

SHORT TERM NIT TN-42

Jaipur Vidyut Vitran Nigam Ltd. [JVNL] invites Technical & Financial eBids/proposals for work of "TO OPERATE SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM" for a period of three (3) years, from experienced firms meeting minimum eligibility criteria as specified in the bid document.

The contract period shall be initially for three years renewable for such period or periods as mutually agreed.

Nature of the Work	OPERATE SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM
Cost of Tender Document (non-refundable)	Rs. 10000/- (Rupees Ten thousand Only)
e-Tender Processing Fee (non-refundable)	Rs.1000/- (Rupees One thousand only)
Estimated Project Cost	Rs. 36 crore (Rupees Thirty six crore only)
Earnest Money Deposit (EMD)	Rs. 72 lac (Rupees Seventy two lac only)
Publishing Date/Time	03 Jan 2013 , 09:00 hrs
Document Download / Sale Start Date	From 03 Jan 2013 , 09:00 hrs onwards at http://eproc.rajasthan.gov.in
Document Download / Sale End Date/Time	29-Jan-13 upto 12:00 hrs onwards
Bid submission Start Date/Time & Place of submission of bids	12-Jan-13, 11:00 hrs onwards at http://eproc.rajasthan.gov.in
Bid submission Last Date/ Time	29-Jan-13 upto 12:00 hrs
Submission of Banker's Cheque/ Demand Draft for Tender Fee, EMD, and Processing Fee	Up to 29-Jan-13 upto 11:00 hrs at Office of Sr. Accounts Officer(TW), Old Power house, Banipark, Jaipur
Date, Time and Place of Opening of Technical Bids	29-Jan-13 , 13:00 hrs at http://eproc.rajasthan.gov.in
Date & Time of Opening of Financial Bids	Will be intimated later to the Technically qualified bidders
Websites for downloading Tender Document,	www.jaipurdiscom.in , https://eproc.rajasthan.gov.in

Corrigendum's, Addendums etc.	
Bid & EMD Validity	120 days from date of opening of part-A bid or 90 days from the date of opening of part-B bid whichever is later
Pre-bid Conference Date, Time and Place	11 th Jan 2013 at 1:00 PM -2:30 PM Conference Hall Jaipur Vidyut Vitran Nigam Limited, Near Ram Mandir, Old Power House Premises, Jaipur, Rajasthan 302006

The prospective bidder should have the necessary competence, adequate financial standing, sufficient experience, expertise and related infrastructure for handling contract work of similar nature. The other qualifying requirements are given in the section –III, Part –I of this specification.

The work involves monthly/bimonthly billing of approximately 30 lacs consumers of Jaipur Discom under jurisdiction of 13 O&M circles spreading across 12 districts of Rajasthan. The approximate count of consumers of Discom in each subdivision is available in section – III Part-I of this document.

NOTE:

1. The tender/bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
2. Bidders who wish to participate in this tender will have to register on <https://eproc.rajasthan.gov.in> (bidders registered on eproc.rajasthan.gov.in before 30.09.2011 needs to register again). To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.

Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 6.00 PM on all working days)

E-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur.

3. Bidders should go through the website <https://eproc.rajasthan.gov.in> should refer to the website and go through the link "Help For Contractors", "Information About DSC", "FAQ" and

“Bidders Manual Kit” and Section-I to know the process for submitting the electronic bids at the website.

4. The ‘Instructions to bidders’ and other terms and conditions of this tender pertaining to the bidding process generally follow the guidelines of e-tendering system of the government of Rajasthan, available at URL <https://eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this document and the GoR e-tendering system, the latter shall be final.
5. The complete bid document has been published on the websites, www.jaipurdiscom.in and <https://www.eproc.rajasthan.gov.in> for the purpose of downloading.
6. The downloaded bid document shall be considered valid for participation in the bid process subject to submission of required Bid document fee of Rs. 10,000/- only (Rupees Ten thousand only) and e-Tender Processing Fee: Rs. 1,000/- (Rupees One thousand only) in Cash/ Demand Draft in favour of M.D, RISL payable at Jaipur. A copy of the bid document fee receipt must be enclosed along with the Technical bid/ proposal failing which the bid will be summarily rejected.
7. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally and stamped on each page by the designated authorized representative of the bidder.
8. No contractual obligation whatsoever shall arise from the RFP/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder(s).
9. JVVNL disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid-proposal.
10. Bids will be considered only in the prescribed form/ document. Bids not submitted in the prescribed format will be summarily rejected and EMD submitted along with the bids shall be forfeited. Also, bidders should refrain from providing the information which is not relevant.
11. Copies of various documents to be enclosed along with the bid-proposals must be legible and be self attested by the authorized signatory with official seal. Claims made by bidder related to the project experience and other requirements shall be considered only when appropriate supporting documents are provided.
12. All the communication/correspondence including the bid document (Technical and Financial Bid) must be signed and stamped on each page by the designated authorized representative of the bidder failing which the bid will be summarily rejected.

13. The Bids can be submitted up to date and time given as specified in the NIT.
14. The complete bidding process is defined in Section-I of this RFP document.
15. In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this RFP document, all such bid-proposals will be summarily rejected and EMD submitted along with the bids will be forfeited.
16. Tendering Authority reserves the complete right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the purchaser/ tendering authority.
17. In case, a dispute arises with regard to interpretation/ omission/ error in the RFP document, bid submitted, other documents; the decision SE (IT), JVVNL, JAIPUR will be final and binding upon the bidders.
18. Interested bidders may obtain further information from the office of The Superintending Engineer (IT), Jaipur Vidyut Vitran Nigam Ltd, Old Power House Banipark, Jaipur on any working day between From 03-Jan-13 to 28-Jan-13 from 10:00 AM to 6:00 PM.

P.K.JAIMINI
Superintending Engineer(IT)

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SECTION –I INSTRUCTION TO BIDDER

1. GENERAL INSTRUCTIONS

- 1.1. The Jaipur Vidyut Vitran Nigam Ltd or any authority designated hereinafter called 'OWNER' will receive bids in respect of services as set forth in the accompanying specification.
 - 1.2. All bids shall be prepared and submitted in accordance with these instructions.
 - 1.3. The Bidder, in his own interest is requested to read very carefully these instructions and the terms and conditions as incorporated in General Conditions of Contract and Technical specification before filling the Bid proposal form.
 - 1.4. If the bidder has any doubt as to the meaning of this specification or any portion thereof, he shall before submitting the Bid, may refer the same to the Superintending Engineer(IT), Jaipur Vidyut Vitran Nigam Limited, Jaipur in writing well in time before the specified date of opening of Bids so that such doubts may be clarified.
 - 1.5. Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his Bid.
 - 1.6. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the bidders.
 - 1.7. The works referred herein shall cover the entire scope of the proposal which include commissioning and erection of equipment including the successful completion of performance and guarantee tests which the owner desires to get executed.
2. **INTRODUCTION:** Jaipur Vidyut Vitran Nigam Ltd. [Hereinafter to be referred to as JVVNL] is proposing to engage an agency for the work of - “OPERATE SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM”
- 2.1. The job involves as detailed in Section-IV “Scope of Work”, however any work if specifically not mentioned but reasonably implied for the successful implementation and good performance of the proposed work are deemed to be included and are to be executed.

- 2.2. JVVNL plans to adopt a most modern billing system to improve the consumer satisfaction revenue flow and to reduce the overall time between readings to issuance of the bills. Under R-APDRP, Base-billing software is being developed for JVVNL and may be delivered ready-to-use to the spotbilling agency for operation and maintenance. However, JVVNL may decide to take Base-billing Software System services from the billing agency. The system shall be monitored and controlled by the spotbilling agency through a central server system under R-APDRP at data center, Jaipur, which shall be connected with all locations of JVVNL through WAN created by JVVNL.
- 2.3. The Agency is advised in its own interest to examine the bid documents, instructions, forms, terms and general information. Failure to provide information, which is essential to evaluate the bid or to provide timely clarification or substantiation of the information supplied or submission of bid not substantially responsive to the bid document may result in disqualification.

3. FIELD CONDITIONS:

- 3.1. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy itself regarding the existing system.
- 3.2. For ascertaining the existing billing condition the Agency may contact the Sr. (AO) Rev./AO(O&M) concerned of JVVNL. The details of the area to be covered in the scope of the contract are available at Section IV.
- 3.3. No claim for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated.

3.3.1. SUCCESSFUL IMPLEMENTATION AND GOOD PERFORMANCE

Any work if specifically not mentioned but reasonably implied for the successful implementation and good performance of the proposed work is deemed to be included and is to be executed within the ordered price.

5. PREPARATION OF BIDDING DOCUMENT

5.1. EARNEST MONEY DEPOSIT (EMD):

- 5.1.1. The tenderer shall furnish Earnest Money of Rs 72 Lacs (Rupees Seventy two lacs only) by DD/Banker's cheque payable in the name of Sr. Accounts Officer (TW), JVVNL Ltd., Jaipur.

Or

The bidder shall furnish 20% amount of earnest money deposit in cash or by crossed bank draft payable in the name of Sr. Accounts Officer (TW), JVVNL, Jaipur, along with irrevocable bid bank guarantee(as per Bid bank guarantee format Annexure A) of balance 80% amount on the Rajasthan State Non Judicial Stamp Paper of Rs. 100/- duly authenticated either by a first class Magistrate or Notary Public or directly confirmed by the issuing Bankers furnished valid for a period of 180 days excluding the grace period of 90 days. The receipt of deposit of 20% amount of EMD and bank guarantee for balance 80 % amount shall accompany with the bid as per instructions given in these bidding documents. "In case of invocation of Bank guarantee issuing Bank must authorize for entertaining the case at the sister branch located in Rajasthan". The Bank guarantee must be from any Nationalized/Scheduled Bank.

- 5.1.2. The tenderers shall deposit the EMD in above said format to the Sr. Accounts Officer(TW), JVVNL, Jaipur up to stipulated date & time, and obtain a receipt, thereof. Sr. Accounts Officer (TW) will be the custodian of the EMD.
 - 5.1.3. Any tender not accompanied by a copy of the receipt for depositing earnest money by Banker's cheque / bank draft shall be rejected and the tender will not be opened.
 - 5.1.4. In case of unsuccessful tenderers, the Earnest money will be refundable on production of the original receipt within a fortnight after finalization of the tender. In case of successful tenderers the Earnest Money will be taken into account in arriving at the amount of the Security Deposit if vendor desire to furnish cash security deposit, however the security deposit is furnished through bank guarantee the EMD will be released after acceptance of such BG, referred in the Clause 4 of Section-II.
 - 5.1.5. Request for adjustments/proposals for acceptance of Earnest Money deposits, if any, already lying with the Nigam in connection with some other bids/orders shall not be entertained.
 - 5.1.6. No interest shall be payable on such deposits.
 - 5.1.7. The JVVNL reserves the right to forfeit Earnest Money deposit or a part thereof in circumstance, which according to him indicate that the bidder is not earnest in accepting/executing any order placed under the specification.
- 5.2. TENDER SPECIFICATION COST & TENDER PROCESSING FEE

The bidders are permitted to download the bid document from websites <https://eproc.rajasthan.gov.in>, www.jaipurdiscom.in but must pay the cost of tender/bidding document Rs. 10,000/- (Rs. Ten thousand only) [non-refundable] in cash or Bank Draft payable to Sr. Accounts Officer [TW], JVVNL, Jaipur and e-tender

processing fee amounting to Rs. 1000/- (Rs. One thousand only) by DD/Banker's Cheque in favour of M.D, RISL payable at Jaipur up to stipulated date & time in the office of Sr. Accounts Officer (TW), Jaipur and obtain acknowledgement thereof. The processing fee will be sent to RISL by Sr. AO (TW).

6. CLARIFICATIONS AND AMENDMENTS & DEVIATION FROM BIDDING DOCUMENT

6.1. CLARIFICATIONS TO THE BID DOCUMENT

- 6.1.1. If the prospective bidder has any doubts as to the meaning of any portion of the bidding document, then he is allowed to refer the same to the tendering authority and get clarifications. He may do so by contacting the tendering authority in writing at the tendering authority's address indicated in the NIT.
- 6.1.2. The Tendering authority shall forward copies of its response to all Bidders who have acquired the Bidding Document directly from it and shall also place it on the website of JVVNL, including a description of the inquiry but without identifying its source.
- 6.1.3. Should the Tendering authority deem it necessary to amend the Bidding Document as a result of a clarification or otherwise, it shall do so by issuing a revised bidding document and/ or Addendum/ Corrigendum. If need be, the deadline for submission of Bids may also be extended in order to give reasonable time to the prospective Bidders to take into account the amendment.

6.2. AMENDMENT OF BIDDING DOCUMENT

- 6.2.1. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/Addendum.
- 6.2.2. Any Corrigendum/Addendum issued shall be a part of the Bidding document and shall be communicated in writing to all, who have purchased the Bidding document.
- 6.2.3. To give prospective Bidders reasonable time in which to take a Corrigendum/Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- 6.2.4. Any change in date of submission and opening of bids would be published in appropriate manner including the websites mentioned in the NIT.

6.3. DEVIATION FROM BID DOCUMENTS: The bid offer must include a separate statement indicating all deviations from the bid documents as per format enclosed at Schedule-I. All such deviations shall be clearly mentioned in Schedule of Deviation. JVVNL reserves the right to accept the deviation with financial implication or reject out rightly. Unless the deviations from the bid documents are specifically mentioned, it will be understood and agreed that the

proposal is based on strict conformity to JVVNL's specifications in all respect and it will be assumed that all terms & conditions are acceptable to the Bidder.

7. SUBMISSION AND OPENING OF BIDS

7.1. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the tendering authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7.2. LANGUAGE OF BIDS

The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the tendering authority, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

7.3. BIDS ARE TO BE SUBMITTED IN TWO PARTS

7.3.1. Part- A: will contain (i) Tender Cost (ii) Tender processing fee (iii) EMD (iv) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of the tender (v) Technical offer comprising details & design of the proposed system(s) to meet out the work requirement together with its capabilities.

7.3.2. Part- B: will contain the financial offer for carrying out the scope of work defined for this project

7.4. SUBMISSION OF PROPOSALS

7.4.1. Bidder shall submit their bid in electronic format, digitally signed and stamped on each page by a responsible and authorized person. Bidder shall procure Digital Signature Certificate (DSC) as per IT act - 2000.

7.4.2. Physical submission of bids is not allowed. But the bidder is required to submit original bid in hardcopy as well to the Superintending Engineer (IT), Jaipur Vidyut Vitran Nigam Ltd, Old Power House Banipark, Jaipur before opening of price bid.

7.5. FILLING OF BIDS

7.5.1. Tenders shall be submitted online in the electronic format attached here to and all blanks in the tender and the schedule to the specification shall be duly filled in. The completed forms, schedule(s) shall be considered as part of the contract documents in the case of successful tenderer(s).

- 7.5.2. No alteration should be made to the format of the tender specification and schedules. The tenderer must comply entirely with specification.
- 7.5.3. The tender and all accompanying documents shall be in Hindi/English Language and shall be signed digitally by a responsible and authorized person. The name, designation and authority of the signatory shall be stated in the tender.
- 7.5.4. Tender should be filled in only with ink or typed and must be submitted online after signing digitally.
- 7.5.5. All additions, alterations and over-writing in the bid must be clearly signed by the signatory of the bidder otherwise bid will be summarily rejected.
- 7.5.6. The bidder must quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/prices shall be entered in words as well as in figures. These must not contain any additions, alterations, over-writing, cuttings or corrections and any other marking which leave any room for doubt.
- 7.5.7. The Purchase Authority will not be responsible to accept any cost involved in the preparation or submission of bids.
- 7.5.8. Any printed conditions of sale on the bid shall not be accepted by the purchase Authority. The bidder shall incorporate their conditions of sales, if any, in the text of the bid itself.
- 7.5.9. All bids and accompanying documents shall be addressed to the Jaipur Vidyut Vitran Nigam Limited.
- 7.5.10. The tenders/quotations given in the form other than prescribed form will not be considered.
- 7.5.11. Only one representative, on submission of valid authorization of the signatory of the bid, will be allowed to be present during the opening of the bid.
- 7.5.12. The bidder shall clearly indicate the deviation such as Technical Deviation & Commercial Deviation in the prescribed format only. The deviation indicated elsewhere in the bid shall not be accepted.
- 7.5.13. The tender offer shall be submitted in time specified on <https://eproc.rajasthan.gov.in> in electronic format in the following manner:
 - 7.5.13.1. COVER – I Fee(to be filed in pdf format)

- i. Proof of depositing EMD in the prescribed form as defined hereunder at Clause “Earnest Money Deposit (EMD)” i.e the receipt issued by the Sr. Accounts Officer (TW), Jaipur on account of depositing .
- ii. Proof of submitting RSL Processing Fee i.e the acknowledgement issued by the Sr. Accounts Officer (TW), Jaipur on account of depositing the processing fee of RSL through DD/Banker’s Cheque in favour of M.D, RSL payable at Jaipur.
- iii. Proof of submitting Tender document cost i.e the acknowledgement issued by the Sr. Accounts Officer (TW), Jaipur on account of depositing tender document cost of through DD/Banker’s Cheque in favour of Sr. Accounts Officer(TW), Jaipur Discom payable at Jaipur.

7.5.13.2. COVER – II Techno- Commercial Bid (to be filed in pdf format)

In this part of bid, tenderer will have to furnish Guaranteed Technical Particulars in regard to all requirement details of Technical Specification (Section-IV) and confirmation of commercial terms and conditions of GCC (General Conditions of Contract) and its addendum/corrigendum, if any, along with details required in various/schedules “EXCEPT THE PRICE SCHEDULE” so that the purchaser may be able to examine whether the offer submitted is technically acceptable and also confirm to our commercial terms and conditions or not.

6.5.14.3 COVER – III Financial/Price Bid/BOQ (to be filed in pdf & xls format).

This price bid shall include submission of details of prices as per “Financial Offer guiding note” of the specification. The price bid will be opened only after being satisfied with Technical and Commercial Bid as per qualifying requirement stipulated in the Specification and bid of such qualified bidders will only be opened. The date of opening of such price Bids will be intimated in due course of time.

6.6 DOCUMENTS COMPRISING THE BID

- 6.6.1. The tender shall be accompanied with the schedules, documents mentioned in the specification.
- 6.6.2. The tender which is not accompanied by any or all mentioned schedules, documents or is accompanied by incomplete Schedules/ schedules is liable for rejection.
- 6.6.3. The purchaser may advise any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three days.

6.6.4 Techno- Commercial Bid as detailed below:

- i. The bidder needs to furnish full details about organization's competence, financial strength, details of experience in accordance with the QR specified at Part –II of Section III. The bidder must submit its proposal along with the following documents.
- ii. Proof of depositing EMD in the prescribed form as defined hereunder at Clause "Earnest Money Deposit (EMD)" i.e the receipt issued by the Sr. Accounts Officer (TW), Jaipur Discom, Jaipur on account of depositing EMD in favour of Sr. Accounts Officer (TW), Jaipur Discom, Jaipur.
- iii. Proof of submitting tender processing fee i.e the acknowledgement issued by the Sr. Accounts Officer (TW), Jaipur Discom, Jaipur on account of depositing the processing fee of RISL (Separate processing fee for Jaipur and Kota package) through DD/Banker's Cheque in favour of M.D, RISL payable at Jaipur.
- iv. Proof of submitting Tender document cost i.e the acknowledgement issued by the Sr. Accounts Officer (TW), Jaipur Discom, Jaipur on account of depositing tender document cost through DD/Banker's Cheque in favour of Sr. Accounts Officer(TW) payable at Jaipur.
- v. Cover letter on company's letter head
- vi. Annexure 1 to 7
- vii. Schedules 1 to 8
- viii. Original consortium agreement between the bidder and his collaborators or associates, if any;
- ix. Power of Attorney/Board Resolution in favor of signatory of the bid
- x. Supporting documents to ascertain the eligibility/ qualification as per the Qualification Requirements (QR) of the tender as per details at Section III Part -II.
- xi. Other details as called for in the tender specification document or which the bidder may like to highlight
- xii. Check lists as given in this document.
- xiii. Techno-commercial proposal in the format given in Section –IX comprising details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.
- xiv. In this part the bidder will submit full relevant documents substantiating the details provided in the annexure and schedules
- xv. The bidder will substantiate details of the company (as declared on Annexure – 1) in the form of Certificate of Incorporation, MoU, registration certificate or any other relevant document as the case may be

- xvi. Controlling offices that would be established to undertake the proposed work
- xvii. Project organization structure
- xviii. Names of the key resources that would be deployed along with their proposed position
- xix. CVs of the key proposed resources as mentioned in point (xviii)
- xx. Audited balance sheet and P&L statement required to ascertain the qualification of turn over
- xxi. Copies of work order and performance report for the projects undertaken/ in hand (as declared on schedule -5)
- xxii. Approach and methodology to execute the project
- xxiii. Details of guaranteed and other reports.
- xxiv. Project implementation plan (in form of a Gantt Chart)
- xxv. Details of the system proposed; a write up on the system that would be installed / developed to meet the requirements as specified in scope of work
- xxvi. Details of equipments, data sheets/ compliances sheets/ and hardware that would be deployed along with bill of material indicating the number and make and technical specifications
- xxvii. Details of connectivity for the proposed network
- xxviii. Schematic network diagram showing (sample) locations and components
- xxix. Schematic flow of information
- xxx. Schematic LAN and connectivity diagram
- xxxii. Details of hardware for creation secured IT infrastructure
- xxxii. Bill of Material.

6.6.5 COVER – III for Financial/Price Bid/BoQ: The financial proposal in excel file of BOQ

6.7 ALTERNATIVE BIDS

Alternative bids shall not be considered at all.

6.8 BID PRICES

- 6.8.1 All the prices should be quoted only in Indian Rupees (INR) Currency.
- 6.8.2 Prices/ Rates shall be written both in words and figures. There should not be errors and/ or over-writings. Corrections/ alterations, if any, should be made clearly and initialed with dates by the authorized signatory.
- 6.8.3 The prices quoted in BOQ.xls should be inclusive of all service tax and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offer declaration (MS Word Format). These rates of applicable taxes and Govt. Levies shall be revised as and when updated.

6.8.4 The prices as per the price schedule at item No Sr 1 is for meter reading and bill generation, bill distribution at spot. The quantity of total no. of consumer mentioned in respective circle is on average basis and may increase or decrease upto total consumers in the circle, however the payment shall be made as per the actual work made during the month.

6.8.5 The bidder will furnish the break-up of the quoted price in financial offer according to the Annexure-B, indicating rate and type of each tax clearly, as per the prevailing rate on the bid date. Any statutory variation and imposing new tax by government subsequently during the currency of contract shall be on JVVNL account.

6.8.6 Duties and taxes: Jaipur Vidyut Vitran Nigam Limited is registered dealer under Rajasthan VAT and Central Sales Tax Act Reg No. 08372105443 and is entitled to concessional rate of Central/State sales tax as per rules in force.

6.9 PERIOD OF VALIDITY OF BIDS

6.9.1 The submission of any bid connected with these documents and specification shall constitute an agreement that the Bidder shall have no cause of action or claim, against the owner for rejection of his bid. The owner shall always be at liberty to reject or accept any bid or bids at his sole discretion and any such action will not be called into question and the Bidder shall have no claim in that regard against the owner.

6.9.2 The bids shall be valid for a minimum period of 120 days (One hundred twenty) days from the date of opening Part-A or 90 (Ninety) days from the date of opening of Part-B wherever is later. Bids mentioning a shorter validity period than specified are likely to be summarily rejected / ignored.

6.9.3 Owner may ask for extension in validity period. The Bidder will be at liberty to accept it or not. In case Bidder agrees to extend the validity period without changing his original offer, he will be required to extend validity period of the Bank Guarantee (Submitted against the EMD) suitably.

6.10 FORMAT AND SIGNING OF BID

6.10.1 The bidder has to submit Earnest Money Deposit, Tender document fee and e-tender processing fee before opening of Technical bid as given in the NIT. The Technical bid and financial bid shall be submitted on the website <https://eproc.rajasthan.gov.in>.

6.10.2 All copies of the bid shall be typed or clearly hand written and shall be signed (all the pages) by a person duly authorized to sign on behalf of the bidder, in token of acceptance of all the terms and conditions of the bidding document. This authorization

shall consist of a written confirmation as specified in the bidding document and shall be attached to the bid.

- 6.10.3 Any amendments such as interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the authorized person signing the bid.

6.11 SIGNATURE OF BIDDER

6.11.1 The bid must contain the name, address and place of business of the person or persons making the bid and must be signed and sealed by the Bidder under his usual signature. The name(s) of all the persons signing should also be typed or printed below the signature.

6.11.2 Bid by a partnership must be furnished with full names of all partners and be signed with the partnership firm name, followed by the signature (s) and designation (s) of the authorized partner (s) or other authorized representative (s).

6.11.3 Bids by corporation/ company must be signed with the legal name of the corporation/ company by the President, Managing Director or by the Secretary or other person or persons authorized to bid on behalf of such corporation/company in the matter.

6.11.4 A bid by a person who affixes to his signature the word 'President', 'Managing Director' 'Secretary', 'Agent' or other designation without disclosing his principal will be liable to be summarily rejected.

6.11.5 Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the bid.

6.11.6 The Bidder's name stated on the proposal shall be exact legal name of the firm.

6.11.7 Erasures or other changes in the bid documents shall bear the initials of the person signing the bid.

6.11.8 Bids not conforming to the above requirements of signing shall be disqualified.

6.12 DEADLINE FOR THE SUBMISSION OF BIDS

6.12.1 Bids must be submitted by the bidders on the website <https://eproc.rajasthan.gov.in> at the address and no later than the date and time indicated in the NIT.

6.12.2 Any change in date of submission and opening of bids would also be placed on the JVVNL websites immediately. However, if the modifications in bidding document, specifications of goods and service are substantial, fresh publication of original bid inquiry may also be issued.

6.12.3 The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the

tendering authority and bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

6.13 DELAYED/ LATE BIDS

The tendering authority shall not consider any bid that arrives after the deadline for submission of bids as indicated in the NIT. Any bid received by the tendering authority after the deadline for submission of bids shall be declared as late and returned unopened to the Bidder.

6.14 RECEIPT OF TENDERS/ BIDS

6.14.1 Access to the bids is strictly restricted and will be provided only to the concerned officers of JVNL doing the evaluation.

6.14.2 Bids received by modes other than submission on <https://eproc.rajasthan.gov.in> website will not be considered.

6.15 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

A Bidder may substitute or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process but bidder can not withdraw his bid after submitting it once.

6.16 BID OPENING

6.16.1 The designated Procurement Committee will perform the bid opening, which is a critical event in the bidding process.

6.16.2 The tendering authority shall conduct the bid opening at the address, date and time specified in the NIT.

6.16.3 All the bids received up to the specified time and date in response to all the bid inquiries shall be opened by the members of the designated Procurement Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://eproc.rajasthan.gov.in> at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.

6.16.4 All Envelopes containing financial/ technical bids shall be signed with date by the members of the Committee in token of verification of the fact that they are sealed. The envelopes shall be numbered as a/n, where 'a' denotes the serial number at which the bid envelop has been taken and 'n' denotes the total number of bids received by prescribed time.

6.16.5 First, envelopes marked "SUBSTITUTION" shall be opened, read out, recorded, and exchanged for the corresponding bid being substituted, and the substituted bid shall not be opened. Bids marked "MODIFICATION" shall be opened, read out, and recorded with the corresponding bid. Only envelopes that are opened, read out, and recorded at bid opening shall be considered further.

- 6.16.6 All other bids shall be opened one at a time, and the following read out and recorded: the name of the bidder and whether there is a modification; the bid prices (per lot if applicable), any discounts and offers; the presence of an EMD and any other details as the tendering authority may consider appropriate. Only discounts and alternative offers, if any, read out and recorded at bid opening shall be considered for evaluation. No bid shall be rejected at bid opening except for delayed/ late bids; alternative bids and bids not accompanied with the required tender fee and EMD.
- 6.16.7 The Tendering authority shall prepare a record of the bid opening that shall include, as a minimum: the name of the bidder and whether there is a withdrawal, substitution, or modification; the bid price, per lot if applicable, any discounts and offers if they were permitted; and the presence or absence of Tender fee, EMD. The bidder's representatives who are present shall be required to sign the attendance sheet. The omission of a bidder's signature on the record shall not invalidate the contents and effect of the record.
- 6.16.8 Only the cover containing "Technical Bid" shall be opened first. The cover containing "Financial Bid" shall be kept intact and safe and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical bids.
- 6.16.9 The details of deposit of tender fee and EMD with each bid shall be read out loudly.
- 6.16.10 A list of names of the representatives of the bidding firms present at the time of opening of tenders shall be prepared and read out and got signed by the respective representatives.

7 EVALUATION AND COMPARISON OF BIDS

7.1 GUIDING PRINCIPLE FOR EVALUATION OF BIDS

- 7.1.1 The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and substantially responsive bid is qualified to perform the Contract satisfactorily.
- 7.1.2 The determination shall be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- 7.1.3 An affirmative determination shall be a prerequisite for award of the Contract to the bidder. A negative determination shall result in disqualification of the bid, in which event the tendering authority shall proceed to the next best bid to make a similar determination of that bidder's capabilities to perform satisfactorily.
- 7.1.4 The tendering authority/ procurement committee, in observance of best practices, shall: -
- Maintain the bid evaluation process strictly confidential as per the details below.
 - Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.

- iii. Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

7.2 CONFIDENTIALITY

- 7.2.1 Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract award.
- 7.2.2 Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his bid.
- 7.2.3 From the time of bid opening to the time of Contract award, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

7.3 CLARIFICATION OF BIDS

- 7.3.1 The bidder is required to carefully examine the specifications and documents and fully inform himself as to all the conditions and terms matters which may in any way affect the Work or the cost thereof.
- 7.3.2 If any Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true meaning of any part, he shall at once request in writing for an interpretation/clarification by the owner.
- 7.3.3 The Owner, then, will issue interpretation and clarifications as he may think fit in writing. After receipt of such interpretations and clarifications, the Bidder may submit his bid but within the time and date as specified in the Invitation to Bid. All such interpretations and clarifications shall form a part of the specifications and documents, and accompany the bidder's proposal.
- 7.3.4 Verbal clarifications and information given by the owner or his employee(s) or his representative(s) shall not in any way be binding on the owner.
- 7.3.5 To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
- 7.3.6 Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.
- 7.3.7 No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Commercial/ Financial Bids.

7.3.8 JVVNL may modify Part-B of bid document based on discussions and presentations made by shortlisted bidders short-listed even after opening of Part-A.

7.4 REVISED FINANCIAL OFFER

7.4.1 Before opening of original financial offer , JVVNL reserves the rights to ask the bidders probably only to the shortlisted bidders to furnish revised sealed financial offer, instead of opening the original financial offer, on account of any changes (Technical or commercial) to be incorporated in the specifications subsequent to the opening of part A and presentation.

7.4.2 Under such circumstances the original financial offer will not be considered and will be super ceding by the revised financial offer.

7.5 DETERMINATION OF RESPONSIVENESS

7.5.1 The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.

7.5.2 A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -

- ❖ "Deviation" is a departure from the requirements specified in the bidding document.
- ❖ "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document.
- ❖ "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.

7.5.3 A material deviation, reservation, or omission is one that,

- i. If accepted, would: -
 - a) Affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the bidding document; or
 - b) Limits in any substantial way, inconsistent with the bidding document, the tendering authority's rights or the bidder's obligations under the proposed Contract; or
- ii. If rectified, would unfairly affect the competitive position of other bidders presenting responsive bids.

7.5.4 The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.

7.5.5 The tendering authority shall compare all responsive bids to determine the best bid, in accordance with the provisions of this bidding document.

7.6 NON-MATERIAL NON-CONFORMITIES

- 7.6.1 Provided that a bid is substantially responsive, the tendering authority may waive any nonconformity in the bid that does not constitute a material deviation, reservation or omission.
- 7.6.2 Provided that a bid is substantially responsive, the tendering authority may request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.
- 7.6.3 Provided that a bid is substantially responsive, the tendering authority shall rectify nonmaterial nonconformities or omissions. To this effect, the bid price shall be adjusted, for comparison purposes only, to reflect the price of the missing or non-conforming item or component. The adjustment shall be made using the method indicated in Evaluation and Qualification Criteria of this bidding document.

7.7 EVALUATION OF BIDS

- 7.7.1 The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be substantially responsive.
- 7.7.2 To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in section: "Evaluation of technical bids" of this bidding document.
- 7.7.3 To evaluate a bid, the tendering authority shall consider the following: -
- ❖ The bid price as quoted in accordance with bidding document.
 - ❖ Price adjustment for correction of arithmetic errors in accordance with bidding document.
- 7.7.4 The tendering authority's evaluation of a bid will exclude and not take into account: -
- ❖ In the case of Goods offered from within the tendering authority's country, all sales tax and all other taxes, applicable in the tendering authority's country and payable on the Goods if the Contract is awarded to the Bidder;
 - ❖ In the case of Goods offered from outside the tendering authority's country, all customs duties, sales tax, and other taxes, applicable in the tendering authority's country and payable on the Goods if the Contract is awarded to the Bidder.
 - ❖ Any allowance for price adjustment during the period of performance of the Contract, if provided in the Bid.

7.8 EVALUATION OF TECHNICAL BIDS

- 7.8.1 The initial technical evaluation shall be completed by the designated Procurement Committee as early as possible after opening of technical bids.

7.8.2 The number of firms qualified in technical evaluation, if less than three, and it is considered necessary by the tendering authority to continue with the bid process, reasons shall be recorded in writing; otherwise fresh bids will be invited.

7.8.3 After approval of the technical evaluation by tendering authority, the firms which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.

7.8.4 The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid will be returned unopened and EMD refunded after completion of the bid process i.e. award of the contract to the best/ successful bidder.

7.8.5 The Tendering Authority will carry out a detailed evaluation of the bids as per criteria in Eligibility Criteria mentioned in RFP on the basis of documentation enclosed along with the technical bid.

7.8.6 In order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents the Tendering Authority will examine the information supplied by the Bidders.

7.9 EVALUATION OF FINANCIAL BIDS

7.9.1 The financial bids of bidders who qualified in technical evaluation shall be opened at the notified time, date and place by the members of the designated Procurement Committee in the presence of the bidders or their representatives who choose to be present.

7.9.2 The process of opening, marking and signing on envelopes and offers of financial bids shall be similar to that of technical bids.

7.9.3 The names of the firms, the rates given by them and conditions put, if any, shall be read out and recorded in tender opening register.

7.9.4 Conditional bids are liable to be rejected.

7.9.5 The offers shall be evaluated and marked L1, L2 and L3 etc. L1 being lowest offer and then others in ascending order

7.9.6 Selection of lowest price offer:

- i. For selection of the lowest price offer, price of all the activities quoted in the financial bid in BoQ shall be summed up as per below formula and final price (Rs. per bill) shall be worked out:

$$\text{Price for [item 1]} + \text{Price for [item 2]} + 0.2 * (\text{Price for [item 3]}) + 0.2 * (\text{Price for [item 4]}) + 0.16 * (\text{Price for [item 5a]}) + 0.64 * (\text{Price for [item 5b]})$$

- ii. If the price arrived at as per the formula mentioned in clause 7.9.6.i of this section is same for two bidders, then bidder with lowest value Rs. Per bill for [item 1] shall be

considered as L1 bidder. In case, if this is also same for two or more bidders, the Bidder with lowest value under the Rs. Per bill for [item-5b] under 'Spot bill generation by agency's meter reader' would be declared the L1 Bidder.

iii. However the L1 rates as arrived after evaluation of the financial bid as per procedure outlined above need not be accepted by JVVNL outright.

7.9.7 The competent Procurement Committee shall prepare a comparative statement in tabular form and its report on evaluation of financial bids and with the recommendation to sanction the best offer to the tendering authority.

7.9.8 It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods and/ or service required to be procured.

7.10 CORRECTION OF ARITHMETIC ERRORS

7.10.1 Provided that the bid is substantially responsive, the competent Procurement Committee shall correct arithmetical errors on the following basis: -

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to point i and ii above.

7.11 NEGOTIATIONS

7.11.1 As a general rule, negotiations after opening of bids would be discouraged. However, negotiations may be undertaken in exceptional circumstances, such as: -

- ❖ When ring prices have been quoted.
- ❖ When the quoted rates have wide variations and are much higher than the market rates prevailing at the time of opening of bids.

7.11.2 Negotiations shall not make original offer of the bidder ineffective.

7.11.3 Negotiations shall be conducted with the lowest bidder (L1) only and by information given in writing with a minimum period of 3 days (in case of a local bidder) and 7 days (in case of an outstation bidder) shall be given for response in writing and in sealed cover. In case of

urgency the tender sanctioning PC may reduce the notice period for negotiations, provided the bidder receives the information regarding holding negotiations.

7.11.4 In case the lowest/ best bidder does not reduce his rates in response to negotiations or the rates so reduced are still considered to be higher, the tender sanctioning Procurement Committee may decide to make a written counter offer to the lowest/ best bidder. If the lowest/ best bidder does not accept the counter offer given by the Procurement Committee, the Procurement Committee may recommend rejecting the bid or may repeat the process to make the same counter offer to second lowest/ best bidder and so on to third, fourth lowest/ best bidder, etc. till any bidder accepts it.

7.12 DISQUALIFICATION

7.12.1 Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process if the bidder: -

- i. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of original offer, at their own.
- ii. Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and also debar him from submission of Bid to the NIGAM at least for one year.
- iii. The Bidder has been disqualified from any other DISCOM for technical incompetence or any violation of code of conduct.
- iv. In case of bidder not furnishing the desired information in the desired format the bid/offer may be rejected/non-responsive.
- v. In case of bidder not able to produce the original certificate as asked by JVVNL, the bid/offer may be rejected/non-responsive.
- vi. In case of bidder not furnishing the original physical bid before opening of financial bid in the desired format the bid/offer may be rejected/non-responsive.
- vii. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
- viii. In case of any foot note or explanatory statement in the financial offer the bid/offer may be rejected/non-responsive.
- ix. In case of any cover letter with financial offer comprising any supplementary statement or discount or any condition the bid / offer may be rejected / non-responsive.
- x. In case of any calculation mistake in the price bid the bid / offer may be rejected / non-responsive.
- xi. In case of any miss apprehension at bidder level which consequent to wrong price bidding , JVVNL reserve the right to reject the bid or take necessary loading / unloading

to arrive the correct price as per aspersions of JVNL / tender specification. Accordingly the bidders are advised to ask to clarify about any mis-apprehension before bidding. No excuse shall be considered in this regard.

- xii. The zero priced or null value price bid / bid component, offer may be rejected /non-responsive.
- xiii. Does not meet the minimum eligibility criteria as mentioned in the bidding document.
- xiv. During validity of the bid or its extended period, if any, increases his quoted prices.
- xv. Has imposed conditions in his bid.
- xvi. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- xvii. Has submitted the bid after due date and time.
- xviii. Is found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- xix. Has submitted bid which is not accompanied by required documentation and Earnest Money Deposit (EMD).
- xx. Has failed to provide clarifications related thereto, when sought.
- xxi. Has submitted more than one bid. This will cause disqualification of all bids submitted by such bidders including forfeiture of the EMD.
- xxii. Who is found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification shall be disqualified from the process at any stage.

Note: Bidders may specifically note that while processing the bid documents, if it found expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of bids then the bidders so involved are liable to be disqualified for the contract as well as for a further period of two years from participation in any of the bids floated by any department, Govt. of Rajasthan. It may also be clarified that if need arises then Tendering authority would go in for appointment of outside party(s) to undertake the work under the captioned bid.

7.12.2 Tendering authority's Right to accept/ Reject any or all of the Bids. The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the bidders or any obligation to inform the affected bidder or bidders of the grounds for the owner's action.

8 AWARD OF CONTRACT

8.1 ACCEPTANCE OF THE TENDER/BID AND NOTIFICATION OF AWARD

8.1.1 Prior to the expiration of the period of bid validity, the tendering authority shall notify the successful bidder, in writing, that its bid has been accepted.

8.1.2 The tendering authority shall award the Contract to the bidder whose offer has been determined to be substantially responsive and technically qualified as per the bidding document, and is L1 provided further that the bidder is determined to be qualified to perform the Contract satisfactorily.

8.1.3 The tender sanctioning Procurement Committee after due consideration of bids, their conditions, financial implications, seeing samples, test reports, if any, discussions with the bidders about important features of their articles, etc., shall take decision regarding acceptance or rejection of the bid.

8.1.4 Decision on bids shall be taken within original validity period of offers which shall be kept up to 180 days from the date of opening of financial bids. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend validity period of their bids up to a specified date.

8.1.5 As soon as a bid is accepted by the tendering authority, its written intimation would be sent to the concerned bidder. If the issuance of formal Work Order is likely to take time, a Letter of Intent (LOI) may be sent in the meanwhile. In the same intimation the bidder may be asked to execute an agreement in prescribed format on a non-judicial stamp of prescribed value and deposit the amount of prescribed performance security deposit within 15 days from the date of issue of acceptance.

8.1.6 The acceptance of an offer is complete as soon as the letter of communication is posted to the correct address of the bidder.

8.1.7 The acceptance of the bid shall also be placed on website of JVVNL for general information to all.

8.1.8 The EMD of the bidders whose bids could not be accepted shall be refunded soon after the agreement with the successful bidder is executed and his performance security deposit is obtained. Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

8.2 SIGNING OF CONTRACT

8.2.1 The successful bidder will, on receipt of Letter of award from JVVNL enter into a contract with JVVNL by jointly signing an agreement.

8.2.2 The draft of the agreement based on the terms sheet, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution.

8.2.3 The agreement will be executed within fifteen days thereafter. The person to sign the agreement must be duly authorized by the Bidding entities

8.3 SECURITY DEPOSIT CUM PERFORMANCE BANK GUARANTEE

8.3.1 Within fifteen (15) days of the receipt of notification of award from the tendering authority, the successful Bidder shall furnish the Security Deposit and Performance Bank Guarantee in accordance with the provisions under the "Terms & Conditions" of the Contract as mentioned in this bidding document.

8.3.2 Failure of the successful bidder to submit the aforementioned Security cum Performance Bank Guarantee or sign the Contract Agreement shall constitute sufficient grounds for the annulment (cancellation/ termination) of the award and forfeiture of the EMD. In that event the tendering authority may award the Contract to the next best bidder whose offer is substantially responsive and is determined by the tendering authority to be qualified to perform the Contract satisfactorily.

8.4 RESERVATION OF RIGHTS

8.4.1 To take care of unexpected circumstances, JVVNL shall reserve the rights for the following:

- i. Extend the closing date for submission of the bid proposals.
- ii. Amend the bidding requirements at any time prior to the closing date, with the amendment being notified to prospective bidders.
- iii. Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.
- iv. To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bid has been invited or distribute items of stores to more than one bidder.
- v. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bid proposals.
- vi. Seek the advice of external consultants to assist JVVNL in the evaluation or review of proposals.
- vii. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.
- viii. Reproduce for the purposes of the procedure the whole or any portion of the proposal despite any copyright or other intellectual property right that may subsist in the proposal.
- ix. Note: Direct or indirect canvassing on the part of the bidder or his representative would be a disqualification.

8.5 MONITORING OF CONTRACT

8.5.1 An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by tendering authority to monitor the progress of the contract during its delivery period.

8.5.2 During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given if it is a severable contract in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the supplier's or service provider's premises where the work is being completed, may be inspected.

8.5.3 If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.

8.5.4 Any Change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the tendering authority and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

8.5.5 No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the tendering authority through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.

8.5.6 The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of tendering authority.

8.6 RE-INVITATION OF TENDERS/ BIDS

Re-invitation of bids would generally be avoided by the tendering authority. However, in case, higher prices than prevalent market rates have been received in the bidding process or considerable changes in specifications, terms and conditions are required to be made as a result of discussion in pre-bid conference or otherwise, re-invitation of bids shall be done.

8.7 LACK OF COMPETITION:

A situation may arise where, after evaluation of bids the tendering authority may end-up with one responsive bid only. In such a situation, the contract may be placed to that bidder by the tendering authority, provided the quoted price is reasonable.

8.8 GENERAL:

8.8.1 Only one bid will be accepted against cost of specification paid. This specification is not transferable. The cost of specification will not be refunded under any circumstances.

- 8.8.2 The bidder shall treat the details of the specification and other Bid documents as private and confidential and shall not reproduce without the written authorization of the NIGAM.
- 8.8.3 The NIGAM does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.
- 8.8.4 The fact of submission of bid to the NIGAM shall be deemed to constitute an agreement between the bidder and NIGAM whereby such bid shall remain open for acceptance by the NIGAM and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the NIGAM, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the NIGAM, until formal contract of the same bid has been executed between him and the NIGAM in replacement of such agreement.
- 8.8.5 The successful bidder will have to execute the contract agreement for the proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the bid, interpretations as may be advantageous to JVVNL may be taken, if satisfactory clarification is not furnished within the prescribed period.
- 8.8.6 JVVNL will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
- 8.8.7 Telex, Telegraphic or Fax bids shall not be acceptable.
- 8.8.8. JVVNL reserves the right to:
- i. Amend the scope of the proposed contract.
 - ii. Reject or accept any bid.
 - iii. Cancel the bid process and reject all applications.
 - iv. Vary the area.
- 8.8.9. JVVNL shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

SECTION-II TERMS & CONDITIONS

The Terms and Conditions of the contract shall prevail and shall be binding on the Agency and any change or variation expressed or impressed howsoever made shall be in operative unless expressly sanction by the JVVNL. The Bidder shall be deemed to have fully informed himself and to have specific knowledge of the provisions under terms and Conditions of this specification mentioned hereunder:

1. DEFINITION OF TERMS:

1.1. In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context in consistent with such construction.

1.1.1. The "JVVNL" shall mean the JAIPUR VIDYUT VITRAN NIGAM LIMITED represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees. The "Customer" or "Owner" or "Purchaser" shall mean "JVVNL".

1.1.2. The "Tenderer"/ "Bidder" shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to "Invitation of Tender".

1.1.3. The "Agency"/"Vendor"/ "Contractor" shall mean the tenderer who's tender has been accepted by the "JVVNL" and shall include the tenderer heirs, legal representative, successors and assignees approved by the purchaser.

1.1.4. The "Chairman/Managing Director" shall mean the Chairman/Managing Director, JVVNL, Jaipur.

1.1.5. The "Engineer" shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, JVVNL, Jaipur or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word "Engineer" shall mean the JVVNL or his duly authorized representative.

1.2. "Works" mean and include the work or works to be done by the contractor under the contract.

1.2.1. The "Contract" shall mean and include the following:

- i. Invitation of tender.
- ii. Instructions to tenderers.
- iii. Tender form including schedule of prices.

- iv. Earnest Money Deposit.
 - v. Letter of Intent and it's acknowledgement.
 - vi. Security Deposit/Guarantee.
 - vii. Formal Work order.
 - viii. Guaranteed Test Performance and Penalty.
 - ix. General Conditions of Contract.
 - x. Special Instructions.
 - xi. Site Conditions.
 - xii. Specification, specific conditions, schedules and annexure.
 - xiii. Addenda that may hereafter be issued by the purchaser to the contractor in the form of letter and covering letters and schedule of prices as agreed between the contractor and the purchaser.
 - xiv. The agreements to be entered into under clause 6 of these Terms & Conditions.
- 1.2.2. The "Specification" shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
- 1.2.3. The Month shall mean, English calendar month i.e. period of 31/30 days and week shall mean a period of 7 days.
- 1.2.4. The "Site" shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
- 1.2.5. "Letter of Intent" shall mean the customer's letter conveying his acceptance of the tender subject to such reservations as may have been stated therein.
- 1.2.6. The "Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- 1.2.7. Formal work order shall mean the customer's letter which may be issued in the way of letter of intent containing detailed terms and conditions of the work and such other particulars which the customer may like to convey to the contractor pending execution of a formal written agreement.
- 1.2.8. "Writing" shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- 1.2.9. The Work "Codes" shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date

of letter of intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.

- 1.2.10. Works importing "PERSON" shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- 1.2.11. Words importing the singular only shall also include the plural and vice version where the context requires.
- 1.2.12. Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).
2. **CONTRACT PERIOD:** The contract period shall be initially for three year, but may be extended up-to 5 years subject to performance of the agency. The performance of the agency will be reviewed Half yearly (i.e. after completion of every six months).The contract for awarded work may be rescinded at any time if the performance regarding achievement of the objective and scope of works as illustrated under Section-IV of this specification is not found satisfactory [no compensation will be paid] or the agency breach any of the terms and conditions, or the agency will be advised for improvement.
3. **HANDING OVER ON TERMINATION:** The contract agreement shall require the agency to cooperate in handing back the facilities, records, database backup and documents, latest source code in case software is owned by JVVNL with documentations, manuals etc in good working order to JVVNL after termination of agreement. The hardware or software owned and deployed by the agency may be keep by it upon termination of the contract.

Upon termination of the agreement, the agency's authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, JVVNL shall arrange to award the contract to other firm or may execute the work departmentally at-least 3 months before expiry of this contract, the agency/Discoms staff may require to work along with the new agency for remaining period of contract to understand the process by new agency.
4. **SECURITY DEPOSIT CUM PERFORMANCE BANK GUARANTEE:**
 - 4.1. A Security Deposit cum Performance Bank Guarantee equivalent to 7% (Seven percent) of contract value less amount of earnest money deposited, (if vendor has deposited EMD in cash)

within 15 days of receipt of work order, in cash or by crossed Bank Draft or by way of Bank Guarantee from any scheduled Bank in the prescribed proforma (In case, vendor furnishes the BG instead of cash deposit the amount of earnest money will be refunded) by the successful bidder either in the form of Bank Guarantee from scheduled Bank on non-judicial stamp papers of Rs. 100.00 duly authenticated by the issuing Banker in the prescribed format addressed to the Superintending Engineer [IT], JVVNL, for satisfactory work performance within 15 days of receipt of the Detailed Purchase Order. The Bank Guarantee is to be remained valid for a period of 4 years from the date of commencement of contract and may have to be extended if desired.

- 4.2. It would be preferred that the vendor furnishes the bank guarantee for 4 years period at first instance but if the vendor furnishes the BG for less period (not less than 48 months at first instance) at first instance it will be the sole duty of vendor to get the BG extended well in time to maintain its validity as desired. JVVNL may invoke the BG without giving any information if validity of BG expires before 4 years.
- 4.3. The above BGs are to be furnished in whole Rupees with validity up-to last day of required calendar month. Bank commission charges or any other charges, if any, shall be to the Contractor's account.
- 4.4. The Bank guarantee must be from any Nationalized/Scheduled Bank having a branch at Jaipur. The vendor may furnish Bank Guarantee on stamp paper of native state provided the vendor shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that state.
- 4.5. Unless otherwise specifically required to be retained/forfeited by the NIGAM, the Security deposit shall be refundable on request of the contractor after three months on completion of the entire work to the satisfaction of the NIGAM.
- 4.6. If the contractor fails or neglect to observe or perform any of his obligation under the contract, it will be lawful for the NIGAM to forfeit either in whole or in part at his absolute discretion, the Security deposit furnished by the contractor.
- 4.7. If the contractor fails to provide the Security within the period specified, such failure shall constitute a breach of the Contract and the NIGAM shall be entitled to make other arrangements at the risk and expenses of the contractor and the Earnest money deposited by the Contractor shall stand forfeited by the NIGAM.

5. CONTRACTOR TO INFORM HIMSELF FULLY

The Contract shall be considered to have come into force from the date of the issue of Letter of Intent/Letter of Award. The contractor shall be deemed to have carefully examined the General Conditions, specifications, schedules and drawings also to have satisfied himself as the nature and character of the work to be executed and where necessary, of the site conditions and other relevant matters and details. Any information thus had or otherwise obtained from the owner or the Engineer shall not be in any way relieve the contractor from his responsibility for the supplying of the plant and equipment and executing the work in terms of the contract including all details and incidental works and supply all accessories or apparatus which may not have been specifically mentioned in the contract but necessary for ensuring complete erection and safe and efficient working of the plant and equipment if he has any doubt as to the meaning of any portion of the general and any special conditions of contract and specifications, he shall before offering his bid proposal, set-forth the particulars thereof and submit them to the Engineer in writing in order that such doubt, misunderstanding, misconceptions, whatsoever could be allied.

6. CONTRACT DOCUMENTS

The order placed under this specification shall be governed by the terms and conditions as incorporated in this Specification and as given in the detailed work order and its annexure(s). The terms and conditions as specified in this section if differ from the terms indicated in the detailed work order and its annexure(s) the latter shall prevail. The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Rajasthan Courts only. For the due fulfillment of the contract, the contractor shall execute an agreement in the prescribed form on Rajasthan State Non-judicial stamp paper bearing stamp duty as applicable. The expenses of completing and stamping the contract agreement shall be borne by the Contractor. Such agreement shall be executed and signed by the competent authority of the contractor on each page thereof. The original copy is only to be executed on the stamp paper. The remaining two copies may be executed on simple paper. Such complete agreement form along with the contract documents together with a "Power of Attorney" in favour of the Executants shall be required to be returned to the owner within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the purchaser/owner shall be sent to the supplier for his reference. The contract documents shall mean and include the following:

- ❖ Contract agreement along with letter of Intent.
- ❖ Work order and its Annexure.

- ❖ Complete specifications.
- ❖ Bid proposal form and its schedules including price schedule and completion schedules.
- ❖ Power of Attorney in favour of the signatory.

7. CHANGE OF QUANTITY

The owner reserves the right to increase or decrease the quantities of items or groups of items as specified in the accompanying technical specifications as may be necessary, at the time of award of contract or during the execution of the contract. Any item can be deleted in total, if not required during execution. It is intimated that all the consumers under the Sub-Divisions of all the circle groups included in this specification are to be billed/handled by the agency.

However, any specific group of consumers based on category or any other criteria may be excluded from the scope of contract at any time during the execution of the contract and shall be sole discretion of the Nigam.

The quantities may be changed due to switching of billing cycles from monthly to bimonthly and vice-versa.

8. DEDUCTION FROM CONTRACT PRICE

All costs, damages or expenses which the owner may have paid, for which under the contract the contractor is liable, will be claimed by the owner. All such claims shall be billed by the owner to the contractor regularly as and when they fall due. Such bills shall be supported by appropriate and certified vouchers or explanations, to enable the contractor to properly identify such claims. Such claims shall be paid by the contractor within fifteen (15) days of the receipt of the corresponding bills and if not paid by the contractor within the said period, the owner may then deduct the amount, from any payment due or becoming due by him to the contractor under the contract or may be recovered by actions of law or otherwise, if the contractor fails to satisfy the owner of such claims.

9. GIFTS AND COMMISSIONS ETC.

Any gift, commission, or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the owner, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the

owner resulting from any cancellation. The owner shall then be entitled to deduct the amount so payable from any moneys otherwise due to the contractor under the contract.

10. **RULES & REGULATIONS:** The job shall be carried out as per the rules, regulations and other details for Revenue Management, Bill generation, report generation, data collection and revenue collection as prevailed in JVVNL, which shall be made available to the agency. These rules and regulations may be modified by JVVNL from time to time and would be intimated to the Agency for incorporating the same.

The Agency will also follow the labour regulations and the directions of Government and other authorities enforcing the regulations and comply with any other relevant legislation in force from time to time.

11. **COMPLIANCE OF LABOUR LEGISLATION:** The tenderer shall discharge its liability of employer/ contractor in respect of personnel to be engaged for service, as said out in EPF and MP Act, 1952 ESI Act, 1948 (in ESI implemented area), workmen's compensation act, 1923 (in non ESI implemented area) contract labour (R&A) Act, 1970, Payment of Wages Act, 1936, Minimum Wags Act, 1948 etc. The tenderer is required to get separate code under the provision of EPF and ESI Acts, if not already taken and deposit the employer's contribution along with employee subscription, as per rule and submit copy of challans at the time of claiming payment, as per clause 32, failing which an amount equivalent to employer's contribution and employees subscription shall be deducted from his each bill and deposited with the concerned authorities. The tenderer shall be solely responsible for any consequences arising out of breach of any legislation.

12. **SAFETY OF SYSTEM:** The Agency shall be fully responsible for upkeep, operation, maintenance, security and safety of meter books, hardware, software, documents, data and other documents and records transferred to it and developed later. These documents and records shall be maintained in updated condition and handed over back to JVVNL in good working order on completion of the contract or time to time as per scope of works as and when required by the JVVNL. Agency shall make well to JVVNL any loss suffered by it due to default of the agency in this respect.

13. **INSURANCE:**

- 13.1. The agency at his cost shall arrange, secure and maintain all insurance as may be pertinent to the works and obligatory in terms of law to protect its interest and interest of the JVVNL against all perils detailed herein. The form and the limit of such insurance as defined herein together with the under-writer in each case shall be acceptable to the JVVNL. However, irrespective of such acceptance, the responsibility to maintain adequate insurance coverage at all time during the period of contract shall be of agency alone. The agency's failure in this regard shall not relieve him of any of his contractual responsibilities and obligations. The insurance covers to be taken by the agency shall be in a joint name of the JVVNL and the agency. The agency shall, however, be authorized to deal directly with Insurance Company or companies and shall be responsible in regard to maintain of all insurance covers. Further the insurance should be in freely convertible currency.
- 13.2. The agency shall obtain accident liability insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during course of operation carried out by him for the purpose of complying with his contractual obligations thereof. It shall indemnify JVVNL against any claim from such employees or damage to property what- so- ever while these arise out of or in consequences of the execution of works, operation and all activities to be performed till the successful completion of contract shall be to the account of the agency. The agency shall be responsible for preference of all claims and make good the damages or loss by way of repairs and/or replacement of the equipment, damaged or lost. The transfer to title shall not in any way relieve the agency of the above responsibilities during the period of contract. The agency shall provide the JVVNL with copy of all insurance policies and documents taken out by him in pursuance of the contract. Such copies of documents shall be submitted to the JVVNL immediately after such insurance coverage. The agency shall also inform the JVVNL in writing at least sixty (60) days in advance regarding the expiry/cancellation and/or change in any of such documents and ensure revalidation, renewal etc., as may be necessary well in time. All costs on account of insurance liabilities covered under the contract will be on agency's account.
- 13.3. The Clause entitled 'Insurance' under this section covers the additional insurance requirements for the portion of the works to be performed at the site.
- 13.4. The contractor shall take necessary insurance against loss, damage, theft, pilferage, fire, accident and damages during transit from stores to site for all the materials/good either belonging to him or issued to him by the NIGAM for the purpose of execution of work. The insurance shall also cover for loss, damage, accidents occasioned by the contractor in the course of operation carried out by him for the purpose of complying with his contractual obligations

thereof. The insurance shall cover the entire cost of materials, collected cash on comprehensive basis during the entire period of contract.

- 13.5. The agency shall take necessary insurance against loss, damage, fire, accidents and damages occasioned by the agency in the course of operation carried out by him for the purpose of complying with his contractual obligations thereof.
- 13.6. The insurance as per this clause shall be in the joint names of the JVVNL and the agency so that the JVVNL and the agency are covered for the entire period of contract from the commencement of the contract and shall remain valid up to 30 days from the date of handing over all the works completed in all respects JVVNL.
- 13.7. It will be the responsibility of the agency to lodge, pursue and settle all claims (for all the equipment and cash collected including items provided by JVVNL) with the insurance company in case of any damage, loss, or fire and the JVVNL shall be kept informed about it. The losses, if any, will have to be borne by the agency if the claims are not lodged and pursued properly in time or if the insurance company does not settle the same.
- 13.8. The agency shall replace the lost/-damaged materials promptly irrespective of settlement of the claims by the underwriters and ensure the work progresses as per the agreed schedule(s).
- 13.9. The agency shall also ensure the following: -
 - ❖ The insurance premium should be one time paid basis.
 - ❖ Deductible franchise should be minimum as per insurance rules. In case of any loss to the extent of deductible franchise, the same shall be borne by the agency.
 - ❖ The insurance should be valid from the date of start of work and shall remain valid up to 30 days from the date of handing over of the work to the concerned Superintending Engineer (O&M).
 - ❖ Insurance policy shall be in joint name of Jaipur Vidyut Vitran Nigam Limited and agency.
 - ❖ The agency shall furnish computerized and stamped insurance policy. Insurance cover shall not be acceptable.
 - ❖ A copy of insurance policy shall invariably be furnished to the Chief Engineer (J/Z), Jaipur Vidyut Vitran Nigam Limited, Jaipur.

14. **THIRD PARTY INSURANCE:** The agency shall if and so far as the contract provides indemnify the JVVNL against all losses and claims in respect of injury or damage to property what- so- ever while these arise out of or in consequences of the execution of works and against all claims proceedings,

damages, costs, charges, expenses what- so- ever in respect of or in relation thereto. Accordingly the agency shall before commencement of execution of the works insure against his liability for material or physical damage, loss or injury which may occur to property including that of the JVVNL, or to any person including any employee of the JVVNL, by or arising.

14.1. REMEDY ON AGENCY'S FAILURE TO INSURANCE: If the Agency fails to effect and keep in force insurance referred to in clause 13 & 14 hereof or any other insurance which he may be required to effect under the terms of contract then the JVVNL may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the JVVNL as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.

15. LIABILITY FOR ACCIDENTS AND DAMAGES:

15.1. The Agency shall be liable for and shall indemnify the JVVNL in respect of all injury to person or damage to property resulting from the negligence of the Agency or his workman or from defective work but not from any other cause.

15.2. Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the JVVNL not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the JVVNL or of any other person or due to circumstances over which the agency has no control, not shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.

15.3. The Agency will indemnify and save harmless the JVVNL against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the JVVNL or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the workman's compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to over such indemnity.

15.4. The agency shall insure against such liabilities with an insurer approved by the Engineer and shall continue such insurance, during the whole of the time that any person(s) are employed by him on the works and shall when required produce to the Chief Engineer), Jaipur and concerned Superintending Engineer (O&M) such policy of insurance and the receipt for payment of the current premium.

16. MAINTENANCE OF FACILITIES AND PERSONNEL: The Agency shall maintain all requisite facilities of its own as required to carry out the work as per the specification.
- 16.1. The Agency shall provide and maintain a controlling office with requisite infrastructure at respective O&M Circle Headquarter of JVVNL and a corporate office at Jaipur with proper staff, & facilities shall remain open at all reasonable hours to receive communications.
- 16.2. The agency shall also maintain communication equipments like telephone with fax, mobile phone, Internet etc. for interaction with JVVNL and others.
- 16.3. PERSONNEL: The Agency shall maintain supervisory and other personnel for efficient management of the work under contract.

Sr.	Type of man power	Man power requirement (For both Rural and urban)
1	Sr. Manager	One full time senior manager at Jaipur for looking after entire operations
2	Manager	One full time manager at each circle
3	Supervisor	One full time supervisor at each division
4	System Administrator	One full time System administrator at Data Center ,Jaipur
4	Software Developer/ Database Administrator	Two full time Software Developer and one database administrator at Data Center ,Jaipur
5	MIS Operator	One full time operator for printing of bills/MIS/Other Output Report at each division
6	Software operator	One full time operator at each sub division upto 12000 bills per month volume. One additional full time operator for billing volume exceeding 12000 per month.
7	Data entry operator (For base billing only)	One full time data entry operator for entry of billing data at each sub division upto 12000 bills per month volume. One additional full time operator for billing volume exceeding 12000 per month.

		Data entry work for less than 500 bills per month in base billing mode (MIP and similar connections) may be taken care by the software operator and requirement of a separate data entry operator may be relaxed.
8	Meter Readers(optional)	One meter reader per SBM/HHT machine to take regular meter reading and generation/distribution of bills/notices.

- 16.3.1. Manager or an alternate shall be available for communication during all business hours.
- 16.3.2. Agency shall not change the Manager/nodal officer, frequently.
- 16.3.3. Agency shall immediately inform JVVNL about any change of personnel/contact numbers through Email/ post.
- 16.3.4. The Agency shall furnish documents regarding the experience of the key personnel proposed to be employed by him. JVVNL has right to verify the above at any time.
- 16.3.5. Agency shall issue identification cards to all its personnel engaged in the work under the contract. The identification card duly signed by Sr. Manager of the agency shall be consisting of Resume and photograph of the concerned personnel along with name and logo of the agency. Concerned circle Superintending Engineer (O&M) after countersigning these identification cards will return the same to the agency for distribution to the concerned personnel. The identification cards shall be handed over to the concerned Superintending Engineer (O&M) after the completion of work under the contract.
- 16.3.6. NODAL OFFICER: To interact between the field offices and agency, The Superintending Engineer of respective O&M Circle will act as a Nodal Officer. Similarly, the agency shall communicate the name of the authorized person(s) for each circle that would act as a Nodal Officer(s) from its side.
- 16.3.7. SUPERVISORY OFFICER: The respective Accounts Officer (O&M) will be the supervisory officer for execution of the contract and he shall be authorised to inspect the work carried out by the agency.
- 17. **NOTIFICATION:** JVVNL shall complete formalities towards due notifications to all parties involved about spot bill generation and other relevant data from concerned circle Superintending Engineer (O&M) and the authority of the Agency to act on behalf of JVVNL.

18. AGENCY'S RIGHTS: The agency will be given rights to operate in the area during the agreement period for carrying out the work of Spot Bill Generation, which shall cease to exist on completion of the said period or on termination of the contract.

The Agency's rights in the area will be as an agent of JVVNL to observe proper functioning of meter installed and use of the electric power at the consumer premises.

19. CONTRACT AGREEMENT:

19.1. The agency will have to enter into an agreement with JVVNL to be known as "Contract Agreement" setting out all terms, and conditions including those mentioned in this terms & conditions for the proposed work.

19.2. The agreement shall set out specific events of default that will entitle the innocent party to terminate the agreement. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.

19.3. The agreement can however be otherwise terminated by either party by giving six-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination. These terms shall be included in the Contract Agreement.

19.4. Agency shall indemnify JVVNL against any claims, demands, costs and expenses whatsoever which may be made against it, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

20. FALL BACK ARRANGEMENT: Provision shall be made in the agreement that in the event of failure of the Agency to fulfill its obligations, duties and responsibilities as per the agreement terms, JVVNL shall interalia have the right, at any time to resort to fall back arrangement. Under this plan, JVVNL shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the security deposit the losses suffered due to such failure. If the security deposit is insufficient, the Agency shall pay the difference to JVVNL failing which JVVNL shall have right to recover the sum through legal or other means.

The JVVNL shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of Agency for compensation in this respect shall be entered.

The JVVNL shall have the right in such circumstances to blacklist/barred/disqualify the agency from submission of Bid to the NIGAM at least for one year.

This provision shall be made in the agreement.

21. GOVERNING LAWS AND JURISDICTION: the Indian Law shall govern the agreement. Only appropriate courts in Jaipur shall have exclusive Court Jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.
22. JURISDICTION FOR LEGAL PROCEEDINGS: The contract shall be governed by the laws of India for the time being in force and be subject to the court of competent jurisdiction at JAIPUR CITY (RAJASTHAN) INDIA. All disputes, differences questions whatsoever arising between the JVVNL and the agency upon or in relation to or in connection with the contracts shall be deemed to have arisen at JAIPUR CITY only and no court other than court at Jaipur, Rajasthan shall have jurisdiction to entertain or try the same.
23. SETTLEMENT OF DISPUTES: In any time any question, dispute or difference what so ever which may arise between the JVVNL and the agency, the same shall be decided by the MD, JVVNL, Jaipur or by the settlement committee constituted by him and shall be final and binding on both the parties.

The JVVNL has constituted settlement committee to settle the disputed cases. For the disputed amount up to Rs. 3.00 Lac the case may be referred to the CE level settlement committee and if the disputed amount is more than Rs. 3.00 Lac the case shall be referred to the corporate level settlement committee. The non refundable fees for referring the case to the settlement committee are as given below or prescribed time to time:
 - 23.1. Reference fee for CE level settlement committee - Rs. 500/-
 - 23.2. Reference fee for corporate level settlement committee-Rs. 3000/-
 - 23.3. Fee for review of cases by corporate level settlement committee- Rs. 5000/-
 - 23.4. The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the AO (JCC).
24. CONDUCT OF AGENCY'S STAFF: If any of the Agency's employees shall in the opinion of JVVNL is guilty of any misconduct or incompetence or negligence, then if so directed by JVVNL, the

Agency shall at once remove such employee and replace him by a qualified and competent substitute. It is clarified that all the field persons deployed by the agency shall be in uniform (to be prescribed by agency) with badge & shall have identify card to be issued by JVVNL on agency's recommendation.

25. LIEN: In case of any lien or claim pertaining to the work and responsibility of the agency for which JVVNL might become liable, it shall have right to recover such claim amount from the agency.

26. TENDER FORMS AND ACCEPTANCE OF TENDER: Each tenderer must prepare and submit his tender strictly according to the procedure laid down in the instructions to tenderer annexed herewith. The tenderer may if he deemed it essential submit in the envelope with his tender short and concise memorandum or any letter accompanying the tender as to form part of the tender. Any tenderer wishing to submit descriptive matter for consideration must enclose it in a separate envelope marked and addressed in the same manner as the tender with the addition of the word "descriptive matter".

The purchaser is not bound to accept the lowest tender or any tender or assign any reason for the rejection of a tender. The purchaser also reserves the right to either call for fresh tenders or to accept either the whole or a part of tender or to place orders for any increased or decreased quantity on the basis prices quoted.

27. FORCE MAJEURE CONDITIONS: If at any time during the currency of the contract the performance in whole or in part be prevented or delayed by reason of any war hostility acts of public enemy, civil commotion, sabotage, fire floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of god (hereinafter referred to as Events) then provided Notice and adequate proof of the production/dispatch having suffered on account of these events is given within 21 days from the date of occurrence thereof the provision of penalty Clause of this specification shall not be invoked by the purchaser provided further that the deliveries under the contract shall be resumed, as soon as practicable after such event (s) has ceased to exist and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that in case the strike/lockout prolongs beyond a period of seven days, the supplier shall immediately inform about to the purchaser in which case the purchaser reserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the supplier.

28. CONTRACTOR'S DEFAULT:

28.1. If the contractor shall neglect to execute the works with the diligence and expedition or shall refuse or neglect to comply with any reasonable orders given to him, in writing by the nodal officer/ representative of Discom in connection with the works or shall contravenes the provisions of the contract, the owner may give notice in writing to the contractor make good the failure, neglect or contravention complained of. Should the contractor fail to comply with the notice within thirty (30) days from the date of service thereof, then and in such case the owner shall be at liberty to employ other workmen and forthwith execute such part of the works as the contractor may have neglected to do or if the owner shall think fit, it shall be lawful for him without prejudice to any other right he may have under the contract, to take the works wholly or in part out of the contractor's hands and re - contract with any other person or persons complete the works or any part thereof and in that event the owner shall have free use of all contractor's equipment that may have been at the time on the site in connection with the works without being responsible to the contractor over the same, and the owner shall be entitled to retain and apply any balance which may be necessary, the payment of the cost of executing the said part of the works or of completing the works as the case may be. If the cost of completing the works or executing a part thereof as aforesaid shall exceed the balance due to the contractor, the contractor shall pay such excess. Such payment of excess amount shall be independent of the liquidated damages for delay, which the contractor shall have to pay if the completion of works is delayed.

28.2. In addition, such action by the owner as aforesaid shall not relieve the contractor of his liability to pay liquidated damages for delay in completion of works .The termination of the contract under this clause shall not entitle the contractor to reduce the value of the performance bank guarantee nor the time thereof. The performance guarantee shall be valid for the full value and for the full period of the contract including guarantee period.

29. COMPLETENESS OF CONTRACT: The contract shall be considered completed on termination of the contract period after full handing over of data, documents or material and clearing all dues towards the agency.

30. INSPECTIONS AND TESTING:

The following clauses shall be applicable as per the requirement of this tender

- 30.1. The nodal officer/ representative of Discom and his duly authorized representative shall have at all reasonable times access to the contractors premises of works and shall have the power at all reasonable time to inspect the facility. The contractor shall obtain for the nodal officer/ representative of Discom and for his duly authorized representative permission to inspect contractor's own premises.
- 30.2. The nodal officer/ representative of Discom shall on giving seven days notice in writing to the contractor setting out any grounds of objections which he may have in respect of the work not in accordance with the contract or are in his opinion detrimental to Discom's reputation for any reason whatsoever, be at liberty to take suitable action against the agency.
- 30.3. Before commencement of operation, the Discom shall verify the facility, infrastructure and equipments as per the contract terms and specification subsequent to intimation by the agency about readiness of a collection center.
31. VAT / SERVICE TAX : The payment of State VAT / Service tax / Central Sales Tax shall be made only on furnishing the following certificate, which may be affixed on the bills preferred, or the material Supplied.

VAT / SERVICE TAX CERTIFICATE

- i) Certified that the goods on which VAT / Service tax / Central Sales Tax has been charged have not been exempted under the Central Sales Tax Act / State VAT Act / Central Excise Tax act and that the charges on account of VAT on these goods are correct under the provisions of the relevant act or the rules made there under and that in case of supplies against regular contract, the relevant contractor also includes a specific provisions that the VAT is payable by the J.V.V.N.L.
- ii) Certified further that we-----are registered as dealers in the state of-----under registration No.-----for the purpose of Central/State VAT/ Central Excise Tax.
- iii) Certificate for VAT as per Rajasthan VAT / Service Tax Act and (c) form(s) as per Central Sales-Tax Act will be issued by the Account Officer (Proc.1), JVVNL, Jaipur to the supplier on his request on completion of the entire supplies under order and on furnishing the copies of the relevant invoices together with the above declaration certificate.
- iv) In no circumstances certificate for VAT and "C" form shall be issued along with letter of acceptance/purchase order and shall not be demanded by the supplier through bank on presentation of the dispatch documents.
- v) In case the VAT assessment of the supplier(s) become due become completing the entire supplies against the order, certificate for VAT and C Form(s) for the supplies made shall be issued on specific

request of the supplier made at least 10 days before the due date of VAT assessment on fulfilling the requirement of sub Clause(s).

32. **MODE OF PAYMENT:** The invoices shall be correctly prepared in quadruplicate in the name of consignee(s)/ designated officer shall be submitted as under: -
- 32.1. The agency shall furnish the Sub Division wise monthly bills for bill generation to the designated officer by 7th of each month for the work carried out during the last month. After verification, the same will be sent to A.O.(O&M) concerned. The payment shall be paid on or within 30th days from the date of receipt of invoices.
- 32.2. The SR.AO after receiving the verified bills from the officer designated, will arrange the payment accordingly. Following documents shall be submitted along with the :-
- 32.2.1. A certificate/undertaking to the effect that proof of excise duty/ Service charges at actual as has been claimed and other relevant documents for reimbursement of charges paid by the supplier on behalf of the purchase, have been enclosed with the original invoice.
- 32.2.2. Manufacturer's /Contractor guarantee certificate for quality(to be submitted one time before commencement of payment).
33. **TERM OF PAYMENT:** The terms of payment for various items as mentioned in financial offer as per BoQ shall be made as under.
- 33.1. The payment (likely Sub Division wise) shall be made on monthly basis for the spot billing and all activities under the scope of the contract.
- 33.2. The contractor shall furnish the monthly bills, details of various reports generated through software only to ascertain the extent of penalties as defined in this specifications and other reports & MIS in soft copy as well in hard copy and data in prescribed formats in soft copy, to the designated officer for the work carried out during the last month, 95% of bill amount shall be made within 30th days from the date of receipt of invoice in the office of AO. Remaining 5% will be released after submission of annual reports, annual ledger to subdivision office (in duplicate) and in soft copy and verification thereof, by concerned officer.
- 33.3. The payment (likely Sub Division wise) shall be made on monthly basis for the spot billing and all activities under the scope of the contract.

- 33.4. The price variation shall be applicable as per Annexure-'C' in each monthly bill computed on the base rates of labour and diesel. The contractor shall have to submit relevant documents to calculate extent of price variation.
- 33.5. If the Discom opts for " Base-billing software services " in a sub-division, the charges towards the optional "Base-billing Software Services " shall be paid for initial 12 months only, starting from the date of successful implementation of services in that sub-division. Thereafter, the vendor shall continue providing of the services but no charges shall be paid against "Base-billing Software Services " .
- 33.6. After successful roll out of spotbilling services in a sub-division, the vendor shall be paid one time lump sum interim fund of Rs. 1.0 lac per sub-division towards infrastructure development for spotbilling services in a sub-division, which shall be recoverable from the monthly invoices of the sub-division in 10 equated installments. The successful implementation of the services shall be termed to a state where at least 75% of the total bills in a month shall be generated and delivered to consumers through spotbilling with the expected satisfaction level. The vendor must present the certificate of successful implementation issued by the designated officer/AEN in order to be able to claim this interim fund.
34. SUSPENSIONS OF WORKS: The purchaser shall not be liable to pay the contractor any compensation whatsoever arising from suspension or for idle labour.
35. DEATH BANKRUPTCY ETC.:
- 35.1. If the contractor shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wound up except for reconstruction purpose or carry on hits, business under a receiver, the executors successors, or other representatives in law of the state of the contractor or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall forth-with given notice thereof in writing to the purchaser and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the contractor subject to his or their providing such guarantee as may be required by the purchaser but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above said shall be deemed to relieve the contractor or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause

shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may be terminated by the purchaser by notice in writing to the contractor and the same power and provisions reserved to the purchaser in clause 1.4 in the event of taking the work out of the contractor's hands shall immediately become operative.

- 35.2. Change of name of the tenderer/supplier at any stage after tendering, the purchaser shall deal with the contractor only in the name and at the address under which he has submitted the tender. All the liabilities/responsibilities for due execution of the contract and if in circumstances he shall be relieved of any obligation under the contract. The purchaser may, however at his discretion deal with Agents/Representatives/Distributors/Manufacturers/Associates Principals/ Sister Concerns and such dealing shall not absolve the supplier(s) from his responsibilities/obligations/liabilities so the purchaser under the contract. Any change/alteration of name/constitution/organization of the supplier shall be duly notified to the purchaser, and the purchaser reserves the right to determine, the contract, in case of any such notification in the event of such determination the purchaser may effect the purchase of the material not supplied from elsewhere at the risk and cost of the tenderer/supplier.

36. PRICE:

The bidders are requested to quote variable prices as follows

- I. The bidders are required to quote their prices in BOQ.
- II. The price quoted should be variable without any ceiling as per formula annexed at Annexure-'C'.
- III. The prices quoted in BOQ.xls should be inclusive of all service tax and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offerd (MS Word Format). These rates of applicable taxes and Govt. Levies shall be revised as and when updated.

37. GUARANTEE: The entire system/ Software's should be guaranteed for satisfactory operation and good workmanship at least for a period of 3(Three) year from the date of installation and acceptance. Successful tenderer shall furnish documents related to the hardware and license certificates of the standard software an undertaking for the above, as well as all the related documents of the custom software.

38. FAILURE TO EXECUTE THE CONTRACT: Suppliers failing to execute the order placed on them to the satisfaction of the Nigam under terms and conditions set forth therein, will be liable to make good the loss sustained by the Nigam, consequent to the placing of fresh orders elsewhere at higher rate, i.e. the difference between the price accepted in the contract already entered into and the price at which fresh orders have been placed. This is without prejudice to the imposition of Liquidated Damages and forfeiture of security deposit.
39. NON-ASSIGNMENT: - The supplier shall not assign or transfer the contract or any part thereof to any agency/ personal during the currency period.
40. EFFECTING RECOVERIES: Any loss, arising due to non-fulfillment of this contract or any other contract, will be recovered from the Security & Performance Deposit/ Guarantees held and or any other amount due to the supplier from the Nigam from this Contract as well as from other contracts.
41. RESPONSIBILITY: The tenderer is responsible for safe delivery of the materials at the destination stores. The tenderer should include and provide for packing and secured protection of the materials so as to avoid damages or loss in transit before installation or during this contract period if required at any time at the contractors cost.
42. ACCEPTANCE OF CONTRACT: The successful bidder will be forwarded two sets of work order, two of which will be signed (each page) by him/his authorized representative in token of his accepting the contract and returned to the authority placing the order within 15 days of its issue, failing which, his EMD is liable to be forfeited.
43. LIQUIDATED DAMAGES AND PENALTY: Following liquidated penalties are applicable:
- 43.1. Delay in execution/commencement of the work: the following penalties shall be applicable if delay is happened in execution/ commencement of the work.
- Commencement of Bill Generation: Rs. 300/- per day per sub-division of delay subject to maximum of Rs 5,00,000/- per month in entire Discom.
- 43.2. Penalty for incorrect billing:

Any erroneous/incorrect bill generated on account of wrong meter reading/ punching/capturing of meter's status or due to any other reason resulting in wrong bill generation shall attract a penalty of Rs. 100 per wrong bill generated.

43.3. Penalty for delay in billing:

The billing is to be done as per the schedule given by JVVNL and the prospective bidder shall arrange the manpower and machines accordingly. In case of delay in billing, penalty of Rs. 200 per day per Lac of aggregate of bill amount of delayed bills shall be levied. The delay shall be calculated on average duration of days for which a group or billing cycle is delayed.

For example, if 100 bills in a billing cycle are delayed by 2 days and another 50 bills in the same group/cycle are delayed by 4 days, the average delay of the cycle shall be calculated as:

Average delay = $(100 \times 2 + 50 \times 4) / 150 = 2.66$ days rounded off to nearest next digit, which is 3 days in this case.

The billing shall be considered complete only when the SBM billing data of entire billing cycle is successfully uploaded on the server.

43.4. Penalty for delay in distribution/non-delivery of base bill:

43.4.1. For delayed distribution of base bills or non delivery of base bills, an amount equal to percentage of delayed bills shall be deducted from the distribution charges of the job as penalty.

43.5. Penalty for not maintaining the minimum inventory of SBM machines:

The vendor must maintain the minimum prescribed inventory of SBM machines for each sub-division. In case vendor maintains lesser number of SBM in a sub-division, penalty of Rs. 1000 per SBM per month shall be levied on the deficient quantity of machines. Applicable only if the SBM are supplied by the agency.

43.6. Penalty for absence of manpower:

All the manpower deputed by the agency as per minimum manpower requirement clause of Section-V 'Deployment of manpower', the personnel have to mark their daily attendance at the respective JVVNL office. The respective office in charge shall have rights to check their presence and mark absent otherwise. The absent shall attract penalties as below:

43.6.1. Absence of Software Developer/Database Administrator/Sr. Manager: Rs.1000/- per day per person.

43.6.2. Absence of Manager/Supervisor: Rs.500/- per day per person

43.6.3. Absence of MIS operator/Software Operator/Data Entry Operator: Rs.300/- per day per person.

- 43.7. TOTAL PENALTIES: 43.2 to 43.6 shall not exceed 20% of respective month's total bill for a particular month for a particular sub-division; excluding any penalties on account of clause no 43.1. The penalty due to clause 43.1 may be attached with any sub division for recovery and shall be limited up to Rs. 500000/- per month for entire discom other than the accumulated penalties imposed under the clause no. 43.2 to 43.6 by the sub division.
- 43.8. If supplies to be rendered are made by the supplier beyond the period of delivery/ execution and the Nigam accept them, such acceptance is without prejudice to Nigam's right to levy liquidated damages for the delay in supply.
- 43.9. The suppliers are liable to pay the amount of loss sustained by the Nigam in the event of non-execution of orders, if any placed on them either in full or part, to the satisfaction of the Nigam under the terms and conditions of contract and in the event of placing orders for such quantities on some others at a higher price
- 43.10. Tenderers not giving clear and specific acceptance to the above clauses are liable for rejection.
44. REPLACEMENT OF DEFECTIVE/DAMAGED MATERIALS:
- 44.1. Notwithstanding anything contained in the above liquidated damages clause when the whole or part of the materials supplied by the supplier are found to be defective/damaged or are not in conformity with the specification or sample, such defects or damages in the materials supplied shall be rectified within 15 days from the date of intimation of defect/damage either at the point of destination or at the supplier's works, at the cost of supplier, against proper security and acknowledgement. In the alternative, the defective or damaged materials shall be replaced free of cost within 15 days from the date of receipt of the intimation from the purchaser of such defects or damages. If the defects or damages are not rectified or replaced within this period, the supplier shall pay a sum towards liquidated damages as per liquidated damages clause given above, for the delay in rectification/replacement of the defects or damages.
- 44.2. If even after such rectification or replacement of the damaged or defective part, if the equipment ordered is not giving the satisfactory performance as per the contract, then it will be open to the purchaser either to reject the goods and recover the entire cost of such goods and claim such loss sustained by the Nigam.
45. CLIMATIC CONDITIONS: The system are for use in various geographical area of Jaipur Discom and should be satisfactory for operation under tropical conditions of Rajasthan and shall be able

to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.

- 45.1. The ambient temperature will be within the range of + 0 Degree Centigrade to + 55 Degree Centigrade.
- 45.2. The altitude will be less than 500 metres.
- 45.3. The maximum & minimum atmospheric humidity will be in the range of 95% & 10 % respectively.
- 45.4. Average Number of thunderstorm days per annum is 65.
- 45.5. Average Number of dust storm days per annum is 15.
- 45.6. Average Number of rainy days per annum is 65.
- 45.7. Average annual rainfall is 100 cm.
- 45.8. The climatic conditions are prone to wide variation in ambient condition and equipments offered under this specification shall be suitable for installation at any of the location in the area of Jaipur Discom.

SECTION –III PART-I PRE-QUALIFICATION REQUIREMENT

INTRODUCTION: This section covers the minimum requirement with respect to experience, capability and other particulars of the Bidder to be considered eligible for participation in the bid for the proposed work. The BIDDER shall become eligible to bid on satisfying the following “BID QUALIFICATION REQUIREMENTS” and on production of the required documentary evidences along with the Tender.

- i. The bidder must possess the following requirements. It is clarified that the offer of those bidders who do not qualify the following requirements shall not be entertained and the same shall be considered as disqualified. It is also intimated that merely meeting the following requirements does not indicate that the bidders shall be short listed for opening of financial bid.
- ii. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.
- iii. Qualification will be assessed upon meeting all the minimum criteria regarding the applicant’s general and particular experience, personnel capabilities, infrastructure availability, financial position, system proposed, methodology and plans to be adopted as detailed in the Bidder’s response to Technical Offer.
- iv. Merely on the basis of qualifying the requirements according to this section does not mean that the bidder is short listed / qualified for opening of financial offer.
- v. JVVNL reserves the right to waive deviations, if they do not materially affect the capability of an applicant.

1. MODE OF BIDDING:

- 1.1. The proposal may be submitted by an individual firm meeting all the requirements.
- 1.2. The JV and Consortium shall not be considered.

2. RELEVANT EXPERIENCE:

- 2.1. The bidder shall have experience of providing billing and/or revenue management services involving deployment of man power and IT infrastructure in India. The bidder shall have experience of providing similar services to at least one of utilities like power, telecom, water or

- any government department in India with a minimum consumer base of 10 lacs during past 5 years.
- 2.2. The bidder should be ISO 9001:2000 certified in the area of IT enabled services and resource provider. Necessary certificate should be enclosed with the bid.
 - 2.3. The bidder should be in business of providing above services for a minimum period of 5 consecutive years.
 - 2.4. The bidder should have not been black listed from any of the government departments and must produce performance certificate from the utilities where similar projects have been executed.
 - 2.5. The bidder should have not been terminated or suspended from work under any contract with Government Department due to non performance or breach of terms. If bidder hides any facts in this regard an appropriate action shall be taken and EMD shall be forfeited.

NOTE:-

- a. The bidder is required to furnish the copy of order and performance certificate. In case of project in hand the status of execution from the user is required to be furnished with the bid.
- b. In case of non-furnishing of requisite document along with the bid the bid will be considered as bid without experience.

3. TURNOVER REQUIREMENTS

- 3.1. Annual turnover of the bidder should not be less than Rs. 10 Crores (Rupees Ten crore) in any one year of last three financial years (From April 09- March-12) and total turnover for last three year should not be less than Rs. 25 Crores (Rupees Twenty five crore). Certified balance sheet for the same has to be attached. In case of bidder having financial year closing other then March the last 36 months turn-over shall be furnished.
- 3.2. Turn over means the gross receipt through regular operation only, the receipts through other incomes and excise duty/service tax paid to government will not be considered while arriving the total turnover.
- 3.3. In case of non-furnishing of requisite balance sheet / auditor's report along with the bid the bid will be considered as non responsive proposal.

4. EXISTENCE OF BIDDER:

The bidder should be in business at least continuously for the past 5 years the supporting document like certificate of incorporation, balance sheet etc shall be furnished along with the bid.

5. PERMANENT STAFF

- 5.1. Since this project entails manpower management in an efficient way, the bidder should have employed at least 50 people per month permanently continuously for at least one year during trailing 36 months. A certificate from CA or copy of PF / ESI challan shall be attached with the bid.
- 5.2. In case of non-furnishing of requisite supporting document/ report along with the bid the bid will be considered as bid without this requirement

6. PERSONNEL CAPABILITIES:

- 6.1. The Bidder shall ensure that deputed personnel are trained and experienced for execution of the contract and for operation and maintenance period so that all activities are carried out in a highly professional and sound managerial manner.
- 6.2. As such as possible the agency shall not change the office in charge/nodal officer, frequently. The bidder shall furnish documents regarding the experience of the key personnel proposed to be employed by him.
- 6.3. The experience for such personnel shall not be less than the following, for which the bidder shall furnish the details of the employees to be deployed after awarding of contract:
 - 6.3.1. Sr. Manager: The candidate must be Diploma/ Degree in Engineering/M.C.A/MBA with atleast 5 years of experience to handle such works.
 - 6.3.2. Manager: The candidate must be / Degree in Engineering/M.C.A/MBA with atleast 3 years of experience to handle such works.
 - 6.3.3. Supervisor: The candidate must be Graduate / Post Graduation with atleast 3 yrs of experience to handle such works.
 - 6.3.4. System Administrator: The candidate must be Diploma/ Degree in Engineering/M.C.A/MBA with at least 5 years of experience of handling live production applications.

- 6.3.5. Database Administrator: Qualified Database Administrator for MS SQL Server DB with minimum 3 year experience. Knowledge of DB security, design and implement all database security to ensure integrity and consistency, replication, back up etc is a must.
- 6.3.6. Software Developer: The candidate(s) must be Diploma/ Degree in Engineering/M.C.A with at least 3 yrs of experience to handle large industrial application development. The candidate deployed must have sufficient exposure to software development, testing, version management etc.
- 6.3.7. MIS operator/ Software Operator/ Data Entry Operator: These persons must have graduate and have diploma in Computers, have one year experience of data handling and trained to handle the Base-billing softwares developed for generation of bills, MIS reports & Output reports and processes of printing.
- 6.3.8. Meter Reader (optional): Senior Secondary or higher qualified meter readers or HHT Operators with HHT to take regular meter reading and generation/distribution of bills. The candidate must be able to operate digital camera and HHT with advanced features like GSM, GPRS etc.
- 6.4. The bidder shall provide an undertaking on non judicial stamp papers of Rs. 100.00 along with its proposal that it shall comply with the experience and skill sets of the personnel required for this project if the project is awarded to him.
- 6.5. In case of non-furnishing of requisite undertaking along with the bid the bid will be considered as bid without this requirement.

JVVNL has right to verify the above at any time.

7. REQUISITE HARDWARE / SOFTWARE:

- 7.1. The bidder must have the required hardware / software tools for carrying out the services as required in the scope of work. Bidder shall give a brief write-up on the facility i.e. Hardware /software tools, available with him. The bidder shall provide an undertaking on non judicial stamp papers of Rs. 100.00 along with its proposal that he will own or have assured access to [through hire, lease, purchase agreement or other means] sufficient number of equipment adequate technology for smooth & speedy execution of all activities of the proposed work.
- 7.2. The bidder should confirm that he will own sufficient number of equipment adequate technology for smooth & speedy execution of all activities of the proposed work. The bidder

should spell out the details of infrastructure facilities and technology he shall provide for the proposed job.

- 7.3. In case of non-furnishing of requisite undertaking along with the bid the bid will be considered as non responsive proposal

8. **BANK SOLVENCY:**

8.1. The bidder has to assure that he has access to or have available required funding at credit or other financial means sufficient to meet the cash flow needed in addition to bidder's commitment to other ventures.

8.2. The bidder has to furnish original bank solvency/credit worthiness certificate from any scheduled bank for execution of a project worth Rs. 12 Crores (Rupees Twelve crore) for this project.

- 8.3. In case of non-furnishing of requisite Bank solvency, credit worthiness along with the bid the bid will be considered as non responsive proposal.

JVVNL reserves the right to waive deviations, if they do not materially affect the capability of an applicant.

SECTION –III PART-II GENERAL INFORMATION ABOUT JAIPUR DISCOM

1. GENERAL INFORMATION AND GEOGRAPHICAL AREA UNDER SCOPE: There are about 30 Lakhs consumers spread in 188 Sub-Division in the jurisdiction of 2 Zones, comprises 13 O&M circles spread in the geographical area of 12 districts of Rajasthan, namely Jaipur, Dausa, Alwar, Bharatpur, Dholpur, Kota, Bundi, Baran, Jhalawar, Sawaimadhopur, Tonk and Karauli. The sub-division / division and consumers may increase or decrease. In case of any increase the vendor shall have to provide necessary infrastructure at every additional sub division / division/circle as per the requirement with no extra cost toward infrastructure cost, during the currency period.

The consumers to be billed are scattered in 13 different circles in the entire geographical area of Discom. The bidder may note that the job involves extensive traveling to read and bill the consumers in a pre defined time frame. The consumer categories under the scope also involves agriculture consumers besides other consumers, for which – Hamlet, Dhanis, villages are to be approached.

2. Location Details: services to be provided at different offices of Jaipur Discom comprises the following:
 - a. All Sub-division offices spread across Jaipur Discom.
 - b. All division offices spread across Jaipur Discom.
 - c. All Circle offices of Jaipur Discom .
 - d. Corporate Office of Jaipur Discom, Jaipur
 - e. Data Center, Jaipur.
3. The approximate strength of consumer in Jaipur discom spreading to Circle/divison/subdivision is as under. Some of the newly created subdivisions are not functional and not mentioned in this list.

3.1 CONSUMER STRENGTH ACCORDING TO CIRCLES/DIVISIONS/SUB DIVISIONS

Sr.	CIRCLE	SUB-DIVISION	Area Rural/Urban	LT consumers	MIP /HT consumers	PDC consumers	Total consumers
1.	ALWAR	AEN A-I ALWAR	URBAN	12466	87	2597	15150
2.		AEN A-II ALWAR	URBAN	19152	148	1934	21234
3.		AEN A-III ALWAR	URBAN	17424	149	2346	19919
4.		AEN A-IV ALWAR	URBAN	25703	315	2946	28964
5.		AEN O&M MIA	RURAL	3733	340	1527	5600
6.		AEN REC RAMGARH	RURAL	20624	168	3253	24045
7.		AEN REC MALAKHERA	RURAL	23248	297	3768	27313
8.		AEN CSD THANAGAJI	RURAL	21330	45	3927	25302
9.		GOVINDGARH	RURAL	9196	99	1540	10835
10.		BANSUR	RURAL	28690	92	2748	31530
11.		BEHEROR	RURAL	26789	260	3752	30801
12.		MUNDAWAR	RURAL	27834	83	4157	32074
13.		NIMRANA	RURAL	11399	173	1178	12750
14.		MANDHAN	RURAL	10272	75	1162	11509
15.		BIWADI	URBAN	16587	1376	3157	21120
16.		KHERTHAL	URBAN	11925	109	2317	14351
17.		K.G.BAS	RURAL	16671	187	2847	19705
18.		KOTKHASIM	RURAL	19809	25	3471	23305
19.		TIJARA	RURAL	16360	46	1965	18371
20.		TAPOKARA	RURAL	11458	23	1895	13376
21.		RAJGARH	RURAL	22312	136	4292	26740
22.		RENI	RURAL	15204	234	3713	19151
23.		LAXMANGARH	RURAL	12580	192	2758	15530
24.		KHERLI	RURAL	13574	69	3206	16849
25.		KATHMUR	RURAL	8234	33	1945	10212
26.	BHARATPUR	A1 BHARATPUR	URBAN	18006	182	2237	20425
27.		A2 BHARATPUR	URBAN	19099	171	2542	21812
28.		A3 BHARATPUR	RURAL	17812	115	5571	23498
29.		NADBAI	RURAL	16624	137	3025	19786
30.		UCHCHAIN	RURAL	9267	37	1964	11268
31.		DEEG	RURAL	17234	48	4025	21307
32.		KAMAN	RURAL	23689	68	5058	28815
33.		KUMER	RURAL	18606	23	5046	23675
34.		NAGAR	RURAL	18785	63	5189	24037
35.		BAYANA	RURAL	17370	349	4242	21961
36.		ROOPWAS	RURAL	10868	64	3503	14435
37.		WEIR	RURAL	12017	89	1997	14103
38.		CHHONKARWARA	RURAL	7879	65	1300	9244
39.	DAUSA	BANDIKUI	RURAL	19313	254	3179	22746
40.		MAHUWA	RURAL	20465	180	6400	27045
41.		SIKRAI	RURAL	16445	81	2122	18648
42.		BASAWA	RURAL	13743	26	2114	15883
43.		SIKANDRA	RURAL	6441	68	849	7358
44.		A.1.DAUSA	URBAN	27103	192	3457	30752
45.		A.II.DAUSA	RURAL	11389	79	2520	13988
46.		A.II.LALSOT	RURAL	10846	248	1094	12188
47.		A.I.LALSOT	RURAL	17509	115	2350	19974
48.		NANGAL	RURAL	7475	23	1201	8699
49.	JPDC	A.I. CHOMU	RURAL	29041	940	3523	33504

50.		A.II. CHOMU	RURAL	16444	699	2478	19621
51.		GOVINDGHAR	RURAL	17455	782	2151	20388
52.		JAIPURA	RURAL	16840	848	1842	19530
53.		RADAWAS	RURAL	9766	115	2189	12070
54.		BASSI	RURAL	26550	409	4834	31793
55.		BADIPIPLI	RURAL	14222	762	1757	16741
56.		J.RAMGARH	RURAL	19288	117	5826	25231
57.		K.K.DHANI	RURAL	26652	314	5304	32270
58.		KALWAD	RURAL	12144	341	1265	13750
59.		KANAUTA	RURAL	12252	209	2003	14464
60.		CHAKSU	RURAL	25679	67	4817	30563
61.		PHAGI	RURAL	19414	28	4291	23733
62.		SANGANER	RURAL	18245	157	2799	21201
63.		BAGRU	RURAL	20573	536	3287	24396
64.		SAMBHAR	RURAL	20810	61	3614	24485
65.		JOBNER	RURAL	15481	273	2487	18241
66.		RENWAL	RURAL	17976	242	2994	21212
67.		SHAHPURA	RURAL	26403	305	6012	32720
68.		VIRATNAGAR	RURAL	17898	58	4340	22296
69.		KOTPUTLI	RURAL	24313	183	4459	28955
70.		PAUTA	RURAL	21040	161	3813	25014
71.		DUDU	RURAL	17467	40	3424	20931
72.		BICHOON	RURAL	9200	114	1546	10860
73.	JHALAWAR	B.MANDI	RURAL	16392	101	4505	20998
74.		DUG	RURAL	13612	51	3782	17445
75.		SUNEL	RURAL	10888	8	4687	15583
76.		PIRAWA	RURAL	8349	13	3874	12236
77.		AKLERA	RURAL	6166	21	1673	7860
78.		BAKANI	RURAL	7719	19	1385	9123
79.		KHANPUR	RURAL	14602	60	4033	18695
80.		JHALAWAR	URBAN	16851	277	4575	21703
81.		J.PATAN	RURAL	19087	394	4660	24141
82.		M.THANA	RURAL	11597	20	2083	13700
83.	SAROLA a-1	RURAL	7086	101	2302	9489	
84.	SAROLA a-2	RURAL	9717	10	1469	11196	
85.	KOTA	KOTA AI	URBAN	10394	712	677	11783
86.		A-II KOTA	URBAN	15474	349	706	16529
87.		A-III KOTA	URBAN	16183	144	1297	17624
88.		A-IV KOTA	URBAN	14579	65	3387	18031
89.		A-V KOTA	URBAN	21218	59	456	21733
90.		AEN B1-KOTA	URBAN	16440	233	2175	18848
91.		B-II KOTA	URBAN	10741	171	2449	13361
92.		B-III KOTA	URBAN	14529	98	831	15458
93.		B-IV KOTA	URBAN	18830	54	1682	20566
94.		B-V KOTA	URBAN	11103	77	636	11816
95.		ITAWA	RURAL	16541	8	8984	25533
96.		RURAL-KOTA	RURAL	12223	252	5229	17704
97.		SULTANPUR	RURAL	16705	441	12129	29275
98.		KAITHOON	RURAL	8313	35	3426	11774
99.		CHECHAT	RURAL	14576	385	6570	21531
100.		RAM G MANDI	URBAN	15848	964	3885	20697
101.		KANWAS	RURAL	10354	120	2952	13426
102.		SANGOD	RURAL	8260	566	2889	11715
103.	BAPAWAR	RURAL	5185	399	1547	7131	
104.	SWM	BONLI	RURAL	20050	18	4552	24620
105.		KHANDAR	RURAL	18306	100	4524	22930

106.		A.I.S.MADHOPUR	URBAN	22242	159	2111	24512	
107.		A.II.S.MADHOPUR	RURAL	27920	57	4665	32642	
108.		A.I.GANGAPURCITY	URBAN	23577	131	5503	29211	
109.		A.II.GANGAPURCITY	RURAL	12943	24	594	13561	
110.		BAMANWAS	RURAL	13694	12	3074	16780	
111.	TONK	A.I.TONK	URBAN	23823	85	4734	28642	
112.		A.II.TONK	RURAL	21484	18	5110	26612	
113.		UNIARA	RURAL	18898	23	4575	23496	
114.		DEOLI	RURAL	25318	159	6439	31916	
115.		NEWAI	URBAN	15330	106	3457	18893	
116.		NEWAI-II	RURAL	10182	8	2580	12770	
117.		MALPURA	RURAL	25610	72	3256	28938	
118.		T.RAISINGH	RURAL	14597	14	3065	17676	
119.		BARAN	A-1 BARAN	URBAN	14859	97	2726	17682
120.			A-II BARAN	RURAL	12172	34	3425	15631
121.	ANTA		RURAL	12744	37	3425	16206	
122.	ATRU		RURAL	16616	56	3132	19804	
123.	CHHABARA		RURAL	13817	33	3296	17146	
124.	CHHIPABADOD		RURAL	7261	8	2956	10225	
125.	MANGROL		RURAL	6092	12	1814	7918	
126.	KISHANGANJ		RURAL	15128	119	2727	17974	
127.	SHAHBAD		RURAL	8502	206	1897	10605	
128.	SISWALI		RURAL	4252	9	1901	6162	
129.	BUNDI	AI-BUNDI	URBAN	18045	145	1358	19548	
130.		BUNDI A-II	RURAL	14451	95	4752	19298	
131.		HINDAULI	RURAL	21737	47	6815	28599	
132.		K.RAI PATAN	RURAL	14372	389	6142	20903	
133.		LAKHERI	RURAL	16263	54	3358	19675	
134.		NAINWA	RURAL	17495	24	5177	22696	
135.		TALERA	RURAL	16386	386	4591	21363	
136.		DHOLPUR	A1 DHOLPUR	URBAN	14376	155	3406	17937
137.	A2 DHOLPUR		RURAL	10805	69	5264	16138	
138.	BARII		URBAN	7847	133	4030	12010	
139.	RAJAKHERA		RURAL	9102	104	3437	12643	
140.	BASERI		RURAL	6092	158	3873	10123	
141.	KARAU LI		KARAU LI	RURAL	24481	105	5647	30233
142.		SAPOTRA	RURAL	12511	31	2244	14786	
143.		SRI MAHAVIRJI	RURAL	9135	75	2590	11800	
144.		A.I.HINDAUN	URBAN	13263	232	3258	16753	
145.		A.II.HINDAUN	RURAL	17469	107	3435	21011	
146.		TODABHIM	RURAL	17828	124	3312	21264	
147.		NADAUTI	RURAL	10801	224	2985	14010	
148.	JCC	AEN (A-III) Shastri Nagar	URBAN	19232	841	5179	20073	
149.		AEN(A-V),JCC	URBAN	14606	294	1086	14899	
150.		AEN (A-I) Nala P.H.	URBAN	28732	259	4929	28991	
151.		AEN (A-II) Bhankrota	URBAN	64042	509	2105	64548	
152.		AEN (A-v) Bindayaka	URBAN	31873	359	3304	32232	
153.		AEN (B-I) Ram Bagh	URBAN	31549	563	6122	32112	
154.		AEN (B-II) Residency	URBAN	37332	1676	7733	39008	
155.		AEN (B-III) Gandhi	URBAN	17002	325	4105	17327	

	Nagar					
156.	AEN(B-IV) Durgapura	URBAN	21174	315	2018	21489
157.	AEN (C-I) Indira Market	URBAN	19240	226	4413	19466
158.	AEN (C-II) Sanjay Market	URBAN	32172	198	6939	32370
159.	AEN (C-III) M.I.Road	URBAN	25171	449	6224	25620
160.	AEN (C-IV) Khasa Kothi	URBAN	19709	795	5255	20504
161.	AEN(D-I) Jawahar Nagar	URBAN	28415	387	6026	28807
162.	AEN (D-II) Adarsh Nagar	URBAN	16760	272	3462	17033
163.	AEN (D-III) Malviya Nagar	URBAN	31121	681	5101	31801
164.	AEN (D-IV)	URBAN	18560	135	1850	18695
165.	AEN (E-I) Janta Market	URBAN	35461	324	5059	35785
166.	AEN (E-II) Ram Ganj	URBAN	37326	214	8051	37539
167.	AEN (E-III) Nahri Ka Naka	URBAN	38574	99	5089	38674
168.	AEN (E-IV) Amber	URBAN	16813	112	1941	16925
169.	AEN E-V BRAHAM PURI	URBAN	13733	166	2090	13899
170.	AEN (F-I) Sitapura	URBAN	1174	1167	488	2341
171.	AEN (F-II) Mansarovar	URBAN	39057	531	4013	39588
172.	AEN (F-III) Sanaganer	URBAN	32823	1065	3779	33888
173.	AEN (F-IV) Pratap Nagar	URBAN	59772	201	1886	59973
174.	AEN (F-V) Jagatpura	URBAN	32401	89	2274	32490
175.	AEN (G-I) VKIA	URBAN	2301	2280	2218	4581
176.	AEN (G-II) Vidhyadhar Nagar	URBAN	30095	394	4638	30489
177.	AEN (G-III) Murlipura	URBAN	34230	929	4100	35159
178.	AEN G-IV JHOTWARA	URBAN	41493	364	2486	41857
TOTAL			3185093	41879	606551	3709561

Note: The Urban/ Rural categorization of sub-divisions is roughly based on ratio of urban & rural consumers within the sub-division and may be changed any time during the currency of the contract due to change of distribution or urbanization.

3.2 LIST OF CIRCLE/DIVISION/SUBDIVISION

S.No.	CIRCLE	DIVISION	SUBDIVISION NAME
1.	ALWAR	XEN - CD ALWAR	AEN A-I ALWAR
2.			AEN A-II ALWAR
3.			AEN A-III ALWAR
4.			AEN A-IV ALWAR
5.			AEN O&M MIA
6.			AEN A-V ALWAR
7.		XEN - DD ALWAR	AEN REC RAMGARH
8.			AEN REC MALAKHERA
9.			AEN CSD THANAGAJI
10.			AEN GOVINDGARH
11.		XEN - BEHROR	AEN REC BANSOOR
12.			AEN REC BEHROR
13.			AEN MUNDAWAR
14.			AEN O&M SHAJHAPUR (NEEMRANA)
15.			AEN MANDAN
16.		XEN - KISHANGARHBAS	AEN O&M KHAIRTHAL
17.			AEN O&M KOTKASIM
18.			AEN KISHANGARHBAS
19.			AEN O&M TIJARA
20.			AEN TAPUKARA
21.		XEN - RAJGARH	AEN RAJGARH
22.			AEN RENI
23.			AEN TEHLA
24.		XEN REC BHIWARI	AEN BHIWARI
25.		XEN - LAXAMNGARH	AEN LAXAMNGARH
26.			AEN KHERLI

27.			AEN KATHOOMAR
28.	BHARATPUR	XEN - BHARATPUR	AEN A-I BHARATPUR
29.			AEN A-II BHARATPUR
30.			AEN (A-III) BHARATPUR
31.			AEN REC NADBAI
32.			AEN UCCHAIN
33.			XEN - BAYANA
34.		AEN O&M ROOPWAS	
35.		AEN REC WEIR	
36.		AEN CHHOKARAWDA	
37.		XEN - DEEG	AEN O&M DEEG
38.			AEN O&M KAMAN
39.			AEN REC KUMHER
40.	AEN REC NAGAR		
41.	DHOLPUR	XEN - DHOLPUR	AEN (A-I) O&M DHOLPUR
42.			AEN (A-II) RURAL DHOLPUR
43.			AEN O&M BARI
44.			AEN REC RAJAKHERA
45.			AEN O&M BASERI
46.	DAUSA	XEN - BANDIKUI	AEN O&M BANDIKUI
47.			AEN O&M MAHUWA
48.			AEN O&M SIKRAI
49.			AEN O&M BASWA
50.		XEN - DAUSA	AEN (A-I) CITY DAUSA
51.			AEN (A-II) RURAL DAUSA
52.			AEN (A-I) O&M LALSOT
53.			AEN (A-II) O&M LALSOT
54.	KARAULI	AEN O&M KARAULI	AEN O&M KARAULI
55.			AEN O&M SAPOTRA

56.			AEN O&M S.MAHAVEERJI
57.		XEN - HINDAUN	AEN (A-I) O&M HINDAUN
58.			AEN (A-II) REC HINDAUN
59.			AEN O&M TODABHIM
60.			AEN REC NADHOTI
61.			
62.		XEN - CD I JAIPUR	AEN A-III SHASTRI NGR JAIPUR
63.			AEN A-II BHANKROTA JAIPUR
64.			AEN A-IV VAISHALI
65.			AEN A-V BINAYAKA
66.			
67.		XEN - CD II JAIPUR	AEN BII RESIDENCY JAIPUR
68.			AEN BIII GANDHI NGR JAIPUR
69.			AEN B-IV DURGAPURA
70.			AEN B- V NIRMAN NAGAR
71.			
72.		XEN - CD III JAIPUR	AEN CII SANJAY MARKET JAIPUR
73.	JCC		AEN CIII M.I.ROAD JAIPUR
74.			AEN CIV KHASA KOTHI JAIPUR
75.			
76.		XEN - CDIV JAIPUR	AEN DII ADARSH NGR JAIPUR
77.			AEN DIII MALVIYA NGR JAIPUR
78.			AEN DIV PURANA GHAT JAIPUR
79.			
80.		XEN - CD V JAIPUR	AEN EII RAMGANJ JAIPUR
81.			AEN EIII NAHARI KA NAKA JAIPUR
82.			AEN E-IV AMBER JAIPUR
83.			AEN E-V BRAHAMPURI
84.			XEN - CD VI JAIPUR

85.			AEN F-III SANGANER
86.			AEN F-I SITAPURA
87.			AEN F-IV PRATAP NAGAR
88.			AEN F-V JAGATPURA
89.		XEN - CD VII JAIPUR	AEN G-I VKIA JAIPUR
90.			AEN G-II VIDYADHAR NAGAR
91.			AEN G-III MURLIPURA
92.			AEN G-IV JHOTWARA
93.	JPDC	XEN DD-I JAIPUR	AEN RURAL VKIA
94.			AEN O&M J.RAMGARH
95.			AEN RURAL KUNDA KI DHANI
96.			AEN O&M BASSI
97.			AEN KALWAR
98.			AEN KANOTA
99.		XEN DD-II	AEN O&M CHAKSU
100.			AEN O&M FAGI
101.			AEN RURAL SANGANER
102.			AEN O&M BAGRU
103.			AEN INDUSTRIAL AREA BAGRU
104.		XEN - DUDU	AEN O&M DUDU
105.			AEN BACHOON
106.		XEN - SAMBHER	AEN O&M SAMBHAR
107.			AEN O&M JOBNER
108.			AEN O&M RENWAL
109.		XEN - CHOMU	AEN (A-I) CITY CHOMU
110.			AEN (A-II) RURAL CHOMU
111.			AEN O&M GOVINDGARH
112.			AEN O&M JETPURA
113.			AEN O&M REDAWAS

114.			AEN KALADERA
115.		XEN - KOTPUTALUI	AEN O&M KOTPUTLI
116.			AEN O&M PAWTA
117.		XEN - SHAHPURA	AEN O&M SHAHPURA
118.			AEN O&M VIRAT NAGAR
119.	JHALAWAR	XEN - JHALAWAR	AEN O&M JHALAWAR
120.			AEN O&M JHALARAPATN PATAN
121.			AEN O&M AKLERA
122.			AEN O&M BAKANI
123.			AEN RURAL JHALARAPATN PATAN
124.			AEN MANOHARTHANA
125.			AEN SAROKALAN
126.			AEN RATLAI
127.			AEN RURAL JHALAWAR
128.			AEN O&M KHANPUR
129.		XEN - BHAWANI MANDI	AEN BHAWANI MANDI
130.			AEN O&M DUG
131.			AEN O&M SUNEL
132.			AEN PIRAWA
133.	BARAN	XEN (O&M) BARAN	AEN (A-I)BARAN
134.			AEN (A-II) BARAN
135.			AEN O&M ANTA
136.		XEN DD BARAN	AEN O&M MANGROL
137.			AEN O&M KISHANGANJ
138.			AEN O&M SHAHBAD
139.			AEN SEESWALI
140.		XEN - ATRU	AEN O&M ATRU
141.			AEN O&M CHABRA
142.			AEN O&M CHIPA BAROD

143.			AEN RURAL ATRU
144.			AEN HARNAWADA SHAHJI
145.	KOTA	XEN (CD-I) KOTA	AEN AI KOTA
146.			AEN AII KOTA
147.			AEN AIII KOTA
148.			AEN AIV KOTA
149.			AEN AV KOTA
150.			AEN A-VI KOTA
151.			XEN (CD-II) KOTA
152.		AEN BII KOTA	
153.		AEN BIII KOTA	
154.		AEN BIV KOTA	
155.		AEN B-V KOTA	
156.		XEN - DD KOTA	AEN O&M ITAWA
157.			AEN RURAL KOTA
158.			AEN O&M SULTANPUR
159.			AEN O&M KAITHOON
160.		XEN SANGOD	AEN O&M SANGOD
161.			AEN O&M KANWAS
162.			AEN BAPAWAR
163.		XEN - RAMGANG MANDI	AEN O&M CHECHAT
164.			AEN O&M R.MANDI
165.			AEN O&M SUKET
166.	BUNDI	XEN BUNDI - I	AEN (A-I) CITY BUNDI
167.			AEN (A-II) RURAL BUNDI
168.			AEN O&M HINDOLI
169.			AEN O&M TALERA
170.		XEN BUNDI -II	AEN O&M KESHORAIPATAN PATAN
171.			AEN O&M LAKHERI

172.			AEN O&M NAINWA
173.	S.MADHOPUR	XEN - SAWAI MADHOPUR	AEN (A-I) O&M S.MADHOPUR
174.			AEN (A-II) RURAL S.MADHOPUR
175.			AEN REC KHANDHAR
176.			AEN REC BONLI
177.			AEN (A-I) GANGAPURCITY
178.		XEN - GANGAPUR CITY	AEN (A-II) GANGAPURCITY
179.			AEN (O&M) BAMANWAS
180.		TONK	XEN - TONK
181.	AEN (A-II) RURAL TONK		
182.	AEN REC DEOLI		
183.	AEN O&M UNIARA		
184.	XEN - NEWAI		AEN A-I NIWAI
185.			AEN A-II NEWAI
186.			AEN (O&M) MALPURA
187.			AEN (O&M) TODARISINGH

SECTION-III PART- III BILLING SYSTEM PREVAILING AT PRESENT & PROPOSED BILLING SYSTEM

1. **BILLING SYSTEM PREVAILING AT PRESENT:** There are about 30 lakhs consumers of different tariff categories under the jurisdiction of 13 (O&M) circles of Jaipur Discom, most of the consumers are billed on Bi-Monthly basis and some consumers are billed on monthly basis. Whole billing system is divided in 4 cycles i.e. the number of bills to be issued in a calendar month is divided in more or less equally 4 parts and each part is being billed in a cycle. The due dates of collection are accordingly fixed.

JVVNL adopted spotbilling system around 5 years back. At present spot billing system is used to generate energy bill in most of the billing sub divisions. Entire billing data is processed by billing software and the required outputs/reports are generated for use of officers of various levels.

The LT consumers upto 18.5 kw are billed in spot billing mode whereas for MIP/HT consumers above 18.5 kw meter reading is provided to the billing agency by Nigam and bills are generated on a preprinted stationary by existing billing agency.

After expiry of the due dates of a particular billing cycle DC notices are generated through the system and delivered by the billing agency as per the schedule. The master data of new consumers, disconnected consumers, reconnected consumers & any change in the status of existing consumers and the details of correction made in the bills are entered into the Base-billing software at the respective subdivisions by the billing agency for processing.

Before furnishing the bid the bidder may study the present billing system of JVVNL and may contact to Sr. AO (Rev.)/AO O&M concerned JVVNL Jaipur.

2. **PROPOSED BILLING SYSTEM:**

The proposed spotbilling services aim at generation of electricity bill with the help of HHT/SBM machine and delivery of same at consumer's premises at the same time. The spotbilling involves:- meter reading through spotbilling, hand held terminal (HHT) machine, completing meter reading input steps in the HHT, generation of bill, delivering to consumer,

uploading and downloading the SBM data to/from the billing server from computer located at each sub-division or real time through inbuilt GPRS communication, complete operation of billing software for the purpose of billing & output generation, etc.

The LT consumers upto 18.65 kw shall be billed in spot billing mode whereas MIP/HT consumers meter reading is provided to the billing agency by Nigam and bills shall be generated on a preprinted stationary by the billing agency in base billing mode.

Under R-APDRP, the MIP/HT and large consumers above 18.65 kw meters are being replaced with meters having modem facility and their meter data shall be available on MDAS server (AMR mode). In such case the agency shall be using this data and generate bills on pre-printed stationary of A4 size.

However, JVVNL reserves the right to switch between spot-billing and base-billing modes as and when required.

SECTION IV SCOPE OF WORK

GENERAL DESCRIPTION: Jaipur Vidyut Vitran Nigam Ltd. [hereinafter to be referred to as JVVNL] is implementing an advance Energy spot billing and Information system under R-APDRP project to cut down on the instances of erroneous and delayed billing so as to improve consumer satisfaction & cash flows.

The objectives is to provide services for efficient meter reading, spot bill generation and complete billing management using a modern billing software for all the categories of consumers in the JVVNL.

JVVNL invites offers from competent agency for entering into the work of "OPERATION OF SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM" using latest spot billing machines (SBM) with inbuilt billing software to generate energy bill on the consumer premises.

The system is designed on BOOM (Build, Own, Operate and Maintain) basis which means that the agency shall deploy the requisite infrastructures at its own cost and shall be allowed to retrieve the same after expiry of currency of the contract. JVVNL shall pay the charges on per bill basis. The billing application software shall be provided by JVVNL. However, if opted, the Base billing software service may have to be provided by the agency. The billing application shall be accessible over the LAN/WAN for the local users at the Sub-divisions/Divisions/Circles/Corporate level.

The billing for consumers shall be on the bimonthly basis for domestic/NDS consumers and monthly for NDS/Industrial consumers; however discom may anytime choose for different billing cycles as bimonthly, monthly fortnightly etc for any category of consumers on its own discretions.

There is no commitment of minimum amount of billing work.

DETAILED SCOPE OF WORK:

JVVNL is going to use most modern billing software (either supplied by JVVNL or developed by agency as per requirement). The billing software will have web based architecture. The spotbilling agency shall provide necessary manpower and facilities at various offices to manage operations of proposed billing system.

The Discom offices will be connected to the billing server through a secure wide area network. The network connectivity at each location shall be provided by JVVNL under R-APDRP only after implementation of the Base billing software developed by HCLI. If the system developed under

RAPDRP is not ready, JVVNL may ask agency to implement its own base billing system along with appropriate infrastructure developed for this for exclusive JVVNL use. In this case any network connectivity between data center and sub-division/division/circle or any other office where billing application may be accessed shall be provided by the agency. The entire activity shall be covered under –“Base Billing Software Services”.

The agency shall deploy a modern web based application to carry out the task of consumer billing and revenue related work of all categories of consumers. It will have a configurable tariff and rule editor to easily modify them as and when required without amendments in the hard code of the software.

Sr.	Activity	Type of activity Mandatory/Optional	
1.	Implementation & Operation of billing System a. Deployment of Desktop PC, Dot-Matrix Printer (including supporting infrastructure) b. Deployment of SBM (Spot Billing Machine) c. Deployment of manpower d. Spot billing Software Service (for SBM) e. Billing operational Services f. Photo-billing Service (including H/W & S/w) g. Base billing software maintenance h. MIS/OUTPUT report generation & distribution	Mandatory	
2.	Base Billing Software Services	Optional	
3.	Base Bill generation	>18.65 KW Load connections	Mandatory
		Others	Optional
4.	Base Bill Distribution	Optional	
5.	Spot Bill generation by	JVVNL's Meter Reader	Optional
		Agency's Meter Reader	Mandatory

1. IMPLEMENTATION & OPERATION OF BILLING SYSTEM

- 1.1. Deployment of Desktop PC, Dot-Matrix Printer (including supporting infrastructure)
- 1.2. Deployment of SBM (Spot Billing Machine)
- 1.3. Deployment of manpower
- 1.4. Spot billing Software Service (for SBM)
- 1.5. Billing operational Services
- 1.6. Photo-billing Service (including H/W & S/w)
- 1.7. Base billing software maintenance
- 1.8. MIS/OUTPUT report generation & distribution

1.1. DEPLOYMENT OF DESKTOP COMPUTER, DOT-MATRIX PRINTER (including supporting infrastructure):

- 1.1.1. The agency shall deploy Desktop PC with sufficient power back-up, dot-matrix printer of required specifications and features and maintain the same in running condition for the entire contract period. The agency shall also arrange for furniture or fixtures required for these machines on its own cost.
- 1.1.2. The agency shall maintain these equipments under good running conditions and ensure prompt support in case of any machine failure. The agency shall be allowed to retain the ownership of all the hardware deployed under Build -Own-Operate-Maintain (BOOM) mode on expiry of the contract to JVVNL.
- 1.1.3. The agency shall deploy hardware not less than the minimum quantity mentioned as below:
 - a) Desktop computer (PC) with UPS – One at each sub-division, division, circle & datacenter.
 - b) Dot Matrix printer (with consumables) - One at each sub-division, division, circle & datacenter.
 - c) Heavy duty Line printer (with consumables): One at each circle for publishing of Output/MIS/Ledger & other output reports.
- 1.1.4. The suitable office accommodation with free electricity shall be provided by JVVNL.
- 1.1.5. Any extension to the existing electrical or connection required for computer, printer etc. shall have to be arranged by the agency on its own cost.

- 1.1.6. The agency shall have to manage other facilities like power back-up etc. on its own cost, if the same is required for scheduled completion of the billing load of a sub-division.
- 1.1.7. Other items like cable required for connection, cables for power supply, computer table, chairs, fans & coolers and communication facility have to be maintained by the agency on its own cost.
- 1.1.8. Comprehensive maintenance of complete system, which includes computers, printers, UPS, etc including providing spares.
- 1.1.9. In order to ensure proper maintenance support for these devices, the agency must enter into a maintenance contract with the OEM/ qualified and professional equipment service companies, for entire duration of the contract.
- 1.1.10. The bidder shall maintain 2% of total quantity of DMP printer as buffer stock for immediate replacement of any defect.
- 1.1.11. The bidder shall maintain one line printer as buffer stock for immediate replacement of any defect.
- 1.1.12. The agency shall be liable to the system during the contract period i.e. up-to 3 years, which includes regular and emergency maintenance. The scope of maintenance includes maintenance of all computer, printer, UPS & software or any hardware/software deployed by the agency.
- 1.1.13. Desktop PC with the industry standard operating system Window 7 or higher with MSOffice 2007 and Anti-Virus software along with necessary licenses. Any other software(s) as deemed necessary, during detail engineering stage to operate and maintain the system shall be provided by the agency.

The contract shall be valid for 3 years at first instance.

1.2. DEPLOYMENT OF SBM (SPOT BILLING MACHINE):

- 1.2.1. Agency shall supply hand held machines i.e. Spot Billing Machines(SBM) with inbuilt printer, GPS, GPRS and inbuilt cameras, suitable for monthly reading of all consumers as per the quantity mentioned below:

	Minimum SBM required at each sub-division
Rural Sub-divisions	One SBM per 1500 bills out of total per month billing volume. One spare SBM additional. For example, for a sub-division of 5800 bills per month, a minimum of 5 machines

	(including one spare SBM) will be required.
Urban Sub-divisions	One SBM per 2000 bills out of total per month billing volume. One spare SBM additional. For example, for a sub-division of 5800 bills per month, a minimum of 4 machines (including one spare SBM) will be required.

- 1.2.2. The minimum technical specification of the SBM machine is mention in section VII.
- 1.2.3. The agency shall maintain SBM machine under good running conditions and ensure prompt support in case of any machine failure.
- 1.2.4. The agency shall be allowed to retain the ownership of all the devices owned and deployed under Build-Own-Operate-Maintain (BOOM) mode on expiry of the contract.
- 1.2.5. The agency shall maintain compatibility of SBM with the billing application and shall carry out necessary changes in SBM in case of changes in spot billing application.
- 1.2.6. The SBM machine must have capability to connect with each and every downloadable meter (existing and procured in future) of discom through the available optical/Infra Red port/serial port on the meter. The agency has to arrange for necessary adapters (cable, jack or sensors etc.) and software like protocols/program/code to enable its SBM to communicate with meters, and will be sole responsibility of the agency.
- 1.2.7. Instrument shall have different privileges for different users and a unique ID.
- 1.2.8. SBM/HHT and its all related expenses i.e. operational, incidental, over head, insurance and consumable, including GPRS data SIM charges etc. thereof will be borne by the agency.
- 1.2.9. In order to ensure proper maintenance support for these devices, the agency must enter into a maintenance contract with the OEM/ qualified and professional equipment service companies, for entire duration of the contract. Such contract must have a suitable service level agreement SLA duly approved by JVVNL.
- 1.2.10. The spotbilling machine (SBM) will be able to connect to the Spot billing application via the computer available at sub-divisions and data may be downloaded and uploaded from/to the billing server.
- 1.2.11. The GPRS enabled machines shall be able to communicate with the billing server or any intermediate server in real time basis and the spot reading shall be updated on the server immediately. The arrangement of hardware/software to achieve this functionality shall be done by the agency, including any intermediate server(s) of sufficient capacity, if required.

- 1.2.12. For GPRS enabled SBM, the SIM connection charges shall be borne by the agency.
- 1.2.13. The selection of service provider for GPRS data SIM shall be done by the agency on pure merit basis, after duly verifying its capability, network coverage, SLA commitments, etc.; for which the final approval shall be granted by the JVVNL.

1.3. DEPLOYMENT OF MANPOWER:

- 1.3.1. Deployment of adequate trained man power and facilities at subdivision, division, circle level and Datacenter to be available on all working hours.
- 1.3.2. The minimum man power deployment at various offices is as per clause i of this section. There should be adequate persons per location to be available on all working hours on all working days. The adequacy of the number may be adjusted with the workload, but JVVNL shall not pay any extra charges towards any additional man power.
- 1.3.3. Deployment of trained man power and facilities for each Subdivision for complete operation of billing software involving major activities such as entering various inputs into the system like meter change advice/bill correction advice etc., uploading data from SBM/HTT to servers and downloading data from server to SBM/HHT, bill generation(in case of base billing), report generation etc. Deployment of extra data entry operator at each sub division, in case of base billing operation.
- 1.3.4. Deployment of trained man power at each division level for MIS/output generation and distribution for all the sub-divisions falling under the division.
- 1.3.5. Deployment of trained man power and facilities at each circle level for management of entire infrastructure and ensuring smooth operation of billing system at all the sub-divisions and divisions falling under the circle. There should be at least one person at circle to be available on all working hours on all working days.
- 1.3.6. Deployment of adequate number of trained software developer, database administrator and facilities at datacenter for any changes required in billing software on account of changes in other integrated / dependent applications under R-APDRP Project to be available on all working hours on all working days.
- 1.3.7. Deployment of trained man power and facilities at each corporate level (at jaipur) for management of entire infrastructure and ensuring smooth operation of the system. There should be at least one person at corporate office to be available on all working hours on all working days.

1.3.8. In case any new subdivision, division or circle is created subsequently during the currency of contract, manpower shall also be deployed there. Adequate persons at each subdivision, divisions, and circles shall be deployed without any extra cost to Discom.

1.3.9. The minimum requirement of man power at various offices is as under:

Sr.	Type of man power	Man power requirement (For both Rural and urban)
1	Sr. Manager (Highly Skilled)	One senior manager at Jaipur for looking after entire operations
2	Manager (Highly Skilled)	One full time manager at each circle
3	Supervisor (Highly Skilled)	One full time supervisor at each division
	System Administrator (Highly Skilled)	One full time System Administrator at Data Center Jaipur, with experience of handling live production applications
4	Software Developer/ Database Administrator (Highly Skilled)	Two full time Software Developer and one database administrator at Data Center, Jaipur (Only for Base-billing software provided by agency)
5	MIS Operator (Skilled)	One full time operator for printing of MIS/Other Output Report at each circle
6	Software operator (Skilled)	One full time operator at each sub division upto 12000 bills per month volume. One additional full time operator for billing volume exceeding 12000 per month.
7	Data entry operator (For base billing only) (Skilled)	One full time data entry operator for entry of billing data at each sub division upto 12000 base bills per month volume. One additional full time operator for billing volume exceeding 12000 per month. Data entry work for less than 500 base bills per month in base billing mode (MIP and similar

		connections) may be taken care of by the software operator and requirement of a separate data entry operator may be relaxed.
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- 1.3.10. If the minimum required number of man power seems insufficient at any time during the work, the agency will have to depute extra man power accordingly without any extra cost to Discom.
- 1.3.11. The agency has to arrange for training of its man power on the billing software on its own cost. However, for training the selected man power of the agency, a resource person shall be available at the Data Center, Jaipur. Thereafter, these trained personnel shall train the remaining staff of the agency.
- 1.3.12. The Agency fully understands & recognizes that this job assignment is a customer interface process involving image of the JVVNL and therefore the employees deployed shall be adequately qualified, presentable and with I-Card, consumer friendly and of high integrity.

1.4. SPOT-BILLING SOFTWARE SERVICES:

- 1.4.1. The agency shall be responsible for development, deployment and maintenance of SBM billing software for the machines already existing with the JVVNL and the machines supplied by agency, if any.
- 1.4.2. Any changes in the billing logic/tariff or any other rules may require modification/customization in the SBM software, implementation of which will be the sole responsibility of the billing agency.
- 1.4.3. The spotbilling machine/hand held terminal (SBM) must be able to connect to the billing application via the computer available at sub-divisions and data may be downloaded and uploaded from/to the billing server.
- 1.4.4. The GPRS enabled SBM machines shall be able to communicate with the billing server or any intermediate server in real time basis and the spot reading shall be updated on the server immediately. The arrangement of hardware/software to achieve this functionality shall be done by the agency, including any intermediate server(s) of sufficient capacity, if required.
- 1.4.5. Any other software or middleware required for complete functioning of the SBM features in integration with the main billing application shall be developed procured by

the billing agency and shall be installed on computers/server being used for the billing work.

- 1.4.6. The agency has to maintain SBM software upgradation facility at each circle level as and when required.
- 1.4.7. SBM billing software shall be compatible with the SBM machine and shall make use of all the advance features like GPS, GPRS, Soft-pad, camera output etc available in the machine.
- 1.4.8. The agency shall study the JVVNL's requirement of the SBM software and get it approved before commencing the development/deployment.
- 1.4.9. The SBM billing software shall be compatible with SBM machines already existing with the Discom. The installation/ maintenance of SBM software for discom machines shall also be done by the agency without any extra cost.
- 1.4.10. The pre printed bill forms as per the format approved or amended time to time as required by JVVNL shall be used in ROLL stationary in SBM. Name and other details like address in energy bills and DC notices/enhance security notices will be printed in English/Hindi.
- 1.4.11. The agency shall develop a suitable mechanism to update/configure the billing program in its SBM within two weeks time. The agency shall procure suitable compilers/programs required to run the billing program on the SBM on its own cost.
- 1.4.12. SBM software shall have adequate safety and security provisions to avoid any intentional and unintentional tampering or attempt to erroneous data entry into the machine like hiding the previous reading of the consumer, message popup on abnormal values, validations on input fields etc.

1.5. **BILLING OPERATIONAL SERVICES:**

1.5.1. **ACTIVITIES AT SUB-DIVISIONS OFFICE**

- i. To ensure timely completion of the billing schedules as decided by the respective discom officer. The mode of billing shall primarily be spotbilling through SBM machines. However, the sub-division/discom reserves the right to switch between spot-billing and base-billing modes as and when required.

- ii. Pictures of consumer meters taken by meter reader with the help of digital cameras/inbuilt cameras, after appropriate tagging shall be uploaded to the billing software by the software operator / meter reader of the agency.
- iii. All billing data for the day must be downloaded and uploaded from hand held machines through base computer system at subdivision level or through GPRS connectivity inbuilt with the SBM.
- iv. Input advices/data relating to billing is required to be accepted & updated on regular basis irrespective of the billing cycles/bills to be issued.
- v. Printing and providing annual ledger of consumers in duplicate and distribution thereof to respective consumers at the end of each financial ledger.
- vi. The bidder shall develop and deploy an application on its computer at the sub-division to interface with SBM for download/upload data from/to the billing application or image server.
- vii. The agency has to input various billing/consumer details into the billing system like payment details/outstanding details/security details/meter details/previous meter readings/installment details/Vigilance checking charges and any other relevant information on a regular basis and provide relevant outputs through the system.
- viii. Entering meter reading data into the billing software by manually punching the same at the sub division office.
- ix. Printing of consumer bills on pre-printed stationary of specified quality in case of base billing of LT consumers and MIP/ large consumers.
- x. Printing of DCO/PDCO or security notices on pre-printed stationary
- xi. Generating and supplying information/reports to the JVVNL in formats and media as specified by JVVNL.
- xii. Information relating to physical status / profile of consumers has to be entered by the operator of the agency into the billing system at no extra cost. Such information may further be required to be included in master data.
- xiii. Various advices/reports available are as under:
 - a) Data entry of various billing advices:
 - New consumer
 - Master data correction advices
 - Meter detail changes advices
 - Sundry charges/Allowance advices
 - Bill correction advices

- Other advices for refund, Non-standard billing month, deferred outstanding and due date extension advices
- Any other advices related to billing
- b) Perform validation checks to ensure:
 - Completeness of data
 - Correctness of data
- c) Generate various exception reports through the billing software and present the same to sub-division officers for their observation and instructions. Common exception reports are:
 - Premises locked or inaccessible
 - Billing not done
 - Abnormal or Sub Normal billing
 - Bills of defective meters
 - Bills of meters with seals broken, Glass broken, Meter Burnt etc.
 - Bills of meter number different at site
 - Zero consumption cases
 - PDCO/RCO cases
 - New Consumer- first bill cases
 - Exception reports for the Input advices entered.
 - Any other exceptions

1.5.2. ACTIVITIES AT DIVISIONS:

- i. Management of the entire billing work under the scope of the agency in the division.
- ii. Monitoring and supervision of software/data entry operators and other man power deployed at sub-divisions/division.
- iii. Provide various division level reports

1.5.3. ACTIVITIES AT CIRCLE:

- i. Management of the entire billing work under the scope of the agency in the circle.
- ii. Monitoring and supervision of man power deployed at sub-divisions and divisions
- iii. Provide various circle level reports.
- iv. Generate and distribute MIS reports and various output reports of the sub-divisions under the division

1.5.4. ACTIVITIES AT CORPORATE LEVEL:

- i. Management of the entire billing work under the scope of the agency.
- ii. Monitoring and supervision of man power deployed at various offices.

- iii. Analyzing and providing system performance reports and making efforts to fine tune the same.

1.5.5. ACTIVITIES AT DATA CENTRE:

- i. Monitoring and supervision of billing software and database and taking measures to improve the application performance.
- ii. Taking regular back-up of database/application in the prescribed media and frequency.
- iii. To carry out modifications in the billing software as per requirement of the JVVNL.
- iv. To update tariff and rules in the billing software (base and spot) as and when amended by JVVNL.
- v. To maintain proper documentation of all such modifications and revisions in the software/database.
- vi. Providing application performance reports to datacenter managers.
- vii. Interact with datacenter facility management team in case of system related issues.
- viii. To address any other maintenance related issues in the billing software.

1.6. PHOTO SPOT BILLING SERVICE:

1.6.1. THE PHOTOBILLING SERVICE/SOFTWARE AIMS AT FOLLOWING:

- i. The photospot billing service should have provision such that it is able to retrieve the bill data from base billing system such that it can be transferred to SBM and vice-versa.
- ii. Should be able to upload the bill data file from the server/SDO system to SBM.
- iii. Should have an interface to transfer data from base billing system.
- iv. Downloading of the photo of the meter reading taken by the meter reader to the system located at SDO on daily basis.
- v. Post processing of the photo if required, this may be required to have the readings in more readable format or to reduce the storage size of the image.
- vi. Tagging the photo to correct consumer and billing month
- vii. Uploading the photo to the central server/storage located at DC
- viii. Availability of the images from the HCLI application. This may be achieved via web-services wherein the HCLI will pass the consumer and billing month details and the photobilling service should render the corresponding image.

1.6.2. THE PHOTOBILLING INCLUDE FOLLOWING ACTIVITIES

- i. Taking clear and readable digital picture of the meter and tagging the same.

- ii. The meter image should clearly show meter reading and meter details like Sr. No., Make, and Type etc., printed over the meter body.
- iii. The images should be taken from a 3 Mega Pixel camera preferably.
- iv. Upload meter image from SBM to the spot billing application through sub-division computer on daily basis.
- v. The images will be stored in spotbill server of agency for past one year bills.
- vi. The agency shall design a solution such that the stored images should get fully rendered within 5 seconds on any client machine on intranet.
- vii. The agency shall deploy an image storage server of sufficient capacity for this purpose.
- viii. The images will be retrievable from the base billing application of HCLI or the agency.
- ix. The SBM shall update the spotbilling server in real time with the details of the meter reading, location, time stamp etc through GPRS connectivity in the machine.
- x. The spotbilling server shall in turn update the base billing system immediately.

1.6.3 DEVELOPMENT OF INFRASTRUCTURE FOR PHOTO SPOT BILLING:

- i. The agency shall deploy infrastructure for photo spot billing application installed at Data Center, OPH Ram Mandir, Bani Park, Jaipur.
- ii. The data center environment shall be provided by JVVNL.
- iii. The hardware and software including network connectivity for the spot bill system have to be provided by the agency.
- iv. The sizing and platform selection for the photo spot billing system shall be done by the agency as per immediate and future requirements of JVVNL considering an average growth of 10% consumer base each year.
- v. The system shall be designed keeping in view of the upcoming base billing system of HCLI under R-APDRP.
- vi. The agency shall have to deal with any integration issues between the base billing software and the photo spot billing system.
- vii. The servers should be rack mountable and shall be fitted into the existing DC.

- viii. The connectivity to entire O&M locations and photo spot billing system shall be provided by the agency, in case JVVNL hires services for base billing software from the agency.
- ix. The Photo spot billing system of agency shall interact with the base billing software in real time and exchange data as per application requirements.
- x. The interaction between photo spot billing system and base billing system shall be based on service oriented architecture (SOA).
- xi. The agency shall interact with R-APDRP System Implementer M/S HCLI for developing clear understanding of integration between phot spot billing system provided by the agency and base billing system provided by HCLI.
- xii. The agency shall make its own assessment for network bandwidth requirement and provide connection of sufficient capacity.

1.6.4 INTEGRATION OF SPOTBILLING SYSTEM AND BASE BILLING SYSTEM

i. PRIOR TO HCLI CUTOVER IN SDO/DIVISION

- The spotbilling agency migrates the data from the existing billing agency of JVVNL.
- The billing agency shall deploy and implement complete base billing solution for JVVNL as per requirement. The application will be used for billing of all categories of consumers of Discom.
- The agency bills the consumer via SBM (optionally via base billing).
- In future, when HCLI cuts-over for that town, the billing agency will be responsible for providing the consumer/billing data to HCLI (includes data acquired from existing billing agency as well as the data created during the tenure of billing until HCLI cuts over).
- After the HCLI cutover from SDO/Division, the agency will continue with spot billing as described in below section (Post HCLI cutover in SDO/Division) and henceforth, HCLI Base Billing Software will be used for that SDO/Division.

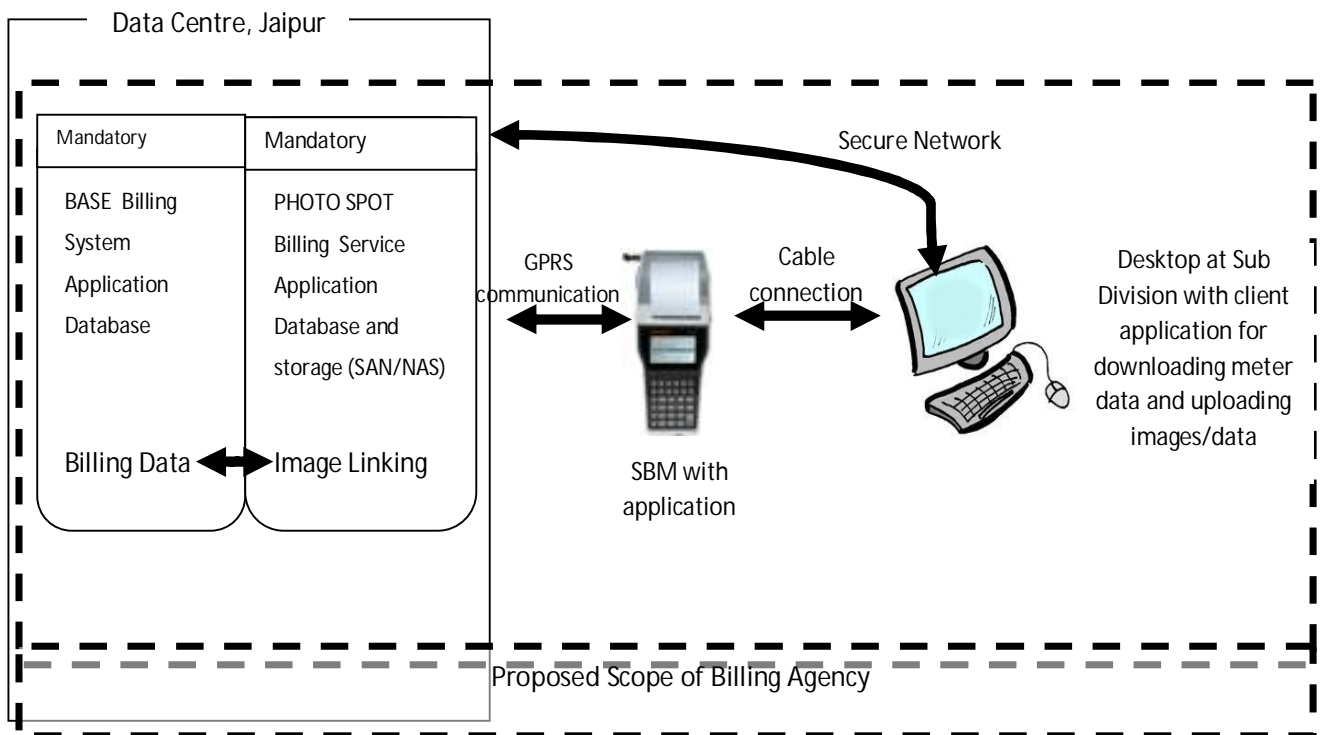
ii. POST HCLI CUTOVER IN SDO/DIVISION

- M/S HCLI base billing system generates a bill file whenever a binder is ready for billing.
- The bill file will be pushed to agency's spotbill server or the data may be directly fetched from the base billing server database. The agency shall be responsible for receiving this data for its spotbilling system.

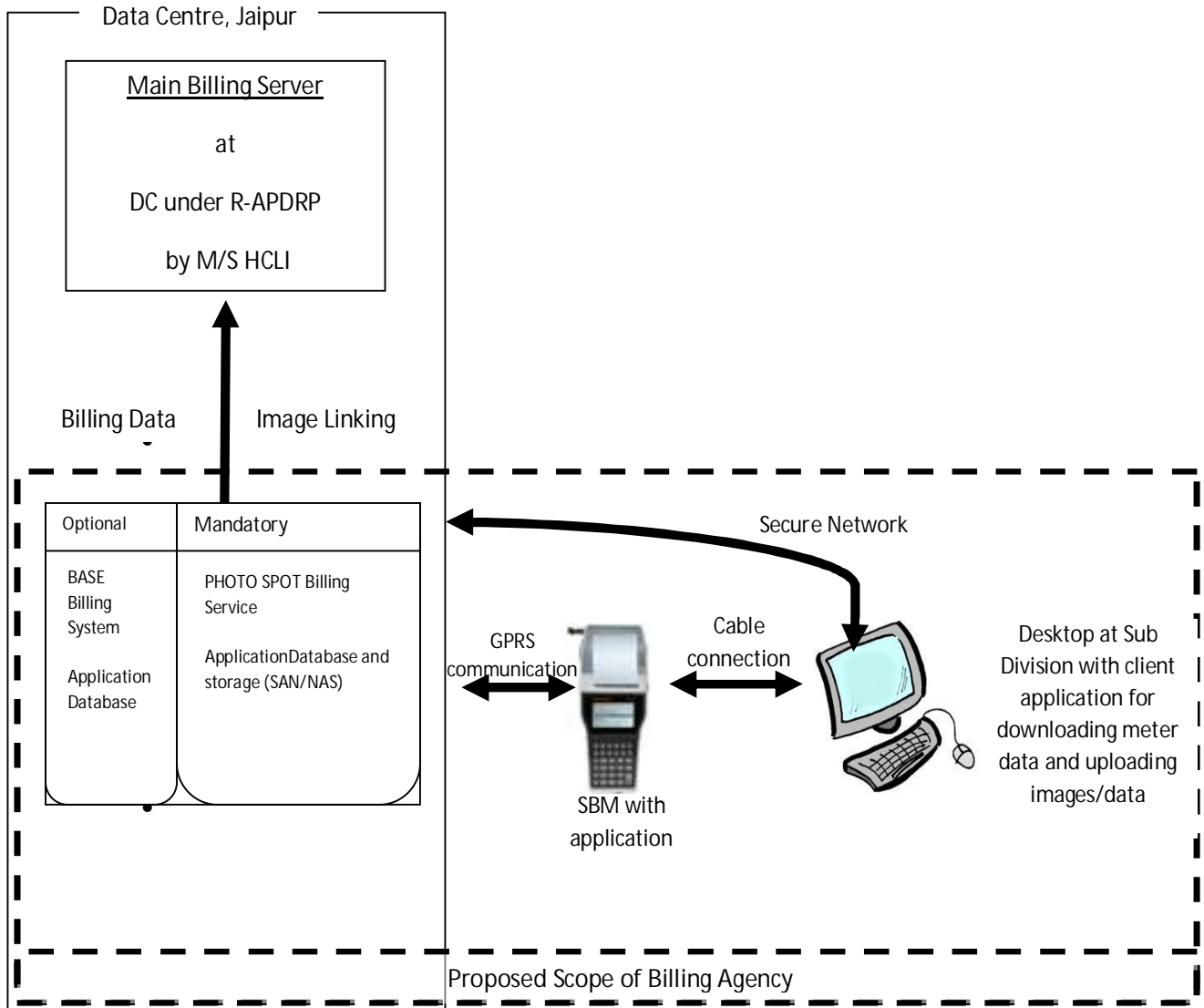
- The spotbilling client application at sub-division PC will interact with the spotbill server and download data into SBM.
- SBM will generate bill on the consumer premises and send billing intimation to spotbill server at DC through GPRS connection.
- The meter image captured will be stored temporarily in the SBM and will eventually be transferred to spotbill server at DC whenever the machine is plugged in with the client application at Sub-division.
- The spotbill server will transmit all readings in realtime to base billing server.

o ARCHITECTURE OF THE PROPOSED BILLING SYSTEM AND INTEGRATION OF DIFFERENT SYSTEMS

PRE HCLI GO-LIVE



POST HCLI GO-LIVE



- I. Downloading From Spotbilling Server: The system shall be capable of downloading of consumer data like Consumer index, address, area code, meter number, phase, load, Multiplying Factor (if any, previous meter reading, old status, category, arrears if any, etc.) from spot billing application to SBM for each billing cycle. The client application at SDO computer provided by the billing agency will transfer the data to the SBM by connecting it to the computer. The SBM shall interact with the agency's spotbilling server through GPRS in real time and update meter reading information immediately. There must be a provision for

check against the repeated downloading of data for the same group of consumers for the same month.

- II. Uploading To Server: The information recorded in the SBM should be uploaded to the server by connecting it to the base computer at the sub-division for updating master database in the spotbilling system. The meter images shall also be uploaded to the spotbilling server after proper tagging. The same shall be stored for one year period and shall be retrievable from the base billing system during this period.

Additional feature of uploading data from the spot and interacting with the spot billing server through inbuilt GPRS communication in the SBM shall be provided. Further, the information regarding the location of uploading & downloading of data shall also be recorded. It shall be able to provide error messages if problem encountered in uploading the data. The information would contain the data downloaded plus present status of meter, current reading if updated, reason of non reading if applicable, bills generated if any and details thereof. It shall be able to add data for new connections, if identified in the field.

1.7. BASE BILLING SOFTWARE MAINTENANCE:

- 1.7.1. The Base-billing software shall be provided either by JVVNL or the agency. The Base-billing software may require changes from time to time and in such instances it will be the responsibility of the agency to carry out the configurational changes.
- 1.7.2. The changes in billing application program may be required as a result of tariff change, billing cycle change, creation of new consumer categories, amendments in TCOS rules or any other factor affecting the billing logic.
- 1.7.3. Incorporation of the entire rules/tariff as amended from time to time for billing or which may affect the billing is to be incorporated/adopted by the spotbilling agency free of cost immediately even if it requires insertion/deletion/modification of any field or the format of the field and modified/new report which may be generated due to this modification or insertion/ deletion is to be generated by the spotbilling agency without any extra charges and reporting confirmation thereof within 48 hours of receipt of such instructions from JVVNL. All output reports in prescribed format are to be supplied by the spotbilling agency on CD/ DVD along with hard copies to designated officers.
- 1.7.4. The Base-billing software works in an integrated mode and interconnects various other applications under R-APDRP project. Any changes made in the Base-billing software may require appropriate changes in other applications as well. The billing agency shall

- intimate other software maintenance teams about any changes made in the application and share any code level changes with them.
- 1.7.5. To carry out changes required in Base-billing software on account of changes in other integrated / dependent applications under R-APDRP Project.
 - 1.7.6. The changes made in other integrated application may demand corresponding changes in the base billing software, which will be carried out by the billing agency's software team in consultation with other software teams.
 - 1.7.7. The instruction to carry out changes in the Base-billing software shall be issued by the JVVNL and after modification agency shall get it approved by JVVNL or its designated agency before amending the live application.
 - 1.7.8. The agency shall also keep a check on billing application performance and shall adopt standard practices to improve the same.
 - 1.7.9. The agency shall keep a record of all the changes made in the billing application. Any changes in the software at the source code level will be elaborately documented by the billing agency (if Base-billing software provided by JVVNL).
 - 1.7.10. The agency shall have to maintain interlinking of Base-billing software with all other integrated software/modules under R-APDRP project. In case of any modification in the base billing software, the connectivity with other software/modules shall not be compromised.
 - 1.7.11. The agency shall maintain the architecture of the original billing system and keep the security features intact.
 - 1.7.12. The agency shall adopt foolproof measures for data security and shall not share this information with any other agency unless specified by JVVNL and shall not utilize it for any other purpose.
 - 1.7.13. The DBA appointed by the agency will look after the database in all respects and take database backup at regular frequencies or as assigned by JVVNL. The Backup data shall be stored by the agency DBA in the media provided by JVVNL. The agency DBA shall also be responsible for other database related task like archiving or recovery of database as and when required. The agency shall also keep a check on database performance and shall adopt standard practices to improve the same.
 - 1.7.14. The agency during the currency of the contract i.e. 3 years shall provides all available latest upgrades in the software enabling JVVNL to upgrade all the copies running in its system. Maintenance of the software package, installation and reactivation in case of system collapse/crashing and further upgrades and updates of the same with related

user guidelines as and when released by the bidder from time to time, would be provided to JVVNL during this period. Any customization of the software requiring upgradations and modifications as suggested by JVVNL has to be carried out by the bidder during this period without any extra cost.

- 1.7.15. **TARIFF REVISION:** The agency shall be responsible for implementing any changes in tariff due to tariff revision. This includes any changes in Base-billing software & spot billing software (SBM) in the form of configuration/settings or code/database level changes. Such changes if required shall be made within 15 days of intimation of tariff revision. In case the tariff revision is not affected in the subsequent billing cycles the same would be considered as incorrect billing and attract applicable penalties.
- 1.7.16. Tariff revision implies change of tariff across some/all categories of consumers. It might entail both structural change of tariff and change of rates.
- 1.7.17. Tariff revision will be effective from a particular date. This will be either a future date (prospective) or a past date (retrospective). Tariff revision may also be made effective from a particular bill cycle. The information related to tariff revision would be captured through an interface screen.

1.8. **MIS/OUTPUT REPORTS /NOTICES GENERATION & DISTRIBUTION:**

- 1.8.1. To ensure timely generation and distribution of various MIS and output reports as per prescribed frequency to respective offices. The list of outputs/MIS reports and frequency is as provided in section VI.
- 1.8.2. To generate enhance security notices and DC/PDC/EUDR notices as per prescribed frequency and format on pre printed stationary.
- 1.8.3. To generate electricity bills on pre printed stationary in case of base billing. The bills of certain industrial consumers are printed in duplicate.
- 1.8.4. All stationary (pre-printed and plain) and printing consumables expenses for MIS/Output reports, bills (in base billing) and other outputs are on the part of agency.
- 1.8.5. For MIS/OUTPUT generation a line printer is provided by JVVNL at each division under a maintenance contract with the OEM. However, all maintenance related issues of line printer shall be handled by agency on behalf of JVVNL. The expenses towards the consumables including printer head, ribbons etc shall be borne by the agency.
- 1.8.6. The formats & frequency of desired reports is as per the prevailing practice of JVVNL. However, JVVNL reserves the rights to modify the same at any time and also new

reports can be introduced up to a maximum increment of 20% of total quantity without any extra cost to JVVNL.

1.8.7. In addition to the output reports mentioned in section VI following reports are to be generated by the system. Besides this, system will have the provision for adding any number of new reports as per the requirements of JVVNL on the basis of input data.

1.8.8. OPERATIONAL REPORTS

- i. Disconnection List
- ii. Reconnection List
- iii. Daily Collection Details by Cashier/other agency –SOP (Sale of Power)
- iv. Daily Collection Details by Cashier
- v. Government Building (GB Consumer) Arrears
- vi. Installment Plan

1.8.9. SALE OF POWER REPORTS (SOP)

- i. Cash Receipt Statement cash and cheque wise
- ii. Collection Remittance Register
- iii. Capturing of Daily Cash/MO Remittance information
- iv. Revenue Collection Ledger-Consumer Category wise
- v. CPL Abstract-Consumer Category wise Summary Register of Miscellaneous Adjustments

1.8.10. All reports are to be provided in hard copies as well as in the soft copies on a compact disc in format required by JVVNL to print and to edit on requirement.

1.8.11. Printing of code wise/unit wise and circle wise Journal vouchers relating to assessment and realization of revenue and providing them to respective unit officers and accounts officers with MIS 3.1 & 3.2.

1.8.12. Reports/ outputs in predefined format/sequence decided by Jaipur Discom is to be handed over in 3 copies to Jaipur Discom after each billing cycle one for CAO, one for MIS CELL and one copy for circle SEs. This format may be revised by Discom as per requirement/due to amendments in rules/order/tariff etc.

1.8.13. Ledger of consumers requiring notices for enhanced security are required to be printed as per output prescribed including providing updated ledgers of such consumers twice in a financial year in the month of January and July or as may be sought by the Jaipur Discom.

2. BASE-BILLING SOFTWARE SERVICE

- 2.1. The agency shall provide Base-billing software services to JVVNL for end-to-end solution for its complete billing work. The brief specifications/features of the Base-billing software are given in Section-VIII. These specifications are for reference purpose only, and the final Base-billing software may differ from these specifications as per JVVNL's requirement.
- 2.2. Development of application package for billing process as per the JVVNL's requirement.
- 2.3. The scope covers the detailed system study to arrive at Software Requirement Specification (SRS) to propose application software features. SRS shall include: All forms, All reports All module validations, and checks including the formats. Detailed system study to propose feasible best practices to improve Quality of Services, cost reduction and to reduce delivery cycle time for perusal of JVVNL and upon approval from JVVNL, suitably incorporating in the SRS.
- 2.4. To design the system based on approved SRS as per industry approved architecture of large scale applications.
- 2.5. The applications should be multi-tier, robust and scalable based upon standard architecture.
- 2.6. The application shall be web based with all the features and processing available at the client side.
- 2.7. To incorporate appropriate security provisions and pre-processing and post-processing validations at various points in the application.
- 2.8. Testing and Implementation of developed application package at various locations.
- 2.9. The agency may take an off-the-self standard billing application and customized it to suit JVVNL's requirement upon mutual agreement and consent of the latter.
- 2.10. Data migration; Uploading consumer information and other master database from existing database.
- 2.11. The agency has to implement application level integration between various other applications running in JVVNL or any other application deployed in future.
- 2.12. The software shall support online payment and integration with SMS gateway.
- 2.13. The software shall have features like SMS intimation for events like bill generation, bill due date reminder, non-payment of bill etc.

- 2.14. The Base-billing software of agency shall maintain data exchange between R-APDRP applications and other legacy applications of JVVNL like Consumer Complaint Center etc.
- 2.15. Agency shall provide software which are not explicitly mentioned but are required for meeting the intent of the system specified.
- 2.16. To provide maintenance of Software package with necessary upgrades and operational support to Discom.
- 2.17. The connectivity to entire O&M locations and base billing system, Photo billing system shall be provided by the agency, in case JVVNL hires services for base billing software from the agency.
- 2.18. INSTALLATION & COMMISSIONING: You shall be responsible for installation and configuration of software supplied to the satisfaction of the JVVNL. This shall included but not be limited to:
 - 2.18.1. Installation of software on main billing server(s)/ intermediate server, backup server and database server(s) at data center of JVVNL.
 - 2.18.2. Application would be considered as implemented when run successfully with actual live data at site for 2 months.
 - 2.18.3. Demonstration of all features of latest version of software.
 - 2.18.4. Acceptance testing of the system thus implemented to the JVVNL's satisfaction.
 - 2.18.5. Installation of any other supporting software/tools across discom's locations.
 - 2.18.6. The software services taken from the agency shall be enterprise wide and not limited to number of users.
 - 2.18.7. The network connectivity at each location shall be provided by agency. The JVVNL shall provide network connectivity under R-APDRP only after implementation of the Base billing software developed by HCLI.
 - 2.18.8. The base billing software provided by agency shall be accessible to all users in a subdivision/division/circle via LAN network.

3. BASE BILL GENERATION :

- 3.1. The meter reading of consumers shall be provided by JVVNL or shall be obtained through Meter Data Acquisition Server (MDAS) in Automatic Meter reading (AMR) mode.
- 3.2. If agency provides the Base Billing System, it will have to put efforts in integration of AMR system with its base billing system and shall be responsible for collecting readings through the AMR system.
- 3.3. Manual feeding of consumer meter reading into the base billing application available at each sub-division offices.
- 3.4. Feeding appropriate responses to the validation steps inbuilt in the billing software during entering the meter reading.
- 3.5. Taking appropriate action on exceptions generated by the software and take approval for bill generation from competent authority.
- 3.6. Generation of bills on pre-printed paper of A4 size of 60 GSM thickness.

4. **BASE BILL DISTRIBUTION:**

In normal circumstances spot bills will be generated at consumer premises and delivered to the consumer immediately at the time of generation. Therefore, there will be no extra efforts for distribution of bills. However, in base billing bills will be generated at JVVNL office and shall be distributed later by visiting each consumer's premises.

The bill distribution activity includes distribution of bills to consumer premises and receiving acknowledgment of the same. A bill distribution task shall be associated with a time schedule and agency has to complete distribution of bills within this time period. Failure to do so may attract penalties.

For this agency's person shall visit each consumer's premises and handover the bill to the concerned person and take due acknowledgment. The same shall be presented to the subdivision incharge.

The activity of bill distribution may be carried out by JVVNL or if required, the agency may be asked to do this task.

This is an optional activity and hence there is no binding of minimum commitment of work.

5. **SPOT BILL GENERATION :**

5.1. **SPOT BILL GENERATION BY AGENCY'S METER READER:**

5.1.1. Deployment of adequate number of trained meter reader and facilities for each subdivision for meter reading, spot bill generation and distribution of energy bill, distribution of DC notices, enhance security notices and other notices on consumer premises with proper acknowledgement of receipt.

5.1.2. The minimum number of meter reader deployment should be according to the following grid:

	Minimum meter reader required at each sub-division
Rural Subdivisions	One meter reader per 1500 bills or part thereof out of total per month billing volume. For example, for a sub-division of 5800 bills per month, a minimum of 4 meter readers will be required.
Urban Subdivisions	One meter reader per 2000 bills or part thereof out of total per month billing volume. For example, for a sub-division of 5800 bills per month, a minimum of 3 meter reader will be required.

- 5.1.3. Ensure timely generation, distribution of energy bills, DC notices, security notices and enhanced notices etc on the spot.
- 5.1.4. Meter reader of the agency shall have to visit premises of all consumer type like regular/ DC (Disconnected Consumer)/ PDC (Permanent Disconnected Consumer) even if the electricity bills not generated for the consumers.
- 5.1.5. The agency shall be paid only for the consumers for which the electricity bills are generated by the agency and no extra payments will be made towards visit to DC/PDC consumer premises.
- 5.1.6. In case any new subdivision is created subsequently during the currency of contract, adequate meter readers shall also be deployed there without any extra cost to JVVNL.
- 5.1.7. The DC notices shall be generated and distributed within 2 days of completion of billing cycle.
- 5.1.8. The Agency shall also provide on regular basis consumer information/discrepancies in prescribed output A-30 regarding broken seals, visible tampering of meters, premises locked, direct supply by passing the meter, energy theft/tapping from the service lines and other similar discrepancies i.e. consumer disconnected but supply

connected through meter or otherwise, meter and service line not remove after two months of date of disconnection etc. noticed during the meter reading and else which have a direct bearing on energy bill of the consumer.

- 5.1.9. The meter reader shall receive acknowledgement of every bill/notices delivered; the agency must submit the name, telephone number to whom the bills were delivered along with the date in the bill delivery book. In cases where the acknowledgement could not be taken despite the best endeavor of the Agency's staff, the Agency must provide such undelivered bills to the concerned AEN supported by list of such consumers to whom the bills could not delivered indicating reasons thereof.
- 5.1.10. Final notice for security for newly connected consumers and notice for enhanced security after review for existing consumers are required to be prepared, printed and distributed as per prescribed schedule. Such notices of enhance security are required to be generated by the sub-division billing computer and to be delivered to concerned consumers without any extra cost.
- 5.1.11. Each meter shall be suitably identified by the agency by way of writing the consumer account No. and Location No. on every meter or outside the meter box by suitable un-washable marker which should be visible throughout out the period of contract. Whenever such marking is not visible due to any reason whatsoever it may be, the agency shall again mark the same by suitable un-washable marker without any extra cost.
- 5.1.12. The agency should properly understand the structure of binders and account numbers of consumers as well as location and arrange its meter reading and distribution location wise in proper route order.
- 5.1.13. If the minimum required number of meter reader seems insufficient at any time during the work, the agency will have to depute extra man power accordingly without any extra cost to Discom.
- 5.1.14. JVVNL reserves the right to deploy certain number of existing meter readers of the Discoms for cross checking/verification of agency's meter reading work. The meter reading by JVVNL meter readers shall not exceed 20% of the monthly billing volume of LT consumers excluding MIP/HT consumers in a month. The agency shall arrange training to JVVNL's meter readers for spot billing machine. These consumers shall be decided by the respective sub division officers. SBM and its all related expenses i.e. operational, incidental, over head, insurance and consumable etc. thereof will be

borne by agency. For consumers whose meter reading is done by JVVNL, reading charges shall not be paid to the agency.

- 5.1.15. The agency has to arrange for training of its meter reader on the SBM machine /Base-billing software on its own cost.
- 5.1.16. To make arrangements for meter reading of meters installed at height on transformers M&P boxes.
- 5.1.17. Agency shall perform monitoring and supervision of meter readers deployed at sub-divisions.
- 5.1.18. The manager of agency shall regularly analyze meter reader's performance through reports showing daily output, reading routes and time stamps etc.
- 5.1.19. All discrepancies noticed at site have to be reported and provided in prescribed format (A-30) to the AEN concerned.
- 5.1.20. If the access to consumer premises is not possible, then adequate efforts to the satisfaction of JVVNL would be made to gain access. If access is still not possible, all such cases would be reported to JVVNL at the end of each working day in formats and reports as specified by the JVVNL.
- 5.1.21. After taking meter reading through SBM, the agency's representative will note status of the meter manually and feed the same into the software for bill generation.
- 5.1.22. In certain cases, like super transformer in Agriculture connection, the mere reader shall bill the consumer on flat rate but will still record the reading of the transformer.
- 5.1.23. The agency shall ensure to mark all premises locked cases and shall visit the premises for the second time. The second visit shall be scheduled either in the early morning hours or late evening hours or on Saturday/Sunday so as not to find the premises locked again. If still the premises are found to be locked during the second visit, the standard practice prescribed by JVVNL shall be adopted.
- 5.1.24. List of consumers whose premises are not traceable by the agency, consumers denies access to meters and consumers whose master/billing data not found with agency are required to be reported to the concerned AEN within 24 hours of agency's notice.
- 5.1.25. Adequate features shall be there to avoid repeated visit of the meter reader to the same consumer and to monitor the location of the meter reader online.
- 5.1.26. Same meter reader should not be allowed for subsequent visits on the same rout for the consumers visited by him in previous billing month.
- 5.1.27. JOB OF METER READER:

- i. Manual Meter reading through SBM or hand held terminal (HHT) by using Infra/optical/serial or any other communication method available in the meter.
- ii. Completing meter reading input steps in the HHT
- iii. Generation of bill
- iv. Taking picture of the meter & uploading on computer at end of day.
- v. Downloading/uploading of bill file to the billing server.
- vi. Observing and recording meter's status(A-30 report)
- vii. Observing and recording any other fact of interest to Nigam regarding use of power supply (A-30 report).
- viii. Reporting theft of electricity to discom (A-30 report).
- ix. Deliver bill to consumer and taking his/her signature.
- x. Deliver notices to consumer and taking his/her signature.
- xi. Recording and reporting exception cases like premises locked, address not found etc. on daily basis.
- xii. Generate print out of SBM summary report showing SBM serial number, services billed/unbilled, total amount etc. at the end of each day.

5.2. **SPOT BILL GENERATION BY JVVNL'S METER READER:**

- 5.2.1. JVVNL will deploy its own meter reader and entire activity performed at the consumer premises shall be completed by him.
- 5.2.2. The discom meter reader shall carry the SBM machine provided by the agency.
- 5.2.3. The agency shall provide consumables for the SBM
- 5.2.4. The agency shall provide the prompt support incase of any difficulty in handling of the machine.
- 5.2.5. The maintenance of the SBM machine shall be responsibility of the agency.
- 5.2.6. The agency shall provide training to JVVNL meter reader for proper use of the machine.
- 5.2.7. The downloading/uploading of data from/to the computer/SBM shall be assisted by the spot bill operator of the agency present at subdivision.
- 5.2.8. Any other activity performed through base billing software at subdivision shall be done by spot bill operator of the agency.

SECTION-VI FORMATS & FREQUENCY OF MIS/OUTPUT REPORTS

The details of various reports to be generated & printed and distributed by the agency at regular intervals.

Name of Report	Required by	Frequency	Stationery required
Detail of various outputs in practice			
Miscellaneous reports like Bill distribution route plan, exception report, summary report etc. to be generated by the software at various stages of the billing process.	Various owners	Not fixed	

- ❖ Various MIS reports /ledger reports / Annual ledger/ Annual Reports should be generated by the base billing software
- ❖ Exception Reports
- ❖ Reading Not Taken
- ❖ Premises Locked
- ❖ Premises Permanent Locked
- ❖ Meter Faulty/ Burnt
- ❖ Round Complete
- ❖ Disconnected Consumers
- ❖ Temporary Disconnected
- ❖ Payment Report
- ❖ First Payment List (Stub Entry Reports)
- ❖ Ledger

- ❖ Daily / Weekly Rough Ledger
- ❖ Complete Consumer Billing Details
- ❖ Assessment Summary
- ❖ Defaulter Consumer Reports
- ❖ Advice Entry Reports
- ❖ Cheque Reconciliation Reports
- ❖ Data Mining and Energy Audit Reports
- ❖ DCO/ MCO/ SCO etc reports
- ❖ Any other reports as desired by JVVNL
- ❖ Date and Time stamp of punching of data to check if route was managed efficiently.
- ❖ Fool proof measures for ensuring the security of data.

SECTION-VII HARDWARE SPECIFICATION

1. SPECIFICATION OF DESKTOP PC:

Processor	Intel core i5-2400,3.1 GHz,6MB Cache or higher
Chipset	Intel Q 67 or better on OEM Motherboard
Bus Architecture	4 PCI(PCI/PCI Express)
Memory	2 GB 1066 MHz DDR3 RAM with 8 GB Expandability
Hard Disk Drive	320 GB 7200 rpm Serial ATA HDD or Higher
Monitor Color	47 cm or larger(18.5 inch or larger) TFT/LED digital Monitor TCO-05 certified
Keyboard	104 keys
Mouse	Optical with USB interface
Bays	3 Nos. or above
Ports	6 USB ports(with at least 2 in front), audio ports for microphone and headphone in front
Cabinet	Mini Tower
DVD ROM Drive	8x or better DVD Rom Drive
Networking facility	10/100/1000 on board integrated Network Port with remote booting facility remote system installation, remote wake up, out of band management using any standard management software
Operating System	Windows 7 Professional/RHEL /SUSE L:inux preloaded ,as specified, with Media and Documentation and Certificate of Authenticity

OS Certifications	Windows 7 Os ad Linux certification
Power Management	Screen Blanking, Hard Disk and System Idle Mode in Power On, Set up Password, Power supply SMPS Surge
Preloaded Software	Norton or McAfee or eTrust or e-Scan or Fore front or Trend Micro or PC Tool or Quick heal Antivirus(latest Version) with 60 days License.(Included in case of Windows 7 only)

2. SPECIFICATION OF DOT-MATRIX PRINTER:

Item	Required Parameter
Speed	350 CPS or higher
No. of Pins	24 Pin, Letter Quality
Columns	132 or higher
Interfaces	Both Serial and Parallel with printer cable
Make& Model	To be indicated by bidder
Misc.	Dust Cover & requisite drivers

3. SPECIFICATIONS OF SPOT BILL MACHINE:

Spot Billing Machine (SBM) shall have latest hardware to support functions like real time communication, GPS location guide, inbuilt camera/addon camera, bar code printer etc.

The SBM shall have a resident billing software for generating electricity bill at consumer's site, while communicating with the billing server in real time mode.

- ❖ The SBM shall allow selection of consumer & consumer number by moving record forward/backward through a record navigation button, entering current meter reading & meter status of the customer and on confirming the validity, the bill shall be generated.
- ❖ The SBM shall support manual entry of meter reading & bill generation in given order or sequence with option of exception handling.
- ❖ The SBM shall generate summary reports like bills generated; pending bills list & total services list, etc.

- ❖ Program memory 256 KB, Data memory 4 MB, LCD display 20X4 with backlight on a battery backup SRAM of 1MB.
- ❖ Menu driven, Integrated Barcode generator, user friendly software will enable a layman to operate the system.
- ❖ SBM with integrated GPS, GPRS, inbuilt camera or add on camera and software support to receive and send data or image from/to the Server in real time basis.
- ❖ Hand Held Computer (HHC) with floating point arithmetic operation with built in printer.
- ❖ 24 column alphanumeric thermal/Impact printer with minimum 2.25 inch paper roll width. It should be possible to print the clear image of the meter on the bill.
- ❖ Paper density 60 GSM (The pre printed bill formats shall be used in the paper roll) line by 20 Char. (Per line), LCD with backlight and with contrast adjustment.
- ❖ 30 key Keypad with all the features as indicated, Electrometric (State-of-the-art, soft silicon rubber keys), will facilitate alphanumeric data entry software will support no sequential random meter reading.
- ❖ Data transfer rates is 115 K or 57,500-baud rate from HHC to PC & PC to HHC.
- ❖ Back up battery and also the software supports for time stamping of all the readings.
- ❖ High capacity NiMH battery 1.7 Ahr capacities, 8 hours of operation in the field or can print more than 600 bills, with full charged battery. The terminal will be supply with fast & intelligent charger in max 2 hrs. 40 mins. With low battery indication full charge cut off and indication. The unit can be charged while in operation, the stored data has got full protection with internal backup battery.,
- ❖ The Aesthetically designed casing is mode of Electrical insulating, high thermal stability, chemical resistant, and ABS plastic.
- ❖ Fast & intelligent charger in max 2 hrs. 40 minutes.
- ❖ The unit comes with flexible, long life carrying case, Charger, Communication & User Manual.

SECTION –VIII BASE BILLING SOFTWARE SPECIFICATION

The agency shall have to study the system

The agency shall provide a robust, fully customized web based billing solution for billing of its consumers of all categories.

Base billing system shall be comparable and at par to the system of R-APDRP.

General features of base billing software:

Sr.	Features	Description
1.	Modular Architecture	System should be built on modular architecture facilitating the implementation of the specific modules/sub-modules or the entire product in total.
2.	Industry Standard Software	System should meet the existing standards in software development. System should be built using latest industry technologies for faster and enhanced performance of the system.
3.	User Friendly Browser User Interface (BUI)	System should have Browser User Interfaces enabling easy operation and administration. The application should have easy navigational and sorting features for faster retrieval and viewing of data.
4.	Database	The system should support RDBMS as per clause no 5.5 or higher.
5.	Service Levels	The system should facilitate user defined service level for each action under each service like request processing, New connection application processing etc.
6.	Customer Profiling	The system should have a facility of profiling the customers based on various parameters. The parameters for profiling the customers should be user defined.
7.	Dash Board Intelligence	System should have intelligent components, such as decision driven alerts, which should display instantaneous real-time information

8.	Integration with third party softwares.	The software should be able to integrate with third party ODBC compliant systems such as SCADA, GIS, Billing Systems, Works Management, Material Management, and Outage Management etc for the future requirements.
9.	Executive Information	<p>The Executive Components should consist of Login Information, Office and designation Information and Security Access rights Information.</p> <p>The application should facilitate execution of all the database related operations such as Add, Edit, Delete, View and Search easily from the BUI.</p>
10.	Help and Support System	<p>The System should have in-built process help and context specific application help for faster and easy operations.</p> <p>The system shall have well laid out do's and don'ts pertaining to the end users using the system. The system should have contingency-crisis management information such as the contact details of the people to whom the problem shall be reported in case of an emergency.</p> <p>The System should provide easy and quick searching of information pertaining to the department policies, guidelines and know-how's, through a information system</p>
11.	Role Based Permissions (RBP)	<p>System should provide access rights to the different modules of the System based on the Login Information.</p> <p>The System should provide access control to the last level of application access, such as whether the users can access/view/modify a particular information or field of a screen depending upon privilege.</p> <p>The System should have login and office based configurable reporting interface enabling the users to view the data</p>

		corresponding to their own domain of functional control and privileges.
12.	Configuration Management and Customization	<p>System should provide configuration module in order to configure the database information based on the user login information, Enabling and Disabling Application Logging, Audit trails and Database Logging, and changing the Logging Level (INFO, WARNINGS, ERRORS, CRITICAL).</p> <p>The configuration module shall provide for adding/creating new users, accounts, complaint types, complaint masters and various master tables.</p> <p>System should facilitate for dynamic database reconfiguration.</p>
13.	Audit trail	The audit trail information which will help in bringing accountability of the users of the system shall provide well-defined administrator level audit trail system for monitoring and ascertaining application and database level operations performed by end-users.
14.	Redefining process rules	<p>The system should have a facility for changing the process rules such as redefining the escalation, service levels, payment details, inspection details & durations, registration numbers conventions etc, by the administrator.</p> <p>Application Remote Monitoring and Logging</p> <p>System shall support remote logging and monitoring of the system to carry out activities related to database reconfiguration and hot deployment of application updates.</p>
15.	Data Replication for Centralized Control & Supervision	The System should have seamless data pooling system using industry tested and accepted technologies, Advanced Replication, Push pull technology etc for pooling the data from different centers to a centralized server through Internet

		/ LAN / PSTN Dial Up Network for centralized control and supervision. The centralized database should be available for web publishing for generating online MIS reports.
16.	Extensive Analytical and Decision Support Reporting	System should generate various types of analytical reports for MIS. The reports shall be available in various formats such as Word, Excel, HTML etc with printing facility. The reports should contain header and footer information, paging information for viewing particular number of records at a time. The reports shall provide graphical representation of MIS data, wherever necessary.
17.	Backup procedures. (Database and Application)	The System should provide for in-built automated database backup procedures at predefined schedules, without the necessity of end-user intervention. The System should provide for manual entry of day-to-day operations, which will act as a back-up facility in case of system / application down.
18.	Report Builder	The system shall have the facility to provide the end-user to define and generate ad-hoc reports as per his chosen report criteria, through an easily operable report-builder interface.
19.	Efficient Error Handling	System should display error code, brief description of error, possible cause of an error and suggested rectification for the error. Errors should be categorized for easy problem identification and rectification.
20.	Security	The system should provide appropriate security/licensing features at application and database levels.
21.	Collections anywhere	The system should facilitate online and offline collections at the collection centers and also through payment gateways etc.
22.	Query Engine/ Builder	Report builder: the system must have a feature of query builder that allows users to create reports on their own with both tabular & graphical representations The system shall also

		have inbuilt query system for which a set of buttons shall be provided on tool bar for each pre defined query to be mentioned in SRS. Besides the query engine shall be capable to handle all queries may be generated on the inputs.
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The following specification of base billing software under RAPDRP is shared for an idea of the requirement of JVVNL.

Objective: A comprehensive billing system will ensure that the utility efficiently bill their customers for the services rendered. It should support the continuous billing to reduce the outstanding. Ensure the timely and accurate billing. The system will support the complaints handling functionally by providing short turnaround times for billing related customer queries.

System Boundary: From: Accepting Consumption data To: Providing reminder letters System Functionality: This system should broadly cover functions relating to generation, printing and issue of bills to the consumers. Specifications for various billing types, tracking of reasons for deviations from normal billing, billing logic flexibility etc. are some of the features that the system should address.

Specification Billing

Require	Functionality	Description
1.	Unique Bill No	All bills generated by the system should be given a unique number
2.	Format of bill number	The logic for defining the bill number would be flexible and provided by the client. For example the system should be capable of generating bill numbers that are reflective of the Section Office, Subdivision, Division etc that the customer falls under. It should also capture the customer category and the billing month.

3.	Bill Calculation -Billing Logic flexibility	<p>The Utility would provide the billing logic for generation of bills. This calculation logic will be flexible and the utility should be able to revise the billing logic from time to time depending upon the modifications in regulations, tariffs, etc. It should be possible to make these changes from a central location. It should be possible to manually modify the billing logic on a case to case basis, with alerts and within specified limits. The system should follow the same for computing the final bill amount and should generate bill in soft and hard forms for the all type of requisite customers with certain pre-defined periodicity. The periodicity may also vary from generating continuous bills for spot billing to bills once a year for particular type of customers like agricultural customers. The system should have the flexibility of defining the periodicity in bill processing. The system should have the capability to generate the bills either in batches or individually. System should also accept billing logic for consumer purchased meters. Suitable rebate as per rule be provided for consumer purchased meters. System should have provision of -i) Auto-credit of penalty specified by SERC for Utility in case of deficiency of service to the consumer ii) Putting a certain bill amount under deferral due to stay order from court till the matter is decided</p>
4.	Transfer in billing logic	<p>System should also support prepaid metering and billing system, if implemented by utility later on and should permit seamless transfer of existing customers from -i) <u>post-paid to prepaid regime</u> and back ii) Unmetered to metered regime iii) kWh based billing to kWh & kVArh based billing regime and back</p>

5.	Meter data validation	The system shall be capable of identifying meter tampering data as per utility defined criteria and generate flags for operator intimation and further investigation. The billing system shall be capable of identifying faulty meters and preparation of bills considering a defined algorithm for estimation of consumption during such periods of meter faults. The bills shall indicate the estimated consumption separately. System shall also incorporate multiple meter changes in a single billing cycle, properly accounting old meter final consumption based on final reading (or assessment if functional reading is not available)
6.	Bar code generation	System should be capable of automatic generation of bar code and printing on the consumer's bill Using Code-39 or any other Universal standard; capable of generating Alphanumeric and all the special characters available on 'Microsoft-Word', Additional Capability to generate output in 'local language' script will be preferred.
7.	Billing logic download	System should be capable to download the billing logic to CMRI/HHC to facilitate spot billing at consumer premises using HHC/CMRI as and when required.
8.	Bill printing based on dispatch sequence	System must be able to automatically select and print those bills together in a desirable sequence for ease of distribution, which are under same reading cycle/group, convenient for walking order of meter readers/bill distributors.
9.	Group billing	System should allow for generation of common bill for a set of consumers with same due date. The system should also have provision for generation of bill of multiple premises on a single bill for a single customer, if the customer has opted for the same.
10.	Bill printing flexibility	System must support bill processing and printing either at workstation location or at the base billing center.

11.	Use of pre Printed stationary	System must be able to print the bills either on pre-printed stationary or plain paper in Hindi/English/Local language as per directions of Utility.
12.	Interfacing with manual billing	The system should have the flexibility of capturing inputs manually to update the customer database on bills that have been manually generated, with a reason for the same. Such updates should be limited to specific logins.
13.	Bill on demand	The system should be capable of generating bills on demand by the customers. The system should have the provision of generating duplicate bills on demand from the customer - and have the provision for accepting payment details for the same. The system shall have provision to print duplicate bill of any past bill up to last 3 years (applicable after the software is rolled out)
14.	Bill correction/ amendment provisions	The system should have provision for Bill correction/amendment manually to update/ modify the customer billing database, with a reason for the same. Such bill amendments should be limited to specific logins. The system shall employ separate accounting process for bill amendments, which results in reversal of sales (Unit and Rs) booked (bill raised) in past financial years, i.e. prior to start of current year
15.	Change of billing cycle	The system will have the capability to change billing cycle of a consumer. The changes would include - shifting to another cycle and increasing or decreasing the frequency of billing.

16.	Interfacing with special drives	If there is some special scheme for payments (e.g. Installments), then the system will generate the bills taking into account the special scheme provisions. Also, there would be codes for all the Schemes, so that the system can track their usage. There would be codes for all the Schemes so that the system can track their usage. The system will keep a record, as to who authorized the scheme (e.g. installment) and capture the details of the scheme
17.	options for level payments	System should have options for level payments where in the customer can pay a fixed amount per month. In such a scheme, system should also provide for balancing the charges at the end of the year for any variations between the calculated amount (Fixed amount) Vs the actual charges the customer has incurred.
18.	Penal Billing for unauthorized use of electricity	System should have provision to compute penal billing for unauthorized use of electricity, as per Electricity Act, and based on parameters defined by SERC a) Assessment based on sanctioned load / connected load / MDI b) Assessment based on error in meter accuracy due to tampering c) Penal tariff for theft / misuse.
19.	Linking consumer to appropriate tariff	The system should link the customer to the rate applicable to his category. The rate applicable is calculated on the basis of fixed charges, consumed energy, capacity (power consumption limit), taxes applicable, subsidy or support from the government, etc. System shall also have provision to account for retrospective changes in tariff / discount / subsidy announced by Govt. with effect from back date. In case of subsidized customer the system should calculate amount of subsidy payable against each bill and if utility want the subsidy amount can be printed on the bill for information of customer.

20.	Inclusion of past dues and surcharge	<p>The system should calculate other dues for the customer (e.g. late payment charge, electricity duty surcharge, assessed amount, etc) and add them to the regular bill amount. If there are past dues, the system should calculate both the past dues and the fines on past dues as applicable. The system should allow flexibility to define and modify the logic for fine/ penalty calculation for different types of arrears as per the prevailing norms of the utility. If past dues are there the generated bill should include past dues.</p> <p>In case of any post facto extension of due date, system to have provisions to automatically waive late payment surcharge.</p>
21.	Management of Security Deposit (SD):	<p>The system should have provision of Managing Security Deposit (SD) like :</p> <ul style="list-style-type: none"> i.) Auto-debit of incremental SD in bill(s), eg, in case of load enhancement ii.) Refund of SD by adjustment in final Bill iii.) Interest payout on SD through auto-debit in bills or lump sum payout separately
22.	Billing with pre payment credit	<p>If there is any credit on account of prepayment, adjustment etc., the system should be able to adjust the credit against the amount payable for the month and generate a zero or a negative bill.</p>
23.	Estimate billing	<p>As and when the metering data is validated in the system, it should be capable to generate bill under the normal billing cycle. In case of meter data is not available the system should generate an estimate bill based on the past consumption pattern of the customer. It shall also be possible to generate Estimate Bill for theft/enforcement cases. The system should also provide for change in the estimation logic that may happen from time to time. The system should incorporate the estimate for consumption from the metering module.</p>

24.	Reasons for estimate billing	The system will have a list of all standard reasons for estimate billing. The list will be compiled based upon the utility and SERC guidelines, which may change from time to time. The system should be capable of generating bills for all instances of exceptional readings. The scenarios under which exceptional readings are taken are temporary connections, voluntary termination, forced termination etc. The system will allow the bill amount to be modified by the designate authorities through their login ids only. All such changes along with the corresponding login ids will be tracked by the system.
25.	Electronic dispatch of bill/ availability of bills on internet portal of utility	The system should be capable to dispatch the generated bill electronically to customer/payment portals to which customer is registered if desired by customer. The bill in actual format must also be available on utility's internet portal for customers. System must be able to inform customer regarding new bill along with due date & amount via SMS automatically. The system should allow generation of reminder letters at predefined intervals before the due date - over the web/ mobile phones/ paper formats
26.	Discontinuing billing after dismantling	The system should have the provision of stopping the generation of bills and taking the arrears as bad debts, after a Purchaser specified period of time, say 6-12 months after dismantlement.

27.	Billing for temporary connections.	<p>The system should have the provision of preparation of Temporary Connection Energy Bill, with DISCOM defined Category and Charges.</p> <p>Provision for -</p> <ul style="list-style-type: none"> > Final Bill Proportion > Fixed amount calculation (In case of first bill) > Amount Shifted to next bill if next bill is prepared in same month) > Debit/Credit Adjustment (Unit or Amount) <p>The system should have provision for automatic job creation for disconnection and final billing of temporary connections one day prior to the expiry of the duration for which the temporary connection was granted. The system should also have option to extend such temporary connections based on utility defined authorization.</p>
28.	Creation of monthly ledger	The system should provide the monthly ledger of the assessment and realization.
29.	Ledger adjustment	The system should have the provision for Debit/Credit Adjustment in ledger.
30.	Final reconciliation	The system should have the provision for Final Bill Reconciliation, in case of permanent disconnection and provision for final amount adjustment.
31.	Monthly report generation	Module can close Ledger monthly and generate assessment and realization report.
32.	Last bill generation	In case a customer requests for termination of connection, the system should accept the terminating meter reading (which will be out of cycle in most cases) for generating the last bill.

33.	Provision for holding bill printing till checked	System should have the provision of not allowing to print any bill of a cycle unless cleared by bill quality check group. System shall have post billing filters to outsort abnormal bills based on logic, so that such bills are not printed/sent to consumer by any mode.
34.	Bill distribution route plan generation	The system should have provision to generate optimal bill distributor route plan based on bill distribution jobs in a given area in a given cycle.
35.	Enforcement and Legal Module : Logging of leads	System shall have provision to log leads of theft / misuse by : <ul style="list-style-type: none"> - Creating automatic leads based on consumption analysis and tamper analysis - Accepting lead through mail, website, phone calls, call entre or any other mode - Capturing the details of the lead contributor person, whether employee/outsider
36.	Enforcement and Legal Module : Lead processing	The system shall have provision of lead processing - workflow and life cycle tracking for : <ul style="list-style-type: none"> - Assessment billing - Public Hearing and bill revision - Payment and Settlement
37.		Spot Billing System -
i.	Downloading of data in spot billing system	The Spot Billing system shall enable meter reading activities by transferring relevant consumer information data base from Billing system, like service numbers, address, area code, meter number, phase, load, MF, old meter reading, old status, category, arrears if any etc.

ii.	Uploading of data in spot billing system	At the end of data collection and billing operation in the field, the information recorded in the spot billing machine should be uploaded into the Base Billing system for updating master database in the system. The information would contain the service number, present meter reading, present status of the meter, billed date and time, units consumed, average units, billed amount, due date, disconnection date etc.
iii.	Billing logic in spot billing system	The Spot Billing software to be resident in the HHE shall be based on the existing billing logic and algorithms of the utility.
iv.	Tariff revision cases	The HHE should be able to calculate the tariff rates accordingly with the previous and present rates during the assessment period, so as to issue the on date calculated demand to consumers under tariff revision period including number of days, slab rates etc.
v.	Skipping of meter reading entry	The HHE should prompt for entry of present meter reading. If meter reading is skipped, average/units consumed for previous month from the master shall be calculated/retrieved and units for billing shall be displayed.
vi.	Entry of meter status	The HHE should prompt for entry of meter status and display of calculated units/Avg. Units (Avg. units is to be retrieved from the master data) depending upon the meter status.
vii.	Billing with charges / adjustments	The HHE shall prompt for any other adjustments/charges depending on the category of the consumer. Net bill is to be calculated after adjustment of above charges and should be displayed and prompt for printout shall be given.
viii.	Error checking	Extensive error checking shall be provided to assure data integrity during communications between the HHE and the PC.
ix.	Validation of meter reading data	Field validation for meter reading shall be ensured if the readings are beyond a predefined range and software will have provisions to enter remarks in such cases of abnormality.

x.	Printing of summary report	Spot Billing system would print the summary report with HHC serial number, which contains the consumer file downloaded to the unit, total number of services, services billed / unbilled, total amount etc.
xi.	Password protection	HHE shall have two levels of Password Protection -Supervisory level for functions of upload, download, time setting and other supervisory functions and Meter Reader level for starting and closing the meter reading.
xii.	Event logging	All events should be recorded in the event file in HHE. The event details should be downloadable for analysis.
xiii.	Menu driven modular format	The spot billing software shall be user friendly, menu driven, structured and modular format for flexibility (Easy changes / Up gradation etc.)
xiv.	Time stamping of logged data	Data Logging in the spot billing machine shall be date and time stamped.
xv.	Provision for enhancing the functionality	There should be a provision for enhancing the functionality of the software by adding additional features.
xvi.	Time setting of HHE	The HHE shall have the facility to get its time set from Billing system only with proper security and password authentication.

SCHEDULE OF IMPLEMENTATION

S.NO	PARTICULAR OF ACTIVITY	TIME SCHEDULE DESIRED
1	FURNISHING DETAILED SPECIFICATION OF ALL THE HARDWARE UNDER THE SCOPE OF THE AGENCY.	WITH IN 15 DAYS FROM THE DATE OF AWARDING CONTRACT
2.	APPROVAL/ COMMENTS BY JVVNL.	WITH IN 15 DAYS FROM THE DATE OF SUBMISSION
3	STUDY OF JVVNL BASE-BILLING SOFTWARE/SPOT-BILLING SOFTWARE REQUIREMENT, DESIGNING THE SOFTWARE AND SUBMISSION OF SPECIFICATION TO JVVNL	WITHIN 45 DAYS FROM THE DATE OF APPROVAL OF HARDWARE SPECIFICATION.
4	APPROVAL OF SOFTWARE SPECIFICATION / FEATURES BY JVVNL	WITHIN 15 DAYS FROM THE DATE OF SUBMISSION
5	LIVE TRIAL FOR FUNCTIONAL OPERATION OF THE SYSTEM.	WITHIN 30 DAYS AFTER APPROVAL OF SOFTWARE SPECIFICATION.
6	COMMENCEMENT OF BILL GENERATION IN A DIVISION	WITHIN 15 DAYS OF FUNCTIONAL ACCEPTANCE
7.	COMMENCEMENT OF BILL GENERATION IN ENTIRE AREA UNDER SCOPE	WITHIN 45 DAYS OF FUNCTIONAL ACCEPTANCE

SECTION -IX : TECHNICAL OFFER

Part A of the proposal shall have the following:

1. Cover letter
2. Annexure 1 to 7
3. Schedules 1 to 8
4. Bill of Material along with the make and specification
5. Manufacturer's Authorization Form (MAF)

TECHNICAL OFFER TO BE FURNISHED BY THE BIDDER ON THE COVER LETTER

To be submitted complete with all enclosures.

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

SUB: We submit our technical offer for the work of "TO OPERATE SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM" against TN-42.

Dear Sir,

We have submitted our technical offer for work of "TO OPERATE SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM". against TN-42.

We are submitting our proposals for with complete set of enclosures.

We agree for execution of tendered work on 'BOOM' basis as per the terms & conditions mentioned in the tender specifications and the commercial rates agreed by us.

We also agree that:

- 1) The prices as mentioned in excel file of BOQ.
- 2) The prices quoted are valid for a period of 120 days from the date of opening of “Techno-Commercial bids” or 60 days from the date of opening of “Price Bids” whichever is later
- 3) The quoted / agreed prices are inclusive of the following charges:
 - Enclose details of taxes included in the prices
- 4) We also understand that the quantities mentioned in the price schedule shall be meant for bid evaluation; however payment shall be made us on the basis of actual work.
- 5) We have noted the standard terms of payment and undertake to abide by the same.
- 6) We understand that conditional offers are likely to be rejected
- 7) The execution of work shall strictly be in accordance with work completion schedule as given by us. In case we fail to complete the work as indicated therein we shall pay penalty as per “Delay in Completion” clause of the specification.
- 8) The material supplied by us shall conform your specification
- 9) We confirm that we agree to adhere to all the commercial terms and conditions as well as the technical stipulation of your specification and there is no deviation. Such acceptance has also been confirmed in prescribed schedules.

- 10) We confirm that we are qualified for bidding in terms of Qualification Requirements specified in the bidding documents and have submitted the requisite qualification Certificate & data / documents with the bid.
- 11) Until a formal contract is prepared and executed, this together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
- 12) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose and except the fixed monthly charges all charges shall be paid on actual work basis and there is no minimum assured quantity.

We understand that JVVNL reserves the right to invite detailed proposals from any private entrepreneur-company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.

We also understand that the JVVNL reserves the right to reject any or all of the bids without assigning any reason thereof.

We agree to abide by all the conditions governing the proposals and decisions of the JVVNL.

Enclosed:

1. Annexure 1: General profile of the bidder
2. Annexure 2: Organizational Capabilities
3. Annexure 3: Financial Details
4. Annexure 4: Experience summary
5. Annexure 5: Proposed System
6. Annexure 6: Details of guaranteed and other reports to be generated & furnished to the client
7. Annexure 7: Approach & Methodology for executing this project

8. Schedule of Implementation
9. Schedule 1: Schedule of deviations
10. Schedule 2: Confirmation of "No deviation" in commercial terms and conditions of this tender
11. Schedule 3: Confirmation of "No deviation" in technical terms and conditions of this tender
12. Schedule 4: Supporting documents to substantiate meeting of QR
13. Schedule 5: Experience summary
14. Schedule 6: Schedule of Completion.
15. Schedule 7: Financial Offer Declaration.
16. Schedule 8: Check List.
17. Manufacturer Authorization Form (MAF)
18. Bill of material
19. Power of Attorney/Board Resolution in favor of signatory of the bid
20. Documents to ascertain the QR details as per details at Section III Part -II
21. Other details as called for in the tender specification document or which the bidder may like to highlight
22. Check lists as given in this document.
23. Techno-commercial proposal in the format given in Schedule IV part A comprising details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.
24. In this part the bidder will submit full relevant documents substantiating the details provided in the annexure and schedules
25. The bidder will substantiate details of the company (as declared on Annexure – 1) in the form of Certificate of Incorporation, MoU, registration certificate or any other relevant document as the case may be
26. Controlling offices that would be established to undertake the proposed work
27. Project organization structure
28. Names of the key resources that would be deployed along with their proposed position
29. CVs of the key proposed resources as mentioned in point (iv)

30. Audited balance sheet and P&L statement required to ascertain the qualification of turn over
31. Copies of work order and performance report for the projects undertaken/ in hand (as declared on schedule -5)
32. Approach and methodology to execute the project
33. Details of guaranteed and other reports.
34. Project implementation plan (in form of a Gantt Chart)
35. Details of the system proposed; a write up on the system that would be installed / developed to meet the requirements as specified in scope of work
36. Details of equipments, data sheets/ compliances sheets/ and hardware that would be deployed along with bill of material indicating the number and make and technical specifications
37. Details of connectivity for the proposed network
38. Schematic network diagram showing (sample) locations and components
39. Schematic flow of information
40. Schematic LAN and connectivity diagram
41. Details of hardware for creation secured IT infrastructure
42. Details as sought

Thanking you,

Yours faithfully,

Designation _____

Date:

Place:

ANNEXURE – 1: GENERAL PROFILE OF THE BIDDER

Kindly attach a copy of latest RoC to substantiate the information furnished against general profile of the bidder

Details	Responses
Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Telegraphic Address	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names and Addresses of the Firm	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act or any other act	
Registration Number & Date	

ANNEXURE – 2: ORGANIZATIONAL CAPABILITIES

Particulars	Responses
Total number of permanent employees in the firm	
The bidder has more than 50 permanent employees on the payroll of the firm for atleast 1 year in past 36 months.	Your response in Yes or No
Field organization and resources to be deployed for the proposed job	
Qualification and experience of personnel at different levels to be deployed for the proposed job	
Details of the consultants if employed for the proposed job	

ANNEXURE – 3: FINANCIAL CAPABILITIES

S. No	Particulars	Response
1	Turnover FY 09 -10 in INR	
2	Turnover FY 10 -11 in INR	
3	Turnover FY 11 -12 in INR	
4	Total Turnover 09 to 12 in INR	

Enclose audited BS of the aforementioned FYs

Kindly refer to turnover (as mentioned in Section III Part II Pre Qualification Requirements) point no V Turnover requirements

ANNEXURE – 4: EXPERIENCE SUMMARY

Particulars	Experience
Give detailed write-up on experience / order executed, software development, computer hardware management, billing work, etc; with supporting papers	Write name of the clients here
Mention size and type of the consumer network, details and type of networking handled	
Enclose copies of order so executed/orders in hand	

ANNEXURE – 5: PROPOSED SYSTEM DETAILS (BILL OF MATERIAL)

<u>S. No</u>	<u>Particulars</u>	<u>Brand name / product name</u>	<u>Product number / specification number</u>	<u>QUANTITY</u>
1.	DESKTOP PC WITH UPS			
2.	DOT-MATRIX PRINTER			
3.	SPOT BILLING MACHINE			
4.	LINE PRINTER			
5.	SERVER (LIST ALL SERVERS)			
6.	DIGITAL CAMERA			
7.	ROUTER/SWITCHES			
8.	NETWORK CONNECTIVITY			
9.	BILLING SOFTWARE AND OPERATING SYSTEM FOR ALL MACHINES			
10.	ANY OTHER HARDWARE			
11.	ANY OTHER SOFTWARE			

- Provide details of complete system to be implemented along with all components
- Details of connectivity
- Provide network schematic diagram showing all locations and components

ANNEXURE – 6: DETAILS OF GUARANTEED AND OTHER REPORTS

S. No	Name of the report	Frequency of generation

ANNEXURE – 7: APPROACH & METHODOLOGY FOR EXECUTING THIS PROJECT

Provide detailed approach and methodology for executing this project.

Kindly explain the approach in details

MANUFACTURE'S AUTHORIZATION FORM

No. _____

dated

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sir:

Tender No. 42

We _____ who are established and reputable manufacturers of (name and descriptions of goods offered) having factories at _____ (address of factory) do hereby authorize M/s _____ (Name and address of Agent) to submit a bid, and sign the contract with you for the goods manufactured by us against the above Tender No..

We hereby extend our full guarantee and warranty for additional 2 years as per the conditions of the tender for project of Customer Complaint Center by the above firm against this Tender

Yours faithfully,

(Name) (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Bidder in its bid.

(The item or items for which this is required should be specified by Purchaser.)

SCHEDULE – 1: SCHEDULE OF DEVIATIONS

Technical Deviations

S. No	JVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		
6		
7		

Commercial Deviations

S. No	JVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		
6		
7		

SCHEDULE – 2: CONFIRMATION OF “NO DEVIATION” IN COMMERCIAL TERMS AND CONDITIONS OF THIS TENDER

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sirs,

Sub: Confirmation for “No Deviation” in Commercial terms & conditions of package
No. JPD/SE/IT/ TN-42

We hereby confirm that there is no deviation in commercial terms & conditions stipulated in the bidding documents and we agree to adhere the same strictly.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 3: CONFIRMATION OF “NO DEVIATION” IN TECHNICAL TERMS AND CONDITIONS OF THIS TENDER

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sirs,

Sub: Confirmation for “No Deviation” in Technical terms & conditions of package
No. JPD/SE(IT)/ TN-42

We hereby confirm that there is no deviation in technical terms & conditions stipulated in the bidding documents and we agree to adhere the same strictly.

We also confirm that tendered material shall be procured from vendors approved by JVVNL and shall be conforming to various requirements of relevant Specification /orders and as per design and drawing approved by the Nigam.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

**SCHEDULE – 4: SUPPORTING DOCUMENTS TO SUBSTANTIATE MEETING
OF QR**

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sirs,

We hereby declare that we are qualified for bidding in reference to "Qualification Requirements" of the bidding documents and submit the following certificate(s) /documents in support of the above :-

- 1.
- 2.
- 3.

Note: Furnishing of certificate of a registered Chartered Accountant certifying fulfillment of specified qualification requirements is essential.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 5: EXPERIENCE SUMMARY

Bidder's Name & Address: To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sirs,

We have completed /executed the orders as per details given hereunder:-

S. No.	Details of ordered work	Order No. & Date	Name & details of ordering utility	Date of commencement
1	2	3	4	5

Date of completion	Contract value of ordered/executed work	Whether order executed as per stipulated work completion schedule or not	Remarks
6	7	8	9

Note: Certificate(s) of competent authority of the utility for satisfactory execution of stated works are to be furnished along-with this schedule.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 6: SCHEDULE OF COMPLETION

S.NO	PARTICULAR OF ACTIVITY	TIME SCHEDULE DESIRED
1	FURNISHING DETAILED SPECIFICATION OF ALL THE HARDWARE UNDER THE SCOPE OF THE AGENCY.	WITH IN 15 DAYS FROM THE DATE OF AWARDING CONTRACT
2.	APPROVAL/ COMMENTS BY JVVNL.	WITH IN 15 DAYS FROM THE DATE OF SUBMISSION
3	STUDY OF JVVNL BASE-BILLING SOFTWARE/SPOT-BILLING SOFTWARE REQUIREMENT, DESIGNING THE SOFTWARE AND SUBMISSION OF SPECIFICATION TO JVVNL	WITHIN 45 DAYS FROM THE DATE OF APPROVAL OF HARDWARE SPECIFICATION.
4	APPROVAL OF SOFTWARE SPECIFICATION / FEATURES BY JVVNL	WITHIN 15 DAYS FROM THE DATE OF SUBMISSION
5	LIVE TRIAL FOR FUNCTIONAL OPERATION OF THE SYSTEM.	WITHIN 30 DAYS AFTER APPROVAL OF SOFTWARE SPECIFICATION.
6	COMMENCEMENT OF BILL GENERATION IN A DIVISION	WITHIN 15 DAYS OF FUNCTIONAL ACCEPTANCE
7.	COMMENCEMENT OF BILL GENERATION IN ENTIRE AREA UNDER SCOPE	WITHIN 45 DAYS OF FUNCTIONAL ACCEPTANCE

FINANCIAL OFFER GUIDING NOTE

Price schedule is for reference purpose only. Bidder has to quote the price in BOQ.xls only.

Please do not fill the rates here.

Sr.	Activity	Type of activity Mandatory/Optional	Rate Rs. Per bill
1.	Implementation & Operation of billing System i. Deployment of Desktop PC, Dot-Matrix Printer (including supporting infrastructure) ii. Deployment of SBM (Spot Billing Machine) iii. Deployment of manpower iv. Spot billing Software Service (for SBM) v. Billing operational Services vi. Photo-billing Service (including H/W & S/w) vii. Base billing software maintenance viii. MIS/OUTPUT report generation & distribution	Mandatory	
2.	Base Billing Software Services	Optional	
3.	Base Bill generation	Optional	
4.	Base Bill Distribution	Optional	
5.	Spot Bill generation by	JVVNL's Meter Reader	Optional
		Agency's Meter Reader	Mandatory

CLARIFICATION REGARDING BID PRICE SCHEDULE

1. The quantity of total no. of consumer mentioned in respective circle is on average basis and may increase or decrease upto total consumers in the circle, however the payment shall be made as per the actual work made during the month.
2. The bidder will furnish the break-up of the quoted price indicating rate and type of each tax clearly, as per the prevailing rate on the bid date. Any statutory variation and imposing new tax by government subsequently during the currency of contract shall be on JVVNL account

SCHEDULE-7: FINANCIAL OFFER DECLARATION

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

SUBJECT: We submit our financial offer for the work of "TO OPERATE SPOT ENERGY BILL GENERATION SYSTEM AT SUB-DIVISION LEVEL IN DIFFERENT AREAS OF JAIPUR DISCOM" against TN-42.

Dear Sir,

We are submitting our financial proposals in excel file of BOQ, the detailed quoted price in accordance with the specification.

Condition:

i) Selection of lowest price offer:

- A. For selection of the lowest price offer, price of all the activities quoted in the financial bid in BoQ shall be summed up as per below formula and final price (Rs. per bill) shall be worked out:

$$\text{Price for [item 1]} + \text{Price for [item 2]} + 0.2 * (\text{Price for [item 3]}) + 0.2 * (\text{Price for [item 4]}) + 0.16 * (\text{Price for [item 5a]}) + 0.64 * (\text{Price for [item 5b]})$$

- B. If the price arrived at as per the formula mentioned in clause 7.9.6.ii of this section is same for two bidders, then bidder with lowest value Rs. Per bill for

[item 1] shall be considered as L1 bidder. In case, if this is also same for two or more bidders, the Bidder with lowest value under the Rs. Per bill for [item-5b] under 'Spot bill generation by agency's meter reader' would be declared the L1 Bidder.

C. However the L1 rates as arrived after evaluation of the financial bid as per procedure outlined above need not be accepted by JVVNL outright.

ii) The prices mention in BOQ is inclusive of taxes and duties. The details of applicable taxes included in the above modules are as under:-

S. No	Name of Tax	Applicable Rate of tax
1		
2		
3		

We declare the following:

- a. The prices at item No Sr 1 in BOQ is for meter reading and bill generation, bill distribution at spot. The quantity of total no. of consumer mentioned in respective circle is on average basis and may increase or decrease upto total consumers in the circle, however the payment shall be made as per the actual work made during the month.
- b. We will furnish the break-up of the quoted price indicating rate and type of each tax clearly, as per the prevailing rate on the bid date. Any statutory variation and imposing new tax by government subsequently during the currency of contract shall be on JVVNL account
- c. If the order is extended beyond 3 years, only operational charges i.e. item No. 2, 4, 5, (in applicable cases only) of financial charges shall be paid.
- d. The rates mentioned in price bid are valid up-to sixty days from the opening of financial offer

- e. We declare that our total quoted price for complete package for 3 years on the terms and conditions of the specification are as under. We understand that evaluation of lowest bids will be based upon the financial offer prices. These prices are inclusive of all applicable taxes and duties. Any statutory variation and imposition of new tax by government shall be on JVVNL account.
- f. We understand that the order for the entire work including all activities in all circles would be awarded to one vendor only. We also understand that in case rate is not quoted for any activity our offer will be rejected. We also understand that the rates quoted for the work shall be applicable to all sub divisions following under jurisdiction of JVVNL and not limited to any specific area or location.
- g. We understand that break up of price of different activities is variable and all optional activities shall be undertaken by us on payment of quoted per bill charges, if opted by jvnl.
- h. We understand that the evaluation of contract shall be made on total price worked out including all optional activities.
- i. We understand that the contract shall be awarded for any set of activities chosen by jvnl for an initial period of three years.
- j. We understand and are agreed that jvnl shall have the liberty to assign any or all optional activities during the currency of contract and may eventually withdraw the same in full or partially.

Signature _____

Designation _____

Date:

Place:

Name: _____

[Authorized Signatory with seal of Company / bidder]

SCHEDULE 8: CHECK LIST FOR BID PROPOSAL

S. No	PARTICULAR	YES/NO	PAGE NO.
1.	Is the Section –IV Part- A Technical offer: attached with the bid proposal.		
2.	Is annexure 1: General Profile Of The Bidder; completed and enclosed with the bid proposal		
3.	Is annexure 2: Organizational Capabilities; completed and enclosed with the bid proposal		
4.	Is annexure 3: Financial Capabilities; completed and enclosed with the bid proposal		
5.	Is annexure 4: Experience Summary; completed and enclosed with the bid proposal		
6.	Is annexure 5: Proposed System Details For Jaipur/ Kota; completed and enclosed with the bid proposal		
7.	Is annexure 6: Details Of Guaranteed And Other Reports; completed and enclosed with the bid proposal		
8.	Is annexure 7: Approach & Methodology For Executing This Project; completed and enclosed with the bid proposal		
9.	Is Schedule of Implementation; completed and enclosed with the bid proposal		
10.	Is schedule 1: Schedule of Deviations; completed and enclosed with the bid proposal		
11.	Is schedule 2: Confirmation of “no deviation” in commercial terms and conditions of this tender; completed and enclosed with the bid proposal		
12.	Is schedule 3: Confirmation of “no deviation” in technical terms and conditions of this tender; completed and enclosed with the bid proposal		

S. No	PARTICULAR	YES/NO	PAGE NO.
13.	Is schedule 4: Supporting documents to substantiate meeting of QR; completed and enclosed with the bid proposal		
14.	Is schedule 5: Experience Summary; completed and enclosed with the bid proposal		
15.	Is schedule 6: Schedule of Completion; completed and enclosed with the bid proposal		
16.	Is schedule 7: Financial Offer Declaration; completed and enclosed with the bid proposal		
17.	Is schedule 8: Check List for Bid Proposal; completed and enclosed with the bid proposal		
18.	Is manufacturer authorization letter; duly filled and enclosed with the bid proposal		
19.	Is Bill of Material duly signed, sealed and enclosed with the bid proposal.		
20.	Is all the schedules duly signed, sealed and enclosed with the bid proposal.		NA
21.	Has the bidder submitted EMD of Rs 72 lacs as specified in 'Instruction to bidder' to Sr. A.O (TW), JVVNL for Kota city (Specify Amount, Receipt No., Date of receipt)		NA
22.	Has the bidder submitted Tender processing fee of Rs 1000/- to Sr. A.O (TW), JVVNL. (Specify Amount, Receipt No., Date of receipt, DD No. & DD date)		NA
23.	Has the bidder submitted Tender specification cost of Rs 10,000/- to Sr. A.O (TW), JVVNL. (Specify Amount, Receipt No., Date of receipt, DD No. & DD date)		NA
24.	Is the proposal submitted by single firm.		
25.	Has the bidder submitted the necessary certificate that it is ISO 9001:2000 certified in the area of IT enabled		

S. No	PARTICULAR	YES/NO	PAGE NO.
	services and resource provider.		
26.	<p>Has the bidder submitted the copy of order and performance certificate that:</p> <p>The bidder shall have experience of providing billing and/or revenue management services involving deployment of man power and IT infrastructure in India. The bidder shall have experience of providing similar services to at least one of utilities like power, telecom, water or any government department in India with a minimum consumer base of 10 lacs during past 5 years.</p> <p>Note: In case of project in hand the status of execution from the user is required to be furnished with the bid.</p>		
27.	<p>Has the bidder submitted the i)Balance Sheet ii)Profit & Loss statement iii)Auditor's Report for FY 2009-10, 2010-11, 2011-12 that:</p> <p>Annual turnover of the bidder should not be less than Rs. 10 Crores (Rupees Ten crore) in any one year of last three financial years (From April 09- March-12) and total turnover for last three year should not be less than Rs. 25 Crores (Rupees Twenty five crore). Certified balance sheet for the same has to be attached. In case of bidder having financial year closing other then March the last 36 months turn-over shall be furnished.</p> <p>Note: In case of bidder having financial year closing other then March the last 36 months turn-over shall be furnished.</p>		
28.	Is the bidder established in the business since last 5 years and Is the supporting document like certificate of incorporation, balance sheet, registration certificate etc furnished along with the bid proposal		
29.	Has the bidder submitted a certificate from CA or copy of PF / ESI challan that bidder have employed at least 50 people per month permanently continuously for at least one year during trailing 36 months.		

S. No	PARTICULAR	YES/NO	PAGE NO.
30.	Has the bidder submitted an undertaking on non judicial stamp papers of Rs. 100.00 along with its proposal that it shall comply with the experience and skill sets of the personnel required for this project if the project is awarded to him.		
31.	Has the bidder submitted an undertaking on non judicial stamp paper of Rs. 100.00 that he will own or have assured access to [through hire, lease, purchase agreement or other means] sufficient number of equipment adequate technology for smooth & speedy execution of all activities of the proposed work.		
32.	Has the bidder furnished original bank / credit worthiness certificate from any scheduled bank for execution of a project worth Rs. 12 Crores .		
33.	Does the bid contains the name, address and place of business of the person or persons making the bid and is the bid signed and sealed by the bidder under his usual signature.		NA
34.	Is satisfactory evidence of authority of the person signing on behalf of the Bidder furnished with the bid		
35.	Is the bidder's name stated on the proposal same as that of the legal name of the firm and furnishing satisfactory evidence for the same?		
36.	Has the bidder arranged all insurance as may be pertinent to the works and obligatory in terms of law to protect its interest and interest of the JVVNL against all perils detailed herein		
37.	Has the bidder obtained accident liability insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during course of operation carried out by him for the purpose of complying with his contractual obligations thereof and has a copy of the same submitted to JVVNL		
38.	Is the insurance obtained by the agency as per clause No 13 is in the joint names of the JVVNL and the agency so that the JVVNL and the agency are covered for the entire period of contract from the commencement of the		

S. No	PARTICULAR	YES/NO	PAGE NO.
	contract and shall remain valid up to 30 days from the date of handing over all the works completed in all respects JVVNL.		
39.	Are all the pages of the proposal signed by an authorized representative of the bidder's firm		NA
40.	Undertaking on non-judicial stamp paper of Rs. 100.00 that the bidder have not been black listed from any of the government departments.		
41.	Has the bidder provided details on the field offices that would be established to undertake the proposed work		
42.	Has the bidder provided project organization structure		
43.	Has the bidder provided names of the key resources that would be deployed along with their proposed position		
44.	Has the bidder provided CVs of the proposed key resources		
45.	Has the bidder provided schematic flow of information		
46.	Has the bidder submitted the Project implementation plan (in form of a Gantt Chart)		
47.	Has the bidder provided the Details of connectivity & Schematic LAN and connectivity diagram for the proposed network		
48.	Has the bidder stated in his tender the places of manufacture testing and inspection of various equipments offered by the bidder		
49.	Has the bidder furnished original / photo state copies of the latest type test certificate from any recognized Government Laboratory for all the type tests wherever prescribed in the relevant latest addition of ISS (as applicable) along with the bid proposal		
50.	Details & specifications of proposed base billing software.		
51.	Name & Complete address of excise authority under whose jurisdiction their works/office falls.		

S. No	PARTICULAR	YES/NO	PAGE NO.
52.	Details of infrastructure facilities and technology bidder shall provide for the proposed job		

ANNEXURE-'A'

BID BANK GUARANTEE (FOR EARNEST MONEY)

(Bank Guarantee in lieu of 80% of earnest money on non-judicial stamp paper worth Rs.100/-)

Ref : Bank Guarantee No.

.....

Dated:

Superintending Engineer (IT)

Jaipur Vidyut Vitran Nigam Limited,

Old Power House, Near Ram Mandir,

Banipark, Jaipur – 302006

1. Whereas*[name of the Bidder]* (hereinafter called "the Bidder") has submitted its bid dated*[date of submission of bid]* for the construction of..... *[name of contract]* (hereinafter called "the Bid").
2. KNOW ALL PEOPLE by these presents that WE..... *[name of bank]* of*[name of country]*, having our registered office at..... *[address of bank]* (hereinafter called "the Bank"), are bound unto..... *[name of Purchaser]* (hereinafter called "the Purchaser") in the sum of Rs.* _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 200____.
3. THE CONDITIONS of this obligation are:

- I. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder in the Bid Form; or
- II. If the bidder refuses to accept the correction of error in his Bid ; or
- III. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:
 - a. fails or refuses to execute the Contract agreement, if required; or
 - b. fails or refuses to furnish the performance security, in accordance with the General Conditions of Contract;
4. we undertake and authorize our branch situated at Jaipur (Rajasthan) address: _____ to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or all of the three conditions, specifying the occurred condition or conditions.
5. The decision of the SUPERINTENDING ENGINEER (IT), JAIPUR VIDYUT VITRAN NIGAM LIMITED, JAIPUR shall be final whether breach has been committed on the right to demand the amount of guarantee from us which has accrued to the purchaser.
6. This guarantee shall not cease or determine, if the purchaser grants time or indulgence or vary the terms of the contract with the contractor or without our consent or knowledge.
7. The guarantee herein contained shall not be affected by any change in the constitution of the contractor.
8. We, _____ further undertake not to evoke this guarantee during its currency except with the previous consent of the SUPERINTENDING ENGINEER(IT), JAIPUR VIDYUT VITRAN NIGAM LIMITED, JAIPUR.
9. All disputes arising under the said guarantee between the Bank and the Nigam or between the Contractor and the Nigam pertaining to the guarantee, shall be subject to the jurisdiction of Courts in Jaipur, Rajasthan alone.
10. This guarantee will remain in force up to and including one hundred Eighty (180) days after the date of the opening of bids, i.e. upto _____ , with a

further grace period of Ninety (90) days and any demand in respect thereof should reach the Bank not later than the above date.

Yours faithfully,

Bankers (EXECUTANT)

Witness :-

- 1.
- 2.

—

* The Bidder should insert the amount of the guarantee in words and figures denominated in the currency of bid. This figure should be same as shown in EMD clause of the "Instructions to Bidders".

ANNEXURE-'B'

FORMAT OF BANK GUARANTEE (FOR SECURITY DEPOSIT CUM PERFORMANCE BANK
GUARANTEE)

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

In consideration of the (Insert name of the Selected Bidder) _____ agreeing to undertake the obligation under the Lol dated _____ and the RfP Documents and (Insert the name of the Procurer) _____, agreeing to execute the PPA inter alia with the Seller, regarding supply of services during the period _____ {Insert Period} on short term basis, in response to the RfP issued by Superintending Engineer(IT) as an authorized representative of JVVNL vide NIT No _____ {Insert NIT No} and Authorized Representative having issued Letter on Intent (Lol) to _____ {Insert Name of the bidder} as per the terms of the RfP, the _____ (insert name of bank) (hereinafter referred to as "Guarantor Bank") hereby agrees unequivocally, irrevocably and unconditionally to pay to (Insert name of the Procurer) _____ at _____ (insert the place from the address of the respective Procurer indicated in Lol) forthwith on demand in writing from (name of the Procurer) or any Officer authorized by it in this behalf, any amount upto and not exceeding Rupees _____ only (insert the amount of the Bank guarantee in respect of the Procurer as per the terms of Lol) _____, on behalf of M/s _____ (insert name of the Seller or the Selected Bidder on behalf of the Seller).

This guarantee shall be valid and binding on this Bank up to and including _____ (insert date as per term of RfP document) and shall not be

terminable by notice or any change in the constitution of the Bank or the term of contract or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between parties to the respective agreement.

Our liability under this Guarantee is restricted to Rs. _____ (Rs _____ only). Our Guarantee shall remain in force until _____ (insert last date of period of contract). The Procurer shall be entitled to invoke this Guarantee till _____(insert date which is one month after the date in the preceding sentence).

The Guarantor Bank hereby agrees and acknowledges that the Procurer shall have a right to invoke this BANK GUARANTEE in part or in full, as it may deem fit. . The bank guarantee will be invoked in the account of JVVNL as under:

Name of Account Holder	Jaipur Vidyut Vitran Nigam Limited
Branch Name	SBBJ, Collectorate Branch, Banipark, Jaipur
IFS Code	SBBJ0010026
Account No.	51093320035
Pan No.	AABCJ6373K

The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand by the Procurer, made in any format, raised at the above mentioned address of the Guarantor Bank, in order to make the said payment to the Procurer.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection by Procurer/Authorized Representative and _____ (insert name of the selected bidder) and /or any other person. The

Guarantor Bank shall not require the Procurer to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against the Procurer in respect of any payment made hereunder.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly the Procurer shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the _____ (insert name of Bidder) or the Selected Bidder, to take any claim against or any demand on _____ (insert name of Bidder) or the Selected Bidder or to give any notice to _____ (insert name of Bidder) or the Selected Bidder or to enforce any security held by the Procurer or to exercise, levy or enforce any distress, diligence or other process against _____ (insert name of Bidder) or the Selected Bidder.

The Guarantor Bank acknowledges that this BANK GUARANTEE is not personal to the Procurer and may be assigned, in whole or in part, (whether absolutely or by way of security) by Procurer to any entity to whom the Procurer is entitled to assign its rights and obligations.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rs. _____ (Rs. _____ only) and it shall

remain in force until _____(date to be inserted as per RfP document) with an additional claim period of thirty (30) days _____thereafter. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if the Procurer serves upon us a written claim or demand.

Signature _____

Name _____

Power of Attorney No. _____

Annexure 'C'PRICE VARIATION FORMULA

The variation shall be applicable for all components of price only for activities carried out by the agency. The percentage increase/decrease in price shall be worked out as under:

$$\left[0.2 + 0.40 \left[\frac{P_{D1}}{P_{D0}} \right] + 0.40 \left[\frac{A_{V1}}{A_{V0}} \right] - 1 \right] * 100$$

P_{D0} = Base index price of diesel in Rs. Per Ltr, as per Jaipur city rates respectively, as on first day of one month prior to opening of Tender.

P_{D1} = Price of diesel in Rs. Per Ltr, as per Jaipur city rates respectively, as on first day of one month prior to corresponding applicable month for which price variation is to be allowed to the bidder.

A_{V0} = Base index rate of skilled labour for the month prior to one month of opening of Tender, as published by the Govt of Rajasthan for minimum wages to Labour per days, as per Act 1948.

A_{V1} = Labour rate per day of skilled labour as published by Govt of Rajasthan for the one month prior to applicable month for which price variation is to be allowed to the bidder.

Example: - If tender is opened in the month of Jan. 2013, in case base price index of rate diesel and labour shall be applicable for the month of Dec. 2012.