Uttarakhand Power Corporation Limited

VICTORIA CROSS VIJETA GABAR SINGH URJA BHAWAN
KANWALI ROAD, DEHRADUN
Phone No. 0135-2763672-75

"Pay Electricity bill online 24x7 from www.upcl.org"

Corrigendum No.-1 dated 11/03/2025 for publishing Response to queries against tender no. 02/RAPDRP-A)/2024-25 dated 22-02-2025 for "Appointment of an IT Agency for Facility Management Services, Technical Support Services & AMC of Call Centre Software and provision of hardware & software for operation of DC Dehradun, DRC Haldwani & field offices of UPCL for a period of 01 year"

SN	Reference	Clarification
1	**Important dates**	<table><tr><td>Last Date & Time of submission of Bid (online & offline mode)</td><td>20th March-2025 upto 17:00 Hrs.</td></tr><tr><td>Due Date of Opening of Technical Bid</td><td>21st March-2025 at 16:30 Hrs.</td></tr><tr><td>Due Date of Opening of Financial Bid</td><td>To be notified later</td></tr></table>
2	**Response to queries**	Enclosed as **Annexure-A**
3	**Submission of tender fee and EMD**	Bidders may also deposit tender Document Fees and Earnest Money Deposit (EMD) through RTGS/NEFT at the following UPCL R-APDRP Bank Account: Executive Engineer (R-APDRP) Part-A, UPCL Punjab National Bank M.B.I, Kanwali Road, Dehradun (Uttarakhand) Dehradun Account Number :: 4211002100006467 IFSC Code :: PUNB0421100 Please submit the details of deposit amount to e-mail rapdrpaprta@upcl.org and in online tender submission at www.uktenders.gov.in prescribed format as **Annexure-B**.
4	**Experience of Application Development Team.** **Application Manager**	<table><tr><th>Existing Experience</th><th>Modified Experience</th></tr><tr><td>Project Manager Cum Sr. Software having minimum 8-year experience in software development with minimum 4 years experience of handling project management of Commercial applications.</td><td>Having 8+ years of experience in software development with atleast 5 years of experience in handling project management of utility business applications and integrations.</td></tr></table>
5	**4. Storage - (Technical Specifications) Clause No – 18,22**	<table><tr><th>Existing specification</th><th>Modified specification</th></tr><tr><td>Proposed storage array should support a minimum of 2 Lakhs IOPS.</td><td>Proposed storage array should support a minimum of 1 Lakhs IOPS.</td></tr><tr><td>The proposed hardware should support validity available from OEM for next 5 years from the date of installation, along with the EOL certificate.</td><td>Deleted</td></tr></table>

6	5. Backup software: Clause no. 1,4,6,31	Existing specification	Modified specification
		The Proposed backup should be available on various OS platforms such as Windows, Linux and Unix platforms and be capable of supporting SAN based backup/restore from various platforms including Unix, Linux and Windows. It should able to integrate with virtualization software (such as VMware, Hyper-V and Nutanix Acropolis) and should be able to take both agent based and agent-less backup of virtual servers.	The Proposed backup should be available on various OS platforms such as Windows, Linux /Unix platforms and be capable of supporting SAN based backup/restore from various platforms including Unix, Linux and Windows. It should able to integrate with virtualization software (such as VMware, Hyper-V and Nutanix Acropolis) and should be able to take both agent based and agent-less backup of virtual servers.
		The proposed solution should have inbuilt asynchronous server based replication allowing replication of data to DR sites without any additional cost. It should have data rewind capability and should also be able to replicate across the hypervisors (for like VMware to Hyper-V and vice-versa.	The proposed solution should have inbuilt asynchronous server based replication allowing replication of data to DR sites without any additional cost. It should have data rewind capability and should also be able to replicate the hypervisors
		The proposed software should provide inbuilt capability to integrate with cloud from 3-2-1 perspective and should also allow to perform Instant VM Recovery/ Virtual Stand by operation on on-premise infrastructure and cloud.	The proposed software should provide inbuilt capability to integrate with cloud from 3-2-1 perspective and should also allow to perform Instant VM Recovery/ Virtual Stand by operation on on-premise /Cloud infrastructure.
		The proposed backup solution should be present in India for more than 12 years.	The proposed backup solution should be present in India for at least 5 years.

In case any of the above date, is a holiday, the due date shall be the next working day at the same time. Any amendment/ corrigendum in the future against the above-mentioned tender shall be uploaded at https://uktenders.gov.in and https://www.upcl.org only.

S/D
Superintending Engineer (R-APDRP Part-A)

"SAVE ELECTRICITY IN THE INTEREST OF THE NATION"

S.No	Clause / Page No.	Description of clause	Required Change/Query	UPCL response
		Response to queries received from the prospective bidders against tender no. 02/RAPDRP-A)/2024-25 dated 22-02-2025 for "Appointment of an IT Agency for Facility Management Services, Technical Support Services & AMC of Call Centre Software and provision of hardware & software for operation of DC Dehradun, DRC Haldwani & field offices of UPCL for a period of 01 year"		
1	Technical Criteria , Page No 13 , Point 8	The Bidder should have successfully provided/providing Facility Management Services for at least one power Discom in India with minimum 25 Lakh consumer base with at least 05 mandatory modules from the following	Request to change any Govt or PSU WITH SAME T&C	As per tender document
2	Bid submission Date	Last Date & Time of submission of Bid- 11/03/2025	Request to extend the same for 2 to 3 weeks	Refer to Corrigendum-1
3	8	**RFP Document Fees** 1. The bidders may download the RFP document from the tender portal https://uktenders.gov.in .The bidders shall submit, along with their bids, RFP document fees of INR 25,000 along with GST @18% making it a total amount of INR 29,500 (INR TWENTY-NINE THOUSAND FIVE HUNDRED ONLY) in the form of a demand draft in favour of "Executive Engineer (RAPDRP-PART A),UPCL, Dehradun", payable at Dehradun.The demand draft of RFP document fees should be submitted along with Proposal. Proposals received without or with inadequate RFP document fees shall be rejected.	Request to include NEFT / Online Transfer for EMD.	Refer to Corrigendum-1
4	8	**Earnest Money Deposit (EMD)** Bidders shall submit EMD of INR 37 LAKH(INR THIRTY SEVEN LAKH ONLY) along with their bids in the form of a bank guarantee (in the format specified in Annexure - 3) /Demand Draft/ FDR issued by any nationalised/scheduled bank in favour of "Executive Engineer (RAPDRP-PART A),UPCL, Dehradun"and should be valid for a minimum period of six (6) months fromthe date of the submission of the bids by bidders.	Request to include NEFT / Online Transfer for EMD.	Refer to Corrigendum-1
5	13	**Pre-Qualification Criteria :** Point No 8. Specific Criteria :The Bidder should have successfully provided/providing Facility Management Services for at least one power Discom in India with minimum 25 Lakh consumer base with at least 05 mandatory modules from the following: 1. Metering. 2. Billing. 3. Collection. 4. New Connection 5. Disconnection. 6. GIS and GIS based Network Analysis (Integrated with Commercial Application). 7. Customer Service. 8. Energy Audit. 9 Integration with IDAM. 10 MDAS & MDM OR Should have experience of migration of 25 Lakh consumers from one platform / technology / hardware to another in a single project for any power Discom/ PSU/ Govt. Organization in India for billing application. Supporting Documents Required : All the supporting documents, purchase order and satisfactory completion certificate / ongoing certification needs to be submitted. Purchase order shall not be beyond 05 years from the date of publication of the tender. OR All the supporting documents, purchase order and satisfactory completion certificate certification needs to be submitted. Purchase order shall not be beyond 05 years from the date of publication of the tender.	Request to change the clause a s:-- Point No 8. Specific Criteria :The Bidder should have successfully provided/providing **FMS / AMC** for at least one power Discom in India with minimum 25 Lakh consumer base with at least 05 mandatory modules from the following: 1. Metering. 2. Billing. 3. Collection. 4. New Connection 5. Disconnection. 6. GIS and GIS based Network Analysis (Integrated with Commercial Application). 7. Customer Service. 8. Energy Audit. 9 Integration with IDAM. 10 MDAS & MDM OR Should have experience of migration of 25 Lakh consumers from one platform / technology / hardware to another in a single project for any power Discom/ PSU/ Govt. Organization in India for billing application. Supporting Documents Required : All the supporting documents, purchase order and satisfactory completion certificate / ongoing certification needs to be submitted. Purchase order shall not be beyond 05 years from the date of publication of the tender. OR All the supporting documents, purchase order and satisfactory completion certificate certification needs to be submitted. Purchase order shall not be beyond 05 years from the date of publication of the tender.	As per tender document

Response to queries received from the prospective bidders against tender no. 02/RAPDRP-A)/2024-25 dated 22-02-2025 for "Appointment of an IT Agency for Facility Management Services, Technical Support Services & AMC of Call Centre Software and provision of hardware & software for operation of DC Dehradun, DRC Haldwani & field offices of UPCL for a period of 01 year"

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6	19	d) Service Desk: FMS& AMS vendor have to take over the existing service desk for managing events such as warnings, failure, tamper, alerts etc generated by the servers, network components etc. FMS& AMS vendor shall utilize help desk tools, which are ITIL complaint and are open for integration with other enterprise management tools like EMS/NMS system & messaging system for managing the events.	Request to confirm existing service desk tool and if same service desk tool can be used.	The successful bidder shall be required to provide service desk tool.
7	101	Existing Hardware Details	Request to share equipment serial no for all the hardware equipment where OEM B2B Support is required	Please refer Annexure- 7 of the tender document. Complete hardware details shall be shared with successful bidder. B2B support of existing hardware is not in the scope of this tender.
8	104	Existing Application Details	Request to share current license details where OEM B2B Support is required	Please refer Annexure- 7 of the tender document.
9	141	Unpriced BOQ	Request to share Qty for the new / upgrade purchase or clarify if this is required with redundancy	Quantity already mentioned in BoQ. Further, the bidder is free to provision additional hardware / software for meeting the SLA.
10	1	Last Date & Time of submission of Bid (online & offline mode) :11th Mar 2025 up to 17:00 Hrs.	Request to extend the bid submission timeline by 2 to 3 Weeks after sharing response to pre-bid queries.	Refer to Corrigendum-1
11	5. Scope of Work A. Continuity of the existing FMS services	FMS to be provided covers the following system, developed under RAPDRP Part-A (IT)/IPDS/ or by means of other software development works by UPCL. 9. MDAS and Meter Data Management (Infinite/Secure)	Kindly confirm MDAS and MDM is in scope under FMS or not.	Installation of smart meter has been started in the UPCL. Therefore, MDAS and MDM scope has not been included in the tender.
12	5. Scope of Work A. Continuity of the existing FMS services	Deployment of resources for Meter Data Acquisition System at Centralized Office Dehradun & Zone level to ensure healthy communication from Boundary Meters,Feeder Meters and inbuilt modem meters installed at various field locations.	Kindly confirm the count for Deployment of resources for Meter Data Acquisition System at Centralized Office Dehradun & Zone level to ensure healthy communication from Boundary Meters,Feeder Meters and inbuilt modem meters installed at various field locations.	Installation of smart meter has been started in the UPCL. Therefore, resources for MDAS has not been included in the tender.
13	1.3.4 Submission of Proposal	Only online submission of bid is permitted, hence the bids shall have to be submitted online on https://uktenders.gov.in	Kindly confirm offline bid submission is required or not.	Please refer tender clause no. "1.3.4 Submission of Proposal ". It is clearly mentioned that Hard copy(one copy) of the complete bid document is required to be submitted along with online bid.
14	14 Schedules	in case the supplied hardware on rental mode fail due to any reason whatsoever leading to break in DC operations, the bidder shall be required to immediately replace/ repair and resume the services within 24 hrs. and after that a penalty of 1% of the total contract value per day shall be applicable.	Request you to change clause as :- In case the supplied hardware on rental mode fail due to any reason whatsoever leading to break in DC operations, the bidder shall be required to immediately replace/ repair and resume the services within 24 hrs. and after that a penalty of 1% of the respective hardware cost per day shall be applicable.	As per tender document
15	14 Schedules	Penalty- 0.5% per week for the delayed work subject to maximum of 10% of total capex and opex cost (cost of section-D + cost of section E of BoQ)	Request you to change clause as:- Penalty- 0.5% per week for the delayed work subject to maximum of 10% of respective hardware cost.	As per tender document
16	Scope of work for Web Self Service (WSS) portal:	Scope of work for Web Self Service (WSS) portal:	Kindly confirm the the detailed scope of work of WSS	As per tender document
1	4. Storage - (Technical Specifciations) Clause No - 18	Proposed storage array should support a minimum of 2 Lakhs IOPS.	Request you to please change the required IOPS to 1L	Refer to Corrigendum-1
2	4. Storage - (Technical Specifciations) Clause No - 22	The proposed hardware should support validity available from OEM for next 5 years from the date of installation, along with the EOL certificate.	Request you to please remove this clause.	Refer to Corrigendum-1
3	2. XEON Server - Technical Specifications) Clause No - 1	Form Factor - Min 1U Rack Mounted	Quest you to please change this to 2 U	Bidder may propose as per requirement

	**Response to queries received from the prospective bidders against tender no. 02/RAPDRP-A)/2024-25 dated 22-02-2025 for "Appointment of an IT Agency for Facility Management Services, Technical Support Services & AMC of Call Centre Software and provision of hardware & software for operation of DC Dehradun, DRC Haldwani & field offices of UPCL for a period of 01 year"**
S.No	**Clause / Page No.**	**Description of clause**	**Required Change/Query**	**UPCL response**
4	5. Backup software:	The Proposed backup should be available on various OS platforms such as Windows, Linux and Unix platforms and be capable of supporting SAN based backup/restore from various platforms including Unix, Linux and Windows. It should able to integrate with virtualization software (such as VMware, Hyper-V and Nutanix Acropolis) and should be able to take both agent based and agent-less backup of virtual servers.	Request you to change clause as :-The Proposed backup should be available on various OS platforms such as Windows and Linux/Unix platforms and be capable of supporting SAN based backup/restore from various platforms including Unix/Linux and Windows. It should able to integrate with virtualization software (such as VMware, Hyper-V and Nutanix Acropolis) and should be able to take both agent based and agent-less backup of virtual servers.	Refer to Corrigendum-1
5	5. Backup software:	The proposed solution should have inbuilt asynchronous server based replication allowing replication of data to DR sites without any additional cost. It should have data rewind capability and should also be able to replicate across the hypervisors (for like VMware to Hyper-V and vice-versa.	Request you to change clause as :- The proposed solution should have inbuilt asynchronous server based replication allowing replication of data to DR sites without any additional cost. It should have data rewind capability and should also be able to replicate the hypervisors.	Refer to Corrigendum-1
6	5. Backup software:	The proposed backup solution should support online backup solutions for different types of databases such as Oracle, MS SQL, Sybase, SQL, HANA, Informix etc. on various OS. A combination of backup solution is acceptable	Request you to change clause as :- The proposed backup solution should support online backup solutions for different types of databases such as Oracle, MS SQL/ Sybase, SQL, HANA\Informix etc. on various OS. A combination of backup solution is acceptable	Bidder may propose as per requirement
7	5. Backup software:	Proposed solution should be licensed in processor and capacity based.	Request you to change clause as :- Proposed solution should be licensed in Instance/processor/capacity based.	Bidder may propose as per requirement
8	5. Backup software:	The proposed software should provide inbuilt capability to integrate with cloud from 3-2-1 perspective and should also allow to perform Instant VM Recovery/ Virtual Stand by operation on on-premise infrastructure and cloud.	Request you to change clause as :- The proposed software should provide inbuilt capability to integrate with cloud from 3-2-1 perspective and should also allow to perform Instant VM Recovery/ Virtual Stand by operation on on-premise /Cloud infrastructure.	Refer to Corrigendum-1
9	5. Backup software:	The proposed backup solution should be present in India for more than 12 years.	Request you to change clause as :- The proposed backup solution should be present in India for more than 5 years.	Refer to Corrigendum-1
1	9. Server Cyber Security Software with 1 year support. --> Page No. 37	The proposed server security solution must support multiple platforms of server operating systems i.e. Windows, Linux RedHat,CentOS,Oracle,Debian,SUSE, Ubuntu,Solaris,AIX,Amazon Linux etc	Kindly share the number of servers that will be covered under the server security licenses. This information is essential for determining the commercials.	Please refer BoQ of tender document for required quantities
2	9. Server Cyber Security Software with 1 year support. --> Page No. 37	The proposed server security solution must support multiple platforms of server operating systems i.e. Windows, Linux RedHat,CentOS,Oracle,Debian,SUSE, Ubuntu,Solaris,AIX,Amazon Linux etc	We kindly request you to share the segregation of Windows and Linux servers. This information is essential for determining the commercials.	Please refer Annexure -7 for required details.
3	9. Server Cyber Security Software with 1 year support. --> Page No. 61	The solution shall be able to deliver all the above mentioned features like Anti- malware, Host Based Firewall/ IPS, File Integrity Monitoring, Log Inspection & Application control in a single agent.	We would like to emphasize that Host Firewall and Host IPS are critical components, especially for securing mission-critical server workloads. However, as per the current clause, there is an option to propose only one of these features, which significantly weakens the overall security posture. To ensure comprehensive and robust protection at the host level, we strongly request the inclusion of both Host IPS and Host Firewall as mandatory components for critical workloads. We humbly urge you to consider this request, as it will greatly enhance the security framework and mitigate potential risks effectively. To strengthen the security of mission-critical server workloads.	As per tender document

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4	14 Schedules	in case the supplied hardware on rental mode fail due to any reason whatsoever leading to break in DC operations, the bidder shall be required to immediately replace/ repair and resume the services within 24 hrs. and after that a penalty of 1% of the total contract value per day shall be applicable.	As per our review of the current penalty clause, we have observed that the penalty percentage is significantly higher than the standard industry practice. In alignment with standard SLA norms, we kindly request a revision of the penalty percentage to ensure it is in line with industry standards.	As per tender document
5	14 Schedules	Penalty- 0.5% per week for the delayed work subject to maximum of 10% of total capex and opex cost (cost of section-D + cost of section E of BoQ)	As per our review of the current penalty clause, we have observed that the penalty percentage is significantly higher than the standard industry practice. In alignment with standard SLA norms, we kindly request a revision of the penalty percentage to ensure it is in line with industry standards.	As per tender document
6	B Experience of Application Development Team. Application Manager	Project Manager Cum Sr. Software having minimum 8-year experience in software development with minimum 4 years experience of handling project management of Commercial applications.	Request you to change cluase as :- Project Manager having minimum 8-year experience in software development life cycle with minimum 4 years experience of handling project management of Commercial applications will be preferable.	Refer to Corrigendum-1

Format for online submission of tender cost and EMD

Tender Identification No.

Name of Bidder

Particular	Tender Cost	EMD
Amount	Rs. _____	Rs. _____
Date of Payment		
UTR No.		
Mode of payment		
Remitter Name		
Remitter branch / Bank		
Other details		

Beneficiary details for online submission of Tender cost and Earnest Money Deposit

Beneficiary Account No.	4211002100006467
Beneficiary Name	EXECUTIVE ENGINEER R-APDRP Part-A UPCL URJA BHAWAN DDN
Beneficiary Account Type	Current Account
IFSC Code	PUNB0421100
Bank Name	Punjab National Bank
Bank Branch	Kanwali Road Dehradun