

**FAQ**

**Response to Pre-Bid Queries Raised Against Tender “Consultancy Services to Discoms For Implementing Grid Connected Solar Rooftop Scheme-Phase II” , Sap No: 83359301**

Sl.No	Clause No	Page No.	Details	Bidder's Query	GIZ Response
1	Clause 1, Table No.2	7	Target consumer category for solar rooftop demand aggregation	What is the numbers of consumers mentioned in the table? Are they in thousands, lacs or crores?	Consumers in table 2 could be read as consumers (approx. in Millions)
2	Clause 2, Tasks to be performed	8	Local support agency and network development	Who will organize these workshops? Will it be done from consultant's end or from DISCOM's end? Is the cost to be borne in the consultancy fees?	Involvement of SCGJ/NISE training centres in cities across the states can act as the local implementation network for demand aggregation campaign. Consultant could present the strategy for involvement of training centres for network development.
3	Clause 2.1b, Sl. No. iv,	8	The contractor shall propose and procure appropriate domain name; secured hosting server (at least a term of 4 years) based within the Indian and other necessary backend support services for proper functioning of the dashboard.	Will the cost of server include the annual maintenance cost of the server or it will be excluded?	Contractor shall bear all the cost for the complete duration of the contract.

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4	Bidding Document Clause no. 5 (d)	3	Don't send the bids on any other email id apart from qn_quotation@giz.de or else the bids shall be disqualified.	<p>1. What shall be the procedure of acknowledgment of receipt of the bid submitted before the deadline.</p> <p>a) Will the timestamp of the sender email ID be considered the official confirmation of the receipt? OR</p> <p>b) Suggest a mechanism to ensure that the email sent on qn_quotation@giz.de before the submission deadline mentioned in the tender are received. Will there be an confirmation email so that if there is some issue then the sender should at least know that the bid is not yet received and can retry or connect with the Procurement Team; OR</p> <p>c) Else accept the soft copy of the bid in the GIZ office in person along with the online submission</p> <p>Kindly confirm the procedure for the acknowledgment process of receipt of Bid.</p>	<p>a. timestamp will not help If we have not received the bid in our quotation email id.</p> <p>b. this email id works only in the mechanism of incoming recipient without any auto acknowledgement.</p> <p>c. soft copy of bids marked to any other email id except audit proof mailbox id qn_quotation@giz.de , will be immediately disqualified.</p>
5	Bidding Document Clause no. 5 (d)	3	30th September 2020	Is the bid submission timeline 11:59PM on 30th September 2020? Please confirm.	Yes, bids shall be accepted till 11.59 PM before closing of portal for any more tenders. However, it is recommended not to wait for last day/minute and submit the proposal asap once fully ready.

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6	Table 2	7	Target consumer category for solar rooftop demand aggregation	Please provide a state wise split on aggregation of solar rooftop capacity targeted for each selected state	Installation of solar rooftop target taken by discoms for year 2020-21 by respective state. Based on the solar rooftop potential and target taken by the DISCOMs from MNRE, consultant needs to present the strategy for achieving maximum demand that could be aggregated for residential category of consumer in the respective states.
7	2.2.ii. & iii.	10	'Content development' and 'Outreach campaigns'	Will 'FAQ's'; 'Case Study of operational rooftop PV system (1 case study booklet for each state)'; content posted on social media handles be also in the local state language?  Outreach campaigns – will the 'Large scale/mega workshops' also be conducted in the local language?	Please refer to Clause 2.2 Content development ii-(a).  Outreach campaign conducted in Hindi/English/Local state language as required by the DISCOMs.
8	2.5 c.	12	'A social media policy, in context to the project, shall be developed and aligned with all the active stakeholders of the project.'	Please provide more details about the 'social media policy' to be developed	Details about social media policy will be decided during the inception meeting and in the consultation and requirement of the DISCOMs.

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9	2.6	13	'Fixed Outcomes/Deliverables' table - '50 Volunteer recruitment programme in each state with onboarding of 8,000 volunteers'	<p>Please provide more details about the 'Volunteer recruitment programme' (purpose, activities, etc.)</p> <p>Please clarify – 'onboarding of 8,000 volunteers'</p> <ul style="list-style-type: none"> <li>- If 8,000 volunteers are in total, then kindly mention what is the break-up state wise</li> <li>- request more details about the 'volunteers'</li> </ul>	<p>Volunteers are involved for outreach activities and consumer interaction to make them aware about benefits of solar rooftop system.</p> <p>It is expected to enrol 40 volunteers in each volunteer recruitment programme to achieve 2000 volunteers in each state with a cumulative of 8000 volunteers in all states.</p>
10	2.6	13	'Fixed Outcomes/Deliverables' table	Does the 'Measurement criteria' indicate the minimum requirement i.e. to be achieved by the Consultant?	Consultant can propose their own minimum outcomes/deliverables as the measurement criteria which they are willing to commit as fixed deliverables.
11	4	16	'Eligibility of consultancy firm', Pt. 7- 'Consultant should provide experience for at-least 3 projects related to solar rooftop demand aggregation project for residential consumers	Request to not restrict only to 'residential consumers' because so far most of the activities in the solar rooftop space in India have taken place in the C&I segment, whereas it is yet to gain traction in the residential consumers segment.	No Change
12	Bidding conditions	2	Deadline for submission of bid: 30th September 2020	Given limitations of pandemic and large number of outreach planning required, we request bid submission date to be extended to 31st October 2020.	No Change.

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13	4.2	18	<p>Theme 1: DISCOM coordinators - required to be placed full time in DISCOMs office (5-10 experts i.e. at-least 1 in each state )</p> <p>Theme 2: Experts to support the DISCOMs coordinators placed in state for carrying out the work as mentioned in Chapter 2.</p> <ul style="list-style-type: none"> <li>- Policy, regulator and Tendering support expert (2-4 experts)</li> <li>- Demand aggregation expert (2-4 experts)</li> <li>- Social Media, Marketing, IT, Etc. Expert (2-4 experts)</li> </ul>	<p>Theme 2 experts mentioned – for example ‘policy, regulator and tendering support expert’ (2-4 experts) – is this per state?</p> <ul style="list-style-type: none"> <li>· Can the same person be proposed as a policy expert and demand aggregation expert (if he has both the expertise), under Theme 2?</li> <li>· Any qualification, experience required for these Theme 1 and Theme 2 experts?</li> </ul>	<p>GIZ is providing only requirements with regards to the personal concepts. Consultant needs propose the person with relevant qualification/experience to meet the deliverables of the projects.</p> <p>Yes ,the same person may be proposed as policy expert and demand aggregation expert under Theme 2. Experts proposed under theme 2 will be common to support the DISCOMs coordinators under Theme 1 placed in state for carrying out the work.</p>
14	3.6	15	<p>‘The bidder is required to describe its backstopping concept. The positions for technical and administrative backstopping must be supported through informative, brief CVs.</p> <p>Number of pages: 4 plus 2 for the CVs of the two backstoppers (DIN A4)’</p>	<p>So are backstopping personnel in addition to the Team leader, Demand Aggregation expert, Theme 1 and Theme 2 experts?</p> <p>Number of pages of the CVs have been mentioned as 4 +2 (for backstoppers) – request to please clarify because Theme 1 and Theme 2 CVs are also to be included</p>	<p>Backstopping arrangement is required for Theme 1 and Theme 2 expert.</p> <p>This page limit is per CV. All the requested to adhere the guidelines</p> <p>No specific format for CV is suggested.</p>

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				Request to please share the format for preparing the CV, if any?	
15	5.1	18	'The contract term shall be 15 months .....with a maximum price budget of 1.72 Crore is stipulated for the bid.'	<p>Will the payment be in Euros or INR (from India)?</p> <p>Does this maximum budget price include GST, all other applicable taxes and charges?</p>	<p>The payment will be in INR.</p> <p>Estimated budget is excluding taxes</p>
16	2.II	8	'Aggregating demand of grid-connected rooftop photovoltaic system across the GIZ allocated states <b>for Residential consumer demand aggregation. The priority of consumer category selected for demand aggregation may change from state to state</b> as per the state electricity scenarios and based on the target category selected by DISCOMs for promotion of solar rooftop.'	Prima facie, it seems that the project targets <b>only residential consumers</b> (i.e. demand aggregation, awareness creation & outreach campaigns, implementation support, etc.) ( <i>as also mentioned in Pg. 9 of the ToR</i> ) – kindly clarify if our understanding is correct	<p>Yes, the understanding is correct and prima facie, the demand aggregation is only for residential category consumers.</p> <p>The priority of consumer category selected for demand aggregation may change from state to state as per the state electricity scenarios and based on the target category selected by DISCOMs for promotion of solar rooftop.</p>

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17	Table 1	Pg. 6	Languages	For the states of Punjab and Maharashtra, only the respective local languages have been mentioned (i.e. Punjabi and Marathi). However, Hindi is also widely spoken and understood in both Maharashtra and Punjab – can the content development language be Hindi instead of Punjabi and Marathi in these two states? Also, it is assumed that the target consumers will be mostly in the urban areas (residential category including societies, standalone houses), who will have knowledge of Hindi and English.	The language for content development will be as per the requirement of the DISCOMs
18	Grid for Assessing eligibility Sheets – 'Company 1-5' and 'Company 6-10'	NA	NA	Under ' Commercial assessment', column H has different values for 'Average annual turnover' and 'Number of employees' – kindly clarify which sheet is to be referred to i.e. 'Company 1-5' or 'Company 6-10'	Average annual turnover should not be less than 3.5 Crores INR and Number of employees 20 persons (i.e. Company 1-5)
19	Technical evaluation grid Sheets – 'Bidder 1-5' and 'Bidder 6-10'	NA	NA	Kindly clarify which sheet is to be considered	Both sheets are same

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20	Technical evaluation grid Sheet – 'Bidder 1-5', Pt. 2	NA	'Assessment of proposed staff'	<p>Weightages (in percentage) are only given for 'Team leader' and 'Expert 1'</p> <ul style="list-style-type: none"> <li>- Is 'Expert 1' the 'Demand Aggregation Expert' mentioned in Pg. 17 of the ToR – kindly clarify if our understanding is correct</li> <li>- Are there weightages also for the Theme 1 and Theme 2 experts?</li> </ul>	<p>Weightage is for Team Leader and Demand Aggregation expert (Expert 1) (10% each).</p> <p>Please refer to 2.8 of Technical evaluation grid sheet.</p>
21	Bidding conditions Pt. 5	2	Deadline for submission of bid : 30th September 2020	<p>Is there a particular time too for submission deadline or it can be assumed to be 30th September, 11.59 pm?</p> <p>Request to please extend the bid submission deadline by 10 days, so that a quality proposal may be submitted after considering proper teaming/collaboration with sub-consultants</p>	<u>Please refer to query no 5 &amp; 12 in the FAQ document.</u>
22	Bidding conditions Pt. 3	2	Price Offer	Should the financial proposal be password protected?	No, its recommended not to send any password protected or encrypted files. GIZ uses audit proof email ID which are completely monitored by a neutral party as per German Law

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23	General Terms and Condition for Contract 17	3	<u>Applicable law/Place of jurisdiction</u> The contract is subject to the laws of the Federal Republic of Germany. The exclusive places of jurisdiction are Bonn and Frankfurt/Main if the Contractor is a merchant or a legal entity or a special fund under public law or does not have a general place of jurisdiction in the Federal Republic of Germany.	Since the scope of work has to be delivered in India and GIZ has office in India, we propose to change the governing law and jurisdiction as India	Agreed, place of jurisdiction can be New Delhi India under said contractual arrangement
24	Table 2	7	Connected load and number of consumers details for Domestic, Commercial and Industrial categories of consumers in 5 states.	Table 2 mentions target consumer category for SRT demand aggregation and also mentions details of 3 consumer categories: Domestic, Commercial & Industrial.  MNRE's SRT phase 2 scheme is applicable only for domestic category of consumers. Thus, we understand the demand aggregation support will be needed for only domestic consumer category, please confirm.	Yes, the understanding is correct, and the demand aggregation is only for residential category consumers.  The priority of consumer category selected for demand aggregation may change from state to state as per the state electricity scenarios and based on the target category selected by DISCOMs for promotion of solar rooftop.

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25	II. Demand Aggregation for rooftop photovoltaic system	8	Aggregating demand of grid-connected rooftop photovoltaic system across the GIZ allocated states for Residential consumer demand aggregation. The priority of consumer category selected for demand aggregation may change from state to state as per the state electricity scenarios and based on the target category selected by DISCOMs for promotion of solar rooftop.	We understand that priority of consumer category, in the present context, means specific segments under the residential consumer category. Please confirm if our understanding is correct.	Question is not clear.
26	2.1.a: Development of "Local implementation network"	8	Involvement of SCGJ/NISE training centers in cities across the states can act as the local implementation network for demand aggregation campaign.	<p>In the RfP, it is suggested to involve SCGJ/NISE training centers to act as the local implementation network for demand aggregation campaign. However, not every mentioned state has a SCGJ/NISE training center.</p> <p>We understand that it is left to the consultants to involve entities (may be other than the SCGJ/NISE training centers) based on overall suitability, to act as the local implementation network for demand aggregation campaign. Please confirm.</p>	Consultant can present their strategy for development of local implementation network for demand aggregation campaign.

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27	2.1.b: Create a web page/dashboard for states	8	The contractor shall develop an interactive profiling for each of selected states with comprehensive information on relevant parameters with regard to rooftop solar PV system and associated demographic parameters. The website will also act as the one stop platform for all the actors and relevant stakeholders' involvement in the demand aggregation process.	We understand that there will be only one website. Each of 5 states would have their respective webpages as needed. Please confirm.	Yes.
28	2.2. ii. a: Content development	10	Contractor is responsible for publication of successful implementation model in local, national and international platform and media like newspaper, television and radio channels.	We understand that contracting consultant would be responsible for technical content preparation for this. We request to GIZ to exclude the cost of publication in local/national and international media from the consulting scope, as volume of such items is uncertain at present. Also, the public utilities might have a better cost efficiency in doing them under their name. Alternatively, we request GIZ to reimburse such out-of-pocket costs on actual basis.	No Change.
29	2.2. iii. a: Outreach campaigns	10		Given the COVID situation, we understand that digital mode of outreach campaigns will also be acceptable to GIZ. Outreach programs like roadshows, plays etc. which will	Yes, the outreach campaign may be digital till the situation normalizes with the prior approval of GIZ.

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				involve physical gathering of people, which should be avoided in pandemic conditions. Please confirm.	
<b>30</b>	Cost of outreach campaigns			We request GIZ to reimburse such out-of-pocket costs on actual basis.	No Change.
<b>31</b>	2.2. iii. d: Large scale/mega workshops	10	it is encouraged to conduct couple of mega workshops, at least one, in each of the states for creating awareness; launching the initiatives; and/or inauguration ceremony.	We understand that such workshops will be an e-event and not to be held as physical events. Please confirm. In case it being a physical event, we request GIZ to reimburse such out-of-pocket costs on actual basis.	The workshop may be an e-event with the prior approval of GIZ.
<b>32</b>	2.2. iii. e: Designing of awareness materials	10	Designing of awareness materials like brochures, flyers, banners, campaign costumes, etc. to be used during outreach campaign will be prepared within 3 months from start of project.	We understand that contracting consultant would be responsible for technical content preparation for this. We request to GIZ to exclude the cost of printing brochures, flyers, banners, campaign costumes etc. from the consulting scope, as volume of such items is uncertain. Alternatively, we request GIZ to reimburse such out-of-pocket costs on actual basis.	Please refer to Clause 2.2 (ii) for the details on volumes of materials that needs to be prepared by the consultant.
<b>33</b>	2.2 Facilitation for system installation	11	The contractor in alignment with DISCOMs may establish for resolving the consumer queries by establishing call center at national level.	Consulting firm would help in needful planning for customer call center. We understand that the cost of setting up call center and its operations will not be borne by consulting firm. Please confirm.	Cost to be considered in financial proposal and borne by consultant for the duration of the project.

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34	2.2 Facilitation for system installation	11	The contractor shall be required to support tender process	We understand that it covers starting from transaction design till the selection of successful bidders for each state. Please confirm.	The contractor shall be required to support certain/all steps of the tender process as required by the implementing agency(DISCOMs/SNA) as applicable.
35	2.6.1 Facilitation for system installation	13	50 Volunteer recruitment programs in each state with onboarding of 8,000 volunteers	We understand that identification of agencies for the volunteers will be the contractor's responsibility. However, since they needed to be engaged with the DISCOMs beyond 15-month engagement period, the remuneration cost of the volunteers and out-of-pocket costs are best borne by anchor agency/ GIZ. Please confirm.	No additional cost will be bear by GIZ.
36	Fixed Outcomes / Deliverables	13	Installation of solar rooftop target taken by Discoms for year 2020-21	<p>We understand that by the time the contractor is selected and starts the engagement, relatively little time will be left for the completion of the year 2020-21. Hence, it should be changed to rooftop target achievement in FY 2021-22 instead.</p> <p>As an alternative to above metric, we recommend a metric of the number of unique users visiting the portal, number of views and applications received through portal etc. as metrics to</p>	Consultant can propose their own minimum outcomes/deliverables as the measurement criteria which they are willing to commit as fixed deliverables.

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				measure the success of the outreach and awareness campaigns	
37	3.7.g: Further requirements	15	A social media policy, in context to the project, shall be developed and aligned with all the active stakeholders of the project. This is required to ensure quick and effective communication of the project over various social media channels.	We understand that this policy will be limited only to social media, not any other form of media. Please confirm.	Social media policy will include social media and messaging apps ( Facebook, Twitter, Instagram, you tube, text messages, WhatsApp etc.), FM Radio, TV, webinars (Zoom, Google meet etc.), and or any other popular mode of communication which will be developed in consultation with GIZ and DISCOMs.
38	4 Eligibility of consultancy firm	16	Average turnover for the last three years should not be less than 3.5 Crore	We understand that the turnover requirement is only applicable to the lead member of the consortium, not the individual members. For more experienced participation, it should be enhanced to Rs. 100 Crore. Please confirm.	No Change.
39	5 Eligibility of consultancy firm	16	The reference project should have contract value of more than 15 Lakhs and the start date of the project should not be before the year 2016.	We request GIZ to allow firms to showcase references of long-term projects (12 months or more) which started before 2016 but continued for the year 2016, or part thereof.	No Change.

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40	Personnel concept	16	The bidder must submit documentary proofs in their bid to prove the eligibility. In case, the proofs aren't provided the bids will get rejected.	We understand that work orders will be sufficient as documentary proofs. Please confirm.	Works order any other valid documents as well such as previous copy of contract, or Certificate etc may act as documentary proof
41	Tasks of the team leader	17	Organizing events and workshop for government and C&I consumers	As the focus is on solar rooftop program Phase-II, we understand the events and workshops are to be organized for residential consumer category and the C&I consumer category is excluded under this RfP. Please confirm.	Yes, the understanding is correct, and the demand aggregation is only for residential category consumers.  The priority of consumer category selected for demand aggregation may change from state to state as per the state electricity scenarios and based on the target category selected by DISCOMs for promotion of solar rooftop.
42	Requirements on the format of the offer	19	The CVs of the personnel proposed in accordance with Chapter 4 of the ToR's must be submitted using the EU format and shall not exceed 4 pages.	We understand that no CV should exceed 4 pages each (including those of theme-1 and theme-2 teams). Please confirm.	Yes
	2.1 b) iv)	8	The contractor shall propose and procure appropriate domain name; secured hosting server (at least a term of 4 years) based within the Indian and other necessary backend support	Under section 5.1 the contract term is defined as 15 months whereas clause 2.1 b iv) requires hosting arrangements for 4 years. Are the consultants required to budget for maintenance of the	

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			services for proper functioning of the dashboard	dashboard for 4 years as a part of this proposal	
	2.2	10	iii. b) The contractor shall integrate digital platforms into the existing demand aggregation platform of GIZ named iSMART	We request inputs on which software and technology is used in developing GIZ's iSMART platform.	Please visit the website <a href="http://www.ismartsolar.in/home">http://www.ismartsolar.in/home</a> for understanding the technology used for developing the website.
	5	18	5.1) The contract term shall be 15 months from the signing of the contract with a maximum price budget of 1.72 Crore is stipulated for the bid.	Based on the structuring of the clause 5, we understand that the maximum price budget of 1.72 Crore is only towards professional fees for engagement of personnel and the budgets defined for Workshop/training, travel/accommodation and flexible remuneration under section 5.4, 5.5 and 5.7 respectively are exclusive of the maximum price budget of 1.72 crore. Please confirm our understanding.	Maximum price budget is inclusive of all cost (excluding taxes) i.e. towards professional fees and budget defined for Workshop/training, travel/accommodation and flexible remuneration under section 5.4, 5.5 and 5.7 of TOR.