

## F.A.Q.

### TENDER

#### FOR

#### Development of Monitoring tool for PM KUSUM scheme: Phase II

1. Kindly confirm if experience in weather forecasting will also include review of solar radiation data/profile

Ans: Bidder may assess the same based on scope of the tender.

2. Kindly provide clarity on payment milestones for the project based on deliverables

Ans: The payment will be set by GIZ at the time of contract based on milestone.

3. Kindly extend the date of bid submission by one-week i.e. 25th February 2021

Ans: The assignment has to be completed with a stipulated timeframe thus, deadline cannot be extended.

4. Kindly provide details of the technology stack/framework used in existing source code mentioned in scope of work. Also kindly clarify who will be providing software like database, webserver license etc. Please share if there is any VAPT report of existing implemented application

Ans : Please see table in Annexure I for details of technology , framework in existing code. SIAs, providing the data centre server/hiring the cloud, will pay software license fee, if applicable, for deployment of the software on data centre/cloud. VAPT report of the existing implemented application will be shared with successful bidder alongwith source code.

5. Please clarify if we are using any COTS platform for Part 1 development, in that we understand that source code need not be reviewed. Please clarify if we can propose any COTS February 2021 application for all the modules, in that case please confirm who will incur license or support cost.

Ans: We are not using any COTS platform for Part 1 development. The responsibility of COTS solution having compliance with requirements MNRE, GIZ and different States totally lies on the successful bidder. The successful bidder will have to provide the source code of the software after completion of the assignment. The financial proposal has to be submitted in the required format given in the bid.

6. Kindly confirm if we need to undertake development onsite or offsite.

Ans: Offsite software development has been planned for this ToR. However, bidder can travel to states for requirement gathering and other software development activities, if it is required.

7. As a part of scope, we will be developing single portal which will be replicated to all states, in that case we'll be defining prerequisites of deployment and client will be providing the same, kindly confirm

Ans: The development methodology/strategy depends on the successful bidder. It will have to ensure fulfilment of requirements of each state, MNRE and GIZ as well as to complete the assignment in the designated timeframe. The deployment of the software will be made on the data centre/cloud provided by each state.

8. Please clarify if we can use all software as open source and OS (Linux) will be provided by GIZ to start the work.

Ans: The choice of using open source or proprietary software for software development and deployment lies with the successful bidder. GIZ will not provide any software except the source code of existing application software as mentioned in the ToR.

9. Kindly clarify where are current system being hosted – Physical Data center (DC) or cloud and also confirm who will be managing infrastructure, Operating System (OS) and security. We understand this is out of Contractors' scope.

Ans: Data Centre /cloud will be managed by service provider hired by the states. However, application deployment, performance and maintenance on the data centre/cloud as per the ToR will be the responsibility of the successful bidder.

10. Kindly confirm if all integration API will be developed by other system providers

Ans: The ToR has envisaged integration with the SEDM national portal and remote devices for RMS. API for Integration with national portal will be shared.

11. Kindly confirm who will bear the cost for third party services such as SMS, email, SSL, domain etc

Ans: Successful bidder will not bear the cost for services of SMS, email, SSL and domain. If any other third-party service is required at any stage, the decision on the cost borne will be made by GIZ and MNRE.

12. Request you to kindly provide documentation of EESL (Annexure 8 and others) as mentioned in February 2021 Communication Architecture file

Ans: Uploaded for reference

13. Kindly confirm if any PII (Protection of Personal Identifiable Information) will be out of scope of application development.

Ans: Compliance to National Data Sharing and Accessibility Policy (NDSAP) must be ensured.

14. Request to kindly indicate the maximum budget for the project

Ans: The budget should be decided by the bidder based on the ToR. GIZ would not like to comment on it.

15. Please share the previous RFP to understand existing application landscape and infrastructure requirement.

Ans: The question is unfortunately not clear. We do not understand what is specifically meant by "Previous RFP".

16. With reference to clauses of General Terms and Conditions (GTCC), we would like to change/modify few clauses in the GTCC, which may/are contradicting to our rules/policies.

Ans: All the clauses specified in General Terms and Conditions for Contract (GTCC) are globally accepted and are non-negotiable. None of the clauses in GTCC shall be modified/changed.

17. The TOR states that the bidder shall review the architecture and source code for Haryana & Gujarat. The tender documents also refer to an Annexure II where source code details are mentioned. However, we were unable to locate this information - can you please share the software stack (frontend language, backend language, application layer) used for the existing codebase?

Ans: Please refer to Annexure I.

18. Do any states other than Haryana & Gujarat have existing code bases?

Ans: We have code base of Haryana and Gujarat.

19. Will it be possible for the security auditor to review security measures proposed by the bidder during the design phase? This will help prevent gaps - and save time and effort for later fixes.

Ans: GIZ will not appoint any security auditor to review security measures proposed by the bidder during the design phase. The successful bidder must ensure development of software as per the guidelines of Cert-in, Govt of India for information security compliance.

20. Is the bidder supposed to procure the SCADA licenses, or will they be directly purchased by State/ National authorities? Are there any SCADA packages already in use? Can you provide details?

Ans: Bidder has to procure SCADA license. Please refer to Annexure I for existing SCADA package details

21. Is it possible for States to operate with less than the 14 national statuses? Sub-statuses can work as tags and filters. However, transactions - such as movement from an application from 'site survey pending' to 'site survey complete' - will still be driven by the 14 national statuses. Is this acceptable?

Ans: States should adhere to 14 primary status to be sent to national portal. State can add any status/substatus as per their requirement which the bidder will have to make provision for.

22. As per Clause 1.2.3 of "Technical Specification Document for SEDM", the system should "Register a tender and generate specification Checklist Template of individual Item". Will this checklist vary from one state to another? Does it need to be configurable?

Ans: Yes, the check list as well as the process may vary from state to state.

23. Clause 1.2.9 "Technical Specification Document for SEDM" states that the farmer app requires "OTP based Password Reset Mechanism". Instead of creating a separate username and password, can we use the mobile number (primary identifier) as login, and an OTP for password? This eliminates the need to remember passwords, increasing both simplicity and security.

Ans: Clause 1.2.9 refers to OTP on the mobile of farmer.

24. Can the State Level web portal be built on WordPress? Live data can be piped to it via API. This will offer the full flexibility of the wordpress back-end. Or, should we develop a website page builder integrated with admin functionality?

Ans: Bidder has to decide on the development platform based on the ToR.

25. Clause 3.1 of "Technical Specification Document for SEDM" states that the bidder is accountable for "Tracking application through various stages...", "Identifying misleading information...", "Mass or Individual application level rectification of data entries" and "ensuring complete integration and closure of each application".

- a. We assume that accountability for proper transactions rests with implementing agencies; the software solution needs to cater to such workflow requirements. For example, the software should provide for bulk upload and data correction with an audit trail. Is our understanding correct?

Ans: The software solution needs to cater to work flow requirements. However, it should highlight invalid data and provide mechanism for alerts on invalid data as well as correction.

- b. More generally, is it correct to assume that implementing agencies are the custodians of data, and the bidder provides technical support for operational issues?

Ans: Yes

26. Clause 2.2 of "Technical Specification Document for SEDM" lists "SIA's Existing Application Registration Software" among the modules to be integrated. In this context, what does integration mean? Integrate their API output? Or modify their code base? For how many states will this be required?

Ans: Review of existing systems of selected States is specified as a scope in the Task 1 of the TOR. Accordingly successful bidder will take appropriate measures as per the requirement of the scope of ToR.

27. Clause 5.1 states that the bidder is accountable for "RMS Device testing and hand holding of Empanelled agency", and "support for RMS Device installation and go live to empanelled agency".

- a. Is RMS device testing within the scope of work of the bidder? If yes, will the bidder have to procure device samples for testing?

Ans: RMS device is provided by the installer appointed by SIA. The successful bidder will have to capture the data from RMS device, store it in server provided by States and show the data at appropriate places.

- b. The TOR excludes hardware procurement and installation from the scope. Are the specs in conflict with the TOR?

Ans: Read above point.

28. Is it required to use the same codes which are currently present or the agency can create the system from scratch if need be?

Ans: It is choice of bidder.

29. What is the current programming language in which the portals are currently made. Also, is it necessary to use the same programming language as the old systems or the new system can be on a different language

Ans: Please see table in Annexure I. It is choice of bidder to use same or different programming language.

30. When we talk about the mobile application, is it just Android or iOS or Both? Also, are the mobile applications working or certain features from the web part not present or not working and are the applications available in the respective stores, I.E., Apple store and Google Play store, assuming both applications have been made

Ans: Android only. Please refer to Annexure II of ToR for more details.

31. Does the Agency conduct the security audit, even though the auditor is being provided by GIZ?

Ans: It is choice of bidder.

32. With the CMS being present, are we looking at limiting the size of the uploads for images, pdfs?

Ans: Size of uploads for images, pdfs will be as per the requirement of states.

33. Also, for the website/web portal, will be the content be provided by GIZ or the agency will need to create it to make it SEO friendly

Ans: Bidder is responsible for the content (to be approved by GIZ, MNRE, States) and SEO for maximum visibility of the portals.

34. Which version of the license are being looked for the SCADA software or is there any pre-requisite for the same from GIZ end.?

Ans: Please read ToR and "Technical specification" document

35. With the Design of 13 PM Kusum State portals and also maintaining and enhancing the current live portals, will the portals in look and feel be the same or will have changes as per the state requirements

Ans: There may be changes as per State requirement. The successful bidder is responsible to maintain the portals to be developed under this ToR only.

36. Are we looking multiple device login without being logged out when the screen is closed or will that be a time-bound?

Ans: This may be decided during portal development phase based on the requirement of States.

37. What kind of user access are we looking at, verification of people using the portal, also in the admin section how is the access rights structured?

Ans: Please refer to "Technical Specification" document

38. Will the payment be in phases? If So, then what would be the ideal payment terms.

Ans: The payment terms will be decided by GIZ at the time of contract.

39. How many environments are planned for Data Analytics?

Ans: Please refer to bid document to check its relevance.

40. What is the overall initial size and volume of the events to be considered, post which the scalability and distribution is taken into an account ?

Ans: Please refer to bid document to check its relevance.

41. What is the Frequency and latency at which the streams will come from the SCADA system

Ans: Please refer to bid document to check its relevance.

42. How many states data would be utilized ?

Ans: There will be separate portal for each state.

43. Any information on existing data size ?

Ans: For each state, application is being developed for the first time

44. Expected incremental data growth year on year basis ?

Ans: The bidder should make its own assessment.

45. Expected number of user base for the Advanced analytics AI&ML solution ?

Ans: Please read the bid document to understand the requirement of AI&ML solution.

46. 5 years in professional/consulting experience of designing and setting up M&E for Government or Private Energy or Renewable Energy Company

Ans: There will be no change

47. 3 Years experience in ERP / Industrial IoT / SCADA

Ans: There will be no change

48. Considering multiple SIA in a single state, Bidder needs to ensure component wise security Audit for all software application for such as Web Application, Farmer Mobile Application, Agency Mobile Application, SCADA Platform

Ans: GIZ will get the security audit on the software application component(A/B/C) wise completed by the bidder and ready for hosting on SIA provided server.

49. The security Auditor shall be CERT-IN empanelled agency appointed by MEITY

Ans: Yes

50. In case of bidding company being a incorporated legal JV company, experience of partner companies of the bidding JV Company shall be considered

Ans: The lead partner/firm must meet all the required criteria's under Grid for Assessing the Eligibility of firms".

51. Need clarity on Scope of Work

Recurring cost such as Staging Server, SSL Certificate, Mail Server etc.

Coordination with State and National NIC

Change request mechanism

Additional Training and Support then mentioned  
Consultancy to SIA's for identifying agency

Ans: There is no clarity on the issues. Please refer to bid document and response to pre-bid query.

52. Payment Terms

Need clarity on payment mile stones and terms

Ans: The payment will be set by GIZ at the time of contract based on milestone mentioned in ToR.

53. In case of State Servers are not available, acceptance and go live shall be considered on Bidder's Test Server

Ans: GIZ cannot comment on the proposed question at this stage. This will be decided in consultation with Ministry of NRE.

54. Request insights on do the existing portals have the method of evaluating the possible environmental impacts especially focusing on ground water? What specific parameters are required to be displayed in the state portals?

Ans: Existing portal does not have any evaluation method on possible environmentally impacts, specially focussing on ground water. The parameters are already given in the bid document.

55. Request insights on the coding environment and technology used for development of the National portal

Ans: Please refer to Annexure I

56. Request insights on the coding environment and technology used for development of the State portal since code developed by third party will need to be handled by development team.

Ans: Please refer to Annexure I

57. Request input on whether integration is through web service or web API or any other method?

Ans: Web API is already available to integrate state portal with national portal.

58. Can bidder get the access to view the key functionalities of the national portal as well as Haryana and Gujarat?

Ans: No.

59. Request GIZ to confirm that the consultant is not required to engage security audit agency and Auditing agency shall be hired by GIZ for both Part 1 and 2 for all components for all states/national portal

Ans: Yes.

60. Request clarity on number of trainings to be conducted. Since there are six states where component A is expected to be developed. Is the requirement to conduct a cumulative of 10 trainings for component A or  $10 \times 6 = 60$  trainings for component A? and similarly for component B and C?

Ans: 10 trainings for each of 6 component A totalling 60 and in same way for each component B and C as mentioned in ToR.

61. Request clarity on which of the following is expected for Task 8

- State portals need to be updated to include these features?

Ans: Extra features have to be added as given in Task 8

- State portals need to be updated with interlinkages with National level portal?

Ans: Yes

- Consultant is expected to update national level portal?

Ans: Only extra features have to be added as given in Task 8

62. As a standard process in software development, beta version of the portal is expected to be developed first followed by security audit and deployment. Further NIC may not allow deployment of unaudited portal. Further, it is also suggested to provide ten days of timeframe for deployment of source code in state's server and integration with national portal upon completion of security audit. Considering this we request reorganization of the sequence as follows:

- Beta Version of portal -22nd Week, 35th week
- Third Party security audit – 26th week, 39th week
- Deployment of source codes in states' servers and integration with national server – 27th week, 40th week

Ans: Thank you for pointing out. GIZ would take note of this.

63. The 17 month time duration for the project is specified from February 2021 to June 2020. As the tender closes mid-February and assuming evaluation of tender is completed by end of February, consultant shall effectively have 16 months to execute the assignment. Assuming 24 working days a month this gives a maximum of 384 working days. We request clarity of whether the Working Days Assigned for the position can be divided amongst two personnel. If yes, then will CVs of both personnel be evaluated?

Ans: GIZ would not like to comment on it.

64. Based on the Terms of reference weather forecasting is a minor component of the proposal, however, business process customizations are required for 13 States for 20 Components. We request replacement of experience of weather forecasting with 'business process development/management' or modifying the criteria for specific professional experience to '3 years' experience in weather forecasting or business process development/management'

Ans: There will be no change

65. Since the Short Term expert pool shall provide support to the Team Leader and Expert 1 for not only implementation of the IT tools but also for business process development/customization, we request the scope of qualification be expanded as follows: 1. Education/training (2.2.1) – University Degree in Computer Application or Science or Engineering or other relevant field 2. General professional experience (2.2.3): 3 -7 years of professional experience developing websites/web -based pages or in communication or for business process development or experience in IT/IoT 3. Specific professional experience (2.2.4): 3 years of web -portal O&M experience or 3 years of experience of working with DISCOMs/SNAs for business process development. Alternately GIZ may consider two separate short term expert pools for IT Experts and Business Process Experts.

Ans: There will be no change

66. Can the site inspection and survey be jointly implemented in a single mobile app? Or Do we need to have two separate apps for these functionalities? Can the bidder get the specific screenshots of the key functionalities implemented in the mobile app ?

Ans: These are two separate apps.

67. Request clarity on role of SECI and NISE in the portal.

Ans: There is no role of SECI and NISE for the ToR. They may be potential users of national portal.

68. Is the tender open to both national and international agencies.

Ans: The tender is open for all the companies who have the registered office in India and must be registered under companies act.

69. Request inputs on overall budget for the tender

Ans: The cost estimated is internal to GIZ, and cannot be shared with any party.

70. What is the URL of the National portal that is developed by the Gov. of UK? Ref- ToRs Page No - 4.

Ans: This will be shared with successful bidder.

71. Will Bidder's Personnel visit the site at the time of Integration of devices? If YES then accordingly we need to calculate travel expenses from our state office to site (device integration at implementation place).

Ans: It depends on the methodology of the bidder.

72. Is there any particular technology which we need to use to create the State portal and other deliverables?

Ans: No

73. Do we need to create the platform from the scratch, or we need to work on the existing platform?

Ans: It is choice of the bidder

74. Do we need to re-design the entire platform or work with the existing design? Or, we need to design a specific portion ? If yes, please suggest the scope.

Ans: It is choice of the bidder. Please read the bid document.

75. Is there already a staging server or it needs to be provided ?

Ans: It needs to be provided

76. Please suggest if some modifications or update on the National SEDM portal is also included in the scope of work or we are looking at it only for the integration?

Ans: Please refer to response of Q. N. 73

77. Please confirm the scope of work for Device integration (SCADA), Do we need to create the system from scratch or work on the existing system? Or, it involves only maintenance and integration? Also, please suggest on the technology stack on which this system is built.

Ans: Please read the bid document.

78. Please provide pre-requisites (if any) for the audit compliance

Ans: It needs to comply with the Cert-in guidelines

79. The CV format is not specified in the terms and conditions for application. Please provide the CV format. Also please confirm as GIZ has asked to submit CVs in maximum 4 pages, are only Bio's expected or complete CV is desired?

Ans: The CV format is attached for your reference, however, the bidder can also submit the CVs in their own format limiting maximum number of pages for each CV to 4.

80. Please confirm, if the cost incurred for creating, using, maintaining the IT platform or associated services like sms, email etc. on SIA provided Infrastructure will be borne by SIA and there is no such cost to the contractor?

Ans: Please refer to response of Q. N. 11

81. What technologies have been used to build the existing SEDM platform, portal? Please provide the details including programming Languages, Databases, frontend, backend, frameworks.

Ans: Please see Annexure I.

82. Is SEDM leveraging any commercial licensed software? if yes pls provide the details of licenses.

Ans: Please see Annexure I.

83. What hardware configuration/ compute power has been deployed to run the Haryana and Gujarat portal? Please provide the module/ application wise compute details and performance benchmark reports.

Ans: The successful bidder is expected to provide the configuration/ compute power to SIA in each state for deployment of the software based upon the number of solar pumping systems installed/to be installed.

84. Are there any known issues with existing applications of Part 1 and Part 2 in Haryana and Gujarat? If yes please provide the details of all unresolved issues including but not limited to functional, performance etc.

Ans: GIZ is not privy to any such issues.

85. How is Gujarat and Haryana SEDM communicating with RMS/ devices. Please provide details of a) communication technologies used b) SCADA, Integration Software, IIOT software used.

Ans: Please see the bid document.

86. Please clarify that MNRE/ SIA will ensure to procure RMS/ Devices that follow open standards and will provide standards based interfaces/ API's.

Ans: MNRE has already set model guidelines for compliance of standards.

87. Kindly provide details about RMS/ Devices being procured? Will the RMS provide the SDK, what all protocols does it support, what is the minimum compute power available with RMS?

Ans: MNRE has already set model guidelines for compliance of standards.

88. Kindly relax following conditions of eligibility criteria. a) Technical Experience · Minimum 5 years of experience in national or international projects for designing web portal, data analytics and data visualisation TO Minimum 4 years of experience in national or international projects for designing web portal, data analytics and data visualisation.

Ans: The criteria's defined in the requisite format/ToR cannot be changed.

89. Please clarify Grid for technical evaluation sheets. Is bids above threshold in one sheet and bids below threshold in another sheet a typo mistake or it is correct and GIZ internal evaluation requirement.

Ans: The Grid formats are for bidders for reference purposes and submission of documentary evidence against the given criteria's. GIZ evaluation team will evaluate the proposal against those specified criteria's.

90. Is experience of ODA financed development projects mandatory. We have done number of projects but none is ODA financed. If we have to score 70% in eligibility to qualify. This requirement won't be a problem As we score well in other criteria. If we have to score 100% in Grid for assessing eligibility kindly relax this condition.

Ans: The scoring will be given by the technical evaluation team of GIZ. Bidder must atleast score 50% to qualify in Grid for Assessing the eligibility as well as in the technical evaluation.

91. In terms of reference pdf, section 6 – cost requirements. It is mentioned that total 2500 human days are required for each state to complete the work. Is 2500 human days for each state or for all the states combined?

Ans: The total 2500 mandays is for all the states combined.

92. Are bank details already stored in govt repository? Are we connecting to bank APIs for debit/credit and does implementation firm need PCI-DSS certification for this?

Ans: Please refer to Clause 2.2 of Technical specification document.

93. Is national dashboard/ analytics part already implemented ?

Ans: Yes.

94. Does report manager module already exist or need to be built? Any particular reporting/ analytics software in use?

Ans: Yes. Please refer Annexure I for more details

95. To be integrated with Payment gateways? any specific or multiple if multiple how many?

Ans: Please refer to Clause 2.2 of Technical specification document. The selected bidder will get this requirement from the state if there is any.

96. Doc- Terms-of-Reference, Page - 18, Table - List of Software Modules To be Developed. For point 2,3,4 it is mentioned that it is available but may need custom development. However, for point 1, 5 no such information is given. Shall it be understood that these are new requirements and need to be developed from scratch. Pl confirm?

Ans: For point 1 and 5 , there exists no software module.

97. The contractor has to rollout the system at the state level. Pl confirm the number of locations per state, will it be one per state or the rollout must be done at district level?

Ans: Please refer to bid document.

98. For user manual, it is mentioned that the language will be English, however for generic video tour no language is mentioned. Pl confirm what will be the language for "Development of one generic video tour (with an approximate length of 30 minutes) of the portal for training of the staff for use of portal"?

Ans: Noted

99. In technical specifications, it is mentioned that the "-Multiple Language Selection at Log In" for Consumer/Farmer Mobile Application. Pl confirm that whether it is limited to Mobile application only or applies to the portal as well. Also pls provide the list of languages.

Ans: Multiple Language Selection is limited to Consumer/Farmer Mobile application only. Language/s will be decided by SIA during requirement gathering stage.

Technology Stack of SEDM portal		
Parameter	<u>National SEDM Portal</u>	<u>State SEDM portal (Haryana/Gujarat)</u>
Operating System	Windows Server 2016 Datacentre	Windows Server 2016 Datacentre
Application Server	IIS 10	IIS 10
Front-end Tool	Visual Studio Code, HTML, CSS, JS	Visual Studio Code, HTML, CSS, JS
Back-end API Tool	Visual Studio 2017	Visual Studio 2017
Back-end Database	MySQL 5.7.27	MySQL 5.7.27
Report manager used	No	No
Analytics software used	No	No
Has any licence software purchased by SIA to use the software ?	No	No
Framework for software development	.net Framework 4.6.1	.net Framework 4.6.1
SCADA package	IntelliSCADA	IntelliSCADA