

TENDER SPECIFICATION # IT-12

“ Development of Mobile Application for the Consumers of Jodhpur Discom ”

Jodhpur Vidyut Vitran Nigam Limited
Office of the Superintending Engineer (IT)
NEW POWER HOUSE, JODHPUR – 342003 (Rajasthan)



Notice Inviting Tender

Reference No: TN-12

Jodhpur Vidyut Vitran Nigam Ltd. [“JDVVNL”/ “Jodhpur Discom”] invites bids from competent Agency for work of **“Development of Mobile Application for the Consumers of Jodhpur Discom”**.

The system shall be built as per the specifications and to be made operational in a defined time frame.

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Superintending Engineer (IT) Jodhpur Vidyut Vitran Nigam Ltd. New power house, JODHPUR-342003
Estimated cost of Project (Approx.)	Rs. 35 Lakh
Contact Persons	1) Umesh Mathur SE (IT) -9413359049 2) S.K. Kediya XEN (IT-SCADA)- 9413359150
Submission of Banker’s Cheque/ Demand Draft for Tender Document Fee (including GST @ 18%) , in favour of Sr. AO(CPC), JDVVNL, Jodhpur (non-refundable), payable at Jodhpur, Rajasthan	Rs: 5900/- before 23-01-2019 up to 2 PM
Submission Demand Draft for e- Tender Processing Fee (including GST @ 18%) , in favour of M.D, RISL payable at Jaipur (non-refundable)) in office of SE(IT), JDVVNL	Rs: 1180/- before 23-01-2019 up to 2 PM
Submission of Earnest Money Deposit (EMD) through DD in favour of Sr. AO (CPC), JdVVNL, Jodhpur or Bank Guarantee (B.G.) from schedule bank in name of Sr. AO (CPC), JdVVNL, Jodhpur	Rs. 70,000/- before 23-01-2019 up to 2 PM
Publishing Date/Time	02-01-2019

Last date of receipt clarification/queries	Within 10 days from date of uploading of tender document
Submission Date for Banker's Cheque/ Demand Draft / BG for Tender Fee, EMD, and Processing Fee.	The deadline for submission of these instruments is Bid Submission Deadline. The Bidder can submit these instruments before the deadline. The Bidder has to submit the same in hard copy and attach the scan of receipts with online bids.
Bid submission Last Date/ Time	23-01-2019 up to 3 PM
Date & Time of Opening of Technical Bids	24-01-2019 up to 3 PM
Pre Bid Date	09-01-2019, 03:00 PM New power House, JdVVNL, Jodhpur
Date & Time of Opening of Financial Bids	To be intimated later
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://eproc.rajasthan.gov.in http://www.Jodhpurdiscom.com http://sppp.rajasthan.gov.in
Bid Validity & EMD Validity	<p>Bid Validity: 120 Days from the date of Financial Bid Opening</p> <p>EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.</p> <p>Participation from MSME allowed as per the provision of RTPP Act 2013 and Rajasthan Gazette Notification dated 19.11.2015. And various fee for them as under</p> <p>) Tender Document Fee: Rs 2950/- (including GST@ 18%)</p> <p>) EMD: Rs 17500/- only @0.5% of estimated project cost i.e. 35 Lacs</p> <p>) PBG: Rs 35,000/- only @1% of estimated project cost i.e. 35 Lacs</p>

Important Notes

- (1) This tender document contains specification for development of Mobile Application for the Consumers of Jodhpur Discom.
- (2) Furnishing of earnest money as per this specification is essential otherwise the tender will not be accepted.
- (3) Deposition of tender cost is essential for participation in the tender.
- (4) The tender specification#IT-12 providing detailed terms and condition and technical details can be downloaded from our website www.energy.rajasthan.gov.in/JdVVNL and <http://eproc.rajasthan.gov.in>

SUPERINTENDING ENGINEER (IT)
JDVVNL, JODHPUR

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Section 1. Introduction & Objective

1.1. Thematic Focus

JODHPUR VIDYUT VITRAN NIGAM LIMITED (Jodhpur Discom) is an undertaking of Government of Rajasthan engaged in distribution and supply of electricity in the jurisdiction of Jodhpur Discom which comprises of 12 Circles as under.

S.No.	Name of Discom	Zonal Offices	O&M Circles	No. Of Consumers in Non-RAPDRP Area (Tentative figure)	No. Of Consumers in RAPDRP Area (Tentative figure)
1.	Jodhpur Discom	3 Nos. : Jodhpur, Bikaner and Barmer	12 Circles: Jodhpur City, Jodhpur District, Pali, Sirohi, Barmer, Jaisalmer, Jalore, Bikaner City, Bikaner District, Hanumangarh, Sri-ganganagar, Churu	25 Lacs	14Lacs

Table 1: JdVVNL Detail

Presently Bikaner city under jurisdiction of Discom has been awarded on Distribution Franchisee Model and as such are not included in the area under consideration for this Bid.

The invitation to Bid is for “Mobile App for consumers of Jodhpur DISCOM” that are being procured through this RFP. JDVVNL intends to further enhance the consumer to complete normal business with DISCOM through Mobile App instead to walk to DISCOM office. Hence it is expected to increase the customer satisfaction level and enhance the image of the company also digital payment transactions will increase.

The Mobile App would provide better service and convenience to the consumers by facilitating them to address day to day transactions through mobile devices. It shall also increase the quantum of digital payments thereby fulfilling the objectives of Digital India Mission

1.2. Objective

Jodhpur DISCOM intends to achieve following major objectives through development of mobile application:

- Provide assured and timely services to the customers through mobile devices

- b. Enhancing customer satisfaction levels by continually improving the service standards and thereby the image of the utility in the eyes of the customers
- c. Bringing customer centric approach to the customer service processes
- d. Ensuring effective and timely delivery of various services to the consumer.
- e. Increase the quantum of digital payments thereby fulfilling the objectives of Digital India Mission.

Section 2. Qualification Requirements

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

Note:

1. In case of non furnishing there quisite documents along with the bid, the bid will be considered as non-responsive and bid may be summarily rejected.
2. Irrespective of meeting the above qualification requirements, none of the consulting companies engaged by Jodhpur Discom as on 30.12.18 for IT Projects can bid for this tender.

QR No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act/ Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act which exists from last 5 financial years.	Self-Declaration along with the following:) Copy of Self-Attested Incorporation Certificate, MOA&AOA incase of Company) Copy of Self-Attested Partnership Deed
2.	The bidder must have successfully developed & deployed at least three mobile apps (having online payment facility) during the last three financial years (FY 2015 -2018) out of which at least one app should have been developed and deployed for Govt. utilities like power / telecom / banking / water /insurance in India.) Copy of work order(s) mentioning the nature of work, the period during which the work was done, the value of the completed work) Copy of completion certificate against the submitted work order(s) along with performance certificate.
3.	The bidder must have CMMI level -3 or higher certified by SEI/CMMI Institute as on the date of issue of the tender.	Copy of certificates
4.	The bidder must have ISO 27001 for Information Security Management, valid for at least six months after submission of bid.	Copy of certificate showing ISO 27001

QR No.	Criteria	Supporting Documents Required
5	<p>Average Annual turnover of the bidder should be 70 Lacs in last 3 FY i.e (From April 15- March-18).</p> <p>And should have positive Net Worth in all 3 FY (April 15 to March 18)</p>	<p>Copy of annual Audited balance sheets and profit and loss statements should be enclosed for the last three financial years as mentioned along with and Chartered Accountant Certificate indicating turnover and positive Net Worth during last three financial years, i.e., years (From April 15- March-18)</p>
6	<p>The Bidder should not have been black listed by any power utility in India in last 5 years. In case of consortium , Both the members shall meet this requirement</p>	<p>Self-Declaration for No Blacklisting on the appropriate stamp paper.</p>

Table 2: Qualification Criterion

Section 3. Instruction to Bidders

3.1. General Instructions

1. Tendering authority will receive bids in respect of services as set forth in the accompanying Tender document.
2. All bids shall be prepared and submitted in accordance with terms and conditions of this Tender Document.
3. The Bidder, in his own interest is requested to read very carefully these instructions and the terms and conditions as incorporated in General Conditions of Contract and Technical specification before filling and submitting the Bids.
4. If the bidder has any doubt as to the meaning of any provisions or any portion thereof, he shall before submitting the Bid, may refer the same to the Tendering Authority in writing, well in time before the specified date of opening of Bids so that such doubts may be clarified.
5. Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing this Tender document unless otherwise specifically indicated/ commented by him in his Bid.
6. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the bidders.
7. The works referred herein shall cover the entire scope of the proposal which include commissioning and erection of equipment including the successful completion of performance and guarantee tests which the Discom desires to get executed.

3.2. Field Conditions

1. The geographical conditions of the Jodhpur Discom are not same and have different terrain. The details of the area covered are mentioned in the table at the Introduction Section.
2. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy it regarding the existing system.
3. For ascertaining the existing system, condition's etc., the agency may contact the Tendering Authority.

4. No claim from Bidder or Agency for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated by them at the time of submitting the bids.

3.3. Successful Implementation and Good Performance

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

3.4. Preparation of Bidding Document

3.4.1. Bid Security

- a. The Bidder shall furnish Bid Security as per the prescribed in NIT section.
- b. The Bid Security in prescribed format to the Sr. AO (CPC), JdVVNL, Jodhpur within the stipulated date & time, and obtain a receipt.
- c. Bid uploaded but not accompanied by a copy of the receipt for depositing Bid Security shall be rejected and the Bid will not be opened.
- d. In case of bidders who are declared as non-responsive, Bid Security will be refunded on production of the original receipt within 15 working days after opening of financial bid.
- e. Adjustments/proposals for acceptance of Bid Security, if any, already lying with the Discom in connection with some other bids/orders shall not be entertained. Also, the Discom will not adjust the Bid Security under this tender with the previous dues of bidder if any.
- f. No interest shall be payable on Bid Security.
- g. Jodhpur Discom reserves the right to forfeit Bid Security, if successful bidder either has not accepted the work order or not completed the contractual requirement within the specified period.

3.4.2. Tender Document Fee & Tender Processing Fee

- a. The bidders are permitted to download the bid document from websites <https://www.eproc.rajasthan.gov.in>, www.Jodhpurdiscom.com but must pay the cost of Tender document fee and e-Tender processing fee as mentioned in NIT table within the stipulated date & time in the office of Accounts Officer (IT& RE), Jodhpur

and obtain acknowledgement thereof. Such processing fee shall be sent to RISL by AO(IT&RE).

3.5. Clarifications and Amendments & Deviation from Tender Document

1. Clarifications to the Tender Document

- a. If the prospective bidder has any doubts as to the meaning of any portion of the Tender document, he can raise the same to the tendering authority i.e. SE(IT) JdVVNL, Jodhpur on any working day within seven days from the date of publishing of tender between 10.00AM to 6 PM
- b. Verbal clarifications and information given by the Discom or his employee(s) or his representative(s) shall not in any way be binding on the owner.
- c. The bidder is required to carefully examine the Terms & Conditions including specifications of this Tender document and fully inform himself as to all the terms and conditions which may in any way affect the Work or the cost involved thereof.

2. Clarifications to the Bid

- a. To assist in the examination, evaluation, comparison and post qualification of the bids, the Tendering Authority may, at its discretion, ask any bidder for a clarification of his bid. The Tendering Authority's request for clarification and the response shall be in writing or e-mail of the Authorized Signatory of the Bidder.
- b. Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the Tendering Authority shall not be considered.
- c. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Bids

3. Amendment of Tender Document

- a. At any time prior to the deadline for submission of the Bids, if the Tendering Authority deemed it necessary to amend the Tender document, it shall do so by issuing appropriate Corrigendum/Addendum.
- b. Any Corrigendum/Addendum issued shall be a part of the Tender document and shall be published on the website of Jodhpur Discom & e-proc portal.

- c. To give prospective Bidders reasonable time to take a Corrigendum/Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- d. Any change in date of submission and opening of bids would be published through Jodhpur Discom's website and e-proc portal.

4. Deviation From Bid Documents

- a. The bidder should comply all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation shall be entertained.
- b. The Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive.
- c. The offer must have 'No Deviation' certificate as per bid document.

3.6. Submission and Opening of Bids

1. Cost of Bidding:

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

2. Language of Bids:

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

3. Bids are To Be Submitted in Two Parts

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

Part- A (Technical Bid): will contain

- a) Cover 1: Fees (to be uploaded in pdf format)
 - (i) Copy of receipt of submission of Tender document fees

- (ii) Copy of receipt of submission of Tender processing fee
- (iii) Copy of receipt of submission of BID SECURITY (DD & BG)
- b) Cover 2: Techno-Commercial Bid (to be uploaded in pdf format):
 - (i) Complete Technical Bid comprising information in specified formats and schedules (Except the price schedule) including details & design of the proposed system(s) to meet out the work requirement together with its capabilities.
 - (ii) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of this tender. The Tendering Authority may require any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three working days.

Part- B (Financial Bid): will contain

- a) The Financial Bid for carrying out the scope of work defined for this project.
- b) The Financial Bid is to be submitted in excel file of BOQ.
- c) The Financial Bid will be opened only for the Bidders shortlisted on the basis of Technical Bid.
- d) The date of opening of such Financial Bids will be intimated on the e-proc website

4. Submission of Proposals

- a. Bidder shall submit their bid in electronic format, which shall be digitally signed and further signed & stamped on each page by the designated authorized representative of the Bidder. Bidder shall procure Digital Signature Certificate (DSC) as per the provisions mentioned in Note 2 of the NIT table.
- b. **Physical submission of bids is not allowed.** If asked by Tendering Authority the bidder is required to submit original technical bid in hardcopy which shall be the exact replica of online bid submitted. In case of any discrepancy between online and hardcopy Bid, the Bid submitted online shall prevail.

5. Filling of Bids

- a. Bids shall be submitted on e-portal with the formats and schedules given in the Tender document duly filled in. The completed formats and schedules shall be

considered as part of the contract documents in case the same Bidder becomes Successful Bidder. The Bids which are not in conformity to the schedules and formats of the Tender document may not be considered.

- b. No alteration should be made to the format and schedules of the tender document. The Bidder must comply entirely with the Tender document.
- c. Tender should be filled in only with ink or typed and must be submitted online after signing digitally.
- d. All additions, alterations and over-writing in the bid must be clearly signed by the authorized representative of the bidder otherwise bid shall be summarily rejected.
- e. The bidder must quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/prices shall be entered in words as well as in figures. These must not contain any additions, alterations, over-writing, cuttings or corrections and any other marking which leave any doubt and further may result in rejection of such Bid.
- f. The Tendering Authority will not be responsible to accept any cost involved in the preparation or submission of bids.
- g. All bids and accompanying documents shall be addressed to Jodhpur Discom.

6. Alternative Bids

Alternative bids shall not be considered at all.

7. Bid Prices

- a. All the prices should be quoted only in Indian Rupees (INR) Currency.
- b. The prices quoted in BOQ.xls should be inclusive of service tax / GST and other government levies as applicable. The present rates of applicable taxes shall be indicated by the bidder in its Bid, which is subject to statutory variation and shall be borne by Discom.
- c. The bidder will furnish the break-up of the quoted price in Financial Bid according to the Section 8 - FORMAT FOR FINANCIAL BID SUBMISSION, indicating rate and type of each tax clearly, as per the rates prevailing within 7 days before the bid date. Any statutory variation and imposing of new tax by government subsequent to bid submission/currency of Contract shall be on Discom account.

3.7. Period of Validity of Bids

- a. The bid validity period is provided in the table mentioned in the NIT section. Bids mentioning a shorter validity period than specified are likely to be summarily rejected.
- b. Tendering Authority may ask for extension in validity period. The Bidder will be at liberty to accept it or not. In case Bidder agrees to extend the validity period without changing his original offer, he will be required to extend validity period of the Bank Guarantee submitted against the BID SECURITY suitably.

3.8. Signature of Bidder

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

3.9. Delay in Bid Submission

The tendering authority shall not consider any bid that arrives after the deadline for submission of bids as indicated in the NIT. Any bid received by the tendering authority after the deadline for submission of bids shall not be accepted.

3.10. Receipt of Bids

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

3.11. Withdrawal, Substitution and Modification of Bids

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

3.12. Bid Opening

Jodhpur Discom shall perform the Bid opening at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.

Only the bids of those bidders who qualify post the Technical Bid evaluation shall be eligible for Financial Bid opening. The date and time of Financial Bid opening to the technically qualified Bidders would be intimated later. The bidder who has quoted lowest shall be termed as the successful bidder.

3.13. Evaluation and Comparison of Bids

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

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

Each bid shall be evaluated to ascertain the qualification of bidder with respect to the requirements laid down in this RFP.

2nd stage: Technical Evaluation

- a. Consequent upon identifying the bidders who are found eligible in 1st Stage the 2nd stage evaluation shall be carried out in following manner.
 - (i) Availability for No-Deviation Certificate. If any deviation is found, the bid shall be declared as non-responsive.
- b. Technical details and proposals submitted by the bidders shall be critically examined in line with objectives & scope of work mainly but not limited to the following criteria:
 - (i) Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.
 - (ii) Description of the technical solution for achieving the integrations as shown in the above schematic diagram.
 - (iii) Compliance to the Functionalities of Solution offered.
 - (iv) Compliance to the proposed Software's as per the RFP along with the OEM & Versions.
 - (v) Compliance to the proposed Hardware as per the RFP along with the OEM, Make & Model.
 - (vi) Experience of the key professionals along with CV to be deployed.

- (vii) Integration methodology with details of software/hard ware's as per Industry Standards.
- (viii) Adherence with the time period as per schedule of deliveries defined in the RFP along with the work break down schedule.
- (ix) To ascertain the technical capabilities of the bidder, JdVVNL may ask the bidders for a demonstration if required at a short notice.

Note: JdVVNL shall prepare the list of qualified bidders on the basis of above criterion and accordingly will be notified through e-portal for opening of financial bid.

3rd Stage: Financial Bid Evaluation

- a. The Financial Bids which are opened shall be evaluated.
- b. The Purchaser will correct arithmetical errors during evaluation of Financial Bids on the following basis:
 - (i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
 - (ii) If there is a n error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (iii) If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words is related to an arithmetic error, the amount in figures shall prevail subject to (i) and (ii) above.
 - (iv) If there is a discrepancy between percentage and figures related to various taxes or levies, the percentage shall prevail over figure mentioned. However, where the amount expressed in percentage is related to an arithmetic error, the amount in figures shall prevail subject to (i) and (ii) above. It should also be noted that at time of payment against, the prevailing tax/levy rates will be used as on the date of approval of payment

- (v) Except as provided in sub-clauses (i) to (iv) herein above, Tendering Authority shall reject the Price Proposal if the same contains any other computational or arithmetic discrepancy or error.
- c. If the Bidder does not accept the correction of errors, its Bid shall be disqualified and its BID SECURITY shall be forfeited
- d. The bids will be evaluated and awarded as per the evaluation criteria that “The Bidders having lowest financial quote during Financial Bid Evaluation shall be considered as the L1 Bidders”.
- e. The BID SECURITY of the other technically qualified Bidders shall be returned within 15 working days from the date of signing of Contract by the Discom with the successful Bidder.

3.14. Confidentiality

- a. Information relating to the examination, evaluation, comparison, and post qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.
- b. Any attempt by a bidder to influence the tendering authority or other officials of Discom in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions shall result in the rejection of his bid.
- c. From the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Tendering Authority on any matter related to the Bidding process, he is allowed to do so in writing.

3.15. Non-Material Non - Conformities

Provided that a bid is substantially responsive, the Tendering Authority, to rectify omission in the bid related to requisite documents may request the bidder to submit the necessary information or documentation provided that the required information was in existence as on date of opening of bid. No new information created after opening of bid shall be considered.

3.16. Disqualification

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

- i. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of Bid, at their own.
- ii. Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and also debar him from submission of Bid to the Discom at least for one year.
- iii. The Bidder has been disqualified from any other Discom for any violation of code of conduct.
- iv. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
- v. In case of any misapprehension at bidder level which may lead to wrong price bidding, Discom reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersions of Discom / tender specification. Accordingly the bidders are advised to ask to clarify about any misapprehension before bidding. No excuse shall be considered in this regard.
- vi. Does not meet the Qualification Requirement (QR) as mentioned in the bidding document.
- vii. During validity of the bid or its extended period, if any, increases his quoted prices.
- viii. Has imposed conditions in his bid.
- ix. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- x. Has been black listed, by any utilities of India during Last 5 years.
- xi. Has submitted bid which is not accompanied by required documentation and BIDSECURITY/Tender document fees/Processing fees

Note: Bidders may specifically note that while processing the bid documents, if it is found, expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of bids then the bidders so involved are liable to be disqualified for the contract as well as for a further period of two years from participation in any of the bids floated by any department, Govt. of Rajasthan.

3.17. Award of Contract

A. Acceptance of the Tender/Bid And Notification of Award

- a. After the selection of the Successful Bidder by the Tendering Authority within the validity period of Bid, shall inform such Bidder in writing by issuing Letter of Intent (LOI).

- b. The Successful Bidder shall send an acknowledgement the LOI to the Discom, post which Discom shall prepare and send a detailed work order to the Successful Bidder. In case, the Successful Bidder refuses to accept LOI, and not intent to perform the scope of work, the offer shall be rejected with forfeiture of its BID SECURITY and order may be placed to L2 bidder (provided he accepts the prices offered by L1 bidder).
- c. Discom shall issue Work Order to the Successful Bidder requiring him to do the following things within specified timeline. If the Bidder fails to do the following things within specified timeline, BID SECURITY of such Bidder may be forfeited and Tendering Authority of Discom may consider the next ranked bidder.
- (i) Written Letter of Acceptance of Work Order along with duly signed and sealed copy of such Work Order as token of such acknowledgement within 7 working days.
 - (ii) Submission of Performance Guarantee as required to be submitted under the Contract within 15 working days.
 - (iii) Signing of the Contract (based on the terms & conditions o this Tender Document) with the Discom within 15 working days after issue of Contract format by Discom to the Successful Bidder. In case any of the party (Discom and the Successful Bidder) is unable to sign the Contract within 15 working days, it shall inform the other party in advance regarding the same along with the reason and suitable time for signing of the Contract.
- d. Decision on bids shall be taken within original validity period of offers. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend validity period of their bids up to a specified date. It is discretion of bidder to accept the extension or not. Those bidders who do not accept shall be discontinued form the bid process and their BID SECURITY may be refunded.
- e. Until a formal Contract is prepared and signed, the Work Order/ LOI shall constitute a binding Contract.

B. Signing of Contract

1. The successful bidder will, on receipt of Work Order from the Discom enter into a contract with the DISCOM by jointly signing the Contract.
2. The draft of the Contract based on the terms & conditions, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution by the Discom.
3. The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

3.18. Reservation of Rights

1. To take care of unexpected circumstances, Tendering Authority shall reserve the rights for the following:
 - (i) Extend the last date & time for submission of the bids.
 - (ii) Amend the Tender Document at any time prior to the last date & time of submission of Bids.
 - (iii) To reject any bid without assigning any reasons.
 - (iv) Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bids.
 - (v) Seek the advice of external consultants to assist Jodhpur Discom in the evaluation or review of bids.
 - (vi) Make enquiries of any person, company or organization to ascertain information regarding the bidder and its bids.
 - (vii) Reproduce for the purposes of the procedure the whole or any portion of the bids despite any copyright or other intellectual property right that may subsist in the bids.

Note: Direct or indirect canvassing on the part of the Bidder or his representative would be a ground for disqualification of such Bidder from this process.

3.19. Lack of Competition

A situation may arise where, after evaluation of Bids, the Tendering Authority may end-up with one responsive bid only. In such a situation, the **Tendering authority act** as per **RTPP Rule2013, CLAUSE 68, "Lack of Competition"** will be applicable and accordingly measures will be taken.

3.20. General

1. Discom does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.

2. The fact of submission of bid to the Jodhpur Discom shall be deemed to constitute an agreement between the Bidder and the Discom whereby such bid shall remain open for acceptance by the Discom and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the Discom, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the Discom, until formal contract of the same bid has been signed between him and Discom in replacement of such agreement.
3. The successful bidder will have to sign the contract agreement for the proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the Tender Document/ Bid, interpretations as may be advantageous to Discom may be taken, if satisfactory clarification is not furnished within the prescribed period.
4. Discom will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
5. Jodhpur Discom reserves the right to:
 - a) Reject or accept any bid.
 - b) Cancel the bid process and reject all applications.
 - c) Jodhpur Discom shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

3.21. Special Conditions of Tender

1. The system (comprising hardware and software) on the DC cloud which shall be scalable as the solution offered is on SAAS model. The requirement of scalability may be arisen due to Growth of consumer base and their complaints in the area.
2. The system to be deployed under this contract shall be SOA (Service Oriented Architect) based and shall have mandatorily to be integrated with RAPDRP system, Customer Care Center System. Discom shall arrange necessary Pre-Requisites for such integration. **As intimated by HCLI (ITIA), the amount payable to HCLI for their efforts involved in integration shall be approx. Rs.6.25 Lac without taxes and shall be borne by the vendor only. However, complete and successful development shall be sole responsibility of the vendor and no charges other than the amount of LoA shall be paid by JdVVNL to the vendor or to HCLI.**

3. Apart from the above the system shall have capability for integration with 3rd party software for both Database as well as Application. Vendor has to integrate all 3rd party software as and when asked by JdVVNL provided that such system is SOA compatible.
4. Vendor has to integrate with other existing or future systems acquire by DISCOM during tenure of project which need to achieve objective of RFP.
5. All the middleware in the form of Hardware, software & firmware required for such integration is part of scope of Work and included in the cost offered.
6. For integration, necessary support and requisite data / service library shall be shared / provided by both Bidder and Discom.
7. The Service provider shall maintain the confidentiality of data base. A separate NDA (Non-Disclosure agreement) shall be signed by the service provider.
8. All the required license, license updates / Licenses renewal / AMC of Licenses, Hardware AMC, software updates, Change request mobile application updating is the responsibility of vendor within the quoted price till currency of contract.
9. The system is for use in various geographical area of Discom and should be satisfactory for operation under tropical conditions of Rajasthan and shall be able to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.
10. Time is of essence in this Project. The successful Bidder is expected to implement the systems for the project area as per the schedules indicated in the RFP.

Note: The above Special Conditions of Contract and details are given in this document. Further illustrative work and requirements during the tenure of the contract for meeting business requirement of the systems shall be provided by the bidder.

Section 4. Terms and 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 sanctioned by the Jodhpur Discom. The Bidder shall be deemed to have fully informed himself and to have specific knowledge of the provisions under terms and Conditions of this Tender Document mentioned hereunder:

4.1. Definition of Terms:

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 inconsistent with such construction. "Jodhpur Discom" shall mean the Jodhpur Vidyut Vitran Nigam Limited or JdVVNL, represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees.
2. The "Bidder" shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to "Invitation of Tender".
3. The "Agency / Contractor / successful bidder" shall mean the Bidder whose Bid has been accepted by Discom and shall include its heirs, legal representative, successors and assignees approved by the Discom.
4. The "Chairman/Managing Director" shall mean the Chairman/Managing Director, Discom.
5. The "Engineer" shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, Discom or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word "Engineer" shall mean the Discom or his duly authorized representative.
6. "Works" mean and include the work or works to be done by the Agency under the contract.
7. The "Contract" shall mean and include the following:
 - (i) Notice Inviting Tender
 - (ii) Complete Tender document including its amendments if any.

- (iii) Bid submitted by bidder.
 - (iv) BID SECURITY.
 - (v) Letter of Intent and its acknowledgement.
 - (vi) Security Deposit/ Performance Guarantees.
 - (vii) Detailed Work order.
 - (viii) Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
 - (ix) The agreements to be entered as per Tender Document.
 - (x) Requisite Power of Attorney in favour of the authorized signatory of the Bidder.
8. The "Specification" shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
 9. The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
 10. 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.
 11. "Acknowledgement of Letter of Intent" shall mean the Bidder's letter conveying his acceptance of it being successful bidder and its intent to perform the contract.
 12. "Acknowledgement of Work Order" shall mean the Bidder's letter conveying his acceptance of the tender as per the terms and conditions as been stated therein.
 13. The "Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
 14. "Letter of Intent" Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.
 15. "Work Order" shall mean the Discom' letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discom may like to convey to the Agency pending signing of a formal written Contract.
 16. "Writing" shall include any manuscript type written or printed statement under or over signature or seal as the case may be.

17. 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.
18. Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
19. Words importing the singular only shall also include the plural and vice version where the context requires.
20. 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).

4.2. Contract:

After the selection of successful bidder Discom will issue Letter of Intent and subsequently a detailed Work Order to such bidder. A contract shall be entered into between Discom and the successful bidder.

4.3. Contract Value:

Contract Value shall be termed as total order value as quoted / accepted by the Successful Bidder in the Financial Bid.

4.4. Contract Period

The contract period shall be initially for a period of three years from the date of award of contract. The contract period shall be extendable for further one year, on mutually agreed conditions.

4.5. Implementation Period:

The implementation period of project for shall as defined in this document where in all the hardware, software, resources etc. should be installed/deployed.

4.6. Termination of Contract

If the services of the vendor are not as per the awarded work for three consecutivemonths after commencement of work then Discom will have liberty to terminate the contract.

4.7. Fall Back Arrangement

1. In the event of failure of the Agency to fulfill its obligations, duties and responsibilities as per the terms & conditions of the Contract, Discom shall interalia have the right, at any time to resort to fall back arrangement. Under such arrangement, Discom shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the Contract and can recover from the BGs & other holding of agency with Discom, the losses suffered due to such failure. If the BGs & other holding of agency are insufficient, the Agency shall pay the difference to Discom failing which Discom shall have right to recover the sum through legal or other means.
2. The Discom shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of Agency for compensation in this respect shall be entered.
3. The Discom shall have the right in such circumstances to blacklist/bar/disqualify the Agency from submission of Bid to the any Discom(s) at least for one year.

4.8. Performance Bank Guarantee:

1. A Performance Bank Guarantee equivalent to 10% (Ten percent) of Total Contract value shall be provided by the Successful Bidder within 15 days of receipt of Work Order from Discom, in cash or by crossed Bank Draft or by way of Bank Guarantee. The Performance Bank Guarantee shall be valid for three months in addition to the entire contract period. In case if the successful bidder provides a Performance Bank Guarantee for shorter duration (not less than 12 months) then it would be the sole responsibility of the Successful Bidder to get the Performance Bank Guarantee extended well in advance to maintain the validity time. Discom may invoke the Performance Bank Guarantee without giving any information if validity of such Performance Security expires.
2. The Bank guarantee in the prescribed format must be from the branch of any Nationalized/Scheduled Bank. The Agency may furnish Bank Guarantee on stamp paper of Rajasthan state and shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that Rajasthan State.

4.9. Agency to Inform Himself Fully

The Contract shall be considered to have come into force from the date of its signing. The contractor shall be deemed to have carefully examined the Tender document including General Conditions, specifications and schedules. Also it shall be deemed to have satisfied himself with the nature and character of the work to be executed and where necessary, of the site conditions and other relevant matters and details. Any information thus had or otherwise obtained from the Discom or the Engineer shall not in any way relieve the contractor from his responsibility for the supplying of the hardware, software and other equipment and executing the work in terms of the contract including all details and incidental works and supply all accessories or apparatus which may not have been specifically mentioned in the contract but necessary for ensuring complete erection and safe and efficient working of the equipment.

4.10. Contract Documents

1. The order placed under this Tender document shall be governed by the terms and conditions as incorporated in this Tender document and as given in the detailed work order. The terms and conditions as specified in this Tender document if differ from the terms indicated in the detailed work order the later shall prevail.
2. The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Rajasthan Courts only. For the due fulfillment of the contract, the Agency shall execute the Contract in the prescribed form, in prescribed number of copies on Rajasthan State Non-judicial stamp pa per bearing stamp duty as applicable. The expenses of completing and stamping the Contract shall be borne by the Contractor. Such Contract shall be executed and signed by the authorized signatory of the Agency on each page thereof.
3. Such complete agreement form along with the contract documents together with a "Power of Attorney" in favour of the Executants shall be required to be returned to the Discom within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the Discom shall be sent to the supplier for his reference.
4. The contract documents shall mean and include the following: -
 - (i) Contract agreement.
 - (ii) Notice Inviting Tender

- (iii) Complete Tender document including its amendments if any.
- (iv) Bid submitted by bidder.
- (v) BID SECURITY.
- (vi) Letter of Intent and its acknowledgement.
- (vii) Security Deposit/ Performance Guarantees.
- (viii) Detailed Work order & its annexure.
- (ix) Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
- (x) The agreements to be entered as per Tender Document.
- (xi) Requisite Power of Attorney in favour of the authorized signatory of the Bidder.

4.11. Grafts and Commissions etc.

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

4.12. Compliance of Labour Legislation:

1. The Agency shall discharge its liability of employer in respect of personnel to be engaged for delivering service under this Contract, as laid out in EPF and MP Act, 1952 ESI Act, 1948 (in ESI implemented area), workmen's compensation act, 1923 (in non ESI implemented area) contract labour (R&A) Act, 1970, Payment of Wages Act, 1936, Minimum Wages Act, 1948 or any other Act, Rules, Regulations as may be applicable. The Agency is required to get separate code under the provision of EPF and ESI Acts, if not already taken and deposit the employer's contribution along with employee subscription, as per rule and submit copy of challans at the time of claiming payment, as per Tender document, failing which an amount equivalent to employer's contribution and employees subscription shall be deducted from his each bill and deposited with the concerned authorities. The Agency shall be solely responsible for any consequences arising out of breach of any applicable legislation.

2. The Agency shall deploy Skilled / Highly Skilled manpower with necessary qualifications and experience as mentioned in the Tender Document. Agency shall pay salaries / wages to the manpower deployed through cheque/online transfer and submit Circle wise, Division wise Sub Division wise and Employee wise salary statement with all details such as Basic, DA, Conveyance, Bonus, EP F, ESI, PT, TDS, Net Salary etc. to Discom. Payment of wages / salaries paid in cash is strictly not allowed.
3. Accounts Officer of respective circle shall ensure compliance by the Agency with respect to labour law, minimum wages, Accidental Insurance, Workman compensation, EPF and ESI etc. Accounts Officer shall verify and certify the monthly Circle wise, Division wise Sub Division wise and Employee wise salary statement for release of payments to Contractor

4.13. Safety of System

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

4.14. Insurance

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

4.15. Remedy on Agency's Failure to Insurance

If the Agency fails to effect and keep in force insurance referred to in clause 4.16 hereof or any other insurance which he may be required to effect under the terms of contract then the Jodhpur Discom may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the Discom as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.

4.16. Liability for Accidents and Damages

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

4.17. Maintenance of Facilities and Personnel

The Agency shall maintain all requisite facilities at Jodhpur of its own as required to carry out the work as per the Tender document.

1. Facilities:
 - i. The Agency shall provide and maintain a controlling office with requisite infrastructure at Jodhpur with proper staff & facilities like telephone with fax, mobile phone, Inter net etc. at its own cost and shall remain open at all reasonable hours to receive communications.

- ii. Space, Electricity, Water and other facilities at all concerned offices of DISCOM shall be provided by Jodhpur Discom without any cost chargeable to Agency.

2. Personnel

- i. The Agency shall deploy exclusive supervisory and other personnel for efficient management of the work under contract. Apart from the personnel specified in the scope of work. However this contract is on service model, Agency shall be responsible for smooth & timely execution of work by appointing sufficient number of manpower.

4.18. Agency's Rights

1. The Agency will be given rights to operate in the area during the Contract period for carrying out the work, which shall cease to exist on completion of the said period or on termination of the Contract.

4.19. Contract Agreement

1. The Contract shall set out specific events of default by one party that will entitle the other party to terminate the Contract. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.
2. The Contract can however be otherwise terminated by either party by giving six-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination.
3. Agency shall indemnify Discom against any claims, demands, costs and expenses whatsoever which may be made against it, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

4.20. Mode and Terms of Payment

The Agency has to submit an invoice after completion of milestone to the designated officer of the Discom to be intimated in Work order in triplicate for the milestone on rates indicated in the Work Order.

The relevant documentation related to Discom's approval for completion of the

milestone is to be attached with Invoice.

AMC Period

The Agency has to submit an invoice on quarterly basis after completion of said quarter to the designated officer of the Discom to be intimated in Work order in triplicate for the services rendered as indicated in the Work Order.

The relevant documentation related to Discom’s approval for services rendered as per specifications shall have to be attached with the Invoice.

Payment

100% invoice payment after deducting penalties if any shall be made within 30 days from the date of verification & approval of the Invoice. Payment shall be made by Sr. Accounts Officer(CPC) , JDVVNL, Jodhpur. The name of verification & approval officer shall be notified in the work order.

Milestone	Payment
Finalization and approval of Functional Design and Specification document	15 % of the cost for development of mobile application as per the scope including support and maintenance charges for 1 st year from the date of deployment
Development and testing upto the satisfaction of Discom, along with certification by CERT-IN auditor	15 % of the cost for development of mobile application as per the scope including support and maintenance charges for 1 st year from the date of deployment
Two month after successful roll out in public domain	50 % of the cost for development of mobile application as per the scope including support and maintenance charges for 1 st year from the date of deployment
One year after successful roll out in public domain	20 % of the cost for development of mobile application as per the scope including support and maintenance charges for 1 st year from the date of deployment
Quarterly Payment during AMC Period of two years	100% payment of invoice raised at the end of respective quarter as per the AMC charges

4.21. Penalties

For any delay in IMPLEMENTATION AND ROLLOUT SCHEDULE beyond stipulated schedule, a penalty @0.5% (half percent) per week or part thereof shall be levied / recovered subject to a maximum of 10% (ten percent) of the development of mobile application as per the scope including support and maintenance charges for 1st year. Thereafter Nigam reserves the right to cancel the contract.

Service Level Agreement

Bidder is expected to maintain following SLA during AMC duration:

Sr. No.	SLA Description	Range	Penalty
1.	Mobile APP availability	99.5%	Nil
		Till 99%	2% of quarterly Charges
		Till 95%	5% of quarterly charges
2.	DISCOM asked updataion in the APP	Within mutual agreed days	Nil
		Beyond that till 7 days (Cal)	2% of quarterly Charges
		Beyond 7days	5% of Quarterly Charges

APP availability will measure monthly basis.

4.22. Implementation and Rollout Schedule

1. The Agency has to submit the plan for customization and rollout of the scope of the work as per the terms and conditions of the award.
2. Penalty will be levied f or delay in execution and rollout as per the Penalties given in this Tender document.
3. Time is the essence of the contract and hence the scope of work has to be completed as under.
4. Timeline for various modules will be as follows

S.NO	PARTICULAR OF ACTIVITY	TIME SCHEDULE DESIRED
1	Submission of Functional Design and Specification document for approval	within 1 months from the Date of Award of work order
2	Development of the application as per FDS, Integration as per scope of work	Within 3 months from the date of Award of work order
3.	Final roll out in public domain	Within 4 months from the date of Award of work order
4.	AMC including Support and Maintenance The Agency shall be responsible for the updating and removal of bugs. Also the looks and design of the Application has to be improved on yearly basis as per the feedback received from various users.	For a period of two years from the date of completion of 1 st year successful roll out in public domain

Table 3: Project Timeline

5. Discom shall provide the master data before above schedule
6. The Implementation Agency shall supply the complete backup of data on quarterly basis in predefined (SQL/Any Standard Database Format) form along with required software to incorporate / read the data in soft copy in external hard Disk, and modifications incorporated during the year shall also be provided in hard copy on yearly basis.
7. The Implementation Agency shall be responsible for proper storage of data on dedicated secured storage device and ensure proper care of data stored therein from being erased or mutilated / destroyed through in-advertence or fire or any hazard and will indemnify the Jodhpur Discom for the above data held in their charge from damages or destructions or loss due to any reason what-so-ever. Storage charges, insurance cover charges etc. for safe custody of data shall be borne by the agency.
8. The Implementation Agency shall have alternate arrangements to continue to execute the work in case of breakdown of their own system

Section 5. Scope of Work

1. Introduction:

Jodhpur DISCOM has approx. 35 Lacs consumers and out of that 92% of consumer mobile data has been updated in the system. This may increase approx. 5-7% year on year basis. Jodhpur DISCOM intend to provide multiple purpose mobile app to consumers to facilitate & assist them in multiple areas like various alerts, billing & payment information, online payment of their dues, grievances, tools for energy consumption etc.

2. Scope of work:

The work involves development of a robust and highly responsive mobile application for the consumers of Jodhpur Discom.

- i. The Agency shall be responsible for development, installation, commissioning, testing, certifying & performance tuning of the Mobile App.
- ii. The Agency shall also be responsible for knowledge transfer & training of application at requisite levels about the successful running of the application.
- iii. The Agency shall create, operate and maintain an employee/consumer helpdesk & shall provide support for the entire contract period.
- iv. These shall also include support as application admin, system admin & database admin activities like security, patch against penetration testing, back-up etc. in production environment.
- v. The Agency shall provide warranty of complete Application including its related software, licenses, hardware, etc. for the entire contract period.
- vi. Any other work which shall be incidental in delivering the required scope of work successfully.

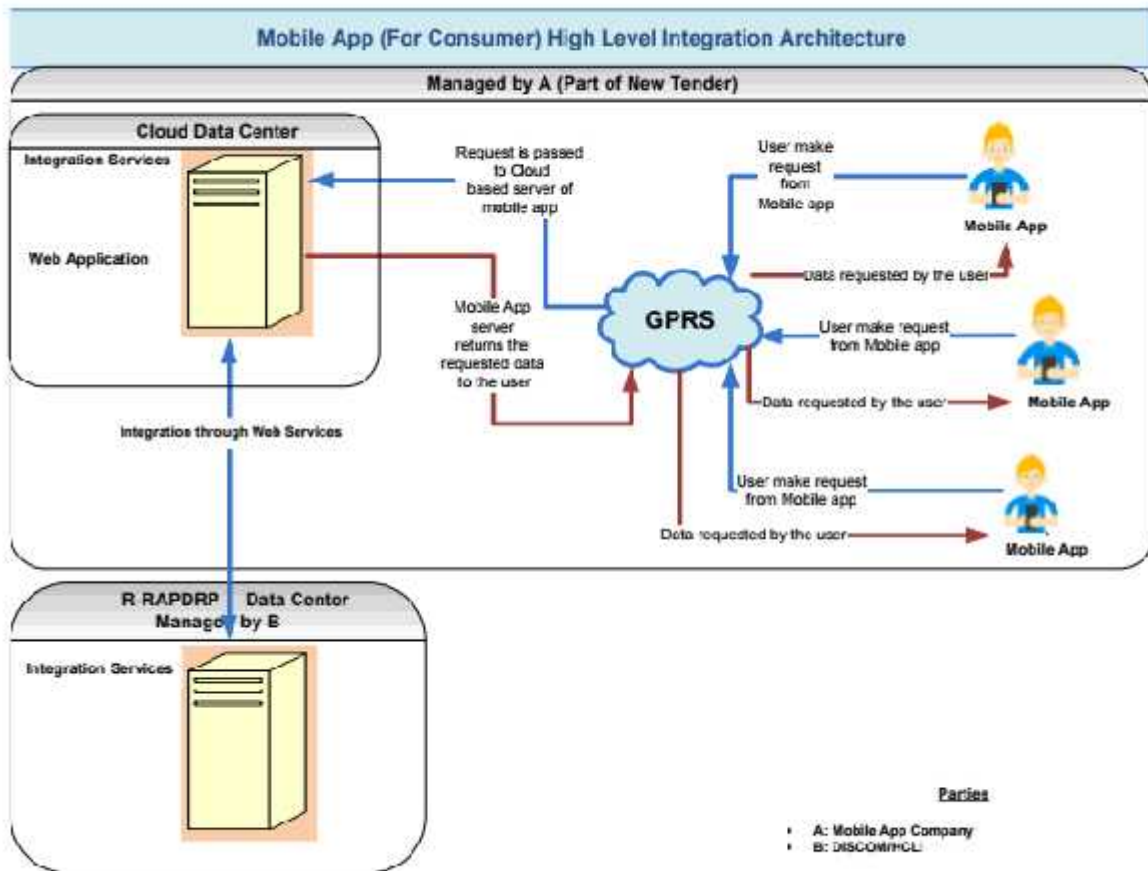
3. Detailed scope and technical specifications of the work:

The scope of work shall be as under:

- i. The Agency shall be responsible for development, installation, commissioning, testing, certifying & performance tuning of the Mobile App
- ii. The entire System/Solution shall be deployed on Cloud. The sizing, installing, deployment, maintenance, security, backup and up keeping shall be under the scope of the vendor. The Cloud service shall be made available with the empanelled service providers of Government of India for cloud base services. The copy of agreement shall be made available before the commencement of work. The generic and specific guidelines issued by State & Central Government IT departments with respect to Hosting, Security, Vulnerability etc., have to be adopted and implemented during the

tenure of the project. Discom shall be intimated of the cloud hosting and all related agreements and certificates.

- iii. The system involves integration with the existing system / applications developed under RAPDRP project deployed at Data Center at Jaipur and having DR at Jodhpur. All efforts involved in integration including any software / hardware / license / resource shall be on the part of the agency. No additional cost shall be paid by the Discom for this purpose.
- iv. The high level integration architecture schematic is as below.



- v. The Agency shall also be responsible for knowledge transfer & training of application at requisite levels about the successful running of the application. The agency shall provide application usage training to Discom employees. Agency shall prepare FAQs section of the application and also a tutorial video / PPT to help customers how to use the application.
- vi. The Agency shall create, operate and maintain an employer helpdesk & shall provide support for the entire contract period. B2B helpdesk should be available on all working days during business hours. Support should be provided

- vii. All admin activities of the application have to be managed by the agency
- viii. The Agency shall provide warranty of complete Application including its related software, licenses, hardware, etc. for the entire contract period.
- ix. Any other work which shall be incidental in delivering the required scope of work successfully.
- x. It is to be clearly noted that the functionalities which are to be provided under this scope shall be available on all of the following with compatibility features as applicable and prevalent in market: Mobile App for smart mobile phones / tablet etc. with android / iOS system. Application must support the following Operating systems iOS 8 and above, Android 4.4 and above. Agency must also provide support for all the future upgrades in the operating systems during next 3 years.
- xi. The Mobile Application should support both English & Hindi languages.
- xii. The Application should support drill down reports from Discom to consumer level and should also enable relevant KPIs / billing history, etc. be monitored/ viewed using the graphical and tabular dash boards. This should have access control and relevant authority should be able to view only the information related to his jurisdiction.
- xiii. System should support exporting of reporting data to various forms like PDF/ XLS / DOC / Text formats etc. The various alerts, acknowledgements, receipts shall be able to be generated and shall be able to be exported in PDF.
- xiv. The entire application(s) design should be simple and provide intuitive user experience, light weight and easy to deploy.
- xv. Data transfer between Application, components, Web Application, Mobile Application and any third party applications must be in secured form.
- xvi. Development environment of the Application and database should be of latest technology with relevant licenses, compatible with existing backend application developed under R-APDRP.
- xvii. The Application shall be built on SOA (Service Oriented Architecture). The integration with the third party systems like billing application, Payment gateways etc., should be done using RESTful Web Services / JSON, etc as per prevalent market and system should also support integration using other methods like file based transfer and direct interfacing with database for integration of third party existing billing systems.
- xviii. Application and its sub-components shall support easy upgrades in future during the contract period without any additional cost to the Discom. Agency has to bear the renewal of license costs if any during the contract period.

- xix. Application and its sub-components shall be highly scalable to enterprise needs, reliable and robust. Agency needs to strike a balance between security of information and the ease of accessing the Application.
- xx. The Agency shall submit the complete details of the each and every component of the Application namely software, hardware, databases, servers, architecture, etc. in understandable medium for adequate knowledge transfer to Discom Officials.
- xxi. Ability for users to rate the Application and to add / surf comments of users. The Usage pattern of various functions on mobile application tool shall be recorded and presented to Discom as and when required.
- xxii. System should support access control and authentication mechanism to make sure authorized people can change the status or upload / push the data / notification.
- xxiii. Application shall support notifications such as Push Notification over App, SMSs, Emails, etc.
- xxiv. The responsibility of extracting the relevant information as desired from the existing and future billing and other systems of the Discom as well as sending the updated information back to these systems shall be of this Application. Any hardware / software along with relevant license shall be responsibility of the vendor.
- xxv. All the Application and sub-components shall be updated on real-time basis.
- xxvi. During the entire contract period, if required by Discom, the bidder must migrate the application and database to the new and upgraded cloud / any other DC / server used by the Discoms. No additional payment shall be made to the Agency for assistance in migration.
- xxvii. It is to be clearly noted that apart from integration with the payment gateways, existing billing systems, customer call centre databases and servers, if required under the scope, the Agency shall have to develop requisite Dashboard for Employees of Discom to facilitate operations covered under mobile apps. Dashboard user interface would be decided by Discom.
- xxviii. The Application, server & related databases (App, VAPT (Vulnerability Assessment and Penetration Testing) shall be audited by Cert-In auditor before hosting with no cost to Discom.
- xxix. The provision of audit, archival & back-up including disaster recovery shall be provided on cloud.
- xxx. Online bug reporting tool shall be provisioned for registering issues faced in the application. Debugging activities should be taken on priority basis so as to have minimal interruptions to the Discom App users.

- xxxi. The front-view of mobile app shall be designed by Agency in consultation with Discom Officials and will launch once approved by Discom. The Apps currently prevalent in the market launched by private and public electricity utilities can be considered by the Agency.
- xxxii. The Mobile application which shall be provided by Agency shall be role-based (guest and user), dynamic, online and robust. The application shall provide Guest mode and User Mode log in facility for customers. Guest mode would include the following services Direct payment facility along with local payment history in application.
- xxxiii. The mobile application should have feature / provision to monitor the activities / statistics / reports by the Discom.
- xxxiv. The mobile applications should be hosted onto the public application stores like Apple iTunes Store, Google Play store & Windows store and the responsibility as well as cost of hosting the same on the applicable stores shall have to borne by Agency in name of Discom. The Discom shall assist the Agency in any documentation required for hosting requirements in the name of Discom. Such hosting shall be initially for the period of contract and will also include any costs involved in updates to be provided on the respective stores. All the cost and responsibility for the same shall be on Agency.

As intimated by HCLI (ITIA), the amount payable to HCLI for their efforts involved in integration shall be approx. Rs.6.25 Lac without taxes and shall be borne by the vendor only. However, complete and successful development shall be sole responsibility of the vendor and no charges other than the amount of LoA shall be paid by JdVVNL to the vendor or to HCLI.

Application Features:

The Agency is required to fulfil the features and functionalities of existing consumer portal developed under WSS module of R-APDRP project. The major features and functionalities available on the existing consumer portal developed under WSS module of R-APDRP project are as under:

Manage consumer Account

Add Account (s)

Delete Account (s)

Manage Profile

Consumer Profile

Account Status

Current Bill

Previous Bill

Consumption Pattern

Average Consumption

Payment

Online Demand Payment

Pay Energy Bill

Online Payment Details

Complaints

Complaint Status

Register Technical Complaint

Register Theft Complaint

Online Commercial Request

Bill Correction

Meter Change

Disconnection

Re-connection

New Connection

Load Change

Name Change

Category Change

Shifting of Connection

Register Request

Request(s) Status

Functional Requirements:

The agency shall elaborate all the features and functionalities of the mobile app in the Functional Design & Specification Document (FDS).

However, the functional requirements given above are on indicative basis and modifications can be based on prevalent market practices, improvements suggested by Agency/Discom and actual systems in place at Discom. There shall be no separate cost payment for such modifications during the contract period.

The bidders are presumed to have acquainted themselves with the scope of work of this specification by studying the existing consumer portal developed under WSS module of R-APDRP project. After award of contract, the agency shall prepare and submit a detailed FDS document for approval of the Discom.

Process requirements for some of the features and functionalities are given here under:

<p>Registration & Login</p>	<p>Three types of Users shall be able to access</p> <ol style="list-style-type: none"> 1) Non Consumer: Selection of this option shall guide the Consumer about Discom profile, tariff, etc. 2) Existing Consumer not registered on Mobile App: Selection of this option shall guide the Consumer to register with this facility. 3) Consumers who are already registered with the App. <p>It is to be noted that the difference between Non Consumer and Existing Consumer is that each Existing Consumer is having a Unique K. No.</p> <p>For Registration and Login the following shall be made available to the Consumer:</p> <ol style="list-style-type: none"> a) This Application shall enable Consumer to Register i.e. create account for using this Application. b) The Application shall enable Consumer to Login to their specific accounts after registration. c) The following options of login-can be made <ol style="list-style-type: none"> a. Combination of K. No./ registered mobile number based login and/or b. Combination of K. No. / registered e-mail based login and/or c. Finger print based login and/or d. Social Media Profile d) Once the login is made, there shall be option available to Consumer to keep him logged-in, every time he / she opens the Application. This will help the Consumer as he will not be required to enter the login details every time he accesses the Application. 	<p>Features for Registration and Login features:</p> <ol style="list-style-type: none"> a) The system shall record all the login related information of the Consumer. b) The Application shall extract all the relevant information which is collected in the existing data base server of Discom and update the same as and when required. c) There shall be adequate mapping of the Consumer Information coming through this Application and information in the existing data base server.
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	<p>There shall also be facility of storing and opening multiple accounts through the same App after selection of respective profile by the Consumer.</p> <ul style="list-style-type: none"> f) The login shall provide consumer information about his last login and device name such as Mobile/Computer for security purposes. g) The login-page shall also be equipped with features such as forgot password, etc. The Application shall enable consumer to get the information on his registered mobile number and email-id. h) Any change with respect to login credentials such as registered mobile number/email/K.No./password shall be done on immediate basis after requisite auto- verification tools such as email verification/ OTPs, etc. i) The log-in page shall provide the requisite disclaimers, terms & conditions, etc. related to usage of Mobile App The same shall be prepared by Agency and approved by Discom. 	
<p>Dash Board</p>	<p>The Consumer Dashboard shall appear once the Consumer is logged in. This dashboard shall provide the Consumer with the following modules</p> <ul style="list-style-type: none"> 1) Consumer Profile 2) Bill , consumption Information 3) Online Payment & Payment History 4) Complaint including theft reporting 5) Various Service Requests 6) Shut down Information 7) Consumer Education <p>The Dashboard page shall also provide link icons to the profiles of Discom on Facebook, Twitter, other social media, etc.</p> <p>The Dashboard shall also provide any specific notifications along with other alerts to be issued such as Disconnection, etc</p>	<p>The Dashboard on the Consumer-side App shall provide information after extracting the relevant and updated information from the respective servers/databases which holds the information</p> <ul style="list-style-type: none"> i. Bill,payment and Profile related information from Billing Server/Database/applica tion ii. Historical Complaint related information from the Complaints database of Call Center of Discom

<p>Consumer Profile</p>	<p>a) The Agency shall develop the feature in Application through which consumer can access & view the relevant information pertaining to their connection.</p> <p>b) Indicative Fields are:</p> <ul style="list-style-type: none"> i. Consumer Name ii. Consumer Category iii. Tariff type iv. Sanctioned load v. Sub-Division office vi. Consumer Number(K.No.) <p>c) Some of these information like mobile no., e-mail, etc can be edited through app</p>	<p>a) The requisite information for this shall be extracted by Consumer-side Application through intermediate server from existing billing database server.</p> <p>b) Further, if there is any updates made by Consumer shall be updated in the intermediate as well as in the existing data base server.</p> <p>c) The fields required to be placed here will be informed by Discom. Further, the Agency shall update the field names/categories as and when instructed byDiscom.</p>
<p>Bill Information & Payment</p>	<p>The Agency shall develop feature in Application for viewing and payment of electricity bill and demand note by consumers. The feature of online payment collection system should include:</p> <ul style="list-style-type: none"> a) Online payment options – Net banking, Credit Card, UPI,BBPS,wallets (like Paytm, mobikwik, etc.),etc. b) The payment option shall also enable saving of favorite payment information by Consumer such as he is not required to enter the details every-time giving due consideration to authorized payments and security. c) Feature to view the current bill summary details with break-up and with due dates along with dues, other charges, etc. d) Feature to view the last 6 bills in billing history. Such information shall also be 	<ul style="list-style-type: none"> a) The APP shall be able to interact with adequate the payment gateways and existing data base server. b) The historical and current bill details shall be able to be extracted and subsequently to be shown on the Consumer side Application. c) For Space Usage and speed and performance of the App, only the latest and last 6 bills details shall be made available. This can further be fixed after discussion with Agency

	<p>enabled to view through graphs/bar-charts</p> <p>e) These bills shall be able to be downloaded as PDF and feature shall also be able to be sent to Email.</p> <p>f) On-payment adequate acknowledgement shall be generated on successful payment through SMS, EMAIL, and Notifications.</p> <p>g) In case of part-payment, such details shall be updated accordingly with clearly showing the amount paid and pending for payment.</p>	<p>on implications.</p> <p>d) Once the payment is made the details shall be sent back to existing system for updation</p> <p>e) There shall be adequate recording of storing the usage patterns of payment modes i.e. via, Mobile App, Web-App,etc.</p>
<p>Complaint Management</p>	<p>The following features shall be available to consumers under this</p> <p>a) A Dashboard page showing Consumers status of past and current complaints/issues raised.</p> <p>b) Feature of raising new complaint/re-issue of closed complaint, etc. shall be provided.</p> <p>c) Specific/certain categories on an indicative basis shall be following:</p> <ol style="list-style-type: none"> i. No-Current Complaint ii. Theft Cases iii. Safety related issues iv. Line breakage v. Defective Meter vi. Burnt/Fault in transformers vii. Billing related complaint viii. Mobile App related ix. Any other complaint/issue <p>A custom text field shall be provided where the customer shall be able to enter the details of the complaints.</p> <p>d) Post submission, an acknowledgement generation shall be there to the Consumer along with issue number.</p> <p>e) Once the complaint/issues is addressed the same shall be updated in the dashboard. Even, if there is any action required from the Consumer in closing the complaint the same may be updated</p>	<p>In the existing system of the Discom, the complaint sets are settled separately, such as:</p> <p>a) No-Current Complaint goes to the Call Centre and the same is completed through Fault Rectification Team (FRT) which is outsourced. Once the complaint is resolved, the same is updated by Call Center in the Call Center system.</p> <p>b) Other Complaints are registered at call center which are subsequently directed to the respective Discom officer in the field. Once the complaint is resolved the information is sent to the CallCenter.</p> <p>The handling of the complaints/issues at the back-end shall be done as following under new system:</p>

	<p>in the dashboard and alerts shall be sent to the Consumer.</p> <p>f) A feature of re-opening of complaint may be provided to Consumer through Application.</p>	<p>a) Once the complaint is registered on mobile app, the same shall be sent to the customer call centre along with relevant details of the Consumer.</p> <p>b) The Acknowledgement number generated by the existing system shall be sent to Consumer-side Application.</p> <p>c) Once the complaint is resolved, the information shall be sent to the Consumer-side Application.</p> <p>d) A system of escalation mechanism may be developed in case the Consumer opens a closed complaint in specific time.</p>
<p>Service Requests</p>	<p>Registration of Service Requests for and generating acknowledgement and status</p> <ul style="list-style-type: none"> ▪ <i>Bill Correction</i> ▪ <i>Meter Change</i> ▪ <i>Disconnection</i> ▪ <i>Re-connection</i> ▪ <i>New Connection</i> ▪ <i>Load Change</i> ▪ <i>Name Change</i> ▪ <i>Category Change</i> ▪ <i>Shifting of Connection</i> ▪ <i>Register Request</i> <p>Service Requests for changes in profile details which are not editable in the Consumer Profile such as load enhancement/reduction,etc.</p>	

Application Source Code Handover Process

- 1) Source Code should be handed over to Discom for each phase/ minor/ major releases.
- 2) Source Code handover and Installation of complete Application, database and individual components, along with all the required software / license / certificates / audit report for further development/maintenance.
- 3) Technical documents i.e. System Design, Detailed Design, Application Architecture, Coding Guidelines followed, User Manual and any other technical documents (which are required for understanding the application design) should be handed over to Discom
- 4) For better understanding of the Application for further development/maintenance, a presentation on application architecture and design should be arranged by the vendor to Discom at any point of time after successful go-live of the application.
- 5) Code review of the Application may be done either by Discom or by any other third party appointed by Discom. Further the review observations if found, should be duly attended by the vendor during the code hand over process.
- 6) The Intellectual Property Right (IPR) of the developed application will belong to Discom. The Discom reserves the right to add / modify / update features in the app either by itself or any agency hired by Discom for the purpose.

Other Scope

Any other deliverables, which are not specifically mentioned above but are found to be necessary during the assignment for successful completion of the assignment to the satisfaction of Discom shall be provided without additional cost. Any changes based on feedback from DISCOM, Consumers evolved during the implementation shall be included without any additional cost. At each stage as desired by Discom, the agency shall be required for interaction and attend review meetings/ make presentations to Discom Management. The agency shall work in close co-ordination as may be required for satisfactory completion of the assignment.

Note:

Before furnishing the bid, the bidder may study the present system of the Discom. The bidders are presumed to have acquainted themselves with the scope of work of this specification by studying the existing consumer portal developed under WSS module of R-APDRP project. After award of contract, the agency shall prepare and submit a detailed FDS document for approval of the Discom.

Section 6. Technical Proposal Submission Sheets

Technical offer to be furnished by the bidder on its letter head and each page signed by the authorised signatory

- **An affidavit as per section 7.2, indicating that all the information, affirmation made in this proposal shall be complied with**
- **The Technical offer shall be given strictly in same sequence of order as given in this document.**

To,
The Superintending Engineer [IT]
Jodhpur VidyutVitrان Nigam Limited
New Power House
Jodhpur-342 001

SUB: Submission of Bid for "Mobile App for JdVVNL" against TN- [REDACTED].

Dear Sir,

We hereby submit our bid for "Mobile App for JdVVNL." against TN- ____.

We, the undersigned, declare that:

A. Declaration

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

Enclose details of taxes included in the prices

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

Table 4: Details of Tax included in the price

- 11) We have noted the standard terms of payment and undertake to abide by the same.

- 12) The execution of work shall strictly be in accordance with work completion schedule as given in the Tender Document. In case we fail to execute the work as indicated therein as per the tender specifications, the penalty provisions shall be applicable as per provisions of the Contract.
- 13) The material supplied by us shall conform your specification
- 14) 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 of this offer.
- 15) 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.
- 16) 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.
- 17) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose, any payment shall be made on the basis of actual numbers.
- 18) We understand that Jodhpur Discom/Discom reserves the right to invite detailed proposals from any private entrepreneur-company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.
- 19) We also understand that the Jodhpur Discom reserves the right to reject any or all of the bids without assigning any reason thereof.
- 20) We undertake that we shall use the Smart Customer Care Centre system on SAAS (System As A Service) Basis, which may be readily fine-tuned to the requirements of Discom. We undertake to carry out all necessary System Integration work to ensure all the requirements specified and needed for Jodhpur Discom.
- 21) We understand that the prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be per Bid Document.
- 22) We agree to abide by all the conditions governing the proposals and decisions of the Jodhpur Discom.

B. 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
Bidding Entity Nature (Single Bidder/ Consortium) In case of consortium, mention Lead Bidder or Consortium Partner	

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

We hereby certify that the above information is correct.

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

C. Financial Capabilities

Certificate Of Financial Qualification

S. No	Financial Year	Turn Over (In INR)	Whether Net Worth Positive or Not (Select applicable)
1	FY 2015-2016		YES/NO
2	FY 2016-2017		YES/NO
3	FY 2017-2018		YES/NO

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

We hereby certify that the above information is correct.

(Signature of the Statutory Auditor of the Bidder)

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

D. Compliance to Technical Specifications and other requirement of Software

Refer to Technical Specifications, for details. Please respond to each specification in following format. Copy first three columns from Functional requirement of package given in this document.

Note: Bidder has to Fill in Column “Bidders Response” with “Yes” or “No”, in case of response given “Yes” , to be supported with catalogues / screen shots.

Please provide a summary of versions of various modules, if the proposed solution is a product. Use following format:-

Details of Product Offered

Name of product	Module details	Version and year of release

Table 5: Details of Product Offered

Table 4.2:

Name of product	DISCOM	URL

Table 6: Detail of Product working in DISCOM

E. Approach and Methodology

The Approach and Methodology to be furnished with following parameter:

- i. Understanding of Purchaser and its requirement with clear mention of the deliverables. Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.
- ii. Description of the technical solution for achieving the integrations as shown in the above schematic diagram
- iii. Project Team Structure

- iv. Resource planning and estimation
- v. Risk planning
- vi. Detailed work plan with timelines

a. Understanding of Utility and its requirement of Purchaser and its requirement with clear mention of the deliverables. Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.

Bidder should depict complete understanding of the as-is system of the Utility based on the information provided in the Bid Document. It should also require to list down all the deliverables that has been planned as a part of the overall project with timelines. Also provide details of prior interaction with Utility, if any.

b. Description of technical solution for achieving the integrations.

Please provide details of methodology followed by your organization in successfully implementing similar projects. Also highlight the special steps that your organization/ consortium intends to take in order to ensure that the change from current system to proposed one will be smooth and effective.

c. Project Team Structure

In this section please provide de tail of the team that would be deployed by your organization to execute the project. Please provide details of the team structure in the following format:

Name of Staff	Position Assigned	International Firm or Domestic Firm	Employment Status with the Firm (Full Time / Associated)	Education (Degree, Year, Institution)	Area of Expertise and number of years of relative experience	Task Assigned
A. Professional Staff						
B. Support Staff						

Table 7: Proposed Project Team Structure

d. Resource planning and estimation

Bidder shall provide detailed staffing schedule of the professional and support staff in the following format:

- For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: IT administrator, field survey staff etc.).
- Months are counted from the start of the assignment. For each staff indicate separately staff input for off-site and on-site work.

Sr. No.	Name of Staff	Position	Staff Input (In Weeks)					Total
			W1	W2	W3	W4	
A	Professional Staff							
B	Supporting Staff							

Table 8: Proposed Resource Planning and Estimation

e. Risk planning

Bidder shall assess underlying risks in implementation of the Project and detail out the methodology to mitigate them. It may include development of a risk assessment matrix indicating severity of the risk, chance of its occurrence and its mitigation approach.

Risk description	Risk category	Probability (%)	Impact (High/medium/low) with impact description	Mitigation strategy

Table 9: Risk Planning

f. Detailed work plan with timelines

Please refer Schedule of Completion for the format.

S.NO	PARTICULAR OF ACTIVITY	TIME SCHEDULE DESIRED
1	Submission of Functional Design and Specification document for approval	within 1 months from the Date of Award of work order

2	Development of the application as per FDS, Integration as per scope of work	Within 3 months from the date of Award of work order
3.	Final roll out in public domain	Within 4 months from the date of Award of work order
4.	AMC including Support and Maintenance The Agency shall be responsible for the updating and removal of bugs. Also the looks and design of the Application has to be improved on yearly basis as per the feedback received from various users.	For a period of two years from the date of completion of 1 st year successful roll out in public domain

Table 10: Project Schedule

F. Project Experience and Confirmation of Pre - Qualification Requirement

Bidder shall provide details of projects with application modules and other requirements (as mentioned in Eligibility Criteria,) which have been successfully completed during the last 3 financial years. Please do not supply the names of clients who are no longer using your product/ system.

The bidder is required to submit the details of Pre-Qualification documents as the case may be.

Bidders need to submit the details as per the format in the table provided.

Table: The details of the same should be included in the following format and necessary supporting documents should be attached

Sr. No.	Name of Project	Brief Scope necessarily including role played by Bidder, modules implemented, Sector, Classification	Owner of Project assignment (Client Name)	Value of Project	Date of Awarded	Date of Completion	Customer Satisfaction report (Y/N)	Was it a Power Sector Project (Y/N) provide Detail

Table 11: Details of Project Experience

Qualification Requirement

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

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

Note:

1. Incaseofnon-furnishingtherequisitedocumentsalongwiththebid,thebidwillbeconsideredas non-responsiveandbidmaybesummarilyrejected.
2. Irrespective of meeting the above qualification requirements, none of the consulting companies engagedbyJodhpurDiscomason30.12.18forITProjectscanbidforhistender.

QR No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporatedunderapplicableCompaniesAct/ Proprietary Firm/ Partnership Firm incorporatedunderapplicablePartnershipAct whichexistsfromlast5financialyears.	Self-Declaration along with the following:) Copy of Self-Attested Incorporation Certificate,MOA&AOAincaseofCompany) Copy of Self-Attested PartnershipDeed
2.	The bidder must have successfully developed & deployed at least three mobile apps (having online payment facility) during the last three financial years (FY 2015 -2018) out of which at least one app should have been developed and deployed for Govt. utilities like power / telecom / banking / water /insurance in India.) Copy of work order(s) mentioning the nature of work, the period during which the work was done, the value of the completed work) Copy of completion certificate against the submitted work order(s) along with performance certificate.
3.	The bidder must have CMMI level -3 or higher certified by SEI/CMMI Institute as on the date of issue of the tender.	Copy of certificates
4.	The bidder must have ISO 27001 for Information Security Management, valid for at least six months after submission of bid.	Copy of certificate showing ISO 27001

QR No.	Criteria	Supporting Documents Required
5	Annual turnover of the bidder should be at least Rs. 1 Crores (Rupees 1,00,00,000) in any one year of last three financial years (From April 15- March-18) but the total turnover for last three year should not be less than Rs. 4Crores (Rupees 4,00,00,000). And should have positive Net Worth in all 3 FY (April 15 to March 18)	Copy of annual Audited balance sheets and profit and loss statements should be enclosed for the last three financial years as mentioned along with and Chartered Accountant Certificate indicating turnover and positive Net Worth during last three financial years, i.e., years (From April 15- March-18)
6	The Bidder should not have been black listed by any power utility in India in last 5 years. In case of consortium , Both the members shall meet this requirement	Self-Declaration for No Blacklisting on the appropriate stamp paper.

2. Team details (CVs)

Use the following format for key personnel who would be involved in the project. Please include details of team members proposed to implement the project. Please ensure that the CV has a maximum length of 3 pages.

In case of replacement of Supplier personal from the project team, Supplier is required to submit to the nominated Utility personal the CV of the new person with equivalent or better education qualification and relevant professional experience who will be joining the team and get in duly approved. The new person can start working in the project only after his/her CV has been approved by the Utility.

Table 14: Format of Curriculum Vitae

1.	Proposed Position:			
2.	Name of Firm			
3.	Name of Staff:			
4.	Date of Birth:		Nationality:	
5.	Education:			
	Year	Degree/Examination	Institute/Board	

6.	Membership of Professional Associations:				
7.	Other Training:				
8.	Countries of Work Experience:				
9.	Languages:				
	Language	Speaking	Reading	Writing	
10.	Employment Record:				
	From	To	Employer		
11.	Detailed Tasks Assigned:		12.	Work Undertaken that best illustrates capability to handle the tasks assigned:	
	⊗				
13.	Certification:				
	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that anywilful misstatement described herein may lead to my disqualification or dismissal, if engaged.				
	Signature of person		Date:		
	Full name of person :				
	Signature & Name of Authorised person(Bid Signing Authority) verifying the facts				

3. Details of Key Personnel's

The bidder has to deploy specialized and experienced resources for the successful and timely completion of the project. It is therefore desirable that the key personnel in the team as under:

Project Manager	
Functional Leads	
Technical Lead – Interface / Data Conversion / Customization	

The Bidder shall provide the key personnel namely the Project Manager, Functional Leads, Technical Leads and any other Specialist/Analysts required as appropriate. They need to have sufficient experience as specified above (profile of teams) in terms of relevance and number of years required to implement the proposed System. They are to be assigned to the project on full time basis. Should the profile of any personnel be not acceptable to Discom, Discom will require the IP to suitably replace such personnel.

If for any reason beyond the control of the system, there arises a need to replace any personnel, the IP shall provide a replacement person of equivalent or better qualification and experience, subject to the written approval of Discom.

4. Project Management Practices

Please provide high-level details of the project management practices that will be followed to manage the project. The project management practices would include (but not be limited to) details of:-

- Bidder must provide details of how they envisage the contract being managed including principles such as (but not limited to) joint planning and control mechanisms; regular and active review meetings; Project management of individual work streams and overall program management of the entire service; Performance reporting
- Bidder should outline their proposed governance structure and designate a Service Manager to coordinate their activities and provide a focal point of contact to which Utility can refer on any matter concerning the service.
- Reporting lines and decision-making powers within the bidder's organization must be explained
- Reporting formats and templates that would be followed by the bidders
- Outline the proposed escalation procedures in the event that issues arise.

5. Quality Assurance

- Quality of service - Suppliers must provide details of their proposed approach to quality assurance to ensure the quality of services in accordance with the tender document. This should include:

- Responsibility of quality of service;
- How the supplier will ensure quality service is provided;
- How quality will be measured
- Does your company (and consortium partner) have any quality certification / Assessment? If so, please provide your responses for the following:

Table16: Details of Certification

Description	Bidder's Response
Certification / Assessment Name	
Who issued the certification/assessment?	
When was the certification/assessment obtained?	
Does this certification/assessment process involve periodic reviews and observations/ remarks after such review? If so, please provide details and specify when your company is due for its next quality review?	
Please specify your company's process for product development and enhancements.	

6. Documentation

Please provide a list and brief description of all user documents that will be provided along with the software package. This must include the following minimum documents:

- System and administration manuals
- Technical support handbook
- User Manuals
- Error Messages and their Meanings
- Training Manuals
- Analysis & Design Manuals with the relevant data flow diagrams, entity relationship diagrams, schemas etc.
- Additions/ changes to the documents after upgrades and
- Operations Manuals.

7. Check List

S. No	Pre-Qualification Requirement	Yes / No
1.	Is the cover letter attached with the bid proposal	
2.	Is the tender cost attached with the proposal	
3.	Is the Earnest Money attached with the proposal	
4.	Is the certificate as to corporate principal	
5.	Is the bidder-company statistics attached with the proposal	

6.	Is the bid structure according to proposal	
7.	Is the technical specification requirement of application packages attached with the proposal	
8.	Is the hardware technical specifications attached with the proposal	
9.	Is the Manufacturer's Authorization Form attached with the proposal	
10.	Is the necessary certificate / authorization for back to back arrangement with respective OEM vend or for Technical support, Annual Maintenance / warranty etc. enclosed with the proposal	
11.	Is the Approach and Methodology attached with the proposal	
12.	Is the Project Experience and Confirmation of Pre-Qualification Requirement attached with the proposal	
13.	Is the Team Details (CVs) attached with the proposal	
14.	Is the Details of Key Personnel's attached with the proposal	
15.	Is Firm Detail attached with the bid proposal	
16.	Is the Facility Management Services Plan attached with the proposal	
17.	Is the Project Management Practices attached with the proposal	
18.	Is the Quality Assurance attached with the proposal	
19.	Is the Documentation Details attached with the proposal	
20.	Is the Confirmation of No-Deviation and Deviation Sheet attached with the Proposal	
21.	Is the Supporting Documents to Substantiate Meeting of Pre-Qualification requirement attached with the proposal	
22.	Does the bid proposal contains the part B that is the financial proposal in a sealed envelope	
23.	Is financial offer enclosed is duly sealed and super-scribed as provided in tender document	
24.	Has the bidder provided project organization structure	
25.	Has the bidder provided schematic flow of information	
26.	Are the technical and commercial proposals enclosed that are duly sealed and super-scribed as provided in tender document	

27.	Are all the pages of the proposal signed by an authorized representative of the bidder's firm (in case of consortium, then from the leading member'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.	Do any / all erasures or other changes in the bid documents bear the initials of the person signing the bid	
32.	Are all entries and amendments also signed	
33.	Are all pages of the attached tender specification document signed, as a token of acceptance of the terms and conditions, except those mentioned in the deviation list	

(Signature).....

Date :

(Name).....

Place :

(Designation).....

(Common Seal).....

Section 7. Other Undertakings

1. Confirmation Of “No Deviation” In Technical / Commercial Terms And Conditions Of This Tender

(To be furnished on Bidder’s Letterhead.)

Bidder's Name & Address:

To

The Superintending Engineer (IT)

Jodhpur VidyutVitran Nigam Limited

New Power House Premises

Jodhpur-342 001

Dear Sirs,

Sub: Confirmation for “No Deviation” in Technical / Commercial terms & conditions of **TN-**

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

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

2. Undertaking For Various Information furnished

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

Bidder's Name & Address:

To

The Superintending Engineer (IT)

Jodhpur Vidyut Vitran Nigam Limited

New Power House Premises

Jodhpur-342 001

Dear Sir,

Sub: Undertaking for various information against TN-

We hereby confirm that that all the information against this bid and all other Certificates etc. furnished are correct and if in future Disco m discover that any information furnished is not true, same may lead to the rejection of bid or termination of contract.

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

3. Bidder's Authorization Certificate

(To be furnished on Bidder's Letterhead.)

To

The Superintending Engineer (IT)
Jodhpur Vidyut Vitran Nigam Limited
New Power House Premises
Jodhpur-342 001

[Reference No.]

I/ We <Name/ Designation> hereby declare/ certify that <Name/ Designation> is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No.

_____ date d _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

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

4. Power Of Attorney In Favour Of Authorised Signatory Of The Bidder

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

5. Format Of Bank Guarantee

(To be stamped in accordance with Stamp Act(0.25% of value of bank guarantee), the Non-Judicial Stamp Paper should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

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

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

KNOW ALL PERSONS by these present that WE*(insert name & address of the issuing bank)*

having its Registered/Head Office at*(insert address of registered office of the bank)*.....

(hereinafter called "the Bank"), are bound unto Jodhpur VidyutVitaran Nigam Limited (hereinafter called "the Employer") in the s um of*(insert amount of Bid Security in figures&words)*..... for which payment well and truly to be made to thesaid Employer, the Bank binds itself, its successors and assigns by these presents.

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

THE CONDITIONS of this obligation are:

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

We undertake to pay to the Employer up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will note that the amount claimed by it is due to it, owing to the occurrence of any of the above-named

CONDITIONS or their combination, and specifying the occurred condition or conditions.

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

For and on behalf of the Bank

[Signature of the authorised signatory(ies)]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____ Mobile_____

Fax Number_____

Email _____

Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____ Mobile_____

Email _____

Note:

1. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph for limitation of liability, the following may be added at the end of the proforma of the Bank Guarantee [i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee]:

Quote

“Notwithstanding anything contained herein:

1. *Our liability under this Bank Guarantee shall not exceed _____ (value in figures) _____ [_____ (value in words) _____].*

2. *This Bank Guarantee shall be valid upto _____ (validity date) _____.*

3. *We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date) _____.”*

6. Self Declaration of No Blacklisting

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

To,

The Superintending Engineer (IT)
Jodhpur Vidyut Vitran Nigam Limited
New Power House Premises
Jodhpur-302 006

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

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

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per

the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Signature.....

In the capacity of.....

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

Seal of the Organization: -

Date.....

Place.....

Section 8. Format For Financial Bid Submission
(Not to be filled here)

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

To,
The Superintending Engineer [I T]
JodhpurVidyutVitranNigam Ltd.,
New Power House Premises
JODHPUR-342 001.

SUB: “Mobile App for JdVVNL against TN.

Dear Sir,

We have procured the bid documents for engagement of Agency for “Mobile App for JdVVNL”. We are submitting our financial proposal ashereunder:

Item	Quantity	Unit	Unit rate	Total cost (INR)
Development of mobile application as per the scope including support and maintenance charges for 1 st year from the date of deployment in public domain	01	Lump sum		
AMC charges for next 2 years	08	Quarter		
Total				

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

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

Name: _____

[Authorized Signatory]

Section 9. Annexures – Bill of Material

A. Bill of Material for Hardware to be deployed:

List of hardware to be deployed in each office as defined below:

B. Bill of Material for the Software to be deployed as mentioned below: