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### Clarification against TN-59

The following clarifications in the said specifications against TN-59 for Deployment of Billing System with Spot Billing features on BOOT Basis" across Rajasthan Discoms s hereby issued:

- (i) There are some formatting errors in Table on page 42, 43 and 45 and para on page 55. Accordingly the same may be read as under:

Sr. No.	Feature	Functionality
1.	Modular Design	Applications, systems and infrastructure are to be characterized as service-oriented, component-based & reusable. The system will be modular in design, operations and implementation.
2.	System Architecture	Agency has to balance the adoption of standards used by market leading vendors and products, and adherence to industry standards and open architectures. Systems are to be acquired, developed, or enhanced in such a way that business processes; application and infrastructure services and data can be shared and integrated across the Discoms and with potential business partners.
3.	Application architecture	Application architectures must be highly granular and loosely coupled. This is focused on loosely coupling systems compliant to Service Oriented Architecture to facilitate application recovery. This is to ensure that the failure of one component does not cascade to others. A tier can also be scaled to run separate applications to optimize performance.
4.	Web based design	All the application designed for this purpose shall be web based and Discoms at workstation shall be able to access through the latest available version of the web browser such as Internet Explorer, Fire Fox etc., Any add-on required must be integrated with latest version released by the developer at the time of Bid opening

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Sr. No.	Feature	Functionality
5.	Business Process Requirement	Application requirements will be based on Discoms' business processes and the functional requirements that derive from them. The application system should empower the prescribed Users in defining the business processes by process modelling.
6.	Data base server	The applications must be capable of running in a clustered environment as high availability configuration of database server that will run multiple workloads.
7.	Basic system architecture and Unified Access framework	The applications system should be built upon WS* specifications using open industry standards of Web services using XML, SOAP, WSDL and UDDI and should have the unified access framework compliant to W3C portal specifications for people, process and information by integrating the backerid applications with single sign-on feature, role based, request based and hybrid user type access, searching and collaborative environment.
8.	Directory service	Common enterprise wide directory services shall be leveraged by all access systems and services used by all the enterprise users and adhere to commonly accepted standards such as LDAP.
9.	Message based interface	As per the requirement, Interfaces between separate systems (both internal and external systems) will be messaged based compliant to W3C XML standard/ OPC/ DDE/ ODBC interface.
10.	Application Integration	<p>Integration technologies must be industry proven standards. They must be scalable in capacity and provide for extensive functionality.</p> <p>WS* based Web Services Integration specifications shall be used for integrating disparate systems, such as:</p> <ul style="list-style-type: none"> <li>• Web Services Messaging Specifications including SOAP</li> <li>• Web Services Reliable Messaging</li> <li>• Web Services metadata Specifications including WSDL</li> <li>• Web Services XML Specifications</li> <li>• Web Services Business Process Specifications including BPEL4WS</li> <li>• Web Services Management Specifications EDIFACT and ANSI</li> </ul>
11.	Data Storage	Data is considered to be a Discom wide asset and is to be shared across the utility. Data stores for transaction processing shall be kept separate from data stores for decision support.
12.	Data access	The applications will access data through business rules i.e. the applications must not access data directly without going through APIs managed by business rules/ validation /workflow. Data should be collected once and used many times.



Sr. No.	Feature	Functionality
13	Central data storage	Data shall be stored at central data centre.
14	Network environment	The application should be capable in running in a hybrid network connectivity environment i.e. Dialup, PSTN, Wireless, Leased Line, WAN environment etc. including MPLS/VPN based secured tunnel.
15	Mobile application	The system shall support for display of critical information / parameters. Necessary software shall also be developed by the Agency as described in the tender Document.

**B. NEW CONNECTION:**

The software should be capable to implement the following features:

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

*Handwritten initials/signatures: sv, al, G*

7. The System should be capable to collect payments through On-line /cash counters/ through TPP agencies/ facilitation Centres before work execution within the expiry date of application, renewal on customer requests within expiry date by considering request to be renewed not more than once with payment of re-registration fee as per TCoS with approvals as per DoP, also support cancellations, refund of deposit as per norms in force.
8. The System should be capable to capture the status of joint inventory for work completion as per TCoS, documents to be accepted for LEC Completion Report, Agreement, Wiring Diagram, undertaking for having installed Solar water heater etc., execution of indemnity bond if require as per TCoS.
9. The System should be capable to issue work order and Meter procurement letter as per TCoS, capture of period required to provide power supply, pre-commission test status etc., generation of Service certificate for Successful, rescheduling of inspection for unsuccessful by collecting re-inspection charges etc.
10. The System should be capable to capture the status of the applicant in case fails to fulfil the above requirements within stipulated time and is not ready to avail supply; application is treated as cancelled, registration and processing fee stand forfeited.
11. Provision shall be available to the consumers to check the status (Tracking) of their application.

Algorithms shall be approved by Discom.

(ii) The details of the Sub Divisions and Divisions of each Discom is as under:

Sr.No.	Name of Discom	No. of Sub Division		
		Non RAPDRP Area	RAPDRP Area	Total
1	Jaipur Discom	111	76	187
2	Ajmer Discom	131	56	187
3	Jodhpur Discom	100	55	155
4	Total	342	187	529

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

(iv) Annexure 9 : System Compliance sheet :

**Affirmation of availability or non-availability of all the features and functionalities provided at Section III part has to be provided**

(A.K.Singh)

Superintending Engineer (IT)