

Answers of Pre-bid (TENDER NO: REC/HR/TRG/Web Portal/2009-10) Queries

Sl.no.1. Extension of “Time Line Implementation” to i) 6-8 months ii) 120 days.

Ans. Time line is the essence of this Tender, so no extension of “Time line Implementation”. This timeline is applicable for development of the English and Hindi version at least. However additional 60 days will be given for getting the portals audited by CERT-IN empanelled vendors, refer clause 2.2 (b)

Sl.no 2. Estimated “Data Entry Efforts”, and volume and Formats to be specified.

Ans. All the existing training data till the portals implementation will have to be entered by successful bidder and later on by empanelled Power Utilities/Training Institutions by their unique micro site for each PUs/TIs as detailed in clause 2.4 of tender document. The offline Data entry will be by Franchisee and C&D Employees.

Sl.no 3. PHP & MYSQL in addition to .NET and J2EE.

Ans. The Online Monitoring and Management Software must be based on three tier web based architecture. It should be based on either .NET, J2EE, PHP or MYSQL frontend based architecture.

Sl.no 4.Number & sample /Formats of module reports are required Type of Mobiles and its features/Type of report uploaded on mobile

Ans. All MIS reports, existing as uploaded and those developed in future, All Smart mobiles.

Sl.no 5. Multi Language Support and who will provide Data.

Ans. The translated input data in Multilanguage such as MIS reports, monthly updates etc. for uploading will be provided by REC/CIRE, while all the supporting software and hardware to upload will be provided by vendor

Sl.no 6. Explain Micro Sites, should the s/w automatically create a micro site.

Ans. Micro Sites is a sub site exclusively for each and every PUs/TIs to enter the data/feedback etc with their unique login IDs to access their micro sites.

Sl.no 7. Training of Administrative support at REC/CIRE/PUs/TIs?

Ans. Yes, Training will be zone wise for REC/CIRE/PUs/TIs, it will focus on practical approach. Total 5 zones will be there.

Sl.no 8. MYSQL instead of ORACLE?

Ans. The database can be any standard database that supports the proposed solution and can be installed and operated upon the Database servers.

Sl.no.9. Details, Formats and volumes of data to be migrated.

Ans. Refer Sl.No. 2

Sl.no 10. Details of Payment Gateway which need to be integrated, and is there any calculation involved?

Ans. Payment could be electronic or manual, No online payment, but capturing of all payment and transactions record and status of processing invoices/bills will be there. Part of calculation of bills raised/amount claimed may be there. The system should be able to generate payment files as per RTGS or NEFT format for sending the same to the Bank, in case of necessity.

Sl.no 11. SMS Gateway needs to be subscribed for sending SMS and Relay server for mails. Does the Bidder need to do the Gateway tie up on behalf of REC or REC itself provide the Gateway?

Ans. Successful Bidder will have to provide the solution as well as the Gateway for this purpose; however recurring expenses if any for bulk SMSs will be borne by REC

Sl.no 12. Does micro site creation require a sub domain creation online?

Ans. Related to Qr. No 6

Sl.no 13. Shall the Bidder host Application in their own Data Centre?

Ans. The bidder should host the server and application in at least Tier 3 Data Centre, located in India.

Sl.no 14. Will there be any incentive for early completion?

Ans. Yes, an appreciation letter will be given by REC for early completion.

Sl.no 15 Are AMC charges payable for 1st year?

Ans. AMC charge is not payable for 1st year. The portal developed would be under warranty for 1st year after acceptance. Thereafter bidders to quote AMC charges year wise for 3 years and extendable for another two years, at the discretion of REC

Sl.no 16. User Acceptance Testing (UAT) for sign off, will a separate set of m/cs is needed?

Ans. The clause 2.3 is modified as under:

There will be four servers. The application is assumed to be two tier architecture. The Web server and application for each portal to reside in one of 2 application servers and the Database of each of the portals in two other database servers. The O/s, Software and RDBMS to be supplied for optimal performance of the application with the server h/w. Vendor to ensure that application and database should be behind adequate security environment of Data Centre. In addition to that, in case of failure of any of the data base servers, the rest server shall be able to continue the operation of both the portals. The same is true for application servers also. Proper failback arrangement has to be made for this purpose and also keeping in mind the SLA requirement.

The User Acceptance Testing can be conducted on these servers. However for future testing, separate instances may be created on these servers.

Specification of the server is enclosed at annexure – I

Sl.no 17. Can the machine be other than RISC and database is different for ORACLE?

Ans. Specifications of the machine are given in Annexure I. The database can be any standard database that supports the proposed solution and can be installed and operated upon the Database servers.

Sl.no 18. Open source component can have certain licenses.

Ans. Bidders are required to quote the prices including all licenses.

Sl.no 19. Is offline uploading of data required?

Ans. Refer SL. No 2

Sl.no 20 No. of Current user to access the portal

Ans. There will be 3 types of current users-

- I. Those who simply visits the site- anyone can visit
- II. About 100 empanelled PUs/TIs and REC/CIRE/MoP- may enter/update data
- III. Beneficiary parties who use suggestion boxes or download any training material or reports etc.

Sl.no 21 Can we out-source/subcontract, keeping the ownership with us?

Ans. The bidder is the single point of contact and is wholly and severally responsible for all the activities defined under the scope of this tender

Sl.no 22. Can we use on off the shelf product (MOSS-MS, Module-open source) and build on top of it to meet you requirements?

Ans. Yes, keeping in mind the functional and technical requirement.

Sl.no 23 What the performance SLA (Service Level Agreement) for response time and what is level of reducing to be limit & restoration SLA?

Ans. For live operation, SLA to be 99.5% for application availability to the public network. For test environment, SLA to be 95%. Penalty for not meeting SLA: For every drop of 1% of SLA requirement, reduction in FMS charges by 2.5 percent

Sl.no 24. How much collaboration required by instructor for online course delivery? Or it a self paced training?

Ans. No web based Training envisaged, only online registration of participants will be there (Refer clause 2.3 (u) of Tender document) All details of every program is to be reported online.

Sl.no 25. Who will provide & upload course content?

Ans. The course content will be provided by REC. Uploading and activities thereafter will be the responsibility of Successful bidder

Sl.no 26 For all Regional language reports the contact should also be available in that language only, please confirm

Ans. Refer Sl .no 5

Sl.no 27 Is any offline application required for the location where internet connectivity is not readily available & data uploaded later when internet is there?

Ans. Yes. S/w for data entry and uploading facility to be provided by the vendor.

Sl.no 28. Why do we need access to the portal available online through and VPN network?

Ans. This is applicable only for allowing users accessing the portals from inside the MPLS VPN cloud of REC network. However, if REC opts to host the servers at

REC's Data Centre, the complete integration of the solution to the REC's MPLS VPN network will be under the scope of the work.

Sl.no 29 Public Interface/Hindi Website – Does it include in UAT, Is it feature required or desirable?

Ans. Yes. Also refer Sl. no. 1

Sl.no 30. Desired mobile to be used is windows PDA version 6.1 above which will open PDF, Excel or MIS reports.

Ans. Refer Sl. no. 4

Sl.no 31 We understand that REC would provide complete access to network in REC's datacenter to vendor to manage hardware, software and bandwidth for the application?

Ans. Hosting has to be done by the vendor on co-location basis. However, rate for hosting in REC DC has been taken as OPTIONAL. In case these portal are hosted in REC Data Centre, the network and security configuration would be worked out in coordination with the vendor

Sl.no 32. Would REC like to re-use any of the available hardware/software?

Ans. The server H/w and S/w of the solution to be provided by vendor. Existing Desktops and s/w would be re-used by REC.

Sl.no 33. We understand that website will be based on single CMS template and dynamic functionality will be provided by customized .Net/Java components. Please advice if this understanding is correct.

Ans. Yes, single CMS template

Sl.no 34. We understand that CMS should have a workflow engine, i.e. any content to be published must be authorized by a supervisor before publishing it to live

Ans. Yes

Sl.no 35 Is there any requirement of integration with 3rd party application?

Ans. It would be responsibility of the vendor for integration with 3rd party application (if any provided by the vendor in this bid offer.

Annexure - I**Specification of Database Server**

Processors	Estimated tpmc / oltp 50,000 ratings should be supported by 3rd party audited benchmark results. Should be field upgradable to 1,00,000 tpmc/oltp OR Estimated Spec JBB 2005 50000 field ratings upgradable to Spec JBB 2005 100000 per server. Should be supported by 3rd party audited benchmark results
Processor Type	RISC
Cache per processor	1 MB or above level 2 cache
Main Memory	Min 12 GB upgradable to 32 GB
Standard / Integrated Interfaces	
Network	2 * 1 Gb Ethernet Ports
I/O Ports	DVD-ROM, Keyboard, Mouse, Ultra 320 SCSI RAID controller
Monitor	17" CRT console
Backup Device	Single external Ultrium-4 tape Drive with 25 tapes for taking backup of system o/s, application & utilities
Mass Storage and Media	
Internal Disk	3* 146 GB (10K RPM) Dual Channel Ultra 320 SCSI (Internal) with RAI D implementation
Operating system	Solaris/AIX/HP-UX/RH linux
scellaneous	Rack Mount

Specification for Application servers

Sl. No	Item Description	Specification		
1.	64 Bit Intel or equivalent Servers	Sr. no.	Form Factor	4 U / blade
		a)	Processor/CPU	Intel® Xeon® processor 5500 series, ≥ @ 2.9 GHz, ≥12 MB Cache, ≥ 1333 MHz FSB or higher
		b)	Slots	Minimum of 4 nos. of 64 bit PCI-E/PCI-X Slots (at least one free slot) or higher
		c)	Chipset	OEM approved Chipset
		d)	System Management Processor	Integrated Management Processor or equivalent with full Out-of-Band Remote Systems Management facility, Graphical User Interface including highly secure remote power control
		e)	Memory	Minimum 8 GB DDR3 RDIMM up gradable up to 64 GB with 8GB RDIMM
		f)	Memory Protection Features	Active Memory features such as Memory Mirroring & Online Spare or equivalent
		g)	Disk Controllers	Integrated Dual Channel Serial Attached SCSI (SAS) Disk Controller
		h)	Hard Disk Bays	Minimum of 4 x 3.5"/2.5" SAS Hot-Swap Hard Disk front accessible Bays or higher
		i)	Hard Disk Drives	2 x 300 GB 15K Hot-Swappable 3.5"/2.5" 10K SAS Hard Disk Drives or higher

	j)	RAID Controller	RAID Controller with 512 MB Cache & Battery Backup Unit. Should support RAID 0, 1 and 5.
	k)	Optical Drive	Combo CD-RW & DVD-ROM Drive
	l)	Ethernet Adapter	Dual Port 10/100/1000 Mbps Gigabit Ethernet Adapter with Wake-on-LAN & Alert-on-LAN or higher
	m)	Video	Minimum 16MB DDR memory with capability to display complex graphics
	n)	Power Supply & Fans	Should have redundant Power Supply Units and adequate fans for cooling or equivalent
	o)	Ports	At least 3 nos. of USB 2.0, 1 each Serial, RJ-45, Keyboard, Mouse & Video Ports
	p)	Diagnostics LEDs (Front Panel)	Should have LED based indicators for indicating failed components within the Server (visual indication of system well-being)
	q)	Predictive Failure Analysis (PFA)	PFA should be available for Processors, VRMs, Memory, HDDs, Power Supply & Fans in conjunction with Systems Mgmt. Software
	r)	System Management and Diagnostics	Integrated Management Processor or equivalent to monitor Environment, event recording and Alert notification through visual Diagnostics, Power Mgmt. Features for monitoring actual power usage & providing power consumption capping details
	s)	System Software	Server Management software with the device drivers
	t)	OS Compatibility (latest version)	MS Windows Server 2003-2008 (Ent. and Std. Edn.) 32 & 64-bit, Red Hat Enterprise Linux 4.x 32 & 64-bit, Novell

				Netware Open Enterprise Server 6.5, VMWare ESX Server 3.0
		u)	Software/OS (latest version)	• Latest version of 64-bit OEM Microsoft Windows 2008/ Red Hat Enterprise Linux 4.x 32 & 64-bit Linux or wherever applicable Operating System for each partition with unlimited user. • Minimum one license for each Operating System supplied in the tender. The license should be capable to work on the network. • The OS license shall be provided to support all servers / partitions with separate Independent instances of the OS in each server /partition. • Partition management software having dynamic configuration feature with GUI interface.
		v)	MISCELLANEOUS	Rack Mountable

ANNEXURE-D**Financial Bid****Price Schedule****Table**

Sl. No.	Description of the work	Unit Price (In Rs.)	Qty / Years	Section – A (C&D) Cost in Rs.	Section B (Franchisee) Replication Cost in Rs.	Total (in Rs.)
1	Design and Development of the Portal					
2	Supply, Installation and commissioning of Database Server H/w (This includes O/S)		2			
3	Supply, Installation and commissioning of application Server H/w (This includes O/S)		2			
4	Supply, Installation and commissioning of RDBMS (with 600 user licenses)					
5	Supply, Installation and commissioning of Application S/w (For off the shelf product, 600 licenses. No. of licenses is not applicable if the solution is to be developed fresh based on requirement)					
6	Annual Hosting Charges with any ISP in India (Recurring charges / year)		4			
7	AMC Cost for hardware and Software after warranty period of one year (Unit: Charges / year)		3			
8	Facility Management Support of managing the Application, S/w and Server H/w etc. with 24x7 support (during warranty period) with 99.5% uptime. One person to be deployed on all working days Mon – Fri (during office hrs 9.30 to 6 PM) (Unit: Charges / one person for one		36			

	month)					
9	FMS for management the Application S/w and Server H/w etc. with 24x7 support (during AMC – after warranty) with 99.5% uptime. One person to be deployed on all working days Mon – Fri (during office hrs 9.30 to 6 PM) (Unit: Charges / one person for one month)		36			
	Grand Total (Bid Offer)					

OPTIONAL ITEMS

1	Hosting in Data Centre of REC (as per clause 2.2 – optional, of Chapter no.2)					
2	Facility Management Support of managing the Application, S/w and Server H/w etc. with 24x7 support (during warranty period) with 99.5% uptime (in DATA CENTRE of REC)					
3	FMS for managing the Application, S/w and Server H/w etc. with 24x7 support (during AMC – after warranty) with 99.5% uptime – DATA CENTRE OF REC					
4	Integration of the application etc. with REC's MPLS VPN (in case of hosting in Data centre of REC)					
5	Cost of additional license of RDBMS/100 users					
6	Cost of additional license of application for off the shelf product/100 users					

Note: Boxes which are shaded are not to be quoted.

Date:

Place

Signature of Authorized Signatory

Name:

Company Seal:

Note:

1. Prices all inclusive of taxes including service tax. VAT, octroi and road permit. It is bidder's responsibility to deliver at final destination, RECL may assist if required.
2. Costs should be indicated clearly both in figures and words and any cutting/erasures/overwriting/deletion /modifications etc. shall be properly attested by the authorized signatory otherwise the bid is liable to be rejected.
3. Under no circumstances any extra/additional taxes, duties, levies etc. shall be payable to the bidder by RECL unless such a tax, duty or levy has been newly introduced and notified by the Government of India.
4. Prices should be indicated in Indian Rupees only.
5. Calculations against each row as specified in the price schedule should be carried out carefully both for the total of each row and the Grand total. Furnishing of any miscalculation etc. shall be at the bidder's risk and cost and the bid may be liable for summary rejection.
6. In case of a difference/discrepancy between prices quoted in words and/or figures the higher of the two shall prevail. Similarly, the total column will be derived from the rate quoted in unit*qty / Section – A and Section B and in case of any discrepancy with the quoted total figure, the derived total will be taken for computation of L1. Similarly for the Grand Total.
7. Costs for all items must be quoted. If price for any line item is missing, then the highest price for the line item will be taken for the purpose of Bid Offer computation. However, the least price quoted against the line item in the bid process will be mentioned in the Purchase Order, if the bidder happens to be the L1 bidder. In case of any disagreement, the bid will be rejected.
8. The prices shall be deemed to have been quoted by the bidder taking into consideration scope of work, schedule details and other clauses as specified in the tender document and as per tender terms and conditions and without any deviations of any form/sort/kind etc.
9. The bidder shall be deemed to have noted and agreed to the right of RECL to order for superset/sub-set of the items and/or procuring the same and/or similar items from alternate and/or different sources at RECL discretion.
10. Price of Optional items are not included in the bid offer for the purpose of L1 computation. However the bidder is committed to supply/deliver the items/services mentioned in the optional items as per discretion of REC.
11. The prices are firm and to be valid during the entire duration of the project.

Disclaimer

"Rural Electrification Corporation Limited proposes, subject to receipt of requisite approvals, market conditions and other considerations, to make a further public offer of its equity shares and has filed a Draft Red Herring Prospectus ("DRHP") with the Securities and Exchange Board of India ("SEBI"). The DRHP is available on the website of SEBI at www.sebi.gov.in as well as on the web sites of the websites of the book running lead managers at www.kmcc.co.in, www.dsmp.com, www.icicisecurities.com, www.jmfinancial.in and www.abnamro.co.in. Investors should note that investment in equity shares involves a high degree of risk and for details relating to the same, see the section titled "Risk Factors" of the aforementioned DRHP.

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