



**JAIPUR VIDYUT VITRAN
NIGAM LTD.**



Purchaser:



Jaipur Vidyut Vitran Nigam Ltd (JVNL), Jaipur

Office of the Superintending
Engineer (IT), JVNL, Jaipur

NOTICE INVITING TENDER

Notice Inviting Tender

Reference No: TN-64

Jaipur Vidyut Vitran Nigam Ltd. ["JVVNL"/ "Jaipur Discom"] invites bids from competent Agency for work of "Deployment of Billing System with Spot Billing and Customer Information system on SAAS (System as a Service) Basis".

The contract period shall be initially for five years. The contract period may further be extended upto 2 years as per mutual agreement.

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. 22 Crs per annum
Contact Persons	1) Ram Avatar Sharma SE (IT) Office: 0141-2205412 2) R.S.L.Meena (XEN IT-II)
Submission of Banker's Cheque/ Demand Draft for Tender Document Fee (including Service Tax @ 15%), with AO(TW) in favour of AO(TW), JVVNL, Jaipur (non-refundable), payable at Jaipur, Rajasthan	Rs: 5750/- before 19.07.2017 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 19.07.2017 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. 44 lakhs before 19.07.2017 upto 2 PM
Publishing Date/Time	20.06.2017 at 5.00 pm
Last date of receipt of clarification/queries	Within 7 days from date of uploading of tender document
Submission Date for Banker's Cheque/ Demand Draft / BG for Tender Fee, EMD, and Processing Fee.	The deadline for submission of these instruments is 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	20.07.2017 upto 2 PM
Date & Time of Opening of Technical Bids	20.07.2017 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.

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

BROAD SCOPE OF WORK:

To rollout an array of services on Service base Model for Metering, Billing, Collection, New Connection, Disconnection, CRM, Mobile Apps, Meter Data Management System, Analytics, Reporting etc, all preferably on single platform, across Jaipur Discom which would:

- a) Cater to initially non-RAPDRP area consumers (about 27 lac. at present) including Rural across the Jaipur Discom which may subsequently be extended to all consumers in Jaipur Discom. Presently Kota & Bharatpur city under jurisdiction of Discom has been awarded on Distribution Franchisee Model. Discom reserves the right to reduce the scope of work for such area of jurisdictions given to the franchisees
- b) Be based on a Cloud platform with business applications in the cloud. The core billing Module must necessarily use COTS (Commercially Off The Shelf Software) duly configured. The services offered under this bid shall be on a per consumer basis. There shall be proven enterprise cloud security, built in the system. The cloud computing shall be elasticity, affordability, availability and simplicity.
- c) Use Spot Billing Machines (Android based Smart devices with Printers and GPRS SIM) for most consumers except large HT and LT consumers above 18.5 kW whose bills would be batch generated
- d) Have Capability to Integrate with any existing AMR systems with future AMI systems and Smart Meters, Billing system on Industry Standard data exchange mechanism.
- e) Have security mechanisms inbuilt as per industry and standards and protocols.
- f) Be supported by Manpower as listed in this RFP for Project implementation, Maintenance and Support during tenure of Contract.
- g) Detailed scope of work as per 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 21.06.2017 to 28.06.2017 between 10:00 AM to 6:00 PM.

Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Ltd.
Old Power House, Banipark, JAIPUR-302006.

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SECTION – I INTRODUCTION & OBJECTIVE

JAIPUR VIDYUT VITRAN NIGAM LIMITED (Jaipur Discom) is an undertaking of Government of Rajasthan engaged in distribution and supply of electricity in the jurisdiction of Jaipur Discom which comprises of 13 Circles 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

The invitation to Bid is for “Deployment of Billing System with Spot Billing and Customer Information system on SAAS (System as a Service) Basis” that are being procured through this RFP, initially in areas of Jaipur Discom which are not covered under R-APDRP program for a period of 5 years. Presently Kota & Bharatpur city under jurisdiction of Discom has been awarded on Distribution Franchisee Model. Discom reserves the right to reduce the scope of work for such area of jurisdictions given to the franchisees

The Bidders are advised to study the tender document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

General Information of Bid :

- i. The Bidder, while submission of the Bids, has to ensure that, all the pages of the Bids are signed by the competent authority and also all the pages are numbered and properly indexed. Jaipur Discom clarified that-the Bid of those bidders, who do not fulfil the requirements shall be considered as disqualified.
- ii. If any bidder fails to fulfil the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.
- iii. Merely meeting the 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.
- iv. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.
- v. 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.

SECTION-II QUALIFICATION REQUIREMENTS (QR)

The Bidder must possess following credentials prescribed as Pre-Qualification Criteria . If any bidder fails to fulfil the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.

Qualification Requirement of Bidder / System Integrator

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.	Self-Declaration along with the following: <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
2.	The Bidders shall be minimum CMMI level 3 certified and shall have ISO 9001:2008 latest version valid for at least six months after submission of bid.	Documentary evidence of CMMI Certificate issued by SEI / CMMI institute and ISO, etc. .
3.	The Bidder shall have experience of Web based billing and Revenue management System through its own software or through COTS** (Commercially off the Shelf) software in at least 3 Power Distribution utilities in India during last Five years out of which one project should be in running condition. The bidder should have experience for handling the billing system for consumer base of 20 lakhs in one or more than one project. The Billing experience pertaining for this consumer base should have been continuously for one year.	Documentary evidence such as Work Order and performance certificate for ongoing project.
4.	The Bidder should have a minimum average annual turnover of Rs. 30 Cr (Gross Turnover of 90 Cr in last 3 years) in last three Financial Years (2014-15, 2015-16, 2016-17) The Bidder should be profit making in the last 3 financial years. The Bidder should have positive net worth as on 31 st March, 2017	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. If final accounts of FY 2016-17 are not available provisional certificate duly certified by CA shall be submitted as a proof. Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided. Note: <i>Net worth means the sum total of the paid</i>

		<i>up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</i>
5.	The Bidder should not have been black listed by any power utility in India.	Self-Declaration for No Blacklisting (Annexure-15) on the appropriate stamp paper.

** The System Integrator shall produce an undertaking that the Core Billing Module shall be COTS, either SAP or ORACLE.

OR

The Distribution Utilities having Distribution license for Electricity Distribution from the respective Regulator may also bid provided that :

1. That the billing in their area of operation is being carried out through own billing software or COTS (Commercially off the Shelf) platform (SAP / ORACLE).
2. The System being used for at least 20 Lakhs consumers in its area of operation cumulatively.
3. The undertaking to use core Billing Module under this Bid shall be SAP / ORACLE shall be produced .

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. Above two shall leave capability to integrate with each other

SECTION –II 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. All bids shall be prepared and submitted in accordance with terms and conditions of this Tender Document.
- 1.3. The Bidder, in his own interest is requested to read very carefully these instructions and the terms and conditions as incorporated in General Conditions of Contract and Technical specification before filling and submitting the Bids.
- 1.4. 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.
- 1.5. Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing this Tender document unless otherwise specifically indicated/ commented by him in his Bid.
- 1.6. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the bidders.
- 1.7. The works referred herein shall cover the entire scope of the proposal which include commissioning and erection of equipment including the successful completion of performance and guarantee tests which the Discom desires to get executed.

2. FIELD CONDITIONS

- 2.1. The geographical conditions of the Jaipur Discom is 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 has 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 Discom in connection with some other bids/orders shall not be entertained. Also, the Discom 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

- 5.1.1 If the prospective bidder has any doubts as to the meaning of any portion of the Tender document, he can raise the same to the tendering authority i.e. SE(IT) JVVNL, Jaipur on any working day from 21.06.2017 to 28.06.2017 between 10.00AM to 6 PM.
- 5.1.2 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.
- 5.1.3 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

- 5.2.1 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.

- 5.2.2 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.
- 5.2.3 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

- 5.2.1 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.
- 5.2.2 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.
- 5.2.3 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.
- 5.2.4 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

- i) The bidder should comply all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation shall be entertained.
- j) The Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive.

The offer must have 'No Deviation' certificate as per bid document.

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 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 he 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 exclusive of service tax / GST and other government levies as applicable. The present rates of applicable taxes shall be indicated by the bidder in its Bid, which is subject to statutory variation and shall be borne by Discom..
- 6.7.3 The bidder will furnish the break-up of the quoted price in Financial Bid according to the Annexure 17, 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.

7 PERIOD OF VALIDITY OF BIDS

- 7.1 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.
- 7.2 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 firm must 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

The Jaipur Discom shall start the evaluation of Technical Bids as opened. The authorized persons of the Purchaser 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

13.1.1 The evaluation of bids will be made in the following three stages:

1st stage: Qualification Requirement (part 'A')

All the received bids will be evaluated first on the basis of minimum qualification requirement prescribed "Qualification Requirement" of this specification and on the basis of adherence to conditions given in this document.

The bidders who meet all Qualification requirements laid in this section and having NO Deviation in the Bid shall be evaluated further. The Bidders who are found Non Responsive shall be intimated as per RTPP act.

The Bids of Bidders who qualifies 1st Stage shall be evaluated in 2nd Stage.

2nd stage: Technical Evaluation

Technical details submitted by the bidders would be evaluated with respect to the relevant documents substantiating the details provided in the schedules and annexure.

Following points will be considered for technical evaluation.

- i. The approach & methodology
- ii. Experience of the key professionals
- iii. Details of hardware, software
- iv. Functionalities of Solution Offered.
- v. Integration methodology as per Industry Standards 7. The objective of evaluation of techno-commercial proposals is to ensure that the bidder has the necessary competence to execute the project successfully and timely. Broad technical evaluation criteria are defined below.
- vi. Interoperability of System Chosen.

13.1.2 Financial Bid Evaluation: The Financial Bids of the technically qualified Bidders shall be opened by Tendering Authority on scheduled date, time & place to be notified on portal. The Financial Bids which are opened shall be evaluated by the authorized persons of the Purchaser for the responsiveness as per the terms & conditions of this tender document and to ascertain minimum quoted prices.

13.1.4 The Purchaser will correct arithmetical errors during evaluation of Financial Bids on the following basis:

1. 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 Purchaser 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

13.1.5 The bids will be evaluated and awarded as per the evaluation criteria that "The Bidders having lowest financial quote in the respective packages during Financial Bid Evaluation shall be considered as the L1 Bidders".

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 Discom with the successful Bidder.

13.2 CONFIDENTIALITY

13.2.1 Information relating to the examination, evaluation, comparison, and post qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.

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

13.2.3 From the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Tendering Authority on any matter related to the Bidding process, he is allowed to do so in writing.

13.3 DETERMINATION OF RESPONSIVENESS

13.3.1 The determination of the responsiveness of a bid would be based on the contents of the information furnished by the Bidders in the Bid.

13.3.2 A responsive bid would be the one that meets the requirements of the Tender document without deviation, reservation, or omission : -

13.4 NON-MATERIAL NON-CONFORMITIES

13.4.1 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.

13.4.2 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.

13.5 DISQUALIFICATION

13.5.1 Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process on following grounds

- 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 Discom 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.
- v. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
- vi. In case of any foot note or explanatory statement in the financial offer the bid/offer may be rejected/non-responsive.
- vii. 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.
- viii. In case of any mis-apprehension at bidder level which may lead to wrong price bidding, Discom reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersions of Discom / 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.
- ix. Does not meet the Qualification Requirement (QR) as mentioned in the bidding document.
- x. During validity of the bid or its extended period, if any, increases his quoted prices.
- xi. Has imposed conditions in his bid.
- xii. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- xiii. Has been black listed, by any utilities of India during Last 5 years.
- xiv. Has submitted bid which is not accompanied by required documentation and EMD/Tender document fees/Processing fees

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 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).

14.1.2 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.

- 14.1.3 Discom shall issue Work Order to the Successful Bidder 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 of Discom 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 Discom within 15 working days after issue of Contract format by 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 along with the reason and suitable time for signing of the Contract.
- 14.1.4 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.
- 14.1.5 The EMD of the other bidders shall be refunded after the execution of the contract by the Discom with the successful bidder and his Contract Performance Security is received by the Discom.
- 14.1.6 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 the Discom enter into a contract with the DISCOM 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 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 Tendering authority act as per RTPP Rule 2013 CLAUSE 68 "Lack of Competition"

15.4 General

15.4.1 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.

15.4.2 The fact of submission of bid to the Jaipur Discom shall be deemed to constitute an agreement between the Bidder and the Discom whereby such bid shall remain open for acceptance by the 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 Discom, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the Discom, until formal contract of the same bid has been signed between him and Discom in replacement of such agreement.

15.4.3 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 Discom may be taken, if satisfactory clarification is not furnished within the prescribed period.

15.4.4 Discom will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.

15.4.5 Jaipur Discom reserves the right to:

- a. Reject or accept any bid.
- b. Cancel the bid process and reject all applications.
- c. 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: Discom has given some of the towns on Distribution Franchise basis like Kota & Bharatpur City, in such case following conditions shall apply:-

- i) If the distribution franchise continues with the billing being carried out under this bid, the same shall be carried out by contractor on terms & conditions specified in the letter of award.
- ii) Any existing Distribution Franchisee in Jaipur Discom, even in RAPDRP areas, shall be extended all facilities and services by contractor (successful bidder) under same prices and terms if the Franchisee so desires.

16 SPECIAL CONDITIONS of TENDER

1. The system (comprising hardware and software) shall have provisions of Scalability up to two times of consumers.
2. The Agency has to size the requirement of the cloud platform and infrastructure, to deliver the full functionality with reasonable response times.
3. The system to be deployed under this contract shall be SOA (Service Oriented Architect) based and shall have capability to be integrated with RAPDRP system , if such integration is required Discom shall arrange necessary Pre-Requisites having provision for continuous integration with 3rd party software provided that such software shall also been built on Industry standard integration methodology.
4. All the middleware in the form of Hardware, software & firmware required for such integration is part of scope of Work and included in the cost offered.
5. Google Map or any GIS map: - As per requirement of scope of work the user rights from respective GIS map provider is included n scope of work.
6. 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
7. If the services of the vendor are not as per the awarded work for three consecutive months after commencement of work then Discom will have liberty to terminate the contract. The Service provider shall maintain the confidentiality of data base. A separate NDA (Non-Disclosure agreement) shall be signed by the service provider.
8. The Implementation Agency will ensure the migration of all the master data and transaction data pertaining to consumer meter reading, billing, collection, complaints and any other items which may be critical and necessary for being available to run all the proposed applications, efficiently and effectively.
9. The Implementation Agency shall transfer /upload the existing master data of old consumers / payment details / outstanding details / security deposit details / meter details / previous meter readings / instalment details and any other relevant data, which are required to run the proposed revenue and customer management application systems.
10. All the required updates / Licenses renewal / AMC of Licenses, Hardware updates, software updates, Change request mobile application updating is the responsibility of vendor within the quoted price till currency of contract.
11. The system are for use in various geographical area of Discom and should be satisfactory for operation under tropical conditions of Rajasthan and shall be able to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.

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 Jaipur Discom. 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:

1.3 1.1 In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context in consistent with such construction. "Jaipur Discom" shall mean the Jaipur Vidyut Vitran Nigam Limited or JVVNL, represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees.

1.4 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".

1.5 The "Agency" shall mean the Bidder whose Bid has been accepted by Discom and shall include its heirs, legal representative, successors and assignees approved by the Discom.

1.6 The "Chairman/Managing Director" shall mean the Chairman/Managing Director, Discom.

1.7 The "Engineer" shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, Discom 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 Discom or his duly authorized representative.

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

1.9 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 Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
- ix. The agreements to be entered as per Tender Document.
- x. Requisite Power of Attorney in favor of the authorized signatory of the Bidder.

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

- 1.11 The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
- 1.12 The "Site" shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
- 1.13 "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.
- 1.14 "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.
- 1.15 The "Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- 1.16 "Letter of Intent" Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.
- 1.17 "Work Order" shall mean the Discom' letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discom may like to convey to the Agency pending signing of a formal written Contract.
- 1.18 "Writing" shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- 1.19 The Work "Codes" shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date of Letter of Intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.
- 1.20 Works importing "PERSON" shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- 1.21 Words importing the singular only shall also include the plural and vice version where the context requires.
- 1.22 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 Discom will issue Letter of Intent and subsequently a detailed Work Order to such bidder. A contract shall be entered into between Discom and the successful bidder.
3. CONTRACT VALUE: Contract Value shall be termed as total order value as quoted / accepted 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 for 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 Discom will have liberty to terminate the contract.

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, Discom shall interalia have the right, at any time to resort to fall back arrangement. Under such arrangement ,Discom 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 Discom failing which Discom shall have right to recover the sum through legal or other means.

The Discom 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 Discom 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, data backup and documents, latest software with documentations, manuals, etc. in good working order to 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, 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/Discom 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 on the as is condition as on last day of contract:

- (i) All Utility Specific Data including Archives
- (ii) All Desktop PCs , UPS and Printers and furniture
- (iii) SBM (ANDROID Based Mobile Devices)s
- (iv) Barcode reader and Biometric Device
- (v) LAN with allied equipment
- (vi) VDU and Video Wall

9. PERFORMANCE BANK GUARANTEE:

9.1. A Performance Bank Guarantee equivalent to 7% (Seven percent) of annual Contract value shall be provided by the Successful Bidder within 15 days of receipt of Work Order from Discom, in cash or by crossed Bank Draft or by way of Bank Guarantee. The Performance Bank Guarantee shall be valid for three months in addition to the entire contract period. In case if the successful bidder provides a Performance Bank Guarantee for shorter duration (not less than 12 months) then it would be the sole responsibility of the Successful Bidder to

get the Performance Bank Guarantee extended well in advance to maintain the validity time. Discom may invoke the Performance Bank Guarantee without giving any information if validity of such Performance Security expires.

- 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 be deemed to have satisfied himself with the nature and character of the work to be executed and where necessary, of the site conditions and other relevant matters and details. Any information thus had or otherwise obtained from the Discom 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.

The contract documents shall mean and include the following: -

- (I) Contract agreement along with Letter of Intent.
- (II) Work order & its annexures.
- (III) Terms and conditions of the specification.
- (IV) General Conditions of Contract of the specification and Instructions to Bidders.
- (V) Any subsequent modification / amendment / clarification
- (vi) Bid Proposal Form and Its schedules along with price schedule and completion schedule
- (vii) Power of Attorney in favor of signatory

12. CHANGE OF QUANTITY

- (i) 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.
- (ii) However the growth of consumers network during the currency of contract shall be part of work order as per the unit prices.
- (iii) If any area / cluster of consumers fall under DF at later stage, the service under this tender may be seized.

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 Discom, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the Discom resulting from any cancellation. The Discom 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 Discom. 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 Discom 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 Discom. Agency shall compensate to Discom any loss suffered by Discom 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 Discom 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 Jaipur Discom 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 Discom 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 Discom 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 Discom 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 Discom against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the Discom or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the workman's compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to over such indemnity.
- 18.4. The Agency shall insure against such liabilities with an insurer approved by the Discom 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 Discom, 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 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 Jaipur Discom 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 Discom Officer 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, 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 Jaipur Discom, as per the rates indicated in the Contract. The number of consumers (active) shall be verified from MIS. 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

100% Payment of monthly Invoice amount duly verified by SDO shall be made within 30 days of the submission of the Invoice.

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 100% amount to be released.

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

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:

$$PV\% = 0.20 \times \left(\frac{220 - 200}{200} \times 100 \right) = 2\%$$

23. Penalties

The following penalties shall be applicable on the Bidder:

I. Milestone Defaults : As mentioned against each mile stone / activity

Sl.No	Activity	Penalty
1	Penalty for not maintaining the minimum inventory of SBM (ANDROID Based Mobile Devices) machines/HHD (with portable printer set)	The Agency must maintain the minimum prescribed inventory of SBM (ANDROID Based Mobile Devices) machines. In case Agency maintains lesser number of SBM (ANDROID Based Mobile Devices) in a sub-division, penalty of Rs. 1000 per SBM (ANDROID Based Mobile Devices) per month shall be levied on the deficient quantity of machines.
2	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 unit Price awarded per consumer.
3	Non rectification/Problems in Re-customization of Software due to change in tariff.	0.5 % / week or part thereof on the monthly remuneration bill.
4	Non-availability of supporting manpower of Agency	Rs.500/day/person.
5	Non-deliverables viz., Copy of data base, back up, MIS reports etc., to SDO, Circle, Zonal and Corporate Office.	Contract will be terminated duly after giving 15-days' notice with DISCOM reserving liberty to claim all consequential damages.

Note:- The Cumulative penalty shall not be higher than 10% of monthly invoice of each sub division.

24. IMPLEMENTATION AND ROLLOUT SCHEDULE

- 24.1. 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.
- 24.2. Penalty will be levied for delay in execution and rollout as per the Penalties given in this Tender document.
- 24.3. Time is the essence of the contract and hence the scope of work has to be completed as under.

A. Billing Module

S.no	Particular of activity	Time schedule desired	Penalty
1	Furnishing detailed specification of all the software, hardware, cloud services etc. under the scope of the Agency.	Within 15 days from the date of awarding contract (detailed work order) ** If not furnished upto 30 days order may be cancelled.	Rs. 50,000/- (Rupees Fifty Thousand) per day will be levied on Agency. The upper cap for Penalty will be Rs 7.5 Lakhs.
2.	Approval/ comments by 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 60 days after activity as per point No. 2 above ** If not offered within 75 days order may be cancelled	Rs. 10,000/- (Rupees Ten Thousand) per day will be levied on Agency. The upper cap for Penalty will be Rs 1.5 Lakhs.
4	Testing of the system by Discom	Within 15 days after activity as per point No. 3	
5	Deployment of the system and Functional operation of the system	Within 30 days after activity as per point No. 4.	

B. MIS Module : within 75 days from the date of work order

C. GIS Module with SBM(mobile) : within 60days from the date of work order

Discom shall provide the master data before above schedule.

D. Mobile application : within 75 days from the date of work order

Note :

- I. MIS Dashboards, report formats has to be approved by relevant authorities before implementation.
- II. Along with the approval of specifications as at Sr. No. 2 all consumer data, tariff tables, archives, payment history etc. shall be provided by the Discom, for complete data migration to new systems as per detailed formats to be furnished by Agency.

24.4. The Implementation Agency will ensure the migration of all the master data and transaction data pertaining to consumer meter reading, billing, collection, complaints and any other items which may be critical and necessary for being available to run all the proposed applications, efficiently and effectively. The migration shall also include all data / information pertaining to critical management information systems (MIS) and any other existing reports / reporting framework, especially those related to regulatory compliance and tariff filing.

24.5. The Implementation Agency shall transfer /upload the existing master data of old consumers / payment details / outstanding details / security deposit details / meter details / previous meter readings / instalment details and any other relevant data, which are required to run the proposed revenue and customer management

application systems. Master Data of the all the software will be the property of the Jaipur Discom and must be handed over to the Jaipur Discom, and the same shall be acknowledged and signed-off, after proper verification, by the Authorised Representative of the Jaipur Discom.

- 24.6. The Implementation Agency shall supply, the master data on quarterly basis in predefined (SQL) form along with required software to incorporate / read the data in soft copy, and modifications incorporated during the year shall also be provided in hard copy on yearly basis.
- 24.7. The Implementation Agency shall be responsible for proper storage of data of last 5+2 years (2 years active, 5 year archived) on dedicated secured storage device used for bill processing of the Jaipur Discom and ensure proper care of data stored therein from being erased or mutilated / destroyed through in-advertence or fire or any hazard and will indemnify the Jaipur Discom for the above data held in their charge from damages or destructions or loss due to any reason what-so-ever. Storage charges, insurance cover charges etc. for safe custody of data shall be borne by the tenderer.
- 24.8. Incorporation of the entire rules / tariff as amended from time to time for billing or which may affect the billing is to be incorporated/ adopted by the Implementation Agency free of cost immediately even if it requires insertion / deletion / modification of any field or the format of the field and modified / new report, which may be generated due to this modification or insertion / deletion, is to be generated by the Implementation Agency at no extra charges and reporting confirmation thereof within 48 hours of receipt of such instructions from the Jaipur Discom. All monthly Backup Data along with output reports in operational mode with defined fields / predefined format (SQL Form) in uncompressed mode is also to be supplied by the Implementation Agency on CD/ DVD etc free of cost to the designated officer.
- 24.9. The Implementation Agency shall have alternate arrangements to continue to execute the work in case of breakdown of their own system.

25. INSPECTIONS AND TESTING:

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

24.10. Before commencement of operation, Discom, shall verify the system comprising infrastructure and equipment's as per this contract/tender terms and specification, subsequent to intimation about the same by the Agency.

24.11. 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 Discom pertaining to work.

26. 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.

27. 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 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.
28. SETTLEMENT OF DISPUTES: In any time any question, dispute or difference what so ever which may arise between Discom and the Agency, the same shall be decided by CMD/MD of Discom, or by the settlement committee constituted by him and shall be final and binding on both the parties.
- The Discom has constituted settlement committee to settle the disputed cases. For the disputed amount up to Rs. 3.00 Lac the case may be referred to the CE level settlement committee and if the disputed amount is more than Rs. 3.00 Lac the case shall be referred to the corporate level settlement committee. The non-refundable fees for referring the case to the settlement committee are as given below or prescribed time to time:
- 24.12. Reference fee for CE level settlement committee - Rs. 500/-
- 24.13. Reference fee for corporate level settlement committee-Rs. 3000/-
- 24.14. Fee for review of cases by corporate level settlement committee- Rs. 5000/-
- 24.15. The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the concerned AO.
29. 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 an equally 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.
30. 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.
31. 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 Jaipur Discom 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 Jaipur Discom 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 Discom in which case the Discom reserves the right to procure the

material equipment on order or part thereof from any other source at the risk and cost of the supplier.

32. 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.
33. SERVICE TAX /GST: The Bidder shall furnish details of applicable Service Tax/ GST as on date of Bidding.
34. 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.
35. DEATH BANKRUPTCY ETC.:
- 35.1. 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 hits, 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 by 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.
- 35.2. 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.
36. GUARANTEE:
- During the entire period of contract the Agency shall be responsible for satisfactory performance of the system and required maintenance / up-gradation / 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.
37. 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.

38. FAILURE TO EXECUTE THE CONTRACT: Agency failing to execute the order placed on them to the satisfaction of Discom under terms and conditions set forth therein, will be liable to make good the loss sustained by the Discom, 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.
39. NON-ASSIGNMENT: - The Agency shall not assign or transfer the contract or any part thereof to any other agency/ personnel during the contract period.
40. 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 Discom from this Contract as well as from other contracts.
41. CLIMATIC CONDITIONS: The system are for use in various geographical area of Discom and should be satisfactory for operation under tropical conditions of Rajasthan and shall be able to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.

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 Discom.

42. CLOSURE PROCEDURES: After completion of Contract, in order to close the Contract the following procedure shall be adopted:
1. All the equipment and relevant Hardware as detailed below shall be handed over within 15 days of expiry of contract.
 2. The System Integrator has to provide Data and handholding period of one month to new SI for smooth transition of operations.

After handholding period and once operations start running as usual, SE (IT) JVVNL will process the case further for closure of Contract and shall issue release order of pending BGs and payment within 30 days of operations by new SI.

SECTION – V DETAILED SCOPE OF WORK

Existing System at Jaipur DISCOM

The area under Jaipur Discom with Zonal offices, O&M circles and total no. of consumers is mentioned in the Introduction Section. Presently Kota & Bharatpur city under jurisdiction of Discom has been awarded on Distribution Franchisee Model. Discom reserves the right to reduce the scope of work for such area of jurisdictions given to the franchisees. On the other hand, if such Distribution Franchisees wish to adopt the facilities and services offered to the Discom, the successful bidder shall extend the same to such willing Franchisees at identical pricing and terms. The system shall initially be deployed in Jaipur Discom and may be extended to other two Discom i.e. Jodhpur Discom and Ajmer Discom.

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 / 25 HP consumers are being provided by the Discom for generation of bills. The reading of HT consumers are provided online either form 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 and Customer Information 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.

OVERVIEW OF SCOPE OF WORK

- I. The Jaipur Discom intend to introduce modern Cloud-based Billing, Customer Information System, Mobile Apps for Consumers & Utility Personnel, MIS on GIS Maps, Assets on GIS Maps, BI Reports, Dashboards , MIS etc., starting initially with about 27 lakh consumers in non-RAPDRP areas of Discom. The bidder(s) must use a Commercially Off the Shelf Software (COTS) Billing Module (SAP/Oracle) which may be duly configured and customized. Additional software's/functionalities required to meet all the requirements explicitly or implicitly specified as the part of RFP shall be procured/developed and deployed.
- II. Providing & maintaining Android based Smart Phones with the requisite accessories like Mobile Printer, Battery Bank, Interface Cables/Devices for spot bill printing, automatically downloading the meter data. Any proprietary interface devices/protocols required to download data from specific types of meters shall be arranged by DISCOM. The primary mode of billing shall be Feeder Wise Spot billing for consumers up to 18.5 KW/ 25 HP.
- III. The system shall have provision to handle start-to-end all aspect's of the customer life cycle i.e. from the service connection, meter reading, and field work to rating, billing, payments processing, and collections and delivery of comprehensive contact centre capabilities, customer relationship management etc. The system is intended to usher in transparency and customer delight. The system shall have be secure, flexible, scalable, adaptable for future requirements of Discom. It should ensure billing accuracy, quickly comply with new regulatory mandates, track payments, credit and collections activities easily, minimizing

write-offs, offer extensive and user-friendly customer services and help the Discom with rich analytics to stop leakages and bring down techno-commercial losses rapidly.

- IV. Apart from standard Meter-Billing-Collection (M-B-C) modules, the Bid should also include:
- a. Customer Relationship Management (CRM) suite of services including consumer web self-services portal.
 - b. Integration capabilities with future or present HES/MDA Software's/system for importing & exporting of meter data for billing, meter data analysis, forecasting, demand side management etc..
 - c. BI and Reporting tools for generation of MIS, Reports, Dashboards to help DISCOM Officers and Management in taking decisions for reducing losses, optimizing operations and enhancing customer satisfaction etc.
 - d. The Software shall have an Energy Audit module for enabling energy audit at various levels with drill down options. The module shall have interfaces for integrating with Feeder Monitoring System, Distribution Transformer Monitoring, SCADA and other system's for importing/exchanging the Input Energy, interfaces for capturing and computing assessed energies, billed energies as various points for deriving the energy loss calculations..
 - e. All necessary Apps and software required for the Android based Smart Phones, PCs etc., to be deployed on the ground including Mobile Apps and Web services both for use by Discom personnel and Customers are to be provisioned for.
 - f. The system shall have industry standard integration features inbuilt for integrating with the existing RAPDRP and other systems that are being currently deployed or may be deployed during the tenancy of the contract.
 - g. The system shall have provision to send SMS, EMAIL, Alerts etc., both for the enterprise users and consumers. The necessary SMS packages and SMS gateway shall be provided by the DISCOM.
 - h. The system shall have provision to display all the key performance indicators as decided by the DISCOM in the dashboards and the same shall be displayed on video display units supplied at all sub divisions, divisions, zone, circle & DISCOM HQ as indicated in the RFP.
- V. The system and constituent software modules would also need to interface with ERP systems being separately procured by Jaipur Discom. This is desired to synchronize and streamline business processes, eliminate repetitive processes, improve the accuracy, consistency and security of data, simplify and organize inventory tasks and integrate accounting and financial reports.
- VI. The System shall have Mobile Device Management features inbuilt for managing all the enterprise mobile devices used/associated in/with the project. The software shall have specific feature of over the air updating of apps whenever updates or newer version are released.
- VII. The system shall have inbuilt GIS maps to facilitate the capture of electrical network asset details with geo-coordinates/references, consumer geo-tagging. The system shall also have facility to display various key parameters on the GIS Maps. The system should have facility to view the single line diagram of any feeder/feeders along with the HT, LT Network and the

consumer information based on the options selected. The system shall help Feeder In-charges and O&M personnel for route mapping, locating asset/consumer, modifying or relocating the various information captured/available.

- VIII. Time is of essence in this Project. The successful Bidder is expected to implement the systems including supply of Android Smart Phones and field PCs/printers/devices for the project area as per the schedules indicated in the RFP.
- IX. The Contract will also necessitate providing Project Management and support personnel across the Discom in various Offices as listed.
- X. Jaipur Discom shall provide space, electricity etc and requisite internet connectivity with sufficient bandwidth at Offices at Circle, Division and Sub Division. However SIM Card with GPRS/EDGE/3G/4G connectivity with suitable data packs for SBM (ANDROID Based Mobile Devices) is under the scope of the Agency. The offered solution should be savvy and should be capable run on 512kbps bandwidth from data centre to client location.

1. DETAILED SCOPE OF WORK:

The detailed scope of work to be undertaken by Agency is provided below:

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

I. Provision of the following Services:

- a) Billing Module on COTS software
- b) Android Software/Mobile Apps for Smart phones for Billing & Collection.
- c) Report Builder for report customization, generation, printing, exporting & publishing.
- d) Business Intelligence Tool for Analytics and customized MIS Dash Board
- e) New connection management with required web and Mobile App.
- f) Cash Collection management with required Web and Mobile App.
- g) Meter management with required Web and Mobile App.
- h) Mobile applications for DISCOM Offices and Consumers.
- i) Web and Mobile Application's for Feeder In charge.
- j) Web Application, Mobile apps with integrated GIS tools for capturing various network attributes, consumer indexing, creation of Single Line Diagram in hierarchical (Parent Child) views etc.
- k) Development of Web Based Management Information System for information gathering through mobile and Web Application.
- l) Deployment of Video Display Unit at various Sub Division, Division, Circle, Zone and Corporate Office as per Quantities and specifications specified in the RFP.
- m) Any other software/system for delivering the intended scope of the tender.

II. The entire System/Solution shall be deployed on Cloud. The seizing, installing, deployment, maintenance, security, up keeping shall be under the scope of the vendor. The Cloud service shall be made available with the empanelled / registered service providers of Government of India for cloud base services. The copy of agreement shall be made available during the commencement of work. The generic and specific guidelines issued by State & Central Government IT departments with respect to Hosting, Security, Vulnerability etc., have to be adopted and implemented during the tenure of the project. Discom shall be intimated of the cloud hosting and all related agreements and certificates.

III. To supply and maintain the required hardware at the DR Centre. DR Centre shall be on Cloud and the same shall be hosted in a different seismic zone. Discom shall be intimated of the cloud hosting and all related agreements and certificates.

IV. To supply and maintain the required Android based Smart phones as defined in the specification with the required warranty and insurance.

V. To supply and maintain the required hardware at various locations as defined in the specification.

VI. To provide the required minimum manpower at:-

1. Central Location in intimation to DISCOM

- a) Project Manager (1-No. at Discom HQ)
 - b) System Administrator (1-No)
 - c) Help desk and support operators (5 No's)
2. At the following DISCOM offices
- a) Circle Manager (1-No. at each Circle)
 - b) IT support personnel (One each at Sub Division, Division Level and Two at Circle level.)
- VII. To supply Stationery (preprinted/plain)& Consumables for spot billing, base billing, payment receipts, notices to consumers, disconnection, termination, exception reports, reports, MIS and any other reports as indicated in the RFP. The vendor has to study the current system and the reports that are printed and shall assess the requirement's accordingly.
- VIII. To supply the furniture as defined in the specification.
- IX. SIM Card with GPRS/3G/4G connectivity on Android Smart Phones along with the required monthly data packs.
- X. Change request, modification, new feature development, new configuration, Updates, new integration requirements for all the software (COTS and other Software supplied)during the tenure of the contract shall be included within quoted price.
- XI. Data migration from the existing systems. No payment shall be made for Data Migration. The bidder has to provide solution to migrate and use existing user data and to ensure that no user data is lost in the process.
- XII. Training to be imparted to the Discom's designated DISCOM personnel on the operation of the system.
- XIII. OPTIONAL: Meter reading by deployment of the requisite qualified manpower by Agency. (One meter Reader for 1200 no. of consumers)

2. System As A Service (SaaS) Requirements.

The services envisaged are on SaaS basis using the COTS Products and other required Software Solutions. Hence the standard functionalities of the system are not detailed and the vendor in his technical proposal elaborated in detail the following aspects which shall be used for evaluating the proposals.:

- i. Access Control with details of data/service access for different users
- ii. Backup strategy
- iii. Security and Encryption
- iv. Confidentiality
- v. Audit Trails
- vi. Availability vis-à-vis Performance Metrics
- vii. Monitoring and Test Tools
- viii. Cloud Hosting & Delivery policies
- ix. Software upgrades and updates

- x. Service loss/ degradation severity definitions and remedial times, i.e. Disaster Recovery and Data protection plans
- xi. Automatic Failover schemes in place
- xii. Automatic updates and patch management
- xiii. Scalability as per requirement.
- xiv. Integration with existing applications.

3. New consumer management system

The new connection module shall facilitate the entry of new consumers into the system either by the way of

- i) Keying in the data
- ii) Importing from a third party system
- iii) Bulk uploads through csv files etc.
- iv) Online Web Application based on Work Flow as per the Business rules ,Tariff ,SOP & TCOS of the DISCOM.

- I. 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.
- II. 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.
- III. 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.
- IV. The module shall have functionalities for inter division transfer of consumer master data and merging of accounting units etc.
- V. The Module shall facilitate grouping of consumers based on various requirements for group bill generation etc.
- VI. 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.
- VII. The status of the applications, application pending at various stages shall be made available through drill down dash boards right from corporate level to the sub division or OM level. Provision shall be made to display the KPI information in the Video Display Units located at various offices.

This module shall include the following features:

1. Receipt of Application Details – online / Offline
2. Site inspection, wherever necessary and capturing of techno-commercial information from site.
3. Scrutiny of Inspection report by appropriate authority.
4. Sending of "Offer Letter" (intention to provide supply) and Security Deposit Bill to the applicant – through e-mail/ courier. Offer letter mentions the compliances that are required to be met by the applicant.
5. Meeting of compliances by applicant including the payment of Security Deposit Bill.
6. Transfer of static as well as payment related data to Billing Software for generation of a new consumer.
7. Sending of data to Site Office for execution of job when all compliances are met – relevant data is transferred electronically to Site Office System (SOS).
8. Receiving job completion and meter installation / exchange related data electronically from SOS post execution of job.
9. Transfer of meter installation data to Billing Software for inducting the applicant as a Consumer.

4. Management of Imported Meter Data

1. The system shall support storage, archiving, retrieval & analysis of meter data and various other MIS functionalities along with validation & verification algorithms. It shall act as a central data repository. The system shall have capability to import raw or validated data in defined formats and export the processed and validated data to various other systems in the agreed format. It shall support built-in analytics & reporting and shall provide validated data for upstream systems such as Billing, Consumer Information System and Customer Care, Outage Management etc. The system shall be capable of supporting third party Pre-payment options.
2. The System shall also support the future requirement of utility regarding AMI.
3. A robust and scalable system solution is required for accepting, validating, and processing of non-AMI/legacy meter data taken manually, through Android Smart phones etc., from conventional and AMR meters with scale-up provisions. Subsequently, integrating multiple AMI Head end systems would be needed when Jaipur Discom rollout Smart Meters commercially.

5. 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 Discom in 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. Base Bills shall be generated for consumers having above 18.5 KW loads either by obtaining the reading directly from the AMR or the Smart Meter or by the way of input.

The Spot billing software shall be developed for machines based on operating system like Android. The ANDROID software shall also have provision for automated data downloading from the consumer meters, required protocols, API's shall be provided by the Discom. 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 Android based Smartphone and software shall be configurable for spot payment collection and capturing other field information.

Major features shall include:

1. Capturing monthly/bi-monthly meter readings of LT consumers by meter inspectors, via Spot Billing Machines (ANDROID based Mobile Devices) with the help of suitable ANDROID application
2. Online upload of meter reading data via GPRS if connectivity is available else store the readings locally and upload whenever connectivity is available.
3. Option of upload of meter reading data via WI-FI when the Feeder In charge/Meter Reader returns to the AEN Office premises at the end of the day
4. Downloading of Consumer Master Information into the Smart Phone online via WIFI/GPRS
5. SMS to consumers once the Meter Reader starts his meter reading operations in his designated area. The SMS packages shall be provided by DISCOM.
6. SMS to the consumers for the billing amount in the Bill generated for continuous 3 days before due date of the bill.
7. SMS to consumers whose meter could not be read by the Meter Inspector for No Access .The SMS packages shall be provided by DISCOM.
8. SMS to consumers with reading details after the reading is captured .The SMS packages shall be provided by DISCOM.
9. System should be capable to capture Billing Parameter, Current KWH as well as Billing KW.
10. Automated meter reading (AMR) for CT meters and in future, Smart Meters , thus doing away with manual readings
11. Bill processing in centralized bill server for LT and HT consumers
12. On demand generation of bills and closing of accounts as per TCOS ,in case of voluntary disconnection for LT consumers.
13. Bill Correction, part bills, consolidated bills, group bills etc.
14. Auto and manual entry of sundries
15. Auto and manual entry of meter updates
16. Auto and manual process for updating various key parameters as per the TCOS & Business rules of DISCOM.
17. Accounting of Instalments, part payments, Govt. subsidies, wave offs etc.
18. Generation of Disconnection notice for non-payment (Except Stay from the Court /Settlement committee/VCR monitoring committee, Competent authority)
19. Updating and maintenance of security deposit for LT & HT consumers Maintainable SD calculation for LT & HT consumers
20. SD interest calculation for LT & HT consumers
21. Additional SD instalment bill/ including generation of notices of enhance security as per TCOS of LT/HT consumers
22. Processing of Bank Guarantee & Letter of Credit for HT consumers.

23. Advance Payment facility.
24. Consumer History View at least last 3 years , Meter History View, Export & import of Consumers from one location to another location.

6. Feeder 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 utility will facilitate historical data to the successful bidder.

As Android Smart Phone with GPS capturing capabilities are going to be used, the software solution should have a GIS module wherein the consumer information, network asset information, any other information that is captured by the field personnel can be displayed on a GIS map with provision to edit, update etc. The various elements shall be distinctly depicted with different icons/colour etc. The main objective shall be to extensively use this module for depicting the consumer information, assets and for enabling and planning different day to day operation and maintenance activities of the DISCOM. The cost of the acquiring the necessary licences if required shall be factored into the bid and the same shall be valid during the tenure of the contract.

A mobile app having functionalities to facilitate the field personnel in recording the various network elements for creating the single line diagram shall be provided. The back end software shall have provisions for depicting the Single Line Diagram with options of expansions of LT network up to consumer level.

For capturing the various HT & LT components of the distribution network Feeder wise for creation and depiction in the form of a Single Line Diagram. The module shall facilitate the Feeder manager in accurately mapping the various branches, sub branches and multiple branches as per the actual site data. Provision shall be provided to update, edit/relocate or modify any asset captured.

Agency has 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 Discom level.

The bidder shall provide both the mobile app and web 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 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.

7. 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. SBM (ANDROID Based Mobile Devices) 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 (ANDROID Based Mobile Devices).
- 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 (ANDROID Based Mobile Devices) 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 Discom.
- o. The SBM software shall have provisions to capture any other additional information like consumer mobile no, meter detail, observations etc.

- p. If the Discom 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 Discom.
- q. SBM software shall have provision to generate various reports as defined by Discom 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 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.

8. Android Smart Phone (SBM) Device Management

Android Smart Phone device management module shall facilitate the management, administration, adding, removing, user management of ANDROID Based Mobile Devices'. In addition, the software shall have graphical user interface where the following features shall be available.

- a. To view the live status of device based on location, meter reader, sub division, division, circle, zone, DISCOM etc.
- b. Group and view the devices based on Meter Readers, Sub Divisions etc.
- c. The device view shall show the live details of the device 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 have facility to log all the critical events of the devices as per the configuration.
- f. The Software shall have the facility to monitor the key parameters like battery, network , data usages.
- g. 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.
- h. The software module shall have facility to trace the device life cycle.
- i. Any other feature that would increase the meter reading monitoring shall be made available as per Discom requirements from time to time.

9. Other application required to be loaded on ANDROID Based Mobile Devices

- 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 / un-authorized use ,recording/photography
- d. Communication module to exchange real-time messages between the subdivision and device.
- e. Any other apps as desired from time to time by Discom

10. 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 /TCOS and business rule management interface and almost all the changes can be configured without changing at the code level.

11. Payment Collection

This module shall cover the following functional requirements:

1. Handles the entire payment collection of the Discom
2. Multi-tiered approach to handle operations at all levels
 - a. Cashiers & Supervisors at the Cash Offices
 - b. Controlling Officers at Treasury Department/e-Grass/RTGS/NEFT
- c. Senior Management
3. Automatic generation of Cash Book
4. Automatic generation of Lodgement Report
5. Data integration with future ERP system for final accounting
6. Integrates with other downstream ITESs of the company
7. Role based security
8. Extensive MIS to facilitate monitoring and Control
9. Rigorous Data Validation Process to ensure data integrity
10. Deployed Over a High Available Architecture
11. Validation for deposit of cash only up to Rs. 20,000 per bill as per TCOS
12. Validation for dishonoured cheque deposit second time as per TCOS

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 /debit & credit cards , 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)
- h. Payment collection through mobile app which shall further integrate with online payment gateway.
- i. Online Payment through digital wallets, Govt. Apps like BHIM, UPI Gateways and other future payment gateways or interfaces that may come during the tenure of the contract.

Other payment Collection features

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

- c. Payment collection module should have transaction based approval before the payments are posted and accounted.
- d. 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.
- e. 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.
- f. 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.
- g. In case of internet is not available at sub division offices or internet is down for specific period of time then the system (spot billing devices and sub-division office) should have provision to work in offline mode.
- h. The generation of receipt and printing should be continued and data has to be stored in local system. The system should be capable of holding and population of data on central serves for 24 hrs of operations or in multiple batches based on the need so that the performance of the system should not hamper. On restoration of internet payment details has to be transferred to central server.
- i. System must be able to generate & send SMS/Email automatically to customer for every payment received as per the requirement and directions of DISCOM.
- j. 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.
- k. System should support acceptance of payment by reading the bar code for bills issue through Spot billing device.
- l. System should have the flexibility of reversal of payments in case of cheque dishonour. Blocking of further payment by cheque till a defined timeframe.
- m. 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.
- n. System should generate centralized collection report and closing of collection process (cash book) on daily basis with relevant approval.
- o. System should have the facility of generation of ASD notices.
- p. System should support monthly payment reconciliation process.

12. 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 to consumer as well as Discom official.

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 permanentdisconnected consumers until they are permanently disconnected and dismantled including the process for adjustment of deposit and preparation of final bill and write-off's.

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 (ANDROID Based Mobile Devices) for implementing disconnection and reconnection.

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

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

Mobile app user shall have the provision to capture the inspection details at the time of field visit. Complete flow shall be provided for the disconnection and reconnection.

13. GIO tagging and route planning of Consumer/Asset

The software shall facilitate consumer tagging as per the electricity distribution network. 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 tagging, re-tagging, updating features based on GIS referencing.
- 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.

14. Functional Requirement of GIO tagging (Assets and Consumers)

The GIS module on Google map should be integrated with the various core processes of Billing / Collection / Disconnection/ energy auditing etc. The system should have provision 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 Discom area. Basic functionalities should be provided by the service provider is 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) Complete workflow of other systems should be seamlessly integrated with the core processes of the Billing and collection and no separate activity should be initiated to achieve the above objective.

15. 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

Features would include:

1. Capex Planning for DTR with everyday monitoring module
2. Module for Customer Profiling
3. Root Cause analysis for repetitive customer complaints
4. Monitoring and predictive modules for Losses
5. Module for effective customer call grouping.
6. Dashboard for daily / monthly monitoring by Management
7. Module for effective control over material consumption for faults / new connections etc.
8. Module for effective reduction in customer footfalls
9. Dashboard to analyse customer growth, complaints & its duration etc. and operator shall be able to analyse this on map.
10. Dashboard for high-level overview of arrears, collectibles, write offs data, pay plans, and payment arrangements for the selected period

In order to view the Dashboard reports, the agency shall install the Visual Display unit (one number each at Sub Division, Division and Circle level) as defined in the tender specification.

The agency shall deploy one video wall unit at Corporate level to view the MIS reports and Dashboard reports. The specification, quantity shall be as specified in the RFP

16. Business Intelligence Tool (BI Tool)

The web application software shall have separate and independent BI tool of repute 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. The dashboards and reports shall be displayed on the VDU and shall have drill down features for nth level aggregation or expansion.

17. Data exchange with other systems

The proposed solution shall be capable to exchange the database information with existing RAPDRP software and upcoming new ERP system on continues basis so as to enable Discom to have a common MIS. MIS data has to be updated within 6 Hrs of completion of day i.e. post mid night and before 6 A.M.

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.

Middleware in the form of Hardware, Software or firmware if required, shall be deployed by Agency as part of scope of work to integrate with the existing and upcoming new system in full-fledged data sharing and as touch points.

18. 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.

19. Energy Audit

The Software shall have exhaustive Energy Audit features that is:

1. The Software shall have features to link the consumer to DTC, DTC to Feeder and Feeder to Sub Station. The required coding convention in consultation with the DISCOM has to be adopted so that each consumer at a DISCOM level have a unique code.
2. The software shall facilitate bulk upload based network assignment and realignment. That is the data for the realignment or alignment shall be provided in XLS sheets and the same shall be uploaded and the linking should get updated.
3. The system shall enable capturing of consumption recorded at DT, Feeder, Sub Station, Boundary meters for arriving at the Total Energy Input at various hierarchies for calculation of energy loses.
4. The Energy audit reports as per the formulas provided shall have facility to arrive at the assessed energy if any as specified by DISCOM.
5. The Drill Down Energy Dashboard shall facilitate drill down up to DTC from the Corporate Level.

6. The module shall have various standard and adhoc reports for displaying the energy losses at various levels.

7. The module shall facilitate merging of feeders, splitting of feeders based on the input file provided.

20. Customer Services and CRM (Technical)

The system should support:

1. Browser-based application implemented around 3-tier architecture, accessible from all the Sub Division Offices.
2. Should have a suitable access control mechanism is integrated into the system for proper audit trail and system security.
3. Should handle the following features:
 - i. Registration of mobile number, email ID and date of birth of consumers
 - ii. Transfer of Supply
 - iii. Correction in mailing address
 - iv. Augmentation of load / regularization for installation of AC
 - v. Voluntary Disconnection activities
 - vi. Handling of consumer complaints and their resolution
 - vii. Bill correction & generation of revised bills
 - viii. Duplicate bill
 - ix. Statement of electricity bills vis-à-vis payments
 - x. Refund of Security Deposit
 - xi. Refund of advance payment (upon consumer request)
 - xii. System for generation of letters related to complaints / requests
 - xiii. Archival, in soft copy format, and retrieval of all correspondence between Company and consumers
 - xiv. Facility for input of transaction of varied types related to billing by Commercial Dept.
 - xv. Reconnection of Supply
 - xvi. System for informing non-usage of electricity during a certain period of time due to absence
 - xvii. OS clearance in respect of new connection applications
 - xviii. Burnt Meter System
 - xix. Billing system for unmetered short-term supply (for festivals & other events)
 - xx. Various SMS/email services towards consumer assistance (in respect of meter reading, bill details, bill delivery, etc.)
 - xxi. Bill Delivery Monitoring system , used by couriers , printing vendors and company officials

System should allow admin users to run criteria specific programs/campaigns targeting specific group of customers (can be of target geographical regions, customer classes, service categories, etc). For selected customers, admin users can make use of system to deliver program invitation letters via postal, email, SMS, others as per customer's preference on channel to receive marketing messages.

Specific programs/campaigns can include marketing campaigns, energy audits, energy conservation programs, etc.

1. The CRM (Technical) features shall include: alert to the affected Consumer.

2. E-mail alert to the affected Consumer.
3. Auto grouping of calls.
4. Docket information to FRT via Crew Management APPS.
5. MIS
6. Management of incomplete call status and recurrent calls.

21. Utility Virtual Office shall be supported having following features:

1. Registration of mobile number, email ID and date of birth of consumers
2. Duplicate bill
3. Registration for e-Bills
4. On-line payment of bills
5. Statement of electricity bills vis-à-vis payments
6. Viewing latest payment status
7. Daily consumption status for Smart meters
8. Application for new connection / additional load
9. Transfer of Supply
10. Correction in mailing address
11. Augmentation of load / regularization for installation of AC
12. Voluntary Disconnection activities
13. Handling of consumer complaints and their resolution
14. System for informing non-usage of electricity during a certain period of time due to absence
15. Reconnection of Supply
16. SD refund tracker
17. Viewing of meter information, consumption history and SD details
18. Energy calculator
19. Power consumption guide
20. Reporting disruption of supply
21. Reporting power theft
22. Request for bill tariff change

22. Mobile Apps for Consumers shall support following features:

1. To operate in Android, Windows and iOS operating systems
2. Access of 'Quick Bill Pay' where the consumer may pay the bill on the go by furnishing only the consumer id; multiple bills may be paid by this option
3. Consumer may apply for and check the status of New Connection/Additional/reduction load application
4. Consumer may access his personal details like Assessment, consumption & bill paid for the last 3 years , and so on; more than one customer id (if any) may be added to a registered account
5. Consumer may access the consumption calculator to check the energy consumption patterns.
6. Fresh complaints can be lodged and previous complaints tracked via the app
7. Consumer may also request for:
 - a. Request Duplicate Bill
 - b. Augmentation of load / regularization for installation of AC
 - c. Informing non-usage of electricity during a certain period of time due to absence
 - d. Registration of mobile no. , email-id , DOB
 - e. Energy calculator

- f. e-Bill registration
8. One touch call / e-mail facility
9. Reporting of cases of theft through the App
10. The consumer can stay updated with regard to the company, new launches, services, outages, useful tips, through social media tabs for Facebook , Twitter, and WhatsApp which are available in the App
11. HT consumers can get the following through the App:
 - a. A summary of their account details are available here
 - b. Latest Bill along with the amount to be paid and the due date can be viewed
 - c. Payment History of the last 12 months are available in the app
12. Consumption history of the last 12 months are available in the App

23. Mobile Applications for Enterprise Users(Apps required and to be developed for internal use)

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

The proposed app should be developed with role based access to users (Consumers, Discom Official and Feeder Incharge & Meter Reader.

Following features will be required in the Apps system.

- a) For Consumer- View & Download bill, Billing history, Bill payment, Receipt & Payment History, Lodge Complaint, Grievance status tracking
- b) For Discom Officials- Monitor billing progress, revenue realization, consumer billing history, payments and location on Google map.
- c) Instant alerts (Group Messaging) feature to the individual/group, Supply alerts on selected criteria (33 and 11KV Feeder, Village, Binder, Tariff Category , DTs etc.)
- d) For Feeder Incharge & Meter Reader-
 - i. Data capturing (Feeder wise GPS location of DTC, Pole, Consumer & indexing with feeders)
 - ii. Meter Reading directly from Meter through Optical Port and generation of billing and cash collection at spot.
 - iii. On spot updating of activities such as Meter Change, Disconnection, Reconnection and photographs as proof of completion of activity
- e) Disconnection and reconnection module giving information about the arrears pending and route map for tracing the location of consumer premises.
- f) Capturing the Disconnection and Reconnection details.
- g) Capturing of Field inspection details in new connection process.
- h) Capturing the location wise asset details during asset replacement/repair for assets like Feeders, Meters, CT/PT, Transformers etc.
- i) Tracing the location of Meter reader /Feeder In-charge by sub division officers on real time basis
- j) These apps should be capable of display of information on a Google Map on the Smart Phone.
- k) 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.

24. Application (Web-App and Mobile App) for Monitoring of Discom Performance
- 1) Agency shall develop an application which include feature of both Web-App and Native Mobile App for Discom Officials.
 - 2) The Application shall be based on the four pillars:
 - a. Information provided by the Field Level Officers through this Application
 - b. Information extracted from the existing database servers of Discom
 - c. Information which is provided as targets by the Corporate Office through this Application
 - d. Information which is computed through information provided in (a), (b) & (c) i.e. analytics through What-If (Scenario Analysis)
 - 3) The mechanism for monitoring of Central and State Government Schemes shall also have to be done in discussion of Discom which means formats of these schemes and filling of information as per point 2 above for these schemes.
 - 4) The Agency shall develop a feature in Application which will enable filling of information in set time periods for field level officers and target to be filled by Corporate Office.
 - 5) The agency shall develop a feature in application which will enable Fault Rectification Team (FRT) to provide an input on the complaints received for the resolution. FRT shall receive the complaints assigned for the rectification. Each complaint shall have Turn Around Time (TAT) response.
 - 6) Level of approval shall be added for the information from the field before being integrated to the total system.
 - 7) Agency shall have to design the proper analytic computations for various other fields.
 - 8) The Information shall be compiled at various levels and adequate dashboard for various levels shall be created.
 - 9) The information shall be collated in the intermediate database server which shall be taken up by Agency.
25. 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.
- a. The software shall facilitate generation of HT & LIP Bills at HTB Cell and printing facility on authorized logins at Circle, Sub Division levels.
 - b. 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 post paid and vice versa. There shall be one additional intermediate server i.e. "Communication Server" also be provided by the agency as under:
26. Communication Server (Management of imported meter data)

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.

27. Management of Imported Meter Data.

The module shall support the following major functional requirements:

- Meter data collection and data management
- Meter data processing and generation of billing determinants for all types and category of consumers, including Net-metering and open access consumers.
- Maintaining a single meter data repository catering to different HES / MDAS
- Supporting VEE (Validation, Estimations and Editing). Real-time validations shall ensure ready-to use meter data.
- Integration to Utility / Third party Consumer portal / mobile apps
- Universal calculation engine with mathematical, logical and statistical operators
- Built-in Analytics / Reporting feature
- Exception management and Service Order generation
- Capability to support Net-Metering billing
- Ability to interface third party Prepayment application
- Theft and revenue loss identification through usage pattern and through drop in consumption.
- Capability to identify 'No consumption', 'Drop in consumption', 'Abnormal usage pattern', 'Irregular consumption pattern' and advance of registers in case of disconnected / not in use cases.
- Capability to identify consumers with higher energy consumptions and consumers with lower energy consumptions, area wise / DT wise / category wise.
- Analysis on maximum, moderate and minimum sale of electricity, area wise / DT wise, for growth analysis and subsequent network planning.
- Perform load analysis for different groups and categories of consumers.
- Analysis of VEE exceptions based on severity and other business rules.
- Analysis of Smart meter rollout progress to help senior management track the progress.
- Analysis of Smart meter events & activities performed.
- Analysis of quality & timeliness of interval data received

28. Customer Services

The following indicative requirements with regards to implementation of web portal / mobile applications to facilitate real time customer services:

- a. The Home page shall provide a brief description about the site, the various functionalities it provides and promotional features or any kind of advertisement for special programs can be placed in this page. Login Component is provided and registered users may login using their username and password. New Users can also register by clicking on the First Time Users Register link. The Forgot Password link helps the user to retrieve their password.
- b. The Log In page shall ask the registered users for their username and password while the new members can also register through this page.
- c. The user is asked for personal, security and account information in this page before registering.
- d. The user is asked for his first name, last name, zip code, birthday and his primary email address before being provided with the security question.
- e. The new password is sent to the user by email / SMS to his primary email address or registered mobile number as recorded in his profile, on answering the question correctly.
- f. Once the user has logged in, he can change his credentials i.e. Username and Password by clicking on the Change Credentials link
- g. There will be a "My Accounts" page, which is the landing page for the users with multiple accounts. The screen contains a brief summary of all the accounts such as the account name, address, balance, due date and the account status.
- h. There will be a "Single Account" page, which will be the landing page for the customers. The screen contains a description of the account. Any status messages pertaining to the account involving immediate user action is also presented here.
- i. There will be a "Consumption History Page" that provides an account of the usage for the last 12 months graphically. A more detailed analysis is provided in a tabular format listing the meter reading date, the reading, consumption, number of days, charges etc.
- j. The consumption calculator popup is provided to help the user calculate the usage between any two given dates.
- k. The Bill Summary page gives a record of the Billing amounts and Payments made by the customer over the last few months.
- l. The user is provided with the options of registering in Online Billing and also continues with paper bills.
- m. The View and Pay Bill page presents a short summary of the bill. The user can also view the bill in PDF format by clicking on the link 'View Bill as PDF'.
- n. The user is provided with different modes of payment namely Credit Card / Debit card / Net Banking / Mobile Wallet etc. On providing the valid credentials payment can be made directly from the site. The online payment shall be processed through secured payment gateways
- o. There should be provisions for the user to pay multiple bills
- p. There should be a "Manage Accounts" page which shall help the user to manage all his consumer accounts from a single page
- q. There should be a "Service Requests" page that will allow customer to lodge request for services such as new connection, disconnection, load change, name change, category change, meter shifting etc. Depending on the regulatory/utility requirements user is required to submit the documents.

- r. There will be a "Service Status" screen which is read only screen which the user can view. Status of various pending requests for the customer such as load change, name change, category change, meter shifting etc. are listed here.
- s. Under the "Complaint" page, user can log his complaint using a drop down menu and also enter some text. A "Complaint Status" page shall provide the user a read only screen to view the complaint status
- t. "Report Power Failure" screen contains static data related to the power failure. The contact number is mentioned in case any power failure occurs. The user calls up the number and reports the power failure and necessary action is taken to restore the power connection.
- u. Update Profile screen enables the user to update his/her profile information. The user can edit the personal information and click on Update Changes button to save those changes.

29. SPECIAL FEATURES OF SOFTWARE:

- a) SMS and Email Alerts: 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 DISCOM. DISCOM desires to send alerts on various events to consumers like meter reading ,bill generation, due date, payment reminder, payment collection, disconnection, supply / shutdown alerts etc.
- b) The application shall be accessed over secure internet with 128 bit encryption.
- c) The data architecture, Table Structure, Triggers, Stored Procedures, and Scripts used should be shared with DISCOM. Any manual update on the live system shall be approved by DISCOM and results of change should be shared / communicated with DISCOM. DISCOM shall be the absolute owner of the data. The administrator rights with the password shall be handed over to DISCOM.
- d) 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.
- g) System should be capable to generate consumer Pass Book indicating Bill issued, payment made, and Security Deposit. This Pass Book shall be available for entire year indicating all transactions made during the year by the consumer.

30. IT INFRASTRUCTURE : The Minimum Technical specifications of IT Infrastructure are defined as under, however the bidder may supply higher version of the infrastructure at the time of deployment.

30.1. To supply and maintain the required Android Smart Phones & Accessories. Smart Phones with Accessories 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.

No.	Description	Specification
1.	Display	Form factor –Bar, Screen type- Touch screen, Screen size- min of 4.5 inches, resolution- min of 480X 584.
2.	Processor	Quad Core processor.
3.	Memory	Min 2 GB RAM. Internal memory of min 8 GB, with extendable upto of 32 GB
4.	Camera features	5MP with autofocus and flash
5.	Operating System	Android OS of latest
6.	Carrier networks	2G- GSM 850 / 900 / 1800 / 1900, 3G- HSDPA 900 / 2100, 4G/LTE
7.	Data	GPRS, EDGE, Wifi, 3G,4G,LTE
8.	Battery	Type- Li-Ion, Capacity- min of 1750mAH,
9.	Local Connectivity	Support latest mobile Wifi
10.	Bluetooth	Version 4.0 or higher supporting BLE
11.	GPS	GPS &aGPS for both stand alone and hybrid and should be able to get GPS co-ordinates without mobile network.
12.	USB	USB OTG Support
13.	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. Facility to charge Mobile and Bluetooth Printer simultaneously.
14.	Mobile 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 the printer”.
15.	Make & Model	The Android Smart Phone supplied shall be the latest model series and shall be from SAMSUNG/LG/ASUS/MOTOROLA/LENOVA /PANSONIC/ VIVO/HTC/Nokia

Note: The insurance of SBM (ANDROID BASED MOBILE DEVICES)s against damage and theft shall be arranged by the Agency at its own cost till currency of the Contract.

30.2. To supply and maintain the hardware at Sub-divisions / Divisions / Circles

No.	Particulars	Sub-division / Division / Circle
1.	Desktop PCs	3 Nos to 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 with each Desktop PCs
4.	Network Laser printer	1 Nos at each Sub-Division
	Laser Printer	1 Nos at each Division
5.	No. of ANDROID Smart Phones, Bluetooth Mobile printer, Power Bank, Accessories etc	In Rural Areas one for each 11KV Feeder 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. For every 2 ½ years the Android Smart Phones and Accessories shall be replaced(Android Phone, Printer, Power Bank)
6.	Bar Code Reader	1 Nos at each sub division. 5 Nos. As spare with AO
7.	Biometric Reader	1 Nos for each PC at Sub Division and Cash Counter. 5 Nos. As spare with AO
8.	Line Matrix Printer	1 Nos at each Circle
9.	Visual Display Unit (LED TV)	One each at Sub Division, Division Level, Circle level, Zonal Level
10.	Video Wall	One Number at Corporate Office

30.3. 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

30.4. 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

30.5. 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 milli 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.

30.6. 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

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

Provide a 24 port 10/100 mbps fast Ethernet switch with jack panel to be placed in a rack CAT 5e structured cabling with casing and capping and I/Os etc.

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.

30.8. VIDEO DISPLAY UNIT AND VIDEO WALL

a) Video wall 12 panel for Corporate Office. The configuration of single panel is specified below. The required accessories for video streaming from various sources including computer systems shall also be the part of supply.

Samsung UE46D Specs	
Panel	
Diagonal Size	46"
Type	120Hz E-LED BLU

Resolution	1920*1080 (Full HD)
Pixel Pitch(mm)	0.17675(H) X 0.53025(V)
Active Display Area(mm)	1018.08(H) X 572.67(V)
Brightness(Typ.)	450 nit
Contrast Ratio	5000:01:00
Viewing Angle(H/V)	178:178
Response Time(G-to-G)	4ms
Display Colours	16.7M
Colour Gamut	72%
Haze	0%
Display	
Dynamic C/R	100,000 : 1(AV Mode)
H-Scanning Frequency	30 ~ 81kHz
V-Scanning Frequency	48 ~ 75Hz
Maximum Pixel Frequency	148.5MHz
Sound	
Speaker Type	Built in Speaker (10W x 2ch)
Connectivity	
Input	
RGB	Analog D-SUB, DVI-D, Display Port 1.2
Video	HDMI, Component(CVBS Common)
HDCP	HDCP 1.4
Audio	Stereo mini Jack
USB	USB 2.0 x 1
Output	
RGB	DP1.2(Loop-out)
Video	-
Audio	Stereo mini Jack
Power Out	N/A
External Control	RS232C(in/out) thru stereo jack, RJ45
External Sensor	N/A
Tuner	No
Power	
Type	Internal
Power Supply	AC 100 - 240 V- (+/- 10 %), 50/60 Hz
Power Consumption	
Max[W/h]	132

Typical[W/h]	115
BTU(Max)	450.12
Sleep mode	less than 0.5W
Off mode	less than 0.5W
Mechanical Specification	
Dimension (mm)	
Set	1030.9 X 585.4 X 31.3
Package	1110.0 X 668.0 X 130.0
Weight (kg)	
Set	10.0 kg
Package	13.0 kg
VESA Mount (mm)	400*400mm
Protection Glass	NO
Stand Type	Foot Stand (Optional)
Media Player Option Type	Embedded, SBB-C (Attachable)
Bezel Width (mm)	5.5mm
Operation	
Recommended Usage Hours	16/7
Operating Temperature	0.0 °C ~ 40.0 °C
Humidity	10 % ~ 80 %
Feature	
Key Features	LED Slim Video wall Built-in MagicInfo Player S2, SSSP 2.0
Special Features	H/W: WiFi Module Embedded, SD Card Slot, Super Clear Coating, Temperature Sensor, Pivot Display, Clock Battery(80hrs Clock Keeping), Built in Speaker (10W x 2ch)
	S/W:ACM Support(Advanced Color Management), Magic Clone(to USB), Auto Source Switching & Recovery,RS232C/RJ45 MDC , Plug and Play (DDC2B), PIP/PBP, Image Rotation, Button Lock, DP 1.2 Digital Daisy Chain(HDCP Support), Smart Scheduling, Smart F/W update, Built In MagicInfo Player S2, Video Wall (10X10), Firmware Update by Network, LFD New Home Screen, PC-less Video Wall, Predefined Template for Vertical Usage, Multi Channel, Mobile Control, Event Schedule, Backup Player
Internal Player	YES
Processor	Cortex-A9 1GHz Quad Core CPU

On-Chip Cache Memory	L1 (I/D) : 32KB / 32KB, L2 (Unified) : 1MB
Clock Speed	1GHz CPU Quad
Main Memory Interface	1.5GB Dual 48bit DDR3-933 (1866MHz)
Graphics	2D & 3D Graphics Engine - Up to 1920x1080. 32bpp - Supports OpenGL ES
Storage (FDM)	8GB (1.2GB Occupied by O/S, 6.8GB Available,)
Multimedia	Video Decoder - MPEG-1/2, H.264/AVC (Dual) - VC-1, JPEG, PNG, VP8 Audio DSP (Decoder) - AC3 (DD), MPEG, DTS and etc
IO Ports	USB 2.0
Operating System	Samsung Proprietary OS(VDLinux)
Certification	
Safety	cUL (USA+Canada) : UL60950 TUV (Germany) : EN60950 CB (Europe) : IEC60950/EN60950 EK (Korea) : K60950 CCC (China) : GB4943.1 PSB (Singapore) : IEC60950 GOST (Russia) : IEC60950, EN55022 SIQ (Slovenia) : IEC60950, EN55022 PCBC (Poland) : IEC60950, EN55022 NOM (Mexico) : NOM-001-SCFI-1993 IRAM (Argentina) : IRAM SASO (Saudi Arabia) : IEC60950 BIS(India) : IS13252
EMC	FCC (USA) FCC Part 15, Subpart B class A CE (Europe) EN55022, EN55024 VCCI (Japan) V-3 (CISPR22) KCC (Korea) :KN22, KN24 BSMI (Taiwan) : CNS13438 (CISPR22) C-Tick (Australia) : AS/NZS3548 (CISPR22) CCC(China) :GB 9254- 2008, GB 17625.1-2003
Accessory	
Included	Quick Setup Guide, Warranty Card, DP cable, Power Cord, Remote Controller, Batteries
Optional	
Stand	STN-64L4655E
Mount	WMN-46VD / WMN4270SD
Specialty	CML450D(ceiling mount)
Media Player	
Media Player	
Media Player	SBB (optional)

b) Video Display Unit at Sub Division

Feature	Description
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Device	LED
Screen Size	32" / 80 CM
Resolutions	Full HD 1920 X 1080
Display Type	Flat
IPS Panel	Yes
Aspect Ratio	16:9, Original, Full Wide, 4:3,
Audio Output	20 W
Smart TV Platform	OS (Supplied by Manufacturer)
WI-FI	Built IN
Full Web Browser	YES
WiFi Direct	YES
Miracast™	Yes
Network File Browser	Yes
Media Player	Yes
USB	Yes
Audio Codec	AC3(Dolby Digital), EAC3, HE-AAC, AAC, MP2, MP3, PCM, DTS, DTS-HD, DTS Express, RA, WMA
Ports	2 HDMI, 2 USB, LAN 1 etc
Power Power Supply (Voltage, Hz)	100~240Vac, 50~60Hz
Accessories	To connect CPU or Computer System.

31. Manpower

- i. Project Manager (1-No.)
- ii. System Administrator (1-No.)
- iii. Help desk and support operators (5 No's.)
- iv. Circle Manager (1-No. at each Circle)
- v. 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 Centre & 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. Or any Degree with minimum 10 years of experience in Utility Billing /CIS /CRM projects.
- 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) 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.
- d) 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 (ANDROID Based Mobile Devices) for immediate repair of the same.

- e) Help Desk and Support Operator: These persons must have graduate and have diploma in Computers, have one year experience to handle such works.

III. The details of the Sub Divisions in Discom is as under:

Sr.No.	No. of Sub Division		
	Non RAPDRP Area	RAPDRP Area	Total
	111	76	187

Discom has right to verify the above at any time.

32. 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.

33. MINIMUM SPECIFICATION FOR STATIONERY

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, GSM11	Inch, 76 to 78 mm, 80 GSM.	

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

34. 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) 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
35. GPRS/3G/4G connectivity on Spot Billing Devices and connectivity between Data Center and DR Center.
36. Change request, modification, new feature development, new integration requirements during the tenure of the contract at no additional cost to Discom.
37. Data migration from the existing systems. No payment shall be made for Data Migration.
38. Training to be imparted to the designated DISCOM personnel on the operation of the system.
39. 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.
40. Any other incidental service that is required for achieving the objectives as per the tender specifications.
41. OPTIONAL : Meter reading by deployment of the requisite manpower (One meter Reader for 1200 no. of consumers)
42. SCALABILITY
The system comprising hardware and software shall be scalable up to two times of the consumers as per existing consumer available in the data base at the time of commencement of contract period.
The Agency has to size the requirement of the cloud platform and infrastructure, 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 defined above .
43. 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.

Note: A comprehensive list of generic functionalities required in the Billing Software has 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. Agency shall do the detailed requirement gathering to figure out the exact requirement in accordance with the above recommendations. No additional payment or charges shall be claimed either for grounds up development or for change management requested.

44. 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	Output4.Dc Notice Summary	
15	Output5. Consumer Ledger Summary	
16	Output16(A). Cb-4 List of Sundry Charges Credited/Debited	
17	Output16(A). Cb-15 List of Sundry Charges Credited/Debited	
18	Output16(C). Cb-12 List of Sundry Charges Credited/Debited	
19	Output19. List of Newly Sanctioned Installations	
20	Output20/21. Delay in Issuing of New Connection	
21	Output22&23. List of Connections Lying Disconnected for > 2 Months and Sr Not Removed	
22	Output26. Premises/Meter Locked for More Than 2 Months	
23	Output26(A). List of Defective Meters	
24	Output25. Variation of Energy	
25	Output26(A). List of Defective Meters, age wise	
26	Output26(B). List of Burnt Meters age wise	
27	Output26(C). List of Stopped Meters age wise	
28	Output26(D). List of Broken Glass Meters age wise	
29	Output26(E). List of Faulty Meters age wise	
30	Output26(F). List of Body Seal Broken Meters	
31	Output26(G). List of Consumers Who's Reading Not Received	
32	Output26(H)-List of Consumers Having Area Without Supply & Display Out	
33	Output32. Notice for Enhancement of Security Deposit	

Sl no	Name of Report	Frequency
34	Output36. List of Zero Consumption Consumers	
35	Output37. List of Unauthorized consumers including Illegal Restoration of Supply by Consumers	
36	Output38. List of Doubtful Cases	
37	Output39. Consumer Billed On Average but Consumption More Than Average	
38	Output40. More Than One Payment	
39	Output41. More Than One Sundry	
40	Ledger Wise Monthly Outstanding	Monthly Reports
41	Ledger Wise Monthly Govt. Outstanding	
42	MIS	
43	Output 10-Summary of Consumers Not Billed and Billed On Average Basis	
44	Output 10a-Age wise Abstract Summary of Defective/Lock Meter Consumers	
45	Output 14-Category Wise Month End Position of Assessment Realization and Arrears	
46	Output 15a-Age Wise Analysis of Arrears as on Month End	
47	Output 15b-Analysis of Realization	
48	Output 18a-Feederwise Consumption Analysis - Non Agriculture	
49	Output 18b-Feederwise Consumption Analysis- Agriculture	
50	Output 18c-Feederwise Summary of Energy Sold, Assessment, Realization & Outstanding	
51	Sub Division and Division Wise-18abc	
52	Circle Wise-18abc	
53	Output 27-List of Consumer Whose Recovery to be Deferred as Per Court's/ Settlement Committee's Order	
54	Output 28-List of Defaulting Consumer's Whose Recovery of Outstanding Under Installment	
55	Output 29-Manufacture Wise Report of Working Condition of Meter	
56	Output 31-List of Change of Defective, Stopped and Burnt Meters More Than Twice in Last12months	
57	Output 33-List Showing Balance of Advance Deposit and No. Of Installment Due to Be Allowed	
58	Output 34-Energy Billing Assessment & realization Summary for the Month	
59	Output 35-Statement of Showing the Levy of Power Factor Surcharge/Incentive Allowed on Power Factor	
60	5%Rebate Allowed Due to Meter Remain Defective /Stopped More Than 2 Month & Amount Capacitor Surcharge Levied	
61	List of consumers having power factor less than 0.75	

Sl no	Name of Report	Frequency
62	1.Metered Consumers Billed on Average 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	
71	List of Consumers whom Rebate has been given.	
72	List of UDR Notice and LRF Notice	
	Energy Audit Report for 33KV Feeders in Urban Areas	
	Energy Audit Report for 11KV Feeders in Urban Areas and Rural Areas	
	Energy Audit Report for Distribution Transformers in Urban Areas	
	Energy Audit Report all Industrial Areas	

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

A. 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, Month wise, 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	

Sl no	Requirement	Frequency
20	Installations serviced with meters – company borne	
21	Installations serviced without meters	
22	No. Installations regularized	
23	Scheme wise installations serviced	
24	Capacity additions	
25	Sanctioned/ Connected load	

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. 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 "DEPLOYMENT OF BILLING SYSTEM WITH SPOT BILLING AND CUSTOMER INFORMATION SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS" against TN-64.

Dear Sir,

We hereby submit our bid for "Deployment of Billing System with Spot Billing and Customer Information system on SAAS (System as a Service) Basis." spread across Jaipur DISCOM." against TN-64.

We, the undersigned, declare that:

- 1) We have examined and have no reservations to the Bidding Document, including Addenda No. (if Any):____
- 2) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule, and the specifications mentioned in the bid document.
- 3) We are submitting our bids for with complete set of enclosures.
- 4) We are submitting our Bid as Single Bidding company.
- 5) We agree for execution of tendered work as per the terms & conditions as specified in this Tender Document.
- 6) We hereby confirm that the bid comply all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation are contained in the Bid.
- 7) We understand that the Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive
- 8) The prices are as mentioned in BOQ.
- 9) The prices quoted are valid for a period of 90 days from the date of opening of "Financial-bids"
- 10) The quoted / agreed prices are exclusive of the following applicable Taxes (As per prevailing rates):
 - Enclose details of taxes included in the prices

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

- 11) 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 quantity.
- 12) We have noted the standard terms of payment and undertake to abide by the same.
- 13) The execution of work shall strictly be in accordance with work completion schedule as given in the Tender Document. In case we fail to execute the work as indicated therein as per the tender specifications , te penalty provisions shall be applicable as per provisions of the Contract.
- 14) The material supplied by us shall conform your specification
- 15) 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.
- 16) 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.
- 17) 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.
- 18) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose all charges shall be paid on actual work basis.
- 19) We understand that Jaipur Discom/Discom 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.
- 20) We also understand that the Jaipur Discom reserves the right to reject any or all of the bids without assigning any reason thereof.
- 21) We undertake that we shall use the core billing module for Commercially Off The Shelf (COTS), either SAP or ORACLE , which may be readily fine-tuned to the requirements of Discom. We undertake to carry out all necessary System Integration work to ensure that the COTS software offered meets all the requirements specified and needed for Jaipur Discom.
- 22) We understand that the prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be per Clause 13.1.5 of Bid Document.

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)

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

Details	Responses
Bidding Entity Nature	System Integrator
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.	

(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)

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 2014-2015		YES/NO	YES/NO
2	FY 2015-2016		YES/NO	YES/NO
3	FY 2016-2017		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)

(Note: Enclose audited Financial Statements/ Annual Report of the aforementioned FYs duly signed by the Chartered Accountant. If audited balance sheets for the FY 2016-17 are not readily available then the provisional balance sheets signed and certified by the company Chartered Accountant shall be submitted.)

ANNEXURE-4 DETAILS & DESIGN OF THE PROPOSED BILLING AND CUSTOMER INFORMATION 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. A compliance statement indicating the compliance to all the functionalities listed in the Scope of Work Clause by Clause indicating the ready availability of the feature, if not readily available then indication for providing the same with due customization before rollout.
- iii. The COTS Software's Proposed along with the detailed write up of the same shall be provided.
- iv. The URLs of the DISCOMS for the existing projects shall be provided. (DISCOM if required may ask for the credentials for a specific period to ascertain the software features during technical evaluation)
- v. Controlling offices that would be established to undertake the proposed work
- vi. Project organization structure
- vii. Names of the key resources that would be deployed along with their proposed position
- viii. CVs of the key proposed resources
- ix. Copies of work order and performance report for the projects undertaken/ in hand (as shown in table below)
- x. 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
- xi. 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 and Customer Information System	
Give detailed write-up on experience / order executed billing services and Customer Information System	
Enclose copies of order so executed/orders in hand.	

ANNEXURE – 5: PROPOSED HARDWARE 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 with bandwidth requirements to be arranged by Discom
- Provide network schematic diagram showing all locations and components
- Provide name and details of COTS software suite to be used along with details about location and infrastructure details of the cloud services

Note: Undertaking about the Annual Technical Support from OEM of Hardware and Data 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.)

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-64

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 and Customer Information system on SAAS (System as a Service) Basis" spread across Jaipur DISCOM against TN-64 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 15 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 60 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 30 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.

No	Functional Requirements	Criticality	Bidder Response	Remarks

The code to be used for providing Supplier rating responses in the column "Bidder Response" for the functional requirements is provided below:

A - Functionality not available;

B - Available with modification/workaround

C - Functionality available

Please note that the rating as per the above scale is to be entered in the "Bidder Response" column, and column titled "Remarks" is to be used for commenting on aspects related to the functional specification. Bidders have to fill on two columns ("Bidder Response" & "Remarks").

Please also note that the serial no. and format of response should be exactly similar to that given in this document under Functional requirement section.

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-64

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.)

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)

ANNEXURE 13: 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) along with 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. 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 14: FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY

Will be provided to the Successful Bidder

ANNEXURE-15: 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-16: 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.	Self-Declaration along with the following: <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 	
2.	The Bidders shall be minimum CMMI level 3 certified and shall have ISO 9001:2008 latest version valid for at least six months after submission of bid.	Documentary evidence of CMMI Certificate issued by SEI / CMMI institute and ISO, etc. .	
3.	The Bidder shall have experience of Web based billing and Revenue management System through its own software or through COTS** (Commercially off the Shelf) software in at least 3 Power Distribution utilities in India during last Five years out of which one project should be in running condition. The bidder should have experience for handling the billing system for consumer base of 20 lakhs in one or more than one project. The Billing experience pertaining for this consumer base should have been continuously for one year.	Documentary evidence such as Work Order and performance certificate for ongoing project.	
4.	The Bidder should have a minimum average annual turnover of Rs. 30 Cr (Gross Turnover of 90 Cr in last 3 years) in last three Financial Years (2014-15, 2015-16,	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. If final accounts of	

	2016-17) The Bidder should be profit making in the last 3 financial years. The Bidder should have positive net worth as on 31 st March, 2017	FY 2016-17 are not available provisional certificate duly certified by CA shall be submitted as a proof. Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided. 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 losses (including debit balance in profit and loss account for current year) and intangible assets.</i>	
5.	The Bidder should not have been black listed by any power utility in India.	Self-Declaration for No Blacklisting (Annexure-15) on the appropriate stamp paper.	

** The System Integrator shall produce an undertaking that the Core Billing Module shall be COTS, either SAP or ORACLE.

OR

The Distribution Utilities having Distribution license for Electricity Distribution from the respective Regulator may also bid provided that :

1. That the billing in their area of operation is being carried out through own billing software or COTS (Commercially off the Shelf) platform (SAP / ORACLE).
2. The System being used for at least 20 Lakhs consumers in its area of operation cumulatively.
3. The undertaking to use core Billing Module under this Bid shall be SAP / ORACLE shall be produced .

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. Above two shall leave capability to integrate with each other

ANNEXURE-17: 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 AND CUSTOMER INFORMATION SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS" against TN-64

Dear Sir,

We have procured the bid documents for engagement of Agency for "DEPLOYMENT OF BILLING SYSTEM WITH SPOT BILLING AND CUSTOMER INFORMATION SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS". 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	Services as per specifications per consumer per month		2700000	
2	OPTIONAL : Meter reading by deployment of the requisite manpower (One meter Reader for 1200 no. of consumers) (shall Not be part of evaluation)			

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

The prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be as per Clause 13.1.2 of Bid Document.

Name: _____
[Authorized Signatory]

SECTION VII APPENDIX-ADDITIONAL INFORMATION TO BIDDERS
APPENDIX-A CIRCLE WISE CONSUMERS in Non RAPDRP Area having approx.
5000 nos. Of 11KV FEEDERS in Rural area

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	2753587