GOVT. OF JAMMU & KASHMIR, POWER DEVELOPMENT DEPARTMENT, OFFICE OF THE EXECUTIVE ENGINEER
IT&C Division, B.R Ambedkar Chowk, Jammu-180006 (J&K), Jammu Power Distribution Corporation Ltd.
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Corrigendum/Addendum/Clarification

Subject: Selection of Implementation Agency for Supply, Installation, Commissioning, Customization and Integration of Unified Billing and Revenue Management Software/CIS along with IT Infrastructure provisioning for DC on-Premise and Cloud Provisioning for DR

Ref: e-NIT No: e-NIT No -3 of 2022 date 18-06-2022

Sr No	Clause No	Existing Clause	Amended Clause
1	7 (3)	The Bidder should have a positive net-worth in all the last 3 FYs (2018-19, 2019-20, 2020-21) [In case of consortium, all are bound to satisfy the above clause individually] Documentary Evidence Certificate from the Statutory Auditor on positive net-worth for the last three (3) financial years. The certificate must have UDIN issued by ICAI. Format is provided in Form E.2	The Bidder should have a positive net-worth in at least two of the last three FYs (2018-19, 2019-20, 2020-21) [In case of consortium, all are bound to satisfy the above clause individually] Documentary Evidence Certificate from the Statutory Auditor on positive net-worth in at least two of the last three FYs (2018-19, 2019-20, 2020-21). The certificate must have UDIN issued by ICAI. Format is provided in Form E.2
2	7 (4b)	The Bidder should have experience of integration of proposed/similar MBC/RMS solution with MDM on standard interfaces and data exchange models [In case of consortium, one of the partners needs to satisfy the above clause]	Bidder/OEM shall have experience of integration of proposed/similar MBC/RMS solution with MDM on standard interfaces and data exchange models [In case of consortium, one of the partners needs to satisfy the above clause] Documentary Evidence: Certificate of successful integration and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead If OEM experience is used, then following additional conditions must be met 1 .Proposed/similar MBC/RMS solution must be integrated with MDM and satisfactorily operating in atleast two (02) utilities in last two (02) year. Documentary Evidence: Certificate of successful integration and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead 2. MAF in this respect (Form T3) 3. OEM must be the OEM of Proposed MBC/RMS solution
	7 (4c)	The Bidder should have implemented the proposed/similar MBC/RMS solution in last 10 years. The total number of consumers covered in each of these implementations should be more than 12 Lacs. The project should have covered at least Six (6) modules (Modules 1 to 5 are mandatory) out of the below listed modules: 1. Metering, 2. Billing 3. Collection 4. New Connection, Disconnection & Reconnection 5. Customer Relationship Management 6. Energy Accounting 7. Web portal/mobile application 8. Management Information System (MIS) 9. Customer Care Centre (CCC)/Customer Service module. [In case of consortium, one of the partner needs to satisfy the above clause]	The Bidder/OEM should have implemented the proposed/similar MBC/RMS solution in last FIVE (05) years. The total number of consumers covered in each of these implementations should be more than 12 Lacs. The project should have covered at least Six (6) modules (Modules 1 to 5 are mandatory) out of the below listed modules: 1. Metering, 2. Billing 3. Collection 4. New Connection, Disconnection & Reconnection 5. Customer Relationship Management 6. Energy Accounting 7. Web portal/mobile application 8. Management Information System (MIS) 9. Customer Care Centre (CCC)/Customer Service module [In case of consortium, one of the partners needs to satisfy the above clause] Documentary Evidence: Certificate of successful implementation and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead If OEM experience is used, then following additional conditions must be met 1. Proposed/similar MBC/RMS solution must be satisfactorily operating in atleast two (02) utilities in last two (02) year. Documentary Evidence: Certificate of successful implementation and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead 2. MAF in this respect (Form T3) 3. OEM must be the OEM of Proposed MBC/RMS solution
	7 (4d)	The Bidder should have experience of at least One project involving provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years for a value greater than INR 1.6 Cr. as on bid submission date. OR Two projects involving provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years for a value greater than INR 1 Cr. as on bid submission date. OR Three Projects involving provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years for a value greater than INR 0.8 Cr. as on bid submission date. [In case of consortium, one of the partner needs to satisfy the above clause individually]	The Bidder/OEM should have experience of at least One project involving provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years for a value greater than INR 1.6 Cr. as on bid submission date. OR Two projects involving provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years for a value greater than INR 1 Cr. as on bid submission date. OR Three Projects involving provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years for a value greater than INR 0.8 Cr. as on bid submission date [In case of consortium, one of the partner needs to satisfy the above clause individually] Documentary Evidence: Certificate of successful provisioning of Cloud Services and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead If OEM experience is used, then following additional conditions must be met 1. OEM must have Satisfactorily operating Cloud Services in atleast two (02) utilities in last two (02) year. Performance certificate of the proposed solution to this effect must be submitted. Documentary Evidence: Certificate of successful provisioning of Cloud Services and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead 2. MAF in this respect (Form T3) 3. OEM must be the OEM of Proposed solution
	6(a)	The Bidder should possess below certifications, which are valid at the time of bidding: ● ISO 9001:2008/ ISO 9001:2015 for Quality Management System [In case of consortium, all need to satisfy this condition] ● Minimum CMMI Level 3 or above [In case of consortium, all need to satisfy this condition] ● ISO 27001:2013 for Information Security Management System [In case of consortium, all need to satisfy this condition] ● ISO 27017 for Cloud Data Security [In case of consortium, one of the partner need to satisfy this condition] ● ISO 20000:2011 for IT Service Management	The Bidder should possess below certifications, which are valid at the time of bidding: ● ISO 9001:2008/ ISO 9001:2015 for Quality Management System [In case of consortium, all need to satisfy this condition] ● Minimum CMMI Level 3 or above [In case of consortium, all need to satisfy this condition] ● ISO 27001:2013 for Information Security Management System [In case of consortium, all need to satisfy this condition] ● ISO 20000:2011 for IT Service Management
	8	The Bidder should not have been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency. Also, have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date and the same must have been revoked prior to bid submission. [In case of consortium, all need to satisfy this condition]	The Bidder should not have been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency in last three (3) years as on bid submission date and the same must have been revoked prior to bid submission. [In case of consortium, all need to satisfy this condition]
	8 (A.1)	Supply, Installation, commissioning, integration and O&M of IT Infrastructure Marking Criteria: ● 15 marks for each project of value INR 14 Cr. Or above ● 7.5 marks for each project of value INR 9 Cr. or above ● 5 marks for each project of value INR 7.2 Cr. or above Max Marks : 20	Supply, Installation, commissioning, integration and O&M of IT Infrastructure Marking Criteria: ● 15 marks for project of value INR 14 Cr. Or above ● 7.5 marks for project of value INR 9 Cr. or above ● 5 marks for project of value INR 7.2 Cr. or above Max Marks : 15
	8 (A.2)	Integration of MBC/Billing/RMS/CIS solution with MDM The Bidder shall have experience of integration of proposed/similar MBC/RMS solution with MDM on standard interfaces and data exchange models Marking Criteria: ● 10 marks for meeting the requirement Max Marks: 10	Integration of MBC/Billing/RMS/CIS solution with MDM The Bidder/OEM shall have experience of integration of proposed/similar MBC/RMS solution with MDM on standard interfaces and data exchange models Marking Criteria: ● 10 marks for meeting the requirement Max Marks: 10 Documentary Evidence: Certificate of successful integration and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead If OEM experience is used, then following additional conditions must be met 1. Proposed/similar MBC/RMS solution must be integrated with MDM and satisfactorily operating in atleast two (02) utilities in last two (02) year. Documentary Evidence: Certificate of successful integration and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead 2. MAF in this respect (Form T3) 3. OEM must be the OEM of Proposed MBC/RMS solution
	8 (A.3)	Implementation of MBC/Billing/RMS/CIS solution The Bidder should have implemented the proposed/similar MBC/RMS solution in last 10 years. The total number of consumers covered in each of these implementations should be more than 12 Lacs. The project should have covered at least Six (6) modules (Modules 1 to 5 are mandatory) out of the below listed modules: 1. Metering, 2. Billing 3. Collection 4. New Connection, Disconnection & Reconnection 5. Customer Relationship Management 6. Energy Accounting 7. Web portal/mobile application 8. Management Information System (MIS) 9. Customer Care Centre (CCC)/Customer Service module. Marking Criteria: ● 8 marks for each project with Six modules ● 10 marks for each project with More than Six modules Max Marks: 15	The Bidder/OEM should have implemented the proposed/similar MBC/RMS solution in last 05 years. The total number of consumers covered in each of these implementations should be more than 12 Lacs. The project should have covered at least Six (6) modules (Modules 1 to 5 are mandatory) out of the below listed modules: 1. Metering, 2. Billing 3. Collection 4. New Connection, Disconnection & Reconnection 5. Customer Relationship Management 6. Energy Accounting 7. Web portal/mobile application 8. Management Information System (MIS) 9. Customer Care Centre (CCC)/Customer Service module. Documentary Evidence: Certificate of successful implementation and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead If OEM experience is used, then following additional conditions must be met 1. Proposed/similar MBC/RMS solution must be satisfactorily operating in atleast two (02) utilities in last two (02) year. Documentary Evidence: Certificate of successful implementation and satisfactory performance issued & signed by the competent authority of the client entity on the entity's letterhead 2. MAF in this respect (Form T3) 3. OEM must be the OEM of Proposed MBC/RMS solution Marking Criteria: ● 8 marks for project with Six modules ● 10 marks for project with More than Six modules Max Marks: 10
	8 (A.4)	Provisioning of Cloud Services The Bidder should have experience of projects involving Provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years as on bid submission date. Marking Criteria: ● 4 marks for each project of value INR 1.6 Cr. Or above ● 2 marks for each project of value INR 1 Cr. To 1.6 cr (ex) ● 1.3 marks for each project of value INR 0.8 Cr. to 1 cr (ex) Max Marks: 5	Provisioning of Cloud Services The Bidder/OEM should have experience of projects involving Provisioning of Cloud Services in Central/ State Government/ PSUs/ESCO/Utility in India during last five (5) Financial Years as on bid submission date. Marking Criteria: ● 4 marks for each project of value INR 1.6 Cr. Or above ● 2 marks for each project of value INR 1 Cr. To 1.6 cr (ex) ● 1.3 marks for each project of value INR 0.8 Cr. to 1 cr (ex) Marking Criteria: ● 4 marks for each project of value INR 1.6 Cr. Or above ● 2 marks for each project of value INR 1 Cr. To 1.6 cr (ex) ● 1.3 marks for each project of value INR 0.8 Cr. to 1 cr (ex) Max Marks: 4
	8(B.1)	Criteria for RMS Product OEM Vendor Install base measured on Aggregate number of customers billed by RMS Vendor in Power Distribution Utilities Marking Criteria: ● 2.5 marks for customers billed > 12 lacs Max Marks: 2.5	Criteria for RMS Product OEM Vendor Install base measured on Aggregate number of customers billed by CIS Vendor as per Gartner Market Guide for Utility Customer Information Systems Published November 2021 Aggregate number of customers billed by CIS solution: a) >12 Million = 4 Points b) > 25 Million= 6Point b) > 50 Million = 8 Point c) => 75 Million =10 Point Max marks: 10 Documentary Evidence: Self-certificationand extract from a gartner report
	8 (B.1)	Proposed MBC & CIS Solution should have at least 5 operational MBC & CIS application customers with at least 12 Lacs consumers each. The project should have covered at least Six (6) modules (Modules 1 to 5 are mandatory) out of the below listed modules: 1. Metering 2. Billing 3. Collection 4. New Connection, Disconnection & Reconnection 5. Web portal/mobile application 6. Energy Accounting 7. Customer Relationship Management 8. Management Information System (MIS) 9. Customer Care Centre (CCC)/Customer Service module. Marking Criteria: ● 2.5 marks for meeting the criteria Supporting Documents Required	Proposed MBC & CIS Solution should have at least 5 operational MBC & CIS application customers with at least 12 Lacs consumers each. The project should have covered at least Six (6) modules (Modules 1 to 5 are mandatory) out of the below listed modules: 1. Metering 2. Billing 3. Collection 4. New Connection, Disconnection & Reconnection 5. Web portal/mobile application 6. Energy Accounting 7. Customer Relationship Management 8. Management Information System (MIS) 9. Customer Care Centre (CCC)/Customer Service module. Marking Criteria: ● 2.5 marks for meeting the criteria Supporting Documents Required Certificate issued & signed by the competent authority of the client entity on the entity's letterhead

Sr No	Clause No	Existing Clause	Amended Clause
	8 (C.1)	Project Manager cum ICT Expert (Onsite) a. Qualification (3 Marks) ● Degree in Information Technology/Electronics/Computer Science/Instrumentation or MCA preferably with MBA/MMS b. Experience (3 Marks) Year Of Experience / Marks >12 Years / 3 >10Years / 2 ● Experience in Data center implementation (If period of experience not defined, no marks will be given) Max Marks:6	Project Manager cum ICT Expert (Onsite) a. Qualification (2 Marks) ● Degree in Information Technology/Electronics/Computer Science/Instrumentation or MCA preferably with MBA/MMS b. Experience (2 Marks) Year Of Experience / Marks >12 Years / 2 >10Years / 1 ● Experience in Data center implementation (If period of experience not defined, no marks will be given) Max Marks: 4
	8 (C.4)	Application Expert (Onsite) Supporting Documents Required	Application Expert (Onsite) Supporting Documents Required ● Detailed CV as per the format specified in Form T.2 ● Documentary evidences for education and certifications

9.3	Evaluation Methodology			Evaluation Methodology		
	Sl. No.	Evaluation Criteria	Max Marks	Sl. No.	Evaluation Criteria	Max Marks
	A	Past Relevant Experience	50	A	Past Relevant Experience	39
	B	MBC/Billing/RMS Product OEM	5	B	MBC/Billing/RMS Product OEM	18
	C	Quality and Competency of Resources	22	C	Quality and Competency of Resources	20
	D	Approach & Methodology	3	D	Approach & Methodology	3
	E	Functional requirement compliance with the offered product	20	E	Functional requirement compliance with the offered product	20
	Total Marks		**100**	**Total Marks**		**100**
	Cutoff Marks		**70**	**Cutoff Marks**		**70**

Clause No	Existing Clause	Amended Clause
16.2.6 Firewall (8)	Firewall should support at least 5,00,000 connections per second	Firewall should support at least 300k connections per second
16.2.6 Firewall (18)	Should support more than 20000 (excluding custom application signatures) distinct application signature as application detection mechanism to optimize security effectiveness	Should support more than 6000 (excluding custom application signatures) distinct application signature as application detection mechanism to optimize security effectiveness
16.2.6 Firewall (32)	The Solution must be able to support 10 Virtual Contexts/ VRF's from day-1 and should be scalable to 100 in future with addition of license if required	The Solution must be able to support 10 Virtual Contexts/ VRF's from day-1 and should be scalable to 50 in future with addition of license if required
16.2.6 Firewall (01)	The appliance-based security platform should provide firewall, Application Control, DDoS Protection, Malware, Protection functionality, IPsec, VPN, IPS/IDS, GW antivirus / Antimalware, DLP, APT, etc. URL filtering, Real-time traffic Monitoring with complete reporting management for atleast 30 days log retention on firewall. The WAF module covering all latest attack patterns / OWASP for onpremiseshosted servers and server load balancing must be supported	The appliance-based security platform should provide firewall, Application Control, DDoS Protection, Malware, Protection functionality, IPsec, VPN, IPS/IDS, GW antivirus / Antimalware, DLP, APT, etc. URL filtering, Real-time traffic Monitoring with complete reporting management for atleast 30 days log retention on firewall. The WAF module covering all latest attack patterns / OWASP for on premises hosted servers and server load balancing must be supported. The WAF module may be provided as a separate device with equivalent function.
16.2.6 Firewall (02)	The appliance should have minimum 8x1/25 Gbps SFP+ port with multi-mode transceiver from day one with a support for other connectivity options such as 40/100 Gbps for future expansion.	The appliance should have minimum 8x1/25 Gbps SFP+ port with multi-mode transceiver from day one with a support for other connectivity options such as 40 Gbps for future expansion.
16.2.6 Firewall (29)	Solution must support HTTP, HTTPS, FTP, SMTP protocols redirection to third-party Content Inspection Service (CIS) on-premise and cloud the solution must support SSH, TCP, UDP, HTTP, HTTPS, FTP Proxy to restrict forwarding the original packet from one host to the other where only data to be forwarded in a proxy mode	Deleted
16.3.1 Virtualization Solution (08)	Create a cluster out of multiple storage data stores and automate load balancing by using storage characteristics todetermine the best place for a virtual machine's data to reside, both when it is created and when it is used over time	Deleted
Earnest Money Deposit (EMD)	Rupees 51,00,000 (Rupees Fifty-One lacs only) to be furnished by the lead bidder by submitting a Refundable & Irrevocable Bank Guarantee/CRD/FRD/ from any Scheduled Commercial Bank/Nationalized Bank drawn in favour of "Managing Director, JPDCL, Dr. B.R. Ambedkar Chowk, Jammu", payable at Jammu and valid for a period of minimum 180 days.	Rupees 30,00,000 (Rupees Thirty Lacs only) to be furnished by the lead bidder by submitting a Refundable & Irrevocable Bank Guarantee/CRD/FRD/ from any Scheduled Commercial Bank/Nationalized Bank drawn in favour of "Managing Director, JPDCL, Dr. B.R. Ambedkar Chowk, Jammu", payable at Jammu and valid for a period of minimum 180 days. *MSEs (Micro & Small Enterprises) are exempted from submission of EMD and Tender Fee in accordance with the provisions of PPP-2012. Additionally, 1. As per Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises (MSEs) and the firms registered with concerned Ministries/ Departments are exempted from submission of Bid Security. In lieu of Bid Security, Ministries/ Departments may ask bidders to sign ""Bid Security Declaration"".
16.2.3 Ethernet Core Switch/ Spine Switch (26)	Shall support Rapid Per VLAN Spanning Tree (RPVST+)	Deleted
16.2.3 Ethernet Core Switch/ Spine Switch (33)	Shall support Jumbo Frames 9216 Bytes	Shall support Jumbo Frames 9K bytes or above
16.2.4 Distribution Leaf Switch (25)	Shall support Rapid Per VLAN Spanning Tree (RPVST+)	Deleted
16.2.4 Distribution Leaf Switch (32)	Shall support Jumbo Frames 9216 Bytes	Shall support Jumbo Frames 9K bytes or above
16.3.2 Antivirus Solution (9)	The proposed endpoint security solution agent engine should have given below features: -Static AI & Cloud Intelligence file-based attack prevention -Behavioral AI file less attack detection -Threat response/kill, quarantine for Window, Mac, and Linux. -Rollback Response with single click without scripting for Window -Quarantine device from network -Anti tamper agent	The proposed endpoint security solution agent engine should have given below features: -Static AI & Cloud Intelligence file-based attack prevention -Behavioral AI file less attack detection -Threat response/kill, quarantine for Window, Mac, and Linux. -Rollback Response with single click/Automatic without scripting for Window -Quarantine device from network -Anti tamper agent

New Clauses

S. no	RFP Clause	New Clause
1	8. Eligibility Criteria (11)	The Functional Requirement compliance must be above 75%. Documentary Evidence Checklist of FRS compliance with the functionalities and features of the proposed solution - for each section and sub section. Point by Point Compliances
	8. Technical Criteria B. RMS Product OEM B.2	The OEM of the offered MBC/CIS product should have average annual turnover of minimum Rs. 50 Cr. in last three Financial Years (2018-19, 2019-20, 2020-21). a) =>50 Cr = 2.5 Point b) > 100 Cr =4.5 Point c) > 200 Cr = 5.5 Point Max marks: 5.5 Documentary Evidence: Copy of the audited statement of accounts (P&L Account & Balance Sheet) along with certificate stating the Turnover shall be submitted as a proof.
	4.2.1 Perpetual Licensing	The MBC along with the Database software shall be based on Perpetual based Licensing. Subscription based licensing shall not be applicable. All software licenses should be issued on the name of JPDCL from the date of supply. Documents required: OEM undertaking mentioning license is on the prename of JPDCL.
	4.2.3 Latest Version of Software and Solution	All the software and associated solutions should be from reputed OEMs and should come with the appropriate OEM certification, stating that the latest version of the software and solution is being provided

Clarifications:
1. RPO/RTO is 30min/4 Hours
2. The weightage for the technical and commercial score will be 70:30.
3. NGFW stands for Next Generation Firewall
4. Manpower requirement in BOQ is minimum. The Bidder may increase it as per solution requirement.

Rest of the terms and conditions as envisaged in SBD shall remain same.

No: IT&CD/J/880-83
Dated: 06-07-2022
DIP/J-1763-P/22
Dated: 10-07-2022

Sd/-
Executive Engineer
IT&C Division, JPDCL,
Jammu