

TENDER SPECIFICATION NO: TN 44

Cost of tender specification Rs. 5000

Jaipur Vidyut Vitran Nigam Ltd. invites bids for the work of - To establish and operate 24x7 Customer Complaint Centers (CCC) on BOOR (Built, Own, Operate & Retain) basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules: (1) Call center, (2) Fault Rectification teams along with appropriate infrastructure for rectification of fault related to "No - Current Complaints".

Jaipur Vidyut Vitran Nigam Limited (JVNL)

Office of Superintending Engineer (IT)

Old Power House Premises,

Ram Mandir, Banipark, Jaipur

Rajasthan 302006

Contact Details

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जयपुर विद्युत वितरण निगम लिमिटेड



SHORT TERM NIT TN- 44

To establish and operate 24x7 Customer Complaint Centre (CCC) on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”.

Cost of Tender Document (non-refundable)	Rs. 5000/- (Rupees Five thousand Only)
e-Tender Processing Fee (non-refundable)	Rs.1000/- (Rupees One thousand only)
Estimated Project Cost Jaipur Package Kota Package	Rs. 15 crore (Rupees Fifteen crore only) Rs. 5 crore (Rupees Five crore only)
Earnest Money Deposit (EMD) Jaipur Package Kota Package	Rs. 30 lac (Rupees Thirty lac only) Rs. 10 lac (Rupees Ten lac only)
Publishing Date/Time	15 Oct 2012 , 17:00 hrs
Document Download / Sale Start Date	From 15 Oct 2012 , 17:00 hrs onwards at https://eproc.rajasthan.gov.in
Document Download / Sale End Date/Time	30-Oct-12 , 09:00 hrs onwards
Bid submission Start Date/Time & Place of submission of bids	15 Oct 2012 , 17:30 hrs onwards at https://eproc.rajasthan.gov.in
Bid submission Last Date/ Time	30-Oct-12 up to 09:00 hrs
Submission of Banker's Cheque/ Demand Draft for Tender Fee, EMD, and Processing Fee	Up to 29-Oct-12 upto 15:00 hrs at Office of Sr. Accounts Officer(TW), Old Power house, Banipark, Jaipur
Date, Time and Place of Opening of Technical Bids	30-Oct-12 , 11:00 hrs at https://eproc.rajasthan.gov.in
Date & Time of Opening of Financial Bids	Will be intimated later to the Technically qualified

	bidders
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	www.jaipurdiscom.in , https://eproc.rajasthan.gov.in
Bid & EMD Validity	120 days from date of opening of part-A bid or 90 days from the date of opening of part-B bid whichever is later

Important Notes

- (1) This tender document contains two separate packages, package 1 for Jaipur city and Package 2 for Kota city i.e., the Customer Complaint Centre (CCC) is to be implemented independently.
- (2) The tender/bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
- (3) Bidders who wish to participate in this tender will have to register on <http://eproc.rajasthan.gov.in> (bidders registered on eproc.rajasthan.gov.in before 30.09.2011 needs to register again). To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.
Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 6.00 PM on all working days)
E-mail: eproc@rajasthan.gov.in
Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur.
- (4) Bidders should go through the website <https://eproc.rajasthan.gov.in> should refer to the website and go through the link “Help For Contractors”, “Information About DSC”, “FAQ” and “Bidders Manual Kit” and **BID DETAILS** to know the process for submitting the electronic bids at the website.

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

- (13) All the communication/correspondence including the bid document (Technical and Financial Bid) must be signed and stamped on each page by the designated authorized representative of the bidder failing which the bid will be summarily rejected.
- (14) The Bids can be submitted up to date and time given as specified in the NIT.
- (15) The complete bidding process is defined in BID DETAILS and Section-I of this RFP document.
- (16) In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this RFP document, all such bid-proposals will be summarily rejected and EMD submitted along with the bids will be forfeited.
- (17) Tendering Authority reserves the complete right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the purchaser/ tendering authority.
- (18) In case, a dispute arises with regard to interpretation/ omission/ error in the RFP document, bid submitted, other documents; the decision SE (IT), JVVNL, JAIPUR will be final and binding upon the bidders.
- (19) Interested bidders may obtain further information from the office of the Superintending Engineer (IT), Jaipur Vidyut Vitran Nigam Ltd, Old Power House, Banipark, Jaipur on any working day between From 16-Oct-12 to 29-Oct-12 from 10:00 AM to 6:00 PM.
- (20) The tender document is common for both the package and the bidder needs to pay tender specification cost once to submit its proposals for one or both the packages.

SUPERINTENDING ENGINEER (IT)

J.V.V.N.L., JAIPUR

Document Summary	
Document Name	Tender Specification No 44 To establish and operate 24x7 Customer Complaint Centre on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”.
Document Owner	Superintending Engineer - (IT) Jaipur Vidyut Vitran Nigam Limited, Jaipur
Document Security Classification	Restricted
Permissions	This tender specification is not transferable and shall not be reproduced without written permission of the owner

TABLE OF CONTENT

TENDER NOTICE	1
BID DETAILS	8
SECTION – I: INSTRUCTIONS TO BIDDERS	13
SECTION – II: TERMS & CONDITIONS	29
SECTION-III-PART-I: GENERAL INFORMATION	58
SECTION-III-PART-II: PRE QUALIFICATION REQUIREMENTS	62
SECTION-III-PART-III: SCOPE OF WORK	66
SECTION-III-PART-IV: TECHNICAL REQUIREMENTS & SPECS.	89
SECTION IV- PART-A TECHNICAL OFFER	110
ANNEXURE	115
SCHEDULES	124
SECTION IV PART-B: FINANCIAL OFFER	135

BID DETAILS

Jaipur Vidyut Vitran Nigam Limited (JVVNL) or any authority designated hereinafter called 'Owner' invites sealed tenders from competent agencies To establish and operate 24x7 Customer Complaint Centre on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”.

The tender contains two separate packages;

Package 1 is meant for Jaipur City & Package 2 is meant for Kota City.

The bidder may submit its proposal for any or both packages. The award of order will be package wise i.e. the evaluation of L-1 shall be made on the total package cost and not the module wise.

The work entails service & operation contract for 3 years period i.e. from the date of implementation of all modules and roll out and renewable after 3 years may be made if mutually agreed and subject to the performance of the vendor.

On expiry of contract period entire system with all hardware, software, networking equipment etc including vehicles and FRT T&P supplied by the vendor shall be retained back by him on 'AS IS' condition.

OTHER INFORMATION

PERIOD OF CONTRACT

The contract period shall be initially for three (3) years from the commencement and complete roll out of all modules. The contract period may be extended subject to the performance of vendor up-to next 2 years i.e. the total contract period cannot be more than 5 years. The extension, if any will be initially for 1 year and on the basis of performance will be on next 1 year.

REQUIRED COMPETENCE

The bidder should have the necessary competence, adequate financial standing, sufficient experience, expertise and related infrastructure for handling contract work of similar nature. The qualifying requirements are given in the section – III, Part –2 of this tender specification.

DEPLOYMENT OF VEHICLES AS MENTIONED IN MODULE 2

The vendor will deploy vehicles of light commercial category (LCV) as required in module 2 to rectify the electrical faults (as in the scope of the vendor) within the timeframe. The vendor **will not** be required to transfer these vehicles to JVVNL after the end of contract period.

BIDDER'S PROPOSALS FOR JAIPUR AND /OR KOTA

The bidder may quote for Kota package or Jaipur package or both. The evaluation will be made separately for Kota & Jaipur packages.

The order will be placed separately for individual package; there will be single order for all modules in a package.

BIDS ARE TO BE SUBMITTED IN TWO PARTS

Part- A will contain (i) EMD (ii) supporting documents to ascertain the eligibility / qualification as per the QR requirements of the tender (iii) techno-commercial offer comprising details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.

Part- B will contain the financial offer/ rates

SUBMISSION OF PROPOSALS

The tender offer shall be submitted in time specified on <https://eproc.rajasthan.gov.in> in electronic format in the following manner:

COVER – I Fee (to be filed in pdf format)

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

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

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

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

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

The tender offer shall be submitted in time specified on <https://eproc.rajasthan.gov.in> in electronic format.

LATE PROPOSALS

Any proposal (s) received after the scheduled time for submission is liable for rejection

OPENING OF PROPOSALS

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

- II. The tendering authority shall conduct the bid opening at the address, date and time specified in the NIT.
- III. All the bids received up to the specified time and date in response to all the bid inquiries shall be opened by the members of the designated Procurement Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://eproc.rajasthan.gov.in> at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.
- IV. All Envelopes containing financial/ technical bids shall be signed with date by the members of the Committee in token of verification of the fact that they are sealed. The envelopes shall be numbered as a/n, where 'a' denotes the serial number at which the bid envelop has been taken and 'n' denotes the total number of bids received by prescribed time.
- V. First, envelopes marked Fee shall be opened, read out, and recorded, and the corresponding Bid shall be opened. Only envelopes that are opened, read out, and recorded at bid opening shall be considered further.
- VI. All other bids shall be opened one at a time, and the following read out and recorded: the name of the bidder; the bid prices (per lot if applicable); the presence of an EMD and any other details as the tendering authority may consider appropriate. No bid shall be rejected at bid opening except for delayed/ late bids; alternative bids and bids not accompanied with the required tender fee and bid security (EMD).
- VII. The Tendering authority shall prepare a record of the bid opening that shall include, as a minimum: the name of the bidder and whether there is a withdrawal, substitution, or modification; the bid price, per lot if applicable, any discounts and offers if they were permitted; and the presence or absence of Tender fee, EMD. The bidder's representatives who are present shall be required to sign the attendance sheet. The omission of a bidder's signature on the record shall not invalidate the contents and effect of the record.
- VIII. Only the cover containing "Technical Bid" shall be opened first. The cover containing "Financial Bid" shall be kept intact and safe and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical bids.
- IX. The details of deposit of tender fee and EMD with each bid shall be read out loudly.

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- X. A list of names of the representatives of the bidding firms present at the time of opening of tenders shall be prepared and read out and got signed by the respective representatives.

SECTION – I: INSTRUCTIONS TO BIDDERS

1. GENERAL INSTRUCTIONS

- I. The Jaipur Vidyut Vitran Nigam Limited (JVVNL), or any authority designated hereinafter called 'OWNER' will receive bids in respect of services as set forth in the accompanying specification.
- II. All bids must be prepared and submitted in accordance with these instructions.
- III. The bidder, in his own interest is requested to read very carefully these specifications and the terms and conditions as incorporated in this document/ specification before filling the Bid proposal form.
- IV. If bidder has any doubt as to the meaning of this specification or any portion thereof, he shall before submitting the bid, may refer the same to the Superintending Engineer (IT), Jaipur Vidyut Vitran Nigam Limited, Jaipur in writing well in time before the specified date of opening of bids so that such doubts may be clarified.
- V. Submission of the bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his bid.
- VI. 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.
- VII. The works referred herein will cover the entire scope of the proposal which include commissioning and erection of equipment including the successful completion of performance and guarantee tests which the owner desires to get executed.

2. INTRODUCTION

Jaipur Vidyut Vitran Nigam Limited (hereinafter to be referred to as JVVNL) is proposing “To establish and operate 24x7 Customer Complaint Centre on BOOR (Build, Operate, Own & Retain) basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”

3. SUCCESSFUL IMPLEMENTATION AND GOOD PERFORMANCE

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

4. OBJECTIVES OF THE PROPOSED WORK

The objectives of the proposed work are

- I. To provide services to consumers on 24x7 basis.
- II. To promptly attend to the technical complaints, grievances problems of the consumers / citizens
- III. To provide easily accessible channels to the consumers to interact with JVVNL and register their complaints / grievances
- IV. To make an effective monitoring and tracking system for consumer satisfaction
- V. To help JVVNL to collect information regarding theft of electricity / illegal connection
- VI. To remove the electrical faults within 2 hour from the time the complaint is registered
- VII. To reduce the existing time between fault / complaint registration and its resolution

In order to enable JVVNL to meet aforementioned objectives JVVNL proposes to avail the services of competent agency(ies) who will create and operate Customer Complaint Centre comprising call center, Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to “No - Current Complaint” on BOOR basis for a period of 3 years in (i) Jaipur City and (ii) Kota City

The competent agency(ies) would establish an efficient and modernized call center to provide multiple channels to the consumers of Jaipur & Kota to register their No-Current complaints at a single point located in each cities, resolution of complaints falling in the scope of type of complaint and to facilitate registration of problems lying outside the scope of type of complaint

These services are proposed to be available to the consumers on 24 x 7 x 365 basis.

5. FIELD CONDITIONS

- I. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy itself regarding the existing system.
- II. For ascertaining the existing system the bidder may contact the concerned Circle SE of JVVNL. The details of the area to be covered in the scope of the contract are available at Section III Part 1. For any clarification regarding this document the prospective bidder may contact to SE (IT).
- III. No claim for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated.

6. AMENDMENTS TO BID DOCUMENT

At any time prior to the date for submission of bid as well as up to opening of Part-B price bid, JVVNL may for any reason, modify the bid document by issue of amendment(s) which shall form part of it. The addenda shall be sent in writing to all the prospective Bidders.

7. DUE DATE EXTENSION

Extension to the due date, if considered necessary may be done by JVVNL.

8. DEVIATION FROM BID DOCUMENTS

- I. The offer must have 'No Deviation' certificate as per schedules 1 & 2 of this tender document
- II. If the bidder has certain deviations, such deviations may or may not be accepted on its merit subject to financial and technical implications.
- III. The bid must include a separate statement indicating all deviations from the bid documents as per format enclosed at Schedule I.
- IV. All such deviations must be clearly mentioned in Schedule of Deviation.

9. FILLING OF BIDS

- I. Bid must be submitted as per the formats attached / details desired here and all blanks in the tender and the annexure of the specifications must be duly filled in one original and one duplicate copy. The complete forms, annexure shall be considered as part of contract documents in the case of successful bid.

- II. No alteration should be made to form of the tender specification and annexure. The bid must comply entirely with the specifications.
- III. The bid and all accompanying documents shall be in Hindi / English language and shall be signed by a responsible and authorized person. The name, designation and authority of signatory shall be stated in the bid.
- IV. Tenders should be filled in only with ink or typed. No bid filled in by pencil or otherwise shall be considered.
- V. All additions, alterations and over writings in the bid must be clearly initialed by the authorized signatory to the bidder.
- VI. The bidder should quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/ prices shall be in words as well as in figures. This must not contain any additions, alterations, overwriting, cuttings or corrections and any other marking.
- VII. The contract awarding authority will not be responsible to accept any cost involved in the preparation or submission of the bids.
- VIII. Each of the pages of offered documents must have proper page No, Section No. The table of content in the beginning of offer must be mentioned.

10. DOCUMENTS COMPRISING THE BID:

PART A:

Part A shall contain the following

- I. Supporting documents to ascertain the eligibility/ qualification as per the Qualification Requirements (QR) of the tender.
- II. The bidder needs to furnish full details about organization's competence, financial strength, details of experience in accordance with the QR specified at Part –II of Section III. The bidder must submit its proposal along with the following documents.
- III. Proof of depositing EMD in the prescribed form as defined hereunder at Clause "Earnest Money Deposit (EMD)" i.e the receipt issued by the Sr. Accounts Officer (TW), Jaipur Discom, Jaipur on account of depositing EMD in favour of Sr. Accounts Officer (TW), Jaipur Discom, Jaipur.

- IV. Proof of submitting tender processing fee i.e the acknowledgement issued by the Sr. Accounts Officer (TW), Jaipur Discom, Jaipur on account of depositing the processing fee of RISL through DD/Banker's Cheque in favour of M.D, RISL payable at Jaipur.
- V. Proof of submitting Tender document cost i.e the acknowledgement issued by the Sr. Accounts Officer (TW), Jaipur Discom, Jaipur on account of depositing tender document cost through DD/Banker's Cheque in favour of Sr. Accounts Officer(TW) payable at Jaipur.
- VI. Cover letter on company's letter head
- VII. Annexure 1 to 7
- VIII. Schedules 1 to 7
- IX. Power of Attorney/Board Resolution in favor of signatory of the bid
- X. Documents to ascertain the QR details as per details at Section III Part -II
- XI. Other details as called for in the tender specification document or which the bidder may like to highlight
- XII. Check lists as given in this document.
- XIII. Techno-commercial proposal in the format given in Schedule IV part A comprising details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.
- XIV. In this part the bidder will submit full relevant documents substantiating the details provided in the annexure and schedules
- XV. The bidder will substantiate details of the company (as declared on Annexure – 1) in the form of Certificate of Incorporation, MoU, registration certificate or any other relevant document as the case may be
- XVI. Controlling offices that would be established to undertake the proposed work
- XVII. Project organization structure
- XVIII. Names of the key resources that would be deployed along with their proposed position
- XIX. CVs of the key proposed resources as mentioned in point (iv)
- XX. Audited balance sheet and P&L statement required to ascertain the qualification of turn over
- XXI. Copies of work order and performance report for the projects undertaken/ in hand (as declared on schedule -5)
- XXII. Approach and methodology to execute the project
- XXIII. Details of guaranteed and other reports.

- XXIV. Project implementation plan (in form of a Gantt Chart)
- XXV. Details of the system proposed; a write up on the system that would be installed / developed to meet the requirements as specified in scope of work
- XXVI. Details of equipments, data sheets/ compliances sheets/ and hardware that would be deployed along with bill of material indicating the number and make and technical specifications
- XXVII. Details of connectivity for the proposed network
- XXVIII. Schematic network diagram showing (sample) locations and components
- XXIX. Schematic flow of information
- XXX. Schematic LAN and connectivity diagram
- XXXI. Methodology for data/Voice back-up.
- XXXII. Details of hardware for creation secured IT infrastructure
- XXXIII. Details of GPS/ GIS based web enabled vehicle tracking system.

Part B:

Part- B shall contain: The financial proposal as per Part- B Section- IV and excel file of BOQ.

11. FORMAT AND SIGNING OF BID

- I. The bidder will submit their proposals complete in all respects with enclosures.
- II. The bid must be signed on each page. The person(s) who sign the bid, should have duly authorized from the bidder with Power Of Attorney, which must accompany the bid.
- III. All pages of the bid, including entries or amendments must be initialed by the person or persons signing the bid.
- IV. This tender document must also be attached with the bid signing on all the pages as a token of acceptance of the terms and conditions, except those mentioned in the deviation list.

12. BID VALIDITY

Bid will remain valid for acceptance for a period of 120 [one hundred twenty] days after the date of initial bid (Part-A) opening or 60 [sixty] days from the date of opening of Part-B bid whichever is later. JVVNL may request for suitable extension.

13. EARNEST MONEY

- I. The tenderers shall deposit with the Sr. A.O. [TW], JVVNL, Jaipur the amount of Rs 30 Lac as Earnest Money for Jaipur Package and Rs 10 Lakhs for Kota package as specified, by crossed Bank Draft payable to Sr. A.O. [TW], JVVNL, Jaipur and obtain a receipt thereof. No other mode of deposit shall be accepted.
- II. Any tender not accompanied with a copy of the Receipt for Earnest Money/Crossed Bank Draft shall be rejected and the tender will not be accepted.
- III. In case of unsuccessful tenderers, the Earnest money will be refundable on production of the original receipt within a fortnight after finalization of the tender. In case of successful tenderer(s) the Earnest Money will be taken into account in arriving at the amount of the security cum performance guarantee (as per clause no 3 section 2) if vendor(s) desires to furnish cash security deposit. However if the security cum performance guarantee is furnished through bank guarantee (BG) the EMD will be released consequent to acceptance of such BG.
- IV. Request for adjustments/proposals for acceptance of Earnest Money deposits, if any, already lying with the JVVNL in connection with some other tenders/orders shall not be entertained.
- V. No interest shall be payable on such Deposits.
- VI. The JVVNL reserves the right to forfeit Earnest Money Deposit or a part thereof in circumstances, which according to it indicate that the tenderer is not earnest in accepting/executing order placed under the specification.
- VII. **Cost of Specification** :The cost of specification amounting to Rs. 5000/- (Rs. Five thousand only) by DD/Banker's Cheque in favour of Sr. Accounts Officer (TW) payable at Jaipur up to stipulated date & time in the office of Sr. Accounts Officer (TW), Jaipur Discom, Jaipur and obtain acknowledgement thereof.

14. TENDER PROCESSING FEE:

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

15. LATE BIDS

Any bid(s) received after the scheduled time for submission is liable for rejection.

16. BID OPENING

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

17. EVALUATION OF TECHNO COMMERCIAL OFFER

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

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

All the received bids will be evaluated first on the basis of qualification requirement prescribed in Section III, part-2 "Qualification Requirement" of this specification and on the basis of adherence to conditions given in this document.

The bidders who meet all the requirements laid in this section shall be selected for considering/evaluating the Techno commercial offer. The bidders who do not qualify the QR as per section III, part 2 of this specification and other conditions, shall be considered as "not Qualified Bidder" and no further correspondence in this regard shall be entertained and no clarifications on reasons of not qualifying will be intimated. It may be noted by the bidders that by merely meeting the qualification requirement does not mean that the bidder has been short listed for opening of financial offer

2nd stage: Techno Commercial and Presentation

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

The approach & methodology, previous experience of the firm, overall strength and capability to handle the work as per scope of work, experience of the key professionals, details of hardware, software, functionalities of the application software that they are having, networking, time frame and other technical aspects would be evaluated. 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.

Presentation: The short listed bidders of stage 1 will be required to deliver a presentation/ Proof of Concept (POC) before the evaluation team of JVVNL in 3 days of intimation of presentation. The bidders should make themselves prepared to deliver the presentation in such a short notice. The presentation will be delivered at Jaipur. The tentative date of presentation would be 18 days after opening of techno-commercial proposal. The bidders called for presentation, but do not appear for presentation will be automatically rejected.

The bidders who qualify the stage 1 and stage 2 shall be short listed for opening of financial offer.

18. EVALUATION OF FINANCIAL OFFERS

The financial offer shall be evaluated to arrive at the lowest price bid. For this purpose all the bids will be compared on the basis of total quoted price for the complete package including all applicable taxes and duties. If any bidder has not quoted the prices of any component of price schedule of this document the same will be loaded as per the highest price received under this bid for such component and the evaluation will be made accordingly.

The bidders may note that JVVNL is not bound to accept lowest financial offer.

19. CLARIFICATION OR MODIFICATION OF BIDS

In the course of evaluation and comparison of bids, JVVNL may ask bidders individually for clarification, in writing. No change in the substance of the bid shall be permitted except as required to confirm the correction of any typographical error. JVVNL may modify Part-B of bid document based on discussions and presentations made by shortlisted bidders short-listed even after opening of Part-A.

20. REVISED FINANCIAL OFFER

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

Under such circumstances the original financial offer will not be considered and will be superceding by the revised financial offer.

21. OPENING OF PART B BID

The date and time for opening Part-B Financial Offer will be intimated to the bidders, short-listed by JVVNL in due course. Part-B bid of the bidders, not short-listed shall not be opened and shall be returned to such bidders. Short-listed bidders or their representatives may attend Part-B bid opening.

22. SIGNING OF AGREEMENT

The successful bidder will, on receipt of Letter of award from JVVNL enter into a contract with JVVNL by jointly signing an agreement. The draft of the agreement based on the terms sheet, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution. The agreement will be executed within fifteen days thereafter. The person to sign the agreement must be duly authorized by the Bidding entities.

23. REJECTION OF BIDS

The bid may be considered as rejected /non-responsive on account of the any of following reasons:

- I. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of original offer, at their own.
- II. Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and also debar him from submission of Bid to the NIGAM at least for one year.
- III. The owner reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the owner's action.
- IV. In case of bidder not furnishing the desired information in the desired format the bid/offer may be rejected/non-responsive

- V. In case of bidder not 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 calculation mistake in the price bid the bid / offer may be rejected / non-responsive
- IX. In case of any miss apprehension at bidder level which consequent to wrong price bidding , JVVNL reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersions of JVVNL / tender specification. Accordingly the bidders are advised to ask to clarify about any mis-apprehension before bidding. No excuse shall be considered in this regard.
- X. The zero priced or null value price bid / bid component, offer may be rejected /non-responsive

24. SIGNATURE OF BIDDER

- I. The bid must contain the name, address and place of business of the person or persons making the bid and must be signed and sealed by the bidder under his usual signature. The name(s) of all the persons signing should also be typed or printed below the signature.
- II. Bid by a partnership must be furnished with full names of all partners and be signed with the partnership firm name, followed by the signature (s) and designation (s) of the authorized partner (s) or other authorized representative (s).
- III. Bids by corporation/ company must be signed with the legal name of the corporation/ company by the President, Managing Director or by the Secretary or other person or persons authorized to bid on behalf of such corporation/ company in the matter.
- IV. A bid by a person who affixes to his signature the word 'President', 'Managing Director' 'Secretary', 'Agent' or other designation without disclosing his principal will be liable to be summarily rejected.
- V. Satisfactory evidence of authority of the person signing on behalf of the Bidder will be furnished with the bid.
- VI. The Bidder's name stated on the proposal must be exact legal name of the firm.

- VII. Erasures or other changes in the bid documents will bear the initials of the person signing the bid.
- VIII. Bids not conforming to the above requirements of signing will be disqualified.

25. UNDERSTANDING AND CLARIFICATIONS ON DOCUMENTS AND SPECIFICATIONS

- I. The bidder is required to carefully examine the specifications and documents and fully inform himself as to all the conditions and terms matters which may in any way affect the Work or the cost thereof. If any Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true meaning of any part, he shall at once request in writing for an interpretation/clarification by the owner. The Owner, then, will issue interpretation and clarifications as he may think fit in writing. After receipt of such interpretations and clarifications, the Bidder may submit his bid but within the time and date as specified in the Invitation to Bid. All such interpretations and clarifications shall form a part of the specifications and documents, and accompany the bidder's proposal.
- II. Verbal clarifications and information given by the owner or his employee(s) or his representative(s) shall not in any way be binding on the owner.

26. EFFECT AND VALIDITY OF BID

- I. The submission of any bid connected with these documents and specification shall constitute an agreement that the bidder shall have no cause of action or claim, against the owner for rejection of his bid. The owner shall always be at liberty to reject or accept any bid or bids at his sole discretion and any such action will not be called into question and the bidder shall have no claim in that regard against the owner.
- II. The bids shall be valid for a minimum period of 120 days (One hundred twenty) days from the date of opening of bids or 60 (Sixty) days from the date of opening of price bids wherever is later. Bids mentioning a shorter validity period than specified are likely to be summarily rejected / ignored.
- III. Owner may ask for extension in validity period. The bidder will be at liberty to accept it or not. In the event of non extension of the bid validity, the proposals will automatically be treated as withdrawn

27. DUTIES AND TAXES

- I. The work contract tax, Service Tax, Sales tax at concession rate of 4%, excise duty, local taxes, entry tax as applicable / leviable on the goods procured from outside Rajasthan, levies, and other liabilities of Government, if leviable in respect of the transaction between the owner and the contractor under the contract on the date of opening of bids (techno-commercial) shall be treated as included in the bid price and no additional payment on this account shall be paid by the Nigam.
- II. Any income tax, surcharge on income tax and other corporate taxes including work contract tax, service tax and entry tax as applicable/ leviable on the goods procured from outside Rajasthan as attracted under the law, shall be deducted at source, as per the prevailing Govt. rules by payment making authority from each bill. Necessary TDS certificate shall be issued by payment making authority.
- III. Jaipur Vidyut Vitran Nigam Limited is a registered dealer under Rajasthan Sales tax and Central Sales tax Act and is entitled to concessional rate of Central/State sales tax as per rules in force. In accordance to above, the prices of material indicated in B.S.R. (G-schedule) include sales tax at the concessional rate of 4% and therefore for supply of material, the sales tax at actual subject to maximum of concessional rate of 4% shall only be payable. Necessary declaration Form 'C' or prescribed certificate for availing supply of material on concessional sales tax shall be issued by the Nigam on completion of ordered work.
- IV. Any statutory variation in existing rates of taxes /duties/ levies/charges during currency of contract will be to Nigam' account. However, for claiming any such statutory variation, the contractor is required to furnish the documentary evidence / proof in support of the same for scrutiny and approval. Any downward variation in above rates of taxes/duties/levies will have to be passed on to the Nigam.

28. POLICY FOR BIDS UNDER CONSIDERATION

Bids shall be deemed to be under consideration immediately after they are opened and until such time official intimation of award/rejection is made by the owner to the bidders. While the bids are under consideration, bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, the owner and/ or his employees/ representatives on matters related to the bids under consideration, in the event

of such happening the bidders proposal may be declared as rejected irrespective of his selection or rejection on the basis of tender conditions. The owner, if necessary, will obtain clarifications on the bids by requesting for such information from any or all the bidders, either in writing or through personal contact, as may be necessary. Bidder will not be permitted to change the substance of the bid after the bid has been opened.

29. QUANTITIES

The quantities mentioned for call centre agents and FRT may be increased or decreased as per requirement of JVVNL. The modules indicated in the accompanied schedules are only provisional. Further JVVNL reserves the right to remove any module from scope of work.

30. PRELIMINARY EXAMINATION AND EVALUATION

- I. The Owner will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- II. Prior to the detailed evaluation, the owner will determine the substantial responsiveness of each bid to the bidding document. For purpose of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding document without material deviations. A material deviation is one which affects in any way the prices, quality, quantity or delivery period of the equipment or which limits in any way to the responsibilities or liabilities of the bidder of any right of the owner as required in these specifications and documents. The Owner's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- III. A bid determined as not substantially responsive will be rejected by the owner and shall not subsequently be treated responsive by the bidder by correction of the non conformity by the bidder.
- IV. The "Price bids" of the bidders whose "Techno- commercial bid" found in order & responsive and meets, the qualification requirements as specified in the bidding documents, only shall be opened.
- V. Bid price shall mean the total price quoted by each bidder for complete package in his proposal for the complete scope of works.

- VI. The owner reserve the right to waive any minor infirmity or non- conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- VII. The owner will evaluate and compare the bids previously determined to be substantially responsive, pursuant to manner specified above, for each package separately .No bid will be considered if the complete requirements covered in the package is not included in the bid.

31. AWARD OF CONTRACT

- I. Notification of award of contract will be made in writing to the successful bidder(s) by the owner.
- II. The contract will be awarded to the best qualified and the substantially responsive bidder offering the lowest evaluated bid in conformity with requirements of these specifications and documents and the owner shall be the sole judge in this regard and subject to the provisions of these instructions to bidders and other terms and conditions detailed out in these documents and specifications. A responsive bid is one which accepts all terms and conditions of these specifications and documents without any major modifications. A major modification is one which affects in any way the prices, quality, quantity or delivery period of the equipment or which limits in any way the responsibilities or liabilities of the bidder or any rights of the owner as required in these specifications and documents. However, the owner may waive any minor formalities or irregularities in the bid.

32. GENERAL

- I. Only one bid will be accepted against cost of specification paid. This specification is not transferable. The cost of specification will not be refunded under any circumstances.
- II. The bidder shall treat the details of the specification and other Bid documents as private and confidential and shall not reproduce without the written authorization of the NIGAM.
- III. The NIGAM does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.
- IV. The fact of submission of bid to the NIGAM shall be deemed to constitute an agreement between the bidder and NIGAM whereby such bid shall remain open for acceptance by the NIGAM and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the NIGAM, he shall be bound by the terms of agreement constituted by his bid and such

acceptance thereof by the NIGAM, until formal contract of the same bid has been executed between him and the NIGAM in replacement of such agreement.

- V. The successful bidder will have to execute the contract agreement for the proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the bid, interpretations as may be advantageous to JVVNL may be taken, if satisfactory clarification is not furnished within the prescribed period.
- VI. JVVNL will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
- VII. Telex, Telegraphic or Fax bids shall not be acceptable.
- VIII. JVVNL reserves the right to:
- a. Amend the scope of the proposed contract.
 - b. Reject or accept any bid.
 - c. Cancel the bid process and reject all applications.
 - d. Vary the area.

JVVNL shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

SECTION – II: TERMS & CONDITIONS

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

1. **DEFINITION OF TERMS:**

- 1.1 In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context in consistent with such construction.
- 1.1.1 The “JVVNL” shall mean the JAIPUR VIDYUT VITRAN NIGAM LIMITED represented by Chairman/ Managing Director and shall include their legal personal representative, successors and assignees. The “Customer” or “Owner” or “Purchaser” shall mean “JVVNL”.
- 1.1.2 The “Tenderer”/ “Bidder” shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to “Invitation of Tender”.
- 1.1.3 The “Agency”/“Vendor”/ Contractor shall mean the tenderer who’s tender has been accepted by the “JVVNL” and shall include the tenderer heirs, legal representative, successors and assignees approved by the purchaser.
- 1.1.4 The “Chairman/Managing Director” shall mean the Chairman/Managing Director, JVVNL, Jaipur.
- 1.1.5 The “Engineer” shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, JVVNL, Jaipur or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word “Engineer” shall mean the JVVNL or his duly authorized representative.

- 1.2 “Works” mean and include the work or works to be done by the contractor under the contract.
- 1.2.1 The “Contract” shall mean and include the following:
- i) Invitation of tender.
 - ii) Instructions to tenderers.
 - iii) Tender form including schedule of prices
 - iv) Earnest Money Deposit
 - v) Letter of Intent and it’s acknowledgement,
 - vi) Security Deposit/Guarantee.
 - vii) Formal Work order,
 - viii) Guaranteed Test Performance and Penalty,
 - ix) General Conditions of Contract,
 - x) Special Instructions,
 - xi) Site Conditions,
 - xii) Specification, specific conditions, schedules and annexure.
 - xiii) Addenda that may hereafter be issued by the purchaser to the contractor in the form of letter and covering letters and schedule of prices as agreed between the contractor and the purchaser.
 - xiv) The agreements to be entered into under clause 11 of these General terms & Conditions.
- 1.2.2 The “Specification” shall mean the specification (this complete Document); specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
- 1.2.3 The consumer / Customer Complaint Centre is the system for consumers and prospective customers of the Discom
- 1.2.4 The Month shall mean, English calendar month i.e. period of 31/30 days and week shall mean a period of 7 days.
- 1.2.5 The “Site” shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.

- 1.2.6 “Letter of Intent” shall mean the customer’s letter conveying his acceptance of the tender subject to such reservations as may have been stated therein.
- 1.2.7 The “Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- 1.2.8 The termination of service line means, the location of electric main of JVVNL like pole, Junction box, running wire, pillar box or any other source from where the consumer’s service line is emanated.**
- 1.2.9 Formal work order shall mean the customer’s letter which will be issued as detailed work order containing detailed terms and conditions of the work and such other particulars which the customer may like to convey to the contractor pending execution of a formal written agreement.
- 1.2.10 “Writing” shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- 1.2.11 The Work “Codes” shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date of letter of intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.
- 1.2.12 Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- 1.2.13 Words importing the singular only shall also include the plural and vice version where the context requires.
- 1.2.14 Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).

2. CONTRACT PERIOD:

The contract period shall be initially for **three year**, from the commencement and roll out of all modules, but may be extended upto next 2 years subject to performance of the agency. The performance of the agency will be reviewed half yearly (**i.e. after completion of every six months**). The contract for awarded work may be rescinded at any time after giving 3 months notice if the performance regarding achievement of the objective and scope of works as illustrated under part 3 of Section 3 of this specification is not found satisfactory [no

compensation will be paid] or the agency breaches any of the terms and conditions, or the agency will be advised for improvement. After expiry of the contract the vendor may retain all hardware or software supplied by him for fulfilment of the scope of work under this tender. However, the data and records for the entire period shall be transferrable to JVVNL. The total contract period can not be more than 5 years.

2.1 RETRIEVAL OF SYSTEM ON TERMINATION:

The project is designed on BOOR (Built Operate Own & Retain) basis. As such the vendor may retain all capital goods **including FRT vehicles deployed, hardware and software installed** to construct the system after expiry of contract on “As Is”, “Where Is” condition. The agency will have to cooperate in handing back the records, complete data and documents to JVVNL after termination of agreement.

Upon termination of the agreement, the agency’s authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, JVVNL shall arrange to award the contract to other firm or may execute the work departmentally at-least 3 months before expiry of this contract, the agency/ Discoms staff may require to work along with the new agency for remaining period of contract to understand the process by new agency.

3. SECURITY CUM PERFORMANCE BANK GUARANTEE /DEPOSIT:

- I. A Security Deposit/Guarantee equivalent to 7% (seven percent) of the one year contract value less amount of earnest money deposited, (if vendor deposited security deposit in cash) within 15 days of receipt of work order, in cash or by crossed Bank Draft or by way of Bank Guarantee from any scheduled Bank in the prescribed Performa (In case, vendor furnishes the BG instead of cash deposit the amount of earnest money will be refunded) on a Rajasthan State Non judicial stamp paper of Rs. 100.00 duly authenticated by the issuing Banker.
- II. Such Bank Guarantee should remain valid for 3 months after expiry of entire contract period i.e approximately 4 years from the date of award.
- III. It would be preferred that the vendor furnishes the bank guarantee for 4 years period at first instance but if the vendor furnishes the BG for less period (not less than 18 months at first instance) at first instance **it will be the sole duty of vendor to get the BG extended well in**

time to maintain its validity as desired. JVNL may invoke the BG without giving any information if validity of BG expires before 4 years.

- IV. Even if required by the NIGAM, the validity of the Bank guarantee shall have to be further extended for such period as desired.
- V. The B.G. is to be furnished in whole Rupees with validity up-to last day of required calendar month. Bank commission charges or any other charges, if any, shall be to the Contractor's account.
- VI. The Bank guarantee must be from any Nationalized/Scheduled Bank. The vendor may furnish Bank Guarantee on stamp paper of native state provided the vendor shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that state.
- VII. Unless otherwise specifically required to be retained/forfeited by the NIGAM, the Security deposit shall be refundable on request of the contractor after three months on completion of the entire work to the satisfaction of the NIGAM.
- VIII. If the contractor fails or neglect to observe or perform any of his obligation under the contract, it will be lawful for the NIGAM to forfeit either in whole or in part at his absolute discretion, the Security deposit furnished by the contractor.
- IX. If the contractor fails to provide the Security within the period specified, such failure shall constitute a breach of the Contract and the NIGAM shall be entitled to make other arrangements at the risk and expenses of the contractor and the Earnest money deposited by the Contractor shall stand forfeited by the NIGAM.

4. CONTRACTOR TO INFORM HIMSELF FULLY

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

portion of the general and any special conditions of contract and specifications, he shall before offering his bid proposal, set- forth the particulars thereof and submit them to the Engineer in writing in order that such doubt, misunderstanding, misconceptions, whatsoever could be allied.

5 CONTRACT DOCUMENTS AND AGREEMENTS

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

- I. Contract agreement along with letter of intent.
- II. Work order and its Annexure.
- III. Complete specifications.
- IV. Bid proposal form and its schedules including price schedule and completion schedule
- V. Power of Attorney in favour of the signatory

6 CHANGE OF QUANTITY

The owner reserves the right to remove any module from the scope as specified in the accompanying technical specifications, at the time of award of contract or during the execution of the contract. It is intimated that all the consumers under the Sub-Divisions of the circles

included in this specification are to be handled by the agency. In case any module is removed from the scope of work, the value of contract will be reduced accordingly.

7 RULES & REGULATIONS:

The job shall be carried out as per the rules, regulations and other details for Consumer services/ satisfaction / complaint handling as prevailing in JVVNL, which shall be made available to the agency. These rules and regulations may be modified by JVVNL from time to time and would be intimated to the Agency for incorporating the same.

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

8 DEDUCTION FROM CONTRACT PRICE

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

9 COMPLIANCE OF LABOUR LEGISLATION

The tenderer shall discharge its liability of employer/ contractor in respect of personnel to be engaged for service, as said out in EPF and MP Act, 1952 ESI Act, 1948 (in ESI implemented area), workmen's compensation act, 1923 (in non ESI implemented area) contract labour (R&A) Act, 1970, Payment of Wages Act, 1936, Minimum Wages Act, 1948 etc. The tenderer is required to get separate code under the provision of EPF and ESI Acts, if not already taken and deposit the employer's contribution along with employee subscription, as per rule and submit copy of challans at the time of claiming payment, as per clause 28, failing which an amount equivalent to employer's contribution and employees subscription shall be deducted from his each bill and

deposited with the concerned authorities. The tenderer shall be solely responsible for any consequences arising out of breach of any legislation.

10 SAFETY OF SYSTEM

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

11 INSURANCE

- I. The agency at his cost shall arrange, secure and maintain all insurance as may be pertinent to the works and obligatory in terms of law to protect its interest and interest of the JVVNL against all perils detailed herein. The form and the limit of such insurance as defined herein together with the under-writer in each case shall be acceptable to the JVVNL. However, irrespective of such acceptance, the responsibility to maintain adequate insurance coverage at all time during the period of contract shall be of agency alone. The agency's failure in this regard shall not relieve him of any of his contractual responsibilities and obligations. The insurance covers to be taken by the agency shall be in a joint name of the JVVNL and the agency. The agency shall, however, be authorized to deal directly with Insurance Company or companies and shall be responsible in regard to maintain of all insurance covers. Further the insurance should be in freely convertible currency.
- II. The agency shall obtain accident liability insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during course of operation carried out by him for the purpose of complying with his contractual obligations thereof. It shall indemnify JVVNL against any claim from such employees or damage to property what- so- ever while these arise out of or in consequences of the execution of works, operation and all activities to be performed till the successful completion of contract shall be to the account of the agency. The agency shall be responsible for preference of all claims and make good the damages or loss by way of repairs and/or replacement of the equipment, damaged or lost. The transfer to title shall not in any way relieve the agency of

the above responsibilities during the period of contract. The agency shall provide the JVVNL with copy of all insurance policies and documents taken out by him in pursuance of the contract. Such copies of documents shall be submitted to the JVVNL immediately after such insurance coverage. The agency shall also inform the JVVNL in writing at least sixty (60) days in advance regarding the expiry/cancellation and/or change in any of such documents and ensure revalidation, renewal etc., as may be necessary well in time. All costs on account of insurance liabilities covered under the contract will be on agency's account.

- III. The Clause entitled 'Insurance' under this section covers the additional insurance requirements for the portion of the works to be performed at the site.
- IV. The contractor shall take necessary insurance against loss, damage, theft, pilferage, fire, accident and damages during transit from stores to site for all the materials/good either belonging to him or issued to him by the NIGAM for the purpose of execution of work. The insurance shall also cover for loss, damage, accidents occasioned by the contractor in the course of operation carried out by him for the purpose of complying with his contractual obligations thereof. The insurance shall cover the entire cost of materials.
- V. The agency shall take necessary insurance against loss, damage, fire, accidents and damages occasioned by the agency in the course of operation carried out by him for the purpose of complying with his contractual obligations thereof.
- VI. The insurance as per this specification shall be in the joint names of the JVVNL and the agency so that the JVVNL and the agency are covered for the entire period of contract from the commencement of the contract and shall remain valid up to 30 days from the date of handing over all the works completed in all respects JVVNL.
- VII. It will be the responsibility of the agency to lodge, pursue and settle all claims (for all the equipment and cash collected including items provided by JVVNL) with the insurance company in case of any damage, loss, or fire and the JVVNL shall be kept informed about it. The losses, if any, will have to be borne by the agency if the claims are not lodged and pursued properly in time or if the insurance company does not settle the same.
- VIII. The agency shall replace the lost/-damaged materials promptly irrespective of settlement of the claims by the underwriters and ensure the work progresses as per the agreed schedule(s).
- IX. The agency shall also ensure the following: -

- a. Deductible franchise should be minimum as per insurance rules. In case of any loss to the extent of deductible franchise, the same shall be borne by the agency.
- b. The insurance should be valid from the date of start of work and shall remain valid up to 30 days from the date of handing over of the work to the concerned superintending Engineer (O&M).
- c. Insurance policy shall be in joint name of Jaipur Vidyut Vitran Nigam Limited and agency.
- d. The agency shall furnish computerized and stamped insurance policy. Insurance cover shall not be acceptable.
- e. A copy of insurance policy shall invariably be furnished to the SE(IT)Jaipur Vidyut Vitran Nigam Limited, Jaipur.

11. THIRD PARTY INSURANCE

The agency shall if and so far as the contract provides indemnify the JVVNL against all losses and claims in respect of injury or damage to property what- so- ever while these arise out of or in consequences of the execution of works and against all claims proceedings, damages, costs, charges, expenses what- so- ever in respect of or in relation thereto. Accordingly the agency shall before commencement of execution of the works insure against his liability for material or physical damage, loss or injury which may occur to property including that of the JVVNL, or to any person including any employee of the JVVNL, by or arising.

12. REMEDY ON AGENCY'S FAILURE TO INSURANCE: If the Agency shall fail to effect and keep in force insurance referred to in clause 11 hereof or any other insurance which he may be required to effect under the terms of contract then the JVVNL may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the JVVNL as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.

13. LIABILITY FOR ACCIDENTS AND DAMAGES

- I. The Agency shall be liable for and shall indemnify the JVVNL in respect of all injury to public person, vendor's worker /staff or damage to property resulting from the negligence of the Agency or his workman or from defective work but not from any other cause.

- II. Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the JVVNL not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the JVVNL or of any other person or due to circumstances over which the agency has no control, not shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.
- III. The Agency will indemnify and save harmless the JVVNL against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the JVVNL or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the workman's compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to over such indemnity.
- IV. The agency shall insure against such liabilities with an insurer approved by the Engineer and shall continue such insurance, during the whole of the time that any person(s) are employed by him on the works and shall when required produce to the Chief Engineer (O&M), Jaipur and concerned superintending Engineer (O&M) such policy of insurance and the receipt for payment of the current premium

14. GRAFTS AND COMMISSIONS ETC

Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the owner, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the owner resulting from any cancellation. The owner shall then be entitled to deduct the amount so payable from any moneys otherwise due to the contractor under the contract.

15. MAINTENANCE OF FACILITIES AND PERSONNEL

- I. **FACILITY:** The Agency shall maintain all requisite facilities of its own as required to carry out the work as per the specification.
 - a. The Agency shall provide and maintain a controlling office with requisite infrastructure at Jaipur and Kota with proper staff, & facilities shall remain open at all reasonable hours to receive communications.
 - b. The agency shall also maintain communication equipments like telephone with fax, mobile phone, Internet etc. for interaction with JVVNL and others.
 - c. The agency will be required to take mobile connections under CUG scheme of JVVNL. Currently JVVNL has taken mobile connections under CUG from BSNL. The cost incurred on taking the mobile phone instruments, connections, recurring expenses will be borne by the agency. JVVNL will facilitate in providing the mobile connections under its CUG scheme.
 - d. In the current scheme of CUG from BSNL, there is no call cost if the call is made to the Mobile under JVVNL's CUG connection.
 - e. Person in-charge or an alternate shall be available for communication during all business hours.
 - f. Agency shall not change the office in charge / nodal officer, frequently.
 - g. The agency will furnish documents regarding the experience of the key personnel proposed to be employed by him. JVVNL has right to verify the above at any time.
 - h. Agency shall issue identification cards to all its personnel engaged in the work under the contract. The identification card along with name and logo of the agency duly signed by Officer- In-Charge of the agency accompanied by Bio-Data and photograph of the concerned personnel will be forwarded to the concerned circle Superintending Engineer for countersigning these identification cards. Superintending Engineer will return the same to the agency for distribution to the concerned personnel. The identification cards shall be handed over to the concerned Superintending Engineer after the completion of work under the contract.
- II. **NODAL OFFICER:** To interact between the Supervisory officer and agency, The Superintending Engineer (O&M) will act as a Nodal Officer. Similarly, the agency shall communicate the name of the authorized person(s) for each circle that would act as a Nodal Officer(s) from its side.

- III. **SUPERVISORY OFFICERS:** There will be one supervisory officer of JVVNL for JCC and Kota cities each. They shall be authorised to inspect the work carried out by the agency.

16. NOTIFICATION

JVVNL shall complete formalities towards due notifications to all parties involved in customer information services from concerned circle Superintending Engineer (O&M) and the authority of the Agency to act on behalf of JVVNL.

17. CONTRACT AGREEMENT

- I. The agency will have to enter into an agreement with JVVNL to be known as “Contract Agreement” setting out all terms, and conditions including those mentioned in this terms & conditions for the proposed work.
- II. The agreement shall set out specific events of default that will entitle the innocent party to terminate the agreement. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.
- III. **The agreement can however be otherwise terminated by either party by giving six-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination. These terms shall be included in the Contract Agreement.**
- IV. Agency shall indemnify JVVNL against any claims, demands, costs and expenses whatsoever which may be made against it, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

18. FALL BACK ARRANGEMENT

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

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

19. 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.

20. JURISDICTION FOR LEGAL PROCEEDINGS

The contract shall be governed by the laws of India for the time being in force and be subject to the court of competent jurisdiction at JAIPUR CITY (RAJASTHAN) INDIA. All disputes, differences questions whatsoever arising between the JVVNL and the agency upon or in relation to or in connection with the contracts shall be deemed to have arisen at JAIPUR CITY only and no court other than court at Jaipur, Rajasthan shall have jurisdiction to entertain or try the same.

21. SETTLEMENT OF DISPUTES

- I. In any time any question, dispute or difference what so ever which may arise between the JVVNL and the agency, the same shall be decided by the MD, JVVNL, Jaipur or by the settlement committee constituted by him and shall be final and binding on both the parties.
- II. The JVVNL has constituted settlement committee to settle the disputed cases. For the disputed amount up to Rs. 2.5 Lac the case may be referred to the CE level settlement committee and if the disputed amount is more than Rs.2.5 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:
- Reference fee for CE level settlement committee - Rs.300/-
 - Reference fee for corporate level settlement committee-Rs.3000/-
 - Fee for review of cases by corporate level settlement committee- Rs 5000/-

The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the AO(---).

22. CONDUCT OF AGENCY'S STAFF

If any of the Agency's employees shall in the opinion of JVVNL is guilty of any misconduct or incompetence or negligence, then if so directed by JVVNL, the Agency shall at once remove such employee and replace him by a qualified and competent substitute. It is clarified that all the persons including the field persons deployed by the vendor for entire Customer Complaint Centre including the driver of vehicle shall be in uniform (will be prescribed by JVVNL) with badge & shall have identify card to be issued by JVVNL on agency's recommendation. The agency shall submit / intimate all records of the field staff to nearest police station and acknowledgement thereof to JVVNL, to avoid any mis-happenings, the I-card will be issued only after furnishing a list of persons duly acknowledge by the police station.

23. LIEN

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

24. TENDER FORMS AND ACCEPTANCE OF TENDER

- I. Each tenderer must prepare and submit his tender strictly according to the procedure laid down in the instructions to tenderer annexed herewith. The tenderer may if he deemed it essential submit in the envelope with his tender short and concise memorandum or any letter accompanying the tender as to form part of the tender. Any tenderer wishing to submit descriptive matter for consideration must enclose it in a separate envelope marked and addressed in the same manner as the tender with the addition of the word "descriptive matter".
- II. The purchaser is not bound to accept the lowest tender or any tender or assign any reason for the rejection of a tender. The purchaser also reserves the right to either call for fresh tenders or to accept either the whole or a part of tender or to place orders for any increased or decreased quantity on the basis prices quoted.

25. FORCE MAJEURE CONDITIONS

If at any time during the currency of the contract the performance in whole or in part be prevented or delayed by reason of any war hostility acts of public enemy, civil commotion, sabotage, fire floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of

God (hereinafter referred to as Events) then provided Notice and adequate proof of the production/dispatch having suffered on account of these events is given within 21 days from the date of occurrence thereof the provision of penalty Clause of this specification shall not be invoked by the purchaser provided further that the deliveries under the contract shall be resumed, as soon as practicable after such event (s) has ceased to exist and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that in case the strike/lockout prolongs beyond a period of seven days, the supplier shall immediately inform about to the purchaser in which case the purchaser reserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the supplier. SE (IT) / SE (O&M) concerned will have the powers to decide the occurrences of such events for providing relaxations in the work conditions and penalties due to delay in or not adhering the service levels by the agency.

SE (IT) / SE (O&M) concerned will consult the concerned authorities to decide the occurrence of such events.

26. CONTRACTOR'S DEFAULT

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

the balance due to the contractor, the contractor shall pay such excess. Such payment of excess amount shall be independent of the liquidated damages for delay, which the contractor shall have to pay if the completion of works is delayed.

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

27. COMPLETENESS OF CONTRACT

The contract shall be considered completed on termination of the contract period after full handing over of data, documents or material as per **clause 2.1** of this section and clearing all dues towards the agency.

28. INSPECTIONS AND TESTING

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

- a) All the computer hardware and other system which will be installed and purchased to start the functioning of the call center including the complaint vehicles (hired/purchase) shall be pre installation inspection by JVVNL. **Before commencement of operation of call center module, clearance from JVVNL is required. The agency will have to request JVVNL in writing for inspection and testing.**
- b) The designated officer/ representative of Discom shall on giving seven days, notice in writing to the contractor setting out any grounds of objections which he may have in respect of the work, be at liberty to reject any drawing and all or any plant, or workmanship connected with such work which in his opinion are not in accordance with the contract or are in his opinion defective for any reason whatsoever.
- c) The tenderer shall state in his tender the places of manufacture testing and inspection of various equipments offered by him. Unless specifically provided otherwise all tests shall be made at the contractor's works before shipment
- d) The vendor shall intimate at least 15 days in advance through notice(s) about the readiness of material for dispatch commensurate with specific delivery schedule so as to enable the

purchaser to depute his representative for inspection testing and checking of the material/equipment. For this purpose the date of receipt of the letter in the office of the purchasing authority shall be deemed as the date of call for inspection and not the date mentioned in the letter and the date of dispatch. In case, material/equipment is not found ready by the representative of the purchaser deputed for inspection to with tolerance of (-) 10% or if the inspection is not got carried out by any, the extent of the quantity indicated in the inspection call reasons on account of the supplier an amount of Rs.7500/- only for the supplier's work located in Rajasthan and an amount of Rs.15000/- only for the Supplier's works located outside Rajasthan will become payable by the supplier on this account to the Sr. Accounts Officer(TW), JVVNL, Jaipur. The supplier will deposit the amount with the Sr. Account Officer (TW), JVVNL, and Jaipur immediately under intimation to this purchasing authority, failing which the subsequent call for inspection shall not be entertained.

- e) In all cases where the contract provides for tests, whether at the premises of works of the contractor or any sub contractor, test at site the contract or except where otherwise specified shall provide free of charge of the purchaser, such lab our, materials electricity fuel water, stores apparatus and instruments as may reasonably be demanded to carry out efficiently such tests of the plant, in accordance with the contract and shall give facilities to the engineer of his authorized representative to accomplish such testing.
- f) The purchaser reserve to him the right of having any inspection of special test of a reasonable nature at contracts premises or at sites in addition to those prescribed in applicable standards and the enclosed technical specification.
- g) Unless the inspection is specifically waived no material shall be dispatched without inspection and clearance for dispatch by the purchase's representative.
- h) The purchaser reserves the right to reject all or any part of the material being manufactured of awaiting dispatch, due to any defect or deviations from the standard specifications prescribed as observed during the Inspection. In case of any dispute/difference in this regard the decision of the Chief Engineer shall be final and binding.
- i) The purchaser also reserves the right to get the material/equipment tested in any recognized Government Laboratory & claiming any compensation or rejecting the

material/equipment, if not found in accordance with the specification. All charges consequent to such rejection and replacement/rectification shall be borne by the supplier.

29. SITE ACCEPTANCE TEST PROCEDURE

Site Acceptance Test Procedures: The Contractor shall submit a deployment completion document alongwith request for review and approval Site Acceptance Test. These tests shall verify that (i) all hardware and software perform as required; and (ii) the System performs satisfactorily under real operating conditions. The following minimum functionalities shall be checked during the SAT only after passing the same the commencement of actual work shall be allowed.

- a) Generation of various system reports through software
- b) Features of web enable GPS based vehicle tracking system
- c) Web enabled system monitoring features like CCTV with DVR for one month data capacity to be made available for JVVNL.
- d) FRT with vehicle and trained man power on board equipped with T&P, ladder etc
- e) Telephone PRI lines with EPABX connectivity to all agents desk phones.
- f) Ready call centre infrastructure like power backup, AC etc.

30. SALES-TAX / SERVICE TAX : The payment of State Sales tax / Service tax/Central Sales tax / Service tax shall be made only on furnishing the following certificate, which may be affixed on the bills preferred, or the material Supplied.

31. SALE TAX / SERVICE TAX CERTIFICATE

- I. Certified that the goods on which sales tax / Service tax / Service tax has been charged have not been exempted under the central sales-tax act / state sales-tax act / Central Excise Tax act and that the charges on account of sales-tax on these goods are correct under the provisions of the relevant act or the rules made there under and that in case of supplies against regular contract, the relevant contractor also includes a specific provisions that the sales-tax is payable by the J.V.V.N.L.

- II. Certified further that we-----are registered as dealers in the state of-----under registration No.-----for the purpose of Central/State Sales-Tax/ Central Excise Tax.
- III. Certificate for RST as per Rajasthan Sales tax / Service tax Act and (c) form(s) as per Central Sales-Tax Act will be issued by the Account Officer (Proc.1), JVVNL, Jaipur to the supplier on his request on completion of the entire supplies under order and on furnishing the copies of the relevant invoices together with the above declaration certificate.
- IV. In no circumstances certificate for RST and “C” form shall be issued along with letter of acceptance/purchase order and shall not be demanded by the supplier through bank on presentation of the dispatch documents.
- V. In case the sales-tax assessment of the supplier(s) become due become completing the entire supplies against the order, certificate for RST and C Form (s) for the supplies made shall be issued on specific request of the supplier made at least 10 days before the due date of sales-tax assessment on fulfilling the requirement of sub Clause(s).

32. MODE OF PAYMENT

The invoices shall be correctly prepared in quadruplicate in the name of consignee(s)/ designated officer and shall be submitted as under:

- I. The agency shall furnish the monthly bills for operation of both two modules to the Supervisory officer by 7th of each month for the work carried out during the last month, who after verification the same will send to A.O.() of the circle. The payment shall be paid on or within 30th days from the date of receipt of verified invoices in accounts section / or as per the prevailing payment policy in JVVNL.
- II. The A.O. after receiving the verified bills from the officer designated, will arrange the payment accordingly.
- III. Following documents shall be submitted along with the invoice
 - a. A certificate/undertaking to the effect that proof of excise duty/ Service charges at actual as has been claimed and other relevant documents for reimbursement of charges paid by the supplier on behalf of the purchase, have been enclosed with the original invoice.
 - b. Manufacturer's /Contractor guarantee certificate for quality (one time only).

- c. Acceptance letter of contract agreement, BGs and clearance from SE (IT) about commencement of payment (one time only).

33. TERMS OF PAYMENT

The terms of payment for various items as mentioned in financial offer shall be made as under

Monthly operational charges (For both modules)

The contractor shall furnish the monthly bills, details of various reports generated through software only to ascertain the extent of penalties as defined in this specifications and other reports & MIS in soft copy as well in hard copy and data in prescribed formats in soft copy, to the designated officer for the work carried out during the last month, 100% payment shall be made on or within 30th days from the date of receipt of verified invoices in accounts section / or as per the prevailing payment policy in JVVNL.

The contractor shall be entitled to claim price variation as per annexure-'A' in the monthly bill computed on the base rates of both modules. The contractor shall have to submit relevant documents in support to calculate extent of price variation. The base rates for both modules shall be the rate as mentioned in the price bid.

34. SUSPENSIONS OF WORKS

The purchaser shall not be liable to pay the contractor any compensation whatsoever arising from suspension or for idle labour.

35. DEATH BANKRUPTCY ETC.

- I. If the contractor shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wound up except for reconstruction purpose or carry on hits, business under a receiver, the executors successors, or other representatives in law of the state of the contractor or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall Forth with given notice thereof in writing to the purchaser and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the contractor subject to his or their providing such guarantee as may be required by the purchaser but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above

said shall be deemed to relieve the contractor or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may be terminated by the purchaser by notice in writing to the contractor and the same power and provisions reserved to the purchaser in clause 1.4 in the event of taking the work out of the contractor's hand's shall immediately become operative.

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

36. PRICE:

The Tenderers are requested to quote variable as follows

- I. The Tenderers are required to quote their prices in excel file of BOQ.
- II. The price quoted should be variable without any ceiling as per formula annexed at Annexure-A.
- III. The prices quoted should be inclusive of all service Tax and other Government levies as applicable.
- IV. Price variation shall be calculated for each module separately.
- V. The prices quoted should be exclusive of all service and other taxes in accordance with the format given as per BOQ.xls file

37. GUARANTEE: The entire system including meters/metering equipments, computer hardware should be guaranteed for satisfactory operation and good workmanship at least for a period of 3(Three) years from the date of commencement of Operation. Successful tenderer shall furnish documents related to the hardware and license certificates of the standard software an undertaking for the above, as well as all the related documents of the custom software.

38. FAILURE TO EXECUTE THE CONTRACT

Contractor failing to execute the order placed on them to the satisfaction of the Nigam under terms and conditions set forth therein, will be liable to make good the loss sustained by the Nigam, consequent to the placing of fresh orders elsewhere at higher rate, i.e. the difference between the price accepted in the contract already entered into and the price at which fresh orders have been placed. This is without prejudice to the imposition of Liquidated Damages and forfeiture of security deposit.

39. NON- ASSIGNMENT

The supplier shall not assign or transfer the contract or any part thereof to any agency/ personal during the currency period.

40. EFFECTING RECOVERIES

Any loss, arising due to non-fulfillment of this contract or any other contract, will be recovered from the Security & Performance Deposit/ Guarantees held and or any other amount due to the supplier from the Nigam from this Contract as well as from other contracts.

41. RESPONSIBILITY

The tenderer is responsible for safe delivery of the materials at the destination stores. The tenderer should include and provide for packing and secured protection of the materials so as to avoid damages or loss in transit before installation or during this contract period if required at any time at the contractors cost.

42. ACCEPTANCE OF CONTRACT

The successful bidder will be forwarded three sets of work order, two of which will be signed (each page) by him/his authorized representative in token of his accepting the contract and returned to the authority placing the order within 15 days of its issue, failing which, his EMD is liable to be forfeited.

43. LIQUIDATED DAMAGES AND PENALTY

Following liquidated damages are applicable:

A. PENALTIES ON ACCOUNT OF DELAY IN COMMENCEMENT

The following penalties shall be applicable if delay is happened in execution/ commencement of operation of individual module

- I. Module 1: Rs. 10000/- per day of delay subject to maximum of Rs 2,00,000/- if delay is occurred more than 30 days from the schedule, the contract may be cancelled without any compensation to vendor and BGs will be forfeited
- II. Module 2: Rs. 5000/- per day of delay subject to maximum of Rs 1,00,000/-if delay is occurred more than 30 days from the schedule, the contract may be cancelled without any compensation to vendor and BGs will be forfeited

B. PENALTY ON ACCOUNT OF OPERATIONAL DEFICIENCIES

After commencement of complete system the defaults in efficient running will attract penalties as under:

FOR MODULES 1 and 2

S. No	Item	Penalty	Verification mode
1.	Default in not deputing call center agent in requisite numbers in desired time/ shift / or call center work station is not functioning	Rs. 200/- per default i.e. if one agent is short in shift	Based on JVVNL officers checking and inspection at any time during 24 hrs. The vendor shall arrange that CCTVs installed in call center records the movement of call center agents in various direction..
2.	Call not escalated to JVVNL or	Rs. 20/-per hour on	System generated report in

S. No	Item	Penalty	Verification mode
	delay(more than 2:30 hrs after registration) in reporting to Officers as per schedule	each default.	soft and hard copy.
3.	Delay in attending the consumer call	For calls held more than 60 seconds Rs.5/- for each 30 seconds delay in each call.	Software generated report
4.	If consumer complaints is not resolved by FRT within 2 hour from the time of registration of complaint	Rs 20/- per complaint per hour	System generated report
5.	False closing of complaint. If the complaint is closed without rectifying the problem and taking confirmation from consumer	Rs. 25 on each default	
6.	Not deputing mobile vans in requisite numbers in desired times / shift	Rs 1500/- per vehicle if not deputed for a period upto 4 hours in a day. Rs 3000/- per vehicle for a period more than 4 hours in a day.	System generated report / Manual verification by JVVNL or vehicle tracking report. Vendor shall develop a system to find the availability of total vans on hourly basis starting from 00.00 hours. Such reports shall be logged in the system.

S. No	Item	Penalty	Verification mode
7.	If fault removal team members or call center agents not found in prescribed uniform.	Rs 1000/- per FRT per instance and Rs. 500 per agent per instance	JVVNL observations
8.	The IT system is not operational. Non operational will mean occurrence of one or more of the following: (1) GPS based tracking system not working (2) Power backup for Kota: UPS/ Generator not working (3) CCTV system not working (4) Network not working	Rs 5000 per hour per instance	System generated / JVVNL supervisor's report

S. No	Item	Penalty	Verification mode
9.	<p>Any other system as part of the scope of work not working.</p> <p>This will include occurrence of one or more of the following:</p> <p>(a) Fire alarm system not working</p> <p>(b) Project manager not on duty</p> <p>(c) Project supervisor not on duty</p> <p>(d) AC defective /cooling not effective</p> <p>(e) Printer not working</p>	Rs 2000 per instance	JVVNL supervisor
10.	<p>(f) Agent desk telephone or headset not working</p> <p>(g) CUG mobile switched off</p>	Rs 500 per device per instance	JVVNL supervisor report
11.	<p>Call center not functioning due to any reason what so ever, like power , connectivity, communication failure, labour stir etc</p>	Rs 50000 per outage incidence exceeding first 30 mins in a day.	JVVNL supervisor report / System generated

The total penalties on account of operational deficiencies during a month will not exceed 10% of total monthly bill amount raised against module 1 and 2

44. REPLACEMENT OF DEFECTIVE/DAMAGED MATERIALS:

Notwithstanding anything contained in the above liquidated damages clause when the whole or part of the supplied by the supplier are found to be defective/damaged or are not in conformity with the specification or sample, such defects or damages in the materials / equipments installed shall be rectified within 24 hours from the date of intimation/ information from the system of defect/damage either at the point of destination or at the supplier's works, at the cost of supplier, against proper security and acknowledgement.. If the defects or damages are not rectified or replaced within this period, the vendor shall pay a sum towards liquidated damages as per liquidated damages clause given above, for the delay in rectification/replacement of the defects or damages.

45. COMPLETENESS OF PROPOSAL: The tender should be complete with all details of illustrative and descriptive literature and drawings. The tenderer shall furnish the complete technical details of the equipment. Information regarding the country of manufacture or origin of materials used in the manufacture of the articles should be furnished. The proposal should include all minor accessories even though not specifically mentioned in this specification but which are essential for the complete functioning of the entire work as specified in the scope of the work. The tenderer shall not be eligible for any extra charges in respect of such minor accessories though not included in the tender and shall be handed over to JVVNL on the expiry/ termination of the contract.

46. CLIMATIC CONDITIONS: The system are for use in Jaipur Discom and should be satisfactory for operation under tropical conditions in the area of Jaipur Discom and shall be able to maintain the desired output and withstand a wide range of temperature & climatic experience in Jaipur city.

- I. The ambient temperature will be within the range of + 0 Degree Centigrade to + 55 Degree Centigrade.
- II. The altitude will be less than 500 metres.

-
- III. The maximum & minimum atmospheric humidity will be in the range of 95% & 10 % respectively.
 - IV. Average Number of thunderstorm days per annum is 65.
 - V. Average Number of dust storm days per annum is 15.
 - VI. Average Number of rainy days per annum is 65.
 - VII. Average annual rainfall is 100 cm.
 - VIII. The climatic conditions are prone to wide variation in ambient condition and equipments offered under this specification shall be suitable for installation at any of the location in Jaipur.

SECTION-III PART-1 GENERAL INFORMATION

GENERAL INFORMATION

General information and geographical area under scope

Jaipur City:

There are approximately 6.5 lakhs of consumers spread in 32 subdivisions. The sub division / division and consumers may increase or decrease.

Area: The area covered under Jaipur City Circle is divided in 7 Divisions namely as below:

Table 1: Division wise details of sub divisions in Jaipur city circle

S No.	Name of Division	Location	Name of Sub-Divisions
1	CD - I	Old Power house Premise, Station Road	A-I A-II A-III A-IV A-V and HTM-I
2	CD – II	Rambagh circle	B-I B-II B-III B-IV B-V and HTM-II

S No.	Name of Division	Location	Name of Sub-Divisions
3	CD – III	Ajmeri Gate OPP Yadgar	C-I, C-II C-III C-IV and HTM-III
4	CD – IV	Panchwati circle	D-I D-II D-III D-IV and HTM-IV
5	CD – V	Sri Ji KI Mori (Tripolia Bazar)	E-I E-II E-III E-IV E-V and HTM-V
6	CD – VI	Sanganer	F-I F-II F-III F-IV F-V and HTM-VI

S No.	Name of Division	Location	Name of Sub-Divisions
7	CD - VII	VKIA	G-I G-II G-III G-IV and HTM-VII
8	Unser Circle SE		HTM-VIII

KOTA CITY

Kota City: There are approximately 2.25 lakhs of consumers spread in 11 subdivisions. The sub division / division and consumers may increase or decrease.

Area: The area covered under Kota City is divided in 2 Divisions namely as below:

Table 2: Categorization of sub – divisions under divisions of the Kota city

S No.	Name of Division	Location	Name of Sub-Divisions
1	CD-I	Kota	A-I Kota
			A-II Kota
			A-III Kota
			A-IV Kota
			A-V Kota
			HTM-I Kota
			A-VI Kota
2	CD-II	Kota	B-I Kota
			B-II Kota
			B-III Kota
			B-IV Kota
			HTM-II Kota
			B-V Kota

Present complaint handling system in the cities of Jaipur & Kota

Consumers today call centralized complaint centre through toll free number and register their complaints.. The call center agent escalates this complaint to respective FRT complaint vehicles (owned by JVVNL) over mobile phones. The call center agent tracks the complaint at regular intervals till the same is resolved. On resolution of the complaint the call center agent verifies

the rectification of the problem from the consumer and if consumer confirms about its resolution, the complaint is closed.

SECTION-III-PART-II PRE QUALIFICATION REQUIREMENTS

The bidder must possess the following requirements:

The following requirements are common for Kota City and Jaipur City i.e. the bidder having following qualification shall be treated eligible for any one or both package.

1. MODE OF BIDDING:

The proposal may be submitted by an individual firm meeting all the requirements .

The JV and Consortium shall not be considered.

2. RELEVANT EXPERIENCE:

The bidder should have executed / under execution/ handled, one or more contract for consumer services/ Customer care center services for at least 100,000 (One Lakh) consumers per month for one year during last 3 years i.e., from 1 April 09 for power / telecom sector.

Or

The bidder should have executed / under execution / handled at-least one or more contract of Rs. 150.00 Lacs of Facility Management Services for utility services like Telecom / Banking / IT / Insurance sectors, Distribution automation project like Billing, collection, SCADA, Energy Accounting, etc

NOTE:-

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

3. UNDERTAKING REGARDING DEPLOYMENT OF CERTIFIED WIREMEN / LINEMEN / ELECTRICIAN AND LICENSE FROM ELECTRICAL INSPECTORATE RAJASTHAN FOR A CLASS CONTRACTOR

The proposed work entails work on live electric lines and the bidder (the successful bidder) will engage the skilled man power in the requisite number i.e. at least one for each vehicle having

tradesman certificate course in wireman / lineman / electrician etc . The successful vendor has to take **license from electrical inspectorate Rajasthan for A class contractor or to have employed a person having individual A class electrical License.**

An undertaking in this regard shall be attached with the bid on Non judicial stamp papers

In case of non-furnishing of requisite undertaking along with the bid the bid will be considered as bid without this requirement

4. TURNOVER REQUIREMENTS

Annual turn over of the bidder should not be less than Rs. 15 Crores (Rupees 15, 00, 00, 000) in any one year of last three financial years (From April 09- March-12) and total turn over for last three year should not be less than Rs. 25 Crores (Rupees 25, 00, 00, 000. Certified balance sheet for the same has to be attached. In case of bidder having financial year closing other then March the last 36 months turn-over shall be furnished.

Turn over means the gross receipt through regular operation only , the receipts through other incomes and excise duty/service tax paid to government will not be considered while arriving the total turn over.

In case of non-furnishing of requisite balance sheet / auditors report along with the bid the bid will be considered as non responsive proposal.

The bidders who are quoting only for Kota package the requirement should be 50% of above.

5. EXISTENCE OF BIDDER

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

6. PERMANENT STAFF

Since this project entails manpower management in an efficient way, the bidder should have employed at least 50 people per month permanently continuously for at least one year during trailing 36 months. A certificate from CA or copy of PF / ESI challan shall be attached with the bid.

In case of non-furnishing of requisite supporting document/ report along with the bid the bid will be considered as bid without this requirement

7. PERSONNEL CAPABILITIES

The bidder should have necessary trained and experienced staff to carry out this project. The bidder shall ensure that deputed personnel are trained and experienced for execution of the contract and for operation and maintenance period so that all activities are carried out in a highly professional and sound managerial manner. The bidder shall furnish documents regarding the experience of the key personnel proposed to be employed by him. Bidder shall provide details of experience of their personnel, who are likely to be involved in this project.

The bidder shall provide an undertaking on non judicial stamp papers along with its proposal that it shall comply with the experience and skill sets of the personnel required for this project if the project is awarded to him.

In case of non-furnishing of requisite undertaking along with the bid the bid will be considered as bid without this requirement

8. REQUISITE HARDWARE / SOFTWARE

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

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

9. BANK SOLVENCY:

The bidder has to furnish original bank solvency / credit worthiness certificate from any scheduled bank for execution of a project worth Rs. 7.5 Crores for Jaipur package and 2.5 Crores for Kota package.

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

The bidders who are quoting only for Kota package the requirement should be 50% of above.

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

SECTION-III-PART-III: SCOPE OF WORK

1. INTRODUCTION

Jaipur Vidyut Vitran Nigam Ltd [hereinafter to be referred to as JVVNL] is a distribution Utility entrusted with the distribution of power. It caters power to more than 20 Lacs consumers through about 600 nos. 33KV substations under control of eight distribution circles.

JVVNL intends to increase the 'customer satisfaction level and enhance the image of the company and thus is looking forward for implementing a CMS (Customer Management System). CUSTOMER MANGEMENT SYSTEM will be initially established in the cities Jaipur and Kota.

The Customer Complaint Centre will comprising two different but integrated consumer centric modules (1) call center (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to "No - Current Complaint" in (i) Jaipur City (ii) Kota City CCC envisions streamlining of the customer service processes, provide better control for supervision & monitoring and create high levels of transparency in dealing with power supply related complaints.

The system would provide better service and convenience to the customer through a customer friendly environment, highly responsive customer service executives and extended service hours. An integrated approach for providing end-to-end solution towards customer services needs has been adopted so as to make the entire process customer centric and service friendly oriented.

2. OBJECTIVE:

To operate call center at Jaipur (under package 1) and to establish & operate call center at Kota (under package 2) for all types of consumer complaints along with appropriate infrastructure for rectification of fault related to "No current Complaint" on BOOR (Build, Own, Operate & Retain) basis for a period of 3 years.

The system will also introduce the concept of vehicle tracking system by installing GPRS/GPS navigator on the fault removing vehicles to facilitate JVVNL to track and monitor FRT in the fields.

3. BASIC FUNCTION OF CALL CENTER

- I. The call center will have a short access number e.g. 155333 (ISDN PRI line to be obtained from BSNL) where the customers will call to register their complaints.
- II. The call center will have all infrastructure like one desktop (with 17" TFT monitor) for each call center staff, internal networking, CCTV, ISDN PRI supporting PBX for branching internal telephone lines, electric fittings, auxiliary power supply (Online UPS) and Diesel generator, trained manpower, AC, smoke and fire detection / alarming system, fire extinguishers etc.
- III. The call center executives will attend the incoming call within shortest possible time and register the complaint after taking preliminary details of the consumer. The executive shall provide a system generated complaint number to the consumer after registering the complaint.
- IV. The complaints related to "No Current / Electric faults " will be forwarded to the Fault Removal Team (FRT)
- V. The call center executive must try to finish the call fast so that waiting calls are also promptly attended.
- VI. The FRT will reach to the fault location and rectify the problem. Once the problem is resolved the same will be communicated to the consumer and his/her acknowledgement will be taken in the register with the FRT. Simultaneously an intimation through mobile will be given to the call centre about rectification of the problem, which will then close the complaint after receiving due confirmation from the consumer.
- VII. The call centre agents will keep track of the pending complaints and inquire within regular intervals about the work being carried out by FRT in the field.
- VIII. The complaints which are out of scope of the FRT will be promptly escalated to the designated staff of the respective area of JVVNL.
- IX. The vendor will deploy trained manpower for FRT and try to improve their skills and technique to achieve the quality of work and optimize average time taken on each complaint.

4. SCOPE OF WORK COMPRISES FOLLOWING ACTIVITIES:

4.1 MODULE 1:

- I. ESTABLISHMENT OF CALL CENTER (For Jaipur & Kota Both)**
- II. OPERATIONAL SERVICES (For Jaipur & Kota Both)**
- III. DEPLOYMENT OF MANPOWER(For Jaipur & Kota Both)**

- IV. **VEHICLE TRACKING SYSTEM: (For Jaipur & Kota Both)**
- V. **MIS REPORT GENERATION: (For Jaipur & Kota Both)**

I. ESTABLISHMENT OF CALL CENTER:

A) CCC JAIPUR

(i) INFRASTRUCTURE ALREADY AVAILABLE AT CCC JAIPUR

A fully developed most modern customer call centre is ready at Old Power House, Near Ram Mandir, Banipark, Jaipur established under R-APDRP project. The vendor will only require to deploy its call centre staff and start operate the system after few initial adjustments. The CCC at Jaipur is in ready to use condition with availability of following:

- a. **CCC SETUP:** The CCC at Jaipur is already equipped with power backup, air conditioners, and furniture designed for call centre operations like agents sitting arrangement etc. No additional efforts are required from the bidder for this work. The facilities at Jaipur CCC like Power backup, Air Conditioner is being maintained by JVVNL, however the bidder will coordinate with the maintenance agency and the bidder shall be responsible for making all standby arrangements under outages of these services.
- b. **HARDWARE:** The CCC at Jaipur has all the major hardware fitted and configured to operate the call centre which includes IP PBX, Automatic Call Distributor, IVRS, Voice Logger, IP telephones, agents PC, internal LAN of agents PC. Entire system at Jaipur shall be maintained by the R-APDRP System Implementer M/s HCLI for the 3 yrs contract period under this tender. The entire hardware and application under R-APDRP is being maintained by HCLI, however the bidder will coordinate with the maintenance agency and the bidder shall be responsible for making all standby arrangements under outages of these services.

(ii) INFRASTRUCTURE REQUIRED AT JAIPUR CCC:

- a) The vendor will have to install web based CCTV system (4 Cameras and DVR) with minimum one month recording for monitoring the call centre operations from internet.
- b) The vendor will provide feature of GPS based vehicle tracking system accessible from internet for all vehicles deployed under CCC Jaipur.
- c) ISDN PRI line with minimum 30 lines for incoming and outbound calls.

- d) Laser Printer – One
- e) Mobile Phones
- f) Wall Clock

B) CCC KOTA

(i) INFRASTRUCTURE REQUIRED AT KOTA CCC

At Kota, the space for CCC will be provided by JVVNL. Complete setup of the CCC except application will be the responsibility of the vendor. The CCC at Kota will be using the same application which is available to CCC Jaipur, accessed through a dedicated network established between Jaipur and Kota centres.

Other establishments like power backup, air conditioning, lighting, networking connectivity between Jaipur and Kota, furniture and complete makeover of the space is under scope of this tender. The bidder shall maintain this facility in a good running condition on its cost for the term of the tender. At the end of the tender, the vendor may retain all the hardware supplied by him on “As Is “condition.

(ii) HARDWARE REQUIRED: The vendor will have to supply all hardware necessary to setup the CCC at Kota. This includes following:

Sr.	Item	Quantity
1.	Router and Switch or any other networking devices like fiber convertor etc. for establishing connectivity between Jaipur and Kota CCC. This must be capable of handling three independent circuits simultaneously with provision of fail-over operations. The networking between Jaipur and Kota is most important to keep the operation live at Kota CCC, therefore, the networking devices must have	As per actual requirement

	features of redundant components and ensure high availability. This also includes any networking devices required at Jaipur CCC.	
2	LAN: Internal Ethernet networking for agents and other PCs.	As per actual requirement
3	Diesel Generator: 5 KVA	One
4	Online UPS: 3 KVA	One
5	Air conditioner of 2 Ton each	Two
6	Desktop PC: One each for call centre agents, one for manager, one for supervisor, one PC for JVVNL staff	Minimum 18 or more as per actual requirement
7	EPABX: Electronic PBX to support one ISDN PRI line and minimum 20 internal phone lines.	One
8	ISDN PRI line with minimum 30 lines (20 active) for inbound and outbound calls	One
9	Telephone instruments or IP Phones with headset and wiring for each agent, supervisor, manager etc.	Minimum 18
10	Laser Printer	One

11	Fire Alarm System	One
12	Fire extinguishers	Three
13	Mobile phones in sufficient quantity with earphones	Minimum 10
14	Wall Clock	One

(iii) NETWORK CONNECTIVITY

The vendor has to provide and maintain three dedicated point to point circuits of at least 2Mbps bandwidth between Jaipur and Kota CCC to ensure high availability of the CCC application at Kota. One of the circuits has to be on a different media and from a different service provider.

II. OPERATIONAL SERVICES:

Operate an IT enabled call center one each at Jaipur and Kota for registering consumer's no current complaint on 365 x 24 x 7 basis.

The call center will have three shifts daily operating from 8.00 am to 4.00 pm, 4.00 pm to 12.00 mid night and 12.00 midnight to 8.00 am. 4.00 pm to 12.00 midnight shift is generally the peak load shift.

A) CCC APPLICATION FOR JAIPUR:

- I. The Customer Care Centre (CCC) application hosted at JVVNL Data Centre has been developed by M/S HCLI under R-APDRP and is fully customizable solution built as per the needs of JVVNL. The application has in built features of call logging, Voice recording, IVRS driven answering, priority queues, and other modern call centre specific facilities. The CCC application is integrated with other modules like Web Self Service, Billing, GIS under R-APDRP project.
- II. The CCC application is capable of receiving consumer's complaints through internet by use of WSS. Efforts are also being done to introduce facility of registering complaints by way of inbound SMS.
- III. The application provides various supervising and reporting features to help monitor entire operation of the CCC.

- IV. For more details of the CCC application and the entire setup of the centre, the bidders may visit CCC at Jaipur with prior approval of the tendering authority.
- V. The call centre staff at Jaipur will be using all the advance features available at Jaipur.

B) CCC APPLICATION FOR KOTA:

The CCC application will be same for Jaipur and Kota, which will be provided by JVVNL. The application is hosted at Data Centre Jaipur and will be accessible at Kota through dedicated network provide by the CCC vendor.

C) OPERATIONAL SERVICES COVERS FOLLOWING ACTIVITIES:

(i) COMPLAINT BOOKING

- I. Call center agent shall make courteous attendance of electric and other complaints of consumers after confirming his account number, name and address of consumer.
- II. The operator must check status in the CCC application about its status like working connection, complaint already pending, planned shut down, outage due to HT fault in the area or disconnected by the Discom.
- III. If complaint falls in any of these categories, respective status is to be intimated, otherwise his complaint shall be booked and automated allotted complaint registration number shall be intimated to the consumer.
- IV. The operator shall ask consumer's telephone number and update it in the application.
- V. If any discrepancy regarding consumer's address or any other details noticed then that shall also be updated in the system.
- VI. The operator must inform about scheduled shut down for the concerned area, or faulty supply condition affecting entire area and possible restoration time, and in such situation calls will not be booked.
- VII. The call center executive will ask the consumer to register his Registered Mobile Number (RMN) or Registered Land Line Number (RLLN). This registered number shall be used to identify the consumers details if the consumer use his registered no. to lodge the complaint in future.

- VIII. It is intimated that the complete call center working shall be based upon agent interface system; however there will be an IVRS system (for JAIPUR CCC) to respond with consumers if all agents are busy.
- IX. All the communication with the consumer shall be voice recorded and maintained in the system.
- X. On understanding the location of the complaint the call center executive will contact mobile fault removal team through mobile phone.
- XI. The agent at call center shall immediately transfer complaint on mobile to its field staff / complaint vehicles to be parked at various places of Jaipur if the area is not under break down, shut down or in load shedding. Such transmitted information will include Consumer account number, Name and address of consumer, transformer name, land mark, etc.
- XII. The consumer complaint will be forwarded to the fault removal team within 90 seconds of registration of the call.
- XIII. The information from billing application will be used to identify defaulting consumers whose connections have been disconnected due to non payment or any other cause.
- XIV. The vendor will take mobile connection under the CUG scheme of Jaipur Discom. JVVNL will provide necessary assistance for getting the connection however payment of such CUG mobiles will be made by the vendor himself.
- XV. The charges for the ISDN PRI line shall be borne by the agency.

(ii) TRACKING OF COMPLAINT

- I. The call center agent will locate the mobile vehicle, which is nearest to the location of complaint, through GPS based vehicle tracking system or by any other way. The vehicle tracking system along with (inbuilt vehicle unit) connectivity will be provided by the vendor.
- II. The call center executive will track the status of all complaints at a regular interval. If the complaints that are in the scope of the vendor are not resolved in 2 hour, then penalties as mentioned in the penalties clause will be imposed on the vendor.
- III. The complaint will be assumed to be resolved only if the consumer confirms to the call center executive regarding the same. Till confirmation from consumer is received at the call center the complaint will not be considered as closed. On completion of the complaints, the system shall generate and SMS automatically to the consumer for closing of the same.
- IV. JVVNL reserves the right to cross check the complaint resolution time and the status of the same through internal mechanism.

- V. It is important to note that if JVVNL finds out that the complaint was not resolved in time and false details are maintained in the systems then vendor may be penalized heavily as mentioned in the penalty clause

(iii) CALL ESCALATION AND SMS SERVICE

The escalation process for Electric complaints would be as follows.

- I. In the event the fault is not in the scope of the vendor then the fault removal team will inform the call center executive regarding the same along with the nature of fault. On updating the status of complaint (when the complaint is not in the scope of vendor) by the executive, the system would send an SMS to the concerned AEN and JEN automatically. The executive will also call on the CUG number of the AEN/JEN to escalate the complaint.
- II. The escalated complaints will be tracked at a regular interval. The executive will update the status of complaint in the system till the same is completely resolved.

(iv) SMS alerts associated with various events

S. No	Event	To	When
1.	Registration of complaints	Consumer	On registration of complaint
2.	Closure of complaint	Consumer	On closure of complaint
3.	Escalation of complaint	Consumer	When complaint is not resolved within given time frame
		AEN JEN	When complaint is not resolved within given time frame
		XEN AEN JEN	On further 1 hour
		SE XEN AEN JEN	On additional 1 hour

- I. The SMS charges shall be borne by the JVVNL.

III. DEPLOYMENT OF MANPOWER:
A) Month wise requirements of number of call center agents

Jaipur City									
S. No	Period	Total Months	Average number of incoming calls per day	Average number of complaints per day	Number of call center agents			Total Agents* months	
					8.00 am to 4.00 pm	4.00 pm to 12.00 midnight	12.00 midnight to 8.00 am		
1	November to February	4	850	500	11	11	7	116	
2	March to April	2	1400	750	14	14	9	74	
3	May to August	4	3000	1450	30	30	20	320	
4	September to October	2	1600	900	17	17	9	86	
5	Total	12				596			

There will be one supervisor in addition to the abovementioned executives in every shift

The distribution of agents is to be done in such a way that registration of complaints and its forwarding to FRT is done within prescribed timeframe. There will be separate agents for registering and forwarding of complaints

Kota City								
S. No	Period	Total Months	Average number of incoming calls per day	Average number of complaints per day	Number of call center agents		Total Agents*months	
					8.00 am to 4.00 pm	4.00 pm to 12.00 midnight	12.00 midnight to 8.00 am	
1	Nov to Feb	4	800	150	10	10	6	104
2	Mar to April	2	1600	180	10	10	6	52
3	May to August	4	3300	370	14	14	10	152
4	Sept to Oct	2	1200	200	10	10	6	52
5	Total	12					360	

There will be one supervisor in addition to the abovementioned executives in every shift

The distribution of agents is to be done in such a way that registration of complaints and its forwarding to FRT is done within prescribed timeframe. There will be separate agents for registering and forwarding of complaints

The call center executive will be polite, courteous and informative to the caller. It is the duty of the executive to be decent at all times while communicating with the caller.

B) Other staff at call center

- I. **Manager (9.00 am to 6.30 pm):** One in each shift to monitor and control the entire call center activity. He will interact between JVVNL and Call Center executives and FRT.

- II. **Vendor Supervisor:** One in each shift to monitor and control the entire call center activity. He will interact between JVVNL and Call Center executives and FRT.
- III. **JVVNL Supervisor:** - One in each shift to monitor and control the entire call center activity. He will be deployed by JVVNL.
- IV. **Security guard (in all shifts):** - One in each shift

Note: The call center members will be in the JVVNL prescribed uniform and will carry their photo identity card in such a way that the same is always visible (they may pin up on the shirt or may carry around the neck etc)

IV) VEHICLE TRACKING SYSTEM (VTS):

- I. Vendor will deploy a web based GPS/GIS vehicle tracking system to identify the the location of FRT the vehicles in the field.
- II. VTS applications can be used to track cars or trucks, cargo units person within a given area. In addition to displaying this real-time VTS movement data, the system also enables the storage of tracking data for subsequent analysis. Based on GPS technology and a constellation of satellites with worldwide coverage, VTS determines accurate positions. The vehicle tracking devices retrieve the positions automatically with highest sensitivity and accuracy.
- III. JVVNL users may monitor vehicles in real time on a background map showing details of the landbase like roads buildings etc. over internet by logging in their account.
- IV. Each vehicle mapped on the VTS will show its registration number, make, and speed while monitored through VTS web interface.

V) REPORT GENERATION

- I. The vendor will have to generate various MIS reports as per the requirements of JVVNL.
- II. The vendor will also compile information available in the CCC application in a desired format as per the requirements of JVVNL.
- III. The consumables and printing of reports shall be in the scope of this tender.

4.2. MODULE 2

I) FAULT RECTIFICATION TEAMS FRT at Jaipur and Kota:

To establish and operate 24x7 fault rectification teams (FRT) for Consumers' 'Electric complaints' within consumer meter and LT side of distribution transformer for a period of 3 years

This means that the vendor will have to:

- A. Deploy a fleet of vehicles like LCV (for example Mahindra Max) (through ownership / hire purchase / lease / contract / or any other legitimate means) for attending and removing the electrical fault falling under the scope of type of complaint on 365 x 24 x 7 basis. All the operating expenditure like fuel, lubricants and maintenance etc. are in the scope of vendor.
- B. Each vehicle will be on 24 hours duty and equipped with necessary T&P items, trained manpower called as 'Fault Rectification Team', mobile phone under CUG scheme and vehicle tracking to be linked with master system at call center.
- C. The vehicles will also be equipped with ladder of 24 feet, necessary T&P like pliers, cutter, tester, hammer, rope, fuse wire, M seal, testing bulb, power torch, and safety apparatus like earth chain , saddle , hand gloves etc (as may be necessary to undertake the work effectively) and trained manpower. GPS based navigation and vehicle tracking system equipped in the vehicle.
- D. The vehicles will be of LCV category not older than five years.
- E. The vendor may take the vehicles on hire / purchase, contract or on outright purchase. **It is important to note that the vehicles are not to be transferred after 3 years by the vendor**
- F. The bidder is informed that in walled city area of Jaipur where the roads (and the lanes) are very narrow, the LCV vehicle may not reach the consumer's place. In such circumstances the vendor will be allowed to keep vehicles that can carry required T&P items and trained manpower and ply through the narrow roads / lanes. In the spirit of providing prompt services to the consumers at localities where LCV category vehicles can not run, JVVNL would allow the vendor to maintain smaller vehicles, the vendor is reminded that only LCV vehicles at all other locations must be deployed.
- G. The vendor will install GPS based vehicle tracking system on each vehicle.

- H. All the vehicles will have a board both on front and back side having “On JVVNL emergency services” written with bright fluorescent color. The board will also have the logo of JVVNL.
- I. Members of fault rectification team (FRT) will be in uniform, each having a badge and identity card which will be displayed at all times. The FRT will be polite and courteous to the consumer.
- J. FRT will give the priority to the call made by an officer of JVVNL as designated by the latter. Faults of such calls shall be rectified immediately.
- K. Three technical people other than driver out of which one shall be ITI tradesman in Wireman/ electrician etc, for each vehicle shall rectify the electric complaint of the consumer falling within consumer meter and distribution transformer.
- L. One trained driver with legal and valid driving license issued by competent authority. The driver will always be in uniform and drive safely and will follow the traffic rules and regulations. This is responsibility of vendor that vehicles have all legal documents including the permit and driver is having valid driving license.
- M. The fault removal team (FRT) will inform call center staff on rectification of the fault. The team will also request consumer speak to the call center staff through its available communication mode in the vehicle for confirmation of rectification of the complaints. Kindly note that the call will be dialed from the mobile of the FRT and not from the consumer’s mobile
- N. In the event the fault is not in the scope of the vendor, then the fault removal team will inform the call center regarding the nature of complaint and other technical details including the location and landmark of the consumer’s premises
- O. The vendor will ensure that the faults (within the scope of complaints) are removed within 2 hour of them being registered.
- P. The FRT members will be in the JVVNL prescribed uniform and will carry their photo identity card in such a way that the same is always visible (they may pin up on the shirt or may carry around the neck etc)
- Q. The FRT will collect the details related to outages and maintain the same in the consumer / customer managements system for the purpose of management action.

- R. The vehicles can be parked at the locations as per the convenience of the vendor. The vendor shall keep JVVNL informed of the locations where vehicles will be parked during the idle time
- S. Before commencement of work, the vendor will intimate JVVNL the list, type and vehicle registration number along with name of driver. Any subsequent change in the same will also be intimated accordingly.
- T. The FRT is required to collect the details with respect to:
- Outage: Meter related, fuse related, transformer related, cable, feeder, service line, pole, pillar box, jumper, knife switch etc and their respective codes / description as per their codification (the codes for each of the element are already allotted by JVVNL)
 - Rectification carried out: What action was taken, time taken to remove the fault, time taken to restore the energy supply etc
 - Demographic: Season, day, shift, area, location, overhead, underground, storm, rain, kites, voltage spike, earthing fault, any other
 - Meter related: Meter number, type of meter, status of meter before rectification, status of meter after rectification, any abnormality observed in the meter
 - Material used: type and quantity of material used etc

JVVNL shall allow the vendor to park the FRT vehicles inside its premises, if space is available.

II) REQUIREMENTS OF VEHICLES

- The agency shall re allocate the peak shift/ morning shift / night shift vehicles in order to rectify the faults. In the event there is additional load on the FRT due to which its existing strength is not able to rectify the faults, JVVNL reserves the right for re allocation of vehicles from one shift to another to provide the prompt rectification of the faults. Any additional cost due to re allocation of vehicles will be borne by the agency.
- In order to handle the call load it is mandatory that the vendor would deploy the following vehicles. The number of average complaints mentioned hereunder is on the last three year experience but the vendor has to all complaints received which are under scope within the ordered price. JVVNL may ask to deploy more vehicles beyond the following numbers for a period for at least one month on giving 48 hours notice which will be deployed by the vendor on the unit rate basis as per the price schedule.

III. The meaning of vehicle here includes the vehicle with requisite manpower and T&P.

Month wise requirement of FRT with vehicle (under module 2)¹

Jaipur City							
S. No	Period	Total Months	Average number of complaints per day	Number of vehicles mandatory to be deployed			Total Vehicles*months
				8.00 am to 4.00 pm	4.00 pm to 12.00 midnight	12.00 midnight to 8.00 am	
3	May to August	4	700	39	39	39	156
4	Sept. to April	8	450	32	32	32	256
5	Total	12		412			

Kota City							
S. No	Period	Total Months	Average number of complaints per day	Number of vehicles mandatory to be deployed			Total Vehicles*months
				8.00 am to 4.00	4.00 pm to 12.00	12.00 midnight to 8.00	

				pm	midnight	am	
1	Nov. to Feb.	4	150	8	8	8	32
2	March to April	2	200	8	8	8	16
3	May to August	4	400	12	12	12	48
4	Sept. to Oct.	2	200	8	8	8	16
5	Total	12		112			

It is envisaged that each vehicle will attend / rectify 30 complaints in a shift. In case of exceeding the no. of complaints in a shift beyond 40 complaints, JVVNL may ask the vendor to deploy additional vehicle at unit price basis

III) RECTIFICATION OF THE FAULT

- i. Attending to all types of power supply related complaints pertaining to the LT network upto the metering point of consumer shall be in the scope of the FRT.
- ii. The sample type of complaints related to power supply is given below; however it should be not limited to these.

S No.	Type of Complaint	Nature of Complaint
1.	Voltage related	Voltage High
		Voltage Low
		Dim Supply

S No.	Type of Complaint	Nature of Complaint
		Voltage Fluctuation
2.	Supply Failure related	Supply failed – Individual
		Supply failed – Total Area
		Supply failed – One Phase
		Supply failed – due to other reason
3.	Transformer related	Transformer – Cable / Lugs burnt
		Transformer – Oil Leakage
		Transformer – Sparking at Pole
		Transformer – Smoke /Flames
4.	Line related	Line Snapped
		Line – Tree branches touching
		Line – Bunched / Twisted
5.	Pole related	Pole – Rusted / Damaged
		Pole – Fell Down
		Pole – Leaning
		Pole – Current leakage in pole
6.	Services connection related	Services Connection – Wire Damaged
		Services Connection – Wire Broken

S No.	Type of Complaint	Nature of Complaint
		Services Connection – Wire Loose Connection
7	Other complaints	These complaints could be without clear details from caller. This could be because the fault may be on LT side (for example circuit cable faulty) which the consumer may not be aware of.

- iii. The vendor's fault removal team shall rectify the fault with in 2 hour from the time the fault is registered. The vendor shall be allowed to cut the terminal cover / box seals of the consumer meter if required to rectify the complaint.
- iv. Information of cutting of seals shall be maintained in the system which would be available to the the respective AENs.
- v. The vendor shall attend and rectify the electric complaint in the manner described hereunder
- vi. **The types of complaints mainly attribute to individual consumers no current complaint:**
 - a) Loose connection from meter side
 - b) Consumer side fuse blown
 - c) Loose connection from service line / pole i.e. at termination point of service line from JVVNL mains that may be Pillar Box, Junction box, Pole etc.
 - d) Earth not available from pole
 - e) Neutral not available from pole
 - f) Service line burnt (service line shall be provided by the consumer and to be replaced by the vendor)
- vii. The vendor is required to resolve these complaints as a permanent measure.

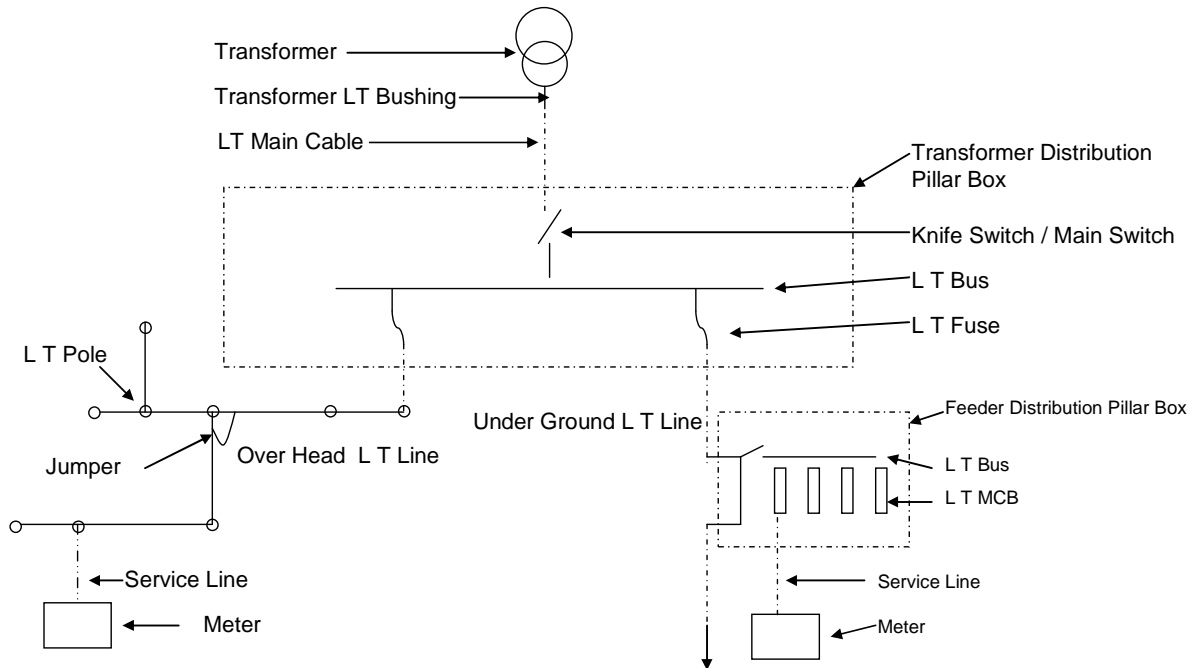
Other types of LT complaints that Fault Removal Team will have to attend along with its level of remedy that FRT will have to do:

S. No	Fault type	Level of Remedy	Remarks
1.	LT open circuit inside the transformer	Temporary reconnection	In consultation with concerned AEN / JEN
2.	Lug / brushing rod burnt	Temporary reconnection	In consultation with concerned AEN / JEN
3.	LT main cable fault	Looping if possible	In consultation with concerned AEN / JEN
4.	1. Knife switch / main switch faulty 2. Cable lug damage	Bye pass Temporary reconnection / binding	In consultation with concerned AEN / JEN
5.	Circuit fuse blowing, circuit MCB trip / Burnt	Re wiring, restore / bye pass	As per the instructions of AEN / JVVNL
6.	Circuit cable faulty	Looping	In consultation with concerned AEN / JEN
7.	OH Line damage <ul style="list-style-type: none"> • Broken conductor • Burning of section jumper wires • Pole breakage 	Temporary connection <ul style="list-style-type: none"> • Restring / remove & Looping • Replacement / repair • Isolating faulty 	In consultation with concerned AEN / JEN
8.	U/ G line fault	Restoring from alternate source	In consultation with concerned AEN / JEN

S. No	Fault type	Level of Remedy	Remarks
9.	Earthing not available	Reconnect if earth point available	In consultation with concerned AEN / JEN
10.	Priority services	On request from AEN / XEN or above Emergency conditions Fire / Broken lines	The priority services shall be rendered bypassing the routine priority

- viii. It is clarified for the interest of the bidder that in general the fault rectification in the LT system does not entail the shut down of electric line and the vendor has to rectify the fault on live wires.
- ix. In case of complaints not covered in the scope of vendor, the call center will intimate to JVVNL as per the escalation scheme prescribed in this document.
- x. For the reference purpose, the bidder may see the following diagram depicting LT supply network

L T Supply Network



IV) ACKNOWLEDGEMENT OF RECTIFICATION

The FRT will take an acknowledgement from the consumer after rectification of the complaint. The vendor will take signature and landline number / mobile number of consumer in logbook maintained in the vehicle.

5. TERMS AND CONDITIONS

I. RE ALLOCATION OF NUMBER OF AGENTS

The agency shall re allocate the peak shift/ morning shift / night shift call center executives in order to attend the calls / complaints. In the event there is additional load on the call center due to which its existing shift strength is not able to attend the calls JVVNL reserves the right for re allocation of executives from one shift to another to provide the prompt services to its consumers. Additional cost if arisen due to re allocation of executives will be borne by the agency.

II. NUMBER OF CALL CENTER EXECUTIVES / AGENTS

In order to handle the call load it is mandatory that the vendor would deploy the following number executives in the call center. The number of average complaints mentioned hereunder is on the basis of last three year experience but the vendor has to attend and handle all calls and complaints received in the call center within the ordered price. JVVNL may ask to deploy more call center agents beyond the following numbers for a period for at least one month on giving 48 hours notice which will be deployed by the vendor on the unit rate basis as per the price schedule. The deployment of additional call center executive will be decided by the SE(JCC/ KC) in the condition if the per day per agent call exceeds to 10% of minimum call required to be handled by each agent per day.

III. ILLUSTRATION:

As per the month wise requirement of no of call center agents as per the following table, each call center agent in the shift of 8.00 am to 4.00 pm and 4.00 pm to the midnight is required handle 150 calls in his shift. The call handle will include call receiving , call escalating and confirmation call.

In case if the average call handled by per agent exceeds beyond 160 calls per agent then JVVNL will direct the vendor to deploy additional agent in the proportionate of exceeds calls.

IV. COMPLAINTS FROM SUB STATIONS

Consumers may prefer to lodge their complaints at sub stations by personally visiting nearest sub station. In such an event sub station in charge may call up the call center to register the complaint. The sub station in charge will record all such complaints in a register. The call registered by the sub station in charge will be attended in a similar way as the call coming from a consumer.

SECTION-III-PART-IV: TECHNICAL REQUIREMENTS AND SPECIFICATION

1. TECHNICAL OVERVIEW

1.1 CCC ESTABLISHMENT AT JAIPUR AND KOTA COVERED UNDER MODULE 1

1.1.1 Jaipur

Infrastructure already available at CCC Jaipur

A fully developed most modern customer call centre is ready at Old Power House, Near Ram Mandir, Banipark, Jaipur established under R-APDRP project. The vendor will only require to deploy its call centre staff and start operate the system after few initial adjustments. The CCC at Jaipur is in ready to use condition with availability of following:

- a. **CCC setup:** The CCC at Jaipur is already equipped with power backup, air conditioners, and furniture designed for call centre operations like agents sitting arrangement etc. No additional efforts are required from the bidder for this work.
- b. **Necessary hardware:** The CCC at Jaipur has all the major hardware fitted and configured to operate the call centre which includes IP PBX, Automatic Call Distributor, IVRS, Voice Logger, IP telephones, agents PC, internal LAN of agents PC. Entire system at Jaipur shall be maintained by the R-APDRP System Implementor M/s HCLI for the 3 yrs contract period under this tender.
- c. **CCC Application:** The Customer Care Centre (CCC) application hosted at JVVNL Data Centre has been developed by M/S HCLI under R-APDRP and is fully customizable solution built as per the needs of JVVNL. The application has in built features of call logging, Voice recording, IVRS driven answering, priority queues, and other modern call centre specific facilities. The CCC application is integrated with other modules like Web Self Service, Billing, GIS under R-APDRP project.

The CCC application is capable of receiving consumer's complaints through internet by use of WSS. Efforts are also being done to introduce facility of registering complaints by way of inbound SMS.

The application provides various supervising and reporting features to help monitor entire operation of the CCC.

For more details of the CCC application and the entire setup of the centre, the bidders may visit CCC at Jaipur with prior approval of the tendering authority.

Requirement at Jaipur CCC:

- a. The vendor will have to install web based CCTV system (4 Cameras and DVR) with minimum one month recording for monitoring the call centre operations from internet.
- b. The vendor will provide feature of GPS based vehicle tracking system accessible from internet for all vehicles deployed under CCC Jaipur.
- c. ISDN PRI line with minimum 30 lines for incoming and outbound calls.
- d. Laser Printer – One

1.1.2 KOTA

(i) INFRASTRUCTURE REQUIRED AT KOTA

At Kota, the space for CCC will be provided by JVVNL. Complete setup of the CCC except application will be the responsibility of the vendor. The CCC at Kota will be using the same application which is available to CCC Jaipur, accessed through a dedicated network established between Jaipur and Kota centres.

The vendor has to provide and maintain three dedicated point to point circuits of atleast 2Mbps bandwidth between Jaipur and Kota CCC to ensure high availability of the CCC application at Kota. One of the circuits has to be on a different media and with different service provider.

Other establishments like power backup, air conditioning, networking connectivity between Jaipur and Kota, furniture and complete makeover of the space is under scope of this tender. The bidder shall maintain this facility in a good running condition on its cost for the term of the tender. At the end of the tender, the vendor may retain all the hardware supplied by him on “As Is “condition.

- (ii) **HARDWARE REQUIRED:** The vendor will have to supply all hardware necessary to setup the CCC at Kota. This includes following:

Sr.	Item	Quantity
1.	Router and Switch or any other networking devices like fiber convertor etc. for establishing connectivity between Jaipur and Kota CCC. This must be capable of handling three independent circuits simultaneously with provision of fail-over operations. The networking between Jaipur and Kota is most important to keep the operation live at Kota CCC, therefore, the networking devices must have features of redundant components and ensure high availability. This also includes any networking devices required at Jaipur CCC.	As per actual requirement
2	LAN: Internal Ethernet networking for agent s and other PCs.	As per actual requirement
3	Diesel Generator: 5 KVA	One
4	Online UPS: 2 KVA	One
5	Air conditioner of 2 Ton each	Two

6	Desktop PC: One each for call centre agents, one for manager, one for supervisor, one PC for JVVNL staff	Minimum 18 or more as per actual requirement
7	EPABX: Electronic PBX to support one ISDN PRI line and minimum 20 internal phone lines.	One
8	ISDN PRI line with minimum 30 lines (20 active) for inbound and outbound calls	One
9	Telephone instruments or IP Phones with headset and wiring for each agent, supervisor, manager etc.	Minimum 18
10	Laser Printer	One

(iii) CCC APPLICATION: The CCC application will be same for Jaipur and Kota, which will be provided by JVVNL. The application is hosted at Data Centre Jaipur and will be accessible at Kota through dedicated network provide by the CCC vendor.

1.2 FAULT RECTIFICATION TEAMS FRT AT JAIPUR AND KOTA: MODULE 2

Deploy requisite number of FRT with vehicles equipped with VTS and T&P. Each FRT will have atleast 3 technical persons and one driver. The FRT crew will have mobile phones for communication with the CCC at respective locations.

SPECIFICATIONS

1. DESKTOP

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

UPS	Online UPS with 2 Hrs backup has to be provided
Preloaded Software	Norton or McAfee or eTrust or e-Scan or Fore front or Trend Micro or PC Tool or Quick heal Antivirus(latest Version) with 60 days License.(Included in case of Windows 7 only)

2. IP PHONES /TELEPHONE INSTRUMENTS

3. EPBAX(ISDN E1 PRI ENABLED)

4. GENERATOR 5 KVA

S. No	Feature	Minimum Specification
1)	General	Silent DG sets meeting latest norms fuel efficient engine Auto Mains Failure panel Synchronising panel Manuel & Automatic
2)	Current	20 ampere
3)	Phase	Three Phase
4)	Power Factor	Minimum 0.8 (Lag)
5)	Capacity	5 KVA/ 4 KW
6)	Noise level	75 Db (A) at 1 meter distance
7)	Fuel	HSD (High Speed Diesel)
8)	Starting System	12 V Electrical
9)	Voltage Regulation	+/- 1.5%
10)	Class Of Insulation	H Class

S. No	Feature	Minimum Specification
11)	RPM/Frequency	3000/50
12)	Battery	Sealed lead acid maintenance free battery provided in sealed MS cabinet.

5. UPS 3 KVA

On-Line UPS with isolation transformer suitable for single phase AC input & single phase AC output, Floor Mounted Type

Rating of UPS: 3.0 KVA, Indicative Back-up: ime: 60 Minutes

6. NETWORK LASER PRINTER

S. No	Feature	Minimum Specification
1.	Resolution (in dpi)	Mono 600x600
2.	Paper Size	A4
3.	Print speed in PPM (A4 Size)	25
4.	Port	1 USB
5.	Network card 10/100	YES
6.	Duplexing	YES

7. TFT MONITORS

Color TFTs of Sony / Samsung / HP make only

8. SPLIT AC

2 Ton capacity Split Air conditioners shall be provided alongwith with 5 kVA voltage stabilizer. Compressor shall be of high energy efficient and with all standard features.

Make: Blue star, Hitachi, Carrier, Samsung

9. FURNITURE

S N o	Features	Minimum required specifications
1)	Chair	<ul style="list-style-type: none"> • Seat/ Back Assembly: The seat should be made up of at least 1.2 cm thick hot pressed plywood & back injection moulded from black co-polymer holstered with fabric & moulded polyurethane foam together with covers • Seat/ Back covers: The seat should be covered on the underside with black polypropylene non-woven fabric. The back cover should be injection moulded in black co-polymer polypropylene. • Polyurethane Foam: The polyurethane foam should be molded with minimum density of 45+ 2 kg per m³ and having hardness of 20+2 kg on Hamsdon machine at 25% compression. • Adjustable back mechanism: The adjustable back mechanism should be 360° revolving type with provision for backrest tube and infinite locking of back. • Pneumatic height adjustment: The pneumatic height adjustment should be

S N o	Features	Minimum required specifications
		<p>maintenance free adjustment stroke of minimum 12.5 cm operated at 30 kgs extension force.</p> <ul style="list-style-type: none"> • Pedestal assembly: The pedestal should be made of HR steel fitted with 5 number twin wheel casters having dia of 5 cm. The pedestal should be covered with PP moulded hub cap at the central column and end caps at the end of each prong. • Twin Wheel casters: The twin wheel casters should be injection moulded in black nylon and should have undergone durability, retention, caster pull out, wheel pull out and breakability tests.
2)	Table	<p>Tables made of pre laminated particle board with edge banding, retractable key board and storage provision</p> <p>The furniture would be delivered at the locations where workstation / server are installed.</p>

10. EARTHING

The earthing requirement for is taken into the consideration. The communication and networking equipments, telecom equipments and UPS, DG set require copper earthing. Based on the requirement the numbers of earth pits are to be planned. Plate electrode shall be 600 x600 x 3 mm copper. Earthing conductor shall be of copper. Earth bus bar shall be provided wherever required. Cast iron cover shall be provided for earth pit. Funnel and wire mesh shall be provided for watering. Charcoal, salt etc shall be filled in the pit.

11. NETWORKING

The Network modules should have support for a complete range of LAN & WAN interfaces as indicated below:

- i. LAN Interface 10/100BaseTX interfaces as per IEEE 802.3u.
All Fast Ethernet interfaces should support full duplex capabilities.

- ii. LeasedLine The Router should be able to support 2 wired leased line interface.
The Router should also have support for wireless interface.

12. CCTV WITH DVR Advance feature camera with zoom and inbuilt audio, recording for atleast one month, web based interface.

13. WALL CLOCK

- Type: Digital
Should have a 6 inch LED / LCD display

14. LIGHT COMMERCIAL VEHICLE

- 1. Type: 4 wheeler with carriage space
- Seating capacity: Cabin 2 – 3

- Model: Not more than 3 years old



Note:

- 1. Vehicle should be in good condition
- 2. All the relevant documents including RC, permit, insurance, pollution certificate, etc should be valid and available.

3. Vehicle should display a placard with Jaipur Vidyut Vitran Nigam Limited in bright fluorescent color on both sides of the vehicle.
4. The vehicles so deployed shall not be transferred to JVVNL on termination of contract i.e. not covered in the scope of BOOT. But the navigation and vehicle tracking system will be handed over to JVVNL after the BOOT period at no cost to JVVNL

15. T & P REQUIREMENT

Each vehicle will contain following T&P

- (i) Ladder (24 ft.) : One No.
- (ii) Rope (small size) : one no.
- (iii) Power Torch : One no.
- (iv) Hand Gloves : 3 pairs.
- (v) Pliers : 2 Nos.
- (vi) Cutter : One No.
- (vii) Hammer : One No.
- (viii) Screw Driver : 2 Nos.
- (ix) Spanner Set : 1 Nos.
- (x) Testing Rod : One No.
- (xi) Tester One No.
- (xii) Hack Saw : One No.
- (xiii) Tape: One No.

16. MANPOWER REQUIREMENTS

Qualifications and experience of Project members to be deployed by the vendor at consumer care service centre and customer call centre

The vendor will have to submit attested photocopies of educational certificates of all the manpower resources that would be deployed at the time of submitting its inception report. Additionally, the vendor will have to provide notarized affidavit towards the experience of each manpower resource.

SYSTEMS ADMINISTRATOR	
Educational qualification	B. Tech or equivalent Qualification in computers
Experience	Minimum experience of 3 years as a system administrator and have handled IT operations of similar nature Should be able to manage the database

COMMUNICATION ENGINEER	
Educational qualification	B. Tech (or BE) in Electronics / communications or Certificate holder of CCNA / CCNP
Experience	Minimum experience of 3 years in communications projects. Should be aware of latest communication technologies that are used in WAN , P2P circuits etc. Should be conversant with configuration of common router, switches and other networking devices.

FIELD PERSONNEL FOR FAULT REMOVAL TEAM	
Educational qualification	ITI diploma holder
Additional requirements:	At least two out of three members of the fault removal team should be below 40 years of age
Experience	Minimum experience of 2 years. Should have adequate work knowledge Should be well conversant in Hindi and have

FIELD PERSONNEL FOR FAULT REMOVAL TEAM

	workable knowledge of English
--	-------------------------------

Driver for fault removal team

Educational qualification	XII pass (in order to understand and use GPS navigator)
Additional requirements:	At least two out of three members of the fault removal team should be below 40 years of age
Experience	Minimum 3 years experience of commercial driving Should be well conversant with Jaipur / Kota city Should be well conversant in Hindi and have workable knowledge of English

CALL CENTER EXECUTIVE/ CUSTOMER SERVICE EXECUTIVE

Educational qualification	Diploma, Graduate
Additional requirements:	Fluency in English and Hindi
Experience	Minimum 1 years experience of working in a call center / customer care center/ front- desk of reputed company. Should be well conversant in Hindi and English Should be comfortable to use computers Typing speed 40 wpm

PROJECT MANAGER

Educational qualification	B.Tech / B.E/B.A/ B.B.A/ Diploma
Additional requirements:	MBA
Experience	3 years of experience of handling the work of similar nature with customer centric operations.

BILL OF MATERIAL

The minimum quantity of various components are as under:

The bidder will furnish the exact bill of material along with Part A of the offer

S. NO	ITEM	MINIMUM QUANTITY	ILLUSTRATIVE
1.	Call centers	2	Jaipur 1 Kota 1
2.	Number of call centre executives in a day		Jaipur: 30 Kota: 14 (maximum of call center executives in a shift on basis of table of 'month wise requirements of number of call center agents')
3.	Project managers (CC)		Jaipur:1 Kota:1
4.	Project supervisors (CC)		Jaipur:3 (Total in all Shifts) Kota:3 (Total in all Shifts)
5.	Number of vehicles required (Mobile vans)		Jaipur: 39

S. NO	ITEM	MINIMUM QUANTITY	ILLUSTRATIVE
			Kota: 12 (maximum of vehicles on basis of table of 'month wise requirements of vehicles under module 2')
6.	Number of fault removal personnel		Jaipur: 117 x 3 Kota: 36 x 3 (Maximum of FR personnel on basis of table of 'month wise requirements of vehicles under module 2')
7.	Number of mobile van drivers		Jaipur: 117 Kota: 36 (Maximum of drivers on basis of table of 'month wise requirements of vehicles under module 2')
8.	Number of GPS based vehicle / tracking system		Jaipur: 39 Kota: 12 (On the maximum of GPS based vehicle tracking system on basis of table of 'month wise requirements of vehicles

S. NO	ITEM	MINIMUM QUANTITY	ILLUSTRATIVE
			under module 2')
9.	Number of T&P set for mobile vans		Jaipur: 39 Kota: 12 (Maximum of T&P set for mobile vans on basis of table of 'month wise requirements of vehicles under module 2')
10.	Number of desktops (It may kindly be noted that the number of desktops mentioned here are tentative and may increase if number of agents are increased)		CC Kota: 12 CC Kota (PM): 1 CC Jaipur Supervisor 1 CC Kota Supervisor 1 (On the maximum of desktops on basis of table of 'month wise requirements of number of call center agents')
11.	LAN		Kota: 1 at CC
12.	Internet connection of 256 kbps or more*		Kota: 1
13.	UPS 3 KVA online		Kota: 1

S. NO	ITEM	MINIMUM QUANTITY	ILLUSTRATIVE
14.	Network Laser printer heavy duty		Jaipur: 1 Kota: 1
15.	Furniture (modular so as to accommodate the staff / agents/manager / supervisor at the CC) including tables,chairs etc.)		Kota: 1 set
16.	Wall clock		Jaipur: 1 Kota: 1
17.	AC 2 Tons each		Kota CC: 2
18.	Mobile phones		Jaipur CC: 13 Kota CC: 7 Jaipur Mobile van: 39 Kota Mobile van: 12
19.	Identity cards		Jaipur CC: 30 Kota: 14 Jaipur PM + supervisor: 4 Kota PM + supervisor: 4 Others in Call Center Jaipur: 5 Others in Call Center Kota: 5 Jaipur Fault removal

S. NO	ITEM	MINIMUM QUANTITY	ILLUSTRATIVE
			personnel:400
			Kota: Fault removal personnel: 120
			Jaipur Driver: 100
			Kota driver: 40
20.	Uniform		Jaipur Fault removal personnel:300
			Kota: Fault removal personnel: 120
			Jaipur Driver: 120
			Kota driver: 40
21.	Generator(5 KVA)		Kota:1
22.	Fire extinguishers		Kota:3
23.	Internet connection 2mbps		Kota:1
24.	CCTV system with DVR (Jaipur – 4 camera, Kota – 2 Camera)		Jaipur: 1 Kota:1
25.	Set of Network switch, Router or both for establishing WAN between Jaipur and Kota (3 independent lease circuits of which one will be wireless)		Jaipur:1 Kota:1
26.	EPABX for PRI line(max 30		Kota:1

S. NO	ITEM	MINIMUM QUANTITY	ILLUSTRATIVE
	incoming) and 30 outgoing connection		
27.	Telephone Instruments or IP Phones with headsets		Kota:1 for each agent (+ 3 as standby)
28.	Switches (for LAN in CC)		Kota:1

SCHEDULE OF IMPLEMENTATION

The completion of various activities of the tender are required to be done as per the following schedule

S. No	Particular of activity	Time schedule desired
1	Furnishing detailed Design /Specifications / inception report of the system	With in 15 days from the date of awarding contract
2.	Approval/ comments on Design/ specification / inception report by JVVNL	With in 7 days from the date of submission
3	Offer to JVVNL to Inspect CCC for acceptance	Within 30 days of approval of design/specification
4	Acceptance to CCC systems	Within 3 days of offer
5	Commencement of call center operation – module 1 and Commencement of FRT operation– module 2 after acceptance of system by JVVNL.	With in 45 days from the date of awarding contract or within 30 days from the system acceptance whichever is earlier.

SECTION –IV PART- A: TECHNICAL OFFER

TECHNICAL OFFER & GENERAL DETAILS SECTION – 4 PART – A

Part A of the proposal shall have the following:

1. Cover letter
2. Annexure 1 to 7
3. Schedules 1 to 7
4. Bill of Material in confirmation to clause no 25 along with the make and specification
5. Manufacturer's Authorization Form (MAF)

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

To be submitted complete with all enclosures.

The Superintending Engineer [IT]

Jaipur Vidyut Vitran Nigam Limited

Old Power House Premises

Near Ram Mandir, Banipark

Jaipur-302 006

SUB: To establish and operate 24x7 Customer Complaint Centre on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules .
(1) Call center, (2) Fault Rectification Team along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”

Dear Sir,

We have procured tender specification no 44: To establish and operate 24x7 Customer Complaint Centre on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules viz. (1) Call center, (2) Fault Rectification system along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”

We are submitting our proposals for KOTA PACKAGE/ JAIPUR PACKAGE/ BOTH PACKAGES each with complete set of enclosures.

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

We also agree that:

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

- 12) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose and except the fixed monthly charges all charges shall be paid on actual work basis and there is no minimum assured quantity.

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

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

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

Enclosed:

1. Annexure 1: General profile of the bidder
2. Annexure 2: Organizational Capabilities
3. Annexure 3: Financial Details
4. Annexure 4: Experience summary
5. Annexure 5: Proposed System
6. Annexure 6: Details of guaranteed and other reports to be generated & furnished to the client
7. Annexure 7: Approach & Methodology for executing this project
8. Schedule of Implementation
9. Schedule 1: Schedule of deviations
10. Schedule 2: Confirmation of "No deviation" in commercial terms and conditions of this tender
11. Schedule 3: Confirmation of "No deviation" in technical terms and conditions of this tender
12. Schedule 4: Supporting documents to substantiate meeting of QR
13. Schedule 5: Experience summary
14. Schedule 6: Schedule of Completion.
15. Schedule 7: Check List.

16. Manufacturer Authorization Form (MAF)

17. Details as sought

Thanking you,

Yours faithfully,

Designation_____

Date:

Place:

ANNEXURE – 1: GENERAL PROFILE OF THE BIDDER

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

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

ANNEXURE – 2: ORGANIZATIONAL CAPABILITIES

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

ANNEXURE – 3: FINANCIAL CAPABILITIES

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

Enclose audited BS of the aforementioned FYs

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

ANNEXURE – 4: EXPERIENCE SUMMARY

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

ANNEXURE – 5: PROPOSED SYSTEM DETAILS FOR JAIPUR

S. No	Particulars	Brand name / product name	Product number / specification number
1.	GPS vehicle tracking system		
2.	CCTV – 4 Camera		
3.	Wall clock		
4.	E 1 ISDN PRI link from the service provide		(name of the service provider)
5.	Mobile Phones		
6.	Laser Printer		

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

ANNEXURE – 5: PROPOSED SYSTEM DETAILS FOR KOTA

S. No	Particulars	Brand name / product name	Product number / specification number
1.	Desk top with TFT		
2.	Laser Printer		
3.	UPS 3 KVA online		
4.	Router for 3 circuits		
5.	DG Generator 5 KVA		
6.	Switch (CC) LAN		
7.	Vehicle		
8.	GPS vehicle tracking system		
9.	IP / PBX PRI line supporting		
10.	Chair		
11.	Table		
12.	Network	Please provide the	

S. No	Particulars	Brand name / product name	Product number / specification number
	connectivity from data center Jaipur to call center(kota) , 3 separate circuits of 2 Mbps	name of the service provider	
13.	CCTV – 2 camera		
14.	IP / Tele phones		
15.	Fire alarm system		
16.	Fire extinguishers		
17.	AC		
18.	Wall clock		
19.	E 1 link ISDN PRI from the service provide		(name of the service provider)
20.	Mobile Phones		

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

ANNEXURE – 6: DETAILS OF GUARANTEED AND OTHER REPORTS

S. No	Name of the report	Frequency of generation

ANNEXURE – 7: APPROACH & METHODOLOGY FOR EXECUTING THIS PROJECT

Provide detailed approach and methodology for executing this project.

Kindly explain the approach in details

SCHEDULE – 1: SCHEDULE OF DEVIATIONS

Technical Deviations

S. No	JVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		
6		
7		
8		

Commercial Deviations

S. No	JVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		
6		
7		
8		

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

Commercial Terms & Conditions

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House, Bani Park
Jaipur – 302006

Dear Sirs,

Sub: Confirmation for “No Deviation” in Commercial terms & conditions of package No. JPD/SE/IT/ TN-44

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

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

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

Technical Terms & Conditions

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House, Near Ram Mandir,
Banipark, Jaipur – 302006,

Dear Sirs,

Sub: Confirmation for “No Deviation” in Technical terms & conditions of package No. JPD/SE(IT)/ TN-44

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

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

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 4: SUPPORTING DOCUMENTS TO SUBSTANTIATE MEETING OF QR

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Jaipur Vidyut Vitrana Nigam Limited
Old Power House, Bani Park
Jaipur – 302006

Dear Sirs,

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

- 1.
- 2.
- 3.

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

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 5: EXPERIENCE SUMMARY

Bidder's Name & Address: _____ To _____

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House, Bani Park
Jaipur – 302006

Dear Sirs,

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

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

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

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

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 6: SCHEDULE OF COMPLETION

S. No	Particular of activity	Time schedule desired
1	Furnishing detailed Design /Specifications / inception report of the system	With in 15 days from the date of awarding contract
2.	Approval/ comments on Design/ specification / inception report by JVVNL	With in 7 days from the date of submission
3	Offer to JVVNL to Inspect CCC for acceptance	Within 30 days of approval of design/specification
4	Acceptance to CCC systems	Within 3 days of offer
5	Commencement of call center operation – module 1 and Commencement of FRT operation– module 2 after acceptance of system by JVVNL.	With in 45 days from the date of awarding contract or within 30 days from the system acceptance whichever is earlier.

SCHEDULE 7: CHECK LIST FOR TECHNICAL OFFER

S. No	PQR	Yes/No	Page No.
1.	Is the cover letter attached with the bid proposal		
2.	Is annexure 1 completed and enclosed with the bid proposal		
3.	Is annexure 2 completed and enclosed with the bid proposal		
4.	Is annexure 3 completed and enclosed with the bid proposal		
5.	Is annexure 4 completed and enclosed with the bid proposal		
6.	Is annexure 5 completed and enclosed with the bid proposal		
7.	Is annexure 6 completed and enclosed with the bid proposal		
8.	Is annexure 7 completed and enclosed with the bid proposal		
9.	Is schedule 1 completed and enclosed with the bid proposal		
10.	Is schedule 2 completed and enclosed with the bid proposal		
11.	Is schedule 3 completed and enclosed with the bid proposal		
12.	Is schedule 4 completed and enclosed with the bid proposal		
13.	Is schedule 5 completed and enclosed with the bid proposal		
14.	Is schedule 6 completed and enclosed with the bid proposal		

S. No	PQR	Yes/No	Page No.
15.	Is schedule 7 completed and enclosed with the bid proposal		
16.	Is manufacturer authorization letter filled and attached with the bid proposal		
17.	Does your proposal provides methodology of maintaining the details in consumer / Customer Complaint Centre on outage as mentioned in module 2 of detailed scope of work		
18.	Has the bidder submitted EMD of Rs 30 lakh in cash or DD in favor of Sr. A.O (TW), JVVNL for Jaipur city		
19.	Has the bidder submitted EMD of Rs 10 lakh in cash or DD in favor of Sr. A.O (TW), JVVNL for Kota city		
20.	Has the bidder furnished original bank solvency / credit worthiness certificate from any scheduled bank for execution of a project worth Rs. 7.5 Crores for Jaipur package and 2.5 crores for Kota package.		
21.	Has the bidder provided details on the field offices that would be established to undertake the proposed work		
22.	Has the bidder provided project organization structure		
23.	Has the bidder provided names of the key resources that would be deployed along with their proposed position		
24.	Has the bidder provided CVs of the proposed key resources		
25.	Has the bidder provided project plan (in form of a Gantt Chart)		

S. No	PQR	Yes/No	Page No.
26.	Has the bidder provided schematic flow of information		
27.	Are all the pages of the proposal signed by an authorized representative of the bidder's firm		
28.	Does the bid contains the name, address and place of business of the person or persons making the bid and is the bid signed and sealed by the bidder under his usual signature.		
29.	Is satisfactory evidence of authority of the person signing on behalf of the Bidder furnished with the bid		
30.	Is the bidder's name stated on the proposal same as that of the legal name of the firm		
31.	Has the bidder arranged all insurance as may be pertinent to the works and obligatory in terms of law to protect its interest and interest of the JVVNL against all perils detailed herein		
32.	Has the bidder obtained accident liability insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during course of operation carried out by him for the purpose of complying with his contractual obligations thereof and has a copy of the same submitted to JVVNL		
33.	Is the insurance obtained by the agency as per clause No 11 is in the joint names of the JVVNL and the agency so that the JVVNL and the agency are covered for the entire period of contract from the commencement of the contract and shall remain valid up to 30 days from the date of handing over all the works completed in		

S. No	PQR	Yes/No	Page No.
	all respects JVVNL.		
34.	Has the bidder stated in his tender the places of manufacture testing and inspection of various equipments offered by the bidder		
35.	Has the bidder furnished original / photo state copies of the latest type test certificate from any recognized Government Laboratory for all the type tests wherever prescribed in the relevant latest addition of ISS (as applicable) along with the bid proposal		
36.	Has the bidder furnished an undertaking along with the bid proposal that the bidder will depute trained and experienced personnel for this project if the project is awarded to the bidder		
37.	<p>Has the bidder executed / under execution/ handled, one or more contract for consumer services/ customer care center services for at least 150,000 (One Lakh Fifty thousand) consumers for one year during last 3 years i.e., from 1 April 09 for power / telecom sector.</p> <p>Or</p> <p>Has the bidder executed / under execution / handled at-least one or more contract of Rs. 150.00 Lacs of Facility Management Services for utility services like Telecom / Banking / IT / Insurance sectors</p>		
38.	Has the bidder submitted an undertaking regarding deployment of certified wiremen / linemen / electrician with the bid proposal		

S. No	PQR	Yes/No	Page No.
39.	Is the annual turn over of the firm less than Rs. 15 Crores in any one year of last three financial years i.e. April – 09 to March – 12. Is the total turn over for last three years less than Rs. 25 Crores.		
40.	Is the bidder established in the business since last 5 years and is the registration certificate submitted with the bid proposal		

FINANCIAL OFFER: GUIDING NOTE

NOTE: BIDDER IS REQUIRED TO READ CAREFULLY THE FOLLOWING BEFORE QUOTING THE PRICES

- II. The format enclosed herewith is to be used to quote the price. No other format shall be used.
 - III. The price bid in the other formats may be rejected.
 - IV. bid.
 - V. The total quoted price should be inclusive of all taxes and duties as per the prevailing taxes and duties. In case of any variation in taxes and duties or introduction of new taxes and duties/ statutory variations, the same will be in JVVNL account.
 - VI. In the event the enclosures, as requested, in the financial bid are not submitted by the bidder then the bid will be considered as non responsive.
 - VII. It is clarified that there is no relevancy of no. of complaints / calls in coming and out going calls / number of consumer attended by the vendor in a month with the price. The quoted monthly charges are meant of attending all complaints / calls and there confirmation irrespective of there number. However on the basis of daily calls traffic JVVNL may ask to deploy additional agent and vehicle or reduction of agents and vehicles on the unit rate basis.
 - VIII. All SMS services are not included in the monthly charges and JVVNL will pay the SMS charges on unit rate as per as sought in this financial offer.
-

SECTION- IV PART- B FINANCIAL OFFER

The Superintending Engineer [IT]

Jaipur Vidyut Vitran Nigam Limited

Old Power House Premises

Near Ram Mandir, Banipark

Jaipur-302 006

SUB: To establish and operate 24x7 Customer Complaint Centre on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to “No - Current Complaint”

Dear Sir,

We have procured tender specification No 44. We are submitting our financial proposals, the detailed quoted price in accordance with the specification are as per financial offer submitted by us excel file of BOQ.

Additional charges for deploying agents and FRT (not part of evaluation): To be used if required by JVVNL

1. For additional number of CCC agents exceeding the prescribed quantity, the bidder shall be paid as per rate mentioned for Module 1 in the price bid.
2. For additional number of FRT including vehicle and crew (including 3 persons and T&P) for 24 hours, the bidder shall be paid as per rate mentioned for Module 2 in the price bid.

The above prices w.r.t each module is inclusive of taxes and duties. The details of applicable taxes included in the above modules are as under:-

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

We declare the following:

- a. The rates for all modules are independent of traffic of consumer's calls and complaints. We will cater all calls and complaints calls and complaints within the quoted prices.
- b. The rates mentioned in price bid are valid up-to sixty days from the opening of financial offer
- c. We declare that our total quoted price for complete package for 3 years on the terms and conditions of the specification are as under. We understand that evaluation of lowest bids will be based upon the financial offer prices. These prices are inclusive of all applicable taxes and duties. Any statutory variation and imposition of new tax by government shall be on JVVNL account.

Signature _____

Designation _____

Date:

Place:

Name: _____

[Authorized Signatory with seal of Company / bidder]

FORMAT FOR PERFORMANCE SECURITY DEPOSIT (BANK GUARANTEE)

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

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

This guarantee shall be valid and binding on this Bank up to and including _____ (insert date as per term of RfP document) and shall not be terminable by notice or any change in the constitution of the Bank or the term of contract or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between parties to the respective agreement.

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

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

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

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

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection by Procurer/Authorized Representative and _____ (insert name of the selected bidder) and /or any other person. The Guarantor Bank shall not require the Procurer to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against the Procurer in respect of any payment made hereunder.

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

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

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

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

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

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rs. _____ (Rs _____ only) and it shall remain in force until _____ (date to be inserted as per RfP document) with an additional claim period of thirty (30) days _____ thereafter. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if the Procurer serves upon us a written claim or demand.

Signature _____

Name _____

Power of Attorney No. _____

For

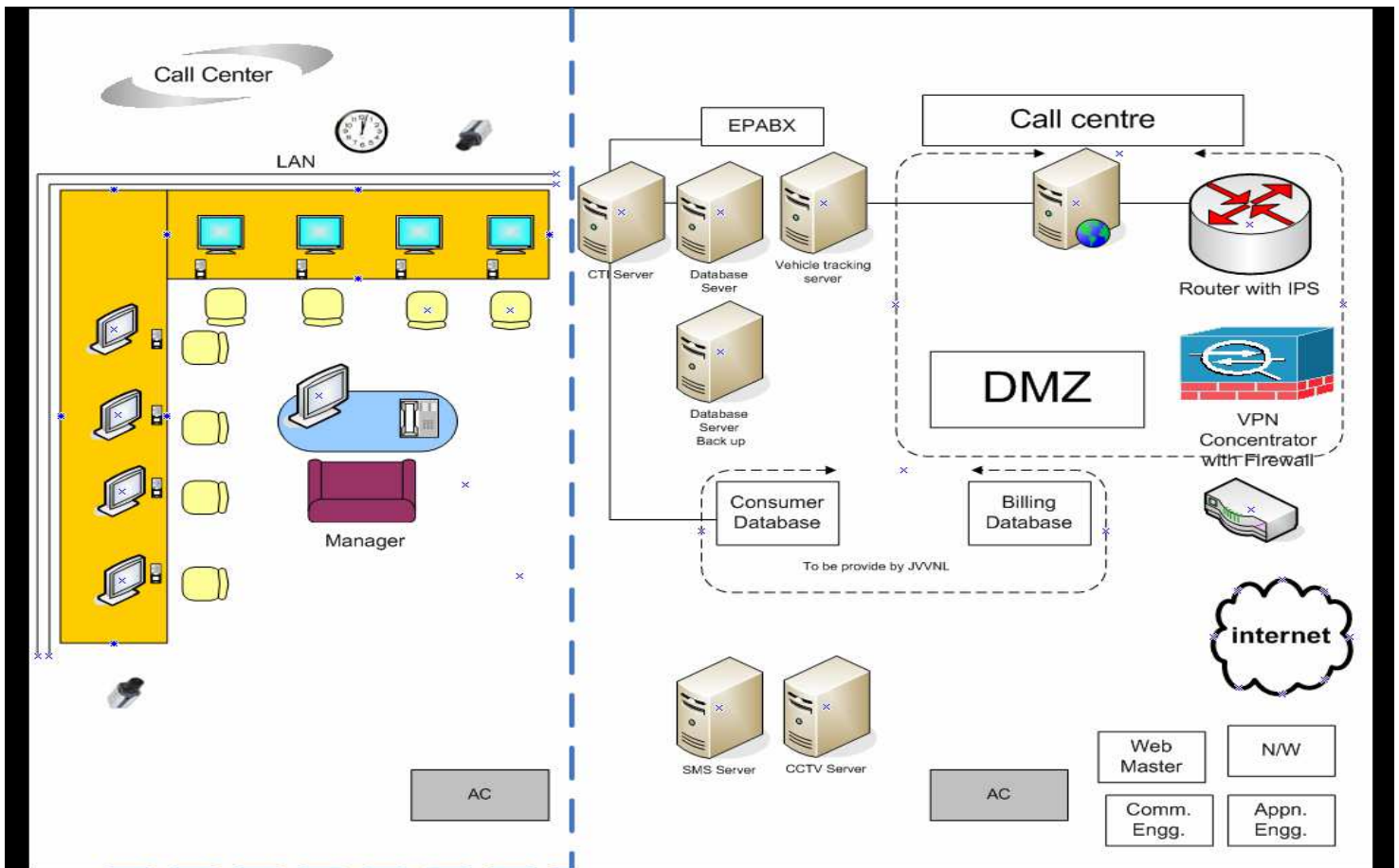
_____ (Insert name of the Bank)

Reference Section

This section is reference section that provides additional information to the bidders in order to assist them in providing their responses. **This section is not a part of specification and is only for educational purpose.** This section has following document:

- (1) Suggestive diagram of Call center

It is clarified that in case of any ambiguity in the specification and in the reference section the version in the specification shall be full and final.



PRICE VARIATION FORMULA

For these activities, percentage increase/decrease in price variation shall be worked out as under:

1. Module-I (Call center):

$$\left[0.1 + 0.15 \left[\frac{P_{D1}}{P_{D0}} \right] + 0.75 \left[\frac{A_{V1}}{A_{V0}} \right] - 1 \right] * 100$$

2. Module –II (Consumer fault rectification):

$$\left[0.1 + 0.45 \left[\frac{P_{D1}}{P_{D0}} \right] + 0.45 \left[\frac{A_{V1}}{A_{V0}} \right] - 1 \right] * 100$$

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

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

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

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

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