

CORRIGENDUM – 1 FOR NIT NO NIT NO CMC/BR/26-27/FK/PR/KG/1353 for REQUEST FOR SELECTION OF AN AGENCY FOR DESIGN AND DEVELOPMENT OF AN ENTERPRISE-GRADE UNIFIED INTEGRATED PLATFORM FOR PLANNING, EXECUTION, MONITORING & ANALYTICS OF CAPEX SCHEMES (CONTROL TOWER) AT BRPL, NEW DELHI

CORRIGENDUM DATE: 11-05-2026

| SL. NO. | CLAUSE NO. | DESCRIPTION | REVISED |
|----------------|---|---|--|
| 1 | Section I, Clause 1.05 | Bids will be received up to 12/05/2026 1530HRS | The due date for bid submission against subject tender shall be extended up to 15/05/2026, 15:00 HRS. No further time extension requests shall be entertained. |
| 2 | Section I, Clause 2.01 Technical Criteria → Sl. No. 9 | The Bidder shall deploy at least: (a) One PMP-certified Project Manager (20-year experience in Capital Program Management and running PMO) (b) One Senior Solution Architect with experience in similar platforms; (c) One Business Analyst with power sector/ infrastructure domain knowledge. The team members should have minimum 5-10 years of similar experience. CVs of proposed key personnel shall be submitted. | 1. Senior Project Manager (20+ Year exp) provide oversight on the engagement and Project manager (15 + years exp) for capital project management and running PMO from project kick-off to Go Live & Support. 2. Project Manager with (10+ years exp) during O&M phase |
| 3 | Section I, Clause 36 | The Bidders is required to provide O&M (post handing over) for a period of 01 years, starting from the last day, when the implementation is considered complete. | The Bidders are required to provide hypercure for 02 months & O&M (post hypercare) for a period of 01 years , starting from the last day, when the implementation is considered complete. |
| 4 | Volume V | SLA, SUPPORT AND PENALTIES | SLA metrics like uptime, response, resolution, penalties etc. have been added in this corrigendum. |

TABLE NO.1: RESPONSES TO PRE-BID QUERIES

| S.No | Query | BRPL Replies |
|------|--|--|
| 1 | Kindly confirm if 10 years of work orders/LOA copies/Statutory Auditor certificate (relevant to the criteria) are expected to be provided against this qualification criteria alone or for each criteria listed within Cl. 2.01 sl no. (2) | Vendor should furnish the document satisfy all the criteria's mentioned in the Cl 2.01 Section 2 individually, in which at least one document should satisfy Cl 2.01 Section Sr 2 (b). |
| 2 | Our understanding is that this criteria covers projects where our overall engagement with the client is still ongoing while the Digital Control Tower/Dashboard portion is already live and being used. Kindly Confirm | Yes, the project should be successfully implemented, currently in use and dual certified by clients |
| 3 | Kindly confirm: If furnishing successful Go live certificate meets the said criteria as many similar nature projects are a combination of dashboard/control tower development followed by a PMO run phase and therefore may not be classified as a complete/commissioned scope while considering the overall scope of works of KPMGs engagement with the client. | Successful Go-Live certificate from client with satisfactory performance from client will be required, verification from client shall also to be arranged. Submitted Documents shall be reviewed during technical bid evaluation. |
| 4 | Kindly confirm: If successful Go live certificate meets the said criteria Our understanding Is that certificates acknowledging successful Go-Live of a system is indicative of a successfully completed and commissioned project and the same can be submitted in response to this requirement. kindly confirm the same. | Successful Go-Live certificate from client with satisfactory performance from client will be required, verification from client shall also to be arranged. Submitted Documents shall be reviewed during technical bid evaluation. |
| 5 | KPMGs dashboards for regulatory reporting are reflections of the data provided by the client and the responsibility of the quality and sanctity of data shall remain with the client (BRPL). All regulatory data dashboards shall carry the mandatory KPMG disclaimers regarding the same thereof. Kindly confirm acceptability of the same | Provide Undertaking to prove compliance to this clause along with supporting documents for independent QA QC and VAPT (CERT-IN empanelled) done in past |
| 6 | Kindly help us better understand what document is expected as "past project scale proof" as well as the specific set of performance benchmark KPIs that would suffice as proof of this criteria. | 1. The performance certificates from clients with number of project handled within single environment. 2. This can be demonstrated through Load Testing with more than 3000 projects in one environment. |
| 7 | Request sharing of BRPLs security policy for our perusal in order to ensure that an agency with necessary capability and competency can be identified for engagement post which written commitment may be shared without deviations. | Security policy will be shared during requirement gathering phase (if required). |
| 8 | Our understanding of the need for having a Project Manager (with Capital program management and PMO experience) is to ensure accurate identification and translation of technical requirements into the PCT/ dashboard development. Typically, professionals with 20 yrs + of experience are senior level management team members who provide oversight on the engagement. To fulfil the intended requirements of this project, we recommend considering Project Manager with 8-10 years of experience in Capital Program Management and running PMO with suitable oversight from senior team members Additionally, kindly confirm if the expected Deployment of these key personnel is to be considered for the entire duration of both phases (Go-Live as well as O&M)? | Refer Corrigendum-01 dated 11.05.2026. |
| 9 | Clause 2.01 and Part A Cl. 3.00 both reference "Technical partner and Bidding Consortium" Whereas Part D Cl. 18.00 clearly mentions "No Joint venture allowed" Kindly confirm whether the bidder can be a consortium or have a technical partner and bid jointly. Additionally, | No Joint venture allowed |

| | | |
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| | please share the requisite qualification criteria in case of a Consortium or Bidding with a Partner. | |
| 10 | <p>Our understanding is that only if the EMD and Tender Fee are submitted in the form of BG/FD/DD then the same has to be physically submitted at BSES offices.</p> <p>If the EMD and Tender fee are submitted through Online Transfer - proof of payment is to be submitted along with all other Technical Bid and Commercial bid documents through the E-Procurement portal only .</p> <p>Kindly confirm if this understanding is correct and there is no expectation of hard copy submission of bid documents at BSES office</p> | <p>Yes</p> <p>If the EMD and Tender fee are submitted through Online Transfer - proof of payment is to be submitted beforehand via Mail & proof of transaction shall be submitted along with bid documents through the E-Procurement portal.</p> |
| 11 | <p>The NIT references the "Purchaser and/or its affiliates" at multiple places.</p> <p>Request sharing details of the Affiliates that are likely to be part of this engagement to allow us to assess any potential conflict of interest, if any.</p> | Shall be shared during requirement gathering phase |
| 12 | Considering the nature of the project, deployment of an enterprise-level Control Tower involving multiple system integrations, analytics, AI-ready capabilities, cybersecurity, and one-year O&M, BRPL may consider adopting a Quality and Cost Based Selection (QCBS) methodology with a 80:20 (Technical : Commercial) weightage | No deviation allowed. However, Bidders are restricted through QR. Bids are subjected to Technical and Commercial Evaluation. Price bids are only opened for Techno-Commercial qualified bidders and Reverse Auction is conducted only among those qualified bidders. |
| 13 | Timelines for submission of CPBG post issuance of LOI/LOA/PO vary at the referenced parts of the NIT. Kindly confirm the timeline for CPBG submission to be considered viz. 15 days OR 28 days | 28 Days |
| 14 | <p>The Timeline for Go-live is mentioned as 6 months while in the table a 7 month timeline is shown</p> <p>Below the table, the timelines are once again mentioned in words as "Total Project plan is of 6 months"</p> <p>We are considering the timeline to be 6 (Six) months as mentioned in words</p> | Yes timeline is 06 months |
| 15 | It is our understanding that KPIs/Parameters for declaring Implementation phase as complete shall be mutually discussed and agreed prior to commencement of the engagement | The success KPI will be evaluated when the work is completed as per tender scope including (but not limited to) putting in place of Master data, integrations ,and functionalities ; should be in the working conditions at the satisfactory level of process owners. |
| 16 | These clauses appear as typical for site level project execution timelines and related workforce deployment. KPMG follows a Monday to Friday working calendar with Sundays, National holidays and the KPMG holiday list being followed for team holidays. While we take on the responsibility of adhering to the project timelines, deployment and engagement of our teams typically remain within our ambit. We are happy to make extend working hours on exception basis through mutual discussion and acceptance with the Client (BRPL) team. | Yes, deployments for resources for extended working hours can be based on the project requirements mutually decided between bidder and BRPL. |
| 17 | <p>As a professional services firm, we strive to adhere to agreed and contractual project timelines but applicability of LD should be a mutually discussed decision between the Client and KPMG.</p> <p>Additionally, the Mx cap of Liquidated damages at 10% of contract value is excessive and deviates from the industry standard of 5%.</p> <p>We suggested reducing the this cap as there is already a 10% CPBG also being submitted as per the terms of the NIT</p> | No deviation allowed |
| 18 | Our understanding of this payment term is that the balance 10% of the fee that is earmarked for the O&M phase shall be paid out at the end of each quarter of the defined 1 year long O&M phase in equal instalments amounting to 2.5% each of this balance 10% value. Kindly confirm our understanding is correct | Yes, details shall be Shall be shared through corrigendum dated 11.05.2026. |

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| 19 | <p>Given the complexity, integrations, and scale, we recommend Considering the following:</p> <p>A phased Go-Live (pilot - limited rollout - full rollout)</p> <p>This would reduce implementation risk, stabilize integrations, and improve user adoption. Additionally, integration with legacy systems will also require time bound response and action from relevant BRPL team(s). We suggest establishing defined TATs post award of works and prior to commencing integration activities.</p> | Refer RfS Document |
| 20 | <p>Kindly confirm:</p> <ol style="list-style-type: none"> 1. Expected number of users 2. Peak concurrent users 3. Expected growth over the next 3–5 years 4. Expected Transactions, and schemes <p>This information shall be critical for sizing, performance testing, and architecture design.</p> | <ol style="list-style-type: none"> 1. 250 users 2. Concurrent users 50 nos. max 3. Expected growth 2 % 4. Schemes ~3500 / year |
| 21 | <p>The RFP mentions uploading historical and ongoing projects into the Control Tower; however, it does not specify:</p> <ol style="list-style-type: none"> 1. Number of historical schemes/projects to be migrated 2. Time range in years 3. Approximate data volume <p>Kindly clarify the expected quantum of data migration and whether data cleansing/validation has been considered in the bidders scope.</p> | <ol style="list-style-type: none"> 1. Max 4000 2. Max 4 years 3. Not Known |
| 22 | <p>We request clarification on the Cloud infrastructure and deployment environment for the proposed Control Tower platform.</p> <ol style="list-style-type: none"> 1. Please confirm availability of environments for development, testing, UAT, production 2. server sizing guidelines, network/security constraints, and any enterprise standards that bidders must adhere to while designing the solution architecture. | 1. Development (Testing) and Production |
| 23 | <p>Kindly clarify the following viz.</p> <ul style="list-style-type: none"> • Expected number of onsite resources • Mandatory onsite roles • Duration and mode of deployment of onsite team members (full-time/Hybrid other) | <ol style="list-style-type: none"> (a) One PMP-certified Project Manager (b) One Senior Solution Architect (c) One Business Analyst with power sector / infrastructure domain knowledge. (d) Two PMO team members should have minimum 5-10 years of similar experience. <p>Full Time for initial 3 months and hybrid for 3 + 2 months</p> |
| 24 | <p>The tender indicates an indicative .NET-based stack; however, it also allows alternative technologies . Please confirm whether open-source stacks such as Java (Spring Boot) and Python frameworks are acceptable, considering their benefits in cost efficiency, scalability, and flexibility for integrations and AI/ML capabilities.</p> | Yes, but licensing requirements are to be shared for more clarity and cost effectiveness. |
| 25 | <p>Please clarify the scope and responsibility split for integration development (APIs) between BRPL and the bidder, especially for SAP, GIS, and other listed systems.</p> | All integration developments on connected system and webservice / API will be developed by BRPL. All these APIs are to be consumed on the control tower and will be in perview of Bidder |
| 26 | <p>Kindly confirm timelines and availability of access to external systems (SAP, GIS, etc.) for integration, testing, and UAT activities.</p> | API / Webservice / BAPI developments will be developed as per the requirement gathering. Plan for development will be aligned with overall project plan |
| 27 | <p>No SLA metrics mentioned in RFP like uptime, response, resolution, penalties etc. Kindly confirm the expected performance SLA's in O&M</p> | Refer Corrigendum-01, Volume V. |
| 29 | <p>Existing platforms being maintained currently to manage control tower (Capex projects) or approval system example Manual, Excel, SharePoint or custom legacy application. Will the data or documents be moved to proposed application. Also need to know their volume if possible.</p> | Refer to Architecture on Page No 12 in Scope of Work, Data and Documents will be captured in the existing relevant systems and move to to Control Tower |
| 30 | <p>Entire schedule to be replicated through integration or only limited fields (provide number of fields to be integrated)</p> | Entire schedule to be replicated through integration |

| | | |
|----|---|---|
| 31 | Number of approvals expected across processes | Approvals already implemented in the existing systems will remain native to those systems and additional approval/process required as per RfP scope will be assessed during the requirement gathering phase. |
| 32 | Types of approval processes involve - Sequential, Parallel, Multi-level approvals | Detailing to be Assessed during requirement gathering phase |
| 33 | Number of data integration end-points and fields in each modules such as SAP, GIS, SRM, PR Tracker, MS Project. | Refer to Architecture in Scope of Work on Page No 12 |
| 34 | We assume that vendor BID evaluation and vendor selection activity in procurement process will be out of scope of the proposed control tower system. However there will be integration with other procurement system (SAP). Is our understanding correct? | Understanding is in-line with the requirement; however, details shall be provided during requirement gathering phase |
| 35 | Any requirement of offline capability in Mobile App | Yes, Offline capability is required |
| 36 | Data Integration with any On-premise server or local/desktop application? | Yes, integration with on premise server will be required |
| 37 | the number of standard receipts templates for OCR (If known approximately) | Detailing to be assessed during requirement gathering phase |
| 38 | For the shared timeline for the completion of project is there any LD clause associated | Refer Tender Document |
| 39 | Reverse Auction(RA) : indicative timeline for Reverse Auction, Minimum decrement value, Whether technical deviations impact RA eligibility, is there any renegotiation after RA. | <ol style="list-style-type: none"> 1. RA is conducted on the same day as price bid opening or as per availability of all bidders. 2. No standard decrement value 3. All technical deviations are are cleared mutually before RA process. 4. Renegotiation depending on rates after RA |
| 40 | Duration of training needed and how many people are to be trained | Refer section 1.8 Training and Capacity Building |

TABLE NO.2: REVISED INDICATIVE TECHNOLOGY STACK

| Sr. No. | Components | Technology / Tools |
|---------|---|--|
| 1 | Backend (Applications, APIs & services) | .NET Core, C#: For developing the REST APIs required to integrate frontend with backend. To create consistent and modern API gateways for existing back-end services. Each transaction in the application will be secure and done through web APIs only. Its code can be reused regardless of targeted platform. |
| 2 | Front end, dashboard, and reports | Angular 16.2.5 for frontend development including dashboard, basic forms and reports etc. A component-based framework for building scalable web applications. Each component consists of an HTML template, Type Script Class, CSS selector, CSS style. HTML5/ CSS OR Microsoft Power Apps |
| 3 | Backend database | Any RDBMS / NO SQL DB |
| 4 | Source Code Management tool | Azure DevOps Git Repos / GitHub Enterprise / GitLab Enterprise / Bitbucket will be used to keep track of different versions of a source code and team collaboration on source code effectively. |
| 5 | Development IDE | Visual Studio 2019 or later: An integrated development environment (IDE) from Microsoft used to develop web applications, web apps and web services to produce both native code and managed code. OR Any IDE can be integrated with the source code management system mentioned in sr. no 4 |
| 6 | Web Server | IIS: To accept and fulfil requests for content from a web application (HTML pages, files, images, data), web server will be required to deploy front-end & web API service. It will be used to run and host web front-end (web application) and web OR Any other Equivalent webserver meeting the performance and security requirement of the applications |
| 7 | SSL Certificate | Security certificate for web application |

| Backend | AI & ML | Frontend | Database |
|--------------------|--|----------------------------|--|
| Python | Azure OpenAI / Amazon Bedrock or Equivalent | Next.js or Equivalent | Microsoft SQL Server (MSSQL) / Amazon RDS for SQL Server |
| FastAPI | CoPilot Studio OR Azure AI Foundry, Azure Open AI | React or Equivalent | Azure SQL Database or Equivalent |
| WebServer | CoPilot Studio OR Azure AICognitive Services | TypeScript or Equivalent | Redis or Equivalent |
| PyODBC (for MSSQL) | | Tailwind CSS or Equivalent | Blob Storage or Equivalent |

VOLUME - V
SLA, SUPPORT AND PENALTIES

VOLUME V: SLA, SUPPORT AND PENALTIES

1. Service Availability SLA

The successful bidder shall ensure availability of the Project Control Tower application, including web portal, dashboards, workflow modules, reports, mobile application interfaces and integration services, during the O&M period and warranty/support period.

| SLA Parameter | Minimum Requirement | Measurement Period |
|---|--------------------------|--------------------|
| Application availability | 99.5% per calendar month | Monthly |
| Dashboard/report availability | 99.5% per calendar month | Monthly |
| Integration service availability | 99.0% per calendar month | Monthly |
| Scheduled backup success | 99% per month | Monthly |
| Data synchronization success for scheduled integrations | 98% per month | Monthly |

Availability Calculation:

Availability % = [(Total agreed service time – Unplanned downtime)/ Total agreed service time] × 100.

Scheduled maintenance approved by BRPL, outages due to BRPL network/ SAP/ GIS/ SRM/ source system unavailability, force majeure, or downtime caused by BRPL-approved changes shall be excluded from availability calculation, provided the bidder submits proper logs and evidence.

2. Planned Maintenance

Planned maintenance shall be carried out only with prior approval of BRPL. The bidder shall provide minimum **3 working days' prior notice** for planned downtime, except emergency security patches. Planned downtime shall preferably be scheduled during non-business hours or holidays.

Maximum planned downtime shall not exceed **4 hours per month**, unless specifically approved by BRPL.

3. Incident Severity Classification

| Severity | Definition | Examples |
|---------------------------------|---|--|
| Severity 1/ Critical | Complete system outage or major business process unavailable with no workaround | Control Tower application down, login failure for all users, critical dashboard unavailable for management review, SAP/ GIS integration failure impacting project monitoring, mobile application failure |

| Severity | Definition | Examples |
|-------------------------------|---|--|
| Severity 2/ High | Major functionality unavailable but partial workaround exists | Approval workflow failure, data refresh failure for key modules, incorrect status in management dashboard, mobile app sync failure |
| Severity 3/ Medium | Non-critical functionality impacted; business can continue | Report formatting issue, delay in non-critical data update, role/access issue for limited users |
| Severity 4/ Low | Minor defect, UI issue, query, configuration support, user assistance | Label correction, minor enhancement, user guidance, non-urgent configuration |

4. Response and Resolution SLA

| Severity | Response Time | Workaround Time | Resolution Time |
|------------------------------|------------------|-----------------|-----------------|
| Severity 1 / Critical | 15 minutes | 2 hours | 5 hours |
| Severity 2 / High | 30 minutes | 4 hours | 8 hours |
| Severity 3 / Medium | 2 business hours | 6 hours | 3 Business Days |
| Severity 4 / Low | 2 business hours | 6 hours | 5 Business days |

For Severity 1 and Severity 2 incidents, support shall be available on **24x7 basis**. For Severity 3 and Severity 4 incidents, support shall be available during BRPL business hours, unless otherwise required by BRPL.

5. Penalty for Non-Availability

Penalty may be deducted from quarterly O&M payment or any other payable amount to the bidder.

| Monthly Availability Achieved | Penalty |
|-------------------------------|--|
| 99.5% and above | No penalty |
| 99.0% to below 99.5% | 2% of quarterly O&M payment |
| 98.0% to below 99.0% | 5% of quarterly O&M payment |
| 97.0% to below 98.0% | 10% of quarterly O&M payment |
| Below 97.0% | 15% of quarterly O&M payment and escalation to senior management |

If availability falls below **97% for two consecutive months**, BRPL may initiate corrective action review and may invoke contractual remedies, including withholding payment, encashment of CPBG, or termination as per contract provisions.

6. Penalty for Response/ Resolution SLA Breach

| SLA Breach | Penalty |
|--|---|
| Severity 1 response delay beyond SLA | ₹5,000 per incident |
| Severity 1 resolution delay beyond SLA | ₹10,000 per additional hour, subject to cap |
| Severity 2 response delay beyond SLA | ₹3,000 per incident |
| Severity 2 resolution delay beyond SLA | ₹5,000 per additional hour, subject to cap |
| Severity 3 resolution delay beyond SLA | ₹2,000 per working day delay |
| Severity 4 resolution delay beyond SLA | ₹1,000 per working day delay |

The total penalty under response/ resolution SLA may be capped at **10% of quarterly O&M payment**. However, repeated breach of SLA shall be treated as service deficiency and may be escalated separately under contract default provisions.

7. Data Refresh and Integration SLA

Considering that Control Tower is dependent on integration with SAP, GIS, SRM, PR Tracker, NV Tracker, MS Project, mobile application and other systems, the following SLA may be included:

| Integration / Data Activity | SLA Requirement | Penalty |
|---|---|--|
| Scheduled data refresh | As per approved frequency, with maximum delay of 30 minutes | ₹2,000 per failed scheduled refresh attributable to bidder |
| API failure identification and ticket logging | Within 30 minutes of failure detection | ₹1,000 per incident |
| Integration issue resolution attributable to bidder | Within 8 business hours for critical integrations | ₹5,000 per day delay |
| Data reconciliation issue resolution | Within 2 business days | ₹2,000 per day delay |

Where failure is due to BRPL source system/ API/ network unavailability, penalty shall not be applicable, provided the bidder submits logs/ evidence and informs BRPL within SLA timelines.

Note: Data refresh and Integration SLA shall be finalized during details requirement and solutioning phase.

8. Performance SLA

| Parameter | Minimum Requirement |
|--------------------------|-------------------------------|
| Login page response time | ≤ 3 seconds under normal load |

| Parameter | Minimum Requirement |
|------------------------|--|
| Dashboard loading time | ≤ 5 seconds for standard dashboards |
| Report generation time | ≤ 10 seconds for standard reports |
| Bulk report/export | As mutually agreed based on data volume |
| Concurrent users | As per approved solution sizing; bidder to provide benchmark report before Go-Live |

Penalty for persistent performance degradation:

If performance SLA is breached for more than 3 business days in a month due to reasons attributable to bidder, 2% of quarterly O&M payment may be deducted.

9. Security and VAPT SLA

The bidder shall ensure that all VAPT observations identified before Go-Live are closed before production deployment, as already required in the RFP. The RFP also requires security controls like two-factor authentication, endpoint security, input validation, encryption/ masking and resolution of vulnerabilities identified during periodic audits.

| Vulnerability Category | Closure Timeline |
|------------------------|------------------|
| Critical | 48 hours |
| High | 5 calendar days |
| Medium | 15 calendar days |
| Low | 30 calendar days |

Penalty for non-closure of security vulnerabilities within timeline: **₹5,000 per day for Critical/ High vulnerability delay**, subject to overall penalty cap. Critical security issues may also result in withholding of Go-Live approval or O&M payment.

10. Overall Penalty Cap

Total penalties during O&M period is capped at **10% of total annual O&M value** or **5% of total contract value**, whichever is lower.

Note:

“Quarterly O&M payment shall be released subject to submission of SLA compliance report, incident report, availability report, pending defect report, integration health report, backup report, security compliance report and confirmation of satisfactory services by BRPL. Applicable penalties shall be deducted from the quarterly O&M payment.”

11. Reporting and Governance

The bidder shall submit the following reports:

| Report | Frequency |
|------------------------------------|-------------------------------------|
| System availability report | Monthly |
| Incident and SLA compliance report | Monthly |
| Integration health report | Weekly / Monthly |
| Open defect and RCA report | Weekly |
| Backup and restoration status | Monthly |
| Security/VAPT closure report | As applicable |
| Quarterly O&M performance report | Quarterly before invoice submission |

BSES