

**JODHPUR VIDYUT VITARAN NIGAM LIMITED**

Corporate Identity Number (CIN) – U40109RJ2000SG016483

REGISTERD OFFICE: NEW POWER HOUSE, JODHPUR –342003

OFFICE OF THE SUPERINTENDING ENGINEER (IT)Phone:-5106660, Fax: - 0291-2741772; e-mail:- seitjodhpur@gmail.com; Website: www.jdvvn.com

No: JdVVNL/SE (IT)/F. TN-IT-11 /D

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Date: 18.12.18

Amendment / Clarification in TN-IT-11

Consequent upon the pre-bid meeting held on 22nd Oct 2018, queries from prospective bidders and review of tender specification, following amendment / clarification in respect to TN – IT – 11 is hereby issued without prejudice to other terms and conditions of the subject tender. It may be noted that the point mentioned hereunder are indicative only. Relevant changes have been incorporated in detail, in the revised RFP which is enclosed herewith.

1. Consortium of maximum 2 bidders is allowed to bid. Please refer section 2 – Qualification Criterion for detail.
2. Please refer Sr. no of 5 of QR, Minimum average annual turnover of bidder for the past 3 years should be at least Rs 30 Cr.
3. Clarification on Sr. No. 11 of Clause 3.21: VDU at CCC of suitable size visible to all executives shall be provided by the bidder to demonstrate KPIs, whereas at other offices available displays/computer Monitors are to be configured to display all the key performance indicators
4. In scope of work, number of agents in CCC has been revised in the RFP clause 5.6 & BOQ as per details shown in below:

Sr. No.	Period	Total Months	Number of Call Centre against each shift as under			Total Agent against in a month	Total Agents in the period defined in the column 2
			7:00AM to 3:00PM	3:00PM to 11 PM	11 PM to 7:00AM		
1	2	3	4	5	6	7	8 = 7*3
1	April to October	7	70	90	70	230	1610
2	November to March	5	60	70	50	180	900
3	Total Agent in a Year						2510

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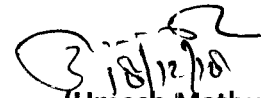
5. **The Bidders are advised to quote unit rates keeping in mind the revised quantities as indicated above. The financial bid shall be evaluated as per the revised quantities.**
6. All Integration of CCC software to other software's asked in the RFP based on SOA. DISCOM will facilitate in coordination with other party and provide access to available documents. But Bidder has sole responsibility of Integration to achieve objective of RFP.
7. Clarification on Clause 4.12, point no 5: At least one month notice will be given to bidder when any area of DISCOM will transfer to Distribution Franchisee / MBC etc. model and DISCOM will not give any compensation against any loss might arise due to shrink of Work.
8. Section 4.24 Penalties: there is no change in the clause and please go as per RFP.
9. Existing Infra available in CCC which shall handover to successful bidder to use as per below table. Bidder need to operate maintain and handover after project completion as in condition. If anything additional required for successful operation of CCC then bidder need to add / replace etc.

Sr. no	Name of Item	Quantity	Remarks
1	DG Set 500 kVA	2 Nos.	For Existing Facility
2	VRV Type Air Conditioning Unit 8 Ton Capacity	4 Nos.	
3	Split AC 1.5 ton and 2.0 Ton	8 Nos.	
4	Water Cooler With Aquaguard Water Purifier Unit	1 Nos.	
5	Celling fan	7 Nos.	
6	Smoke Detector	Lump-sum	Installed in CCC
7	All Kind of plumbing Fittings		for Complete CCC Building
8	All Kind of Led lights /Plugs/sockets and associate accessories		for Complete CCC Building

10. Section 5.5.4 Call Escalation and SMS Service: DISCOM will provide Short Code for SMS. SMS Gateway to send SMS to consumers / officials. Email gateway will be arranged by bidder to send Email.
11. Section 5.7 Clause 5.7.1 Point No. 1: Required vehicle as FRT should be LCV – Bolero or equivalent. And vehicle should not be 5 year old during project tenure.

In the view of above, RFP has been revised in line with Jaipur Specifications, also some typographical / grammar mistake has been corrected and more clarified requirement. **Henceforth bidders are advised to go thoroughly the revised RFP prior to submit response to bid.**

This is issued without prejudice to other terms & conditions of the subject tender.



(Umesh Mathur)

**Superintending Engineer (IT)
Jodhpur Discom, Jodhpur**