO)/ Work Order (WO). The references should indicate client name,	Due to Non-Disclosure Agreement (NDA) with customer, we shall not be able to share PO/WO/Contract copy. Hence,	Please refer Amendment No. 1 to RfP

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		scope of work, Project start date (as per the format prescribed in Form 13 given in Section 4);	customer certification with Project details should be accepted on client letter head with contact detail.	
7)	Section 2. Cl. 8.1, S.No. 2	<p>Sole/ Lead Bidder/ any other Consortium Member must have experience of integration of head-end system with MDM on standard interfaces and data exchange models for at least 50,000 consumers/ end points (cumulatively) in an Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 7 (seven) years which are in operation for at least 1 (one) year</p> <p>Or</p> <p>Sole/ Lead Bidder/ / any other Consortium Member should have installed, integrated, tested, and commissioned control center hardware (or on cloud) and application software for at least 50,000 endpoints (cumulatively) in an Indian/ Global Utility (power/ water/ natural gas/ telecom) in last 7 (seven) years which are in operation for at least 1(one) year</p>	<p>HES, MDM solution providers are niche technology firms who will ideally not be interested to be part of consortium and rather will work as subcontractors to the bidder. Hence, we request to consider local / global experience of subcontractor for qualification of the bidder. However, the bidder as a firm commitment must have authorization from the subcontractor and issue a Letter of Intent (LoI) issued to the subcontractor with respect to this particular tender which needs to be provided with the bid document.</p> <p>Suggested amended clause is as mentioned below:  Sole/ Lead Bidder/ any other Consortium Member/ subcontractor must have experience of integration of head end system with MDM on standard interfaces and data exchange models for at least 50,000 consumers/ end points (cumulatively) in an Indian/ Global Utility (power/water/ natural gas/ telecom) in the last 7 (seven) years which are in operation for at least 1 (one) year.  Or  Sole/ Lead Bidder/ any other Consortium Member should have installed, integrated, tested, and commissioned control center hardware (or on cloud) and application software for at least 50,000 endpoints (cumulatively) in an Indian/ Global Utility (power/ water/ natural gas/ telecom) in last 7 (seven) years which are in operation for at least 1(one) year</p>	The provisions of the RfP shall prevail.
8)			Sole/ Lead Bidder/ any other Consortium Member must have experience of integration of HED with MDM on standard interfaces and data exchange models for at least 20,000 consumers/ end points (cumulatively) in an Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 7 (seven) years which are in operation for at least 1 (one) year	The provisions of RfP shall prevail.
9)			It is understood that for telecom Utility, number of customers will be considered as number of endpoints. Please confirm.	The provisions of RfP shall prevail.

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10)	Section 2. Cl. 8.1, S.No. 3	The Sole/ Lead Bidder should have a valid pre-qualification and technical empanelment certificate for the required communication technology, issued by REC and approved by the committee constituted vide the letter issued by the Ministry of Power F.No.14/02/2021-UR&SI-II-Part(1)-(E- 258136) dt. 10th January 2022, at the time of bid submission.	We request amendment of the clause as per the following as tests for many AMISPs are yet to be done and very few AMISP might have received certificates by due date of submission of this bid: “The Sole/ Lead Bidder/ Consortium/ Subcontractor should have a valid pre-qualification. The bidder must submit a declaration mentioning that the bidder/ member of Consortium/Subcontractor has successfully participated in the empanelment process of REC and will submit the certificate before the award of LoA”	The provisions of RfP shall prevail.
11)			Please waive-off this condition as we have not been called yet for demonstration since applications are being considered by REC as per queue.	
12)			We understand that if bidder has empanelment certificate for any one of the solutions at the time of bidding i.e., RF or Cellular, it can propose the hybrid solution depending on the geographical conditions i.e. RF + Cellular. Please clarify.	
13)			Since many applications for the empanelment of AMISP in REC are in waiting for CPRI testing. We request you to kindly amend this clause as below: “Bidder will have to demonstrate the primary AMI system before opening of financial bid”.	
14)	Section 2. Cl. 8.1, S.No. 4	The Bidder shall have positive net worth for each of the last three financial years. The Net worth of the Bidder should be at least INR 75 crore in any of the last three Financial Years Or Bidder shall have a minimum ACI of INR 75 crore at the close of the preceding financial year	Please amend the clause as given below. “The Bidder shall have positive net worth for each of the last three financial years. The Net worth of the Bidder should be at least INR 50 crore in any of the last three Financial Years.”	The provisions of RfP shall prevail.

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15)	Section 2. Cl. 8.2	<p>The Sole/ Lead Bidder would have to clearly include and mention the details of all the solution/ component providers given below. However, such solution/ component providers may or may not necessarily be included as a part of the Bidding Consortium. For avoidance of doubt, it is clarified that the sole bidder/ any member of the bidding consortium can also be a solution/ component provider, provided that they meet the relevant qualification requirements as mentioned below. The Sole/ lead bidder has to mandatorily mention at least one vendor for each of the solution/ component providers given below in Form 1 of section 4:</p> <p>a. Smart Meter Manufacturer(s)  b. Head End System (HES) solution provider  c. Meter Data Management System (MDMS) solution provider  d. System Integrator  e. RF Communication Provider (if applicable)</p>	We request the PFCCL to kindly clarify whether the sole bidder/ any member of the bidding consortium can also be an OEM/Sub-Contractor/Component Provider/Solution Provider to other bidders in the same bid and provide its credentials to meet the qualification criteria of solution/ component provider as mentioned in the bid.	The same would be in line with RfP, Section 2, Clause 7 & 8.2 and Section 3, Clause 11
16)	Section 2. Cl. 8.2, Table S.No. A1	<p><b>Option 1:</b> Should have manufactured and supplied minimum 1,00,000 nos. of Smart meters (cumulative) on proposed communication technology in Indian/Global Power Distribution Utility in the last 7 (seven) years.</p> <p><b>Option 2:</b> Should have manufactured and supplied minimum 20,00,000 nos. of static electricity meters (cumulative) in Indian/Global Power Distribution Utility in the last 7 (seven) years.</p> <p><b>Option 3:</b> Any meter manufacturer who doesn't satisfy Option 1 &amp; 2 but satisfies conditions (A2), (A3) &amp; (A4) below, can also be eligible to participate in the bid as a meter manufacturer. However, meters procured for this tender from this particular meter manufacturer/ supplier, shall be limited to 25% of the total meters proposed to be implemented as part of this tender.</p>	We have executed orders for more than 4 lakh static electricity meters but have executed only 8882 smart meter orders. As we qualify under Option 3, please allow us to bid for complete quantity of Smart meters instead of restricting it to 25% of the total meters.	The provisions of the RfP shall prevail.
17)	Section 2. Cl. 8.2, Table S.No.A2	<p>Smart meters shall have all the valid test certificate (issued within the last 5 years) and BIS certificate, compliant to IS 16444 Part-1*</p> <p>Note: *At the time of supply of LT-CT operated Meters, the smart meters shall have all the valid test certificate and BIS Certificate, compliant to IS 16444 Part-2.</p>	<p>We request you to amend the clause as follows:  “Meter Manufacture shall have any valid test certificate (issued within the last 5 years) and BIS certificate, compliant to IS 16444 Part-1*  Note: *At the time of supply, the smart meters shall have all the valid test certificate and BIS Certificate, compliant to IS</p>	The provisions of the RfP shall prevail.

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			16444 Part-1 & Part -2.”	
18)	Section 2. Cl. 8.2, Table S.No. B1	The HES solution should have been successfully integrated with at least 2 (two) different MDMS/ other utility IT Solution in Indian/ Global Utility(ies) (power/ water/natural gas/ telecom) in last 7 (seven) years which are in operation for at least 1(one) year.	The clause restricts competent and eligible vendors in Test Bed from participating in RDSS AMI tenders. Accordingly, We request you to amend the clause as follows: “The HES solution should have been successfully integrated with at least 2 (two) different MDMS OEM/other utility IT Solution in last 7 (seven) years out of which 1(one) should be operational for at least 1 (one) year in Indian/Global Utility(ies) (power/ water/ natural gas/ telecom).”	Please refer Amendment No. 1 to RfP.
19)	Section 2. Cl. 8.2, Table S.No. D1	Should have experience of integration of HES/MDMS etc. with at least 2 (two) billing / other utility IT systems in Indian/ Global Utility(ies) (power/ water/ natural gas/telecom) in last 7 (seven) years, in which the meters are in operation for at least 1 (one) year.	It is understood that HES/MDMS etc. also covers other collections technology/ application like mediation that are being used in Telecom utility for MCU/ CDR based collection and integrated with billing. Please confirm.	The provisions of the RfP shall prevail.
20)	Section 2. Cl. 8.2, Table S.No. E1	The Proposed RF technology by the RF Solution provider should have been implemented in project(s) with at least 50,000 (cumulatively) modules / endpoints involving Radio Frequency (RF) mesh in an Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 7 (seven) years which are in operation for at least 1 (one) year.	Must have successfully supplied & commissioned PLC Communication infrastructure conforming to IPV4/IPV6 communication protocol (including NIC and Network Components) for at least 250,000 Smart Metering nodes in Power Distribution Utility(s) in India/globally in last 7 years. These nodes shall be in successful operation for at least one year as on the date of opening of bids. The PLC technology should have integrated meters of at least two manufacturers.	The provisions of the RfP shall prevail.
21)			This QR is in line with the SBD V.3. Now REC has published SBD V.1 for AMISP system metering tender wherein QR of MDM & HES are remain same as per SBDV.3 but QR for RF Solution provider has amended as below. “The Proposed RF technology/solution provider should have implemented project(s) with at least [50,000] (cumulatively) modules / endpoints involving Radio Frequency (RF) mesh in an Indian/ Global Utility (power/ water/ natural gas/ telecom) in the last 7 (seven) years.” Hence, please amend this clause in line with the SBDV.1 for AMISP system metering published by REC post SDBV.3 for broader participation	Please refer Amendment No. 1 to RfP.

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22)	Section 2. Cl. 8.2, Table S.No. E2	<p>The RF Solution provider should have been in the communications network installation / maintenance services business for the last 1 (one) year in India.</p> <p>or</p> <p>The RF Solution provider should have been in the communications network installation / maintenance services business for the last 3 (three) years outside of India.</p>	<p>Under this clause, Certificate of Incorporation and Registration certificate along with Memorandum &amp; Articles of Association have been sought. However, Partnership Deed is not allowed.</p> <p>The clause is in contradiction to Order No. F/No.6/18/2019-PPD by Ministry of Finance, Department of Expenditure, Public Procurement Division dated 23.7.2020 which allows any entity incorporated, established, or registered in India including Partnership Firm setup under the India partnership Act, 1932.</p> <p>Please amend the clause and seek Certificate of Incorporation and Registration Certificate along with Memorandum &amp; Articles of Association / Partnership Deed.</p>	The provisions of the RfP shall prevail.
23)	Section 2. Cl. 8.4	<p>For the purposes of satisfaction of Financial Requirement, the following shall apply:</p> <p>a. In the event Bidder is a Consortium, the financial requirement shall be met individually and collectively by all the Members in the Bidding Consortium. The financial requirement to be met by each Member of the Bidding Consortium shall be as detailed below:</p> <p>b. The Lead Consortium Member/ Lead Bidder shall meet not less than 51% of the minimum financial requirement criteria given at clause no. 8.1.4 above;</p> <p>c. And each of the other Consortium Member(s) individually shall meet not less than 5% of the minimum financial requirement criteria given at clause no. 8.1.4 above;</p>	Kindly clarify if consortium members need to have the financial capability of 5% of Rs. 75 Crores and only the lead bidder shall meet 51% of Rs. 75 Crore financial requirement criteria.	RfP Section 2, Clause 8.4 is self-explanatory.
24)	Section 3. Cl. 7.7	Bidder shall submit 'Clause by Clause' compliance to the RFP document including the AMISP Contract and the technical specifications and functional requirements (with amendments, if any) as per the format prescribed in Form 15 given in Section 4.	As annotating the compliance clause by clause against each para of the RfP is very cumbersome and time taking, kindly accept a signed copy of RfP as compliance along with deviation provided separately, if any, as per the symbols list provided in Section 4, Form 15	Accepted.

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25)	Section 3. Cl. 11	A Bidder shall submit only one Bid in the same bidding process, either individually as a Sole Bidder or as a Lead\ Member of a Bidding Consortium. Any member of the bidding consortium, including its Parent(s) and/or Affiliate(s) whose technical and financial capabilities are showcased for meeting the criteria as mentioned in Clause 8.1 of Section 2, shall not separately participate directly or indirectly in another bid in the same bidding process for meeting the criteria as mentioned in Clause 8.1 of section 2.	Meter manufacturers complying to RFP's Qualifying requirement are less in number and most of them will bid as sole bidder. However if the Meter manufacturers are not allowed to support other prospective bidders as subcontractor, then the response would be restricted to 2-3 bids only. Hence we request to modify the clause as per the following: "Meter Manufacturer/ Supplier has to be a Bidder or part of a Consortium (not necessarily as a Lead Bidder) and can also participate as a Sub-Contractor of any other Bidder."	The provisions of the RfP shall prevail.
26)			It is requested to allow bidders to participate as an OEM with multiple bidders.	
27)	Section 3. Cl. 16.9	Alternative Bids with any financial implications shall be rejected.	The financial implication in the bids may not be appropriately proved, hence, it is suggested to modify the clause as follows: "Alternative Financial Bids with any financial implication shall be rejected"	The provisions of the RfP shall prevail.
28)	Section 3. Cl. 29.3	Within 14 (fourteen) Days of the receipt of Letter of Award from PFCCL, the Successful Bidder shall furnish the Performance Security, using for that purpose the format of Performance Security given in Form 1 in Section 8. Immediately upon furnishing of Performance Security, AMISP may request PFCCL to execute the AMISP Contract.	Performance Security to be submitted within 14 Days of the receipt of Letter of Award. Duration is not ample to arrange Bank Guarantee from the Banks. It is requested to revise the period from 14 days to 30 days.	The provisions of the RfP shall prevail.
29)	Section 3. Cl. 29.4	In case the Selected Bidder is a sole bidder or a bidding consortium, the members of the consortium shall incorporate themselves as a company called the Special Purpose Vehicle (SPV) under the Companies Act, 2013 with 100% equity ownership to execute the Project. The SPV so incorporated shall sign the contract agreement along with the Selected Bidder Note: If a Central Public Sector Enterprise (CPSE) / Public Sector Undertaking (PSU) or Subsidiary/ Joint Venture of a CPSE/ PSU is either the sole Bidder or a lead member of a Bidding Consortium, the bidder shall be exempted from compliance to Clause 29.4 of Section 3	In case of sole bidder, clause for SPV formation should be waived off and forms should be modified accordingly as SPV formation generally needed in case of the consortium bidding. Accordingly, kindly amend the form 18, form 19 and Form of Contract.	The provisions of the RfP shall prevail.
30)	Section 3. Sub-Section E Cl 1.1(cc)	....PFCCL shall make payments to AMISP in accordance with the terms and conditions of the Contract. Ownership of the entire system including all the hardware, software along with	Ownership of the Assets should vest be with the successful bidder. In absence of the ownership of the assets created, no financial institution will fund the project. Arranging funds	Please Refer Amendment No. 1 to RfP

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31)		its valid licenses, and any data collected during the contract period would be of PFCCCL and AMISP would assist PFCCCL in transfer of the same to the Utility at the end of the Contract Period on 'as-is-where-is' basis to facilitate seamless operation of Utility businesses.....	<p>would be a challenge. Hence ownership of the assets created should be with AMISP.</p> <p>As per the existing clause the ownership of the entire system including hardware, software and data would be of PFCCCL. As AMISP will be investing a certain amount out of which a large portion shall be financed through debt. May please note that lenders / banks only provide loans against a security. In this case the ownership of the assets is with PFCCCL and AMISP will not be able to provide any security. Hence, in absence of any security, lenders shall not be able to finance this project, which will put the whole fate of the project in jeopardy. Hence it is requested to amend the clause as follows:</p> <p>“.....PFCCCL shall make payments to AMISP in accordance with the terms and conditions of the Contract. Ownership of the entire system including all the hardware, software along with its valid licenses, and any data collected during the contract period would be of AMISP and AMISP would transfer of the same to the Utility at the end of the Contract Period on 'as-is-where-is' basis to facilitate seamless operation of Utility businesses. If the licensees are.....the contract period.”</p> <p>This is also in line with the AMISP SBD clause no. 4.1 which mentions that ownership of the entire AMI system shall vest with AMISP during the entire term of the contract.</p>	
32)	Section 3. Sub-Section	...AMISP shall be responsible to implement the entire project within 10 months and shall also be responsible for operation & maintenance of all meters and related infrastructure for Total Meter-months.....	Please extend Installation Milestone to 18 months from the date of execution of the Contract.	The provisions of RfP shall prevail.
33)	E Cl 1.1(cc)		<p>Since, the project involves augmentation of infrastructure (i.e., Installation of Distribution Box and laying of service cable from LT line to meter and from Meter to consumer premises, removal of existing cable, if required, connection, taping, Laying of DT cables from DT through LTCT meters to LTDB/Fuse Box, wherever applicable) related works, the implementation of 4 Lakh smart meter in Puducherry may be a challenge. Request PFCCCL to please consider the following:</p> <p>"AMISP shall be responsible to implement the entire project within 18 months considering initial 4 months for operational</p>	

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			go-live."	
34)			Will PFCCL compare equitable prices in cases of bids received with perpetual licenses vs period licenses, despite the fact that the Utility will have to take over on payment of additional license fees at the end of the Contract Period?	The provisions of RfP shall prevail.
35)	Section 3. Sub-Section E Cl 1.1(mm) (e)	Bill collection centres are functioning in each of the 41 O&M sections by which consumers are paying the bills in addition to online modes	Please clarify who will engage manpower at Bill collection centres.	The manpower at Bill Collection Centre shall be deployed by the Utility
36)	Section 3. Sub-Section E Cl. 10.1 11 (ii)	Documentary evidence of Project completion such as client completion certificate, proof of payment received and client certificate of delivery of material, proof of asset capitalized in books of accounts (as applicable)/ and similar proofs along with contact details of the client. The Lead Member/ Sole Bidder shall submit latest satisfactory performance certificate, issued by utilities at least three months prior to the bid submission date and the smart meters should have been operational for at least one year from the bid submission date.	The requirement of obtaining certificate from utility at least three months prior to bid submission date should be removed to align the RfP with version 3 of SBD. Hence the clause should be amended as follows: The Lead Member/ Sole Bidder shall submit latest satisfactory performance certificate, issued by utilities at least three months prior to the bid submission date and the smart meters should have been operational for at least one year from the bid submission date.	Please refer Amendment No. 1 of the RfP
37)	Section 3. Sub-Section E Cl. 12.2	Currency and the amount of Bid Security to be furnished by the Bidder is : Currency: INR Amount: 5,00,00,000	Please reduce the Bid Security to Rs. 50 lakh considering the financial slowdown. It will allow more bidders to participate. Last few successful tenders were with the following EMD: a. APDCL, Assam is demanding 25 lacs each package for AMI. b. SBPDCL & NBPDCCL allowed Bid Security Declaration. c. All 3 discoms of MP allowed with 1 lac token EMD. d. J&K put EMD of 43 lacs and 41 lacs for 3 lacs Smart Meters.	The provisions of RfP shall prevail.
38)			Please exempt CPSUs from submission of Bid Security	
39)	Section 3. Sub-Section E Cl. 15.13	Number of years : 10 years	As per this clause, total number of months is 120. However, as per RFP, total duration of project is 90 months. Please confirm the total project duration in months.	The provisions of RfP shall prevail.
40)	Section 3. Sub-Section E Cl. 16.4	As per RDSS Scheme, Utility shall receive Gross Budgetary Support (GBS) from Central Government of 15%/ 22.5% of approved cost of the metering works including the operational cost, provided that it is not more than Rs. 900/ 1350 per meter basis the state category ("Other than Special Category States")	Please clarify whether the incentive of Rs 450 per meter on pro-rata basis will be over and above the total price quoted by the bidder. Please freeze the Column G "Lumpsum payment per Unit (in INR/ meter) (F) (Maximum Amount) so that there is no	Please Refer Amendment No. 1 to RfP

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41)		and “Special Category States”). Accordingly, Utility shall provide to PFCCL a minimum lumpsum amount of INR 900/ 1350 per meter calculated assuming smart metering cost of Rs. 6000 per meter over the project life which shall in turn be shared by PFCCL to AMISP as lumpsum amount as per payment terms defined in clause 5.2.3 of the General Conditions of the Contract (GCC). In case price discovered in the Bid is less than Rs. 6000 per meter over the project life, Utility shall be eligible for GBS of 15/22.5% of the discovered cost only and in turn, AMISP shall also be eligible for that amount only as lumpsum amount.	ambiguity. As per Guidance Note to SBD, “In case the price discovered in the Bid is less than Rs. 6000 per meter over the project life, the DISCOM shall be eligible for GBS of 15/22.5% of the discovered cost only. In such cases, the DISCOM will be required to pay the remaining amount to meet the minimum lumpsum payment requirement as provided in the RFP” Hence, in case price discovered in Bid is less than Rs. 6000 per meter, will PFCCL be paying balance amount to meet the shortfall to Rs. 900/ Rs. 1350 per meter as lumpsum amount?	Please refer Amendment No.1 to RfP, Section 3, Sub-Section E, Clause 16.4
42)			We understand that Rs. 900/- per meter would be payable after installation and integration as per contract. However Rs. 450/- per meter would be payable to AMISP proportionately on installing the Smart Meter within the prescribed deadline in line with RDSS Scheme. We understand that this amount (Rs. 450/-) is on and above the total contract value of the contract. It means contract value will be amended accordingly. Kindly clarify.	Please Refer Amendment No. 1 to RfP
43)	Section 4. Form 1	.... For sub-contractor a Letter of Intent must be provided...	We presume this is the same as Form 22: Manufacturer Authorization Form (MAF) and not a different document to be provided. Please confirm.	The provisions of RfP shall prevail.
44)	Section 4. Form 4	General	It is understood that provided positions in form 4 are on sample basis and AMISP shall provide resources as per requirement of project. Please clarify	Please refer Section 6, Clause 10.2 of the RfP regarding key personnel to be appointed by AMISP.
45)	Section 4. Form 14	Buy Back old meter 224188 Buy Back old LRPF meter 180000	REC has published an EoI dated 13.6.2022, relating to disposal or recycling or reuse etc. of electricity meters, getting replaced on account of ambitious rollout of smart metering program of Government of India. The same may be referred. Further, utilization in any other project wouldn't be possible for an AMISP as old Electromechanical Meters will not be of any use as Static Meters are being used across the Utilities in the country. Likewise Old Static Meters including RF meters also cannot be used in other Utilities as the ratings, specification etc. would be different for each Utility. Moreover, the Meter name plate would contain "Property of PED" which will not be accepted by any other Utility. Removal/modification of the name plate from the	The provisions of RfP shall prevail.

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			ultrasonically welded meters, in such large scale, will result in extensive damage to the Meters and will be of no use but scrappage. In view of this, the requirement to buyback of old Electromechanical & LPRF meters may be removed.	
46)			Please exclude buy back of old meters from the scope as these are mostly electronic meters and need to be scrapped as per E-waste rules, resulting in increase in cost of the project. In case AMISP has to buyback all existing meters from the Puducherry for reuse / disposal, we need more details of the meter like make, rating, year of usages etc. of the meters.	
47)			If bidder is unable to use the old meters but disposing the old meters as per e-waste norms incurs cost to the bidder. In that case, is the buy-back optional for bidder? Further this requirement is not in line with latest version of SBD and hence should be excluded from the scope of work	
48)		DT Cable Supply, Installation, Commissioning & other services of 30 kms	Can the basis of deriving the length of DT cable as 30 km be shared with the bidders?	The length of cable has been considered as about 10 meter per DT. Hence, for 3105 no. of DTs, the total cable length would be approx. 30 Kms
49)		Total HT Meters 3-phase (63.5V Ph-N, +/-5 A) (with Net Metering) - Feeder Meters. Total HT Meters 3-phase (63.5V Ph-N, +/-5 A) (with Net Metering) - Consumer Meters	We understand that rating and class of HT Meters are 5A and 0.5s. Kindly clarify.	Please refer RfP Section 6, Annexure D.
50)		Infrastructure for Recharge through Feature Phones/Offline Channels (Indicative Only. To be defined by AMISP)	We understand that offline recharge centers not required if Mobile App provide for recharge. Kindly clarify.	The provisions of the RfP shall prevail.
51)		Bill collection centres to be functioning as Retail distribution centres	For accessing AMI Recharge Portal, whether existing Internet connectivity at Bill collection Centers can be utilized.	The existing internet connectivity can be utilized by AMISP
52)			We understand that AMISP shall only provide the workstations (desktops) for 41 Billing centres only. Utility shall be responsible for prepaid Infrastructure, space for 41 O&M Sections along with necessary arrangement like AC input power supply, lighting system, air conditioning etc. Please confirm	The same would be in line with the provisions of the RfP. AMISP shall only provide the workstations (desktops) for 41 Billing centres and the Utility shall spare the existing lighting system and

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
				AC input power supply for use by AMISP. Air conditioning arrangement is not available at any bill collection centers. Further, provisions of prepaid recharge is envisaged through the workstations at Bill collection centres.
53)		CT for DT meters	Please share the rating of CTs to enable us cost suitably	Please refer RfP Section 6, Annexure X.
54)		General	There is a variance between the list of material and services to be offered and financial bid form. Item like Standalone modems are missing. Please clarify how the price of modems is to be included in the price bid.	The requirement of standalone modem is hereby deleted from this RfP.
55)			Clarify whether rate of each item to be quoted in commercial bid or not	Bidder has to quote as per parameters mentioned in the Financial Bid Format by considering/ including cost of various items mentioned in Section 4 Form 14.
56)	Section 4 Form 19: Format 1 & Format 2	General	In case of sole bidder, clause for SPV formation should be waived off and forms should be modified accordingly as SPV formation generally needed in case of the consortium bidding. Accordingly, kindly amend the form 18, form 19 and Form of Contract.	The provisions of the RfP shall prevail.
57)		Format for the Board resolution of Technically / Financially Evaluated Entity / Ultimate Parent Company (in case credentials of such TEE/ FEE has been utilized by the Sole Bidder or Bidding Consortium)	For an Alternate Investment Fund (AIF) registered with SEBI, confirmation from Fund head to undertake the investment and/or undertake suitable steps to be taken by the Fund for the project should be allowed as approved in board	Please refer Amendment No.1 to RfP
58)	Section 4 Form 21	....The meters shall comply with IS 16444: Part2 for all requirements except for those parameters which have been specifically mentioned to be otherwise in this specification.....	The data retention shall be as per IS-16444 part-1. Kindly request you to correct the same on page no.123 and relatively if wrongly mentioned anywhere in the tender, which also contradicts the specification provided as per SBD on page no. 289 in the tender.	Please refer Amendment No.1 to RfP

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCL's Response
59)	Section 4 Form 22	.... 1. The letter of Undertaking should be on the letterhead of the Manufacturer and should be signed by a person competent and having Power of Attorney to legally bind the Manufacturer. It shall be included by the Bidder in its bid. 2. Above undertaking shall be registered or notarized so as to be legally enforceable.	The letter of Undertaking on the letterhead of the manufacturer and signed by a person competent and having Power of Attorney to legally bind the manufacturer should suffice at the time of bid submission. The requirement of the above undertaking to be registered or notarized so as to be legally enforceable could be made mandatory at the time of award since such procedures are extremely arduous especially, in other countries.	The provisions of the RfP shall prevail.
60)	Section 4 Form 22	General	The requirement of Common Seal may be replaced with a Stamp &/or Digital Signature to allow participants from different countries to prepare and submit such documents expeditiously. We would like to bring to your kind attention that as per Companies Act, 2013, common seal is not mandatory.	The provisions of the RfP shall prevail.
61)	Section 4. Annexure: Illustration for Applicable Board Resolution Requirements Under Clause 15 of Section	General	a) Format I of Annexure 11- Resolution:1,2 and 4 from the Bidder. We understand that in case Bidder himself is investing 100% equity and is a Sole Bidder, Resolution 2 for Form 19 Format I is not required as it is to be provided in case bidder is a consortium. May please confirm. b) Also, we request to please provide Annexure 11 as it is not available in the tender document	Here Annexure 11 may be read as Form 19. All other provisions of the RfP shall prevail.
62)	Section 4 Form 23	General	The requirement of Common Seal may be replaced with Stamp &/or Digital Signature to allow participants from different countries to prepare & submit such documents expeditiously. As per Companies Act, 2013, common seal is not mandatory.	The provisions of the RfP shall prevail.
63)	Section 5 Annexure: Quoted prices for the Financial Bid	...Lumpsum amount shall be regulated as per RDSS Guidelines....	The latest version of RDSS guidelines dated 05 July 2022 states that the incentive of 450 for early completion of metering point before December 2023 is available only for consumer metering connections and system metering points have been excluded from the same. Kindly clarify whether incentive will be applicable for DT & Feeder Metering.	Please refer Amendment No.1 to RfP, Section 3, Sub-Section E, Clause 16.4
64)			Payment of additional Rs 450 per node and revision of PMPM charges if applicable should be clarified. Reference may be drawn from RFP number	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
			'RECPDCL/JKPDD/AMI/21-22/2329, dated 06.01.2022'	
65)		General	In this the material mentioned in Form 14 are not covered. Please clarify what will be financial bid format.	Bidder has to quote as per parameters mentioned in the Financial Bid Format by considering/ including cost of various items mentioned in Section 4 Form 14.
66)			As per BoQ, DI (Digital Input) to be provided for the HT consumers and HT feeder meters. However, as per SBD DI is not required for consumer metering. Hence, PFCCL is requested to provide purpose of DI for HT consumer and feeder meter.	DI is not required for HT Consumer Meters
67)			Selection of successful bidder is based on L1 price derived from summation of CAPEX (i.e. cost of cables) and OPEX components (i.e. cost of smart meters on PMPM basis). It is submitted that the loading of CAPEX and OPEX component is at the discretion of the bidders. Accordingly, a bidder can unjustifiably frontload the CAPEX component and quote substantially low OPEX component to their advantage and remain an L1 bidder. In this scenario not only the bidder will realize the payment of CAPEX component (much early in the project) on a lumpsum basis towards installation and commissioning of the CAPEX component (i.e. cables) but also may have substantially low exposure during the O&M phase of the project. It is recommended that the NPV-based selection of L1 bidder is introduced.	The provisions of the RfP shall prevail.
68)		Auxiliary LT Items	Please provide a brief concept of auxiliary items to be supplied except DT cable?	Any auxiliary items required for successful supply & installation of only DT cable is in the scope of AMISP under this RfP. This is amply clear from Table 2 of Section 5 of RfP
69)			Please share the BOQ Line items under Auxiliary items and also define other services to avoid confusion during execution. Indicative aux items are like Service Cables, IPC, Wedge Connector, SMCB, Lugs, Cabinet Box, Clamps, CT	Clarified as above

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
			& PT etc.	
70)		General	Line item should be introduced for the purpose of costing of standalone Modems, in case there are more modems required than mentioned quantity. Additionally, technical details of the meters where these modems are to be installed be shared.	The requirement of standalone modem is hereby deleted from this RfP
71)	Section 6. Cl. 1.2	About the AMI Project and the AMI Project Area	We understand that AMISP shall be responsible for SITC of Smart Meters for Consumers, DTs and 11kV Outgoing Feeders only. 11kV Incomers, 22/33kV Incomers / Outgoing feeders and Boundary Meters shall be in the scope of Utility. Further, Boundary meters are ABT compliant meters or not. If not, then we request to please clarify: a. The meaning of Boundary meters. b. Whether 11kV Incomers, 22/33kV Incomers / Outgoing feeders and Boundary Meters are in scope of AMISP or not. c. If point no. b above is in the scope of AMISP then we would like to mention that HT Smart Meters will take around 6-8 months to be available in market and timelines of implementation period need to be extended accordingly. d. Location of boundary meters	All Meters as per the BoQ are in the scope of AMISP.
72)			Kindly clarify if AMISP has to supply Modems as per Annexure W only. As these are existing meters (of a particular make) hence please share the details for HES, Integration with MDMS, SIMs etc.	The requirement of standalone modem is hereby deleted from this RfP
73)	Section 6. Cl. 1.2 (d)	Initially, the pockets of commercial, high end residential, HT and EHT consumers need to be covered by AMISP and subsequently the pockets where the majority is low end residential consumers can be covered.	We understand that the pockets of commercial, high end residential, HT and EHT consumers will be spread across the 4 regions of the UT. We suggest PFCCL to cover AMI installation sub-division wise instead of consumer basis. This will help Utility to carry out energy audit activities and performance monitoring of that particular sub-division. Also, in case of AMI installation on consumer basis, it is required to install RF communication equipment for small number of consumers in that particular area which will be underutilized till remaining meters are not replace with smart meters. Thus, allow AMISP to install meters as per their communication architecture and implementation plan	The pockets to be prioritized are where the high end consumers are majority irrespective of the region which will be decided by the Utility during implementation.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
74)	Section 6. Cl. 1.2 Table E	General	Please clarify whether existing smart meters (31,444 no.) are DLMS and IS15959 compliant	The existing meters are DLMS compliant. These meters are reporting to existing AMI Control Centre and the AMISP need to integrate their new AMI system with the existing AMI system at MDM level. The new AMI system to be provided by AMISP shall receive periodic consumption data of existing smart meter along with other event data through the above MDM integration and shall calculate the pre-paid balance. On expiry of balance amount, the AMISP shall generate the trip signal to the existing smart meters through existing AMI MDM for achieving the pre-paid functionalities of existing smart meters
75)	Section 6. Cl. 1.2 Table G	Requirement of standalone of Modems	Please share details of Meters upon which these standalone modems are to be used like; Make of the Meter, Communication protocol followed, etc. We understand that the AMISP would be responsible for the collection of data from the already available Meters but not for the performance of them. Please confirm.	The requirement of standalone modem is hereby deleted from this RfP
76)	Section 6. Cl. 1.4	The scope of work of the AMISP shall cover end-to-end metering (from Feeders, Distribution Transformers (DTs) and all end consumers) (i.e. site survey, planning, designing, financing, engineering, manufacturing, supply, transportation & insurance, delivery at site, unloading, handling, storage, installation, integration, testing, commissioning, demonstration for acceptance, training, maintenance, operation and documentation of various AMISP components)....	Requesting to reduce the demonstration up to 2 different makes of meters. Also, in case of cellular, kindly ask for demo with 2 different Telco's SIM with same NIC. Being a meter manufacturer, it is difficult to get support from any other meter manufacturer during demo. For one of our projects in India, we have integrated with another make of meters and same can be demonstrated remotely.	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCCL's Response
77)	Section 6. Cl. 1.4 A	General	Kindly provide the drawings or schematic diagram of the existing metering arrangements at Distribution transformers, this will help AMISP in estimating the work need to be done for installation of meters on DTs.	Please refer Annexure 5 of Amendment No.1 to RfP for drawing/ arrangement
78)	Section 6. Cl. 1.4 A (a)	Smart pre-paid metering along with Smart meter box installation and service cable for consumers, DTs and Feeders through 1-Ph, 3-Ph and LTCT as per Clause 2.1 of this Section	Who will supply the service cable for single phase and three phase meters and what will be the quantity?	Please refer Amendment No. 1 to RfP for changes in this regard.
79)	Section 6. Cl. 1.4.A (c)	Meters installed on streetlight shall be programmable for periodic ON/OFF time	Please confirm whether utility want to operate street light switch on daily basis through smart meters	It is confirmed that the Utility wants to operate street light switch on daily basis through smart meters
80)			Please confirm number of streetlights connections, connected load and the meters to installed on the streetlight connections	Out of the existing 2436 street light connections where meters are provided, approx. 10% of street light connections are 3-phase and balance 90% are 1-phase service connections. There are many street light connections without meters (approx. 4000 nos.) and for these cases, the meters need to be provided by AMISP. Further, it is confirmed that most of the unmetered street light connections are single phase meters only.
81)	Section 6. Cl. 1.4 A (e)	Supply of standalone modems as per List of Material and Services (Form 14) of RfP. These standalone modems are required for some of the existing meters which are not being replaced by the Utility and are DLMS/COSEM complaint and their useful life have not been over. Most of meters are Secure make Premier300 Model. Modems shall have to be only supplied and installed by AMISP. These meters shall not be considered for arriving at the SLA of the project. The Technical Specifications of Standalone Modems are given in Section 7, Annexure W.	As per standard practice, for BIS 16444, the meter and NIC card should be integrated tested. Also, it is generally done by the metering OEMs. It is difficult for AMISP to install and integrate the NIC card as this is not a transparent communication. We would request DISCOM to directly procure the NIC card from OEM. Only the necessary integration at HES shall be performed by AMISP.	The requirement of standalone modem is hereby deleted from this RfP
82)			We request you to allow either Standalone Modem or New Smart Meter at the discretion of the successful bidder at no extra cost to PFCCCL.	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCCL's Response
83)			Whether standalone modems will only be supplied and installation of the same is not in bidder's scope.	
84)	Section 6. Cl. 1.4 A (I)	Installation of Distribution Box and laying of service cable from LT line to meter and from Meter to consumer premises, removal of existing cable, if required, connection, taping, Laying of DT cables from DT through LTCT meters to LTDB/Fuse Box, wherever applicable. Material, tools and other accessories (not covered in BoQ) required for dismantling, civil work and installation of the new, shall also be in the scope of agency.	Kindly clarify the following: a. As per BOQ supply of only DT cable is envisaged. Supply of the cables and accessories for consumer metering/ any other requirement is not envisaged in BOQ. b. include dismantling of existing meters, cables & accessories in the BOQ c. Quantity of cables & distribution boxes which are to be replaced d. Who will supply requisite size of cables along with accessories like piercing connector, PG Clamp, service anchor clamp etc.?	Please refer Amendment No. 1 to RfP for changes in this regard.
85)			Please clarify that additional material shall be supplied by Utility	
86)			As per the existing clause, Installation of Distribution Box and laying of service cable from LT line to meter and from Meter to consumer premises, removal of existing cable, if required, connection, taping, Laying of DT cables from DT through LTCT meters to LTDB/Fuse Box, wherever applicable is in the scope of the agency. Material, tools and other accessories (not covered in BoQ) required for dismantling, civil work and installation of the new and Installation of 9x1 Cabinet boxes with requisite cabling wherever applicable shall also be in the scope of agency. However, during pre-bid meeting held on 21.07.2022 it was informed that only supply of DT cable is in the scope of AMISP and all other works shall be carried out by Utility. May please confirm.	
87)			It is suggested that civil work for dismantling existing structures / equipment and to put in place the new structures / equipment should be in Utility's scope. Alternately, please provide detailed specifications and Bill of materials for such works so that costing for the same can be worked out.	
88)	Section 6. Cl. 1.4 A (m)	Installation of 9x1 Cabinet boxes with requisite cabling wherever applicable	Scope of supply of distribution boxes, cabinet boxes and cables, wherever applicable, to be clearly specified.	Please refer Amendment No. 1 to RfP for changes in this

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
89)			Who will supply distribution boxes & cabinet boxes and request cables wherever applicable?	regard.
90)			As per the existing clause, Installation of Distribution Box and laying of service cable from LT line to meter and from Meter to consumer premises, removal of existing cable, if required, connection, taping, Laying of DT cables from DT through LTCT meters to LTDB/Fuse Box, wherever applicable is in the scope of the agency. Material, tools and other accessories (not covered in BoQ) required for dismantling, civil work and installation of the new and Installation of 9x1 Cabinet boxes with requisite cabling wherever applicable shall also be in the scope of agency. However, during pre-bid meeting held on 21.07.2022 it was informed that only supply of DT cable is in the scope of AMISP and all other works shall be carried out by Utility. May please confirm.	
91)	Section 6. Cl. 1.4 C	Integration of existing Smart Meters installed by the Utility with the new AMI system. The Utility shall facilitate the same through the vendor of existing Smart Meter system. The repair and replacement of existing Smart Meters installed by the Utility shall be in the scope of Utility. These meters comply with IS16444 and are type tested. These meters shall not be considered for arriving at the SLA of the project. The details of existing Smart Meters are as follows: i. Make: Dongfang Electronics Co Ltd. ii. Model: DDZY178 (1-ph), DTZY178 (3-Ph), DTZ178-G (CT) iii. These Smart Meters can be integrated using IEC 61968	We request to remove the requirement of integration with existing smart meters as part of project AMISP scope of work. As the meters supplied are from Chinese firm and may not have any support centre in India, it would be very difficult to estimate time, effort and successful integration of the same as part of AMISP scope of work.	The provisions of the RfP shall prevail.
92)	Section 6. Cl. 1.4 D	The New AMI system to be implemented for all consumers of Utility and Backend IT system shall be scalable to cater to future consumer growth for next 15 years.	Kindly suggest whether HES & MDM IT Infra sizing shall be furnished for project tenure including O&M of 4+ Lacs endpoints or projected 6 Lacs endpoints for 15 years storage.	The provisions of the RfP shall prevail.
93)	Section 6. Cl. 1.4 E	Consumer indexing on de-novo basis for contiguous electrical locations in the selected AMI Project Area along with its regular updates during contract period as per Clause 4 of this Section	We understand that the existing customer database shall be provided by DISCOM in softcopy and hard copy. Also, we understand the Poles, DT, Feeders are already marked with suitable Asset Codes at site and in soft form as per discom standard. This is out of AMISP scope.	The existing/ available customer database shall be shared with AMISP. However, consumer indexing is to be carried out on de-novo basis.
94)			We understand that consumer indexing and updating activity will be in the scope of utility.	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
95)	Section 6. Cl. 1.4 H	Ensuring Operational Acceptance of the project. Operation Acceptance of the entire project shall be given on 90% commissioning of the total smart meters' quantity and 100% completion of all other activities	Since major part of project is OPEX based, Operational Acceptance for 90% quantity would be too high for AMISP. Operation Acceptance of the entire project should be given on 5% commissioning of the total smart meters' quantity and each with related hardware, software and equipment.	The provisions of RfP shall prevail
96)	Section 6. Cl. 1.4 K (b)	All meter installations at user accessible height or consumer premises shall preferably be installed with Armoured service cable from LT line to Meter while at un-accessible height such as poles etc., these may be installed with Un-Armoured Service Cable from LT Line to Meter. The service cable installation from Meter to Consumer premises shall be Un-Armoured in all case. The above may be reviewed on case-to-case basis with inputs from PFCCL/ Utility	Under BOQ, the segregation of cables in armored and unarmored is not provided. Considering the Significant difference in the price of armored and unarmored cables, a break-up of same should be provided to enable bidder to bid competitively. Also, it is requested to provide the prevailing process of the utility for handover and storage involved during removal of existing cables from the site.	Please refer Amendment No. 1 to RfP for changes in this regard.
97)	Section 6. Cl. 1.4 K (c)	All the associated necessary civil work for dismantling existing structures / equipment and to put in place the new structures / equipment, shall be carried by the AMISP	It is requested that associated Civil work should be out of scope of AMISP	The provisions of RfP shall prevail
98)	Section 6. Cl. 1.4 M	Any other services as may be required by PFCCL/ Utility & mutually agreed upon.	Kindly Clarify details for any other services.	Please refer Amendment No. 1 to RfP for changes in this regard.
99)	Section 6. Cl. 1.12 (a)	Whenever implementation of any component of the Solution requires that the AMISP obtain permits, approvals, and import and other licenses from local public authorities, PFCCL/ Utility shall, if so required by the AMISP, make its best effort to assist the AMISP in complying with such requirements in a timely and expeditious manner;	We request PFCCL to please confirm, who will supply Service cables for consumers.	Please refer Amendment No. 1 to RfP for changes in this regard.
100)	Section 6. Cl. 1.12 (s)	Utility to ensure that sites for installation for Smart Meters are ready along with service cable including electrical neutral connectivity to the transformer, wherever applicable for AMISP;	The 2 clauses are contradictory to each other. So we request PFCCL to please confirm, who will supply Service cables for consumers.	Please refer Amendment No. 1 to RfP for changes in this regard.
101)	Section 6. Cl. 1.12 (u)	Utility to provide necessary clearance/ approval/ permits that are to be issued by it for initial 20% of contiguous electrical locations for Smart Meter deployment along with related documentation within 1 (one) month from date of execution of this Contract. Provide necessary clearance/ approval/ permits to be issued by it for remaining contiguous electrical locations as well as non-contiguous electrical locations for Smart Meter deployment along with related documentation on quarterly basis. Utility shall endeavor to provide complete area within	As per the existing clause, utility will provide clearance/approvals for 20% locations within 1 month and remaining within 4 months of contract of award. But as per RFP conditions, 100% feeder metering to be done within 2 months and 100% installation for all meters is to be done in 10 months, so it will not be possible for AMISP to execute the 80% work in 6 months only. Hence, we request to provide clearance/approvals for 100% locations within 1 month.	Please refer Amendment No. 1 to RfP for changes in this regard.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
		four (4) months from date of execution of the Contract. Utility shall issue a Notice (provided if the Utility has not been able to provide clearance/ approval/ permits for installation of the meters) no later than 7 days of expiry of time period specified above confirming the actual number of meters for which clearance/ approval/ permits is available.		
102)	Section 6. Cl. 1.12(x) (ii)	Utility/ PFCCL to allow AMISP unfettered access to a covered and adequate enclosed space to set up office space for AMISP personnel as mentioned in Clause 10 of this Section within the Utility premises.	We understand that the space for setting up office in respective regions (Puducherry, Karaikal, Yanam and Mahe) shall be provided by the Utility along with AC input power supply, lighting system, air conditioning etc.	The provisions of RfP shall prevail
103)	Section 6. Cl. 1.12 (II)	Utility at its own cost, replace or repair existing equipment (other than AMI systems), such as poles, cables including consumer service lines, and transformers etc. where necessary to make the AMI system operational and/ or safe from hazards and maintain in proper working condition all portions of all facilities that are not included in the AMISP's scope of maintenance;	<p>1. As per BoQ, quantity for DT cable is only provided. However, as per project requirement section -6 AMISP in addition to smart meters, must perform SITC of</p> <ol style="list-style-type: none"> <li>IPC</li> <li>Wedge Connector</li> <li>Distribution Box</li> <li>4 core cable</li> <li>service cable for consumers</li> <li>DT cable</li> <li>Anchoring Clamp</li> <li>Suspension Clamp</li> <li>9:1 Cabinet box, etc.</li> </ol> <p>But quantities of these items are not provided in the RfP. PFCCL is requested to please confirm whether all these works is in the Scope of AMISP or not. If it is in the scope of AMISP them may please arrange to provide the tentative BoQ for all these items</p> <p>2. Further, Technical Specification and Drawing of Distribution Box, Cabinet Box is not provided in the RfP, so please provide the technical specifications for Distribution box and cabinet box</p> <p>3. As SITC of these items requires huge upfront CAPEX and payment Mechanism all these items are not defined in the document, hence, it is suggested to define payment term for the above work on milestone basis (CAPEX) and should not be part of per meter per month charge. PFCCL may refer recent smart metering project of PGCIL, Ladakh, etc. in which payment terms for infrastructure</p>	Please refer Amendment No. 1 to RfP for changes in this regard.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
			<p>work has been defined separately.</p> <p>4. As per RFP document, price variation clause has been given to take care the payment of supply of cables, but as AMISP shall be paid on per meter per month basis, this will result in change of per meter per month charges frequently. So kindly, provide separate payment terms for infrastructure works as requested in point no 3 above</p>	
104)	Section 6. Cl. 1.15	AMISP will be responsible to provide sufficient number of teams for installation activities as per work schedule targets to complete the work. Each Team should comprise of at least one technician along with a supervisor.	As AMISP is responsible for the overall infrastructure development and O&M of the AMI system and PFCCL/utility shall impose LD or penalty as applicable in case of non-achievements of milestone / SLA, we request PFCCL to allow AMISP to deploy the resource as per its implementation plan.	The provisions of the RfP shall prevail.
105)	Section 6. Cl. 2.1	Reference, the Smart Meter communication, it is envisaged that plug and play type communication modules shall be deployed in the smart meter, for any given communication technology. These modules shall be field-deployable, with corresponding communication interface modules being used in the DCU/Gateway or BTS of wide area network in accordance with the details provided in Annexure F. The DCUs shall update the Smart meters load interval data for every 15 minutes within 10 minutes after the end of each block	<p>We wish to convey that provisioning of communication module is already defined in IS 16444 where standard gives option for both pluggable (of same technology &amp; make) and built-in module. Other application integration is very open ended. Kindly amend the clause as follows:</p> <p>“Reference, the Smart Meter communication, it is envisaged that communication modules shall be deployed in the smart meter, for any given communication technology. These modules shall be field-deployable, with corresponding communication interface modules being used in the DCU/Gateway or BTS of wide area network if applicable. The DCUs / communication module shall update the Smart meters load interval data for every 15 minutes within 10 minutes after the end of each block.”</p>	The provisions of the RfP shall prevail.
106)		The General requirements for common pluggable module for smart meters as per Annexure F envisage a universal interface and a particular size irrespective of the choice of communication technology that defines the dimensions of the communication slot as well as physical placement and location of connectors. The same shall be adopted in all smart meters mandatorily for deployment w.e.f. 1 Jan 2023 or one year after BIS certification, whichever is later, and BIS certification taken accordingly as per IS 16444 for the same	Smart Meters have been designed by the manufacturers uniquely to provide the desired performance. The communication module requirements vary w.r.t their operating voltage, power requirement and other features including physical dimensions and pin configurations for each type of communication technology & their make. Hence specifying a common dimension for Communication module is restrictive. The requirement of common pluggable module with a universal interface as given in the tender specifications does not allow innovation in design & manufacture of Smart Meters as it restricts/limits the efforts	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCCL's Response
			<p>in cost reduction of the Meters.</p> <p>Also, once meters are redesigned, type tests are to be carried out in third party laboratories which are already running full. The timeline for deployment will be beyond 12 months. Request note that plugging in a different make/model of communication module does not guarantee that the Meter &amp; module combine will meet the specification &amp; standard and this will void the warranty of the Meter as well.</p> <p>In view of the above, please remove this requirement of common dimensions/pin-out details of communication module to ensure hassle-free rollout of AMI solution.</p>	
107)	Section 6. Cl. 2.2.1	...A suitable NMS shall be built to monitor the performance of the communication network round the clock. The NMS shall provide viewing of all the networking elements deployed at site and enable configuration & parameterization of the networking devices and the nodes. In case of public network such as cellular, the web-based portal (for example Open Network platform) should be provided to have the network view at location of installed devices. The portal shall have connectivity & subscription management...	We understand that in case of cellular SIM management (Activation / Deactivation / New availability etc.) provided by Airtel / Vodafone/ etc. via APIs which will be integrated in HES. Please confirm. It has been seen that telecom companies do not share these details.	The provisions of RfP shall prevail
108)	Section 6. Cl. 2.3	.... HES would perform all the requisite functions as per the defined functionalities of AMI and it is the responsibility of the AMISP to supply the requisite software and hardware to achieve the defined functionalities of AMI....	<p>Additional software/hardware is not required. HES is a browser-based application and complete responsibility to run the system should be with AMISP. Kindly amend the clause as follows:</p> <p>“HES would perform all the requisite functions as per the defined functionalities of AMI and it is the responsibility of the AMISP to achieve the defined functionalities of AMI.”</p>	The provisions of the RfP shall prevail.
109)	Section 6. Cl. 2.3 (i)	Store raw data for defined duration (minimum 3 days). HES shall hold the data before it is transferred to the MDM	Kindly suggest the data retention period at HES after transferring to MDM.	The provisions of the RfP shall prevail.
110)	Section 6. Cl. 2.3.1	<p>HES shall facilitate configuration of following minimum AMI parameters:</p> <p>....</p> <p>j) Number of auto reconnection event</p> <p>k) time interval between auto reconnection attempts</p> <p>l) lockout period for endpoint (meter) relay</p> <p>....</p> <p>p) Setting threshold limits for monitored parameters</p>	The configuration should be in line with IS 16444 requirements. These parameters are not listed in Indian Standard hence should be deleted	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
111)		d) Prepaid / post-paid configuration	Usually this functionality is taken care by MDM. What is business Process/ rule for this requirement?	The provisions of the RfP shall prevail.
112)	Section 6. Cl. 2.3.3.1	c) Relay does not operate for connect / disconnect	Usually, this functionality is taken care by MDM. What is business Process/rule for this requirement?	The provisions of the RfP shall prevail.
113)	Section 6. Cl. 2.3.3.2	.....HES shall have feature to send email/SMS notification of configured alarms & events to its users.	Kindly remove this requirement from HES. MDMS have this feature.	The provisions of the RfP shall prevail.
114)	Section 6. cl. 2.4 (Table - S.No. 22)	Staff User Access to Utility Portal	Please specify the number of Admin users that will be using the Utility Portal	The provisions of the RfP shall prevail.
115)	Section 6. Cl. 2.4.6 (k)	The system should send low-credit notifications to the consumer when their balance approaches a pre-configured threshold. Alerts shall initiate on every recharge, low credit and load connection/disconnection. The alerts shall be posted on the consumer web Portal/ App in real time and sent through SMS and email. Consumer should also be alerted through other mechanisms such as one-time alarm / beep from the meter, LED blinking, message, etc.	It is assumed that SMS & Email gateway shall be provided by Utility.	SMS and Email Gateway shall be in the scope of the Utility.
116)	Section 6. Cl. 2.4.8	Ability to group, prioritize, filter and send system generated alarms and events to predetermined email addresses, cellular text messages to phone numbers/ SMS/ consumer care etc. Alternatively, these alarms/alerts may be routed to utility's WFMS	It is assumed that WFMS shall be provided by Utility and integration with MDMS shall be in the scope of bidder.	The understanding of the bidder is correct.
117)	Section 6. Cl. 2.5	Utility Interface and Consumer Portal/ App	Kindly clarify the no. of users of the web portal and mobile app as Mobile App/ web portal license is dependent on no. of users. Hence it is necessary to know the expected no. of users for web application and mobile app.	The provisions of RfP shall prevail
118)	Section 6. 2.5.2.1	General	Web portal and mobile applications should be Payment Card Industry (PCI-DSS) compliant. This is suggested as general industry standard ensuring safe and secure transaction for keeping the customer data safe.	The provisions of RfP shall prevail
119)	Section 6. Cl. 2.6	AMISP shall establish connectivity between the workstations located at the NOMC with that of the cloud-based MDM-HES system. In addition, the AMISP shall establish connectivity between the cloud-based MDM system with utility's existing Billing system. This will necessitate creation of a VPN tunnel between the two unless it is decided to migrate the Billing system to the same cloud data centre	It is understood that connectivity type will be VPN only. Please confirm.	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
120)		...In addition, the AMISP shall establish connectivity between the cloud-based MDM system with utility's existing Billing system. This will necessitate creation of a VPN tunnel between the two unless it is decided to migrate the Billing system to the same cloud data centre. The AMISP must submit the details of the supplied hardware along with the Bid. However, support for running old billing system shall not be required if AMISP opts not to integrate the AMI system with the existing billing system and not to utilize the resources of existing billing system.....	As per Section 6, Clause 1.2(f), AMISP shall integrate the new AMI system with the existing IT billing system. Also, AMI system shall be integrated with new IT system proposed in the RDSS scheme for effective utilization of AMI resources for OMS applications. However, as per Section 6, Clause 2.6, support for running old billing system shall not be required if AMISP opts not to integrate the AMI system with the existing billing system and not to utilize the resources of existing billing system. The two clauses are contradictory. Please clarify	Please refer Amendment No. 1 to RfP
121)		General	No Processor type has been mentioned in the RFP We recommend to add the requirement of Latest Generation Intel/AMD based Compute to ensure the optimum and scalable compute required as per the scope of the project. It should be mentioned that the proposed processors should have been deployed and tested for running the similar scale of application as envisaged through this RFP	The provisions of RfP shall prevail
122)	Section 6. Cl. 2.6.2	Minimum Technical Requirements for NOMC Hardware	The minimum hardware components for NOMC given in this clause are not fully covered under Form 14 (List of Materials and Services). May please confirm the list of minimum hardware components accordingly.	Please refer Amendment No. 1 to RfP for modified Form 14.
123)		In addition, the AMISP has to be establish connectivity between the cloud-based MDM system with utility's existing Billing system. This will necessitate creation of a VPN tunnel between the two, unless it is decided to migrate the Billing system to the same cloud data centre. However, support for running old billing system shall not be required if AMISP opts not to integrate the AMI system with the existing billing system and not to utilize the resources of existing billing system.	As per Section 6, Clause 1.2(f), AMISP shall integrate the new AMI system with the existing IT billing system. Also, AMI system shall be integrated with new IT system proposed in the RDSS scheme for effective utilization of AMI resources for OMS applications. However, as per Section 6, Clause 2.6.2, support for running old billing system shall not be required if AMISP opts not to integrate the AMI system with the existing billing system and not to utilize the resources of existing billing system. The two clauses are contradictory. Please clarify	Please refer Amendment No. 1 to RfP
124)	Section 6. Cl. 2.6.2 (c)	Internet router with at least 48 no's 1 Gbps LAN ports and redundant at least 2 Gbps internet ports supporting IPsec, and SSLVPN capability	Router doesn't come with 48 nos. ports; it seems some typo error is there. AMISP will ensure appropriate connectivity. Kindly amend the clause as follows: c) Internet router and redundant connectivity to operate NOMC smoothly supporting IPsec, and SSLVPN capability.	The provisions of the RfP shall prevail.
125)			It should be as per system requirement hence request you to amend the clause as " Internet router with required no's with	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
			1 Gbps LAN ports and redundant at least 2 Gbps internet ports supporting IPsec, and SSLVPN capability"	
126)	Section 6. Cl. 2.6.2 (i)	2 Gbps internet connectivity	Kindly amend 2 Gbps to max bandwidth availability at respective NOMC.	The provisions of the RfP shall prevail.
127)	Section 6. Cl. 2.6.3.1	Firewall	As the connectivity between NOMC and HES/ MDMS cloud shall be on Private MPLS network, hence we suggest entry level UTM including higher concurrent inbound/ outbound concurrent connections.	The provisions of RfP shall prevail
128)	Section 6. cl. 2.6.3.3 F	A3 Size Inkjet Color Printer / All-in-one Color laser jet Printer	We wish to convey that A4 size printer as asked in table-E will suffice the requirement.	Please refer Amendment No. 1 to RfP for modified requirements of Hardware items.
129)	Section 6. Cl. 2.7.1.2 (d)	Portability & Interoperability: The system shall be designed for hardware independence and operation in a network environment that facilitates interoperability and integration of third-party applications. AMI applications should support multiple Relational Database Management Systems (RDBMS) including Oracle, Microsoft SQL Server and MySQL.	Kindly accept PostgreSQL/Mongo DB and the clause as follows: "The system shall be designed for hardware independence and operation in a network environment that facilitates interoperability and integration of third-party applications. AMI applications should support PostgreSQL/Mongo DB/Oracle/Microsoft SQL Server and MySQL"	The provisions of the RfP shall prevail.
130)			It should be as per system requirement, hence, request you to remove "AMI applications should support multiple Relational Database Management Systems (RDBMS) including Oracle, Microsoft SQL Server and MySQL"	
131)	Section 6 Cl. 2.7.3.1 (h)	The responsibilities of CSP include migration of the data, content and any other assets to the new environment or on alternate cloud service provider's offerings and ensuring successful deployment and running of the Utility's Solution on the new infrastructure	AMISP being the lead for the project should play a role here as this is part of the exit process. Also the new CSP/Data Center provider will be responsible for providing the necessary infrastructure, engage with an ISP for provisioning bandwidth there role also becomes important during the exit process hence it should be joint responsibility of AMISP, Current CSP and the envisaged CSP/Data Center Provider.	The provisions of the RfP shall prevail.
132)	Section 6 Cl. 2.7.3.3.2 (a)	CSP should provide capability to import a Virtual Machine (VM) as an image and support standard formats such as OVA, VMDK, VHD, and raw.	CSP should provide capability to import a Virtual Machine (VM) as an image and support standard formats such as OVA, VMDK, VHD, raw, qcow2 and vdi. Covering the wide range of formats for VM migration covers the list of standard formats followed by multiple CSPs which increases the likelihood of agreement on a common format between various CSPs to migrate the machines between data centers.	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
133)	Section 6. Cl. 2.7.3.3.3 (c)	CSP must ensure that all the cloud VMs are in same network segment (VLAN) even if they are spread across multi data centres of CSP.	We request to delete this point as it favors specific CSPs and this is not mandatory as data and service transfer can be ensured between different Network segments. This clause should be removed as it is more like keeping all eggs in one basket, keeping separate networks and VLANs in various data centers reduces complexity while ensuring seamless transfer of data and services between network segments and with isolation it allows to adds different security levels for each subnet which is not possible in case all VMs remain in the same segment.	The provisions of the RfP shall prevail.
134)			This is also not the best practice as same VLAN will not be able to block broadcasts as they will have single broadcast domain. Also the Section 6 Clause 2.7.3.3.3 (a) is contradicting to put all VMs even in DC in same VLAN. The best practice is to keep Prod and non-prod in different VLAN only. Kindly remove this clause.	
135)	Section 6. Cl. 2.7.3.3.3 (g)	CSP must ensure that public IP address of cloud VMs remains same even if cloud VM gets migrated to another data centre due to any incident.	It's only possible if the IP pool is taken by customer in customers name with public ASN from APNIC. As CSP is providing public IP in this case this cannot be done. Kindly remove this clause.	The provisions of the RfP shall prevail.
136)			We request to delete this point as most of the routing will happen through DNS servers and domain names rather than using IPs (It is not recommended to share IPs of the machines). Dynamic DNS can ensure seamless routing to the other data center in case of switch over/failover of services due to any issues in the primary site. As a security norm, IP of a VM/Server is not exposed outside the administrative role, hence this clause should be removed. Also, as the key objective here is to ensure seamless access to application services despite switchover/failover to a different datacenter. This can be managed by using Dynamic DNS configuration which reroutes the traffic to the DR in case of any issues with the primary site.	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCCL's Response
137)	Section 6 Cl. 2.7.3.3.3 (h)	CSP must ensure that public IP address of cloud VMs remains same even if cloud VM network is being served from multiple CSP data centres.	We request to delete this point as most of the routing will happen through DNS servers & domain names rather than using IPs (it is not recommended to share IPs of machines). Dynamic DNS can ensure seamless routing to the other data center in case of switch over/failover of services due to any issues in primary site. As a security norm, IP of a VM/Server is not exposed outside the administrative role, hence, this clause should be removed. Also, as key objective here is to ensure seamless access to application services despite switchover/failover to a different datacenter. This can be managed by using Dynamic DNS configuration which reroutes the traffic to the DR in case of any issues with the primary site.	The provisions of the RfP shall prevail.
138)			This is only possible if Customer is having its own public IP with public ASN. If Customer is not having its own public IP, then this is not applicable. Kindly remove this clause.	
139)	Section 6 Cl. 2.7.3.3.4(b)	Selection of DC-DR site architecture shall be in accordance with applicable laws including but not limited to the “Disaster Recovery Best Practices” guidelines issued by the Ministry of Electronics & Information Technology (MEITY) and as amended from time to time”.	We request to add that the DC and DR should be in different seismic zones and should be at least 250 Km apart The DC and DR sites should be in different seismic zone to ensure that business continuity.	The provisions of the RfP shall prevail.
140)	Section 6 Cl. 2.7.3.3.9 (b) (f)	Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fireproof cabinets if applicable.	We request to kindly review these as offsite media management should not be under the scope of the CSP Offsite media management should not be responsibility of the CSP, it should be managed by AMISP as CSP is only responsible for cloud-based infrastructure and services.	The provisions of the RfP shall prevail.
141)	Section 6 Cl. 2.7.3.3.9 (b) (h)	Coordinating to retrieve off-site media in the event of any disaster recovery	We request to kindly review these as offsite media management should not be under the scope of the CSP Offsite media management should not be responsibility of the CSP, it should be managed by AMISP as CSP is only responsible for cloud-based infrastructure and services.	The provisions of the RfP shall prevail.
142)	Section 6. cl. 2.7.3.3.11 (i)	Configuration, installation and maintenance of Automatic Storage Management (ASM), capacity planning/sizing estimation of the Database setup have to be provided and taken care by the AMISP.	Kindly amend the clause as follows: “Configuration, installation and maintenance of Application and Database, capacity planning/sizing estimation of the Database setup must be provided and taken care by the AMISP.”	The provisions of the RfP shall prevail.
143)			Automatic Storage Management (ASM) feature mentioned under the Database support service is specific to One	The provisions of the RfP

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCCL's Response
			Database vendor limiting the choice and competition for Database. Kindly remove this feature.	shall prevail.
144)	Section 6 Cl. 2.7.3.3.12 (a)	The functional performance test shall verify all features specified in respective technical specifications of equipment/ systems along with cloud services & software using selected communication paths.	Please remove this as Factory Acceptance Testing is not applicable for Cloud Infrastructure. It is generally asked for project involving Hardware supply and should not be applicable to CSP	The provisions of the RfP shall prevail.
145)	Section 6. Cl. 2.7.3.4(j)	j) Inspector: Automated security assessment service that helps improve the security and compliance of applications deployed on cloud	Inspector is a proprietary term of AWS. Already multilevel cyber security is mentioned on requirement, this is not required. Kindly remove this clause.	The provisions of the RfP shall prevail.
146)	Section 6. cl. 2.7.7	...Cyber security governance problems are unique as well as evolving therefore, they cannot be dealt with a traditional approach. For establishing secure and resilient Smart Meter systems, a standardized cybersecurity framework should be adopted by the AMISP in consultation with the Utility and relevant stakeholders...	Cyber security is a joint effort between AMISP & utility with equal responsibility and accountability. CEA is already working on cybersecurity guidelines for power system including smart metering. Therefore, other general guidance documents referred in the clause shall be considered accordingly. Kindly amend the clause as follows: “Cyber security governance problems are unique as well as evolving therefore, they cannot be dealt with a traditional approach. For establishing secure and resilient Smart Meter systems, a standardized cybersecurity framework should be adopted by both AMISP and utility in consultation with each other and relevant stakeholders. The key elements of the cyber security framework may include and take guidance from:....	The provisions of the RfP shall prevail.
147)	Section 6. Cl. 2.7.7 (b)	Application, scanning and hardware scanning tools shall be provided to identify vulnerability & security threats	Request you to amend as Network & O/S scanning tools shall be provided to identify vulnerability & security threats	The provisions of the RfP shall prevail.
148)	Section 6. cl. 2.7.8	Data Privacy	It is a joint effort of all the stakeholders involved in the system and we request you to replace the clause as follows, The data privacy rules, and design documents shall be prepared and finalized together by AMISP and utility through mutual agreement as per the prevailing and relevant Act, Policies and regulations	The provisions of the RfP shall prevail.
149)	Section 6. Cl. 3.	AMI System Integrations	The following approach will reduce present and future techno-commercial efforts of integration of multiple HES with utility MDM. Kindly amend the clause as follows: “AMISP shall be responsible for the integration of utility MDM and HES through a common data interface; format for the same shall be mutually agreed between AMISP and Utility.”	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
150)	Section 6. cl. 3.1 (i)	Workforce Management System	Does UT of Puducherry have an existing work force management system with which proposed systems would integrate with or is utility open to procure such a system from the bidder?	Work force Management System does not exist in the Utility.
151)	Section 6. Cl. 4	Consumer indexing	<p>i. It is understood that nomenclature &amp; painting of the pole, transformer, feeder and panels will be provided by the utility. Bidder shall only be responsible for the consumer indexing and accordingly will map the consumer details with its DT &amp; feeder only, poles are not included in consumer Indexing. Please confirm.</p> <p>ii. We request to PFCCL to provide GPS coordinates of the all consumer, DTs and feeders, as it is required for designing AMI architecture.</p>	<p>The scope of work is in line with the SBD. Hence, provisions of RfP shall prevail.</p> <p>The existing/ available customer database shall be shared with AMISP. However, consumer indexing is to be carried out on de-novo basis by AMISP</p>
152)			We recommend carrying out the network feasibility at the time of consumer indexing by capturing 4G/2G signal strength at meter installation locations.	The provisions of the RfP shall prevail.
153)			<p>Since AMISP is the sole responsible entity for the performance of whole AMI system then to achieve the desired performance level, it shall be optional for AMISP to use existing codification for consumer Indexing.</p> <p>Please amend the clause as follows:          “In establishing the linkage of the consumer meter to the electric network, the asset (including the meter) codification as used by the utility GIS (or as per standards set by the utility) shall be strictly followed or else AMISP may use its own code and methodology for conducting the asset mapping. However, it shall be joint responsibility of utility &amp; AMISP to integrate this with existing DISCOM GIS system. Interfaces shall be mutually discussed and agreed between AMISP and DISCOM post award of contract.”</p>	The provisions of the RfP shall prevail.
154)			It is mentioned that If GIS is not available, then the AMISP is required to create a standalone consumer indexing database, please clarify that whether we must do consumer indexing of old asset or not. Also numbering on (painting) already installed pole and transformer.	The provisions of the RfP shall prevail.
155)	Section 6. Cl. 7.2	....The AMISP shall make available the following man-power resources at the utility's Network Operations cum Monitoring	Since, AMISP is responsible for the overall project management and will adhere to SLAs as defined in the RfP, it	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
		<p>Centre,</p> <p>a) One resident Project Manager cum Supervisor,</p> <p>b) Four numbers operations staff</p> <p>c) One support engineer for each category of hardware supplied and</p> <p>d) One software specialists for each domain.</p> <p>The above-mentioned operation and support staff shall be made available as required to meet the SLA and system availability requirements. Re-distribution of any support engineer/specialist at the cloud Data Centre shall be at the discretion of the AMISP...</p>	is requested to allow AMISP to deploy resources at NOMC according to project needs. It will also help AMISP to optimize resource utilization and cost.	
156)		<p>...It shall be the responsibility of the AMISP to collect meter data through handheld meter reading instruments for the balance meter data reads not fulfilled by the automated remote reading process. Similarly, if the remote connect / disconnect facility fails, it shall be the AMISP's responsibility to manage the function locally.</p>	<p>Please allow AMISP to use any suitable technology for reading the balance meters that are not fulfilled by the automated remote reading process. Kindly amend the clause as follows:</p> <p>"It shall be the responsibility of the AMISP to collect meter data through handheld meter reading instruments or by using any other suitable technology for the balance meter data reads not fulfilled by the automated remote reading process."</p>	The provisions of the RfP shall prevail.
157)	Section 6. Cl. 7.3.1 (d)	Providing all necessary assistance to the Utility for addition and modification of utility user interface, consumer Portal/ App displays, and Database	<p>The new addition/ modification shall be the part of change management. Kindly amend the clause as follows:</p> <p>"Providing all necessary assistance to the Utility for fixing of issues (if any) of utility user interface, consumer Portal/ App displays, and Database"</p>	The provisions of the RfP shall prevail.
158)	Section 6. Cl. 7.3.2	All future services, protocol emulations and configuration support for integration of Smart Meters/ nodes, routers, access points, network devices, web services, integration with other offline applications etc. shall be the responsibility of AMISP and shall be part of the maintenance activities.	The future services & integrations shall be part of change management and shall be taken through separate change request mechanism as per mutual agreement.	The provisions of the RfP shall prevail.
159)	Section 6. cl. 7.5	In case a Consumer complains about meter accuracy post operational go-live and same isn't reasonably resolved through past consumption trend, Transformer Energy Audit, Check Meter (by Utility), etc. AMISP will be obliged to facilitate the meter testing. In this regard, AMISP shall handover the meter for testing to CPRI Lab/ Utility Lab/ NABL accredited Lab and install a temporary meter till the period of removal and replacing meter, if found inaccurate or reinstall if found accurate. AMISP shall pay the testing charges if the meter is	Please confirm that Utility shall bear the cost if meter is found accurate. There must be capping of maximum of 3 times for conducting the meter accuracy in the project life.	<p>In case meter is found accurate, the cost will be arranged by the Utility/ recovered from the consumer by the Utility.</p> <p>Further, the capping of accuracy testing as 3 times is acceptable.</p>

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
		found faulty as well as the penalty, if any, for not adhering to testing timelines as per Joint Electricity Regulatory Commission (JERC) norms		
160)	Section 6. Cl. 7.7	General	As AMI is a relatively new technology which is in the initial stages of implementation in the country and no large-scale projects has been implemented yet, we request to provide stabilization period of at least 6 months to AMISP after completion of Implementation period in which no penalty shall be levied on AMISP in default of SLA. After completion of this stabilization period, applicable penalty can be levied as per SLA performance	The provisions of RfP shall prevail.  Certain changes have been made in Note to the SLA Table. Please refer Amendment No.1 to RfP for the same.
161)			What will be SLA for Network connectivity?	
162)			SLAs and Penalties under all the Heads of the SLA Table may be relaxed	
163)			Since major part of project is OPEX based, capping 20% penalty would be too high for an AMISP. Also, Maximum Penalty out of the above shall be restricted at 10% of AMISP Service Charge. Please consider our proposed SLAs.	The provisions of RfP shall prevail
164)	Section 6. Cl. 7.7 Table (S.No. 4)	Scheduled billing profile data for the bill period	As AMI being a new technology, it is requested to make provision for 5% billing data through CMRI in seven (7) days. AMISP will ensure 100% billing data of the consumers by 7 <sup>th</sup> day of each billing cycle.	The provisions of the RfP shall prevail.
165)	Section 6. Cl. 7.7 Table (Note No. 5)	Exclusions: Power Outages, Meter bypass by consumers, Local Temporary/ Permanent disconnection by Utilities, Meter burnt shall be excluded from above SLA calculations. For these cases, joint visit of AMISP and PFCCL/ Utility officials shall be carried out and field inspection report shall be submitted by AMISP to PFCCL/ Utility for suitable action.	PFCCL is requested to add following points also in exclusions for SLA penalty calculation: <ul style="list-style-type: none"> <li>• Meter damage</li> <li>• Meter theft</li> <li>• Customer hindrance</li> <li>• Force majeure events</li> <li>• Any other event not attributable or not in control of bidder</li> </ul>	The provisions of the RfP shall prevail.
166)	Section 6. Cl. 8	General	No qualification criteria are mentioned for Cloud Service Provider (CSP). Can Bidder engage any MEITY empaneled CSP without any further criteria? Please confirm	The provisions of RfP shall prevail
167)	Section 6. Cl. 8.2, Table (S.No.1)	Smart Grid components Hardware and Software Course	As AMISP is responsible for implementation of AMI infrastructure only, kindly amend the clause as follows: "AMI/Smart Metering components Hardware and Software Course"	The provisions of the RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
168)	Section 6 Cl 9.3 (c)	Before the delivery of the first lot of field devices (meters/DCUs etc.), a. The production hardware (servers, WS, LAN/Routers, FW, etc.) and software shall be provisioned at the cloud data centre. b. The IT hardware shall be installed and made functional at the NOMC with requisite connectivity to the cloud data centre.	The hardware should be configured at NOMC as external Hardware provisioning in CSP data center is not allowed due to compliance. Either the production hardware and the field hardware should be installed in NOMC or if it is envisaged to be setup on cloud it should be mentioned as production level compute and network setup similar nomenclature should be used for the field hardware	The provisions of the RfP shall prevail.
169)	Section 6 cl. 9.3 (d)	The installed field hardware shall be configured and registered in the production environment of the cloud data centre.		
170)	Section 6. Cl. 9.4	The first lot to be subjected to SAT shall consist of the complete cloud data centre and its hardware and software components along with supply, installation & integration of a minimum of [5%] Smart Meters/ DCUs (along with its related hardware and software equipment).	We request to add a note where Utility and AMISP should identify the group of meters (1000) on which SAT, and SLA testing be conducted for compliances. Also non communicating meters, Power Off and other variables should be kept out of Compliances calculations	The provisions of the RfP shall prevail.
171)	Section 6. Cl. 10.1	Project Implementation Plan would cover the following: ..... (vii.) An approach paper documenting the interfaces for integration with existing and future applications based on the information provided by utility.	A standardized data interface will help DISCOM to ease the present and future integration both technically and commercially. Kindly amend the clause as follows: “An approach paper documenting the interfaces for integration with existing and future applications based on the information provided by utility. AMISP shall be responsible for the integration of HES and utility MDM through a common data interface. Format for the data interface shall be mutually agreed between AMISP and utility.”	The provisions of the RfP shall prevail.
172)	Section 6. Cl. 12. Table (S.No. 1)	Submission of detailed Project Implementation Plan giving the compliance sheet along with the make and model of various infrastructure, hardware & software that are proposed for delivery and operations incl.: • Specification of System • Architecture and Software Solution	The requirement to submit the same may be kept within 30 days from the date of execution of the Contract instead of within 15 days from the date of execution of the Contract	The provisions of the RfP shall prevail.
173)	Section 6. Cl. 12. Table (S.No. 3)	Delivery, site installation, integration and operationalization of 100% of Feeder Meters each with related hardware, software and equipment – within 2 months from the date of execution of the Contract	Till now HT feeder smart meter are not available in market. AMISP shall install feeder meter as per their availability.	The provisions of RfP shall prevail
174)			Currently standard for HT Smart Meter is not yet released by BIS and it may take around 6-8 months for commercial availability of the meters. Further, implementation of HES, MDMS, survey and integration will take at least 6 months. Hence, it is requested to extend implementation period to 18 months and accordingly change the LD clause.	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
175)			Please note that lead times for availability of electronic components, worldwide, are high and therefore components cannot be procured. Meters cannot be manufactured & made available in 2 months' time from the date of contract. Hence, please extend the timeline for completion of Feeder meters to 6 months from the date of execution of the Contract.	
176)			Please extend the timeline for completion of Feeder meters to 4 months from the date of execution of the Contract.	
177)	Section 6. Cl. 12. Table (S.No. 4)	Within 2 months from the date of execution of the Contract <ul style="list-style-type: none"> <li>• Delivery, site installation and commissioning of Network Operations cum Monitoring Centre with related hardware, software and equipment;</li> <li>and</li> <li>• Delivery, site installation, integration and operationalization of 5% of Smart Meters each with related meter box, service cable, hardware, software and equipment and successful operational go-live</li> </ul>	Is it expected that Consumer portal and web self-service application should be operational within 2 months from the date of execution of the contract for 5% of the smart meters installed? Please extend the deployment time for Consumer portal and web self-service application to at least 6 months execution of the contract	The provisions of RfP shall prevail
178)			We request to extend this timeline to 4 months from the date of execution of the Contract.	
179)	Section 6. Cl. 12. Table (S.No. 5)	Delivery, site installation, integration and operationalization of 50% of Smart Meters each with related meter box, service cable, hardware, software and equipment - within 6 months from the date of execution of the Contract	We request to extend this timeline to 12 months from the date of Contract.	The provisions of RfP shall prevail
180)	Section 6. cl. 12 Table (S.No. 6)	Installation Milestone: Within 10 months from the date of execution of the Contract	Field survey is required to be undertaken so as to assess topography/geography of the area as well as quantity of gateways depending upon density of population & availability of network, availability of various service providers. There is huge volume of installation of smart meter and long delivery time of smart meters due to global shortage of electronics component. Keeping in view of the above points, we request you to extend the project implementation period up to 24 months	The provisions of RfP shall prevail
181)			We request PFCCL to consider 18 months for Project Implementation Period as 10 months is too short a time period for delivering, installing, testing and commissioning 4 lac Smart Meters in this environment of semiconductor shortages and high lead times for components.	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
182)			We request you to amend the installation Period as 30 Months in place of 10 Months due to the scattered and complexity of the work.	
183)	Section 6. Cl. 12. Table (S.No. 7)	Certification of Installation Milestone in accordance with the provisions of this Contract by PFCCL and Utility - within 15 days from the date of Installation Milestone	We request to extend this timeline to within 30 days from the date of Installation Milestone	
184)	Section 6. Annexure A	.... Pre-paid features at MDM end (as per IS 15959 Part 2)...	There are many benefits of having prepaid features at meter end, as meter can calculate account balance on its own based on the real time consumption and tariff configured in it, thereby making the meter self-resilient and less dependent on WAN communication network. Also, CEA "Functional Requirements of Advance Metering Infrastructure (AMI) in India" gives provision of prepayment feature in MDM/HES/Meter end. Please amend the clause as follows: "Prepaid features at MDM/HES/meter end as per mutual agreement between AMISP & utility (as per IS15959Part 2)."	The provisions of the RfP shall prevail.
185)		...Current rating 5-30 A....	Specification should provide the flexibility to provide wide current range provision, to help utility for better inventory management. Kindly amend the clause as "Current rating 5-30 A or 5-60A"	The provisions of RfP shall prevail
186)		...Further, the Meter should display high resolution energy values with resolution of 3 digits before decimal and 2 digits after decimal in push button mode...	Kindly amend the clause as follows: "...Further, the Meter should display high resolution energy values in push button mode..."	The provisions of the RfP shall prevail.
187)		..Plug-in Communication Module - The Smart Meters shall have a dedicated sealable slot for accommodating plug-in type bi-directional communication module which shall integrate the respective communication technology (RF/PLCC/Cellular) with the Smart Meters, leading to easy adaptability for network interfaces (WAN/NAN). The Plug-In module shall be field swappable/ replaceable...	Communication technology will be RF/Cellular.	The provisions of the RfP shall prevail.
188)		... Communication capabilities as per clause 1.4.36...	Clause 1.4.36 is not found in the RfP	Please refer Amendment No.1 to RfP
189)		...Immunity against abnormal Magnetic influence, as defined in Clause 1.4.37...	Clause 1.4.37 is not found in the RfP	
190)		..Immunity against ESD as defined in clause 1.4.37...	Clause 1.4.37 is not found in the RfP	
191)		..DC Immunity as defined in clause 1.4.38...	Clause 1.4.38 is not found in the RfP	
192)		... Abnormal and tamper Conditions as per Table 4 - Tamper Event Details for Single Phase Smart Meters...	Table 4 - Tamper Event Details for Single Phase Smart Meters is not found in the RfP	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
193)		Data display facility (auto/manual) ..... Scroll with Push Button.... Cumulative Energy in kVArh Lag/Lead with legend	kVArh is not applicable for 1Ph Meter	The provisions of the RfP shall prevail.
194)	Section 6. Annexure B	...Current rating 10-60 A....	Specification should provide the flexibility to provide wide current range provision, to help utility for better inventory management. Kindly amend the clause as "Current rating 10-60 A or 10-100A"	20-100A rating would also be acceptable for Three Phase Whole Current Smart Meters
195)		...Further, the Meter should display High Resolution energy values with resolution of 3 digits before decimal and 2 digits after decimal in push button mode....	Kindly amend the clause as follows: "...Further, the Meter should display High Resolution energy values in push button mode...."	The provisions of the RfP shall prevail.
196)		...Plug-in Communication ModuleThe Smart Meters shall have a dedicated sealable slot for accommodating plug-in type bi -directional communication module which shall integrate the respective communication technology (RF/PLC/ Cellular) with the Smart Meters, leading to easy adaptability for network interfaces (WAN/NAN).The Plug-In module shall be field swappable/ replaceable comply to IS-16444 part 1...	Meters have built-in communication module; however, Provisioning of communication module is already defined in IS 16444 where standard gives option of both pluggable (of same technology and make) and built-in module. Kindly amend the clause as follows: "..The Smart Meters shall have a dedicated sealable slot for accommodating plug-in type bi -directional communication module which shall integrate the respective communication technology (RF/PLC/ Cellular) with the Smart Meters, leading to easy adaptability for network interfaces (WAN/NAN). The module shall comply to IS-16444 part 1.."	The provisions of the RfP shall prevail.
197)	Section 6. Annexure C	Digital Input (DI): The Smart meter should have the provision of sensing digital inputs via DI (Digital Input) port provided at the terminal block. The smart meter should register the digital input(s) sensed, upon reaching respective threshold (configurable) and the event shall be communicated to HES. The OBIS code required for this shall be provided during detailed engineering. The requisite power supply requirement (AC to DC auxiliary supply/ charger) for the DI should be made internal to the smart meter itself. In case the same is not feasible to be provided, bidder should provide external power supply with following specifications. d) Input voltage: 63.5V AC e) Operating voltage: 12V DC f) Contact Rating: 5A Continuous @30V DC, 25A for 3 sec No. of DIs - 04 Nos. DI for 4V(DC), 10 mA	Since application & infrastructure at distribution transformer metering does not have auxiliary supply as a general practice in India. So, in case of power off condition, DIDO would not suffice the requirement. Instead of DIDO, meter itself should have provision to take Smart decisions with calculating electrical parameters. Parameters like over loading, unbalance of phases could be measured by meter itself & should send the same to backend HES. Kindly take out the respective clauses.	The provisions of the RfP shall prevail.
198)			As per IS-16444, this type of port is not used	The provisions of the RfP shall prevail.
199)	Section 6.	...Current Rating Ib 5A/ 1A (as applicable)...	We will offer -/5A meter.	The provisions of the RfP

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
	Annexure D			shall prevail.
200)	Section 6. Annexure C & D	...The CT operated meters would have capability to control external switching device. In future if such a connect-disconnect feature is available for CT operated meters, the provision for prepaid functionality shall be possible through software at MDM/ HES level...	Please explain which type external switching device require.	Please refer Amendment No. 1 to RfP
201)		General	<p>Indian utilities have already deployed meters with NBIoT modems which have a success rate of more than 94%. Hence, the same could be extended to larger installation, which will support the objective of timely rollout of the project. Ministry of Power also mandated energy accounting through “Manner and Conduct Energy Accounting” regulations 2021, where it is mandated that Prepaid Smart Consumer Metering for all directly connected meters and AMR in case of other meters.</p> <p>Under Annexure-C, C.1, C.2, C.3 – Three phase CT operated alternating current Smart Meter of Accuracy Class 0.5S (DT Meter, LT-CT Meter, etc.), specification of AMR meters complying to IS 14697 &amp; IS 15959 Part 1 can be included with Smart meters (IS 16444 – Part 2 &amp; IS 15959 Part 3)</p> <p>Under Annexure-D, D.1, D.2, D.3 – Three phase CT/PT operated alternating current Smart Meter of Accuracy Class 0.5S/ 0.2S (as required) –Feeder Meter, Boundary Meter, HT Consumers, etc., specification of AMR meters complying to IS 14697 &amp; IS 15959 Part 1 can be included with Smart meters (IS 16444 – Part 2 &amp; IS 15959 Part 3).</p>	The provisions of the RfP shall prevail.
202)	Section 6. Annexure A, B, C & D	..AMISP shall supply two seals for each meter and one seal for each meter box with 5% spare quantities. One seal shall be provided by AMISP after routine testing of meter and balance one seal for meter and one seal for meter box shall be provided by AMISP in presence of utility officials during installation....	Generally, there are up to 6 seals required for smart meters. For Single-Phase (One each for meter body, communication module, terminal, and meter box) For Three-Phase (One each for meter body and communication module and 2 each for terminal and meter box). If AMISP shall provide 3 seals. Please confirm who shall provide the balance seals, if required	All the seals need to be supplied by AMISP as per the relevant IS.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
203)	Section 6. Annexure F	General	<p>1. Design and Pin configuration specified in Annexure F is very design specific Requirement.</p> <p>2. The BIS committee is yet to standardize the design and working of the NIC module. BIS inputs are essential for any standardization of design of module.</p> <p>3. Also, as AMISP is bound to comply with SLAs, pin configuration of the communication module, please allow use of our design of pluggable NIC in compliance with IS 16444</p>	The provisions of the RfP shall prevail.
204)			We request to remove the Annexure F. AMISP will be the designated entity to select vendors and provide FMS for complete project duration and meet the stipulated SLAs. Hence specifying common pluggable module specs will complicate meter design, even put extra burden from cost point of view too.	
205)			<p>Smart Meters have been designed by manufacturers uniquely to provide the desired performance. The communication module requirements vary w.r.t their operating voltage, power requirement and other features including physical dimensions and pin configurations for each type of communication technology &amp; their make. Hence specifying a common dimension for Communication module is restrictive. The requirement of common pluggable module with a universal interface as given in tender specifications does not allow innovation in design &amp; manufacture of Smart Meters as it restricts/limits the efforts in cost reduction of the Meters. Also, once meters are redesigned, type tests are to be carried out in third party laboratories which are already running full. The timeline for deployment will be beyond 12 months.</p> <p>Request note that plugging in a different make/model of communication module does not guarantee that the Meter &amp; module combine will meet the specification &amp; standard and this will void the warranty of the Meter as well. In view of these multiple reasons, we request to remove this requirement of common dimensions/pin-out details of the communication module to ensure hassle-free rollout of the AMI solution.</p>	
206)			It is understood that meters are required to be of plug & play communication module. It is submitted that for same communication technology it is possible to have a plug &	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
			<p>play module.</p> <p>However, as the AMI system has a combination of communication technologies and plug and play module supporting different communication technologies for same meter is not possible, as smart meters which can support multiple communication technologies are not available in the market and developing such meters is a time taking activity. Hence it is requested to delete this requirement.</p>	
207)			<p>BIS is working on the feasibility of the field swappable communication module. Also, AMISP is responsible for data delivery and successful running of the project therefore focusing on field swappable module will not add any value to the project. It should be as per IS16444. Kindly accept and remove the respective clauses</p>	
208)			<p>We agree to provide the place near to the dimension mentioned in the RFP. However, our own NIC size will be much smaller. There is no standard define for these slots and need statutory approval if any meter vendor changes their design because of this. Better to delete this clause and ask for system level interoperability like</p> <ol style="list-style-type: none"> <li>1. Universal HES irrespective of comms and meter make</li> <li>2. Same meter should be capable to work on RF mesh or Cellular (4G/NB IoT)</li> <li>3. 2 different telco's SIM should be worked with a particular NIC</li> </ol>	
209)		Considering that the new Smart Meters may use different types of communication technologies (RF/PLCC/Cellular, etc.), thus in order to enable different communication modules to be used in the same meter, it is necessary to use a universal interface and a particular size irrespective of the choice of communication technology that defines the dimensions of the communication slot as well as physical placement and location of connectors.	Communication module as per meter design, for all types of three phase meter common & single phase will be different. kindly accept the same. (RF and cellular module common provide at the time of supply)	
210)		.... The meter shall have a slot of an appropriate size to allow for the pluggable communication module (such as but not limited to NAN /WAN, dual mode RF, Dual Technology,	Kindly note that in our meter, we provide 12 pins Female socket which is adequate for meeting the requirement. We request to accept the same.	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response																															
211)		cellular etc.) to be fit in to the meter. The meter shall provide a 14-pins Female socket connector (2*7pin, 2.54mm). The socket shall be selected and positioned to ensure that the male pins on the communication module can connect reliably and easily connect with the female contactors on the meter....	It is requested that flexibility in module design is to be provided as all manufacturers have different design and it is not standardized as per IS 16444.																																
212)			Communication module as per meter design, for all types of three phase meter common & single phase will be different. Kindly accept the same (RF and cellular module common provide at the time of supply).																																
213)	Section 6. Annexure H	General	This will be part of the detailed project implementation plan to be submitted after award of contract as per mutual agreement between AMISP and utility.	The RfP clearly specifies that the requirement is for Future Demand Response Program Use Cases.																															
214)			We request to keep these as out of scope for present tender requirements. The clause mentions the use cases which can be adopted in future, once system is stabled and project is in Go-Live stage.																																
215)	Section 6. Annexure J	Severity 1– Urgent a) Complete loss of AMI system functions	We understand that AMI system will run on either DC or DR site at a time so in the event of outage of DC / DR site, resumption/ resolution time will govern from RPO / RTO clause 2.7.3.3.9. Kindly accept the same.	The provisions of the RfP shall prevail.																															
216)		<div>Response &amp; Resolution Time<table><tr><th>Severity</th><th>Initial Response Time</th><th>Maximum Action Resolution Time</th><th>Action</th></tr><tr><td>1</td><td>[15 minutes]</td><td>[2 hours]</td><td>An urgent or emergency situation requiring continuous attention from necessary support staff until system operation is restored.</td></tr><tr><td>2</td><td>[30 minutes]</td><td>[24 Hours]</td><td>Attempt to find a solution acceptable to the utility (dependent on reproducibility), as quickly as practical.</td></tr><tr><td>3</td><td>[2 hours]</td><td>[10 days]</td><td>Evaluation and action plan. Resolution time is dependent on reproducibility, ability to gather data, and the Utility's prioritization.</td></tr></table></div>	Severity	Initial Response Time	Maximum Action Resolution Time	Action	1	[15 minutes]	[2 hours]	An urgent or emergency situation requiring continuous attention from necessary support staff until system operation is restored.	2	[30 minutes]	[24 Hours]	Attempt to find a solution acceptable to the utility (dependent on reproducibility), as quickly as practical.	3	[2 hours]	[10 days]	Evaluation and action plan. Resolution time is dependent on reproducibility, ability to gather data, and the Utility's prioritization.	<div>Please amend the Maximum Action Resolution Time as per the following:<table><tr><th>Severity</th><th>Initial Response Time</th><th>Maximum Action Resolution Time</th><th>Action</th></tr><tr><td>1</td><td>[15 minutes]</td><td>[4 hours]</td><td>An urgent or emergency situation requiring continuous attention from necessary support staff until system operation is restored.</td></tr><tr><td>2</td><td>[30 minutes]</td><td>[24 Hours]</td><td>Attempt to find a solution acceptable to the utility (dependent on reproducibility), as quickly as practical.</td></tr><tr><td>3</td><td>[2 hours]</td><td>[10 days]</td><td>Evaluation and action plan. Resolution time is dependent on reproducibility, ability to gather data, and the Utility's prioritization.</td></tr></table></div>	Severity	Initial Response Time	Maximum Action Resolution Time	Action	1	[15 minutes]	[4 hours]	An urgent or emergency situation requiring continuous attention from necessary support staff until system operation is restored.	2	[30 minutes]	[24 Hours]	Attempt to find a solution acceptable to the utility (dependent on reproducibility), as quickly as practical.	3	[2 hours]	[10 days]	Evaluation and action plan. Resolution time is dependent on reproducibility, ability to gather data, and the Utility's prioritization.
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S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
217)	Section 6. Annexure K	General	SLA under Section 6 of the RfP, advises to refer Annexure-K for billing schedule which state that billing schedule will be shared on award of the contract. However, billing schedule is required during bidding stage for estimation of the manpower deployment for manual meter reading. Hence, it is requested to provide the current billing schedule.	The provisions of RfP shall prevail
218)	Section 6. Annexure O	Technical Requirements: ii. Degree of Protection: IP55 vi. Material of the gasket: Rubber gasket	As per technological advancement there is no need to provide gasket arrangement for fitting purpose. Internal grooves/press fit arrangements are there to solve the purpose. Request to accept the same. Kindly amend the clause as follows: “ii. Degree of Protection: IP54 vi. Deleted”	The provisions of the RfP shall prevail.
219)		General Constructions: ...iii. The thickness of the box shall not be less than 3.0 mm on the load bearing side and other sides, door and roof shall not be less than 2.5 mm....	Meter base thickness of the box 3.0 mm on the load bearing side and other sides, door and roof shall 2.5 mm. And top all side thickness 2.5mm +/-0.1mm.	The provisions of the RfP shall prevail.
220)		General Constructions: .... iv) The box shall be designed in such a way that there should be the following clearances between the meter and the Meter box: .... Between Sides of the meter body and meter box – 30 mm minimum (excluding the flanges on the meter body for sealing screws.) ...Between lower edge of the terminal block and the Meter box – 70 mm Minimum ...Between the back of the meter and the meter box base – 10 mm Minimum ...Between the top of the meter and the meter box cover – 20 mm Minimum..”	Kindly amend the clause as follows: “...iv) The box shall be designed in such a way that there should be the following clearances between the meter and the Meter box: ...Between Sides of the meter body and meter box – 15 mm minimum (excluding the flanges on the meter body for sealing screws.) ...Between lower edge of the terminal block and the Meter box – 70 mm Minimum ...Between the back of the meter and the meter box base – 10 mm Minimum ...Between the top of the meter and the meter box cover – 10 mm Minimum...”	The provisions of the RfP shall prevail.
221)		General Constructions: ...vii. The box cover shall be fixed to the base through two number hinges (approx. length 30 - 60 mm)...	We will provide two number hinges length 22-30 mm. (its suitable for hinge type meter box.)	The provisions of the RfP shall prevail.
222)		General Constructions: ...ix) For fixing the box to flat wall or wooden board 4 Nos. holes (2 Nos. key holes at top) of minimum 6 mm dia...	One no. keyhole is sufficient to place meter on wall/board along with two mounting holes to meet functional requirement. Please amend the clause as follows: “...ix. For fixing the box to flat wall or wooden board 3 Nos. holes (1 No. key holes at top) of minimum 6 mm dia...”	The provisions of the RfP shall prevail.
223)		General Constructions:	Suitable overlapping 8mm +/-1 mm will be provided between	The provisions of the RfP

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
		...xiv. Suitable overlapping (approx. 10 mm) shall be provided between base and cover to avoid access to the meter or its accessories inside the meter box by any means after sealing the box...	base and cover to avoid access to the meter	shall prevail.
224)		2:1 & 4:1 Meter Box arrangement for 1-ph Consumers	It is requested to provide the quantity and any other required details for the 2:1 and 4:1 meter boxes for single-phase connections	The provisions of the RfP shall prevail.
225)	Section 6. Annexure P	...The base shall be dark grey color whereas the cover shall be completely transparent for polycarbonate material. The material for base and cover shall be polycarbonate with minimum cover thickness of 2.5mm & base -3 mm thickness...	Kindly amend the clause as follows: “...The base and cover shall be completely transparent for polycarbonate material. The material for base and cover shall be polycarbonate with minimum cover thickness of be approx. 2.0mm thickness....”	The provisions of the RfP shall prevail.
226)		...The meter box should neither melt nor become soft or distort when tested up to temperatures 2500C...	Its manual mistake. It should be 250 degrees centigrade.	Please refer Amendment No. 1 of the RfP
227)		...Box and CT chamber with SMC lid/shed fitted with the base by two nos. concealed brass hinges....	We will provide two concealed SS hinges.	The provisions of the RfP shall prevail.
228)		Manufacturers should Screen Print the following information on each meter box.	Box name plate will be Aluminum Material with laser printing/engraving.	The provisions of the RfP shall prevail.
229)		General	Box size is not available. We will provide Box size 810*350*170 & SMC box suitable up to 400/5A ring type CT.	The provisions of the RfP shall prevail.
230)	Section 7. Form of Contract	General	In case of sole bidder, clause for SPV formation should be waived off and forms should be modified accordingly as SPV formation generally needed in case of the consortium bidding. Accordingly, kindly amend the Form 18, Form 19 and Form of Contract.	The provisions of the RfP shall prevail.
231)	Section 7. Cl. 4.1	The ownership, rights and title to the AMI system and other equipment installed by AMISP for operation of the AMI system pursuant to this Contract shall vest with PFCCL during the entire Term of Contract.	Ownership of the Assets should vest be with the successful bidder. In absence of the ownership of the assets created, no financial institution will fund the project. Arranging funds would be a challenge. Hence ownership of the assets created should be with AMISP.	Please refer Amendment No. 1 of the RfP
232)			The ownership of the System should vest with the AMISP during the term of contract in line with the AMISP SBD. Ownership transfer from AMISP to Utility can only be done on entire payment of project to AMISP. Hence the clause should be amended as follows: "The ownership, rights and title to the AMI system and other	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
			equipment installed by AMISP for operation of the AMI system pursuant to this Contract shall vest with AMISP during the entire Term of Contract.	
233)			The asset can be owned by the bidder or the Lessor Company. The AMI can be the Lessee Company. The asset after end of contract duration shall be transferred from Lessor company to the Discom/PFCCL.	
234)	Section 7. Cl. 4.2	Unless extended by mutual consent of the Utility and AMISP, after the Contract Period the ownership, rights and title of the installed AMI system and other equipment (if any) installed by AMISP for operation of the AMI system pursuant to this Contract shall be transferred to the Utility without any cost.	The asset can be owned by the bidder or the Lessor Company. The AMI can be the Lessee Company. The asset after end of contract duration shall be transferred from Lessor company to the Discom/ PFCCL.	The provisions of the RfP shall prevail.
235)	Section 7. Cl. 5.2.7	PFCCL shall, as a condition precedent to the award of the contract to the selected bidder and after establishment of a Direct Debit Facility by the Utility in favour of PFCCL, establish a Direct Debit Facility for the payments received from the Utility to ensure recovery of the amount due to be paid to the AMISP including amount due to be paid towards supplementary invoice. In this regard, PFCCL shall create a separate facility for receipt of payment by PFCCL from Utility. This facility shall be configurable for direct debit of 100% (hundred percent) of the monthly payment due to the AMISP.	<p>a) We understand that Utility is providing Direct Debit Facility in favour of PFCCL which will be followed by another Direct Debit Facility in favour of AMISP. Please confirm whether the understanding is correct.</p> <p>b) It is understood from the clause that establishment of Direct debit facility by PFCCL is contingent on the establishment of Direct Debit facility by utility which is contradicting to condition precedent provisions of SBD. Hence it is suggested that Direct debit facility by PFCCL should be condition precedent without any linkage to establishment of Direct debit facility by Utility.</p> <p>c) We understand that in case if Utility fails to provide Direct Debit Facility in favour of PFCCL, there will not be any implication on AMISP in getting payment from PFCCL. We also understand that PFCCL will be solely responsible for payment to AMISP, please confirm</p>	The provisions of RfP shall prevail.
236)			Please clarify the source of funds on which Utility will provide DDF to PFCCL. We understand that the source of fund is monthly revenue of the utility. Kindly confirm. Financial institutions want to be sure of the source at which DDF is established.	The provisions of RfP shall prevail.
237)			We understand that PFCCL shall establish direct debit facility in favour of AMISP. Please confirm. In case of Direct Debit Facility is not provided then what will be the payment security mechanism for AMISP.	The provisions of RfP shall prevail.

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCCL's Response
238)	Section 7. Cl. 7	General	Being a OPEX Project, AMISP is required to invest huge amount for implementation of the project. Delay due to customer hindrance or any other reason beyond the control of AMISP shall make project financially unstable. Hence it is requested to PFCCCL not to impose LD in case of customer hindrance and any other reason beyond the control of bidder.	The provisions of the RfP shall prevail.
239)			Currently standard for HT Smart Meter is not yet released by BIS and further it may take around 6-8 months for commercial availability of the meters. Further, implementation of HES, MDMS, survey and integration will take at least six months. Hence, it is requested to extend implementation period to 18 months from existing 10 months and accordingly change the LD clause.	The provisions of RfP shall prevail
240)	Section 7. Cl. 7.2.1	100% of Feeder Meters each with related hardware, software and equipment is delayed by more than 2 (two) months from the date of execution of the Contract the AMISP shall be liable to pay liquidated damages as per the rates specified in this Article	This timeline should be increased to 6 months at least. Supply of Meters within 2 months won't be easy and practical.	The provisions of RfP shall prevail
241)	Section 7. Cl. 9.1	General	Under the Natural Force Events, a specific mention of 'pandemic' & 'pandemic event resulting in quarantine restrictions' may be inserted.	Under the Natural Force Events, "epidemic" is already mentioned. The provisions of the RfP shall prevail.
242)	Section 7. Cl. 10.1	All Intellectual Property Rights in all material (including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents), which have been newly created and developed by the AMISP solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such services under this Contract, shall be the property of the AMISP....	Transfer of source code, object code map infringe Intellectual Property issued of bidders. The clause may be amended as follows: "All Intellectual Property Rights in all material (including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents), which have been newly created and developed by the AMISP solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such services under this Contract, shall be the property of the AMISP."...	The provisions of the RfP shall prevail.
243)			Request to remove "share the source code"	

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
244)	Section 7. Cl. 11.2 (a)	Failure of PFCCL to establish Direct Debit Facility through payments received from the Utility or pay the Monthly amount due to be paid including amount due towards supplementary invoice in accordance with Article 5.2 or any other payment due from PFCCL under this Contract and more than 90 (ninety) days have elapsed since such payments became due;	Failure of Utility in making payment for establishment of Direct Debit Facility by PFCCL would adversely impact the project execution by AMISP. This will entail financial risk for the AMISP and make the project unbackable. Hence it is suggested to modify the clause in line with the SBD.	The provisions of RfP shall prevail
245)	Section 7. Cl. 14.1	Change Notes / Change Order to Alter Number of Meters to be Installed	Payment Mechanism for the change order to alter number of meters to be installed in the O&M phase is not provided. Hence, PFCCL is requested to provide payment mechanism for the variation in the quantity during O&M phase.	Please refer RfP Section 7, Clause 14.1.1 and 14.1.2
246)			It is kindly requested to restrict the Positive variation till "Installation Milestone"	The provisions of the RfP shall prevail.
247)	Section 7. Cl. 30.2	Any payments shall be made to the AMISP only after receipt of the additional security by PFCCL.	If clause 30.1 is not applicable to sole bidder then it is kindly requested to either delete the clause 30.2 or make necessary changes in the clause to enable invoicing by sole bidder	The provisions of the RfP shall prevail.
248)	Section 7. Cl. 31.1	PFCCL, at its discretion, may provide to the successful bidder an interest-bearing advance payment against an advance payment security furnished by the successful bidder in the form of a bank guarantee for [10] % of the Contract Price	It is requested to delete the Interest clause from Advance payment	Please refer Amendment No.1 to RfP
249)			Please allow Successful bidder to take Advance anytime during execution of project based on their fund requirement.	
250)	Section 7. Cl. 31.2	Within 14 (fourteen) Days of the receipt of Letter of Award from PFCCL, the Successful Bidder shall furnish the Advance Payment Security, using for that purpose the format of Advance payment Security given in Form 4 in Section 8.	14 days period for arrangement of Advance Payment security is too less. It is requested to increase this timeline to minimum 30 Days.	The provisions of the RfP shall prevail.
251)	Section 7. Cl. 31.3	PFCCL shall provide an advance payment for [70] % of the advance payment security furnished by the successful bidder, at the time of contract signing.	It is requested to amend the clause as follows - PFCCL shall provide an advance payment for [100] % of the advance payment security furnished by the successful bidder, at the time of contract signing.	The provisions of the RfP shall prevail.
252)	Section 7. Special Conditions of Contract Cl. 1.2.12	Special Condition of Contract - Installation milestone - Within 10 months from the date of execution of contract	Approx. 4 lakh meters to be erected, need at least 2 years for installation of meter.	The provisions of RfP shall prevail

S. No.	Clause No. as per RfP	Existing Provision as per RfP	Bidders' Queries	PFCCL's Response
253)	Section 7. Special Conditions of Contract 5.1.1	The Contract Price shall be equal to the summation of total amounts payable by PFCCL and shall comprise of following: 1. Total Cost for each category of meter as per Column G of Table 1 of Annexure to Form 1 of Section 5 of this RfP 2. Cost for executing new requirements for software components of the AMI system as per Column F of Table 2 of Annexure to Form 1 of Section 5 of this RfP on need basis as informed by PFCCL.	It should be read as: The Contract Price shall be equal to the summation of total amounts payable by PFCCL and shall comprise of following: 1. Total Cost for each category of meter as per Column G of Table 1 & Column C of Table 2 of Annexure to Form 1 of Section 5 of this RfP 2. Cost of Auxiliary LT items: DT Cable Supply, Installation, Commissioning & other services as per Column E of Table 2 of Annexure to Form 1 of Section 5 of this RfP 2. Cost for executing new requirements for software components of the AMI system as per Column F of Table 3 of Annexure to Form 1 of Section 5 of this RfP on need basis as informed by PFCCL.	Please refer Amendment No 1 to RfP
254)	Section 7. Special Conditions of Contract Cl. 30.1	2.5% of the Contract Price, in case the share of equity participation in the SPV of any consortium member is less than 10% or if any consortium member is not willing to be a part of the SPV to be formed, except in the case when the said consortium member is a CPSE/ PSU or a subsidiary/ Joint venture of a CPSE/ PSU. If a Central Public Sector Enterprise (CPSE) / Public Sector Undertaking (PSU) or Subsidiary/ Joint Venture of a CPSE/ PSU is either the sole Bidder or a lead member of a Bidding Consortium, the bidder shall be exempted.	Referring to the AMISP Contract Clause 30.1 reading it in conjunction with SCC it is not clear that where this clause is applicable for Sole bidder or not (which is not a CPSE/ PSU). It is kindly requested to provide clarification in this regard.	The provisions of the RfP shall prevail.
255)	General	General	What is the inbuilt data required for the SIMs?	The provisions of the RfP shall prevail.
256)			What type of SIM card is to be provided (Normal or industrial grade) for handling high temperature?	
257)			Please share location details where these SIMs will be installed.	
258)			Kindly confirm the MPLS Bandwidth required at the datacenter.	
259)			What is the actual usage and what is the BW per transaction?	
260)			Please confirm if the Router at Datacenter would be in Telecom Service Provider's or Utility's scope	