

Minutes of Meeting of Pre bid meeting for Selection of Software Service Provider for S&L web portal and Mobile Application

Held on 09/09/2016 at BEE office sector 1 R.K. Puram New Delhi

Bureau of Energy Efficiency has invited all the interested bidders for Pre-bid meeting for “Hiring of software service provider for supporting its Standard & Labelling Program”.

The meeting was chaired by Shri. Saurabh Diddi (Energy Economist)

1. The meeting started with a brief presentation on software application of S&L programme.
2. Revised Payment Terms:

S. No.	Timeline	Payment Percent
1.	Phase-I: (6 months) In phase-I following milestones to be achieved : a) Complete takeover of the existing application software and providing support & maintenance. b) Digital Signature Incorporation c) OTP (One Time Password) generation d) Barcode generation Note: Completion of phase-I will be either completion of all activities or 6 months, whichever is later.	25%
2.	Phase-II : At the end of 12 months from the date completion of Phase – I	25%
3.	Phase-III : At the end of 18 months from the date completion of Phase – I	25%
4.	Phase-IV : At the end of 24 months from the date completion of Phase – I	25%

3. In Q&A session following are the queries raised by the bidders:

S. No.	Query Description	BEE Comments
1	Exemption from Tender Fee and EMD for company registered with NSIC	As, there is no such clause mentioned in the tender document. So, BEE would not consider this clause of exemption from tender fee and EMD.
2	Bidders asked for increment of at least 10% in the quoted price if after completion of 2 years of contract they get the extension of 1 year.	There will be no increment if contract get renewed.

3	Bidders asked instead of upgrading the existing application can they develop a complete new application with proposed enhancement.	Since the launch of the web portal the platform and language of the development of the application has been changed for 2 times. So, to retain the stability of the application, BEE would prefer to go with the existing application only. As BEE has asked to move the application to responsive web designing principle which may need a whole new development but in that case also we can use the existing source code with some required changes.
4	Bidders asked instead of barcode generation on the application for e-tracking can we go with QR Code	The e-tracking of application can be done through either BARCODE or QRCODE. Bidders may represent the better approach in this regard in the presentation phase of evaluation.
5	Bidders asked who will buy the hardware required by the third party software bought by the bidder themselves or BEE like if they buy barcode generation software, who will buy the scanners required to scan the barcode.	Bidders will only buy the third party software for 1. Digital Signature, 2. Barcode Generation and 3. OTP Generation. All the hardware required to run those software would be purchased by the BEE.
6	No. of hits on the website in a day, and accordingly no. of SMS required for a day	Presently approximately 500 manufactures on average login on S&L portal on daily basis. So if one manufacturer login 3 times or more in a day i.e. (3*500 = 1500)/day. So for 30 days hits will be (1500*30 = 45000). So, total approx. no. of SMS required will be 50000 to 75000.
7	.net is the Technology Currently Used but architecture diagram showing JSP/Servlets Is there any suggestion on application stack. Refer page 9 of RfP	There is no servlets / JSP in the architecture, the new version of architecture has been added in the presentation.
8	For better monitoring and coordination with S&L programme application software activities, as per requirement, bidder shall depute a team of 4 individuals out of which 2 should have min exp. of 5+ years and 1 with a min exp. of 3+ years at BEE office as software expert / program developer Will it be loaded from day one, during maintenance?	The team of 3 would be deputed at BEE office permanently till the contract period or completion of the project whichever is later from day 1 from the day of award of contract. In addition to this there should be 1 network administrator allocated for the project who will take care of the network related issues and would visit the BEE office as and when required.
9	Request you to allow BG as well for EMD.	BEE would neither take EMD or Security Deposit as BG only Demand Draft would be considered as prescribed in the RfP.
10	Attestation by Notary Public is a time consuming & cost effective matter. Therefore we would request you to accept attestation by Authorised Signatory/Company Secretary of the Firm. This is a standard practice, and	You can submit documents attested by the authorised signatory.

	accepted by most of the state & central govt. organisations.	
11	It will be difficult to provide the self-attested copy of supporting document for verification of signature and also the original signature. We would request you to accept signature of Authorised signatory.	No, bidder has to provide the self-attested copies only for ANNEXURE IV-A (CV of Team Members)
12	We understand that if we submit 10 Web Based application software projects and 10 mobile application projects (Total 20) then we will get full score (i.e. 5). Please confirm if our understanding is correct.	Yes if the total no of web application and mobile application projects done by the bidder is more than 10 definitely bidder would get 5 marks. (But there should be a projects of both types web applications and mobile application)
13	Since most of the large SI project duration is more than 3 years; we would request you to accept projects which are ongoing but major development work is completed. We can submit a self-declaration (by authorised signatory/company secretary) regarding the phase completion.	BEE would consider ongoing projects for experience for prequalification but for evaluation point (2.6) BEE would consider successfully completed projects in the previous three financial years only.
14	Request you to modify the clause as mentioned below and exempt the attestation from notary public: A copy of the Memorandum of Understanding (MOU) between the consortium members, duly attested by Notary Public, is to be submitted along with the Technical Bid. The MOU must be signed by the Chief Executives of the consortium members (or their duly authorized signatories), and should clearly define the role / scope of work of each partner/member.	NO, Bidder has to submit the copy of the Memorandum of Understanding (MOU) between the consortium members, duly attested by Notary Public only.
15	Request to extend the last date of submission of tender	No, the last date for submission of tender is 3 rd Oct'2016 and there will be no extension in the last date.
16	"The Software Service Provider will have to respond BEE with exact time frame of sorting out the problem within 4 hours of logging." - Finding issue can take time so the timeframe of 4 hrs need to be adjusted	In this case, technical team has to respond within 4 hours and has to define timeline for resolution.
17	Any kind of complaint/new development/work/process must be closed within 5 working days." - It is possible only when we have studied the existing code first and have a command over it.	Yes, after complete takeover of the application software only otherwise as per the time line approved by the BEE
18	Any complaint/new development/work/process logged with urgent must be resolved at an urgent emergency basis within the specified time frame by BEE and the time frame will be addressed by BEE. - Need Elaboration	For example: when there is transition of appliance from voluntary to mandatory phase all the work related to software part required for transition process has to be done on urgent basis or any urgent reports required by the ministry
19	Where will the development take place on premise or off site?	The development can be done from either on-site or off-site.
20	If development is on premise, will BEE provide hardware and software?	No, successful bidder has to arrange all hardware by himself.

21	Does BEE has any barcode technology in place or inclination towards any particular vendor?	No, BEE does not have any such technology and there is no such inclination towards any particular vendor.
22	Implementation of Big Data analytics. - Need Elaboration on the scope	This is a proposal of BEE as we require different type of reports and graphical representation time to time for analysis. Bidder may suggest any similar software for reporting in their presentation phase.
23	Feedback System: Is it email only or any other mediums to be included - Please elaborate	The feedback can be via any electronic medium.
24	Payment Gateway: Please provide details on which gateway to use	Any payment gateway can be used which is secured.
25	Ticket Raising/ Complaint/Grievance Management system if an entire application in itself. Need details to what level is it required in current application and are they one system or separate?	Ticket Raising System is a module for raising issues related to application (technical issues) which can be raised by any type of end users. Grievance Management System is a module for common people where they will raise issues related to energy efficiency of appliances or any other issues related to energy conservation
26	Product availability at retailer's stores and e-commerce websites. Brands needs to update this information and an integration engine needs to be made - Need elaboration on the scope	BEE has details of most of the authorised retailers of the registered manufacturer in the database.
27	Logic/Formulas will be provided by BEE for any analysis on electrical system data or (retrofit home with what type of appliances and how much he/she will save after the retrofits) and for Ranking, Calculator system - Need Elaboration on the scope	All the requirement logics/formulae would be provided by the BEE for energy saving, Ranking System, technical evaluation of the appliances etc.
28	Any other type of features would be developed by the hired agency. - This looks like an open ended statement. Please share more details	Bidder has to do all the upcoming new development as and when required in addition to the already proposed development in the RfP.
29	Security Auditor: Is there a list of BEE certified auditors or we can choose any?	No, there is no BEE certified Security Auditor, but auditor should be empaneled by Department of Information Technology, Government of India
30	Section 4.3: How many new equipment will be added during one year? How bidder will be responsible for adding the equipment in portal? Please elaborate the scope	Minimum 1 and maximum 5 equipment will be added during one year. Basic format for additional new appliances will be provided & successful bidder has to do development based on the inputs of BEE.
31	Please elaborate the details Development of saving calculators for all the appliances registered with the S&L program	The saving calculator would be developed for all the 21 appliances and new additional

		appliances however, the formulae / logics etc. would be provided by the BEE.
32	Section 4.4: Are you looking for mobile app to develop for S&L app? or existing S&L application needs to run in mobile browsers?	There is already a mobile app (native in nature) developed on iOS, android and windows platform, BEE wants maintenance and upgradation of the mobile app
33	As per section 4.2, Duration of Maintenance and Enhancements for 12 months. As per section 10.3, The work order of 2 years would be awarded to the winning bidder. Please clarify these points. And let us know how many years do we have to maintain the application?	This is the timeline for the overtaking of the complete application and upgradation of the web portal with all the proposed development requirements.
34	In support of point 2 or 3 above, the bidder/consortium should submit copies of the respective contract(s)/work order(s) of worth more than 1 crore each duly attested by Notary Public along with the documentary evidence of satisfactory execution of each such contract. For the purpose of evidence of satisfactory completion, notarized copies of any one of the following may be provided (indicating the contract number and scope of work) Please clarify?	In case of consortium projects done by both the partners can be submitted whether it is an individual project or projects done by both the partners together.
35	The bidder or the prime partner (in the case of consortium / The bidder, or any one of the partners (in the case of consortium / joint venture),, should have a minimum average annual turnover of Rs. 20 crores in the financial years 2012-13, 2013-14, 2014-15 and 2015-16.	In case of consortium, the combined turnover of the consortium partners should have a minimum average annual turnover of Rs. 20 crores.
36	In support of point 2 or 3 above, the bidder/consortium should submit copies of the respective contract(s)/work order(s) of worth more than 1crore each duly attested by Notary Public along with the documentary evidence of satisfactory execution of each such contract. So here it's my Humble request to you please reduce this cost from 1 Core to in between 10-30 Lakh so that we can actively in this Tender.	The work order value will not be reduced.
37	As per govt. of India Guidelines you cannot Fix the Platform it should be an Adoption of Open Source Software please Find here the attached Guidelines for your Reference	BEE has not fixed the platform, we are also open for reliable open source software but as our existing application has been developed on Microsoft Visual Studio and we are using DOTNET language and to retain the stability of the application we prefer not to change the platform. Moreover the S&L web portal is a critical application which cannot closed for even few hours or a day.

38	<p>How Prospective bidder shall carry out the integration either by reviewing the source code or by integrating the API of existing system.</p> <p>Which kind of integration is required?</p> <p>Because, as such no clarity given on this point – please elaborate in detail?</p>	<p>Complete source code, database, SRS documents etc. would be provided along with the proper KT from the existing software services provider.</p>
39	<p>In pre-qualification criteria point no 12 , The bidder or the prime partner (in the case of consortium) should have experience in development and implementation of at least one Software Solution for financial sector institutions in India like banks or insurance companies or government agencies or tax or duty collection authorities or in any other government departments like treasuries.</p> <p>Is this mandatory have such experience.</p> <p>Is it mandatory to have experience in development and implementation of at least one Software Solution for financial sector institutions in India like banks or insurance companies or government agencies or tax or duty collection authorities or in any other government departments like treasuries.</p>	<p>This point has been changed to:</p> <p>In pre-qualification criteria point no 12 , The bidder or the prime partner (in the case of consortium) should have experience in development and implementation of at least one Software Solution in India like banks or insurance companies or government agencies or in any other government departments.</p>