

Section IV. Eligibility Criteria

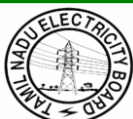
Only those bidders which have been empanelled by the Nodal Agency shall be eligible for bidding. The qualifying requirements for the various ITIA roles have been provided as reference.

Qualifying Requirements

QR for System Integrator

The Lead member (referred as SI-Lead) and the 2nd consortium member (in case of a consortium; referred as SI-2nd) should meet the QR as mentioned below:

For all bidders (except power sector utilities)
i. The SI must have implemented atleast one system integration project covering IT applications, Servers and PCs, WAN with connectivity between atleast 10 locations, during the last three financial years. In case of a consortium, this requirement needs to be met by the SI-Lead. (Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 financial years needs to be submitted)
ii. The SI should have cumulative turnover of atleast Rs. 300 crore for the last three audited financial years. In case of a consortium, the consortium as a whole (SI-Lead and SI-2nd combined) should have cumulative turnover of atleast Rs. 300 crore for the last three audited financial years. The SI-Lead should have a turnover of atleast Rs. 270 crore for the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)
iii. The SI should have a positive net worth not less than paid-up equity, in each of the last three audited financial years. In case of a consortium, both the SI-Lead and SI-2nd should have positive net worth not less than paid-up equity in each of the last three audited financial years. (Proof: Annual Accounts for last three financial years)
iv. The SI should have been in the IT / Software services for the last 3 years. In case of a consortium, this requirement needs to be met by the SI-Lead. (Proof for which to be submitted in the form of Incorporation Certificate alongwith Memorandum & Articles of Association)
v. The SI should have implemented a turnkey Systems Integration project in the last three financial years involving atleast 5 of the following modules: GIS, MIS, Web Self Service, Asset Management, Maintenance Management, Billing, Metering, Energy Auditing/Accounting, Customer Care, Network, Hardware in any Utility (Power/Gas/Water/Telecom sectors) or infrastructure sector (rail/road/port/airport). The total consumer base covered by the SI for such project in the any Utility should not be less than 50,000. This requirement is not applicable for infrastructure sector (rail/road/port/airport) projects as these cater to mass consumers. In case of a consortium, the requirement of atleast 5 modules is distributed as follows: SI-Lead needs to meet the above requirement for atleast 4 modules, and the SI-2nd for atleast 1 module. (Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 financial years needs to be submitted)
vi. The SI should have worked with atleast one utility (Power/Gas/Water/Telecom sectors) or infrastructure sector (rail/road/port/airport) in implementing turnkey Systems Integration projects. The total worth of projects executed in this domain for the last



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three financial years should be atleast INR 50 crore (USD10 million). In case of a consortium, this requirement needs to be met by the SI-Lead. (Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 financial years needs to be submitted)
vii. The SI should be ISO 9001:2000 or have atleast CMM/CMMI level 4 certification. In case of a consortium, this requirement needs to be met by the SI-Lead. (Proof: Copy of certification from authorized certification body)
viii. The SI should have atleast 20 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include system integration of IT applications or software or hardware or network. In case of a consortium, the requirement of atleast 20 personnel is distributed as follows: SI-Lead needs to meet the above requirement for atleast 15 CVs, and the SI-2nd for atleast 5 CVs (Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted.)

For power sector utility as bidder (no consortium allowed under this category)

i. The SI must have implemented, within its own organisation, atleast one system integration project covering IT applications, Servers and PCs, WAN project with connectivity between atleast 10 locations during the last three financial years.
ii. The SI should have cumulative turnover of atleast Rs.2,500 crore for the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)
iii. The SI should have a positive net worth not less than paid-up equity in each of the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)
iv. The SI should have implemented a turnkey Systems Integration project involving atleast any 5 of the following modules: GIS, MIS, Web Self Service, Asset Management, Maintenance Management, Billing, Metering, Energy Auditing / Accounting, Customer Care, Network, hardware. The total consumer base covered by the SI for such project in the any Utility should not be less than 50,000. This requirement is not applicable for infrastructure sector (rail/road/port/airport) projects as these cater to mass consumers. The total worth of turnkey Systems Integration projects implemented by the SI in above domain should be atleast INR 50 crore (USD10 million).
v. The SI should have atleast 20 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include system integration of IT applications or software or hardware or network. (Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted.)

Proof of credentials for experience (refer i and iv above) should be either of the following:

- The ARR/DPRs which have been approved by respective Regulatory Commission, with clear mention of the project details and its value. The same should be supported by an undertaking from the Company Secretary
- Auditor's certification along with Undertaking by Company Secretary with clear mention of the project details and its value (including module wise go-live dates and the current status of the project)

QR for Network Solution Provider

For all bidders (except power sector utilities)

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| i. The Network Solution Provider should have implemented atleast 5 multi location WAN |
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<p>projects (installation, integration, maintenance & management) during the last three financial years out of which atleast two projects should have involved Leased Lines or ISDN or VSAT or RF or DSL or VPN /MPLS or Fibre Optics or a combination of these technologies for a customer having a minimum of 10 WAN locations. (Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 financial years needs to be submitted)</p>
<p>ii. The Network Solution Provider should have been in the Network installation/maintenance services for the last 3 years. (Proof for which to be submitted in the form of Incorporation Certificate alongwith Memorandum & Articles of Association)</p>
<p>iii. The Network Solution Provider should have cumulative turnover of atleast Rs. 60 crore for the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)</p>
<p>iv. The Network Solution Provider should have a positive net worth in each of the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)</p>
<p>v. Network Solution Provider should be an ISO 9001:2000 certified company. (Proof: Copy of certification from authorized certification body)</p>
<p>vi. The Network Solution Provider should have atleast 10 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include installation or integration or maintenance or management of network systems. (Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted.)</p>

For power sector utility as bidder

<p>i. The Network Solution Provider should have implemented, within its own organisation, atleast one project involving Leased Lines or ISDN or VSAT or RF or DSL or VPN /MPLS or Fibre Optics or a combination of these technologies having a minimum of 10 WAN locations during last three financial years.</p>
<p>ii. The Network Solution Provider should have cumulative turnover of atleast Rs. 2500 crore for the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)</p>
<p>iii. The Network Solution Provider should have a positive net worth in each of the last three audited financial years. (Proof: Annual Audited Financial Statements for last three financial years)</p>
<p>iv. The Network Solution Provider should have atleast 10 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include installation or integration or maintenance or management of network systems. (Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted.)</p>

Proof of credentials for experience (refer i above) should be either of the following:

- The ARR/DPRs which have been approved by respective Regulatory Commission, with clear mention of the project details and its value. The same should be supported by an undertaking from the Company Secretary
- Auditor's certification along with Undertaking by Company Secretary with clear mention of the project details and its value (including module wise go-live dates and the current status of the project)

QR for GIS Solution Provider



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All bidders (except power sector utilities)

- i. The GIS Solution Provider should have executed atleast two GIS projects (software development & customization & mapping and digitization) in utility (Power/Gas/Water/Telecom sectors) or infrastructure sector (rail/road/port/airport) during the last three financial years.
(Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 financial years needs to be submitted)
Additional Note: In case a company has implemented GIS systems in the last 5 years, and has been maintaining the same system since commissioning till date, such maintenance contracts for the last three years, shall be acceptable as proof
- ii. The GIS Solution Provider should have cumulative turnover of atleast Rs. 10 crore for the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iii. The GIS Solution Provider should have a positive net worth not less than paid-up equity in each of the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iv. The GIS Solution Provider should have been in the GIS Software development & customization or mapping or digitization services for the last 3 years.
(Proof for which to be submitted in the form of Incorporation Certificate alongwith Memorandum & Articles of Association)
- v. GIS Solution Provider should be an ISO 9001:2000 certified company.
(Proof: Copy of certification from authorized certification body)
- vi. The GIS Solution Provider should have atleast 10 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include GIS software development & customization or mapping or digitization.
(Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted)

For power sector utility as bidder

- i. The GIS Solution Provider should have executed, within its own organisation, atleast one GIS project (software development & customization & mapping and digitization).
Additional Note: In case a company has implemented GIS systems in the last 5 years, and has been maintaining the same system since commissioning till date, such maintenance contracts for the last three years, shall be acceptable as proof
- ii. The GIS Solution Provider should have cumulative turnover of atleast Rs. 2500 crore for the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iii. The GIS Solution Provider should have a positive net worth not less than paid-up equity in each of the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iv. The GIS Solution Provider should have atleast 10 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include GIS software development & customization or mapping or digitization.
(Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted)

Proof of credentials for experience (refer i above) should be either of the following:



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- The ARR/DPRs which have been approved by respective Regulatory Commission, with clear mention of the project details and its value. The same should be supported by an undertaking from the Company Secretary
- Auditor's certification along with Undertaking by Company Secretary with clear mention of the project details and its value (including module wise go-live dates and the current status of the project)

QR for Meter Data Acquisition Solution Provider

All bidders (except power sector utilities)

- i. The Meter Data Acquisition Solution Provider must have successfully implemented at least one AMR project or data logging system or served a power distribution utility providing services using meter reading instrument (MRI) in the last 3 financial years.
(Proof: Necessary Purchase order/LOI/Contract/Certification on client letterhead/Performance certificate as proof of services provided for the last 3 financial years needs to be submitted)
In case a company has implemented MDA systems in the last 5 years, and has been maintaining the same system since commissioning till date, such maintenance contracts for the last three years, shall be acceptable as proof.
- ii. The Meter Data Acquisition Solution Provider should have been in the business of Meter Data Acquisition (development and customization of software, and/or commissioning AMR/Data logging system/MRI) for the last 3 financial years.
(Proof for which to be submitted in the form of Incorporation Certificate alongwith Memorandum & Articles of Association)
- iii. The Meter Data Acquisition Solution provider should have cumulative turnover of at least Rs. 10 crore for the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iv. The Meter Data Acquisition Solution Provider should have a positive net worth not less than paid-up equity in each of the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- v. Meter Data Acquisition Solution Provider should be an ISO 9001:2000 certified company.
(Proof: Copy of certification from authorized certification body)
- vi. The Meter Data Acquisition Solution provider should have at least 10 personnel on its rolls with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include development and/or customization of Meter Data Acquisition System.
(Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted.)

For power sector utility as bidder

- i. The Meter Data Acquisition Solution Provider must have successfully implemented at least one AMR project or data logging system or served a power distribution utility providing services using meter reading instrument (MRI) in the last 3 financial years.
Additional note: In case a company has implemented MDA systems in the last 5 years, and has been maintaining the same system since commissioning till date. Such maintenance contracts for the last three years, shall be acceptable as proof
- ii. The Meter Data Acquisition Solution provider should have cumulative turnover of at least Rs. 2500 crore for the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iii. The Meter Data Acquisition Solution Provider should have a positive net worth not less than paid-up equity in each of the last three audited financial years.
(Proof: Annual Audited Financial Statements for last three financial years)
- iv. The Meter Data Acquisition Solution provider should have at least 10 personnel on its rolls



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with a minimum experience of 5 years (either in his/her own or other organization). The roles & responsibilities of the personnel should include development and/or customization of Meter Data Acquisition System.
(Proof: Signed resume of employees need to be submitted. Scanned signatures shall be accepted.)

Proof of credentials for experience (refer i above) should be either of the following:

- The ARR/DPRs which have been approved by respective Regulatory Commission, with clear mention of the project details and its value. The same should be supported by an undertaking from the Company Secretary

Auditor's certification along with Undertaking by Company Secretary with clear mention of the project details and its value (including module wise go-live dates and the current status of the project)

ADDITIONAL QUALIFYING REQUIREMENT FOR MBC APPLICATION

IN CASE SI IS NOT PROVIDING MBC APPLICATION OF HIS OWN / DEVELOPED BY HIM, THE FOLLOWING QR IS APPLICABLE FOR OUTSOURCED SOLUTION-

1. THE MBC APPLICATION IS AVAILABLE AS OFF THE SHELF PRODUCT OF AN OEM AND HAVE BEEN IMPLEMENTED AND SUCCESSFULLY UNDER OPERATION FOR A PERIOD OF AT LEAST 1 YEARS FOR AT LEAST FIVE LAKHS CONSUMERS IN UTILITY. THE SOLUTION SHOULD BE RUNNING ON A WEB BASED CENTRALIZED WAN ENVIRONMENT. THE BIDDER SHOULD PRODUCE A COPY OF CERTIFICATE FOR SUCCESSFUL COMPLETION OF USER ACCEPTANCE TEST.

OR

IN CASE THE OFFERED MBC SOLUTION IS NOT FROM AN OEM THEN THE BIDDERS (SI) HAVE AN OPTION TO SUPPLY CUSTOMIZED SOLUTION IMPLEMENTED IN ANY OF THE INDIAN POWER UTILITIES AND IT SHOULD MEET THE FOLLOWING CONDITION:

THE APPLICATION MUST BE UNDER OPERATION FOR AT LEAST 3 YEARS IN INDIAN POWER UTILITIES FOR A CONSUMER BASE OF 10 LAKHS COVERING DOMESTIC, NON-DOMESTIC AND HT CONSUMERS AND THE SOLUTION, SHOULD BE RUNNING ON A WEB BASED CENTRALIZED WAN ENVIRONMENT AT LEAST FOR A PERIOD OF ONE YEAR.

2. THE SOFTWARE WHICH WORK ONLY IN DECENTRALIZED ENVIRONMENT (SPOT BILLING APPLICATIONS) SHALL NOT BE CONSIDERED

3. THE BIDDER MUST PROVIDE DOCUMENTARY EVIDENCES INCLUDING SCREEN SHOTS DESCRIBING FUNCTIONALITIES OF THE PROPOSED SOLUTION AND CERTIFICATE FROM THE PURCHASER / OWNER REGARDING SUCCESSFUL OPERATION OF THE IMPLEMENTED APPLICATION.

