**Dated:12.01.2023**

**Subject: Clarification/Changes of queries received related to NIT no:70904**

With respect to NIT No. 70904, dated 29.12.2022, the following clarifications / changes are issued hereby. All other terms & conditions, scope, submission date, etc. remain unchanged. The bidder shall sign & stamp this corrigendum denoting that he has read, understood and accepted this corrigendum and submit the same along with the main NIT. It may be noted that submission date of the bid remains unchanged, i.e. 20.01.2023, time: 02:00 PM

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| **S. No.** | **Clause No. of NIT** | **Page No. of NIT** | **Query received** | **BHEL Clarification** |
| **1** | **PQR Clause No:2.4**: Bidder has to ensure about the solution should be hosted on cloud of Meity empanelled cloud service provider. Meity empanelled valid license/certificate. | 06 | Kindly specify the type of certificate you require. | Cloud service provider (CSP) shall be Meity empanelled and bidder shall either have a valid agreement / MOU with the CSP for provisioning cloud services from its cloud. In absence of a valid agreement / MOU, the bidder shall submit an undertaking that it would host the solution on a Meity empanelled CSP. |
| **2** | **Clause No: 4 –** SLA applies to downtime of Server and app and not the internet connectivity as internet is provided by SIM vendor (third party). | 07-08 | Kindly confirm | As, the provisioning of SIM is also in the scope of the bidder, therefore, ensuring functioning of SIM is in the scope of the bidder. |
| **3** | **Clause No: 10.a.ii** – Real time Navigation/ Step by Step direction to charging station | 11 | Is navigation required on Web app also? Kindly confirm | Navigation is required on Mobile App only. |
| **4** | **Clause No: 10.c.iii** – Multiple options for authentication i.e. RFID and QR Code. QR Code (& OTP based) User Authorization — QR Code on the charger will be sent to the user mobile number; OTP shall be entered through touch pad of the chargers for validation. Support for RFID based authorization as well. (Mobile App) | 11 | Authorization of EV users through OTP is done during registration. QR code scan on charger authenticates a registered user. Is this authorization mechanism acceptable? RFID for each EV users are created at webapp which can be assigned to EV user’s physical card. However, RFID support is needed at chargers for RFID cards to work. | Authorization of EV users through OTP is done during registration. QR code scan on charger authenticates a registered user. - ***Accepted*** As per need RFID card will be made available through Hardware vendor of EV Charger.  or  Best practice should be followed as per industry standards for authentication on mutually agreed terms without any financial impact to BHEL. |
| **5** | **Clause No: 10.g.vi** – Vendor has to provide SIMs (GSM/M2M) for the charger’s modems, the installation of SIM in the chargers is in Vendor scope, vendor shall suitably select the SIMs data service to ensure continuous and reliable data from service provider for making the charger online. | 12 | A corporate can only use M2M IOT SIMs for projects as GSM SIMs are not issued to corporates but to individuals. We cannot guarantee 100% internet connectivity as this is a service provider scope and out of CMS scope of service. Kindly confirm? | Vendor has to make sure that onboarded chargers should be online 24X7, taking consideration of best possible connectivity(M2M/GSM) at location of a every charger. |
| **6** | **Clause No:10. g. xviii** - Payment should be reflected in Charging Point Owner account within 72 hours from the transaction time and SMS shall be given to Charging Point Operator for the same | 12 | Payment will be reflected in Charging Point Owner account within 72 hours from the transaction time. However, SMS for same is provided by bank and not in CMS vendor scope. Kindly confirm? | Once payment is made by the EV owner, the Charging Point Operator should get an SMS from the CMS / Payment gateway that the payment has been made by the EV owner. Payment should get reflected in Charging Point Owner's bank account within 72 hours from the transaction time. |
| **7** | **Clause No:10.c.vi** - Online payment through multiple gateways. facility to make payment through BHIM, UPI, Net Banking, Debit Card, Credit Card etc. Integration of different mobile wallets (Mobile App), BHEL partners preferred payment gateway need to be integrated and same shall be informed during integration of payment gateway. The mobile application should invoke the payment gateway as per the payment gateway integrated for that BHEL partner | 11 | List of various payment gateways must be finalised upfront. "BHEL partners preferred payment gateway" is open ended. Please share the list. | As the solution is for 3rd party clients, the preferred payment partners (gateways) of the clients will be shared with the successful bidder (as and when received from clients) at the time of integration. |
| **8** | **Clause No: 10.g.iv** – CMS vendor shall provide data/reports as desired by BHEL top management/MHI as per their format/requirements to know the usability of EV Chargers. | 12 | New reports will be treated as changed request. Please confirm. | No change. Bidder to follow the tender specification. |
| **9** | **Clause No: 10.g.xvi** – The pending transaction of user should reflect in report; user history and user account should be marked for all chargers and reminders should be sent to users for pending transaction. | 12 | Pending transaction means payment dues? Please confirm. | Transaction pending means where Electric Vehicle owner has charged the vehicle and not made the payment. Such users to be marked and outstanding amount shown against them. Charging point operator should be able to extract those users and their outstanding amount from CMS for sending reminders to them for pending payments. |
| **10** | **Clause No: 10.g.xxviii** – After the end of 1 Year of contract period, vendor shall handover the operational data to BHEL/Clients (HPCL, HTCL, IOCL etc) | 13 | The operational data will be handed over as it is without any further processing. Please confirm. | Data should be in proper tabular and readable form or as per BHEL/client requirements. |
| **11** | **Clause No: 10.g.xxx** – The CMS shall be configurable for multiple BHEL partners/clients like DHI, IOCL, HTCL, HPCL and others each CMS login shall show the chargers owned by the partners while CMS login for DHI and BHEL shall show all deployed chargers. | 13 | This means partners can see only their chargers but BHEL and DHI must be able to see all the chargers of all the partners. Please confirm. | Yes, BHEL and DHI must be able to see all the chargers integrated. |
| **12** | **Clause No: 10.g.xxxiv (a)** - Upgrade to OCPP if chargers upgraded to OCPP versions | 13 | OCPP upgrade means new version of OCPP 1.6. OCPP 2.0 and other new versions are not included in OCPP upgrade. Please confirm. | OCPP upgrade means, if EV Charger are upgraded to new / latest version of OCPP, the CMS vendor shall upgrade CMS and Mobile App to the new / latest version of OCPP accordingly. |
| **13** | **Clause No: 10.g.xxxiv (d)** - Any other specific upgrades and features as requested by BHEL for the functionalities mentioned in this document | 13 | Need clarification otherwise treated as change request. | Bidder to follow the tender specification. Any upgrades and features required in future for proper functioning of the system shall not be treated as change request. There shall be no financial impact on BHEL for such changes. |
| **14** | **Clause No: 10.g.xxxiv (e)** - BHEL may require different reports from the available data, Vendor shall provide the reports in CMS, BHEL shall provide the report template | 13 | New reports will be treated as changed request. Please confirm. | Bidder to follow the tender specification. Provisioning of various types of reports as per requirement of BHEL is part of the scope, and shall not be treated as change request. There shall be no financial impact on BHEL for such reports. |
| **15** | **Clause 12 - Training** | 14 | Training location will be either online or offline at BHEL office, sector-16, Noida. Please confirm. | Training location will be at end client’s premises. |
| **16** | **Annexure-IV** - No Deviation Certificate | 28 | Where will we get the Enquiry No. from | The tender enquiry Number: 70904, available on www.bhel.com |