



एनर्जी एफिशिएंसी सर्विसेज लिमिटेड
विद्युत मंत्रालय के सार्वजनिक क्षेत्र के उपक्रमों की संयुक्त उद्यम कंपनी
ENERGY EFFICIENCY SERVICES LIMITED
A JV of PSUs under the Ministry of Power

Amendment No. 3

Ref: EESL/06/2022-23/OTE/DEEP/222301023/Amdt-3

Date: 10-03-2023

To,
M/s
.....

SUBJECT: Amendment No. 3 in Tender/RfP No.- EESL/06/2022-23/DEEP-WEBSITE/22301023 dated: 10-03-2023 for "Hiring of agency for website design, development, implementation, integration, Go-live and support of demonstration of energy efficiency project (DEEP) of EESL".

References:

1. NIT/ Bid Document No.: EESL/06/2022-23/OTE/DEEP-WEBSITE/222301023 dated: -24-01-2023.
2. Pre-bid meeting held on 03/02/2023.
3. Amendment No. 1 dated: 23.02.2023.
4. Amendment No. 2 dated: 06.03.2023.

Dear Sir/Madam,

The Amendment(s) to above mentioned RfP is attached herewith as **Attachment-1**.

Rest all the terms and conditions of the RfP and subsequent amendment remains unchanged.

Thanking You,

For and on behalf of EESL

for - Ayuda
10/03/2023

Neeraj Pal

(DM) Contracts.

पंजीकृत कार्यालय: एन. एफ. एल. बिल्डिंग, पाँचवा और छठा तल,
कोर - 3, स्कोप कॉम्प्लेक्स, लोधी रोड, नई दिल्ली - 110003
दूरभाष: +91 (011) 45801260, फ़ैक्स: +91 (011) 45801265
वेबसाइट: www.eeslindia.org

REGISTERED OFFICE: NFL Building, 5th & 6th Floor,
Core - III, SCOPE Complex, Lodhi Road, New Delhi - 110003
Tel.: +91 (011) 45801260, **Fax:** +91 (011) 45801265
Website: www.eeslindia.org

Sr No.	Page No. and Clause No. of RFP Document	Description as per RFP	Query/Request	EESL Response
1	NA	NA	Can we submit the Net-worth certificate of our Holding company?	<p>Clarified as: Provision of RFP is amply Clear.</p> <p>Bidders are requested to refer sl. no. 3 C of Annexure-A (Eligibility and Qualifying Requirements (QR)).</p>
2	NA	NA	We are a Start-up/MSME/NSIC registered vendor, shall we be eligible to claim exemption in Net-worth criteria ?	<p>Clarified as: Provisions of RFP/Bidding Documents are amply clear.</p> <p>Bidders are requested to refer Annexure-II for Tender Conditions applicable for MSE and Start-ups.</p>
3	NA	NA	Data Migration: Who will take care of data migration ? If it is in the bidder scope please let me provide the Data type form ?	<p>Clarified as: This is new application which is going to be developed. Hence, at this phase no data migration is required. But yes, migration may require during the contract period/ post contract closure if the hosting data center gets changed.</p>
4	NA	NA	Is any on-site (on-premises) resource required during the Development/AMC period ?	<p>Clarified as: Selected bidder to depute 1 resource during initial period of development</p>
5	NA	NA	Expected number of end users/Admin Roles/Modules?	<p>Clarified as: Details would be given at the time of implementation. However, provision must be there in the application.</p>
6	NA	NA	Please clarify who will take care of Hosting ? Who will bear the server cost ? If it is in proponent scope, please mention the specification of the server.	<p>Clarified as: The hosting infrastructure would be EESL Data Centre wherein the application hosting, maintenance and monitoring would be in the scope of selected bidder.</p> <p>For details, please refer Infrastructure Scope from RFP, Page no 109</p>

7	NA	NA	Is any 3rd Party integration required ? like: SMS/Email/Payment gateway etc is required. Who will bear the cost of these gateway ?	Clarified as: Please refer Scope of Work, page- 107
8	NA	NA	Is any security audit/ STQC audit required ? If yes, who will bear the cost of the security audit ? If it is in Bidder scope, please clarify how many times a security audit is needed ?	Clarified as: Yes, as per Govt policy, audit shall be performed as and when required and the cost will be borne by EESL. Please refer Go-live clause of RfP at page 110
9	NA	NA	Is any hardware required ? If yes, who will bear the cost of Hardware ?	Clarified as: No, sepetate hardware is required since hosting facility would be provided by EESL. Please refer response at point no 6
10	NA	NA	Is any API required ? Who will take care of the development of the API ?	Clarified as: Yes. Since, it is an IoT based application, integration would only happen through API. Multiple APIs might require based on the number of integration points.
11	NA	NA	Is any chat bot required ?	Clarified as: No
12	Page No. - 3 Clause No. - S. No. 9 in the given table	Please refer table for Envisaged Schedule given in Contract Period and Project Deliverables	The given timelines are too stiff. It is requested to EESL to review and allow additional time for each of the activities mentioned in Envisaged Schedule given in Contract Period and Project Deliverables.	Remain as it is
13	Page No. - 109 to 110 Clause No. - 6. Contract Period and Project Deliverables	Please refer table for Different deliverables with their timelines as under		

14	Page No. - 18 Clause No. - 2.17 Taxes, Levies and Duties	Bidders are required to quote their prices inclusive of all taxes and duties except applicable GST. The Input Tax Credit (ITC) available, if any, under the GST Law as per the relevant Government policies wherever applicable shall be taken into account by the Bidder while quoting bid price. EESL's liability shall be only for applicable GST.	There may be instance occurring wherein the GST, duties, taxes may get revised upward by the order of the Government of India. It is requested to EESL that for such scenario the statutory upward variation in applicable GST, duties, taxes shall be to EESL's account. Any increase in such GST, duties, taxes after the due date of submission of bid but within the currency of Contract including extension of Contract date will be to the account of EESL. It is requested to please consider and kindly incorporate this scenario as well.	Clarified as: Provisions of RfP/Bidding Documents are amply clear, prospective Bidders are requested to refer clause 36 of GCC, Section-3.
15	Page No. - 27 Clause No. - 5.6 Contract Performance Security	Within twenty-eight (28) days after receipt of the Notification of Award, the successful bidder shall furnish the performance security for ten percent (10%) of the contract price or as specified in RfP/Bidding Documents and in the form provided in the section "Forms and Procedures" of the bidding documents or in another form acceptable to the EESL.	(i) It is requested to EESL to please refer to the Office Memorandum No. F.9/4/2020-PPD from Govt. of India, Ministry of Finance, Department of Expenditure. The Office Memorandum states that the PBG has been reduced from 10% to 3% and same consideration is to be given to the vendor till 31.03.2023. The above-mentioned Office memorandum can be referred on the website of Department of Expenditure. It is requested to EESL to please revise the Contract Performance Security from 10% of the Contract price to 3% of the Contract Price.	Clarified as: As per Part – D of Section-4 SPECIAL CONDITIONS OF CONTRACT (SCC), Contract Performance Security (CPS) (which is three percent (3%) of the contract price) is to be submitted. Amended as: Wherever Contract Performance Security is indicated as "ten percent (10%)" in clause 5.6 of ITB, Section-2, the same shall be read as "three percent (3%)".
			(ii) It is also requested to EESL to consider and calculate Contract Performance Security based on contract price excluding GST.	Clarified as: Provisions of RfP/Bidding Documents are amply clear. Bidders are required to quote their prices excluding applicable GST in line with the provision of RfP/Bidding Documents. Award shall be placed on lowest evaluated and technically acceptable bid as per the provisions of the RfP/Bidding Documents. Accordingly, successful bidder is required to submit requisite performance security as a indicated percentage of Award price.

			(iii) It is requested to EESL to please allow Fixed Deposit Receipt (FDR) / Term Deposit Receipt also as a form to submit the Contract Performance Security/Security Deposit.	Clarified as: Provisions of RfP/Bidding Documents shall remain unchanged.
16	Page No. - 29 to 85, SECTION-3 GENERAL CONDITIONS OF CONTRACT (GCC)	Various clauses of GCC from clause no. 2 to Clause no. 47 (Including clauses on Equipment, Insurance, Inspection, Testing, Supply, Cargo, Completion etc.)	There are many clauses of GCC which are not of any significance or negative significance or not applicable to or of no meaning to the bidder of the DEEP website project. They are applicable for hardware / equipment supplier, but not for a web design and development vendor. It is requested to EESL to please revisit these clauses or delete these clauses.	Clarified as: Redundant clauses may be ignored however SCM to clarify.
17	Tender Fee and Bid security / EMD	Various clauses and section	It is brought to the kind attention of EESL that in some of the clauses and section exemption for MSEs is referred for both Tender Fee and Bid Security / EMD whereas in some of the clauses and section exemption for MSE is referred only for Tender Fee. It is requested to EESL to please confirm if the exemption to MSEs is for both the Tender Fee and EMD / Bid Security.	Clarified as: Provisions of RfP/Bidding Documents are amply clear. Bidders are requested to refer Annexure-II for Tender Conditions applicable for MSE and Start-ups.
18	Page No. - 106, Clause No. - 3. Scope of work	EESL invites bids from the various agencies to implement a Solution for EESL wherein scope to develop a dedicated website for DEEP project covering, project activities like set of technologies, process for getting expression of Interest, list of beneficiaries, database for technical information, agreements, procurement status, project progress, provision for IoT based database structure to capture real time information for baseline and M&V, training modules, case studies, event scheduling, gallery etc.	(i) It is requested to EESL to please specify the file format of IOT data which will be received from the IOT vendor of EESL.	Clarified as: Will be provided during Development Phase
			(ii) It is requested to EESL to please specify the following: kind of training it is expecting to be imparted, the various stakeholders for the training, mode of training, frequency, batch size and location where training is to be imparted.	Clarified as: Training may be provided to the stakeholders of the application as & when required during the execution period. Training would be provided at EESL Corporate Office or via online medium.
			(iii) It is requested to EESL to please elaborate what it means specifically by case studies?	Clarified as: Case studies are related to the EE Technologies that are being implemented under the DEEP program
			(iv) It is requested to EESL to please elaborate what it means specifically by event scheduling?	Clarified as: Event scheduling refers to Upcoming Webinar, workshops & various others B2B meeting, Group meeting & stakeholder consultation. This is not real time and only static data.
			(v) It is requested to EESL to please elaborate what it means specifically by gallery?	Clarified as: Picture & video records of various events and project sites

19	Page No. - 107, Clause No. - 3. Scope of work	The Selected bidder shall be entirely responsible for the design (UI/UX) architecture of the system implemented to satisfy all features, functions, performance and security and shall suggest the sizing of the required hardware at the hosting data centre to run the application effectively & efficiently.	Will vendor be responsible for providing hosting and domain name of the website or will EESL be providing the hosting and domain name?	Clarified as: Domain name shall be provided by EESL.
	Page No. - 109, Clause No. - 3. Scope of work	5. Infrastructure Scope: The administrator shall be responsible for hosting & managing the application onto EESL Data Centre.		Clarified as: Please refer response at point no 6
20	Page No. - 107, Clause No. - 3. Scope of work	The application should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.), support and mobile adaptive for mobile & tablet devices.	Please confirm by "mobile adaptive for mobile & tablet devices" EESL means mobile responsive (m-responsive) website. It does not mean mobile application development.	Clarified as: Yes, the application must be responsive for all medium whether desktop/ mobile / tablet etc.
21	Page No. - 107, Clause No. - 3. Scope of work	The Selected bidder shall make necessary provisions for management reports, dashboards, SMS gateway and Data migration in line with the expectations of users provided in the functional requirement.	(i) Please clarify who will be providing SMS Gateway- vendor or EESL? If vendor, then please specify the number of sms expected to be sent per day?	Clarified as: i) Yes, SMS gateway would be provided by EESL. No of SMS per day would be based on the business requirement ii) Refer Point no 3
			(ii) Please specify the total size of all data to be migrated alongwith the various types of data that will have to be migrated.	

22	Page No. - 107, Clause No. - 3. Scope of work	User Management- The application should be capable of managing role based access where new users, roles, profiles can be created and be assigned accordingly	Please specify the hierarchy and various roles i.e. please specify the different roles, hierarchy and number of users for CMS.	Clarified as: Please refer response at point no 5
23	Page No. - 107, Clause No. - 3. Scope of work	Integration with any existing applications through SOA (Service Oriented Architecture) - Web services/API/JSON, Social Media platform, payment gateways, email, SMS, etc.	(A) Please clarify who will be providing the following (if in-case wherever required): (i) APIs for integration with other application / software. (ii) Payment Gateway/s (iii) Email Gateway (iv) Database Licences (v) Any other such access and application software.	Clarified as: i. Vendor would be developing the APIs as per the requirement. ii. SMS gateway would be provided by EESL for integration. iii. Email gateway would be provided by EESL for integration. iv. Database license would be provided by EESL v. Any other paid software to run the developed application shall be borne by vendor.
			(B) What is the meaning of JSON files- is that any physical and unformatted files? Kindly clarify.	Requirement is Amply clear. Refer Scope of Work of RfP
24	NA	NA	Is Security Audit required? If required, then is it required through CERT-IN empanelled auditor? What will be the frequency of Security Audit? Please clarify.	Clarified as: Please refer response at point no 8
25	Page No. - 111, Clause No. - 9. Support & Maintenance	* The Support and Maintenance period shall be 2 years after post Go- live support. * On successful completion of the implementation of the application or final Golive, the support team shall be responsible for the support throughout the contract period.	1) What kind of support required? Will it be Offsite support and / or On-site support? Kindly clarify.	Clarified as: Support would be offsite. However, in case any criticality/ urgency, team may be asked to visit EESL Corporate office.
26	NA	NA	Is Search Engine Optimization required?	Clarified as: Yes

27	NA	NA	Is website to be integrated with any other web application or website? If yes, then kindly provide the list of all such integration.	Clarified as: Yes, application should offer all services over REST API.
28	NA	NA	Is SSL Certification required? If yes, then please specify number of SSL certificates that will be required.	Clarified as: SSL is required and would be provided by EESL
29	NA	NA	Is Single-Sign-On (SSO) is required?	Clarified as: Yes. However, Design and database architecture must be approved by EESL before proceeding with the development activity.
30	NA	NA	Please confirm EESL would be providing the content for the website including the translated content?	Clarified as: Content will be provided by EESL
31	NA	NA	Please clarify if any existing website and application also has to be maintained until the development of the new website and web application? Please specify the name and link of such website and application.	Clarified as: No
32	NA	NA	Is Mobile App also required? If yes, then please clarify the following points: 1) The scope and extent for Mobile App development? Please provide detailed extent of the work involved. Please provide the detail about the workflow, required modules and features desired in the Mobile App. 2) On what platform/s mobile app is/are to be developed? 3) Will EESL be purchasing and providing the Playstore (for Android) and Apple store (for iOS) Licences and app hosting or will it be the responsibility of the Vendor? 4) Is Mobile App to be integrated with Payment Gateway and / or SMS Gateway and / or Email Gateway? If yes, then who will be responsible for procuring the gateways - EESL or Vendor? 5) Will Push notification feature be required in the Mobile App? 6) Is EESL looking for native solution only or can it switch to Hybrid as Hybrid solution is economical than native?	Clarified as: Kindly Refer RfP Point No.8 : 107
33	NA	NA	Is any On-site Resource required? If yes, then please specify the experience level and education level of such On-site resource	Clarified as: One resource may be made available during Development phase.

34	NA	NA	It is assumed that required infrastructure (civil and non-civil, IT infra, Computer, Laptop, Internet, Electricity, Sitting, Media etc.) for On-Site resources will be provided by EESL. Please confirm.	Clarified as: All the required infrastructure like internet, electricity, printer facility, sitting shall be provided by EESL. However laptop and its peripherals would be taken care by vendor.
35	Page No. 107 of 187 Clause No. 4	Dashboard login to be given to Project stakeholders	Please clarify, what information needs to show in dashboard?	Clarified as: Will be decided during the development phase
36	Page No. 107 of 187 Clouse No. 4	Project activities /What we are doing	Please clarify , the planning to upload the pdf files?	Clarified as: Yes
37	General		Please clarify ,What is expected conurrency?	Question is unclear
38	General		Please clarify , the Integration requirement , if any	Clarified as: Please refer response at point no 27
39	NA		Is any cost involve in hosting?	Clarified as: No. But if any additional paid software is required to host the application then that would be in the scope of vendor
40	NA		Is require payment gateway?	Clarified as: Yes, it is required wherein the cost would be borne by EESL/Gateway provider.
41	NA		Who will provide the hosting server?	Clarified as: Please refer response at point no 6
42	NA		How many SMS will deliver in daily/monthly basis?	Clarified as: Please refer response at point no 21
43	NA		Who will provide the report & dashboard data?	IOT agency hired by EESL will provide data
44	NA		How many logins require?	Clarified as: Please refer response at point no 5
45	NA		Who will bear the cost of SSL?	Clarified as: Please refer response at point no 28
46	NA		Is department providecontent?	Clarified as: Yes
47	Page No. 107, The Selected bidder shall make necessary provisions for management reports, dashboards, SMS gateway		Do we need to migrate data from the old Database? Which Db are you using currently, its version, and data size?	Clarified as: Please refer response at point no 3

48	and Data migration in line with the expectations of users provided in the functional requirement.		Who will bear the cost of Bulk SMS for 2 years and approximately how many SMSs are required?	Clarified as: Please refer response at point no 23
49	Page No. 108, Dashboard login to be given to Project stakeholders		Approximately how many stakeholders (user types) are there?	Clarified as: Please refer response at point no 5
50	Page No. 108, IoT based data to be captured on a website for record		When you say IOT based data, does this mean analytics performed on the websites using Google Analytics or any 3rd party analytics tool? Please confirm.	Clarified as: Yes, It will be finalized during the development phase.
51	Page No. 109, The administrator shall be responsible for hosting & managing the application onto EESL Data Centre.		Is this an on premise or cloud based data centre?	Clarified as: EESL's DC (MeiTY Empaneled Cloud Data Centre)
52	General Queries		We assume that support required during the AMC period would be off-site. Please confirm.	Clarified as: Please refer response at point no 25
53	General Queries		Please confirm the expected user's traffic on the new website?	Clarified as: Requirement is amply clear
54	General Queries		Please confirm who will bear the scope of SSL certificate?	Clarified as: Please refer response at point no 28
55	General Queries		During the AMC period, who will bear the cost of any recurring services like domain renewal charges. Please confirm.	Clarified as: Please refer response at point no 19
56	General Queries		We assume that the content which needs to be uploaded on the website will be provided by EESL. Please confirm.	Clarified as: Yes