



**JAIPUR VIDYUT VITRAN
NIGAM LTD.**



TN-59

Deployment of Billing System
with Spot Billing feature on
BOOT Basis

Purchaser: Jaipur Vidyut Vitran Nigam Ltd, Jaipur

(On behalf of



Jaipur Vidyut Vitran Nigam Ltd (JVVNL), Jaipur



Ajmer Vidyut Vitran Nigam Ltd (AVVNL), Ajmer



Jodhpur Vidyut Vitran Nigam Ltd (JdVVNL), Jodhpur

**Office of the Superintending
Engineer (IT), JVVNL, Jaipur**

NOTICE INVITING TENDER

Notice Inviting Tender

Reference No: TN-59

Jaipur Vidyut Vitran Nigam Ltd. [“JVVNL”/ “Jaipur Discom”] invites bids from competent Agency on behalf of all three Discoms of Rajasthan i.e. Jaipur Discom, Jodhpur Discom [“Jodhpur Vidyut Vitaran Nigam Limited” / “JdVVNL”] and Ajmer Discom [“Jodhpur Vidyut Vitaran Nigam Limited” / “JdVVNL”], collectively referred to as “Rajasthan Discoms” for work of **“Deployment of Billing System with Spot Billing features on BOOT Basis”** across Rajasthan Discoms.

The contract period shall be initially for five years. The contract period may further be extended upto 2 years as per mutual agreement. The contract is on BOOT (Built Operate Owned & Transfer)

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Superintending Engineer (IT) Jaipur Vidyut Vitran Nigam Ltd. Old Power House, Banipark, JAIPUR-302006.
Estimated cost of Project per annum (Approx.)	Rs. 12 Crs per annum per Package
Contact Persons	1) A. K. Singh SE (IT) Office: 0141-2205412 2) Ravi Bhatia (XEN IT)
Submission of Banker’s Cheque/ Demand Draft for Tender Document Fee , with AO(TW) in favour of AO(TW), JVVNL, Jaipur (non-refundable), payable at Jaipur, Rajasthan	Rs: 5000/- before 26.10.2016 upto 2 PM
Submission Demand Draft for e-Tender Processing Fee with AO(TW) in favour of M.D, RISL payable at Jaipur(non-refundable)	Rs: 1000/- before 26.10.2016 upto 2 PM
Submission of Earnest Money Deposit (EMD) with AO(TW) in favour of AO(TW), JVVNL, Jaipur in the form of Bank Guarantee (B.G.)	Rs. 72 lakhs before 26.10.2016 upto 2 PM
Publishing Date/Time	
Pre-Bid Meeting	Conducted on 20.09.16 at 11 AM, Room no. 115, Vidyut Bhawan, Jaipur
Submission Date for Banker’s Cheque/	The deadline for submission of these instruments is

Demand Draft / BG for Tender Fee, EMD, and Processing Fee.	Bid Submission Deadline. The Bidder can submit these instruments before the deadline. The Bidder has to submit the same in hard copy and attach the scan of receipts with online bids.												
Bid submission Last Date/ Time	27.10.2016 upto 2 PM												
Date & Time of Opening of Technical Bids	27.10.2016 at 3 PM												
Date & Time of Opening of Financial Bids	To be intimated later												
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://eproc.rajasthan.gov.in . http://www.jaipurdiscom.com												
Bid Validity& EMD Validity	Bid Validity: 90 Days from the date of Financial Bid Opening EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.												
Tender Package Structure	<p>The Bid is divided in the following three independent packages to be governed with this Tender Document:</p> <table border="1"> <thead> <tr> <th>S.no.</th> <th>Package No.</th> <th>Name Of Discom</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>I</td> <td>Jaipur Discom</td> </tr> <tr> <td>2.</td> <td>II</td> <td>Jodhpur Discom</td> </tr> <tr> <td>3.</td> <td>III</td> <td>Ajmer Discom</td> </tr> </tbody> </table> <p>The bidder has to bid for all the above three packages otherwise the Bid shall be summarily rejected.</p> <p>The award of contract shall be done package wise by the respective Discoms to the successful bidder. All the contractual issues, post award of contract shall be dealt by the respective Discoms only.</p>	S.no.	Package No.	Name Of Discom	1.	I	Jaipur Discom	2.	II	Jodhpur Discom	3.	III	Ajmer Discom
S.no.	Package No.	Name Of Discom											
1.	I	Jaipur Discom											
2.	II	Jodhpur Discom											
3.	III	Ajmer Discom											

The prospective bidder should have the necessary competence, adequate financial standing, sufficient experience, expertise as per Qualification Requirement detailed in this document.

The work broadly involves providing a web based billing system having spot billing module, allied software, other infra and services across Rajasthan Discoms as per details in this document.

NOTE:

1. The 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://www.eproc.rajasthan.gov.in> 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://www.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://www.eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this tender document and the GoR e-tendering system, the latter shall be final.
5. The complete tender document has been published on the websites, www.jaipurdiscom.com and <https://www.eproc.rajasthan.gov.in> for the purpose of downloading.
6. The downloaded tender document shall be considered valid for participation in the bid process subject to submission of required Tender fees, e-Tender Processing Fee& EMD as mentioned in the NIT Section table. A copy of receipt of the tender fees, e-Tender Processing Fees & EMD must be enclosed along with the Technical bid/ proposal failing which the bid will be summarily rejected. The last date of submission of these Original instruments is mentioned in the NIT Table. The Bidder must take due care in submitting the instruments and collecting receipts from Jaipur Discom so that the Originals are submitted in hard copy and receipt scans are uploaded with the Technical Bid, before the Bid Submission Deadline.
7. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally by the Bidder. The Technical and Financial Bid which is uploaded on eproc portal must be signed and stamped on each relevant page by the designated Authorized Representative of the bidder. The name, designation and authority of the designated Authorized Representative of the Bidder shall be stated in the Bid.
8. No contractual obligation whatsoever shall arise from the tender document/bidding process unless and until a formal contract is signed and executed between the purchaser and the successful bidder(s).

9. JVVNL disclaims any factual/ or any other errors in this tender 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 bids.
10. Bids will be considered only in the prescribed manner. Bids not submitted in the prescribed format will be summarily rejected without further evaluation.
11. Copies of various documents to be enclosed along with the bids 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 (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 Table.
14. The complete bidding process is defined in the tender 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 tender document, all such bids will be summarily rejected.
16. Tendering Authority reserves the complete right to accept or reject in part or full any or all the bids without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the tendering authority.
17. In case, a dispute arises with regard to interpretation/ omission/ error in this tender document, bid submitted, other documents; the decision of 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 from 06.10.16 to 26.10.16 between 10:00 AM to 6:00 PM.
19. **Deleted**
20. **Deleted**

Superintending Engineer (IT)

Jaipur Vidyut Vitran Nigam Ltd.
Old Power House, Banipark, JAIPUR-302006.

TABLE OF CONTENTS

NOTICE INVITING TENDER	1
TABLE OF CONTENTS.....	5
SECTION – I INTRODUCTION & OBJECTIVE	7
SECTION-II – QUALIFICATION REQUIREMENTS (QR).....	9
SECTION –III INSTRUCTION TO BIDDER.....	12
SECTION-IV TERMS & CONDITIONS	26
SECTION – V DETAILED SCOPE OF WORK	40
SECTION VI ANNEXURES COVERING FORMATS OF SUBMISSION OF BIDS.....	81
ANNEXURE 1 FORMAT FOR COVERING LETTER OF BID	81
ANNEXURE – 2: GENERAL PROFILE OF THE BIDDER.....	83
ANNEXURE – 3: FINANCIAL CAPABILITIES	84
ANNEXURE-4 DETAILS & DESIGN OF THE PROPOSED BILLING SYSTEM	85
ANNEXURE – 5: PROPOSED HARDWARE, DATABASE AND OTHER INFRA (BILL OF MATERIAL)	86
ANNEXURE – 6: SCHEDULE OF DEVIATIONS	87
ANNEXURE – 7:CONFIRMATION OF “NO DEVIATION” IN TECHNICAL / COMMERCIAL TERMS AND CONDITIONS OF THIS TENDER.....	88
ANNEXURE – 8: PROJECT IMPLEMENTATION PLAN.....	89
ANNEXURE-9 : SYSTEM COMPLIANCE SHEET	90
ANNEXURE-10: UNDERTKAING FOR VARIOUS INFORMATION FURNISHED.....	91
ANNEXURE-11: BIDDERS’S AUTHORIZATION CERTIFICATE	92
ANNEXURE 12: POWER OF ATTORNEY IN FAVOUR OF AUTHORIZED SIGNATORY OF THE BIDDER	93
ANNEXURE 13: POWER OF ATTORNEY IN FAVOUR OF LEAD MEMBER BY CONSORTIUM MEMBER.....	94
ANNEXURE 14: FORM OF UNDERTAKING BY CONSORTIUM MEMBERS.....	96
ANNEXURE 15: FORMAT OF BANK GUARANTEE FOR EMD.....	100
ANNEXURE 16: FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY.....	103
ANNEXURE-17: SELF DECLARATION-NO BLACKLISTING	104

ANNEXURE-18: QUALIFICATION REQUIREMENT.....	106
ANNEXURE-19: FORMAT FOR FINANCIAL BID SUBMISSION	108
SECTION VII APPENDIX-ADDITIONAL INFORMATION TO BIDDERS	110
APPENDIX-A CIRCLE WISE, DIVISION WISE AND SUB-DIVISION WISE CONSUMERS.....	110

SECTION – I INTRODUCTION& OBJECTIVE

Rajasthan Discoms are the electricity distribution licensees and are engaged in distribution and supply of electricity in the State which comprises of 31 districts divided in jurisdiction of 3 Discoms as under.

S.No.	Name of Discom	Zonal Offices	O&M Circles	No. Of Consumers in Non-RAPDRP Area (Tentative figure)
1.	Jaipur Discom	3 Nos. : Jaipur, Bharatpur and Kota	13 Circles: Jaipur City, Jaipur District, Dausa, Alwar, Bharatpur, Dholpur, Kota, Bundi, Baran, Jhalawar, Sawai Madhopur, Tonk and Karauli.	27 Lacs
2.	Jodhpur Discom	3 Nos. Jodhpur , Bikaner and Barmer	13 Circles : Jodhpur City, Jodhpur District, Pali, Sirohi, Bikaner City, Bikaner District, Ganganagr, Hanumangarh, Churu, Barmer, Jaisalmer City, Jaisalmer District, Jalore.	20 Lacs
3.	Ajmer Discom	3 Nos. Ajmer, Udaipur and Jhunjhunu	13 Circles : Ajmer City, Ajmer District, Nagaur, Bhilwara, Jhunjhunu, Sikar, Bansawara, Udaipur, Rajsamand, Chittorgarh, Dungarpur, Pratapgarh	31 Lacs

Rajasthan Discoms intends to appoint an Agency for **Deployment of Billing System with Spot Billing features on BOOT Basis** initially in areas of three Discoms of Rajasthan which are not covered under R-APDRP program for a period of 5 years.

Objective

To Develop a Web Based Billing System to facilitate Rajasthan Discoms to perform **Feeder Wise Spot Billing** of consumers having sanctioned load upto 18.5 KW and batch billing for other consumers. The Spot Billing in Rural areas shall be performed 11KV Feeder Wise as per detailed Scope of Work given in this Tender Document. In first phase, Discom areas which are not under RAPDRP program are to be covered. Subsequently, entire Discom area may be shifted on this system. System shall use the latest technologies available and facilitate non-human intervention based automated bill generation by directly downloading the meter reading as much as possible, **subject to availability of features in meters**. System shall be integrated with the existing IT systems under RAPDRP and other systems for providing seamless data exchange required for consolidation and information dissemination.

The System would help Discoms for carrying out the daily activities of Metering, Billing, Collection, Disconnection, New Connection, Energy Audit, Revenue Protection and for monitoring, proper planning, decision support and taking corrective actions on the business activities in addition to transparently disseminating the financial health of the system.

The System shall be accessible through any mode of connectivity (WAN) including security over Internet and on laptops, tablets, mobile phones etc. The connectivity shall be provided by the respective Discoms at each, location which includes Billing Control Center and Discom's Offices. However the GPRS connectivity in Spot Billing Machines (SBMs) and connectivity between Billing Control Center and DR center shall be in the scope of the Vendor.

SECTION-II – QUALIFICATION REQUIREMENTS (QR)

This section covers the qualification requirement with respect to experience, capability and other particulars of the Bidder. The Bidder shall become eligible to bid for this Tender Document on satisfying the following “Bid Qualification Requirements” and on production of the required documentary evidences along with the Tender.

- i. It is clarified that the Bid of those bidders who do not fulfil the following requirements shall be considered as disqualified. It is also intimated that merely meeting the following qualification requirements does not indicate that the Bidders shall be short listed for opening of financial bid. The technical solution proposed by the Bidder must commensurate with the requirements laid down in the Tender document.
- 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 qualification 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 Technical Bid.
- iv. Bids may be submitted by Bidders following the under-mentioned structures:
 - a) A single firm, which meets all the qualification requirements as mentioned below.
 - b) A joint venture/ consortium of upto two firms where firms shall meet the qualification requirements as mentioned below jointly.
 1. If the bidder forms a Consortium, it must satisfy the qualification criteria mentioned below for which purpose, the relevant figures shall be provided for each of the partners and total of these figures added together shall be considered to arrive at the Consortium’s capacity and capability as per manner defined here under.
 2. The lead member of the consortium will be designated who shall be in-charge on behalf of the Consortium. The Lead member shall have due authorization with a power of attorney on non-judicial stamp paper of value of Rs. 500/- and the same shall be submitted with the bid from the Consortium members. The lead member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all Consortium members for the entire execution of the job and dealing shall be done exclusively with the lead member-in-charge. He shall also be authorized to receive payments on behalf of all members.
 3. The Bid shall be signed so as to legally bind all members, indicating the role and responsibility of lead member and Consortium member which cannot be altered later on. A copy of the consortium undertaking on Non judicial stamp paper duly notarized with sub registrar office of appropriate value satisfying the above

conditions shall be submitted with the bid indicating role and duties of each consortium member.

4. In case of such Consortium becoming a successful bidder, the Contract shall be signed so as to be legally binding on all members of the consortium. All members of the consortium shall, however, be liable jointly and severally for execution of the job and fulfilling the terms and conditions of the agreement.
5. No Consortium shall be considered as valid unless each member has specific segregation of duties.

S. No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/Partnership Firm incorporated under applicable Partnership Act or by Consortium of maximum 2 such entities.	<p>Self-Declaration alongwith the following:</p> <ul style="list-style-type: none"> • Copy of Self-attested Incorporation Certificate in case of Company • Copy of Self-attested Partnership Deed • Copy of Self-attested latest Income Tax Return <p>In case of bid by Consortium:</p> <ul style="list-style-type: none"> • Consortium undertaking on appropriate value of Non Judicial Stamp paper • Self-Declaration, identifying clearly the Lead member of the Consortium alongwith relevant legal proof of Entity as mentioned above by each member of Consortium.
2.	The Bidders shall be minimum CMMI level 3 certified and shall have ISO 9001:2008 (QMS) alongwith experience in successfully completing any billing related project in India during last 5 years. The Bidder shall have a software solution which may be readily fine-tuned to the requirements of Discoms.	<p>In case of a Consortium, any member can meet this qualification requirement in total.</p> <p>Undertaking as given in Annexure 1 (S. No. 15) of the Cover letter.</p> <p>Documentary evidence such as Work Order and Completion Certificate, CMMI Certificate issued by SEI/CMMI institute, Valid Certificate for ISO, etc. substantiating the qualification by the Bidder.</p>
3.	The Bidder shall have experience of Web based billing/Revenue management Billing Software/Spot Billing Software and Billing Services in Power Distribution Utilities	<p>Documentary evidence such as Work Order and Completion Certificate to be provided.</p> <p>The experience shall be considered on cumulative basis for Consortium</p>

	involving a total consumer base of 10 lakhs in one or more projects for a continuous period of minimum 3 years.	members. However each member should meet minimum 10% of the requirement of the experience (i.e. billing project of minimum 1 lakh consumer for continuous 3 years)
4.	<p>The Bidder should have a minimum average annual turnover of Rs. 30 Cr (total of 90 Cr in last 3 years) in last three Financial Years (FY16, FY 15, FY 14)</p> <p>The Bidder should be profit making in the last 3 financial years.</p> <p>The Bidder should have positive net worth as on 31st March, 2016</p>	<p>Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof.</p> <p>In case of consortium the turnover qualification can be met by Consortium members jointly. However each member shall have atleast 10% of the qualification requirement.</p> <p>For Qualification requirement of net-worth and profit making entity, any member of consortium shall fulfil the requirement.</p> <p>Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided.</p> <p>Note: <i>Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated loses (including debit balance in profit and loss account for current year) and intangible assets.</i></p>
5.	The Bidder should not have been black listed by any power utility in India.	<p>Self-Declaration for No Blacklisting (Annexure-17) on the appropriate stamp paper.</p> <p>In case of consortium both the firms shall fulfil this qualification.</p>

NOTE: - In case of non-furnishing of requisite document along with the bid the bid will be considered as non-responsive and bid may be summarily rejected.

SECTION –III INSTRUCTION TO BIDDER

1. GENERAL INSTRUCTIONS

- 1.1. Tendering authority will receive bids in respect of services as set forth in the accompanying Tender document.
- 1.2. Jaipur Discom, Ajmer Discom and Jodhpur Discom are collectively referred to as Discoms
- 1.3. All bids shall be prepared and submitted in accordance with these terms and conditions of this Tender Document.
- 1.4. 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 and submitting the Bids.
- 1.5. If the bidder has any doubt as to the meaning of any provisions or any portion thereof, he shall before submitting the Bid, may refer the same to the Tendering Authority in writing, well in time before the specified date of opening of Bids so that such doubts may be clarified.
- 1.6. 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 this Tender document unless otherwise specifically indicated/ commented by him in his Bid.
- 1.7. 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.
- 1.8. 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 Discoms desires to get executed.

2. FIELD CONDITIONS

- 2.1 The geographical conditions of all the three Discoms are not same and have different terrain. The details of the area covered is mentioned in the table at the Introduction Section.
- 2.2 The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy it regarding the existing system.
- 2.3 For ascertaining the existing system, condition's etc., the agency may contact the Tendering Authority.
- 2.4 No claim from Bidder or Agency 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 by them at the time of submitting the bids.

3. 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.

4. PREPARATION OF BIDDING DOCUMENT

4.1. EARNEST MONEY DEPOSIT (EMD):

- a. The Bidder shall furnish EMD as per the provisions mentioned in the table of NIT section. Bank Guarantee shall be payable as per prescribed format. The EMD is for entire Bid.
- b. The Bidder shall **deposit** the EMD in above said format to the Accounts Officer (TW), JVVNL, Jaipur within the stipulated date & time, and obtain a receipt.
- c. Any Bid not accompanied by a copy of the receipt for depositing EMD shall be rejected and the Bid will not be opened.
- d. In case of unsuccessful Bidders, the EMD will be refunded on production of the original receipt within 15 working days after signing of Contract by each Discom.
- e. Adjustments/proposals for acceptance of EMD, if any, **already** lying with the Discoms in connection with some other bids/orders shall not be entertained. Also, the Discoms will not adjust the EMD under this tender with the previous dues of bidder if any.
- f. No interest shall be payable on EMD.
- g. Jaipur Discom reserves the right to forfeit EMD or a part thereof in circumstance, if the bidder is not earnest in accepting/executing any order placed under this Tender document.

4.2. TENDER DOCUMENT FEE & TENDER PROCESSING FEE

The bidders are permitted to download the bid document from websites <https://www.eproc.rajasthan.gov.in>, www.jaipurdiscom.com but must pay the cost of Tender document fee and e-Tender processing fee as mentioned in NIT table within the stipulated date & time in the office of Accounts Officer (TW), Jaipur and obtain acknowledgement thereof. Such processing fee shall be sent to RISL by AO (TW).

5. CLARIFICATIONS AND AMENDMENTS & DEVIATION FROM TENDER DOCUMENT

5.1. CLARIFICATIONS TO THE TENDER DOCUMENT

If the prospective bidder has any doubts as to the meaning of any portion of the Tender document, he can raise the same as per the provisions mentioned in Note no. 19 in NIT section.

Verbal clarifications and information given by the Discom or his employee(s) or his representative(s) shall not in any way be binding on the owner.

The bidder is required to carefully examine the Terms & Conditions including specifications of this Tender document and fully inform himself as to all the terms and conditions which may in any way affect the Work or the cost involved thereof.

5.2. CLARIFICATIONS TO THE BID

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 or e-mail of the Authorized Signatory of the Bidder.

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.

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 Bids

5.3. AMENDMENT OF TENDER DOCUMENT

At any time prior to the deadline for submission of the Bids, if the Tendering Authority deemed it necessary to amend the Tender document, it shall do so by issuing appropriate Corrigendum/Addendum.

Any Corrigendum/Addendum issued shall be a part of the Tender document and shall be published on the website of Jaipur Discom & e-proc portal.

To give prospective Bidders reasonable time 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.

Any change in date of submission and opening of bids would be published through News Papers, Jaipur Discom's website and e-proc portal.

5.4. DEVIATION FROM BID DOCUMENTS

The bid must include a separate statement indicating all deviations from the Tender document as per format enclosed at **Annexure 6** All such deviations shall be clearly mentioned in **Format**. Jaipur Discom reserves the right to accept the deviation with financial implication or reject the same out rightly. Unless the deviations from the Tender document are specifically mentioned, it will be understood and agreed that the proposal is based on strict conformity to the Terms & Conditions of this Tender document in all respect and it will be assumed that all such Terms & Conditions are acceptable to the Bidder. In case there is '**No Deviation**', the Bidder must submit **Annexure 7**.

6. SUBMISSION AND OPENING OF BIDS

6.1 COST OF BIDDING

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

6.2 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, in which case, for purposes of interpretation of the Bid, such translation shall govern.

6.3 BIDS ARE TO BE SUBMITTED IN TWO PARTS

6.3.1 The Bid shall be submitted within the specified time on <https://www.eproc.rajasthan.gov.in> in electronic format in the following manner:

6.3.2 **Part- A (Technical Bid):** will contain

- a) Cover 1: Fees (to be uploaded in pdf format)
 - (i) Copy of receipt of submission of Tender document fees
 - (ii) Copy of receipt of submission of Tender processing fee
 - (iii) Copy of receipt of submission of EMD (DD & BG)
- b) Cover 2: Techno-Commercial Bid (to be uploaded in pdf format):
 - (i) Complete Technical Bid comprising information in specified formats and schedules (Except the price schedule) including details & design of the proposed system(s) to meet out the work requirement together with its capabilities.
 - (ii) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of this tender

The Tendering Authority may require 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 working days.

6.3.3 **Part- B (Financial Bid):** will contain the package wise Financial Bid for carrying out the scope of work defined for this project. The Financial Bid is submitted in excel file of BOQ. The Financial Bid will be opened only for the Bidders shortlisted on the basis of Technical Bid. The date of opening of such Financial Bids will be intimated on the eproc website

6.4 SUBMISSION OF PROPOSALS

6.4.1 Bidder shall submit their bid in electronic format, which shall be digitally signed and further signed & stamped on each page by the designated authorized representative of the Bidder. Bidder shall procure Digital Signature Certificate (DSC) as per the provisions mentioned in Note 2 of the NIT table.

6.4.2 **Physical submission of bids is not allowed.** If asked by Tendering Authority, the bidder is required to submit original technical bid in hardcopy which shall be the exact replica of online bid submitted. In case of any discrepancy between online and hardcopy Bid, the Bid submitted online shall prevail.

6.5 FILLING OF BIDS

6.5.1 Bids shall be submitted on e-portal with the formats and schedules given in the Tender document duly filled in. The completed formats and schedules shall be considered as part of the contract documents in case the same Bidder

becomes Successful Bidder. The Bids which are not in conformity to the schedules and formats of the Tender document, may not be considered.

- 6.5.2 No alteration should be made to the format and schedules of the tender document. The Bidder must comply entirely with the Tender document.
- 6.5.3 Tender should be filled in only with ink or typed and must be submitted online after signing digitally.
- 6.5.4 All additions, alterations and over-writing in the bid must be clearly signed by the authorized representative of the bidder otherwise bid shall be summarily rejected.
- 6.5.5 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 doubt and further may result in rejection of such Bid.
- 6.5.6 The Tendering Authority will not be responsible to accept any cost involved in the preparation or submission of bids.
- 6.5.7 All bids and accompanying documents shall be addressed to Jaipur Discom.

6.6 ALTERNATIVE BIDS

Alternative bids shall not be considered at all.

6.7 BID PRICES

- 6.7.1 All the prices should be quoted only in Indian Rupees (INR) Currency.
- 6.7.2 The prices quoted in BOQ.xls should be inclusive of all service tax / GST and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offer declaration. These rates of applicable taxes and Govt. Levies shall be revised as and when updated.
- 6.7.3 The bidder will furnish the break-up of the quoted price in Financial Bid according to the Annexure 19, indicating rate and type of each tax clearly, as per the rates prevailing within 7 days before the bid date. Any statutory variation and imposing of new tax by government subsequent to bid submission/currency of Contract shall be on Discom account.
- 6.7.4 The quantity of total no. of consumers mentioned in respective circle is on average basis and may increase or decrease. However the payment shall be made as per the actual no of consumers in the database at the end of the month for which system generated report shall be submitted.

6.8 Duties and taxes:

- 6.8.1 Rajasthan Discoms are registered under Rajasthan VAT and Central Sales tax Act and is entitled to concessional rate of Central Sales Tax / State VAT as per rules in force. Necessary declaration Form 'C' or prescribed certificate for availing supply of material on concessional sales tax shall be issued by the respective Discoms to the Agency.

- 6.8.2 The work contract tax, Service Tax, VAT/CST, excise duty, local taxes, entry tax as applicable/ leviable on the goods procured from outside Rajasthan, levies, and other liabilities of Government, if leviable in respect of the transaction between the respective Discoms and the Agency under the contract on the date of opening of bids (commercial) shall be treated as included in the bid price and no additional payment on this account shall be paid by the purchaser.
- 6.8.3 If Applicable , any income tax, surcharge on income tax and other corporate taxes including work contract tax, service tax and entry tax as applicable/ leviable on the goods procured from outside Rajasthan as attracted under the law, shall be deducted at source, as per the prevailing Govt. rules by respective Discoms from each bill. Necessary TDS certificate shall be issued by respective Discoms.
- 6.8.4 Any statutory variation in existing rates taxes /duties/ levies/charges and due to implementation of GST during contractperiod will be to respective Discoms' account. However, for claiming any such statutory variation, the contractor is required to furnish the documentary evidence / proof in support of the same for scrutiny and approval of the respective Discoms. Any downward variation in above rates of taxes/duties/levies will have to be passed on to the Discom.

7. PERIOD OF VALIDITY OF BIDS

- 7.1 The submission of any Bid connected with this Tender documentshall constitute an agreement that the Bidder shall have no cause of action or claim, against the Jaipur Discom for rejection of his bid. Jaipur Discom shall always be at liberty to reject or accept any Bid or Bids at its sole discretion and any such action will not be called into question and the Bidder shall have no claim in that regard against any Discom.
- 7.2 The bid validity period is provided in the table mentioned in the NIT section. Bids mentioning a shorter validity period than specified are likely to be summarily rejected.
- 7.3 Tendering Authority 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.

8. SIGNATURE OF BIDDER

- 8.1 The bid must contain the name, address and place of business of the Bidder and must be signed and sealed by the designated Authorized Representative of the Bidder. The name of such person should also be typed or printed below the signature.
- 8.2 Bid by a partnership firmmust be furnished with full names of all partners.
- 8.3 Bids by corporation/ company must be signed by the Authorized representative of the Bidder with the legal name of the corporation/ company.
- 8.4 Satisfactory evidence of authority (Power of Attorney) of the person signing on behalf of the Bidder shall be furnished with the bid.
- 8.5 The Bidder's name stated on the proposal shall be exact legal name of the firm.
- 8.6 Bids not conforming to the above requirements of signing shall be disqualified.

9. DELAY IN BID SUBMISSION

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 not be accepted.

10. RECEIPT OF BIDS

Bids shall only be received through <https://www.eproc.rajasthan.gov.in> website.

11. 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 cannot withdraw his bid after submitting it once.

12. BID OPENING

- (i) Jaipur Discom shall perform the Bid opening at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.
- (ii) Only the bids of those bidders who qualifies post the Technical Bid evaluation shall be eligible for Financial Bid opening. The date and time of Financial Bid opening to the technically qualified Bidders would be intimated later. The bidder who has quoted lowest shall be termed as the successful bidder.

13. EVALUATION AND COMPARISON OF BIDS

13.1 Process of Evaluation of Bids

- 13.1.1 Technical Bid Evaluation: Jaipur Discom shall start the evaluation of Technical Bids as opened. The authorized persons of Jaipur Discom shall evaluate the technical bid in terms of its responsiveness to the terms and conditions of this Tender Document and Bidder's capability to meet the Qualification Requirements. The Technical Bids which are responsive and meet the qualification requirements of this Tender Document shall be declared as Technically Qualified Bidders and shall be intimated accordingly about the Financial Bid Opening. Only those Bidders which are technically qualified shall be eligible for opening of Financial Bids.
- 13.1.2 A live demo of the software shall be shown to the Jaipur Discom during technical evaluation period. The date, time & place of giving live demo shall be intimated by the Tendering Authority to the Bidder atleast 7 days before such demo.
- 13.1.3 The Bids of Bidders who are not technically qualified shall be rejected and their EMD shall be refunded within 15 working days from the date of opening of Financial Bids.
- 13.1.4 Financial Bid Evaluation: The Financial Bids of the technically qualified Bidders shall be opened by Tendering Authority on scheduled date, time & place. The technically qualified Bidders shall be intimated these details by the Tendering Authority. The Financial Bids which are opened shall be evaluated by the authorized persons of Jaipur Discom for the responsiveness as per the terms & conditions of this tender document. Tendering Authority shall then prepare

the list of the technically qualified bidders whose financial bids are responsive. Tendering Authority shall then arrange the quotes of the responsive financial bids in ascending order of the prices quoted by them and allot such Bidders ranks such as L1, L2...and so on, in such ascending order.

- 13.1.5 The Bidders having lowest financial quote in the respective packages during Financial Bid Evaluation shall be considered as the L1 Bidders for those packages.
- 13.1.6 The EMD of the other technically qualified bidders shall be returned within 15 working days from the date of signing of Contract by the respective Discom with the successful bidder.

13.2 GUIDING PRINCIPLE FOR EVALUATION OF BIDS

- 13.2.1 The tendering authority shall determine to its satisfaction whether the bidder has submitted the substantially responsive bid and is qualified to perform the Contract satisfactorily.
- 13.2.2 The determination shall be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- 13.2.3 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.
- 13.2.4 The Tendering Authority, in observance of best practices, shall:
- i. Maintain the bid evaluation process strictly confidential as per the details mentioned in Clause 9.3 below.
 - ii. 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 this Tender document.

13.3 CONFIDENTIALITY

- 13.3.1 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.
- 13.3.2 Any attempt by a bidder to influence the tendering authority or other officials of Discoms in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions shall result in the rejection of his bid.
- 13.3.3 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.

13.4 DETERMINATION OF RESPONSIVENESS

- 13.4.1 The determination of the responsiveness of a bid would be based on the contents of the information furnished by the Bidders in the Bid.
- 13.4.2 A responsive bid would be the one that meets the requirements of the Tender document without material deviation, reservation, or omission where: -

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

13.4.3A 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 Tender document; or
 - b) Limits in any substantial way, inconsistent with the Tender 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.
- iii. Dilute the Qualification requirements mentioned in this Tender document.

13.4.4 The Tendering Authority shall examine the technical aspects of the Bid in particular, to confirm that all requirements of Tender document have been met without any material deviation or reservation.

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

13.4.6 Only those Bids which have been submitted for all three packages shall be considered as responsive Bids.

13.5 NON-MATERIAL NON-CONFORMITIES

13.5.1 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.

13.5.2 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 Financial Bid. Failure of the bidder to comply with the request may result in the rejection of its Bid.

13.6 DISQUALIFICATION

13.6.1 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 Bid, 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 Discoms at least for one year.
- iii. The Bidder has been disqualified from any other Discom for 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(s) as asked by Tendering Authority, the bid/offer may be rejected/non-responsive.
 - vi. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
 - vii. In case of any foot note or explanatory statement in the financial offer the bid/offer may be rejected/non-responsive.
 - viii. 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.
 - ix. In case of any mis-apprehension at bidder level which may lead to wrong price bidding, Discoms reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersions of Discoms / 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.
 - x. Does not meet the Qualification Requirement (QR) as mentioned in the bidding document.
 - xi. During validity of the bid or its extended period, if any, increases his quoted prices.
 - xii. Has imposed conditions in his bid.
 - xiii. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - xiv. Has been terminated or suspended from work under any contract within India or Outside India and their performance guarantee/ security forfeited due to violation of terms. If bidder hides any facts in this regard an appropriate action shall be taken and EMD shall be forfeited.
 - xv. Has submitted bid which is not accompanied by required documentation and EMD/Tender document fees/Processing fees
 - xvi. Has failed to provide clarifications related thereto, when sought.
 - xvii. Has submitted more than one bid. This will cause disqualification of all bids submitted by such bidders including forfeiture of the EMD.

13.6.2 Tendering Authority has 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 such action.

Note: Bidders may specifically note that while processing the bid documents, if it is 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.

14 AWARD OF CONTRACT

14.1 ACCEPTANCE OF THE TENDER/BID AND NOTIFICATION OF AWARD

- 14.1.1 The Discom reserves the right to award the Contract of any package to any Technically Qualified Bidder on L1 price of that package.
- 14.1.2 If such successful Bidder is unable to submit the required documents and to sign the contract with respective Discom, it shall be rejected with forfeiture of its EMD and L-1 rates of that package shall be offered to L-2 bidder in the package and so on.
- 14.1.3 After the selection of the Successful Bidder by the Tendering Authority within the validity period of Bid, the Tendering Authority shall inform such Bidder in writing by issuing Letter of Intent (LOI).
- 14.1.4 The Successful Bidder shall send an acknowledgement the LOI to the Discom, post which Discom shall prepare and send a detailed work order to the Successful Bidder. In case, the Successful Bidder refuses at the issue of LOI, the intent to perform the scope of work, it shall be rejected with forfeiture of its EMD and offer may be extended to the L2 Bidder and so on.
- 14.1.5 Respective Discom shall issue Work Order to the Successful Bidder for respective package requiring him to do the following things within specified timeline. If the Bidder fails to do the following things within specified timeline, EMD of such Bidder shall be forfeited and Tendering Authority and Discoms may consider the next ranked bidder.
- a) Written Letter of Acceptance of Work Order along with duly signed and sealed copy of such Work Order as token of such acknowledgement within 7 working days.
 - b) Submission of Performance Guarantee as required to be submitted under the Contract within 15 working days.
 - c) Signing of the Contract (based on the terms & conditions of this Tender Document) with the respective Discom within 15 working days after issue of Contract format by respective Discom to the Successful Bidder. In case any of the party (Discom and the Successful Bidder) is unable to sign the Contract within 15 working days, it shall inform the other party in advance regarding the same alongwith the reason and suitable time for signing of the Contract.
- 14.1.6 Decision on bids shall be taken within original validity period of offers which shall be kept up to 90 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.
- 14.1.7 The EMD of the other bidders shall be refunded after the execution of the contract by the respective Discom with the successful bidder and his Contract Performance Security is received by the respective Discom.

14.1.8 Until a formal Contract is prepared and signed, the Work Order/ LOI shall constitute a binding Contract.

15 SIGNING OF CONTRACT

15.1 The successful bidder will, on receipt of Work Order from each of respective Discom enter into a contract with respective DISCOMs by jointly signing the Contract.

15.1.1 The draft of the Contract based on the terms & conditions, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution by the Respective Discom.

15.1.2 The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

15.2 RESERVATION OF RIGHTS

15.2.1 To take care of unexpected circumstances, Tendering Authority shall reserve the rights for the following:

- i. Extend the last date & time for submission of the bids.
- ii. Amend the Tender Document at any time prior to the last date & time of submission of Bids.
- iii. To reject any bid without assigning any reasons.
- iv. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bids.
- v. Seek the advice of external consultants to assist Jaipur Discom in the evaluation or review of bids.
- vi. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its bids.
- vii. Reproduce for the purposes of the procedure the whole or any portion of the bids despite any copyright or other intellectual property right that may subsist in the bids.
- viii. Note: Direct or indirect canvassing on the part of the Bidder or his representative would be a ground for disqualification of such Bidder from this process.

15.3 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.

15.4 General

15.4.1 **The bidder must quote for all three Packages as a mandatory condition.**

15.4.2 Only one bid will be accepted against cost of Tender Document paid. This Tender Document is not transferable. The Tender Document Fees will not be refunded under any circumstances.

15.4.3 The bidder shall treat the details of this Tender Document as private and confidential and shall not reproduce without the written authorization of the Jaipur Discom.

- 15.4.4 Any Discom 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.
- 15.4.5 The fact of submission of bid to the Jaipur Discom shall be deemed to constitute an agreement between the Bidder and respective Discom whereby such bid shall remain open for acceptance by the any Discom 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 respective Discom, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the respective Discom, until formal contract of the same bid has been signed between him and respective Discom in replacement of such agreement.
- 15.4.6 The successful bidder will have to sign the contract agreement for the proper fulfilment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the Tender Document/ Bid, interpretations as may be advantageous to Discoms may be taken, if satisfactory clarification is not furnished within the prescribed period.
- 15.4.7 Any Discom will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
- 15.4.8 Telex, Telegraphic or Fax bids shall not be acceptable.
- 15.4.9 Jaipur Discom reserves the right to:
- Amend the scope of the proposed contract.
 - Reject or accept any bid.
 - Cancel the bid process and reject all applications.
 - Vary the area.
 - Jaipur Discom 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.

Note: Discoms tends to give some of the towns on Distribution Franchise basis, in such case following conditions shall apply:-

- If the distribution franchise continues with the billing being carried out under these packages, the same shall be carried out by contractor on terms & conditions specified in the letter of award.**
- If the consumer base as mentioned in the letter of award in respective packages is reduced, than the reduction shall be carried out for the payment purpose, however it shall not be more than 10% of the consumer base mentioned in the letter of award.**

15.5 Non conformity, errors, and omissions

If the Financial Bids of Technical Qualified bidders are opened, the Jaipur Discom will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- 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 Jaipur Discom 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;

2. 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

3. If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words is related to an arithmetic error, the amount in figures shall prevail subject to (1) and (2) above.

If there is a discrepancy between percentage and figures related to various taxes or levies, the percentage shall prevail over figure mentioned. However, where the amount expressed in percentage is related to an arithmetic error, the amount in figures shall prevail subject to (1) and (2) above. It should also be noted that at time of payment against, the prevailing tax/levy rates will be used as on the date of approval of payment

- Except as provided in sub-clauses (1) to (3) herein above, Tendering Authority shall reject the Price Proposal if the same contains any other computational or arithmetic discrepancy or error.
- If the bidder does not accept the correction of errors, its Bid shall be disqualified and its EMD shall be forfeited.

SECTION-IV 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 respective Discoms. The Bidder shall be deemed to have fully informed himself and to have specific knowledge of the provisions under terms and Conditions of this Tender Document mentioned hereunder:

1. DEFINITION OF TERMS:

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.

Discoms shall mean the power distribution companies of Rajasthan viz. Jaipur Discom, Ajmer Discom & Jodhpur Discom.

The “Jaipur Discom / Ajmer Discom / Jodhpur Discom” shall mean the Jaipur Vidyut Vitran Nigam Limited/ Ajmer Vidyut Vitran Nigam Limited / Jodhpur Vidyut Vitran Nigam Limited or JVVNL/AVVNL/JdVVNL, respectively, represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees.

The “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”.

The “Agency” shall mean the Bidder whose Bid has been accepted by Discoms and shall include its heirs, legal representative, successors and assignees approved by the Discoms.

The “Chairman/Managing Director” shall mean the Chairman/Managing Director, Discoms.

The “Engineer” shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, Discoms 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 Discoms or his duly authorized representative.

“Works” mean and include the work or works to be done by the Agency under the contract.

The “Contract” shall mean and include the following:

- i. Notice Inviting Tender
- ii. Complete Tender document including its amendments if any.
- iii. Bid submitted by bidder.
- iv. EMD.
- v. Letter of Intent and its acknowledgement.
- vi. Security Deposit/ Performance Guarantees.
- vii. Detailed Work order.

- viii. Addenda that may hereafter be issued by the Discomsto the Agencyin the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discoms.
- ix. The agreements to be entered as per Tender Document.
- x. Requisite Power of Attorney in favor of the authorized signatory of the Bidder.

The “Specification” shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.

The Month shall mean, English calendar month i.e. period of 31/30 days and week shall mean a period of 7 days.

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.

“Acknowledgement of Letter of Intent” shall mean the Bidder’s letter conveying his acceptance of it being successful bidder and its intent to perform the contract.

“Acknowledgement of Work Order” shall mean the Bidder’s letter conveying his acceptance of the tender as per the terms and conditions as been stated therein.

The “Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.

“Letter of Intent” Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.

“Work Order” shall mean the Discoms’letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discomsmay like to convey to the Agencypending signingof a formal written Contract.

“Writing” shall include any manuscript type written or printed statement under or over signature or seal as the case may be.

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.

Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.

Words importing the singular only shall also include the plural and vice version where the context requires.

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:** After the selection of successful bidder Respective Discom will issue Letter of Intentand subsequently a detailed Work Order to suchbidder. A contract shall be entered into between Respective Discom and the successful bidder.

3. **CONTRACT VALUE:** Contract Value shall be termed as total order value as quoted by the Successful Bidder in the Financial Bid.
4. **CONTRACT PERIOD:**The contract period shall be initially for a period of 5 years from the date of award of contract. The contract period shall be extendable for further 2 years, on mutually agreed conditions.
5. **IMPLEMENTATION PERIOD:**The implementation period of project shall as defined in this document where in all the hardware, software, resources etc. should be installed/deployed.
6. **TERMINATION OF CONTRACT:** If the services of the vendor are not as per the awarded work for three consecutive months after commencement of work then Discoms will have liberty to terminate the project.
7. **FALL BACK ARRANGEMENT:** In the event of failure of the Agency to fulfil its obligations, duties and responsibilities as per the terms & conditions of the Contract, Discoms shall **interalia** have the right, at any time to resort to fall back arrangement. Under such arrangement, Discoms shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the Contract and can recover from the BGs & other holding of agency with Discom, the losses suffered due to such failure. If the BGs & other holding of agency is insufficient, the Agency shall pay the difference to Discoms failing which Discoms shall have right to recover the sum through legal or other means.

The Discoms 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 Discoms shall have the right in such circumstances to blacklist/bar/disqualify the Agency from submission of Bid to the any Discom(s) at least for one year.

8. **HANDING OVER ON TERMINATION/ PROJECT COMPLETION:** The Contract shall require the Agency to cooperate in handing back the facilities, records, database backup and documents, latest software with documentations, manuals, etc. in good working order to respective Discom after termination of Contract.

Upon termination of the Contract, 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, Respective Discom shall arrange to award the Contract to other firm or may execute the work departmentally at-least 6 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 enable the new agency to understand the process.

Upon Termination of the Contract, following equipment / items shall be handed over:

- (i) All applications and other software, OS, database and other allied software with documentation (Except DR Centre)
- (ii) All Servers with Racks (except DR Centre)
- (iii) All Desktop PCs , UPS and Printers
- (iv) SBMs (95% in working condition)
- (v) Barcode reader and Biometric Device
- (vi) LAN with allied equipments

9. **PERFORMANCE BANK GUARANTEE:**

- 9.1. A Performance Bank Guarantee equivalent to 10% (Tenpercent) of annual Contract value of each package shall be provided by the Successful Bidder within 15 days of receipt of Work Order from Discoms, in cash or by crossed Bank Draft or by way of Bank Guarantee. The Performance Bank Guaranteeshall be valid for three months in addition to the entire contract period. In case if the successful bidder provides a Performance Bank Guaranteefor shorter duration (not less than 12 months) then it would be the sole responsibility of the Successful Bidder to get the Performance Bank Guaranteeextended well in advance to maintain the validity time. Respective Discom may invoke the Performance Bank Guaranteewithout giving any information if validity of such Performance Securityexpires.
- 9.2. The Bank guarantee in the prescribed format must be from the branch of any Nationalized/Scheduled Bank located in Rajasthan. The Agency may furnish Bank Guarantee on stamp paper of Rajasthan state and shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that Rajasthan State.

10. AGENCY TO INFORM HIMSELF FULLY

The Contract shall be considered to have come into force from the date of its signing. The contractor shall be deemed to have carefully examined the Tender document including General Conditions, specifications and schedules. Also it shall deemed to have satisfied himself withthe 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 Discoms or the Engineer shall not in any way relieve the contractor from his responsibility for the supplying of the hardware, software and other 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 equipment.

11. CONTRACT DOCUMENTS

The order placed under this Tender document shall be governed by the terms and conditions as incorporated in this Tender document and as given in the detailed work order. The terms and conditions as specified in this Tender document if differ from the terms indicated in the detailed work order the later 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 fulfilment of the contract, the Agency shall execute the Contract in the prescribed form, in prescribed number of copies on Rajasthan State Non-judicial stamp paper bearing stamp duty as applicable. The expenses of completing and stamping the Contract shall be borne by the Contractor. Such Contract shall be executed and signed by the authorized signatory of the Agency on each page thereof. 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 Discom 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 Discom shall be sent to the supplier for his reference.

12. CHANGE OF QUANTITY

The Discom reserves the right to increase or decrease the quantities of consumers as specified in the **Section III Information to Bidders, Clause 15.4.9**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.

13. 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 Discoms, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the Discoms resulting from any cancellation. The Discoms shall then be entitled to deduct the amount so payable from any moneys otherwise due to the Agency under the contract.

14. COMPLIANCE OF LABOUR LEGISLATION:

The Agency shall discharge its liability of employer in respect of personnel to be engaged for delivering service under this Contract, 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 Wages Act, 1948 or any other Act, Rules, Regulations as may be applicable. The Agency 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 **Tender document**, 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 Agency shall be solely responsible for any consequences arising out of breach of any applicable legislations.

The Agency shall deploy **Skilled / Highly Skilled manpower** with necessary qualifications and experience as mentioned in the Tender Document. Agency shall pay salaries / wages to the manpower deployed through cheque/online transfer and submit Circle wise, Division wise Sub Division wise and Employee wise salary statement with all details such as Basic, DA, Conveyance, Bonus, EPF, ESI, PT, TDS, Net Salary etc. to Discoms. Payment of wages / salaries paid in cash is strictly not allowed.

Accounts Officer of respective circle shall ensure compliance by the Agency with respect to labour law, minimum wages, Accidental Insurance, Workman compensation, EPF and ESI etc. Accounts Officer shall verify and certify the monthly Circle wise, Division wise Sub Division wise and Employee wise salary statement for release of payments to Contractor

15. SAFETY OF SYSTEM: The Agency shall be fully responsible for upkeep, operation, maintenance, security and safety of 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 Discoms in good working order on completion of the contract or time to time basis as per scope of works as and when required by the Discoms. Agency shall compensate to Discoms any loss suffered by Discoms due to default of the agency in this respect.

16. INSURANCE:The agency at his own cost shall arrange, secure and maintain all insurance (Equipment & manpower) as pertinent to the works and obligatory in terms of law to protect its interest and interest of Discoms against all perils. The validity of insurance shall be valid till expiry of contract

- 17. REMEDY ON AGENCY'S FAILURE TO INSURANCE:** If the Agency fails to effect and keep in force insurance referred to in clause 16 hereof or any other insurance which he may be required to effect under the terms of contract then the respective Discoms 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 Discoms as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.
- 18. LIABILITY FOR ACCIDENTS AND DAMAGES:**
- 18.1. The Agency shall be liable for and shall indemnify the Discoms 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.
- 18.2. Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the Discoms not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the DISCOM 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.
- 18.3. The Agency will indemnify and save harmless the Discoms against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the Discoms 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 cover such indemnity.
- 18.4. The Agency shall insure against such liabilities with an insurer approved by the Discoms 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 Discoms, such policy of insurance and the receipt for payment of the current premium.
- 19. MAINTENANCE OF FACILITIES AND PERSONNEL:** The Agency shall maintain all requisite facilities independently for each packages of its own as required to carry out the work as per the Tender document.
- 19.1. The Agency shall provide and maintain a controlling office with requisite infrastructure at respective Discom's office with proper staff & facilities like telephone with fax, mobile phone, Internet etc. at its own cost and shall remain open at all reasonable hours to receive communications.
- 19.2. Space, Electricity, Water and other facilities at Sub-Division, Division, Circle, Data Centre shall be provided by respective Discoms without any cost chargeable to Agency.
- 19.3. PERSONNEL: The Agency shall maintain supervisory and other personnel for efficient management of the work under contract. However this contract is on service model, Agency shall be responsible for smooth & timely execution of work by appointing sufficient number of manpower.

- 19.3.1. Manager or an alternate shall be available for communication during 9 am to 7 pm.
 - 19.3.2. Agency shall not change the Manager/nodal officer, provide that he has not left the service.
 - 19.3.3. Agency shall immediately inform the respective D about any change of personnel/contact numbers through Email and post.
 - 19.3.4. Agency shall issue identification cards (ID card) to all its personnel engaged in the work under the contract. The identification card duly signed by authorized signatory of managerial position of the agency. The format of such ID card shall be approved by concerned Discoms Officers shall be consisting of key details of Resume and photograph of the concerned personnel along logo of the Agency. The Concerned Discom officer after countersigning these IDs, will return the same to the Agency for distribution to the concerned personnel. The IDs shall be handed over to the concerned Discom officer after the completion of work under the contract.
- 19.4. **NODAL OFFICER FOR EXECUTION OF PROJECT:** After award of contract, to interact between the field offices and Agency, respective Discom shall appoint a Nodal Officer if required. Similarly, the Agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from his side.

20. **AGENCY'S RIGHTS:** The Agency will be given rights to operate in the area during the Contract period for carrying out the work, 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 working as an agent of Discom to implement the spot billing system on BOOT basis

21. **CONTRACT AGREEMENT:**

- 21.1. The Contract shall set out specific events of default by one party that will entitle the other party to terminate the Contract. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.
- 21.2. The Contract 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.
- 21.3. Agency shall indemnify Discom 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.

22. **PAYMENT TERMS & PENALTIES**

22.1. **Invoicing**

The agency shall submit sub division wise monthly invoice in triplicate to Sub-Division officer of respective Discoms, as per the rates indicated in the Contract along with proof of consumers in the database. The payment will be made on per consumer basis for the number of consumers maintained in the database for that particular month.

22.2. Payment

Payment of 95% of the Invoice amount shall be made within 30 days of the submission of the Invoice along with adequate proofs to respective Sub-Division officers. The remaining 5% payment of such invoices shall be withheld till the end of each year as annual performance security. Such payment shall be payable after expiry of each year based on the satisfactory performance of the Agency

22.3. Certification

The sub division officer within 15-days shall certify the quantities claimed and may levy the penalties as per the penalty clause for not adhering to the service deliveries as specified in the Contract. He shall then forward the bills to the Office of concerned Accounts Officer. In the first invoice verification, necessary certificate about receipt / installation of requisite equipment / infra shall be given by Sub Division Officer.

Concerned Accounts Officer after verifying / certifying the below documents, shall forward verified invoice bills received from Concerned Sub-Division Officer to Sr. Accounts Officer(CPC) making payments.

1. Employee wise monthly wages statement.
2. EPF statements and challan.
3. ESI statements and challan.
4. Certifying 95% amount to be released.

The Sr. AO (CPC) will release payment within 30-days on receipt certified invoices from Concerned Account Officers.

Remaining 5% amount (withheld as annual performance security) shall be released up on the submission of Invoice to Sr. AO (CPC) along with performance certificate issued by Circle Accounts Officer against submission of Annual Ledger for previous financial year.

22.4. Price Variation

22.4.1. The price variation shall be computed as per below formula on 1st of April month (after the award of contract) and the price so derived shall be applicable for ensuing months only. The Agency shall have to submit relevant documents to calculate extent of price variation.

22.4.2. Price variation formula

The price variation shall be applicable on the unit rates mentioned in the Contract. The percentage increase/decrease (rounded off up to two decimal) in price shall be worked out as under:

B1_Rate of skilled labour per day as on date of Bid Submission, as published by the Govt. of Rajasthan for minimum wages to Labour per days, as per Act 1948.

B2_Rate of skilled labour as published by Govt. of Rajasthan as on first day of April month for which price variation is to be allowed to the bidder.

Formula: $PV = 0.20 \times ((B2-B1) / B1) \times 100$ (where manpower component is considered as 20% of the total cost per consumer.

Illustration:

If the base rate of skilled Labour (B1) is Rs. 200 per day as date of Bidding, and the rate of skilled labour (B2) is Rs. 220 per day then on 1st the April of that particular year, price variation shall be calculated as below:

$$PV\% = 0.20 \times ((220-200) / 200) \times 100 = 2\%.$$

23. Penalties

The following penalties shall be applicable on the Bidder:

Sl. no	Activity	Penalty
1	Penalty for delay in implementation of the work	For every week delay in implementation, 1% of the Annual Contract value will be levied on Agency for the first 2 weeks delay. Thereafter penalty of 2% per week will be levied on Agency. If the delay is beyond 6 weeks, then the Discom reserves the right to terminate contract at the risk and cost of the Agency.
2	Penalty for not meeting the Service Level Agreement (SLA)	During the contract period if the SLA of the system are not met then penalties will be levied on Agency as - 1% deduction of monthly invoice for each 1% degradation / deviation of the performance.
3	Penalty for not maintaining the minimum inventory of SBM machines/HHD (with portable printer set)	The Agency must maintain the minimum prescribed inventory of SBM machines. In case Agency 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.
4	Non-generation of bills due to the deficiency of service by the service provider (Including SMART PHONES problems, stationery, Connectivity, software etc.)	Twice the Contract the unit Price awarded per consumer.
5	Non rectification/Problems in Re-customization of Software due to change in tariff.	0.5 % / week or part thereof on the monthly remuneration bill.
6	Non-availability of supporting manpower of Agency	Rs.500/day/person.
7	Non-deliverables viz., Copy of data base, back up, MIS reports etc., to SDO, Circle, Zonal and	Contract will be terminated duly after giving 15-days' notice with DISCOM reserving

Corporate Office.	liberty to claim all consequential damages.
-------------------	---

Note: The total penalty for items mentioned (except S. No. 1) above for any month shall not exceed 10% of the invoice value for that month for the respective sub-division.

1. IMPLEMENTATION AND ROLLOUT SCHEDULE

- 1.1. The Agency has to submit the plan for customization and rollout of the scope of the work as per the terms and conditions of the award.
- 1.2. Time is the essence of the contract and hence the scope of has to be completed as under.
- 1.3. Penalty will be levied for delay in execution and rollout as per the Penalties given in this Tender document.

S.no	Particular of activity	Time schedule desired
1	Furnishing detailed specification of all the software, hardware under the scope of the Agency.	Within 30 days from the date of awarding contract
2.	Approval/ comments by respective Discom.	Within 15 days from the date of submission of point 1 above.
3	Offer for Software and Hardware testing incorporating comments of Discom as per point No. 2	Within 15 days after activity as per point No. 2 above
4	Testing of the system by respective Discom	Within 15 days after activity as per point No. 3
5	Deployment of the system and Functional operation of the system	Within 15 days after activity as per point No. 4.

2. **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.
3. **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 respective Discom HQ. All disputes, differences questions whatsoever arising between the Discom and the agency upon or in relation to or in connection with the Contracts shall be deemed to have arisen at Discom Head Quarter only and no court other than court at Jaipur, Rajasthan shall have jurisdiction to entertain or try the same.
4. **SETTLEMENT OF DISPUTES:** In any time any question, dispute or difference what so ever which may arise between respective Discom and the Agency, the same shall be decided by CMD/MD of respective Discom, or by the settlement committee constituted by him and shall be final and binding on both the parties.

The Discoms have 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:

- 4.1. Reference fee for CE level settlement committee - Rs. 500/-
- 4.2. Reference fee for corporate level settlement committee-Rs. 3000/-
- 4.3. Fee for review of cases by corporate level settlement committee- Rs. 5000/-
- 4.4. The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the concerned AO.

5. **CONDUCT OF AGENCY'S STAFF:** If any of the Agency's employees shall, in the opinion of Discom, is guilty of any misconduct or incompetence or negligence, then if so directed by Discom, the Agency shall at once remove such employee and replace him by anequally qualified and competent substitute.

It is clarified that all the field persons/collection agent deployed by Agency shall be in uniform (to be prescribed by Agency) with badge & shall have identity card to be approved by Discom on Agency's recommendation.

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

7. **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 respective Discoms 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 respective Discoms 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 the same to the Discomsin which case the Discomsreserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the supplier.

8. **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.

9. **INSPECTIONS AND TESTING:**

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

- 9.1. Before commencement of operation, Discom, shall verify the infrastructure and equipment's as per thiscontract/tender terms and specification, subsequent to intimation about the same by the Agency.
- 9.2. The Agency has to arrange demonstration / Testing of software ascertaining compliances of various features of system or the entire solutions provided by it before deployment and incorporate requirements of Discoms pertaining to work.

10. **SERVICE TAX /GST:**The rate quoted by the Bidder must be inclusive of applicable Service Tax/ GST as on date of Bidding.
11. **SUSPENSIONS OF WORKS:** The Discom shall not be liable to pay the Agency any compensation whatsoever arising from suspension of specified work or for idle labour.
12. **DEATH BANKRUPTCY ETC.:**
- 12.1. If the Agency 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 its business under a receiver, the executors successors, or other representatives in law of the state of the Agency 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 Discom 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 Discom subject to his or their providing such guarantee as may be required by the Discom 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 Agency 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 Discom by notice in writing to the Agency and the same power and provisions reserved to the Discom as mentioned in the Tender in the event of taking the work out of the Agency's hand's shall immediately become operative.
- 12.2. Change of name of the Agency at any stage after Bidding Process, the Discom shall deal the same as per prevailing rules of the Discom.
13. **GUARANTEE:**
- During the entire period of contract the Agency shall be responsible for satisfactory performance of the system and required maintenance / upgradation / replacement / services shall be done by the Agency.
- In the alternative, the defective or damaged materials shall be replaced free of cost within 72 hours from the date of receipt of the intimation from the Discom of such defects or damages.
- When the whole or part of the materials 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 72 hours from the time of intimation of defect/damage either at the point of destination or at the Agency's works, at the cost of Agency, against proper security and acknowledgement.
14. **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 prevailing in Discom, which shall be made available to the Agency. These rules and regulations may be modified by Discom from time to time and would be intimated to the Agency for incorporating the same into the Billing System during the currency of Contract.

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.

15. **FAILURE TO EXECUTE THE CONTRACT:** Agency failing to execute the order placed on them to the satisfaction of Discoms under terms and conditions set forth therein, will be liable to make good the loss sustained by the Discoms, 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 Penalty/ Liquidated Damages and forfeiture of Performance Security.
16. **NON-ASSIGNMENT:** - The Agency shall not assign or transfer the contract or any part thereof to any other agency/ person during the contract period.
17. **EFFECTING RECOVERIES:** Any loss, arising due to non-fulfilment of this contract or any other contract, will be recovered from the Performance Security held and or any other amount due to the Agency from the Discoms from this Contract as well as from other contracts.
18. **CLIMATIC CONDITIONS:** The system are for use in various geographical area of respective Discoms 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.
 - 18.1. The ambient temperature will be within the range of + 0 Degree Centigrade to + 55 Degree Centigrade.
 - 18.2. The altitude will be less than 500 metres.
 - 18.3. The maximum & minimum atmospheric humidity will be in the range of 95% & 10 % respectively.
 - 18.4. Average Number of thunderstorm days per annum is 65.
 - 18.5. Average Number of dust storm days per annum is 15.
 - 18.6. Average Number of rainy days per annum is 65.
 - 18.7. Average annual rainfall is 100 cm.

The climatic conditions are prone to wide variation in ambient condition and equipment's offered under this specification shall be suitable for installation at any of the location in the area of respective Discom.

19. **CLOSURE PROCEDURES:** After completion of Contract, in order to close the Contract the following procedure shall be adopted:
 1. **All the equipment, software and Hardware as detailed below shall be handed over within 15 days of expiry of contract.**
 2. **The following Handing over Certificate shall be issued within 15 days after handing over of All the equipment, software and Hardware from respective officer.**

A. Data Centre:

S. No.	Name of equipment	Quantity	Whether in operation
--------	-------------------	----------	----------------------

			or not
1	Application Server		
2	Database Server		
3	Device Management Server		
4	MIS Server		
5	Backup Server		
6	Firewall, Switch, Router, UPS etc.		
7	Desktop PCs		
8	Communication Server		
9	Server Racks		
10	Data Base Software with Data base		
11	Application Software		

This Certificate shall be issued by the SE (IT) of Discom.

B. Circle Level:

S. No.	Name of equipment	Quantity	Whether in operation or not
	Desktop PC's with furniture		
	UPS		
	Network Laser Printer		
	SBM		
	Barcode reader		
	Biometric Reader		
	Line matrix printer		

This Certificate shall be issued by the Circle AO, alongwith Performance and No-dues Certificate.

After receipt of both certificates, SE (IT) of Discom will process the case further for closure of Contract and shall issue release order of pending BGs and payment within 30 days of receipt of the certificates.

SECTION – V DETAILED SCOPE OF WORK

Existing System at Rajasthan DISCOM

The area under each Discom with zonal offices, O&M circles and no. of consumers is mentioned in the Introduction Section. In case any area under jurisdiction of Discoms is awarded on Distribution Franchisee Model than respective Discom reserve the right to reduce the scope of work for such area of jurisdictions given to the franchisees.

In general the Consumers are billed on bimonthly basis with high value consumers being billed on monthly basis. Currently the billing month is divided into 4 cycles and consumers are organised into binders based on the geographic area. The readings of above 18.5 Kw consumers are being provided by the Discom for generation of bills. The reading of HT consumers are provided online either from the meter data acquisition system or from vendors systems in a specified format, the bills are then generated by the billing agencies. Various output reports are generated at pre-defined periodicity i.e. daily, weekly, monthly, quarterly and annual on pre-printed stationeries.

Note: Before furnishing the bid the bidder may study the present billing system of Discom and contact to Tendering Authority. The functional requirement of the current system and services to be rendered would be at par or in addition to all the functionalities that are present in the current system. The bidder has to study the bill formats, various reports, MIS reports etc., that are currently being provided to ascertain the quantum of services.

Rajasthan Discoms shall provide requisite internet connectivity with sufficient bandwidth at Data Centre, Circle, Division and Sub Division. However GPRS connectivity for SBM and connectivity between Data Centre and DR Centre is under the scope of the Agency

Rajasthan Discoms intends to appoint an Agency for Deployment of Billing System with Spot Billing features on BOOT Basis initially in areas of three Discoms of Rajasthan which are not covered under R-APDRP program for a period of 5 years. The Objective to be fulfilled by Agency for such system is mentioned in the Objective Section whereas the detailed scope to deliver that Objective to be undertaken by Agency is provided below:

The work is designed on service model and consists of the following:

I. Supply and Installation of software system comprising the following :

- a) Billing software
- b) Spot Billing machine software
- c) Report Builder for report customization
- d) Business Intelligence Tool for Analytics and customized MIS Dash Board
- e) New connection management
- f) Collection management
- g) Meter management
- h) Data base software
- i) Operating system software
- j) Mobile application
- k) Feeder Register

The sizing of the system shall be done as given in the subsequent clauses.

- II. IT Infrastructure :** To supply and maintain the required hardware at the central Billing Control Center:
- Application Server
 - Database Server
 - Device Management Server
 - MIS Server
 - Backup Server, Communication Server (to read communicable meters)
 - Firewall, Switch, Router, UPS etc.
- The servers shall be Rack Mounted**
- III. To supply and maintain the required hardware at the DR Centre (Cloud).**
- IV. To supply and maintain the required Spot Billing Machines as defined in the specification.**
- V. To supply and maintain the required hardware at sub divisions as defined in the specification**
- VI. To provide the required manpower (for each Discom):**
- Project Manager (1-No. at Discom HQ)
 - System Administrator (1-No. at Billing Control Center)
 - Data Base Administrator (1-No. at Billing Control Center)
 - Help desk and support operators (5 No's. at Billing Control Center)
 - Circle Manager (1-No. at each Circle)
 - IT support personnel (One each at Sub Division, Division Level and Two at Circle level.)
- VII. To supply Stationery & Consumables on the basis of billing cycle / mode of billing opted by the Discom**
- VIII. To supply the furniture as defined in the specification.**
- IX. GPRS/3G/4G connectivity on Spot Billing Devices and connectivity between Data Center and DR Center**
- X. Change request, modification, new feature development, new integration requirements during the tenure of the contract within quoted price.**
- XI. Data migration from the existing systems. No payment shall be made for Data Migration.**
- XII. Training to be imparted to the respective Discom's designated DISCOM personnel on the operation of the system.**
- XIII. OPTIONAL: Meter reading by deployment of the requisite manpower by Agency. (One meter Reader for 1000 no. of consumers)**

1. Deployment of software system

The work is designed on service model and Agency have to provide the required hardware, system software, database, firewalls, antivirus, application software, software services for updating and customization of application software during the contract period, training the Discom users on the application, central help desk for system support, etc.

The Agency shall have a ready to implement software fine tuned to the requirement of the Discoms. The requirements are summarized as:

1.1 Software Architecture

A comprehensive web based platform to operate all billing activities of Discoms. The application shall be composed of an n-tier system in which a client obtains processed information from a remote application server. The servers in turn access the information from enterprise systems such as database, process them by using

contained business logic, and deliver the processed information to the client in an appropriate format. These layers are client layer (Web browser or rich Java client), middle layer (Web servers application server), and the back-end layer or data layer (databases).

A. The following shall be some of the key features of the web based software:

- **Multi-layered:** A comprehensive suite of application and system services shall be provided which is built on open standards.
- **Performance:** The performance optimizations shall include multiprocessing, a high-performance data access layer, connection caching and pooling, optimized communication with Web servers, and result-sets caching and streaming. The application should be able to work on low band width without deteriorating the performance.
- **Scalability:** The enterprise web application server shall offer the most sophisticated and fault-tolerant load-balancing architecture scalable for the future requirements during the contract period and shall be multi-tenanted for scaling its uses across the state of Rajasthan.
- **High availability:** Web Application Software shall addresses all potential points of failure for an Internet-based deployment. High-availability features include configurable failure-recovery options, distributed state, and session management ensures that critical state and session data are not lost in the event of a failure.
- **Broad Functionalities Of Software**

Sr.No.	Feature	Functionality
1.	Modular Design	Applications, systems and infrastructure are to be characterized as service-oriented, component-based & reusable. The system will be modular in design, operations and implementation.
2.	SystemArchitecture	Agencyhas to balance the adoption of standards used by market leading vendors and products, and adherence to industry standards and open architectures. Systems are to be acquired, developed, or enhanced in such a way that business processes; application and infrastructure services and data can be shared and integrated across the Discoms and with potential business partners.
3.	Application architecture	Applicationarchitecturesmustbe highlygranularandlooselycoupled. Thisisfocusedonlooselycoupling systemscomplianttoService OrientedArchitecturetofacilitate applicationrecovery.Thisistoensure thatthefailureofonecomponent doesnotaffectotherelements.

Sr.No.	Feature	Functionality
4.	Web based design	All the application designed for this purposes shall be web based and Discoms at workstations shall be able to access through the latest available version of the web browsers such as Internet Explorer, FireFox etc., Any add-on required must be integrated with latest version released by the developer at the time of Bid opening
5.	Business Process Requirement	Application requirements will be based on Discoms' business processes and the functional requirements that derive from them. The application systems should empower the prescribed Users in defining the business processes by process modelling.
6.	Data base server	The applications must be capable of running in a clustered environment as high availability configuration of
7.	Basic system architecture and Unified Access framework	The application system should be built upon WS* specifications using open industry standards of Web services using XML, SOAP, WSDL and UDDI and should have the unified access framework compliant to W3C portal specifications for people, process and information by integrating the backend applications with single sign-on feature, role based, request
8.	Directory service	Common enterprise wide directory services shall be leveraged by all access systems and services used by all the enterprise users and adhere to
9.	Message based interface	As per the requirement, Interfaces between separate systems (both internal and external systems) will be message based compliant to W3C XML standard/OPC/DDE/ODBC interface.
10.	Application Integration	Integration technologies must be industry proven standards. They must be scalable in capacity and provide for extensive functionality. WS* based Web Services Integration specifications shall be used for integrating disparate systems, such as: <ul style="list-style-type: none"> • Web Services Messaging Specifications including SOAP • Web Services Reliable Messaging • Web Services metadata Specifications including WSDL • Web Services XML Specifications • Web Services Business Process Specifications including BPEL4WS • Web Services Management Specifications EDIFACT and ANSI
11.	Data Storage	Data is considered to be a Discom wide asset and is to be shared across the utility. Data stores for transaction processing shall be kept separate from data stores for decision support.

Sr.No.	Feature	Functionality
12.	Data access	The applications will access data through business rules i.e. the applications must not access data directly without going through APIs managed by business rules/ validation/workflow. Data should be
13.	Central data storage	Data shall be stored at central data centre.
14.	Network environment	The application should be capable in running in a hybrid network connectivity environment i.e. Dialup, PSTN, Wireless, Leased Line, WAN environment etc. including MPLS/VPN based secured tunnel.
15.	Mobile application	The system shall support for display of critical information/parameters. Necessary software shall also be developed by the Agency as described in the tender Document.

1.2 Security Features

The web based application shall have comprehensive security features built into system both for tracking and audit of all the transactions and for providing secure access over internet to authorized users based on the role and level of the user.

The software shall have the following security features:

1. For securing data transfer over internet: SSL certificate – Accessing the application using https secured data transfer.
2. For preventing unauthorized access to critical transactions: Biometric finger print authentication for all transactions.
3. The application shall be basically built on role based, transaction model, where in all the transactions that have financial implications are logged in the transactions tables, only upon approval by the authorized user along with the biometric authentication are committed to the database. The transactions logs are made available for audit and the same can be printed for documentation.
4. User and Role Based Access management:
5. A centralized repository of the users shall be created, where in right from the registration of the user, approval of the user, logging the metadata related to user are provided.

Note: The Chief Administration rights and the database administration access rights have to handed over to the Designated Discoms' officers from commencement of work.

1.3 Replication and Backup

All the transactions or updates to the database server on a near real-time basis shall be replicated on to the DR server (backup Server).

Provisioning shall be made for backing up the same onto physical media periodically

as per the requirements of the Discoms.

The incremental and cold backups shall be indexed and stored for easy retrieval and restoring.

1.4 New consumer management system.

The new connection module shall facilitate the entry of new consumers into the system either by the way of 1) Keying in the data 2) Importing from a third party system 3) Bulk uploads through csv files etc.

The module for work flow shall be for processing of new consumer application. The application shall have inbuilt document management system for uploading and storing all the require documents for new connection. Further the consumer shall be able to track the status of the applications and shall receive email, SMS alerts on the application stage and status. The modules shall incorporate all the existing stages and business rules involved in processing the new consumer application. Comprehensive dashboards and reports shall depict the number of applications received and applications at each stage and if the applications are being processed within as the regulatory standards.

The web based application shall also have comprehensive input screens for entering the new consumer details from the consumer application files. Scan and upload the relevant documents for future use. The entered details after approval shall result in the first bill generation of the consumer.

The module shall facilitate bulk importing of master data of consumers created from third party systems/schemes where bulk connections are released and data is provided in soft digital form.

The module shall have functionalities for inter division transfer of consumer master data and merging of accounting units etc.

The Module shall facilitates grouping of consumers based on various requirements for group bill generation etc.

Bulk field electrical network re-alignments like updating of feeder code, TC reorganization etc., shall be facilitated in batch mode for making the changes quickly.

1.5 Meter Management

The module shall facilitate recording of meterdata like manufacturer details, meter specification, meter type etc. Search based on meter number or grouping of consumers on type of meters etc.

Recording the transaction parameters with the complete log of old meter data and the details of the new meter along with billing parameters.

Batch bulk meter change details can be uploaded from XLS sheets or text files when large number of meters are replaced under various development schemes.

Recording of additional parameters in cases of SMART meters, special meters etc.

The meter replacement process shall be based on the work flow configured on the role and users and should have exhaustive dashboards and MIS reports depicting the stages, quantities, application status for meter replacement.

1.6 Billing

The web based application shall have the most robust, flexible and configurable billing engine for generation of bills on various modes and technologies that are adopted currently by the utilities thus providing the required flexibility to the Discomsin adopting to the latest technology advancements for effective, transparent and timely billing.

The system shall invariably support Spot Billing, Automated Spot Billing, Photo Spot Billing, Batch billing for consumers having load below 18.65 KW etc.

The Spot billing software shall be developed for machines based on operating system like Android/Windows/Linux and irrespective of make of machine. The SBM software shall also have provision for automated data downloading from the consumer meters, required protocols, API's shall be provided by the Discoms. In case if the utility wants to use the Spot Billing machine only for reading capture the same shall be made available as configuration option. The SBM software shall be configurable for spot payment collection and capturing other field information.

1.7 Feeder Manager Modules:

It is intended that certain parameters pertaining to 11 KV Feeders would be captured by the Feeder Incharge / Discom Officers for energy audit, performance monitoring, operation and management. Agency has to provide both mobile app and web interface for entering the required data, capturing the inputs, etc. The exact details shall be provided to the successful bidder.

Agencyhas to develop comprehensive MIS reports and Dashboards depicting the various parameters captured. The Drill down dash boards/MIS Reports shall have data grouping and data agitations at various levels i.e. DTC, Feeder, Sub Station, Sub Division, Division, Circle, Zone and Discomlevel.

The bidder shall provide both the mobile app and module in the software to facilitate the various functionalities of the feeder In-charge. A brief of functionalities but not limited as under:

1. Provision to assign, reassign, delete feeder to feeder manager.
2. List the consumers, DTC connected to the feeder

3. Provision to enter the feeder reading/consumption at varying intervals for assessing the energy availability, consumption, losses etc.
4. Provision to enter the DTC reading/consumption manually.
5. Provision to Add/Modify/Delete the Feeder information like the meter make, CTPT, initial reading, status of meters, supply information etc.
6. The software shall facilitate the Feeder manager in arriving at the energy audit at desired intervals.
7. The Data in the mobile app shall reside local and shall assist the Feeder manager in monitoring the critical parameters without the necessity of actually accessing them the central server.
8. The software shall have alerts, dashboards, reminders to give 360 degree view of the energy consumption and related parameters for energy audit and monitoring purpose.
9. Any other input and reporting formats that are required shall be finalized during the execution stage with the selected bidder.

1.8 Features of Spot Billing Software/System

- a. The Web Based Software shall have provision to create, update and modify route traversal plans as per the billing schedules. The primary route traversal plans shall be **FEEDER WISE**.
- b. Spot billing software shall facilitate bidirectional communication with the central server using standard mobile network (GPRS/EDGE/2G/3G/4G/LTE etc.).
- c. The Spot billing software on the SBM shall facilitate local storing of the data and based on the availability of the mobile data shall transfer the same to the central server.
- d. Automated data downloads with or without user intervention i.e. the pre billing data as per the route plans shall be automatically downloaded to the SBM.
- e. Real-time data uploads to central server (bills)
- f. Meter readers / Feeder In-charge need not visit sub divisions.
- g. Features to downloading and uploading through connecting with PC.
- h. The SBM software shall be auto updated from central server for tariff, data validation and other billing rules
- i. The SBM machine shall be capable of generating bills both in online and offline mode. In offline mode the bills shall be queued for updating to the central server and shall be updated once network is available in background.
- j. The device software shall have options to capture the photo of the dial of the meter. Option to capture multiple photos to depict any abnormality shall also be provisioned.
- k. The device software shall have capabilities to record the GPS co-ordinates. The software should display the location accuracy for more accurate GPS capturing.
- l. The Software on the SBM shall be able to print the bill over to a blue tooth printer.
- m. The system shall have provision for spot cash collection module with configuration option.
- n. Provision to load any other software shall be available and the same shall be developed and loaded as per the requirements of Discoms.

- o. The SBM software shall have provisions to capture any other additional information like consumer mobile no, meter detail, observations etc.
- p. If the Discoms wants to implement automated spot billing, then the bidder has to facilitate the same by making the required changes in the software during the contract period. The required protocols shall be provided by the Discoms.
- q. SBM software shall have provision to generate various reports as defined by Discoms from time to time.
- r. SBM software shall have features to download the DC notices from Central Server.
- s. **The required cables or interface devices to communicate with the meter through optical port shall be provided by the bidder. The bidder has to provide one cable with every SBM including 10% spare. The damaged/faulty cables during the contract period shall be replaced by the bidder. The cable is generic in nature and is currently used for downloading data through CMRI/HHT enabling communication. The SBM (mobile device) that support OTG are suited for enabling the communication with meter. In case of RF/IrDA the required HHT shall be provided by the DISCOM.**

1.9 Spot Billing Device Management

Spot billing device management module shall facilitate the management, administration, adding, removing, user management of SBM's. In addition, the software shall have graphical user interface where the following features shall be available.

- a. To view the live status of SBM's based on location, meter reader, sub division, division, circle, zone, DISCOM etc.
- b. Group and view the SBM based on Meter Readers, Sub Divisions etc.
- c. The SBM view shall show the live details of the SBM indicating the operational hours, signal strength, battery status, last bill issued GPS location etc.
- d. Sub Divisional officers shall be able to trace the meter readers and monitor progress on google map.
- e. The software shall monitor the version of the software that is currently in the device and check for update, tariff and rule changes and update the same to the device.
- f. The software module shall have facility to trace the device life cycle.
- g. Any other feature that would increase the meter reading monitoring shall be made available as per Discoms requirements from time to time.

1.10 Other application required to be loaded on SBM

- a. Capturing details of asset replacement like Meter, Transformer, CT/PT etc.
- b. Estimation of bill of material during new connection process.
- c. Consumer complaint and theft recording
- d. Communication module to exchange real-time messages between the subdivision and device.

1.11 Consumer tagging and route planning

The software shall facilitate consumer tagging as per the electricity distribution network (All 11KV Feeder Wise). The binders can be re-organized substation wise, feeder wise / distribution transformer wise. During the initial 4 months the required information on the location of the consumer (DTC, Feeder etc.,) shall be provided by DISCOM/Meter Readers, the software shall have options to bulk upload the same and then organize billing as per Sub Station, Feeder and DTC wise.

- a. The software shall have provision for consumer tagging, re-tagging, updating features.
- b. The software shall facilitate creation of route plans, route maps to enable efficient billing in a timely manner and to facilitate re-organization of existing networks, geographic are etc., as desired by the DISCOM.
- c. The software shall facilitate new consumer updating as and when new consumers are added.
- d. The software shall have provision to implement billing at desired periods and thus suitably re-organize the route plans and consumer indices.

1.12 Tariff & billing rule management

- a. The software shall provide a UI based interface for configuring tariff and business rules.
- b. The software shall have provisions for retrospective and prospective billing.
- c. The software shall have provision to calculate part bills with variable bill period.
- d. In a nut shell the software shall have a flexible, user configurable tariff and business rule management interface and almost all the changes can be configured without changing at the code level.

1.13 Payment Collection

The payment collection module shall facilitate payment collection in various modes viz:

- a. Payment collection by Feeder In-charge / meter readers over spot billing machines.
- b. Payment collection by Discom officers using hand held devise.
- c. Payment collection through ATP.
- d. Payment collection through dedicated cash counters.
- e. Payment collection through online payment gateways, banks, authorized third parties.
- f. Payment collection through E-mitra and other state government enabled kiosks/portals or systems.
- g. Payments collected by manual receipts (payment stubs)

Provision to collect and account payments against bills and other miscellaneous heads. The payment collection system shall be secure and reliable and shall facilitate cash reconciliation at various levels.

Payment collection software should have dashboards and MIS reports for monitoring payment collection and reconciliation at various levels.

Payment collection module should have transaction based approval before the payments are posted and accounted.

The system should have the flexibility to accept full, partial advance payments. The system should also have the facility to centrally change these settings from time to time.

System should support group payment facility for acceptance of one single payment for set of consumer accounts. System should generate reconciliation reports for the same.

System must be capable of handling centralized or decentralized payment processing. System should be built with cash counter which can be installed at sub division offices & accounting sections which should work on real time data synchronization basis. In case of internet is not available at sub division offices or internet is down for specific period of time then it should work in de centralized mode. The generation of receipt and printing should be continued and data has to be stored in local system. On restoration of internet payment details has to be transferred to central server.

System must be able to generate & send SMS/Email automatically to customer for every payment received as per the requirement and directions of DISCOM.

All payments should be associated with the login-id of the cashier or person who operates the cash counter. Each payment should include machine ID, Payment centre codes at which they were received, unique receipt number.

System should support acceptance of payment by reading the bar code for bills issue through Spot billing device.

System should have the flexibility of reversal of payments in case of cheque dishonour. Blocking of further payment by cheque till a defined timeframe.

System should have the logic of defining the distribution of the payments against the bills based on the specific order or as defined by utility like Tax, Interest, Revenue etc.

System should generate centralized collection report and closing of collection process (cash book) on daily basis with relevant approval.

System should have the facility of generation of ASD notices.

System should support monthly payment reconciliation process.

1.13 Disconnection and Reconnection

The web based software shall have provision to identify the consumers liable for disconnection and shall have provision to generate notices, lists, send email and sms

alerts.

The web based software shall have provisions to generate various MIS reports for enabling effective disconnection and reconnection.

The web based software shall have work flow based rules for long disconnected consumers until they are permanently disconnected and dismantled.

The web based software shall have provision to enable record on field disconnection status through hand held devices if desired by the DISCOM.

The web based software shall have facility to push the disconnection list and reconnection list to the mobile apps installed on the SBM for implementing disconnection and reconnection.

The web based software shall have provision to generate Dis-Connection notice as per Discoms Norms, which can be downloaded and printed through SBM.

Mobile app for effecting disconnection and reconnection shall be provided by the bidder.

- 1.15** As the GPS co-ordinates of consumers are being captured during the spot billing the following functionalities shall be provided:

The GIS module on google map should be integrated with the various core processes of Billing / Collection / Disconnection/ energy auditing etc. The system should consist of a system for capturing, storing, checking, integrating, analyzing and displaying geo data related to positions on the Earth's surface and data related to attributes of the assets / Customers in Discomsarea. Basic systems which should be provided by the service provider are the following.

- a) Display of all Billing information data on the Google Map with status of the billed information.
- b) Display of arrears information on the Google Map
- c) Display of Collection information on the Map.
- d) Display of the location information of the Meter Readers on the Google Map.
- e) Location MR / Consumer through Latitude and Longitude Coordinates previously stored in the system.
- f) It is to be noted that the activity should be seamlessly integrated with the core processes of the Billing and collection and no separate activity should be initiated to achieve the above.

1.16 Dashboards & MIS reports

The web based system shall have dashboards that depict the various key performance parameters at various levels based on the user on real time basis in a hierarchy structure.

The web based system shall have an inbuilt BI tool to publish the various MIS reports.

A complete list of the existing and required MIS reports shall be provided to the finalized bidder.

Further the Agency has to provide or implement any other MIS reports, dashboards etc., as required by the DISCOM during the contract period.

The web based application shall have provision for custom report builder which shall facilitate users to define and generate the reports.

Agency shall have to provide separate reputed Report Builder

1.17 Business Intelligence Tool (BI Tool)

The web application software shall have separate and independent BI tool of reputed make for analysis of consumer data, billing data, payment data, consumer profiling etc. The software shall further facilitate forecasting and trending analysis for defined parameters given by Discom from time to time.

1.18 Data exchange with other systems

The web based software solution shall be capable to exchange the database information with existing RAPDRP software on continuous basis so as to enable Discom to have a common MIS. Also the Software shall have interfaces to integrate with online payment gateways, third party payment systems like e-mitra and energy audit system. The system shall be built SOA, using standard set of technical specifications of web services and can be integrated with any system. If any middleware in the form of Hardware, Software or firmware is required, shall be deployed by Agency as part of scope of work.

1.19 System Support with Ticketing

The Web based software should have online context sensitive help, user manuals and centralized ticketing system for Support.

The application users shall have provision to raise tickets, a unique ticket number shall be assigned.

The web based application shall have tools to track the ticket number for status update and resolution.

The web based application shall have configurable escalation matrix inbuilt for escalation of support issues.

The web based application shall have dashboards and MIS on the ticket status and resolution.

1.20 Mobile Applications (Apps required and to be developed for internal user)

The android Smart Phone is expected to be a very important tool through which various activities of the utility is expected to be carried out.

Following Apps will be required in the system.

- a) Disconnection and reconnection module giving information about the arrears pending and route map for tracing the location of consumer premises. Capturing the Disconnection and Reconnection details.
- b) Capturing of Field inspection details in new connection process.
- c) Capturing the asset details during asset replacement/repair for assets like Meters, CT/PT, Transformers etc.
- d) Monitoring of billing and collection activity to sub division officer on real time basis and tracing the location of Meter reader /Feeder In-charge
- e) Any other requirement asked by the Discoms from time to time.
- f) These apps should be capable of display of information on a Google Map on the Smart Phone.
- g) **Capturing various feeder information:** The bidder shall capture the feeder information in a hierarchal manner as per the format to be provided by the Discom at the time of award of contract.

1.21 The software shall facilitate energy audit and shall have facilities to read from AMR systems/DT/Feeder meters. Feeder Managers shall have tools for arriving at the consumption estimations based on hours of powers supplied.

1.22 The software shall facilitate generation of HT & LIP Bills at HTB Cell and printing facility on authorized logins at Circle, Sub Division levels.

1.23 The system shall have feature to support prepaid metering if DISCOM implements prepaid meters to a specific category of consumers or to all consumers. The Software shall have automated bill generation as per the pre-paid tariff business rules. The Software shall have feature to either integrate with a Software provided by the third party on SOA basis or should provide functionalities for recharge conversion into the usage etc, facilitating energy audit, ledger and other MIS statements etc. The system shall also facilitate work flow based conversion from prepaid to postpaid and vice versa. There shall be one additional intermediate server i.e. "Communication Server" also be provided by the agency as under:

Communication Server.

A separate server with the required software solutions to read from communicable meters shall be provided by the bidder. The software shall have provisions to either use the standard API (as per MIOS) or use the protocols and directly schedule and read from communicable meters. The Software shall have facility for enabling bidirectional communication with meter in terms of Smart Meters. The software shall facilitate remote disconnection and reconnection if the meter has the capabilities. The software shall have provision to download the complete meter data if required for analysis.

In case if the Head End system is provided by DISCOM or third part then the communication server and software shall have both the pull and push configuration for fetching the data from the Head End System.

Note: A comprehensive list of generic functionalities required in the Billing Software have been specified in the document. However, the Agency has to take into consideration the various central and stage government IT initiative that are being carried out or intended to be carried out and develop the additional modules or features as and when inputs/requirements are provided during the contract period. No additional payment or charges shall be claimed either for grounds up development or for change management requested.

1.24 SOFTWARE SHALL HAVE THE FOLLOWING FUNCTIONALITIES:

A. Database

1	The data base shall cover master file of consumer comprising of consumer's personal details, premises details, and location details, Power sanction & service details, Deposit details etc., to support New Connection, tariff structure and various MIS reports.
2	Shall provide to enter/update new connections/ Temporary connection/ Additional load/ Load reduction/ Name change/ Tariff Change /Sanction of various Rebates/ Merging of load/ Load bifurcation. Support mass update.
3	System shall also maintain History of energy meters, CT/PT Ratio, meter reading, energy consumption, energy assessments, billing, payments, cancellations, adjustments, deposits/additional deposits, addition/reduction of sanctioned load/Contract Demands, change in Name changes both consumer initiated and tariff driven or company initiated.
4	Each consumer shall be allotted sequential unique identity number generated during consumer indexing so that with the help of that identity number it should be possible to identify the Consumer, Office, Feeder, Distribution Transformer and the substation feeding the consumer.
5	Existing ACC NO. shall be printed along with Unique Identity Number in all the bills/correspondence.
6	Ensure easy and convenient platform to integrate with indexed geographical and Electrical database. The two systems have to work in total unison such that any revision of data in one of the system should automatically update into related information in the other without any conflict.

7	<p>DISCOM will provide the existing customer related information as available on records. Complete data of the entire system for the past 2 years must be available on server. Data of prior period must be available on external media, which can be loaded on server as and when needed. Detail procedure has to be furnished to retrieve and use past data. Movement of Accounts from Regular to DC & PDC shall be driven through a process chain stipulated by the Regulations and norms of the Discom.</p>
8	<p>Shall support for incremental migration of all records maintained in books/missing records during migration/ manually operated new connections. A standard electronic format for the purpose shall be provided.</p>

Note: The database shall be SQL Server/Oracle/DB2 Enterprise level and no freeware shall be allowed.

B. NEWCONNECTION:

The software should be capable to implement the following features:

1. Online acceptance of all LT/HT applications based on customer category via Discom portal for New connection/ multiple connections and able to accept requests for Additional load, Reduction of load, Solar Roof Top, Temporary Connection, Name change, Tariff change and category change, Load merging, Load bifurcation, Sanction of rebates etc.
2. Collection of registration fee online by integrating with the payment gateways/ other mode in which Discom wishes to provide collection facilities based on the customer category and number of connections requested by applicant upon submission of necessary documents as per conditions of supply, demand note creation, providing acknowledgement to applicant upon payment of registration fee. Also capable to intimate the customer to submit the pending documents required for registration.
3. The system should be capable to generate SMSs/ Emails/ other modes Notifications in which Discom wishes to provide services to the consumers for making payments/ intimating bill due date etc.
4. The system should be capable of accepting the customer details and then check the applicant's particulars against the set of existing customers, defaulted customers, disconnected and rejected applications. In case of a match in records, an exception should be raised. This exception should be flagged off to the relevant approving authority for clearance. After clearance from approving authority, the application will be processed further or the same will be rejected. System should be capable to verify the debt/ arrears/ pending payments if any by checking against existing customer/ flat/ site database by integrating with existing database to clear pending payments if any exists.
5. The System should be capable to integrate with GIS to carry out field activity by the field officials to check the technical feasibility of DTCs, Feeders etc. and also support estimation preparation/ sanction and work accounts and provision to issue intimation letter to customer for premise inspection.
6. The System should be capable to issue sanction letter for Self-execution, Discom execution and Layouts/ Abandoned Layouts works. The sanction letter should auto calculate estimation, supervision charges and other charges as applicable as per latest Terms & Conditions of Supply (TCoS) prevailed in the Discom.
7. The System should be capable to collect payments through On-line / cash counters/ through TPP agencies/ facilitation Centres before work execution within the

expiry date of application, renewal on customer requests within expiry date by considering request to be renewed not more than once with payment of re-registration fees as per TCoS with approvals as per DoP, also support cancellations, refund of deposit as per norms in force.

8. The System should be capable to capture the status of joint inventory for work completion as per TCoS, documents to be accepted for LEC Completion Report, Agreement, Wiring Diagram, undertaking for having installed Solar water heater etc., execution of indemnity bond if require as per TCoS.
9. The System should be capable to issue work order and Meter procurement letter as per TCoS, capture of period required to provide power supply, pre-commission test status etc., generation of Service certificate for Successful, rescheduling of inspection for unsuccessful by collecting re-inspection charges etc.
10. The System should be capable to capture the status of the applicant in case fail to fulfil the above requirements within stipulated time and is not ready to avail supply; application is treated as cancelled, registration and processing fee stand forfeited.
11. Provision shall be available to the consumers to check the status (Tracking) of their application.
12. Algorithms shall be approved by Discom.

Note: Expansion:

- i. TCoS – Terms & Conditions of Supply
- ii. DoP - Delegation of Powers
- iii. LEC - Licensed Electrical Contractor
- iv. GIS - Geographical Information system
- v. DTC - Distribution transformer center
- vi. HT – High Tension
- vii. SD - Security deposit
- viii. MSD - Meter security deposit
- ix. SLC - Service line charges
- x. LT - Low tension
- xi. CCB - Customer care and billing
- xii. RAPDRP - Restructured accelerated power distribution reforms programme
- xiii. TRM - Total revenue management

C. MOBILE APP FOR CASH COLLECTION:

System should have the facility of spot collection for meter readers and utility staff. Spot collection system should be established in real time synchronization of data with central server and necessary security features as mentioned below. The security should be built by combination of Mobile device used for collection, SIM Number, Authorization for collection etc.

Following are the tentative process which should be followed

- System should identify each spot collection mobile device as individual collection center / counter.
- Centralized database has to maintain the master of all mobile device along with IMEI Number and SIM number used to transfer the data from central server and vice versa
- Each Mobile device named for collection has to be linked to particular meter reader/Staff

- The IMEI Number/SIM number/Meter reader has to be tightly coupled for collection process
- Operation time and maximum amount that can be collected has to be defined in the system
- Each receipt generated shall have the information of Machine ID (IMEI No) and SIM
- Unique batch number has to be generated for each session
- System has to authenticate the opening of cash counter with One Time Password (OTP) concept for authorization of payment collection for each session.
- Each receipt generated in the system has to be linked with IMEI Number and SIM Number.
- System has to print the receipt in a blue tooth printer with Barcode
- There should be formal closing of sessions and remittance process for each session
- System should generate all type of reports relating to amount collected, remitted etc.
- System should log all events of the mobile application. Log has to be transferred to central server
- System has to capture the lat long co-ordinates for each receipt generation
- System should have the facility for grant/deny of receipt generation for sub division officer

D. METER READING

1	Capable to Collect of meter readings in the metering database from remote meters of:
	<ul style="list-style-type: none"> • Feeders
	<ul style="list-style-type: none"> • Distribution Transformers`
	<ul style="list-style-type: none"> • HT consumers
	<ul style="list-style-type: none"> • LT consumers
2	Capable of upload & down load for a set/group of consumers through:
	<ul style="list-style-type: none"> • SMART PHONES with or without latest technology for real-time updating of data
	<ul style="list-style-type: none"> • CMRI
	<ul style="list-style-type: none"> • Manual uploads of readings for individual consumer or group of consumers on a single screen say for example: - set of consumers of one Meter Reader for one reading date.
3	The system should be able to interface with Automatic online Meter Reading devices.
4	Should have Validation checks on :
	<ul style="list-style-type: none"> • Abnormal and subnormal consumption
	<ul style="list-style-type: none"> • Dial over or rotation complete
	<ul style="list-style-type: none"> • Present reading less than previous reading
	<ul style="list-style-type: none"> • Meters not read (due to various exception)
5	Provision shall be available for :
	<ul style="list-style-type: none"> • Data review
	<ul style="list-style-type: none"> • Edit & Update
	<ul style="list-style-type: none"> • Audit trails
6	Shall have AMR Compatibility:
	<ul style="list-style-type: none"> • Able to interface with AMR device
	<ul style="list-style-type: none"> • Capable to schedule & down load readings
	<ul style="list-style-type: none"> • Capable of generating exception reports
7	Validations for the spot metering & billing data updated.
	<ul style="list-style-type: none"> • Meter reading validations in SBMs
	<ul style="list-style-type: none"> • Validation of uploaded data in system
8	Prohibiting the wrong entry
	<ul style="list-style-type: none"> • Prompting the meter reader from entering wrong / abnormal reading
9	Meter Reader Tour plan (MRTP) generation

	<ul style="list-style-type: none"> • Generation of meter reading plan(schedule) for a day/week/fortnight
	<ul style="list-style-type: none"> • Creation of new reading dates
	<ul style="list-style-type: none"> • Creation of new meter readers
	<ul style="list-style-type: none"> • Transfer betn. reading dates (single/mass)
	<ul style="list-style-type: none"> • Transfer betn. Meter readers (single/mass)
	<ul style="list-style-type: none"> • Creation of down load files for spot billing
	<ul style="list-style-type: none"> • Download & upload at SDO levels
	<ul style="list-style-type: none"> • Assigning SBMs to each of the MRs
	<ul style="list-style-type: none"> • Log details of SBM/HHD assigned to MRs
	<ul style="list-style-type: none"> • Tracking performance of MRs
	<ul style="list-style-type: none"> • Generation of optimum route plan (meter reader walking order) with option to modification through insertion or deletion.
10	Monitoring meter readings
	<ul style="list-style-type: none"> • Tracking of download & upload within the time frame
	<ul style="list-style-type: none"> • Generation of exceptions in case of non-compliance of the above
	<ul style="list-style-type: none"> • Upload & download delays should get clearance from the designated authority
	<ul style="list-style-type: none"> • MR wise performance report
11	Monitoring customer exceptions
	<ul style="list-style-type: none"> • Exception reports (Repeated meter changes, Chronic door lock, prejudicial usage etc.,)
12	Supporting meter reading on trust
	<ul style="list-style-type: none"> • Provision to capture reading received over phone
	<ul style="list-style-type: none"> • Provision to capture reading received over Fax
	<ul style="list-style-type: none"> • Provision to capture reading received over web
	<ul style="list-style-type: none"> • Incorporation for billing
	<ul style="list-style-type: none"> • Generation of exception reports
13	Overdue alerts
	<ul style="list-style-type: none"> • Overdue alerts for meter readings (Ex: SMS to MRs)
14	Accept change metering
	<ul style="list-style-type: none"> • Single phase to 3-phase and vice versa
	<ul style="list-style-type: none"> • ETVM to non-ETVM
	<ul style="list-style-type: none"> • Pre-paid to regular & vice versa
	<ul style="list-style-type: none"> • Manual to AMR
15	Capability to store data for specified period
16	Interfacing with spot billing and MRI
	<ul style="list-style-type: none"> • Support download & upload
	<ul style="list-style-type: none"> • Devices to provide MR code, ACC No, meter no., Bill details, date & time stamp
17	Meter reading for temporary connections
	<ul style="list-style-type: none"> • Accepting opening, intermediate & final readings
	<ul style="list-style-type: none"> • Generation of bills with due date
	<ul style="list-style-type: none"> • Generation of renewals
18	Final reading for closure of connection
	<ul style="list-style-type: none"> • Consumer initiated disconnection
	<ul style="list-style-type: none"> • Utility initiated disconnection
	<ul style="list-style-type: none"> • Provision to accept out of cycle and support billing

	Support for mass replacement, Updating of meter change details & Support billing
	Support for Updating of rating results & support billing
19	Tracking meter location:
	○ In consumer premises
	○ Under seizure (theft case)
	○ Missing or stolen
20	Tracking meter Status
	● Working in good condition
	● Meter Not Recording (Defective)
	● DL
	● Sluggish
	● Creeping
	● Tampering
21	Tracking meter /Meter boxes seals
	● Reconciliation of Meter condition
	● Reconciliation of Meter box
	● Reconciliation of Meter seals

E. BILLING INCLUDING SPOT BILLING

Sl no	Requirement
1	<i>Bill shall have automatic system generated number & date</i>
2	Bill calculation logic
	● Discom will provide Tariff book and RERC Terms & Conditions of Supply
	● Flexible for billing logic changes through central location
	● should be possible for manual modification
	● Support part bill
	● Support final bills
	● Flexible for changes to billing cycle
	● bill is available in soft & hard copy
	● Capable for individual bill generation
	● Capable for Mass bill generation (Group billing)
	● Keeping disputed amount under deferral or hold with or without Interest
	● Support, rebates like solar/Orphanage/handicap/High voltage etc., as per tariff order in force.
3	Transfer in billing logic
	● Transfer from postpaid to prepaid and vice versa,
	● un-metered to metered
	● Kwh to kVAh & vice versa
4	Meter data validation
	● Identifying meter tampering, alerts to users
	● Identifying faulty meters & estimation of consumption
	● Accommodate multiple meter changes in a single billing cycle

Sl no	Requirement
5	Bar code generation
	<ul style="list-style-type: none"> Use code 39 or any other universal std. support alphanumeric & other special characters Output in local language is preferred.
6	Billing logic down load
	<ul style="list-style-type: none"> Billing logic down loads to SMART PHONES Support walking sequence (spot serial)
7	Bill printing based on dispatch sequence
	<ul style="list-style-type: none"> Automatically select & print in desirable sequence
8	Group billing
	<ul style="list-style-type: none"> Common bill for a set of consumers having same due date Bill of multiple premises on a single bill
9	Bill printing flexibility
	<ul style="list-style-type: none"> support printing at work station or bases billing center
10	Use of pre-printed stationery or printing on plain paper
	<ul style="list-style-type: none"> Use of pre-printed stationery and printing the entire bill details Support print on plain paper Support multiple language English & Hindi or Hindi Only
11	Interfacing with manual billing:
	<ul style="list-style-type: none"> Capable to capture inputs manually to update customer database on bills with reasons
12	Bill on demand
	<ul style="list-style-type: none"> Generate duplicate bills at Back office though SMART PHONES and system side Support printing of past bills of any 2-years
13	Bill correction/amendment provisions
	<p>Support manual/auto bill cancellation of current and past bills as per Discom requirement. To maintain history of frozen and cancelled bills. Should not allow to cancel in between month's bills. If any of the past bill is to be cancelled, it shall be ensured that all the bills in sequence up to current month should be cancelled. Then System to support rebill either individually or individual monthly bill duly prorating the consumption and applying slabs and tariffs in force. Reversal of Canceled bills of past months shall reflect in the MIS under relevant columns (Consumption, Rev, Tax, LPC etc.)</p> <ul style="list-style-type: none"> Support separate accounting for past and current month/year Reversal of sales (consumption & amount)
14	Change of billing cycle
	<ul style="list-style-type: none"> Change in billing Cycle with increase or decrease in billing frequency, Change in reading dates
15	Interfacing with special drives
	<ul style="list-style-type: none"> Support installments Capable to track schemes Capture details of the schemes
16	Penal Billing for unauthorized use of electricity
	<ul style="list-style-type: none"> Compute penal billing for un-authorized use of electricity

Sl no	Requirement
	<ul style="list-style-type: none"> Support assessment on CL/SL / MD etc.
	<ul style="list-style-type: none"> Support assessment for meter error
	<ul style="list-style-type: none"> Support penal tariff for theft or misuse
	<ul style="list-style-type: none"> Support auto BBC/Short claim calculation
17	Linking consumer to appropriate tariff
	<ul style="list-style-type: none"> Auto Linking consumer to appropriate tariff based on the purpose of Connection.
	<ul style="list-style-type: none"> Support retrospective tariff changes
	<ul style="list-style-type: none"> Support retrospective discounts
	<ul style="list-style-type: none"> Support retrospective subsidy from Govt./JVNL
	<ul style="list-style-type: none"> Display of subsidy details in the bills
18	Inclusion of Tax, past dues and surcharge/fine on past dues
	<ul style="list-style-type: none"> Levy of Tax on eligible category of customers as per rules
	<ul style="list-style-type: none"> Inclusion of past dues and interest on it.
	<ul style="list-style-type: none"> Calculation of other dues like fines, interest for belated payment, surcharges etc.,
	<ul style="list-style-type: none"> In case of any post facto extension provision to automatically waive late payment s/c
19	Management of security deposit (SD)
	<ul style="list-style-type: none"> Shall capture and maintain separate account heads for each of the type of deposit, Capture deposit Type, Receipt No. Receipt date, Amount under different groups viz. (1) ISD/AISD/ASD, (2) MSD/AMSD, (3) ACC, New Connection charges.
	<ul style="list-style-type: none"> Auto-debit of Additional SD in bills (ASD) after annual auditing of SD during the first quarter of every year or such interval as prescribed by RERC
	<ul style="list-style-type: none"> Refund of excess SD after annual auditing of SD by way of adjustment in the current or future bills or cash refund through approval chain.
	<ul style="list-style-type: none"> Refund of SD by way of adjustment in the final bills on termination either consumer initiated or Discom initiated.
	<ul style="list-style-type: none"> Transfer of partial or full SD against current or future energy charges due to reduction of load.
	<ul style="list-style-type: none"> Annual Interest payouts on SD through auto credit in bills duly after deducting TDS as per prevailing Income Tax rules
	<ul style="list-style-type: none"> Interest payout on SD as lump sum payouts separately
	<ul style="list-style-type: none"> Adjustment of SD as prepaid charges for any consumer (ACC) shifting from postpaid to pre-paid regime
	<ul style="list-style-type: none"> Shall be flexible to incorporate rate of interest and TDS centrally year on year
20	Estimate billing
	<ul style="list-style-type: none"> Generation of estimate bill when meter data is not available/DL/MNR/MBO and regularization of DL bill when reading is available

Sl no	Requirement
	<ul style="list-style-type: none"> • Generation of estimate bill for theft & enforcement
	<ul style="list-style-type: none"> • Provision to incorporate change in estimate logic
21	Reasons for billing.
	<ul style="list-style-type: none"> • Capable of generating bills for all instances exceptions (MNR)
	<ul style="list-style-type: none"> • Capable of generating bills for all instances exceptions (DC)
	<ul style="list-style-type: none"> • Capable of generating bills for all instances exceptions (DL)
	<ul style="list-style-type: none"> • Capable of generating bills for all instances exceptions (Vacant)
22	Electronic dispatch of bills/availability of bills on internet portal
	<ul style="list-style-type: none"> • Electronic dispatch of bills
	<ul style="list-style-type: none"> • Availability of bills on internet portal of the utility
	<ul style="list-style-type: none"> • Due date & alert SMS
	<ul style="list-style-type: none"> • Generation of dis notices over web, mobile phones, paper
23	Discontinuing billing after dismantling
24	Billing for temporary connections
	<ul style="list-style-type: none"> • Billing for temporary connections
	<ul style="list-style-type: none"> • Renewals
	<ul style="list-style-type: none"> • Auto job creation for disconnection/final bill
	<ul style="list-style-type: none"> • Adjustment of ACC
	<ul style="list-style-type: none"> • Shifting of dues to permanent ACC No.
	<ul style="list-style-type: none"> • <i>Creation of monthly ledger with all break-ups (Example : ACCNo, ID, SL/CD, Tariff, Opening Balance with all break ups viz, Rev, Int on Rev, Tax, Int on Tax, Misc, Prev Reading, Pres Reading, Diff, Multiplying Factor, Consumption Slab wise, FC slab wise, Energy charges slab wise, rebates, Excess load penalty, PF Surcharge, Belated payment charges, Interest, D&R Fee, other Debits, Tax, Credits, adjustments, Govt subsidy, JVVNL subsidy, Payments, Incentives, payment cancellations, adj of Int on Deposit, adj of deposits, write off, closing balance with all break ups as available in the database. (This is only an indicative)</i>
25	Generation of monthly Debit Credit Report.
26	Ledger Adjustment
	<ul style="list-style-type: none"> • Support adj. – debit
	<ul style="list-style-type: none"> • Support adj. – credit
27	Final reconciliation
28	Last bill generation
	<ul style="list-style-type: none"> • Last bill generation - customer initiated (out of cycle)
	<ul style="list-style-type: none"> • Last bill generation - Utility initiated
29	Provision for holding printing bill till checked
	<ul style="list-style-type: none"> • should have post billing filters to out sort abnormal bills
30	Bill distribution route plan
	<ul style="list-style-type: none"> • Optimal bill distribution route plan in a given area in a given cycle
31	Vigilance & dispute management
	<ul style="list-style-type: none"> • Auto creation of leads based on abnormal /subnormal consumption

Sl no	Requirement
	<ul style="list-style-type: none"> • <i>Auto creation of leads based meter reader observations</i>
	<ul style="list-style-type: none"> • <i>Auto creation of leads based on tamper analysis</i>
	<ul style="list-style-type: none"> • <i>Accepting lead through web, mail, phone, call centre or any other mode</i>
	<ul style="list-style-type: none"> • <i>Capturing the details of lead contributor -Employee</i>
	<ul style="list-style-type: none"> • <i>Capturing the details of lead contributor -Outsider</i>
32	Vigilance
	<ul style="list-style-type: none"> • <i>Lead processing - work flow</i>
	<ul style="list-style-type: none"> • <i>Assessment billing (Preliminary Assessment order)</i>
	<ul style="list-style-type: none"> • <i>Hearing & bill revision</i>
	<ul style="list-style-type: none"> • <i>Final Assessment orders (Final Assessment Order)</i>
	<ul style="list-style-type: none"> • <i>Payments & settlement</i>
	<ul style="list-style-type: none"> • <i>Escalation & legal proceedings</i>
	<ul style="list-style-type: none"> • <i>recovery in installment</i>
	<ul style="list-style-type: none"> • <i>case closer</i>
33	Dispute Management:
	<ul style="list-style-type: none"> • Capable to Handle Dispute Management with Court/Appellate Authorities/ Forums/CGRF etc.), To maintain life cycle of the case Ex: - admission, Pre-deposit, keep the dispute amount under hold, retrospective calculation of interest revisions, refunds, withdrawals, support accounts.
34	SPOT BILLING:
	<ul style="list-style-type: none"> • <i>Downloading of pre-billing and disconnection data from system to SMART PHONES offline and online</i>
	<ul style="list-style-type: none"> • <i>Uploading of post billing and disconnection data from SMART PHONES to system on offline and online basis</i>
	<ul style="list-style-type: none"> • <i>Capable to generate bills for all categories of consumers for all exceptions.</i>
	<ul style="list-style-type: none"> • <i>Spot billing should support both with human intervention and through non-human intervention like reading through optical port or using RFID technology (with zero dropouts).</i>
	<ul style="list-style-type: none"> • <i>Handle Tariff revision</i>
	<ul style="list-style-type: none"> • <i>Alert on skipping of meter reading entry</i>
	<ul style="list-style-type: none"> • <i>Capable to enter meter reading status (DL, RNV, MNR, vacant etc.,) and calculate bills as per the COS. i.e, generate bills on average basis for DL, RNV& MNR and Minimum bill for vacant.</i>
	<ul style="list-style-type: none"> • <i>Handle DL/RNV regularization when actual read is available</i>
	<ul style="list-style-type: none"> • <i>Billing with charges / adjustments</i>
	<ul style="list-style-type: none"> • <i>Error checking (data exchange from SMART PHONES to PC & vice versa)</i>
	<ul style="list-style-type: none"> • <i>Validation of meter reading data (wrong reading, High & Low)</i>
	<ul style="list-style-type: none"> • <i>Printing of summary report</i>

Sl no	Requirement
	<ul style="list-style-type: none"> • Password protection
	<ul style="list-style-type: none"> • Event logging (MR observation)
	<ul style="list-style-type: none"> • Menu driven modular format
	<ul style="list-style-type: none"> • Time stamping of logged data
	<ul style="list-style-type: none"> • Provision for enhancing the functionality
	<ul style="list-style-type: none"> • Indicate battery backup and billing status at all times during reading
	<ul style="list-style-type: none"> • Time setting of HHD

F. COLLECTION

Sl no	Requirement
1	<i>Decentralized payment processing & centralized re-conciliation</i>
	<ul style="list-style-type: none"> • System to handle centralized payments
	<ul style="list-style-type: none"> • System to handle decentralized payments
	<ul style="list-style-type: none"> • Capable of centralized reconciliation of collection
2	<i>Linking payment to logging id</i>
	<ul style="list-style-type: none"> • System to capture payment details
	<ul style="list-style-type: none"> • Association of logging ids of persons receiving payments
	<ul style="list-style-type: none"> • Association of logging ids of collection centers receiving payments
	<ul style="list-style-type: none"> • Collection should be against specific bills/forms
3	<i>Mandatory reason codes</i>
	<ul style="list-style-type: none"> • Pre-defined reason code embedded for the user for having collected the payments without bill/form of all instances
4	<i>Code based collection</i>
	<ul style="list-style-type: none"> • Classify collection against standard accounting codes (purpose) (GL codes)
5	<i>Receipt generation</i>
	<ul style="list-style-type: none"> • Each receipt should have sequential unique receipt number
	<ul style="list-style-type: none"> • Support printing on thermal paper/ordinary paper/pre-printed stationery
	<ul style="list-style-type: none"> • Output shall be in multiple language Hindi/English
6	<i>Adaptability to different mode of collection</i>
	<ul style="list-style-type: none"> • Capable to receive/Support: <ul style="list-style-type: none"> ➤ Cash ➤ Cheque ➤ Demand draft ➤ Credit card ➤ Debit card ➤ NEFT/RTGS ➤ Wallets ➤ E-payments

Sl no	Requirement
	➤ Online transfers/ Net banking
	➤ ECS
	➤ Advance payments without bill
	➤ Third Party Payment Agencies (TPPs) (Ex: E-Mitra/ATP/Bill desk/Bill Junction/Easy Bill/ Post Office/Mobile App/IMPS etc.)
	➤ Single cheque against multiple payment & its track
	➤ Automatic information (SMS) on receipt of payment
	➤ Mass updating of Hand Receipts(HRT)
	➤ Group Billing and Group Payment
	➤ Any Where payment (AWP)
7	Handling of Cheque
	• Recognition of payment on receipt drawl date
	• Ch. Dishonor: Reversal of payment,
	• Ch. Dishonor: levy of handling charges
	• Ch. Dishonor: Notice generation
	• Ch. Dishonor: blocking from making cheque payment in future with appropriate message in the bill
	• Ch. Dishonor: Option to restoration of cheque payment facility
	• Support transfer of payment from one installation to another installation
	• Support transfer of payments from suspense accounts to ACC Nos, ACC No to Write Back and Write Off accounts as per the requirement of JVVNL
8	Daily reconciliation of cash and bank
	• Handle daily reconciliation
	• Bank remittance
	• Reconciliation with bank statement
	• Cash Balance Report/Bank Reconciliation Report
9	Acceptance of part/ advance payments
	• Flexibility to accept part payment
	• Flexibility to accept full payment
	• Provision to change these settings centrally
10	Interfacing with special drives
11	Generation of reminders/disconnection notice
	• System to generate reminder SMS for due date, dis, dismantling.
	• System to generate reminder letters due date, dis, dismantling.
12	System ability to keep track of cancelled receipt
	• Capable to cancel receipt before cash close, should not allow to cancel after the cash collection once the counter is closed.
	• Keep details in the system
	• Print the same on the new receipt
	• Transfer from one account to another account

G. DISCONNECTION & RECONNECTION:

Sl no	Requirement
1	Generation of disconnection list as per COS and facility to bulk updation on a single screen:
	<ul style="list-style-type: none"> Exclude exception cases -Open complaints pending in customer care/court/other forums
	<ul style="list-style-type: none"> Support classification of customers under regular, temp dis, permanent dis, annulled customers. Sub-category for permanent dis consumers having arrears pending.
	<ul style="list-style-type: none"> Prioritize cases based on default amount /Age/Meter Reader/JEN office/Sub-division/Tariff/Binder wise / Group wise or in any combination
	<ul style="list-style-type: none"> Capturing of non-disconnection reasons
	<ul style="list-style-type: none"> System to capture pre-defined non-disconnection reasons
	<ul style="list-style-type: none"> Provision to add/delete/update the reasons
2	Support Payment extensions (Govt.)
3	Support payment in installments
4	Auto generation of reconnection list, and facility to bulk updation on a single screen as per the requirement of company and auto levy of Reconnection fee.
5	Generation of dismantling list for removal of meter and service line, support bulk Updation of dismantlement status for deduction from Security Deposit automatically.
6	Trigger for Security deposit adjustment
7	Support Automatic Recovery process viz., termination of notice, Final bill with adjustment of deposits, Form-A, B & C and write-off of arrears once the installation is disconnected for payment default and auto cancellation of recovery process on receipt of payment before the expiry of termination notice.
8	Support to carry forward recovery process to all migrated inactive installations from the stage where it is left over.
9	Payment recognition to happen on real time basis
10	Raise exception to field staff about payment received after dis list is generated to avoid unnecessary trips
11	updating of payment by field staff by calling a designated person
12	The system should be able to provide updates on the customer status:
	<ul style="list-style-type: none"> As Regular or Active
	<ul style="list-style-type: none"> As disconnected
	<ul style="list-style-type: none"> As inactive
	<ul style="list-style-type: none"> As dismantled / Parmanent disconnected
13	Should have Linkage with New connection module to support arrears settlement:
14	Tracking and escalation of disconnection/dismantling failures to utility defined higher authority

Sl no	Requirement
15	<i>Support Termination of connection both consumer initiated Installation surrender) and company initiated (Permanent disconnection) with or without deposit adjustments, Refund of Deposits/ Misc. / Revenue</i>
16	<i>Support arrears transfer from one installation to other installation</i>
17	<i>Exception reports on payment by disconnected consumers</i>

H. OUTPUT REPORTS AND MIS REPORTS:

Sl no	Name of Report	Frequency
1	PDC Consumers List	Quarterly Reports
2	Amnesty Notice	As and when required
3	Consumer Annual Ledger	Annual Report
4	Annual Ledger for Subdivision	
5	Output-4. Disconnection Notice Cum Order	Cycle Wise Report
6	Output-5.Consumer Ledger Summary	
7	Output6(A) Date Wise Payments	
8	Output6(B)Payments Summary	
9	Output6(C) Un-Posted	
10	Output8(A). Outstanding More Than 500 And Upto 5000	
11	Output8(B). Outstanding More Than 5000 And Upto 10000	
12	Output8(C). Outstanding More Than 10000	
13	Output9. Summary of Energy Billing	
14	Output Dc-Notices	
15	Output4.Dc Notice Summary	
16	Output5. Consumer Ledger Summary	
17	Output16(A). Cb-4 List of Sundry Charges Credited/Debited	
18	Output16(A). Cb-15 List of Sundry Charges Credited/Debited	
19	Output16(C). Cb-12 List of Sundry Charges Credited/Debited	
20	Output19. List of Newly Sanctioned Installations	
21	Output20/21. Delay in Issuing of New Connection	
22	Output22&23. List of Connections Lying Disconnected for > 2 Months and Sr Not Removed	
23	Output26. Premises/Meter Locked for More Than 2 Months	
24	Output26(A). List of Defective Meters	
25	Output25. Variation of Energy	
26	Output26(A). List of Defective Meters	
27	Output26(B). List of Burnt Meters	
28	Output26(C). List of Stopped Meters	
29	Output26(D). List of Broken Glass Meters	
30	Output26(E). List of Faulty Meters	
31	Output26(F). List of Body Seal Broken Meters	
32	Output26(G). List of Consumers Who's Reading Not Received	

Sl no	Name of Report	Frequency	
33	Output26(H)-List of Consumers Having Area Without Supply & Display Out		
34	Output32. Notice for Enhancement of Security Deposit		
35	Output36. List of Zero Consumption Consumers		
36	Output37. List of Illegal Restoration of Supply by Consumers		
37	Output38. List of Doubtful Cases		
38	Output39. Consumer Billed On Average but Consumption More Than Average		
39	Output40. More Than One Payment		
40	Output41. More Than One Sundry		
41	Ledger Wise Monthly Outstanding		Monthly Reports
42	Ledger Wise Monthly Govt. Outstanding		
43	MIS		
44	Output 10-Summary of Consumers Not Billed or Billed On Average Basis		
45	Output 10a-Agewise Abstract Summary of Defective/Lock Meter Consumers		
46	Output 14-Category Wise Month End Position of Assessment Realization and Arrears		
47	Output 15a-Age Wise Analysis of Arrears as on Month End		
48	Output 15b-Analysis of Realization		
49	Output 18a-Feederwise Consumption Analysis - Non Agriculture		
50	Output 18b-Feederwise Consumption Analysis- Agriculture		
51	Output 18c-Feederwise Summary of Energy Sold, Assessment, Realization & Outstanding		
52	Division Wise-18abc		
53	Circle Wise-18abc		
54	Output 27-List of Consumer Whose Recovery to be Deferred as Per Court's/ Settlement Committee's Order		
55	Output 28-List of Defaulting Consumer's Whose Recovery of Outstanding Under Instalment		
56	Output 29-Manufacture Wise Report of Working Condition of Meter		
57	Output 31-List of Change of Defective, Stopped and Burnt Meters More Than Twice in Last12months		
58	Output 33-List Showing Balance of Advance Deposit and No. Of Installment Due to Be Allowed		
59	Output 34-Energy Billing Assessment Summary for the Month		
60	Output 35-Statement of Showing the Levy of Power Factor Surcharge/Incentive Allowed on Power Factor		

Sl no	Name of Report	Frequency
61	5%Rebate Allowed Due to Meter Remain Defective /Stopped More Than 2 Month & Amount Capacitor Surcharge Levied	
62	1.Metered Consumers Billed on Average / Min Basis	Monthly Reports For Circle, Sr. Ao (Zone), CAO (Control)
63	2.Summary of Consumers Billed on Average Basis	
64	3.Agewise Summary of Defective Meters	
65	4.Agewise Summary SDO-code Wise	
66	5.Output 35 Power Factor	
67	6.Annexure A, Minimum Charges	
68	7.Tariff Subsidy Domestic and Agriculture	
69	8.Cycle Wise Ed Assessed	
70	9.Defective ABS SDO-wise	

Note: Circle Wise MIS report format shall be given after the award of the contract.

I. NEW CONNECTION REPORTS

Sl no	Requirement	Frequency
1	Application Pendency Report	(In-Detail, In-Summary) Tariff wise, Load wise, Reading date wise, Date range wise, Monthwise, MR wise, Sub-division wise, Division, Wise, Circle wise, Zone wise, DTC wise, Feeder wise, Sub-Station wise, Town wise, other Hierarchy Wise on demand.
2	New connections serviced	
3	Temporary instns serviced	
4	Addl. Load serviced	
5	No. Of load reductions	
6	Merging of installations	
7	Bifurcation of installation	
8	Name change	
9	Tariff change	
10	Rebates sanctioned	
11	DTC's Added	
12	DTC's Removed	
13	Feeders added	
14	Feeders removed	
15	Stations removed	
16	Stations added	
17	Installations surrendered	
18	Installations permanently disconnected	
19	Installations serviced with meters – consumer borne	
20	Installations serviced with meters – company borne	
21	Installations serviced without meters	
22	No. Installations regularized	

Sl no	Requirement	Frequency
23	Scheme wise installations serviced	
24	Capacity additions	
25	Sanctioned/ Connected load	

1.25 SPECIAL FEATURES OF SOFTWARE:

SMS and Email Alerts:

- a) The web based application shall have in built features for sending SMS and email alerts to users based on the requirement of the DISCOM. The required SMS and email gateways shall be provided by bidder. DISCOM desires to send alerts on various events to consumers like bill generation, due date, payment collection, disconnection, supply alerts etc.
- b) Any or all the requirements with respect to the billing system have to to be met by the bidder and DISCOM will not entertain any other claims except for payment against the no of consumers maintained in the database.
- c) The application shall be accessed over secure internet with 128 bit encryption.
- d) The database architecture, Table Structure, Triggers, Stored Procedures, and Scripts used should be shared with DISCOM and any updates implemented should also be shared with DISCOM. DISCOM shall be the absolute owner of the database. The administrator rights with the password shall be handed over to DISCOM.

The Web based software should be accessible over the internet (broadband) and shall be designed to work on low band width and. The software shall have minimum possible response times for data access, report generation and data queries as per industry standards and approved by DISCOM. The software shall be scalable and there should not be any restriction on the number of users/consumers with compromising the response time.

- e) The system shall be sustainable and certain tests shall be carried out from initial stage to final acceptance stage. Further regression test shall be carried out whenever there is change in tariff or business logic.
- f) Two factor authentication system shall be implemented i.e. both password and biometric. The supply & maintenance of required biometric devices at the all the levels shall be in the scope of bidder. For critical transactions OTP based approval system in addition to the above shall be implemented. All transactions shall be logged and have tow stage authentication i.e. marker and approver.

Note:

1. The services as per this Tender document shall be provided for Non-RAPDRP areas initially, however DISCOM reserves the right to extend the same in entire DISCOM.
2. Software shall be capable to handle at least 75 lakhs consumers per package.
3. System shall support the printing of bills i.e. name and address of the consumer in Hindi for

both spot as well as base billing.

Any other requirements that are not specified exclusively but are required for the overall delivery shall be on the part of the Agency and the Agency has to ascertain himself before bidding the prevailing systems and anticipated requirements of the DSICOM.

2.IT Infrastructure

2.1 To supply and maintain the required hardware at the Billing Control center:

No	DESCRIPTION	QUANTITY	MINMUM SPECIFICATION
1.	Application Server	1	Quad Core Server with 16 GB or RAM and 500 GB of SAS HDD with standard accessories
2.	Database Server	1	Quad Core Server with dual processors and 32 GB of RAM and 2 TB SAS HDD with capacity to extend up to 24 TB with standard accessories
3.	Device Management Server	1	Quad Core Server with dual processors and 32 GB of RAM and 2 TB SAS HDD with capacity to extend up to 24 TB with standard accessories
4.	MIS Server	1	Quad Core Server with dual processors and 32 GB of RAM and 2 TB SAS HDD with capacity to extend up to 24 TB with standard accessories
5.	Backup Server	1	Quad Core Server with 16 GB or RAM and 2 TB of SAS HDD with standard accessories
6.	Firewall, Switch, Router, UPS etc.	Lump sum	To support the Billing Control Center infrastructure described in SI No 1 to 5 during the project tenure.
7.	Desktop PCs	10 Nos	To central support and monitoring

All the servers shall be Rack mounted and racks shall be supplied by Agency.

2.2 To supply and maintain the required hardware at the DR Centre (Cloud).

The data from the Billing Control center shall be replicated on the DR server infrastructure provisioned on cloud as per the actual requirements. The required connectivity & bandwidth for replication at the Billing Control Center has to be provided by the Agency.

2.2.1 To supply and maintain the required Spot Billing Machines / Device.

Spot Billing Machines shall be handed over to AEN / ARO of the Sub-Division and in case of loss, damage by Meter Reader / Feeder in-charge, the same shall be replaced by Agency within 3-working days from date of written report from AEN/ARO. Above charges against loss, damage if due to Discom fault shall be paid to the vendor as per prevailing market price.

Description	Specification
-------------	---------------

Description	Specification
Display	Form factor –Bar, Screen type- Touch screen, Screen size-minof 4 inches, resolution- min of 480X 584.
Processor	Quad Core processor.
Memory	Min 1GB RAM.Internal memory of min 8GB, withextendableupto of 32GB
Camerafeatures	5MP with autofocus and flash
GeneralFeatures	OS of latest version with Bluetoothfeatures,messaging, GPS, USB connector, USB OTGetc.
Carriernetworks	2G- GSM 850 / 900 / 1800 / 1900, 3G- HSDPA 900 /2100, 4G/LTE
Data	GPRS, EDGE,Wifi, 3G,4G,LTE
Battery	Type- Li-Ion, Capacity- min of 1750mAH,
Miscellaneous features	All other features to be disabled and only the required app to be enabled
Power Bank	Micro USB connector, min of 12001-19000 mAh of battery capacity, Lithium-ion battery type, Power requirement at min of DC 5V 2.1A, 1A DC 5 V, Power output at min of DC 5V 2.1A, 1A DC 5 V.
Printer	The printer shall support wired/wireless connectivity and shall have provision to print on 3” thermal stationery. Shall have black mark detection facility to detect the start and end of the bill. Shall have battery backup for printing about 200 bills per day and shall be chargeable from the power bank. “The printer shall be chargeable form the battery bank and suitable cables shall be supplied along with

Note: The insurance of SBMs against damage and theft shall be arranged by the Agency at its own cost till currency of the Contract.

2.3 To supply and maintain the hardware at Sub-divisions / Divisions / Circles / Billing Control Center

Sl.No.	Particulars	Sub-division / Division / Circle
1.	Desktop PCs	3 Nosto each Sub-Division, 1 No to each Division, 3 Nos to each Circle
2.	Cash Counter	1 No PC with 80 Colum Dot matrix printer/slip printer at Sub-Division HQ.
3.	UPS	1x 2KVA– 4hrs backup at each Sub-Division

4.	Network Laser printer	1 Nos at each Sub-Division
5.	No. of SBM	One SBM with power bank (10000 MAh). In Rural Areas one SBM for each 11KV Feeder (Approx. 5000 nos,) with additional 10% spares In Urban Areas one for every 1500 consumers with additional 10% spares. Spares devices shall be given to the custody of Accounts Officer of respective circle. <i>SBM shall be replaced with brand new devices twice in entire contract period. First replacement in Two and half – years from the date of work order and second replacement after two years from the date of first replacement i.e. four and half years from the date of contract at no extra cost during the original contract period. If contract is extended after 5 years for another 2 years then SBM shall be replaced after 1 year of extended contract.</i>
6.	Bar Code Reader	1 Nos at each sub division.
7.	Biometric Reader	1 Nos for each PC at Sub Division and Cash Counter.
8.	Line Matrix Printer	1 Nos at each Circle

2.3.1 Details & Specification of the Hardware to be deployed:

I. MINIMUM SPECIFICATION OF DESKTOP PC:

Processor	Minimum Intel core i3.
Memory	4 GB RAM
Hard Disk Drive	500 GB HDD or Higher
Monitor Color	47 cm or larger (18.5 inch or larger) Monitor
Keyboard	104 keys
Mouse	Optical with USB interface
Operating System	Windows 10 or higher and Anti-Virus software along with necessary licenses
Networking facility and Power Management	As per industry Standard

II. MINIMUM SPECIFICATION OF DOT-MATRIX PRINTER, LASER PRINTER:

Item	Required Parameter
Speed	350 CPS or higher
No. of Pins	24 Pin, Letter Quality
Columns	80 or higher

SPECIFICATION OF LASER PRINTER
Type Dry Type Laser Electro Photocopy
Speed 32 PPM or higher for A4 in normal mode, first page out 10 Seconds
Paper Size A4 and Legal Including Envelops & letter
Interface Centronics Parallel with Printer Cable USB with cable
Port & Fast Ethernet 10/100 Internal Print Server in EIO Slot
OS Support drivers to be provided
Cartridge output with 5%, Coverage on Letter Size, Paper in Normal Mode

III. MINIMUM SPECIFICATION OF UPS 2 KVA – 4 Hours Backup

Power Conditioning, Automatic self-test, Transformer-block spaced outlets., software monitoring support, Microprocessor based
Input voltage: 160-280V, output Voltage: 230V+/-5%, Frequency: 50 Hz +/- 5%, Transfer time: 2-5 mili secs
Cold start facility, 120min. backup on computer load, Alarm on battery mode, overload and low battery,
Maintenance-free sealed Lead-Acid battery SMF 12V of EXIDE, AMARON, QUANTA or equivalent make.
AVR for regulated output, no load shutdown or sleep mode, software shutdown, surge protection, EMI/RFI filter, cold start, over load and short circuit protection

IV. MINIMUM SPECIFICATION OF BAR CODE SCANNER:

Should scan all type of barcode VCC, EAW/RSS/EAW-3 code-93, code-128, UPC-A, UPC-E, EAW-8 i.e. all standard linear barcodes
Bright LED and Beeper with adjustable volume
Should withstand multiple drops of about more than 6 feet height
Should work on any OS with plug and play and without external power supply
Quick scanning of minimum 150 scans per second.
Should record small and large barcode up to 6" width and 9" away
Hands free stand.
Should be able to record/scan even poorly printed scan.
Should communicate through USB port

V. MINIMUM SPECIFICATION OF LOCAL AREA NETWORK – IN EACH SUB-DIVISION

Provide a 24 port 10/100 mbps fast Ethernet switch (D-Link) with jack panel to be placed in a rack
Dlink make CAT 5e structured cabling with casing and capping and I/Os etc

2.3.2 At each location, the LAN (Local Area Network) that shall comprise cable, casing and mini 8 port switch where numbers of PCs are more than one shall be done by Agency.

2.4 Manpower

- i. Project Manager (1-No. at Discom HQ)
 - ii. System Administrator (1-No. at Billing Control Center)
 - iii. Data Base Administrator (1-No. at Billing Control Center)
 - iv. Help desk and support operators (5 No's. at Billing Control Center)
 - v. Circle Manager (1-No. at each Circle)
 - vi. IT support personnel (One each at Sub Division, Division Level and Two at Circle level.
- Note: Skilled / Highly Skill man power shall be deployed and copy of documents of above personnel deployed at Billing Control Center& Discom HQ shall be submitted to O/o SE (IT) and personnel deployed at Circle, Division and Sub-Division to the O/o Circle AO.*

- I. As such the agency shall not frequently change the office in charge/nodal officer, frequently. The Agency shall furnish documents regarding the experience of the key personnel proposed to be employed by him.
- II. The experience for such personnel shall not be less than the following, for which the Agency shall furnish the details of the employees to be deployed after awarding of contract:
 - a) **Project Manager:** The candidate must be Degree in Engineering / M.C.A / MBA with at least 5 years of experience to handle such works.
 - b) **System Administrator:** The candidate must be Degree in Engineering / M.C.A / MBA with at least 5 years of experience of handling live production applications.
 - c) **Database Administrator:** Qualified Database Administrator 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.
 - d) **Circle Manager:** The candidate must be Diploma / Degree in Engineering/M.C.A / MBA with at least 3 years of experience to handle such works.
 - e) **IT support personnel at Sub Division, Division and Circle Level:** The candidate must be minimum Graduate / Post Graduation with at least 3 yrs. of experience and trained to handle the Billing and Revenue Management software, MIS reports & Output reports and processes of printing etc. The persons so deployed in sub-division should have complete knowledge on both hardware & application . Likewise the persons so deployed in Division & circle level shall be well versed with Smart Phone / SBM for immediate repair of the same.
 - f) **Help Desk and Support Operator:** These persons must have graduate and have diploma in Computers, have one year experience to handle such works.

Discom has right to verify the above at any time.

2.5 To supply Stationery & Consumables on the basis of billing cycles /mode of billing opted by Discom

- (i) The required stationery and consumables for Spot Billing Devices for bill generation. The spot bill so generated shall be affixed on pre-printed A-4 Size format, this format shall also be

supplied by the vendor.

- (ii) The required stationery and consumables at Sub Division for printing bills (LT & HT), payment receipts at cash counters & MIS reports generation.
- (iii) The required stationery and consumables at Circle level for printing of Ledgers, DC Notices, Outstanding List, PDC List, Weekly reports, Monthly reports and Quarterly reports and MIS reports.

2.5.1 MINIMUM SPECIFICATION FOR STATIONERY

i. PRE-PRINTED THERMAL PAPER FOR SPOT BILLING

Smoothness	Min 550
Brightness %	Min 75
Tensile Strength KN/m	MD 2.0 CD 1.0
Tearing Strength mN	MD 200 CD 200
Heat Resistance	Max 0.2 Min 1.0
Moisture resistance	Max 0.2 Min 1.0
Light Resistance	Max 0.2 Min 1.0
Dynamics Colour response 0.32mj / dot.	Min 1.10
Static Colour Response (70 deg C)	Max 0.2
Length, Width, GSM	11 Inch, 76 to 78 mm, 80 GSM.

ii. PRE-PRINTED PAPER FOR PRINTING LEDGERS/ BILL FORMAT, MIS, REPORTS, NOTICES.

Size	A4, 10X12, 10X15, Letter
GSM	70 GSM
Pre-Printer / Plain	Both Pre-Printer & Plain

2.6 To supply the Furniture: Branded Furniture (Computer Table, Chairs, requisite electrical equipment) at Sub-Division, Division, Circle and Data Centre shall be deployed in following manner:

- (i) **Billing Control Center :**
 - One table and one chair to each person to be deployed at Billing Control Center
 - Computer Table, Chair for all PCs and Line Printer etc. Deployed
 - Racks for Servers.
- (ii) **Circle Office / Division Office / Sub Division Office:**
 - Computer Table, Chair for all PCs and Line Printer etc. Deployed
 - One Table , Chair to each person deployed

2.7 GPRS/3G/4G connectivity on Spot Billing Devices and connectivity between Data Center and DR Center.

2.8 Change request, modification, new feature development, new integration requirements during the tenure of the contract at no additional cost to Discom.

2.9 Data migration from the existing systems. No payment shall be made for Data Migration.

2.10 Training to be imparted to the designated DISCOM personnel on the operation of the system.

2.11 Printing of Ledgers, DC Notices, Outstanding List, PDC List, Weekly reports, Monthly reports and Quarterly reports, MIS reports and delivering to the respective Accounts Officer.

Any other incidental service that are required for achieving the objectives as per the tender specifications.

2.12 OPTIONAL : Meter reading by deployment of the requisite manpower (One meter Reader for 1200 no. of consumers)

2. SCALABILITY

The system comprising hardware and software shall be scalable upto 75 lakhs consumers per package times of existing consumer available in the data base at the time of commencement of contract period.

The Agency has to size the requirement of the Application Servers, Database Servers, backup servers, middleware servers etc., to deliver the full functionality with reasonable response times.

The IT infrastructure shall be scalable keeping in view of the scalability of the consumer data base as define above .

3 Integration: The system to be deployed under this contract shall be SOA (Service Oriented Architect)based and shall be considered as master of Feeder Monitoring System, Mobile Application and accordingly shall be integrated with the same and also with RAPDRP system and forthcoming future system (during currency of Contract) for which necessary catalogue services of RAPDRP system shall be provided by Discom. All the middleware in the form of Hardware, software & firmware required for such integration shall be deployed by agency as part of scope of Work with no additional cost to Discom.

Google Map:- As per requirement of scope of work the user rights from GOOGLE shall be arranged by agency at no cost to Discom.

4 Performance Standards

(i) Availability and Performance Standards for PART A:

Equipment	Up time
Central Billing Control Center (Software & Hardware)	98%
Manpower and Support Services	95%

(ii) SLA Matrix (Service Level Agreement)

Each Breakdown is assigned a Severity Level. Severity Levels are mutually agreed upon between the Agency and the Discoms. Severity Levels describe the level of business impact to the customer; define the rules of engagement, and Agency resources to be deployed. Severity Levels are set at 1, 2 or 3 depending on the nature of the problem, and they can be upgraded or downgraded at a later time.

The list below summarizes these levels.

- Severity Level 1 - Severe Impact
- Severity Level 2 - Significant Impact
- Severity Level 3 - Minor Impact

Category	Severity 1		Severity 2		Severity 3	
	MTTA	MTTR	MTTA	MTTR	MTTA	MTTR
Database Server and Data Capture	4 Hrs	18 Hrs	6 Hrs	30 Hrs	8 Hrs	48 Hrs
Application and other servers in Central Billing Control Center	4 Hrs	18 Hrs	6 Hrs	30 Hrs	8 Hrs	48 Hrs
Monitoring workstations in Central Billing Control Center	4 Hrs	24 Hrs	6 Hrs	30 Hrs	8 Hrs	36 Hrs
Field Devices (IFCD)	24 Hrs	48 Hrs	24 Hrs	60 Hrs	24 Hrs	72 Hrs
MIS Reports	6 Hrs	24 Hrs	6 Hrs	36 Hrs	8 Hrs	48 Hrs

MTTA – Mean time to attend

MTTR – Mean time to repair

For each of these, the number of downtimes will be counted. Downtime will be calculated as follows:

- i) Downtime will start from the time the problem is reported and logged.
- ii) Downtime shall exclude MTTA + MTTR as per SLA matrix and severity level of the equipment.
- iii) All downtime will first be counted but if it can be proven to be caused by hardware or software not of Supplier's supply, it will then be deducted.
- iv) Any delay caused due to unforeseen circumstances which are beyond the control of contractor shall not be counted as downtime.

- v) These SLAs shall be applicable assuming that the uptime of communication system provided by the Telecom Service Provider is 99.99%

Availability Evaluation and Penalty

Measurable on a monthly basis, the penalty clause would be enforceable for every one percent degradation / deviation from the committed performance levels of the network.

Availability Evaluation:

The availability data will be collected by the Contracting Authority's personnel and his representative.

The availability of the equipment shall be defined as follows:

$$\text{Availability (\%)} = \frac{(\text{Total Operating Time of all devices} - \text{Cumulative Downtime}) \times 100}{\text{Total Operating Time of all devices}}$$

The total operating time for a month shall be calculated as follows:

No. of hours per day x No. of days x No. of devices

The no. of devices shall be equal to the number of servers for Billing Control Center servers, 2600 (or actually deployed) for field devices.

Penalty:

The downtime and penalty shall be calculated on monthly basis for all equipment and devices.

SECTION VI ANNEXURES COVERING FORMATS OF SUBMISSION OF BIDS**ANNEXURE 1 FORMAT FOR COVERING LETTER OF BID****Cover Letter**

(To be furnished by the bidder on the letter head. In case of Consortium on the letterhead of Lead Member. It has 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: Submission of Bid for the work of "DEPLOYMENT OF BILLING SYSTEM WITH SPOT BILLING FEATURES ON BOOT BASIS" against TN-59.

Dear Sir,

We hereby submit our bid for work of "**Deployment of Billing System with Spot Billing features on BOOT Basis.**" spread across Jaipur DISCOM." against TN-59.

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

We are submitting our Bid as Single Bidding company/ Consortium withas Lead Member andas Consortium member.

We agree for execution of tendered work as per the terms & conditions as specified in this Tender Document.

We also agree that:

- 1) The prices as mentioned in BOQ.
- 2) The prices quoted are valid for a period of 90 days from the date of opening of "Financial-bids"
- 3) The quoted / agreed prices are inclusive of the following charges:
 - Enclose details of taxes included in the prices

S. No.	Name of Tax/Charges	Rate of Tax/Charges

- 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 in the Contract. In case we fail to complete the work as indicated therein we shall be liable to pay penalty as per Tender Document.
- 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.
- 13) We understand that Jaipur Discom/Discoms 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.
- 14) We also understand that the Jaipur Discom reserves the right to reject any or all of the bids without assigning any reason thereof.
- 15) We undertake that we have a software solution which may be readily fine-tuned to the requirements of Discoms.
- 16) **We understand that the prices quoted in the BOQ are Discom wise as per packages defined in the RFP & the financial evaluation of the L-1 bidder shall be package wise and not as per the lowest bid declared by e-procurement (Cumulatively by totalling packages I, II & III for all three packages).**

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

Enclosed: (Annexures)

Thanking you,

Yours faithfully,

Designation_____

Date:

(Signature of the Authorized Signatory)

ANNEXURE – 2: GENERAL PROFILE OF THE BIDDER

(To be furnished on Bidder’s Letterhead. In case of JV/Consortium, on the respective Members Letterhead)
Kindly attach a copy of latest RoC to substantiate the information furnished against general profile of the bidder

Details	Responses
Bidding Entity Nature	SingleBidder/Lead Member/Consortium Member
Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names, Addresses, Contact Emails and Mobile Nos. of the Key Management Personnel of Firm such as MD/Directors/CEO, etc.	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act, Partnership Act, or any other act applicable for registration of Firms in India	
Registration Number & Date	
Field organization and resources to be deployed for the proposed job	
No. of Projects executed in Utilities in past 5-years.	

(In case of Joint Venture / Consortium, separate sheet to be furnished for each member.)

(Please enclose the ownership structure of the company, Incorporation Certificate, MOA, AOA duly attested by Company Secretary/ Director of the Company).

ANNEXURE – 3: FINANCIAL CAPABILITIES

(To be furnished on Bidder's Letterhead. In case of JV/Consortium, on the respective Members Letterhead)

CERTIFICATE OF FINANCIAL QUALIFICATION

S. No	Financial Year	Turn Over (In INR)	Whether Net Worth Positive or NOT (Select as applicable)	Whether Net Profit earned or not? (Select as applicable)
1	FY 2013-2014		YES/NO	YES/NO
2	FY 2014-2015		YES/NO	YES/NO
3	FY 2015-2016		YES/NO	YES/NO

(Turnover / Net Worth/ Net Profit shall be as per the currently applicable accounting standards prescribed by Institute of Chartered Accountants of India)

We hereby certify that the above information is correct.

(Signature of the Statutory Auditor of the Bidder/ In case of consortium Signature by the Statutory Auditor of the respective member)

(Note:Enclose audited Financial Statements/ Annual Reportof the aforementioned FYs duly signed by the Chartered Accountant).

ANNEXURE-4 DETAILS & DESIGN OF THE PROPOSED BILLING SYSTEM

- i. Details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.
- ii. Controlling offices that would be established to undertake the proposed work
- iii. Project organization structure
- iv. Names of the key resources that would be deployed along with their proposed position
- v. CVs of the key proposed resources
- vi. Copies of work order and performance report for the projects undertaken/ in hand (as shown in table below)
- vii. Brief details of Dashboard.
- viii. 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
- ix. Details of equipment, data sheets/ compliances sheets/ and hardware that would be deployed along with bill of material indicating the number and make and technical specifications

Particulars	Experience (Write name of the clients here)
Give detailed write-up on experience / order executed billing software	
Give detailed write-up on experience / order executed billing services	
Enclose copies of order so executed/orders in hand.	

ANNEXURE – 5: PROPOSED HARDWARE, DATABASE AND OTHER INFRA (BILL OF MATERIAL)

S. NO	PARTICULARS	BRAND NAME / PRODUCT NAME	PRODUCT NUMBER / SPECIFICATION NUMBER	QUANTITY

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

Note: Undertaking about the Annual Technical Support from OEM of Hardware and Database from the Manufacturer till the currency of Contract.

ANNEXURE – 6: SCHEDULE OF DEVIATIONS

Technical Deviations

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

Commercial Deviations

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

**ANNEXURE – 7:CONFIRMATION OF “NO DEVIATION” IN TECHNICAL /
COMMERCIAL TERMS AND CONDITIONS OF THIS TENDER**

(To be furnished on Bidder’s Letterhead. In case of Consortium, on the respective Members Letterhead)

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 / Commercial terms & conditions of TN-59

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

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

ANNEXURE – 8: PROJECT IMPLEMENTATION PLAN

The implementation schedule for **Deployment of Billing System with Spot Billing features on BOOT Basis” spread across Rajasthan DISCOM** shall be as under:

S.NO.	PARTICULAR OF ACTIVITY	TIME SCHEDULE DESIRED	CONFIRMATION OF TIME SCHEDULE AS PER BIDDER (YES/NO)
1	Furnishing detailed specification of all the software, hardware under the scope of the agency.	Within 30 days from the date of awarding contract	
2	Approval/ comments by JVVNL.	Within 15 days from the date of submission	
3	Offer for Software and Hardware testing incorporating comments of Discom as per point No. 2	Within 15 days after activity No. 2	
4	Testing of the system by JVVNL	Within 15 days after activity No. 3	
5	Deployment of the system and Functional operation of the system	Within 15 days after activity No. 4.	

ANNEXURE-9 : SYSTEM COMPLIANCE SHEET

(To be furnished on appropriate non-judicial Stamp Paper of Rs. 100/-, duly notarized)

Affirmation of availability or non-availability of all the features and functionalities provided at Section III part in tabular formant has to be provided.

ANNEXURE-10: UNDERTKAING FOR VARIOUS INFORMATIONFURNISHED

(To be furnished on appropriate non-judicial Stamp Paper of Rs. 100/-, duly notarized)

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 Sir,

Sub: Undertaking for various information against TN XX

We hereby confirm that that all the information against all the schedules, Annexure (1-8) and all other Certificates etc. furnished are correct and if in future Discom discover that any information furnished is not true, same may lead to the rejection of bid or termination of contract.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

ANNEXURE-11: BIDDERS'S AUTHORIZATION CERTIFICATE

(To be furnished on Bidder's Letterhead. In case of Consortium, on the respective Members Letterhead)

To,

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

[Reference No.]

I/ We <Name/ Designation> hereby declare/ certify that <Name/ Designation> is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

**ANNEXURE 12: POWER OF ATTORNEY IN FAVOUR OF AUTHORIZED SIGNATORY
OF THE BIDDER**

*(To be stamped Non-Judicial Stamp Paper of Rs. 500/- duly notarized in name of the Bidding Entity/
Lead Member in case of consortium)*

ANNEXURE 13: POWER OF ATTORNEY IN FAVOUR OF LEAD MEMBER BY CONSORTIUM MEMBER

*(To be stamped Non-Judicial Stamp Paper of Rs. 500/- duly notarized in name of the Bidding Entity/
Lead Member in case of consortium)*

KNOW ALL MEN BY THESE PRESENTS THAT WE, the Partners whose details are given hereunder have formed a Consortium under the laws of and having our Registered Office(s)/Head Office(s) at (hereinafter called the 'Consortium' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) acting through M/s being the Partner in-charge do hereby constitute, nominate and appoint M/s..... a Company incorporated under the laws of and having its Registered/Head Office at as our duly constituted lawful Attorney (hereinafter called "Attorney" or "Authorised Representative" or "Partner In-charge") to exercise all or any of the powers for and on behalf of the Joint Venture in regard to Specification No..... Package the bids for which have been invited by Jaipur Vidyut Vitaran Nigam Limited, Vidyut Bhawan, Jaipur (insert name of the Employer alongwith address) (hereinafter called the 'Employer') to undertake the following acts:

- i) To submit proposal and participate in the aforesaid Bid Specification of the Employer on behalf of the "Consortium ".
- ii) To negotiate with the Employer the terms and conditions for award of the Contract pursuant to the aforesaid Bid and to sign the Contract with the Employer for and on behalf of the "Consortium ".
- iii) To do any other act or submit any document related to the above.
- iv) To receive, accept and execute the Contract for and on behalf of the "Consortium".

It is clearly understood that the Partner In-charge (Lead Partner) shall ensure performance of the Contract(s) and if one or more Partner fail to perform their respective portions of the Contract(s), the same shall be deemed to be a default by all the Partners.

It is expressly understood that this Power of Attorney shall remain valid binding and irrevocable till completion of the Defect Liability Period in terms of the Contract.

The Consortium hereby agrees and undertakes to ratify and confirm all the whatsoever the said Attorney/Authorised Representatives/Partner in-charge quotes in the bid, negotiates and signs the Contract with the Employer and/or proposes to act on behalf of the Consortium by virtue of this Power of Attorney and the same shall bind the Consortium as if done by itself.

IN WITNESS THEREOF the Partners Constituting the Consortium as aforesaid have executed these presents on this..... day of under the Seal(s) of their Companies.

for and on behalf of the

Partners of Consortium

.....

.....

.....

The Seal of the above Partners of the Consortium:

The Seal has been affixed there unto in the presence of:

WITNESS

1. Signature.....

Name

Designation

Occupation

2. Signature.....

Name

Designation

Occupation

Note:

1. For the purpose of executing the Agreement, the non-judicial stamp papers of appropriate value shall be purchased in the name of Lead member of the Consortium.
2. The Agreement shall be signed on all the pages by the authorised representatives of each of the partners and should invariably be witnessed.

ANNEXURE 14: FORM OF UNDERTAKING BY CONSORTIUM MEMBERS

(To be stamped Non-Judicial Stamp Paper of Rs. 100/- duly notarized in name of consortium)

THIS JOINT DEED OF UNDERTAKING executed on this..... day of..... 2016 by an entity incorporated under the laws of and having its Registered Office at(hereinafter called the "Party No.1" which expression shall include its successors, executors and permitted assigns) and M/s.....an entity incorporated under the laws of and having its Registered Office at (hereinafter called the "Party No.2" which expression shall include its successors, executors and permitted assigns) for the purpose of making a bid and entering into a contract [hereinafter called the "Contract" {in case of award}] against the Specification No..... for (*insert name of the package alongwith project name*)of Jaipur Vidyut Vitaran Nigam Limited (*insert names of the Employer*), a Company incorporated under the Companies Act of 1956/2013 (with amendment from time to time) having its registered office at Vidyut Bhawan, Jaipur (*insert registered address of the Employer*)..... (hereinafter called the "Employer").

WHEREAS the Party No.1 and Party No.2 have entered into an Agreement dated.....

AND WHEREAS the Employer invited bids as per the above mentioned Specification for the design, manufacture, supply, erection, testing and commissioning of Equipment/ Materials stipulated in the Bidding Documents under (*insert name of the package alongwith project name*)

AND WHEREAS As per Tender Document, for meeting the requirements of Qualification Criteria as mentioned in the tender document, as applicable may bid, provided, the Consortium fulfills all other requirements under the terms and conditions of the Tender Document and in such a case, the Bid Forms shall be signed by all the partners so as to legally bind all the Partners of the Consortium, who will be jointly and severally liable to perform the Contract and all obligations hereunder.

The above clause further states that this Undertaking shall be attached to the bid and the Contract performance guarantee will be as per the format enclosed with the Bidding Documents without any restrictions or liability for either party.

AND WHEREAS the bid is being submitted to the Employer vide proposal No.....dated by Party No.1 based on this Undertaking between all the parties; under these presents and the bid in accordance with the requirements of Clause Tender Document (documents establishing the Qualification of Bidder) & Qualification Criteria in Tender Document, has been signed by all the parties.

NOW THIS UNDERTAKING WITNESSETH AS UNDER:

In consideration of the above premises and agreements all the parties of this Deed of Undertaking do hereby declare and undertake:

1. In requirement of the award of the Contract by the Employer to the Consortium Partners, we, the Parties do hereby undertake that M/s..... the Party No.1, shall act as Lead Partner and further declare and confirm that we the parties to the Consortium shall jointly and severally be bound unto the Employer for the successful performance of the Contract and shall be fully responsible for delivering the Scope of Work in accordance with the Contract:
2. In case of any breach or default of the said Contract by any of the parties to the Consortium, the party(s) do hereby undertake to be fully responsible for the successful performance of the Contract and to carry out all the obligations and responsibilities under the Contract in accordance with the requirements of the Contract.
3. Further, if the Employer suffers any loss or damage on account of any breach in the Contract or any shortfall in the performance of the equipment in meeting the performances guaranteed as per the specification in terms of the Contract, the Party(s) of these presents undertake to promptly make good such loss or damages caused to the Employer, on its demand without any demur. It shall not be necessary or obligatory for the Employer to proceed against Lead Partner to these presents before proceeding against or dealing with the other Party(s), the Employer can proceed against any of the parties who shall be jointly and severally liable for the performance and all other liabilities/obligations under the Contract to the Employer.
4. The financial liability of the Parties of this Deed of Undertaking to the Employer, with respect to any of the claims rising out of the performance or non-performance of the obligations set forth in this Deed of Undertaking, read in conjunction with the relevant conditions of the Contract shall, however not be limited in any way so as to restrict or limit the liabilities or obligations of any of the Parties of this Deed of Undertaking.
5. It is expressly understood and agreed between the Parties to this Undertaking that the responsibilities and obligations of each of the Parties shall be as delineated in Appendix – I (*to be suitably appended by the Parties alongwith this Undertaking in its bid*) to this Deed of Undertaking. It is further undertaken by the parties that the above sharing of responsibilities and obligations shall not in any way be a limitation of joint and several responsibilities of the Parties under the Contract.
6. It is also understood that this Undertaking is provided for the purposes of undertaking joint and several liabilities of the partners to the Consortium for submission of the bid and performance of the Contract and that this Undertaking shall not be deemed to give rise to any additional liabilities or obligations, in any manner or any law, on any of the Parties to this Undertaking or on the Consortium, other than the express provisions of the Contract.
7. This Undertaking shall be construed and interpreted in accordance with the provisions of the Contract.

8. In case of an award of a Contract, we the parties to this Deed of Undertaking do hereby agree that we shall be jointly and severally responsible for furnishing a Contract performance security from a bank in favour of the Employer in the currency/currencies of the Contract.
9. It is further agreed that this Deed of Undertaking shall be irrevocable and shall form an integral part of the bid and shall continue to be enforceable till the Employer discharges the same or upon the completion of the Contract in accordance with its provisions, whichever is earlier. It shall be effective from the date first mentioned above for all purposes and intents.

IN WITNESS WHEREOF, the Parties to this Deed of Undertaking have through their authorised representatives executed these presents and affixed Seals of their companies, on the day, month and year first mentioned above.

Seal of

For Lead Partner (Party No.-1)

has been affixed in my/ our

For and on behalf of M/s

presence pursuant to Board of

.....

Director's Resolution dated

Name

Designation

(Signature of the authorized

Signature

representative)

WITNESS :

I.

II.

Seal of

For Party No.-2

has been affixed in my/ our

For and on behalf of M/s.....

presence pursuant to Board of

Director's Resolution dated

(Signature of the authorized
representative)

Name

Designation

Signature

WITNESS :

I.

II.

Note:

1. For the purpose of executing the Joint Deed of Undertaking, the non-judicial stamp papers of Rs. 100/- shall be purchased in the name of Consortium.
2. The Undertaking shall be signed on all the pages by the authorized representatives of each of the partners and should invariably be witnessed.

ANNEXURE 15: FORMAT OF BANK GUARANTEE FOR EMD

(To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

To: *(insert Name and Address of Employer)*

WHEREAS M/s. *(insert name of Bidder)*..... having its Registered/Head Office at *(insert address of the Bidder)* *(hereinafter called "the Bidder")* has submitted its Bid for the performance of the Contract for.....*(insert name of the Package)*.....under.....*(insert Specification No)*..... *(hereinafter called "the Bid")*

KNOW ALL PERSONS by these present that WE *(insert name & address of the issuing bank)* having its Registered/Head Office at*(insert address of registered office of the bank)*..... *(hereinafter called "the Bank")*, are bound unto Jaipur Vidyut Vitaran Nigam Limited *(hereinafter called "the Employer")* in the sum of*(insert amount of Bid Security in figures & words)*..... for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Seal of the said Bank this day of 20....

THE CONDITIONS of this obligation are:

- (1) If the Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form; or
- (2) If the Bidder does not accept the corrections to arithmetical errors identified during preliminary evaluation of his bid pursuant to Tender document; or
- (3) If, as per the requirement of Qualification Requirements the Bidder is required to submit any Undertaking/Agreement and he fails to submit the same, duly attested by Notary Public of the place(s) of the respective executant(s) alongwith the Bid within ten days from the date of intimation of post – bid discussion; or
- (4) in the case of a successful Bidder, if the Bidder fails within the specified time limit
 - (i) to sign the Contract Agreement, in accordance with Tender document, or
 - (ii) to furnish the required performance security, in accordance with the Tender document. or
- (5) In any other case specifically provided for in the Tender document.

We undertake to pay to the Employer up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will note that the amount claimed by it is due to it, owing to the occurrence of any of the above-named CONDITIONS or their combination, and specifying the occurred condition or conditions.

This guarantee will remain in full force up to and including (*insert date, which shall be the date 180 days from the date of Technical Bid Opening*)....., and any demand in respect thereof must reach the Bank not later than the above date.

For and on behalf of the Bank

[*Signature of the authorised signatory(ies)*]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____ Mobile_____

Fax Number_____

email _____

Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____ Mobile_____

email _____

Note:

1. In case the bid is submitted by a Consortium, the bid security shall be in the name of the Consortium and not in the name of the Lead Partner or any other Partner(s) of the Consortium.
2. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph for limitation of liability, the following may be added at the end of the proforma of the Bank Guarantee [*i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee*]:

Quote

"Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed _____ (value in figures) _____ [*_____ (value in words) _____*].
2. This Bank Guarantee shall be valid upto _____ (validity date) _____.
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date) _____."

Unquote

ANNEXURE 16: FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY

Will be provided to the Successful Bidder

ANNEXURE-17: SELF DECLARATION-NO BLACKLISTING

(To be furnished on appropriate non-judicial Stamp Paper of Rs. 100/-, duly notarized)

To,

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

In response to the NIT Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of _____, I/
We hereby declare that presently our Company/ firm _____, at the time of bidding: -

- a. possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Discom;
- b. have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c. is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d. does not have any previous transgressions with any entity in India or any other country during the last three years
- e. does not blacklisted by any of the Central/State power utilities in India for fraudulent and corrupt practices
- f. is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g. does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of three years preceding the commencement of the contract, or not have been otherwise disqualified pursuant to debarment proceedings;
- h. does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.

- i. will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Signature.....

In the capacity of.....

Duly authorised to sign Proposal for And on behalf of.....

Seal of the Organization: -

Date.....

Place.....

ANNEXURE-18: QUALIFICATION REQUIREMENT

S. No.	Criteria	Supporting Documents Required	Submitted by the Bidder (Yes/No)
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/Partnership Firm incorporated under applicable Partnership Act or by Consortium of maximum 2 such entities.	<p>Self-Declaration alongwith the following:</p> <ul style="list-style-type: none"> • Copy of Self-attested Incorporation Certificate in case of Company • Copy of Self-attested Partnership Deed • Copy of Self-attested latest Income Tax Return <p>In case of bid by Consortium:</p> <ul style="list-style-type: none"> • Consortium undertaking on appropriate value of Non Judicial Stamp paper • Self-Declaration, identifying clearly the Lead member of the Consortium alongwith relevant legal proof of Entity as mentioned above by each member of Consortium. 	
2.	<p>The Bidders shall be minimum CMMI level 3 certified and shall have ISO 9001:2008 (QMS) alongwith experience in successfully completing any billing related project in India during last 5 years.</p> <p>The Bidder shall have a software solution which may be readily fine-tuned to the requirements of Discoms.</p>	<p>In case of a Consortium, any member can meet this qualification requirement in total.</p> <p>Undertaking as given in Annexure 1 (S. No. 15) of the Cover letter.</p> <p>Documentary evidence such as Work Order and Completion Certificate, CMMI Certificate issued by SEI/CMMI institute, Valid Certificate for ISO, etc. substantiating the qualification by the Bidder.</p>	
3.	The Bidder shall have experience of Web based billing/Revenue management Billing Software/Spot Billing Software and Billing Services in Power Distribution Utilities involving a total consumer	<p>Documentary evidence such as Work Order and Completion Certificate to be provided.</p> <p>The experience shall be considered on cumulative basis for Consortium members. However each member should</p>	

	base of 10 lakhs in one or more projects for a continuous period of minimum 3 years.	meet minimum 10% of the requirement of the experience (i.e. billing project of minimum 1 lakh consumer for continuous 3 years)	
4.	<p>The Bidder should have a minimum average annual turnover of Rs. 30 Cr (total of 90 Cr in last 3 years) in last three Financial Years (FY16, FY 15, FY 14)</p> <p>The Bidder should be profit making in the last 3 financial years.</p> <p>The Bidder should have positive net worth as on 31st March, 2016</p>	<p>Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof.</p> <p>In case of consortium the turnover qualification can be met by Consortium members jointly. However each member shall have atleast 10% of the qualification requirement.</p> <p>For Qualification requirement of net-worth and profit making entity, any member of consortium shall fulfil the requirement.</p> <p>Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided.</p> <p>Note:<i>Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated loses (including debit balance in profit and loss account for current year) and intangible assets.</i></p>	
5.	The Bidder should not have been black listed by any power utility in India.	<p>Self-Declaration for No Blacklisting (Annexure-17) on the appropriate stamp paper.</p> <p>In case of consortium both the firms shall fulfil this qualification.</p>	

ANNEXURE-19: FORMAT FOR FINANCIAL BID SUBMISSION

(Financial offer has to be furnished in BOQ excel file).

To,
The Superintending Engineer [IT]
Jaipur Vidyut Vitran Nigam Ltd.,
Old Power House Premises
Near Ram Mandir, JAIPUR-302 006.

SUB: DEPLOYMENT OF BILLING SYSTEM WITH SPOT BILLING FEATURES ON BOOT BASIS” spread across Rajasthan DISCOMs. against TN-59

Dear Sir,

We have procured the bid documents for engagement of Agency for DEPLOYMENT OF BILLING SYSTEM WITH SPOT BILLING FEATURES ON BOOT BASIS” spread across Rajasthan DISCOMs.

We are submitting our financial proposal as hereunder:

Figures in Rs.

S.No	PARTICULARS	Unit price (Price quoted for per consumer per month)	No. of consumers	Total Price for 60 months
1	PACKAGE I : Jaipur Discom			
(i)	Services as per specifications per consumer per month		2750000	
	Total Package I			
2	PACKAGE II : Jodhpur Discom			
(i)	Services as per specifications per consumer per month		2020000	
	Total Package II			
3	PACKAGE III : Ajmer Discom			
(i)	Services as per specifications per consumer per month		3150000	
	Total Package III			
4	OPTIONAL : Meter reading by deployment of the requisite manpower (shall Not be part of evaluation)			

The quoted prices are inclusive of applicable service tax/GST any statutory variation and imposing new tax by government shall be on Discoms account.

The lowest bid shall be ascertained on the basis of prices quoted for individual package.

The prices quoted in the BOQ are Discom wise as per packages defined in the RFP & the financial evaluation of the L-1 bidder shall be package wise and not as per the lowest bid declared by e-procurement (Cumulatively by totalling packages I, II & III for all three packages).

Name: _____
[Authorized Signatory]

SECTION VII APPENDIX-ADDITIONAL INFORMATION TO BIDDERS
APPENDIX-A CIRCLE WISE CONSUMERS in Non RAPDRP Area and 11KV
FEEDERS in Rural area

Package I: Jaipur Discom	No. of Consumers
Alwar	515568
Baran	184510
Bharatpur	204917
Bundi	157024
Dausa	208084
Dholpur	79764
Jhalawar	157330
JPDC	648085
Karauli	121043
Kota	153492
Swai Madhopur	154199
Tonk	169571
Total Package I	2753587
PACKAGE II: Jodhpur Discom	
Hanuman-garh	58221
Sri-Ganganagar	143686
Churu	111835
Jaisalmer	37897
Barmer	283715
Jalore	275486
Sirohi	178885
Bikaner District	192761
Pali	392266
Jodhpur District	343890
Total Package II	2018642
Package III: Ajmer Discom	
Ajmer District	246112
Bansawara	198008
Bhilwara	402034
Chittorgarh	200349
Dungarpur	206385
Jhunjhunu	312368
Nagaur	378560
Pratapgarh	112260
Rajsamand	199853
Sikar	446853
Udaipur	451116
Total Package III	3153898

S.No.	Name of Discom	No. of 11KV Feeders in Rural Areas
1	Jaipur Discom	5000
2	Jodhpur Discom	8000
3	Ajmer Discom	8000
4	Total	21000