

Accurate Pvt Ltd.

Sr. #	Section	Clause	Description	Question	PITC Response
1	SECTION – III: TECHNICAL REQUIREMENT (b.) Page - 15	Lot-B: Software Development and Maintenance Support	Installing and updating new versions (libraries, components and patches) of the software (Metering Data Management, MDC and Live Views) Installing and updating new versions of support software (Web servers, Database, Windows) Installing security patches Reinstallation and reconfiguration of the software Database maintenance and backups	Will PITC provide the access and relevant softwares regarding the points mentioned. If yes than kindly share the scope of access.	PITC will provide Screen Shorts of the existing Software
2	SECTION-IV: 1. SCOPE OF WORK A. Operational Support. Page - 16	I. Lot-A: Meter Management & Field Support	CAT-1 Installation of new AMR meters	Who will provide the New Meters? Who will provide the MDC? Are there any specific requirements or preparations needed before the commencement of installation? Are there any additional requirements associated with the installation of the new meters? If so, what are they? How will the installation of the new meters be coordinated with our existing infrastructure and utilities? Are there any regulations or compliance standards that need to be adhered to during the installation process? Do we also need to provide training to the staff on how to maintain the new AMR energy meters? How will the installation team handle any technical challenges or issues that may arise during the installation? Are there any specific requirements for accessing or installing the AMR meters in different locations? What are the chances of disruption to our daily operations during the installation process? Who will provide all necessary wiring, connectors, and terminals for connecting the AMR meters to our electrical system? What is the quantity of meters and timeline for the installation process of the new AMR energy meters?	The new meter will be provided by the concern DISCO or PITC. MDC will be installed by the meter vendor. All necessary requirements for the installation of meters are already provided. In the same section. All the SOPs of Grid Stations will be followed during installation. Detailed guidelines will be provided. The quantity of meters will vary according to the requirement of DISCOs.

3	SECTION-IV: 1. SCOPE OF WORK A. Operational Support. Page - 16	I. Lot-A: Meter Management & Field Support	CAT-2 Repair and Replacement of faulty AMR meters	<p>What sort of faults are observed in already installed meters? Is there any fault list that may be provided for evaluation of faults?☒</p> <p>Repairing of already installed meters is a difficult task as repairing can only be done by the meter manufacturer/provider due to design constraints☒</p> <p>Some meters may require calibration after repairing and that can also be done solely by the manufacturer who has provided the meter. How to deal with such repairing issues?☒</p> <p>What support can PITC Provide in this regard with respect to Meters hardware, electronic components and software?☒</p> <p>Is there any specific troubleshooting process in practice right now or any SOP related to eradication of faults?☒</p> <p>What procedures are involved in repair and replacement of meters?☒</p> <p>What are the costs of replacing the meter?☒</p> <p>What is more in terms of percentage i.e. Firmware/Software Issues or Hardware issues?☒</p> <p>Are there issues related to module replacements or sim replacements? In case of module replacement the Module has to be imported by manufacturer or will it be provided by PITC?☒</p>	<p>PITC don't have a list of faults. If any damage occurs to the meter its responsibility of the bidder to locate it if possible to repair otherwise replace the meter with new meter.</p>
4	SECTION-IV: 1. SCOPE OF WORK A. Operational Support. Page - 16	I. Lot-A: Meter Management & Field Support	CAT-3 Shifting and Mute Clearance of AMR meters	<p>What does shifting refer to?☒</p> <p>What is the purpose of shifting?☒</p> <p>Are there any software updates or configurations required for shifting of AMR Meters?☒</p> <p>What will be the shifting procedure? Is there any SOP?☒</p> <p>What is mute clearance? Is it due to Network anomaly or Module problem?☒</p> <p>In what scenarios Shifting and Mute Clearance of AMR meters is required?☒</p>	<p>Shifting means to shift the meter from one panel to other panel (Transformer) upon the DISCOs requirement, needs to be updated in software as well. Mute clearance is replacement of SIM card, or any Network anomaly or Module problem, the vendor will physically visit the premises and rectify it accordingly.</p>
5	SECTION-IV: 1. SCOPE OF WORK A. Operational Support. Page - 16	I. Lot-A: Meter Management & Field Support, Note:	<p>ii. The meter fixing hardware includes meter fixing stand, nuts, bolts & washers, suitable lengths of 2.5mm² & 4mm² PVC insulated copper control cables, insulated glands, thimbles, cable ties terminal cover sealing wires etc.</p>	<p>Material management will be responsibility of vendor ?</p>	<p>Yes</p>
6	SECTION-IV: 1. SCOPE OF WORK A. Operational Support. Page - 17	II. Lot-B: Software Development and Maintenance Support	<p>The successful bidder will have to provide annual software maintenance for already installed system such as:</p> <p>i. Web Enabled User Interface (MDM)</p> <p>ii. MDC for Incoming Meters</p> <p>iii. MDC for Outgoing Meters</p> <p>iv. Web Based Live View for</p> <p>a. PDC Live View</p> <p>b. NPCC Live View</p>	<p>Will PITC provide source code and database(s) of mentioned interfaces? Also MDC for Incoming and Outgoing meters are same?</p> <p>Can we develop our own MDM for grid meters or should we use existing source code if provided by PITC?</p>	<p>Only Screen Shots of Software will be provided. Yes Vendor will develop its own MDM.</p>

7	SECTION-IV: 1. SCOPE OF WORK A. Operational Support. Page -17	II. Lot-B: Software Development and Maintenance Support	The following tasks will have to be performed under the annual software maintenance program: i. Integration of UDIL compliant new meters and MDCs for any vendor vi. Database maintenance and backups vii. Template based GUI for flexible reporting viii. Data archiving and loading/unloading management	i. Who will share the protocol for MDC and Meters? ii. SOP will be required for Database Maintenance and backups and also for Data archiving and loading/unloading iii. Template for GUI reports will be shared by PITC?	To be Shared By PITC
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	Section/Clause	Description	Question	PITC response
1	I. Lot-A: Meter Management & Field Support. Page 16	The activity involves services for installation of new AMR HT Type meters or change/ replacement/ shifting of existing AMR HT Type meters. (see section 6) for following reasons	Who will provide Meters and SIM's for installation/replacement?	PITC/DISCOs
2	II. Lot-B: Software Development and Maintenance Support. Page 17.	The successful bidder will have to provide annual software maintenance for already installed system such as:	Does PITC have the complete source code of the Web Enabled User interface. Please describe what is the difference between MDC for incoming and MDC for outgoing?	PITC has the compiled code
			i) MDC for incoming	Keep Alive
		ii) MDC outgoing & Web Based live View?	Non Keep Alive	
	II. Lot-B: Software Development and Maintenance Support. Page 17.	ii. MDC for Incoming Meters iii. MDC for Outgoing Meters iv. Web Based Live View for	We assume that NOC and server hardware existing will be used and can be update by PITC upon bidder recommendation, please confirm?	Yes
3		vi. Database maintenance and backups	How long Data backup is required?	Complete Backups. Current 01 Year and previous will be archived. Vendor will provide the mechanism to restore the archived data when ever required
4	II. Lot-B: Software Development and Maintenance Support. Page 17.	viii. Data archiving and loading/unloading management	Who will be responsible for storage devices?	Vendor
5	II. Lot-B: Software Development and Maintenance Support. Page 17.	ix. Major report categories are as under with custom filters at sub-division, division, circle, company an range (date, month, year) levels	1. Please confirm that all the mentioned reports are available working conditions or PITC want to develop these report from the successful bidder?	New Reports are required to be developed by the Vendor.
			2. If these report need to develop from successful bidder then please share the template so that bidder can evaluate the accordingly.	Template will be provided.
6	II. Lot-B: Software Development and Maintenance Support. Page 17.	Note: The successful bidder will have to provide support on site or remote for all tasks mentioned above.	1. Do PITC have any Test environment where successful bidder can test their changes?	Yes. Will be provided.
		PITC will provide the software rights to successful bidders to carry out the above mentioned activities.	2. What do you mean by PITC will provide the software rights? Is it Source code and their documentation or something else?	Screen Shorts of the Software