



**JAIPUR VIDYUT VITRAN
NIGAM LTD.**



RFP Version 1

“Vendor Self Services system on
SAAS (System as a Service) Basis”

Purchaser:



Jaipur Vidyut Vitran Nigam Ltd (JVNL), Jaipur

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

This is the Version 1 of the RFP and the prospective bidders are requested to furnish their comments / suggestions on the entire document within seven days from the date of uploading of the RFP to enable Jaipur Discom to float Final RFP.

NOTICE INVITING TENDER

Notice Inviting Tender

Reference No: TN-68

Jaipur Vidyut Vitran Nigam Ltd. [“JVVNL”/ “Jaipur Discom”] invites bids from competent Agency for work of “Vendor Self Services system on SAAS (System as a Service) Basis”.

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

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Superintending Engineer (IT) Jaipur Vidyut Vitran Nigam Ltd. Old Power House, Banipark, JAIPUR-302016.
Estimated cost of Project per annum (Approx.)	Rs. 50 Lakhs per annum.
Contact Persons	1) Ram Avatar Sharma SE (IT) Office: 0141-2205412
Submission of Banker's Cheque/ Demand Draft in favour of AO(IT&RE),JVVNL, Jaipur or online in the name of AO(IT&RE), JVVNL, Jaipur, having A/c No. 51093320466 in the SBI Collectorate Branch, Jaipur having IFS Code SBIN0031206 against Tender Document Fee (including GST@ 18%) deposited in the office of the AO(IT&RE) (non-refundable), payable at Jaipur, Rajasthan. The bankers cheque / Demand Draft / copy of bank statement showing payment of tender document fee will have to be furnished with the Bid.	Rs:5900/- before 27.11.17 upto 2 PM
Submission Demand Draft for e-Tender Processing Fee with AO(IT&RE) in favour of M.D, RISL payable at Jaipur(non-refundable)	Rs: 1180/- before 27.11.17 upto 2 PM
Submission of Bid Security through DD / Bankers Cheque in favour of AO(IT&RE), JVVNL or online in the name of AO(IT&RE), JVVNL, Jaipur, SBI Collectorate Branch, Jaipur having IFS Code SBIN0031206 , A/c No. 51093320466 or in the form of BG (BG on stamp paper of 0.25% of BG amount).	Rs. Five Lakh before 27.11.17 upto 2 PM

Publishing Date/Time	11.10.17 at 5.00 pm
Last date of receipt of clarification/queries	Within 7 days from date of uploading of tender document
Submission Date for Banker's Cheque/ Demand Draft / BG for Tender Fee, EMD, and Processing Fee.	The deadline for submission of these instruments is Bid Submission Deadline. The Bidder can submit these instruments before the deadline. The Bidder has to submit the same in hard copy and attach the scan of receipts with online bids.
Bid submission Last Date/ Time	28.11.17 upto 2 PM
Date & Time of Opening of Technical Bids	28.11.17 at 3 PM
Date & Time of Opening of Financial Bids	To be intimated later
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://eproc.rajasthan.gov.in http://www.jaipurdiscom.com
Bid Validity& EMD Validity	Bid Validity:90 Days from the date of Financial Bid Opening EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.

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

Before bidding under this bid, bidder should ensure that they

1. They are qualified as per QR mentioned in this document
2. The offered solution meets the technical requirement laid down in this document.

NOTE:

1. The bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
2. Bidders who wish to participate in this tender will have to register on <https://www.eproc.rajasthan.gov.in> To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.

Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 6.00 PM on all working days)

E-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, TilakMarg, C-Scheme, Jaipur.

3. Bidders should go through the website <https://www.eproc.rajasthan.gov.in> should refer to the website and go through the link “Help For Contractors”, “Information About DSC”, “FAQ” and “Bidders Manual Kit” and Section-I to know the process for submitting the electronic bids at the website.
4. The ‘Instructions to bidders’ and other terms and conditions of this tender pertaining to the bidding process generally follow the guidelines of e-tendering system of the government of Rajasthan, available at URL <https://www.eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this tender document and the GoR e-tendering system, the latter shall be final.
5. The complete tender document has been published on the websites, www.jaipurdiscom.com and <https://www.eproc.rajasthan.gov.in> for the purpose of downloading.
6. The downloaded tender document shall be considered valid for participation in the bid process subject to submission of required Tender fees, e-Tender Processing Fee & EMD as mentioned in the NIT Section table. A copy of receipt of the tender fees, e-Tender Processing Fees & EMD must be enclosed along with the Technical bid/ proposal failing which the bid will be summarily rejected. The last date of submission of these Original instruments is mentioned in the NIT Table. The Bidder must take due care in submitting the instruments and collecting receipts from Jaipur Discom so that the Originals are submitted in hard copy and receipt scans are uploaded with the Technical Bid, before the Bid Submission Deadline.
7. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally by the Bidder. The Technical and Financial Bid which is uploaded on eproc portal must be signed and stamped on each relevant page by the designated Authorized Representative of the bidder. The name, designation and authority of the designated Authorized Representative of the Bidder shall be stated in the Bid.
8. No contractual obligation whatsoever shall arise from the tender document/bidding process unless and until a formal contract is signed and executed between the purchaser and the successful bidder(s).
9. JVNL disclaims any factual/ or any other errors in this tender document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bids.
10. Bids will be considered only in the prescribed manner. Bids not submitted in the prescribed format will be summarily rejected without further evaluation.
11. Copies of various documents to be enclosed along with the bids must be legible and be self-attested by the authorized signatory with official seal. Claims made by bidder related to the project experience and other requirements shall be considered only when appropriate supporting documents are provided.
12. All the communication/correspondence including the Bid (Technical and Financial Bid) must be signed and stamped on each page by the designated Authorized Representative of the bidder failing which the bid will be summarily rejected.

13. The Bids can be submitted up to date and time given as specified in the NIT Table.
14. The complete bidding process is defined in the tender document.
15. In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this tender document, all such bids will be summarily rejected.
16. Tendering Authority reserves the complete right to accept or reject in part or full any or all the bids without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the tendering authority.
17. In case, a dispute arises with regard to interpretation/ omission/ error in this tender document, bid submitted, other documents; the decision of SE (IT), JVNL, JAIPUR will be final and binding upon the bidders.
18. Interested bidders may obtain further information from the office of The Superintending Engineer (IT), Jaipur Vidyut Vitran Nigam Ltd, Old Power House Banipark, Jaipur.

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

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SECTION – I INTRODUCTION & OBJECTIVE

JAIPUR VIDYUT VITRAN NIGAM LIMITED (Jaipur Discom) is an undertaking of GoR engaged in distribution and supply of electricity in 12 districts of Rajasthan, namely Jaipur, Dausa, Alwar, Bharatpur, Dholpur, Kota, Bundi, Baran, Jhalawar, Sawaimadhopur, Tonk and Karauli (Except Kota City & Bharatpur City).

Over the past years JVVNL has adopted many IT Solutions and Systems in automating its various departments, functions & Processes which would not only take the best advantage of latest IT developments but also would bring in more transparency, efficiency and consumer and stakeholder satisfaction.

Background:

Currently the working of Material Management wing is not automated, digitalised, and not online process after the issue of Purchase Orders exists. The information after the issue of Purchase Orders either is documented in terms of stand-alone electronic documents or printouts in the files. The communication with various stake holders is usually through written communication or occasionally vide email as a backup.

To enhance the productivity, efficiency of the procurement department, create a fully automated online process for procurement, purchase order management, document management etc., JVVNL invite the bids for development and deployment of Vendor Self Services system on SAAS (System as a Service) Basis.

Objective:

- To design, develop and implement a Web Based IT System for IT enablement of the procurement division (MM Wing)
- The System Shall server as a single stop integrated platform for both the department, vendors and other stake holders associated with the procurement process for documenting, collaborating and information dissemination of all the activities that are associated with the supply of goods once the purchase orders are placed.
- The system shall consist of Web Portal, Web Application and Mobile Apps that facilitate the various envisaged functionalities and deliverables.
- The system shall transparently disseminate information relating to all the stages, procurators, inspections, dispatch instructions, display the status of execution of purchase orders vide various dashboards, reports, send alerts, emails etc.
- Integrate the system with existing and future IT systems of the DISCOM during the tenure of the contract.

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

General Information of Bid :

- i. Qualification will be assessed upon meeting all the qualification criteria regarding the applicant's general and particular experience, personnel capabilities, infrastructure availability, financial position, system proposed, methodology and plans to be adopted as detailed in the Bidder's Technical Bid.
- ii. The Bidder, while submission of the Bids, has to ensure that, all the pages of the Bids are signed by the competent authority and also all the pages are numbered and properly indexed. Jaipur Discom clarified that the Bid of those bidders, who do not fulfil the requirements shall be considered as disqualified.
- iii. If any bidder fails to fulfil the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.
- iv. Merely meeting the qualification requirements does not indicate that the Bidders shall be short listed for opening of financial bid. The technical solution proposed by the Bidder must commensurate with the requirements laid down in the Tender document.
- v. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.

SECTION-II QUALIFICATION REQUIREMENTS (QR)

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

S. No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act which is minimum 5 years old.	Self-Declaration along with the following: <ul style="list-style-type: none"> • Copy of Self-Attested Incorporation Certificate in case of Company • Copy of Self-Attested Partnership Deed • Copy of Self-attested latest Income Tax Return
2.	The Bidders shall have following valid certificates : <ol style="list-style-type: none"> (I) ISO 27001:2013(for IT solutions and Services) (II) ISO 9001:2008 (for IT solutions and Services) (III) CMMI Level 3 DEV for Software Development. 	Valid Certificates to be uploaded. Certificate of Appraisal issued by authorised transition partner of CMMI institute with SCAMPI ID to be uploaded.
3.	The bidder should have successfully executed a design, development, integration, implementation, support and maintenance of web based software solution minimum one out of the following : <ol style="list-style-type: none"> (i) ERP (ii) Revenue & Billing System (iii) E-Office System in the last 3 financial years in India which is live as on the date of the tender.	<ul style="list-style-type: none"> • Work Award on Bidders name with relevant performance certificates

4.	<p>i. The Bidder should have a minimum average annual turnover of Rs. 30 Cr (Gross Turnover of 90 Cr) in last three Financial Years (2014-15, 2015-16, 2016-17)</p> <p>ii. The Bidder should be profit making in the last 3 financial years (2014-15, 2015-16, 2016-17).</p> <p>iii. The Bidder should have positive net worth as on 31st March, 2017</p>	<p>Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof. If final accounts of FY 2016-17 are not available provisional certificate duly certified by CA shall be submitted as a proof.</p> <p>Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided.</p> <p>Note: <i>Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</i></p>
5.	The Bidder should not have been black listed by any power utility in India during the last 5 years.	Self-Declaration for No Blacklisting on the appropriate stamp paper.

NOTE: -

1. In case of non-furnishing of requisite document along with the bid the bid will be considered as non-responsive and bid may be summarily rejected.
2. Irrespective of meeting the above qualification requirements, none of the consulting companies engaged by Jaipur Discom as on 30.9.17 for IT Projects cannot bid for this tender.

SECTION –III INSTRUCTION TO BIDDER

1. GENERAL INSTRUCTIONS

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

2. FIELD CONDITIONS

- 2.1. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy it regarding the existing system's.
- 2.2. For ascertaining the existing system, condition's etc., the agency may contact the Tendering Authority.
- 2.3. No claim from Bidder or Agency for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated by them at the time of submitting the bids.

3. SUCCESSFUL IMPLEMENTATION AND GOOD PERFORMANCE

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

4. PREPARATION OF BIDDING DOCUMENT

- 4.1. EARNEST MONEY DEPOSIT (EMD):
 - a. The Bidder shall furnish EMD as per the prescribed in NIT section.

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

4.2. TENDER DOCUMENT FEE & TENDER PROCESSING FEE

The bidders are permitted to download the bid document from websites <https://www.eproc.rajasthan.gov.in>, www.jaipurdiscom.com but must pay the cost of Tender document fee and e-Tender processing fee as mentioned in NIT table within the stipulated date & time in the office of Accounts Officer (IT & RE), Jaipur and obtain acknowledgement thereof. Such processing fee shall be sent to RISL by AO (IT & RE).

5. CLARIFICATIONS AND AMENDMENTS & DEVIATION FROM TENDER DOCUMENT

5.1. CLARIFICATIONS TO THE TENDER DOCUMENT

- 5.1.1 If the prospective bidder has any doubts as to the meaning of any portion of the Tender document, he can raise the same to the tendering authority i.e. SE(IT) JVVNL, Jaipur on any working day from 11.10.17 to 18.10.17 between 10.00AM to 6 PM.
- 5.1.2 Verbal clarifications and information given by the Discom or his employee(s) or his representative(s) shall not in any way be binding on the owner.
- 5.1.3 The bidder is required to carefully examine the Terms & Conditions including specifications of this Tender document and fully inform himself as to all the terms and conditions which may in any way affect the Work or the cost involved thereof.

5.2. CLARIFICATIONS TO THE BID

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

5.3. AMENDMENT OF TENDER DOCUMENT

- 1.3.1 At any time prior to the deadline for submission of the Bids, if the Tendering Authority deemed it necessary to amend the Tender document, it shall do so by issuing appropriate Corrigendum/Addendum.
- 1.3.2 Any Corrigendum/Addendum issued shall be a part of the Tender document and shall be published on the website of Jaipur Discom & e-proc portal.
- 1.3.3 To give prospective Bidders reasonable time to take a Corrigendum/Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- 1.3.4 Any change in date of submission and opening of bids would be published through Jaipur Discom's website and e-proc portal.

5.4. DEVIATION FROM BID DOCUMENTS

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

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

6. SUBMISSION AND OPENING OF BIDS

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

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

6.3 BIDS ARE TO BE SUBMITTED IN TWO PARTS

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

6.3.2 Part- A (Technical Bid): will contain

a) Cover 1: Fees (to be uploaded in pdf format)

(i) Copy of receipt of submission of Tender document fees

(ii) Copy of receipt of submission of Tender processing fee

(iii) Copy of receipt of submission of EMD (DD & BG)

b) Cover 2: Techno-Commercial Bid (to be uploaded in pdf format):

(i) Complete Technical Bid comprising information in specified formats and schedules (Except the price schedule) including details & design of the proposed system(s) to meet out the work requirement together with its capabilities.

(ii) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of this tender

The Tendering Authority may require any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three working days.

6.3.3 Part- B (Financial Bid): will contain the Financial Bid for carrying out the scope of work defined for this project. The Financial Bid is submitted in excel file of BOQ. The Financial Bid will be opened only for the Bidders shortlisted on the basis of Technical Bid. The date of opening of such Financial Bids will be intimated on the eproc website

6.4 SUBMISSION OF PROPOSALS

6.4.1 Bidder shall submit their bid in electronic format, which shall be digitally signed and further signed & stamped on each page by the designated authorized representative of the Bidder. Bidder shall procure Digital Signature Certificate (DSC) as per the provisions mentioned in Note 2 of the NIT table.

6.4.2 Physical submission of bids is not allowed. If asked by Tendering Authority 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.

6.5 FILLING OF BIDS

6.5.1 Bids shall be submitted on e-portal with the formats and schedules given in the Tender document duly filled in. The completed formats and schedules shall be considered as part of the contract documents in case the same Bidder becomes Successful Bidder. The Bids which are not in conformity to the schedules and formats of the Tender document, may not be considered.

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

6.6 ALTERNATIVE BIDS

Alternative bids shall not be considered at all.

6.7 BID PRICES

- 6.7.1 All the prices should be quoted only in Indian Rupees (INR) Currency.
- 6.7.2 The prices quoted in BOQ.xls should be inclusive of 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..

7. PERIOD OF VALIDITY OF BIDS

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

8. SIGNATURE OF BIDDER

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

9. DELAY IN BID SUBMISSION

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

10. RECEIPT OF BIDS

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

11. WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

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

12. BID OPENING

- (i) Jaipur Discom shall perform the Bid opening at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.
- (ii) Only the bids of those bidders who qualifies post the Technical Bid evaluation shall be eligible for Financial Bid opening. The date and time of Financial Bid opening to the technically qualified Bidders would be intimated later. The bidder who has quoted lowest shall be termed as the successful bidder.

13. EVALUATION AND COMPARISON OF BIDS

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

13.1 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.

13.2 2nd stage: Technical Evaluation

Consequent upon identifying the bidders who are found eligible in 1st Stage the 2nd stage evaluation shall be carried out in following manner.

13.2.1 Availability for No-Deviation Certificate. If deviation found bid shall be declared as non-responsive.

13.2.2 Technical details and proposals submitted by the bidders shall be critically examined in line with objectives & scope of work along with all the documents submitted.

13.2.3 JVNL shall prepare the list of qualified bidders on the basis of above criterion and accordingly notified through e-portal for opening of financial bid.

13.3 Financial Bid Evaluation: The Financial Bids which are opened shall be evaluated.

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

1. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
3. If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words is related to an arithmetic error, the amount in figures shall prevail subject to (1) and (2) above.

If there is a discrepancy between percentage and figures related to various taxes or levies, the percentage shall prevail over figure mentioned. However, where the amount expressed in percentage is related to an arithmetic error, the amount in figures shall prevail subject to (1) and (2) above. It should also be noted that at time of payment against, the prevailing tax/levy rates will be used as on the date of approval of payment

Except as provided in sub-clauses (1) to (3) herein above, Tendering Authority shall reject the Price Proposal if the same contains any other computational or arithmetic discrepancy or error.

If the Bidder does not accept the correction of errors, its Bid shall be disqualified and its EMD shall be forfeited

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

13.1.6 The EMD of the other technically qualified Bidders shall be returned within 15 working days from the date of signing of Contract by the Discom with the successful Bidder.

14. CONFIDENTIALITY

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

15. NON-MATERIAL NON-CONFORMITIES

Provided that a bid is substantially responsive, the Tendering Authority 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, within a reasonable period of time, to rectify omission in the bid related to requisite documents.

16. DISQUALIFICATION

16.1.1. Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid processon 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. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
- iv. In case of any mis-apprehension at bidder level which may lead to wrong price bidding, Discom reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersion of Discom / tender specification. Accordingly the bidders are advised to ask to clarify about any mis-apprehension before bidding. No excuse shall be considered in this regard.
- v. Does not meet the Qualification Requirement (QR) as mentioned in the bidding document.
- vi. During validity of the bid or its extended period, if any, increases his quoted prices.
- vii. Has imposed conditions in his bid.
- viii. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- ix. Has been black listed, by any utilities of India during Last 5 years.
- x. Has submitted bid which is not accompanied by required documentation and EMD/Tender document fees/Processing fees

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

17. AWARD OF CONTRACT

17.1. ACCEPTANCE OF THE TENDER/BID AND NOTIFICATION OF AWARD

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

17.1.2. The Successful Bidder shall send an acknowledgement the LOI to the Discom, post which Discom shall prepare and send a detailed work order to the

Successful Bidder. In case, the Successful Bidder refuses at the issue of LOI, the intent to perform the scope of work, it shall be rejected with forfeiture of its EMD and offer may be extended to the L2 Bidder and so on.

17.1.3. Discom shall issue Work Order to the Successful Bidder requiring him to do the following things within specified timeline. If the Bidder fails to do the following things within specified timeline, EMD of such Bidder shall be forfeited and Tendering Authority of Discom may consider the next ranked bidder.

- a) Written Letter of Acceptance of Work Order along with duly signed and sealed copy of such Work Order as token of such acknowledgement within 7 working days.
- b) Submission of Performance Guarantee as required to be submitted under the Contract within 15 working days.
- c) Signing of the Contract (based on the terms & conditions of this Tender Document) with the Discom within 15 working days after issue of Contract format by Discom to the Successful Bidder. In case any of the party (Discom and the Successful Bidder) is unable to sign the Contract within 15 working days, it shall inform the other party in advance regarding the same alongwith the reason and suitable time for signing of the Contract.

17.1.4. 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 from the bid process and their EMD may be refunded.

17.1.5. Until a formal Contract is prepared and signed, the Work Order/ LOI shall constitute a binding Contract.

18. SIGNING OF CONTRACT

18.1. The successful bidder will, on receipt of Work Order from the Discom enter into a contract with the DISCOM by jointly signing the Contract.

18.1.1. The draft of the Contract based on the terms & conditions shall be shared with the successful bidder.

18.1.2. The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

19. RESERVATION OF RIGHTS

To take care of unexpected circumstances, Tendering Authority shall reserve the rights for the following:

- i. Extend the last date & time for submission of the bids.
- ii. Amend the Tender Document at any time prior to the last date & time of submission of Bids.
- iii. To reject any bid without assigning any reasons.

- iv. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bids.
- v. Seek the advice of external consultants to assist Jaipur Discom in the evaluation or review of bids.
- vi. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its bids.
- vii. Reproduce for the purposes of the procedure the whole or any portion of the bids despite any copyright or other intellectual property right that may subsist in the bids.
- viii. Note: Direct or indirect canvassing on the part of the Bidder or his representative would be a ground for disqualification of such Bidder from this process.

20. LACK OF COMPETITION

A situation may arise where, after evaluation of Bids, the Tendering Authority may end-up with one responsive bid only. In such a situation the Tendering authority act as per RTPP Rule 2013 CLAUSE 68 "Lack of Competition"

21. General

- 21.1 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.
- 21.2 The fact of submission of bid to the Jaipur Discom shall be deemed to constitute an agreement between the Bidder and the Discom where by 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.
- 21.3 The successful bidder will have to sign the contract agreement for the proper fulfilment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the Tender Document/ Bid, interpretations as may be advantageous to Discom may be taken, if satisfactory clarification is not furnished within the prescribed period.
- 21.4 Discom will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
- 21.5 Jaipur Discom reserves the right to:
 - a. Reject or accept any bid.
 - b. Cancel the bid process and reject all applications.
 - c. Jaipur Discom shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

22. SPECIAL CONDITIONS of TENDER

- i. The system or entire solution shall be deployed on the cloud.

- ii. The system shall be developed on SOA architecture and shall have all the standard integration features inbuilt for integrating with other systems.
- iii. The Service provider shall maintain the confidentiality of data base. A separate NDA (Non-Disclosure agreement) shall be signed by the service provider.
- iv. Data migration of live Purchase orders shall be considered as part of the scope.
- v. No additional payment shall be made to any change requests during the tenure of the contract.
- vi. All the required license, license updates / Licenses renewal / AMC of Licenses, Hardware AMC, software updates, Change request updating is the responsibility of vendor within the quoted price till currency of contract.
- vii. The system shall have provision to send SMS, EMAIL, Alerts etc., both for the enterprise users and Vendors. The necessary SMS packages and SMS gateway shall be provided by the DISCOM and the Email gateway shall be arranged by bidder at its own cost.

SECTION-IV TERMS & CONDITIONS

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

1. DEFINITION OF TERMS:

- 1.3 1.1 In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context in consistent with such construction. "Jaipur Discom" shall mean the Jaipur Vidyut Vitran Nigam Limited or JVVNL, represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees.
- 1.4 The "Bidder" shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to "Invitation of Tender".
- 1.5 The "Agency" shall mean the Bidder whose Bid has been accepted by Discom and shall include its heirs, legal representative, successors and assignees approved by the Discom.
- 1.6 The "Chairman/Managing Director" shall mean the Chairman/Managing Director, Discom.
- 1.7 The "Engineer" shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, Discom or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word "Engineer" shall mean the Discom or his duly authorized representative.
- 1.8 "Works" mean and include the work or works to be done by the Agency under the contract.
- 1.9 The "Contract" shall mean and include the following:
- i. Notice Inviting Tender
 - ii. Complete Tender document including its amendments if any.
 - iii. Bid submitted by bidder.
 - iv. EMD.
 - v. Letter of Intent and its acknowledgement.
 - vi. Security Deposit/ Performance Guarantees.
 - vii. Detailed Work order.
 - viii. Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
 - ix. The agreements to be entered as per Tender Document.
 - x. Requisite Power of Attorney in favor of the authorized signatory of the Bidder.

- 1.10 The “Specification” shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
- 1.11 The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
- 1.12 The “Site” shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
- 1.13 “Acknowledgement of Letter of Intent” shall mean the Bidder’s letter conveying his acceptance of it being successful bidder and its intent to perform the contract.
- 1.14 “Acknowledgement of Work Order” shall mean the Bidder’s letter conveying his acceptance of the tender as per the terms and conditions as been stated therein.
- 1.15 The “Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- 1.16 “Letter of Intent” Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.
- 1.17 “Work Order” shall mean the Discom’ letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discom may like to convey to the Agency pending signing of a formal written Contract.
- 1.18 “Writing” shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- 1.19 The Work “Codes” shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date of Letter of Intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.
- 1.20 Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- 1.21 Words importing the singular only shall also include the plural and vice version where the context requires.
- 1.22 Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).
2. CONTRACT: After the selection of successful bidder Discom will issue Letter of Intent and subsequently a detailed Work Order to such bidder. A contract shall be entered into between Discom and the successful bidder.
3. CONTRACT VALUE: Contract Value shall be termed as total order value as quoted / accepted by the Successful Bidder in the Financial Bid.
4. CONTRACT PERIOD: The contract period shall be initially for a period of 5 years from the date of award of contract. The contract period shall be extendable for further 2 years, on mutually agreed conditions.

5. IMPLEMENTATION PERIOD:The implementation period of project for shall as defined in this document where in all the hardware, software, resources etc. should be installed/deployed.
6. TERMINATION OF CONTRACT: If the services of the vendor are not as per the awarded work for three consecutive months after commencement of work then Discom will have liberty to terminate the contract.
7. FALL BACK ARRANGEMENT: In the event of failure of the Agency to fulfil its obligations, duties and responsibilities as per the terms & conditions of the Contract, Discom shall interalia have the right, at any time to resort to fall back arrangement. Under such arrangement, Discom shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the Contract and can recover from the BGs & other holding of agency with Discom, the losses suffered due to such failure. If the BGs & other holding of agency is insufficient, the Agency shall pay the difference to Discom failing which Discom shall have right to recover the sum through legal or other means.

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

The Discom shall have the right in such circumstances to blacklist/bar/disqualify the Agency from submission of Bid to the any Discom(s) at least for one year.

8. HANDING OVER ON TERMINATION/ PROJECT COMPLETION: The Contract shall require the Agency to cooperate in handing back the facilities, records, data backup and documents, latest software with documentations, manuals, etc. in good working order to Discom after termination of Contract.

Upon termination of the Contract, the Agency's authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, Discom shall arrange to award the Contract to other firm or may execute the work departmentally at-least 6 months before expiry of this Contract, the Agency/Discom staff may require to work along with the new agency for remaining period of Contract to enable the new agency to understand the process.

Upon Termination of the Contract, following equipment / items shall be handed over on A-IS-Condition as On last day of contract:

- (i) All Utility Specific Data including Archives
- (ii) All Desktop PCs , UPS and Printers and furniture

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

maintain the validity time. Discom may invoke the Performance Bank Guarantee without giving any information if validity of such Performance Security expires.

- 9.2. The Bank guarantee in the prescribed format must be from the branch of any Nationalized/Scheduled Bank located in Rajasthan. The Agency may furnish Bank Guarantee on stamp paper of Rajasthan state and shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that Rajasthan State.

10. AGENCY TO INFORM HIMSELF FULLY

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

11. CONTRACT DOCUMENTS

The order placed under this Tender document shall be governed by the terms and conditions as incorporated in this Tender document and as given in the detailed work order. The terms and conditions as specified in this Tender document if differ from the terms indicated in the detailed work order the later shall prevail.

The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Rajasthan Courts only. For the due fulfilment of the contract, the Agency shall execute the Contract in the prescribed form, in prescribed number of copies on Rajasthan State Non-judicial stamp paper bearing stamp duty as applicable. The expenses of completing and stamping the Contract shall be borne by the Contractor. Such Contract shall be executed and signed by the authorized signatory of the Agency on each page thereof.

Such complete agreement form along with the contract documents together with a "Power of Attorney" in favour of the Executants shall be required to be returned to the Discom within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the Discom shall be sent to the supplier for his reference.

The contract documents shall mean and include the following: -

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

(vii) Power of Attorney in favor of signatory

12. GIFTS AND COMMISSIONS ETC.

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

13. COMPLIANCE OF LABOUR LEGISLATION:

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

The Agency shall deploy Skilled / Highly Skilled manpower with necessary qualifications and experience as mentioned in the Tender Document. Agency shall pay salaries / wages to the manpower deployed through cheque/online transfer and submit Circle wise, Division wise Sub Division wise and Employee wise salary statement with all details such as Basic, DA, Conveyance, Bonus, EPF, ESI, PT, TDS, Net Salary etc. to Discom. Payment of wages / salaries paid in cash is strictly not allowed.

Accounts Officer of respective circle shall ensure compliance by the Agency with respect to labour law, minimum wages, Accidental Insurance, Workman compensation, EPF and ESI etc. Accounts Officer shall verify and certify the monthly Circle wise, Division wise Sub Division wise and Employee wise salary statement for release of payments to Contractor

14. 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.

15. 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

16. REMEDY ON AGENCY'S FAILURE TO INSURANCE: If the Agency fails to effect and keep in force insurance referred to in clause 16 hereof or any other insurance which he may be required to effect under the terms of contract then the Jaipur Discom may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the Discom as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.
17. LIABILITY FOR ACCIDENTS AND DAMAGES:
 - 17.1. 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.
 - 17.2. 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.
 - 17.3. 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.
 - 17.4. 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.
18. MAINTENANCE OF FACILITIES AND PERSONNEL: The Agency shall maintain all requisite facilities at bidders Jaipur Office on its own as required to carry out the work as per the Tender document.
 - 18.1. The Agency shall provide and maintain a controlling office with requisite infrastructure at Jaipur with proper staff & facilities like telephone with fax, mobile phone, Internet etc. at its own cost and shall remain open at all reasonable hours to receive communications.
 - 18.2. For onsite personnel Space, Electricity, Water and other facilities at all concerned offices of DISCOM shall be provided by Jaipur Discom without any cost chargeable to Agency.

- 18.3. PERSONNEL: 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.
- 18.3.1. Manager or an alternate shall be available for communication during 9 am to 7 pm.
- 18.3.2. Agency shall not change the Manager/nodal officer, provide that he has not left the service.
- 18.3.3. Agency shall immediately inform the respective officer about any change of personnel/contact numbers through Email and post.
- 18.3.4. Agency shall issue identification cards (ID card) to all its personnel engaged in the work under the contract. The identification card duly signed by authorized signatory of managerial position of the agency. The format of such ID card shall be approved by concerned Discom Officer shall be consisting of key details of Resume and photograph of the concerned personnel along logo of the Agency. The Concerned Discom officer after countersigning these IDs, will return the same to the Agency for distribution to the concerned personnel. The IDs shall be handed over to the concerned Discom officer after the completion of work under the contract.
- 18.4. NODAL OFFICER FOR EXECUTION OF PROJECT: After award of contract, to interact between the field offices and Agency, Discom shall appoint a Nodal Officer if required. Similarly, the Agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from his side.
19. CONTRACT AGREEMENT:
- 19.1. 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.
- 19.2. 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.
- 19.3. 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.
20. Mode and Terms of PAYMENT
- (a) The agency shall submit monthly invoice in triplicate to SE(MM) of Jaipur Discom, as per the rates indicated in the Contract. The invoice shall have accompanied the following:
1. Employee wise monthly wages statement.
 2. EPF statements and challan.

3. ESI statements and challan.
 4. Certifying 100% amount to be released.
- (b) 10% of the total contract value shall be paid after Development and deployment of the complete system including the mobile application, data migration and configuration i.e. GO Live of the system.
- (c) Balance payment i.e. 90 % of the total contract value shall commence after GO Live of the system and shall be paid in 60 equated monthly invoice in following schedule .
- i. The invoice shall be submitted within 7th of every month.
 - ii. The invoice shall be verified by 15th of every month and sent for payment.
 - iii. The AO/Sr.AO(CPC) shall release the 100% Payment by 7th of next month.

21. Implementation and Roll Out Schedule and Penalties:

A. Implementation and Rollout Schedule

Activity No.	Activity Description	Time schedule desired
1.	SRS/FRS Submission	15 Days from the date of award of the contract
2.	SRS/FRS Approval by JVVNL	15 Days from date of receipt of SRS / FRS.
3.	Offering of the Vendor Self Service Solution to be deployed including Mobile Applications for validation.	Within 30 Days from the date of approval of SRS by JVVNL as in activity 2
4.	Validation / testing of complete system by JVVNL	Within 15 Days the date of offering of system for validation.
5.	Incorporation of all changes and suggestions from JVVNL in the deployed solution including data migration and configuration	With 15 days from the validation / approval from JVVNL
6.	Go Live of the Vendor Self Service Solution	Within 30 days from the completion of activity 5.

B. Penalties & Liquidated Damages:

The following penalties shall be applicable for delay in the various activities :

I. Implementation Part

Activity No.	Activity Description	Time schedule desired	Penalty
1.	SRS/FRS Submission	15 Days from the date of award of the	Rs. Rs. 10000/- after 15 days to 30 days of

		contract	awarding of contract. If even after 30 days, the task is not completed, order may be cancelled
2.	SRS/FRS Approval by JVVNL	15 Days from date of receipt of SRS / FRS.	Not applicable
3.	Offering of the Vendor Self Service Solution to be deployed including Mobile Applications for validation.	Within 30 Days from the date of approval of SRS by JVVNL as in activity 2	0.5% per week of the total contract value. If even after 5 weeks of delay the task is not completed, order may be cancelled and EMD may be forfeited.
4.	Validation / testing of complete system by JVVNL	Within 15 Days the date of offering of system for validation.	Not applicable
5.	Incorporation of all changes and suggestions from JVVNL in the deployed solution including data migration and configuration	With 15 days from the validation / approval from JVVNL	0.5% per week of the total contract value. If even after 5 weeks of delay the task is not completed, order may be cancelled and EMD may be forfeited.
6.	Go Live of the Vendor Self Service Solution	Within 30 days from the completion of activity 5.	0.5% per week of the total contract value. If even after 5 weeks of delay the task is not completed, order may be cancelled and EMD may be forfeited.

- II. Operation and Maintenance Part : A penalty of 5% of the total monthly invoice value for operation and maintenance services shall be applicable for not providing the services as define in the SLA in the RFP.

Note : The SLA for the O&M period is being worked out and shall be finalised before issuance of final version of RFP.

22. GOVERNING LAWS AND JURISDICTION: the Indian Law shall govern the agreement. Only appropriate courts in Jaipur shall have exclusive Court Jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.
23. JURISDICTION FOR LEGAL PROCEEDINGS: The contract shall be governed by the laws of India for the time being in force and be subject to the court of competent jurisdiction at Discom HQ. All disputes, differences questions whatsoever arising between the Discom and the agency upon or in relation to or in connection with the Contracts shall be deemed to have arisen at Discom Head Quarter only and no court other than court at Jaipur, Rajasthan shall have jurisdiction to entertain or try the same.
24. SETTLEMENT OF DISPUTES: In any time any question, dispute or difference what so ever which may arise between Discom and the Agency, the same shall be decided by CMD/MD of Discom, or by the settlement committee constituted by him and shall be final and binding on both the parties.

The Discom has constituted settlement committee to settle the disputed cases. For the disputed amount up to Rs. 3.00 Lac the case may be referred to the CE level settlement committee and if the disputed amount is more than Rs. 3.00 Lac the case shall be referred to the corporate level settlement committee. The non-refundable fees for referring the case to the settlement committee are as given below or prescribed time to time:

- 1.1. Reference fee for CE level settlement committee - Rs. 500/-
 - 1.2. Reference fee for corporate level settlement committee-Rs. 3000/-
 - 1.3. Fee for review of cases by corporate level settlement committee- Rs. 5000/-
 - 1.4. The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the concerned AO.
25. CONDUCT OF AGENCY'S STAFF: If any of the Agency's employees shall, in the opinion of Discom, is guilty of any misconduct or incompetence or negligence, then if so directed by Discom, the Agency shall at once remove such employee and replace him by anequally qualified and competent substitute.
- It is clarified that all the field persons/collection agent deployed by Agency shall be in uniform (to be prescribed by Agency) with badge & shall have identity card to be approved by Discom on Agency's recommendation.
26. LIEN: In case of any lien or claim pertaining to the work and responsibility of the Agency for which Discom might become liable, it shall have right to recover such claim amount from the Agency.
27. FORCE MAJEURE CONDITIONS: If at any time during the currency of the Contract the performance in whole or in part be prevented or delayed by reason of any war hostility acts of public enemy, civil commotion, sabotage, fire floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of god (hereinafter referred to as Events) then provided Notice and adequate proof of the production/dispatch having suffered on account of these events is given within 21 days from the date of occurrence thereof the provision of penalty Clause of this specification shall not be invoked by Jaipur Discom provided further that the

deliveries under the contract shall be resumed, as soon as practicable after such event (s) has ceased to exist and the decision of the Jaipur Discom as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that in case the strike/lockout prolongs beyond a period of seven days, the supplier shall immediately inform about the same to the Discom in which case the Discom reserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the supplier.

28. COMPLETENESS OF CONTRACT: The contract shall be considered completed on termination of the contract period after full handing over of data, documents or material and clearing all dues towards the agency.

29. GST: The Bidder shall furnish details of applicable GST as on date of Bidding.

30. SUSPENSIONS OF WORKS: The Discom shall not be liable to pay the Agency any compensation whatsoever arising from suspension of specified work or for idle labour.

31. DEATH BANKRUPTCY ETC.:

12.1. If the Agency shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wound up except for reconstruction purpose or carry on hits, business under a receiver, the executors successors, or other representatives in law of the state of the Agency or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall forth-with given notice thereof in writing to the Discom and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the Discom subject to his or their providing such guarantee as may be required by the Discom but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above said shall be deemed to relieve the Agency or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may be terminated by the Discom by notice in writing to the Agency and the same power and provisions reserved to the Discom as mentioned in the Tender in the event of taking the work out of the Agency's hand's shall immediately become operative.

12.2. Change of name of the Agency at any stage after Bidding Process, the Discom shall deal the same as per prevailing rules of the Discom.

32. GUARANTEE:

During the entire period of contract the Agency shall be responsible for satisfactory performance of the system and required maintenance / up-gradation / replacement / services shall be done by the Agency.

In the alternative, the defective or damaged materials shall be replaced free of cost within 72 hours from the date of receipt of the intimation from the Discom of such defects or damages.

When the whole or part of the materials are found to be defective/damaged or are not in conformity with the specification or sample, such defects or damages in the materials supplied shall be rectified within 72 hours from the time of intimation of defect/damage either at the point of destination or at the Agency's works, at the cost of Agency, against proper security and acknowledgement.

33. RULES& REGULATIONS: The job shall be carried out as per the rules, regulations and other details for inspection and testing as prevailing in Discom, which shall be made available to the Agency. These rules and regulations may be modified by Discom from time to time and would be intimated to the Agency for incorporating the same into the System during the currency of Contract.

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

34. FAILURE TO EXECUTE THE CONTRACT: Agency failing to execute the order placed on them to the satisfaction of Discom under terms and conditions set forth therein, will be liable to make good the loss sustained by the Discom, consequent to the placing of fresh orders elsewhere at higher rate, i.e. the difference between the price accepted in the contract already entered into and the price at which fresh orders have been placed. This is without prejudice to the imposition of Penalty/ Liquidated Damages and forfeiture of Performance Security.

35. NON-ASSIGNMENT: - The Agency shall not assign or transfer the contract or any part thereof to any other agency/ person during the contract period.

36. EFFECTING RECOVERIES: Any loss, arising due to non-fulfilment of this contract or any other contract, will be recovered from the Performance Security held and or any other amount due to the Agency from the Discom from this Contract as well as from other contracts.

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

The climatic conditions are prone to wide variation in ambient condition and equipment's offered under this specification shall be suitable for installation at any of the location in the area of Discom.

SECTION –V DETAILED SCOPE OF WORK

JVVNL invites competent and professional IT firms to submit their technical and commercial offers for Design, Develop, Testing and Deployment of web based 'Vendor Self Service System' for MM department along with the Maintenance and Support Services for the contract period.

C. Details of work

The selected agency shall be responsible to follow industry standards software development methodology, prepare documents as per standard templates/manuals provided by JVVNL MM Wing and undertake below mentioned activities:

1.1. Gather Requirements

- i. The bidder shall be responsible for requirement gathering for development of Integrated web based Vendor Self Service management application for MM Wing.
- ii. Requirement gathering would be the most crucial aspect as the envisaged results and objectives can only be realised if the requirements are understood in totality and specific to the rules, process that are currently in place and with wide discussion on business reengineering if any required.
- iii. Carry out requirement study/ analysis of business processes to thoroughly understand the functional and operational mechanism and collect requirements from the concerned officer(s) and undertake the following activities:
 1. Detailed Study of requirements of application components and solutions
 2. Assess existing applications (if any) from the perspective of integration with other application.
 3. Prepare User Requirement Specifications document.
 4. Prepare SRS/ Detailed FRS detailing Functional and Non-Functional Requirements as per industry Standards.

1.2. Design and Development Phase: The bidder shall be responsible for design and development of integrated web based application along with the required mobile applications for MM wing of JVVNL. The indicative Functional Requirement Specifications are provided in Annexure-1 of this RFP document, which shall be detailed and finalised during SRS/ Requirement Gathering Stage. The selected bidder shall be responsible for preparation of SRS including SDD document. The selected bidder shall also maintain a Requirement Traceability Matrix and shall provide the same to JVVNL, as and when requested for.

1.3. Data Collection & Data Migration : The bidder shall be responsible for collecting all the existing formats, standard operational procedures, assess the existing vendors and purchase orders that are currently under executions, collect & create all the master data on the vendors, inspectors and other stakeholders that would be using the system and create the required database and document repository. The document repository may involve work of digitalization/scanning of the existing/live work orders and other documents/manuals, forms etc. The scope of the bidder also involves the migration of any data that is available in either soft/hard formats into the system which shall facilitate smooth migration at the time of Go Live.

- 1.4. Deployment of Manpower: The Selected Bidder shall constitute a team consisting of minimum of following members within fifteen (15) days of date of Signing of Agreement or date of work order issuance (whichever is earlier) during the customization/ development of the Integrated application and mobile applications.
- 1.4.1. Minimum Team Size during design and development of application shall be as follows (Onsite & Offsite as envisaged by the bidder):
- A. Team Lead & Project Manager: 1 Nos
 - B. Software Developers: 6 Nos
 - C. Mobile App Developers: 2 Nos
 - D. Database, System Administrator: 1 Nos
 - E. Quality Assurance/Testing Engineer: 1 Nos
- 1.4.2. Minimum Team Size for Maintenance & Support Services after Go-live shall be as follows:
- A. Developers : 1 Nos (No full time or On site expected, need based for support/enhancements)
 - B. Data Entry Executive's: 7 Nos (On Site)
 - C. Remote Support for Bug Fixing etc.
- 1.5. Software Development & Deployment : The bidder shall develop the software/customise the software as per the finalised SRS and FRS using the latest technologies as per the SOA architecture and agreed industry standard practise. Once the application is developed the same shall be deployed on the cloud with the required configuration. The cloud hosting shall be in lines with the standard guidelines issued by GOI/GOR and prior intimation and approval of JVVNL should be sought before undertaking the hosting. The license agreement between the bidder and the cloud service provider shall be shared with JVVNL. All the services towards the cloud hosting shall be on the bidder and shall be included in the commercial quotes.
- 1.6. User Acceptance Testing : The bidder shall undertake the following activities:
- 1.6.1. Prepare detailed UAT plans, schedules, procedures and formats
 - 1.6.2. Prepare UAT use case scenarios and expected results
 - 1.6.3. Conduct UAT, identify and rectify developed application issues / errors / bugs reported during the testing / UAT up-to the satisfaction of JVVNL.
- 1.7. Security and vulnerability test: The Bidder shall get the Applications audited by approved CERT-IN auditors for security and vulnerability test before deployment of the application.
- 1.8. Go-Live Phase : The web application along with web portal and mobile applications shall be declared as go live once the following are achieved:
- 1.8.1. UAT is completed and all issues pointed out are rectified

- 1.8.2. Security Audit by CERT-IN auditor is completed successfully.
 - 1.8.3. All the Users are configured
 - 1.8.4. All the data migration is completed
 - 1.8.5. All the configuration are completed
 - 1.8.6. The mobile apps are made available in the public online stores (Android & IOS)
- 1.9. Training & Documentation :The bidder shall ensure that all the documentation with respect to the software like the User Manual, Training Manual , VBT etc., are made available in the application. A copy of the same is to be provided to JVVNL. The bidder shall be responsible for proper hands-on sessions training to the designated officers/ users on the developed web application & mobile applications. The schedule shall be mutually decided by JVVNL and the bidder and the requisite training infrastructure like the place, computers, and projector with screen shall be arranged by JVVNL.
- 1.10. Support and Maintenance Phase (FMS) :The bidder shall deploy the onsite Data Entry Operators from the date of go live. If the same are required for Data Digitalization and Data migration the same in required quantity be provided even before the go live for the required period. Minimum one developer shall be assigned for the project period for support, bug fixing and enhancements. The developer may be on-site/off-site from time to time as per the convenience of the bidder and shall meet all the SLA in timely manner. The bidder shall provide the support and AMC for the all the hardware supplied, renew the licences of antivirus and any other system software/other software's procured for the contract period. No additional amount shall be paid for the enhancements, integration requirements, additional reports etc., other than the agreed contract price. All the enhancements shall be completed within reasonable time else the bidder shall be subjected to penalties as defined in the bid document. The deployed resources should have adequate expertise and hands-on experience in respective technical domain of operation and maintenance and should be fluent in English and Hindi. The technical support services shall include the following tasks also:
- 1.10.1. Overall administration, operations, monitoring, maintenance of the deployed web application, Mobile Apps and database to ensure desired uptime.
 - 1.10.2. Provide day to day technical support to JVVNL through helpdesk, email, phone or through remote assistance to address, analyse and fix any technical glitches within the deployed solution.
 - 1.10.3. Carry out Performance Tuning and ensure resilient performance of the web application.
 - 1.10.4. To develop required reports for application and replications of application databases as per directions from designated officer(s) of JVVNL.
 - 1.10.5. During Maintenance and Support services period JVVNL may request bidder to make necessary changes in the layout, MIS report formats, input form/ information layout, upload documents layout, etc. The bidder shall be responsible to make changes at no extra cost to JVVNL.
 - 1.10.6. To Troubleshoot, manage, replace and repair the application.

Annexure 1 :

High Level Requirements of the System (Functional Requirements)

1. General Requirements of the Software Solution.
 - 1.1. The Web based Software shall be developed on latest technologies on service oriented architecture.
 - 1.2. The software shall be accessible by secured SSL network with valid certificates of 128 bit encryption.
 - 1.3. The Web based software should have valid Captcha for various login where the application is exposed on the internet.
 - 1.4. The Web based Software shall have built in role and used based access control.
 - 1.5. The Web based Software shall built in security and encryption for accessing over internet.
 - 1.6. The Web based software shall adhere to cloud hosting and delivery policies.
 - 1.7. The Web based software shall have audit trail.
 - 1.8. The Web based software shall have standard backup procedure implemented
 - 1.9. The Web based software shall have ticketing tool integrated for support and escalation.
 - 1.10. The Web based software shall be scalable as per the requirements.
 - 1.11. The web based software shall support all industry standard integration methods.
 - 1.12. The web portal shall be available with a domain name obtained on the name of JVVNL.
 - 1.13. Mobile Apps shall be developed for the Android and IOS platform and shall be compatible with previous 3 releases of Android and IOS and future compatibility for the contract period shall be ensured.
 - 1.14. Version control shall be implemented for tracking the changes.
2. The Major Modules/Sub Systems envisaged are;
 - 2.1. Vendor master creation option should be available in the software. All the attributes of the vendor shall be captured and processed. The Vendor Master should have approval Mechanism for successful vendor registration. Proper alerts shall be sent in stages of Vendor registration.
 - 2.2. Purchase Order Master shall be created and a provision for templates should be made available.
 - 2.3. Purchase Order Supply Master shall have all the attributes related to Purchase Order Supplies. There should be provision to add supplies in multiple categories.
 - 2.4. Software shall have a option for Deliver Schedule Master.
 - 2.5. Software shall have a option for Purchase Order Price Master
 - 2.6. Shall have provision for create Purchase Order Price Variation Master. This Master should capture all the Price variations inputs.
 - 2.7. Software shall have provision to create Inspector Master. It shall have all the key data for creating the inspections.
 - 2.8. Software shall have Rule based Inspector Selection Module which will select the inspectors based on predefined rules.

- 2.9. Software shall have the option to create Inspection Report Master. This should be based on the templates.
 - 2.10. Software shall have the option to create GTPP Master.
 - 2.11. Dispatch Instruction should be made available in the software. Dispatch instructions
 - 2.12. All the submodules shall have the Reports & Dashboards built into the system. Dashboards should give overall view of the data of the system. Dashboard should have option of drill down .
 - 2.13. Software shall have the Collaboration option using Email and SMS. These messages should be automatically trigger in the system based on the events.
 - 2.14. Software shall have Mobile Apps for vendors and officers so that information should be available on the finger tips. Mobile apps shall have inbuilt alert and messaging system so that users will get the instant information about the system updates.
 - 2.15. Software shall have in built Document Management System. Users of the system should be able to upload and retrieve the documents with ease.
3. Major functionalities of key modules envisaged
 - 3.1. User Management & Administration : The Web based Software shall have Role based & User Based User Management inbuilt. The major functionalities are:
 - 3.1.1. Software shall have option to Create, Modify , Assign & Delete Roles
 - 3.1.2. Software shall have option to Create , Modify & Delete Users
 - 3.1.3. Software shall have option to Delegation of Roles
 - 3.1.4. Provision to configure the organization hierarchy and define its structure
 - 3.1.5. System shall record the audit trail in case of any updating on the user management data.
 - 3.1.6. Software shall have option to Update & Reset Passwords.
 - 3.2. Vendor Master : The Web Based Software shall facilitate the on boarding of new / existing vendor. The Mobile Apps shall also have the vendor on boarding functionalities similar to the web application. The major functionalities are:
 - 3.2.1. All vendors of live orders shall be allotted unique ID.
 - 3.2.2. Similarly New vendors at the time of work order shall be allotted unique ID.
 - 3.2.3. As per type of item(item ID) login management for vendor shall be created.
 - 3.2.4. The ID once created shall be applicable for entire life cycle.
 - 3.2.5. The schedule of supply w.r.t each order shall be part of this system which can be edited by authorized user.
 - 3.3. Purchase Order Master:
 - 3.3.1. Each of live work/ Purchase orders shall be allotted unique ID
 - 3.3.2. Similarly at the time of New work order/ Purchase order unique ID of each order shall be generated
 - 3.3.3. The ID shall be generated order wise i.e. one ID for each work order
 - 3.3.4. The ID once created shall be applicable for entire life cycle of work order
 - 3.4. Purchase Order Supply Master: Shall capture following details but not limited to ;
 - 3.4.1. Data such as prices and conditions that you can store for the relevant purchasing organization or plant.
 - 3.4.2. The number of the last purchase order.

- 3.4.3. Tolerance limits for over deliveries and under deliveries.
- 3.4.4. The planned delivery time (lead time required by the vendor to deliver the material).
- 3.4.5. Vendor evaluation data.
- 3.4.6. An indicator showing whether the vendor counts as the regular vendor for the material.
- 3.4.7. The vendor sub-range to which the material belongs
- 3.4.8. The availability period during which the vendor can supply the material.
- 3.5. Deliver Schedule Master : Shall have the following key master data;
 - 3.5.1. Data requested
 - 3.5.2. Area
 - 3.5.3. Item
 - 3.5.4. Date received
 - 3.5.5. Status
 - 3.5.6. Priority
- 3.6. Purchase Order Price Master
 - 3.6.1. Each of live work/ Purchase orders shall be linked with applicable PV formula
 - 3.6.2. Regular updating of applicable PV for running orders / balance supplies.
- 3.7. Price Variation module shall have the following features
 - 3.7.1. Create standard price variation calculation templates.
 - 3.7.2. Option for creating custom template by authorized user.
 - 3.7.3. Apply the price variation rule against the PO
 - 3.7.4. Communicate the same to all stake holders
 - 3.7.5. Approval of price variation and confirmation of the same to suppliers
- 3.8. Inspector Master module shall have the following features
 - 3.8.1. Each of live work/ Purchase orders shall be allotted unique ID
 - 3.8.2. Similarly at the time of New work order/ Purchase order unique ID of each order shall be generated
 - 3.8.3. The ID shall be generated order wise i.e. one id for each work order
 - 3.8.4. The ID once created shall be applicable for entire life cycle of work order
- 3.9. Inspector Selection Module (Rule based)
 - 3.9.1. Registration of inspector details
 - 3.9.2. Selection of inspector for material inspection
 - 3.9.3. Intimation to inspector with inspection schedule
 - 3.9.4. Tools/Forms to upload the inspection details & findings
 - 3.9.5. Provision to upload the photos & documents obtained during inspection (Web & Mobile App)
 - 3.9.6. Provision to send real time Latitude and longitude at the time of testing at vendor works.
- 3.10. Software shall have Inspection Report Master where following shall be available
 - 3.10.1. Inspection Date format
 - 3.10.2. Type of Inspection
 - 3.10.3. Inspected by
 - 3.10.4. Inspection details to be traced.
 - 3.10.5. Any remarks made during inspection
 - 3.10.6. Documents to be uploaded.
 - 3.10.7. GTP Master creation and Management.

- 3.10.8. Dispatch Instruction
- 3.10.9. Software shall have provision for Dispatch instructions.
- 3.10.10. Instructions shall have provision to attached to other process.
- 3.10.11. Software shall have provision to view all instructions in reports.

3.11. Reports & Dashboards: Software shall have inbuilt following reports and dashboards. Shall also have provision to quickly add new reports into the system.

- 3.11.1. PO life cycle Reports
- 3.11.2. Item wise PO status
- 3.11.3. Supplier wise reports
- 3.11.4. Inspector wise reports
- 3.11.5. Dispatch instruction reports
- 3.11.6. Price variation applied reports
- 3.11.7. Vendor related MIS reports
- 3.11.8. New Vendor registration reports
- 3.11.9. Dashboards related to PO status
- 3.11.10. Dashboard related to Vendor registration status
- 3.11.11. Dashboards related to Age wise analysis of the PO
- 3.11.12. Any other reports as required.
- 3.11.13. Performance of the vendor

3.12. Collaboration (Email SMS & Alerts)

Software shall have communication system inbuilt into the software, where the system can generate and send the alerts and information to these users of the software based on event or user trigger. All the events and communication messages should be stored for audit trail of the system. Software shall have the following collaboration requirements.

- 3.12.1. Message and Mail templates for creating standard communication forms
- 3.12.2. Email and SMS plugins for communication
- 3.12.3. Chat tools for bidirectional communication
- 3.12.4. Mobile App updates
- 3.12.5. Alerts and Messages on price and time overruns
- 3.12.6. Documentation and archival of communication

3.13. Mobile Apps

- 3.13.1. To view the details of the inspection schedule
- 3.13.2. Retrieve documents related to inspection
- 3.13.3. Capture details during inspection (Photos, GPS, Documents etc)
- 3.13.4. Alerts and Messages
- 3.13.5. Compile inspection Reports
- 3.13.6. Can be integrated into existing App or as a separate App
- 3.13.7. View the status of PO
- 3.13.8. View the inspection details

- 3.13.9. View the dispatch details
- 3.13.10. Mobile App for Vendors

- 3.14. Forms & Tools
 - 3.14.1. Various Standard forms and templates that need to be adhered
 - 3.14.2. Repository of Documents concerning the contract life cycle
 - 3.14.3. Information on standards and norms to be followed
 - 3.14.4. Information on mandates, legislations, taxations etc.
 - 3.14.5. Tools for Officers, Inspectors and vendors for
 - o Calculations
 - o Estimations
 - o Administration
 - o Delegation

- 3.15. Document Management System : Document Management system shall have the following features
 - 3.15.1. Login based document access
 - 3.15.2. Trace of the document process shall be stored.
 - 3.15.3. Versions of the documents uploaded.
 - 3.15.4. Easy upload and download option for documents
 - 3.15.5. Drag & drop option for document upload.
 - 3.15.6. System shall support restricted document type to be supported.
 - 3.15.7. System shall have the document size limit set to the documents to be uploaded.

- 3.16. Web Portal
 - 3.16.1. Login for DISCOM and Suppliers/Vendors
 - 3.16.2. Availability of PO in the respective logins or departments
 - 3.16.3. Facility to upload forms, drawings, certifications before manufacturing
 - 3.16.4. Online approval for commencing manufacturing
 - 3.16.5. Intimation of material ready for dispatch
 - 3.16.6. Material inspection schedule intimation
 - 3.16.7. Inspection report
 - 3.16.8. Dispatch instructions
 - 3.16.9. Material received report and intimation

Technical Proposal Submission sheets

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

To,
 The Superintending Engineer [IT]
 Jaipur VidyutVitran Nigam Limited
 Old Power House Premises
 Near Ram Mandir
 Jaipur-302 006

SUB: Submission of Bid for “Vendor Self Services system on SAAS (System as a Service) Basis” against TN-68.

Dear Sir,

We hereby submit our bid for “Vendor Self Services system on SAAS (System as a Service) Basis.” against TN-68.

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 COMMERCIAL Deviation are contained in the Bid.
- 7) We understand that the Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive
- 8) The prices are as mentioned in BOQ.
- 9) The prices quoted are valid for a period of 90 days from the date of opening of “Financial-bids”
- 10) The quoted / agreed prices are 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
1	GST	

- 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.
- 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 all charges shall be paid on actual work basis.
- 18) We understand that Jaipur Discom/Discom reserves the right to invite detailed proposals from any private entrepreneur-company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.
- 19) We also understand that the Jaipur 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 solution, which may be readily fine-tuned to the requirements of Discom. We undertake to carry out all necessary System Integration work to ensure that the software offered meets all the requirements specified and needed for Jaipur 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 Jaipur 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	
Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names, Addresses, Contact Emails and Mobile Nos. of the Key Management Personnel of Firm such as MD/Directors/CEO, etc.	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act, Partnership Act, or any other act applicable for registration of Firms in India	
Registration Number & Date	
Field organization and resources to be deployed for the proposed job	
No. of Projects executed in Utilities in past 5-years.	

We hereby certify that the above information is correct.

(Please enclose the 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 as applicable)	Whether Net Profit earned or not? (Select as applicable)
1	FY 2014-2015		YES/NO	YES/NO
2	FY 2015-2016		YES/NO	YES/NO
3	FY 2016-2017		YES/NO	YES/NO

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

We hereby certify that the above information is correct.

(Signature of the Statutory Auditor of the Bidder)

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

D. Approach and Methodology

The Approach and Methodology to be furnished with following parameter:

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.

E. Detailed work plan : Implementation and Roll Out Schedule

Please refer Schedule of Completion for the format.

Activity No.	Activity Description	Time schedule desired
1.	SRS/FRS Submission	15 Days from the date of award of the contract
2.	SRS/FRS Approval by JVVNL	15 Days from date of receipt of SRS / FRS.
3.	Offering of the Vendor Self Service Solution to be deployed including Mobile Applications for validation.	Within 30 Days from the date of approval of SRS by JVVNL as in activity 2
4.	Validation / testing of complete system by JVVNL	Within 15 Days the date of offering of system for validation.
5.	Incorporation of all changes and suggestions from JVVNL in the deployed solution including data migration and configuration	With 15 days from the validation / approval from JVVNL
6.	Go Live of the Vendor Self Service Solution	Within 30 days from the completion of activity 5.

F. Project Experience

Bidder shall provide details of projects with application modules and other requirements (Similar to the RFP involving Design, Development & Implementation of the Software Solution) which have been successfully completed during the last 3 financial years. Provide Separate Sheet for each project in the format Specified below.

Please do not supply the names of clients who are no longer using your product/system.

Name of the Project	
Brief Scope necessarily including role played by Bidder, modules implemented, sector classification	
Owner of Project assignment (Client name)	
Cost of assignment	
Date of Awarded commencement	
Date of completion	
Was assignment satisfactorily completed	

G. Facility Management Services Plan

The detail plan for FMS shall be given in accordance with the tender Document. In case of deviations, the same should be clearly indicated in Deviation sheet.

H. 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 co-ordinate 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.

I. 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.

J. 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.

SCHEDULE OF DEVIATIONS

Technical Deviations

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

Commercial Deviations

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

**CONFIRMATION OF "NO DEVIATION" IN TECHNICAL / COMMERCIAL TERMS
AND CONDITIONS OF THIS TENDER**

(To be furnished on Bidder's Letterhead.)

Bidder's Name & Address:

To
The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sirs,

Sub: Confirmation for "No Deviation" in Technical / Commercial terms & conditions of TN-68

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 :

UNDERTKAING FOR VARIOUS INFORMATIONFURNISHED

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

Bidder's Name & Address:

To
The Superintending Engineer (IT)
Jaipur VidyutVitrana Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

Dear Sir,

Sub: Undertaking for various information against TN-68

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

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

BIDDERS'S AUTHORIZATION CERTIFICATE

(To be furnished on Bidder's Letterhead.)

To,

The Superintending Engineer (IT)
Jaipur Vidyut Vitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

[Reference No.]

I/ We <Name/ Designation> hereby declare/ certify that <Name/ Designation> is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

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

FORMAT OF BANK GUARANTEE FOR EMD

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

Bank Guarantee No.:

Date:

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

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

KNOW ALL PERSONS by these present that WE *(insert name & address of the issuing bank)* having its Registered/Head Office at*(insert address of registered office of the bank)*..... *(hereinafter called "the Bank")*, are bound unto Jaipur Vidyut Vitaran Nigam Limited *(hereinafter called "the Employer")* in the sum of*(insert amount of Bid Security in figures & words)*..... for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents.

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

THE CONDITIONS of this obligation are:

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

(5) In any other case specifically provided for in the Tender document.

We undertake to pay to the Employer up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will note that the amount claimed by it is due to it, owing to the occurrence of any of the above-named CONDITIONS or their combination, and specifying the occurred condition or conditions.

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

For and on behalf of the Bank

[*Signature of the authorised signatory(ies)*]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____Mobile_____

Fax Number_____

email_____

Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____ Mobile_____

email_____

Note:

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

Quote

“Notwithstanding anything contained herein:

1. *Our liability under this Bank Guarantee shall not exceed _____ (value in figures)_____ [_____ (value in words)_____].*
2. *This Bank Guarantee shall be valid upto _____(validity date)_____.*
3. *We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date)_____.”*

SELF DECLARATION-NO BLACKLISTING

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

To,

The Superintending Engineer (IT)
Jaipur VidyutVitran Nigam Limited
Old Power House Premises
Near Ram Mandir, Banipark
Jaipur-302 006

In response to the NIT Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of _____, I/ We hereby declare that presently our Company/ firm _____, has not been blacklisted by any power utility in India during the last 5 years .

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.....

QUALIFICATION REQUIREMENT

S. No.	Criteria	Supporting Documents Required	YES /NO
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act which is minimum 5 years old.	Self-Declaration along with the following: <ul style="list-style-type: none"> • Copy of Self-Attested Incorporation Certificate in case of Company • Copy of Self-Attested Partnership Deed • Copy of Self-attested latest Income Tax Return 	
2.	The Bidders shall have following valid certificates : <ul style="list-style-type: none"> (IV) ISO 27001:2013(for IT solutions and Services) (V) ISO 9001:2008 (for IT solutions and Services) (VI) CMMI Level 3 DEV for Software Development. 	Valid Certificates to be uploaded. Certificate of Appraisal issued by authorised transition partner of CMMI institute with SCAMPI ID to be uploaded.	
3.	The bidder should have successfully executed a design, development, integration, implementation, support and maintenance of web based software solution minimum one out of the following : <ul style="list-style-type: none"> (iv) ERP (v) Revenue & Billing System (vi) E-Office System in the last 3 financial years in India which is live as on the date of the tender.	<ul style="list-style-type: none"> • Work Award on Bidders name with relevant performance certificates 	<ul style="list-style-type: none"> •

4.	<p>iv. The Bidder should have a minimum average annual turnover of Rs. 30 Cr (Gross Turnover of 90 Cr) in last three Financial Years (2014-15, 2015-16, 2016-17)</p> <p>v. The Bidder should be profit making in the last 3 financial years (2014-15, 2015-16, 2016-17).</p> <p>vi. The Bidder should have positive net worth as on 31st March, 2017</p>	<p>Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof. If final accounts of FY 2016-17 are not available provisional certificate duly certified by CA shall be submitted as a proof.</p> <p>Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided.</p> <p>Note: <i>Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</i></p>	
5.	The Bidder should not have been black listed by any power utility in India during the last 5 years.	Self-Declaration for No Blacklisting on the appropriate stamp paper.	

FORMAT FOR FINANCIAL BID SUBMISSION

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

To,
The Superintending Engineer [IT]
Jaipur Vidyut Vitran Nigam Ltd.,
Old Power House Premises
Near Ram Mandir, JAIPUR-302 006.

SUB: "VENDOR SELF SERVICES SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS" against TN-68

Dear Sir,

We have procured the bid documents for engagement of Agency for "Vendor Self Services system on SAAS (System as a Service) Basis". We are submitting our financial proposal as hereunder:

Figures in Rs.

S.No	PARTICULARS	Total Price for 5 years
1	Deployment of Vendor Self Services system on SAAS (System as a Service) Basis	

The quoted prices are inclusive of 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 the Bid Document.

Name: _____

[Authorized Signatory]