



JODHPUR VIDYUT VITRAN NIGAM LTD.

(A Govt. of Rajasthan undertaking)

Corporate Identity Number (CIN) –U40109RJ2000SGC016483

Regd. Office: New Power House, Jodhpur- 342003

Office of the Superintending Engineer (CSS)

Phone No: 0291-2742336, Fax No: 0291-2745259

E-mail: seipdsjdvvn@gmail.com, Web site: www.jdvvn.com

No. JdVVNL/ SE (CSS)/JU/XEN-IPDS/TN-TW-468 /D 5621 Dated 15/11/2019

Corrigendum/Addendum/Clarification-I (TN TW-468)

To

All intending bidders

Subject:- Corrigendum in the uploaded Pre-Qualification Requirement and Technical Specification of TN TW-468.

The corrigendum is hereby issued in the already uploaded pre-qualification requirement and technical specification of TN TW-468.

All intending bidders are requested to go through the amendments and act accordingly while participating in the aforesaid bid.

The details mentioned in existing pre-qualification requirement and various clauses of the technical specification, wherever appeared, as detailed below shall be read as mentioned against each. However, the other particulars in the already uploaded technical specification will remain same.

Amendments in bidding documents:

Pre Qualification Requirement:

QR NO.	EXISTING CLAUSE OF TN TW-468	AMENDED / MODIFIED TO READ AS
1.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act existing from last 5 financial years. Or A Consortium of maximum 3 bidders. Each of the bidder should be a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm/ Labour Society incorporated under prevailing Act under constitution of India which is existing from last 5 financial years.	Bids can be submitted by a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act existing from last 5 financial years. Or A Consortium of maximum 2 bidders. Each of the bidder should be a Company incorporated under applicable Companies Act /Proprietary Firm/ Partnership Firm/ Labour Society incorporated under prevailing Act under constitution of India which is existing from last 5 financial years.
2.	The bidder shall possess Class "A" or Class "B" electrical contract licenses issued by Electrical Inspectorate of Govt. of Rajasthan. The Lead Bidder shall possess the certification. * If the above certificate is not furnished at the time of bidding, bidder may furnish Bank Guarantee of Rs. 5.0 Lacs with undertaking to furnish the above License within 2 months from the date of award of contract. However the date of Implementation schedule shall not be extended on these grounds & failing which the said BG shall be invoked.	No Change

(Handwritten signatures and initials)

3.a	<p>i. The Bidders shall be minimum CMMI level or higher certified and shall have ISO 9001:2008 latest version valid for at least three months after submission of bid. (Lead bidder shall possess the above certification)</p> <p>Further, along with this bidder should have also experience of running the at least 90 seater or as per requirement of the discom Call Centre for Electricity Utility continuous for at least One Year during the last three Financial Years (i.e. F.Y. 2016-17 to F.Y. 2018-19) through In house developed Software / COTS software / Utility's own software (any bidder can satisfy the condition)</p>	<p>i. The Bidders shall be minimum CMMI level-3 (minimum) or higher certified and shall have ISO 9001:2008 latest version valid for at least three months after submission of bid. (Lead bidder shall possess the above certification)</p> <p>Further, along with this, bidder should have also experience of running the at least 90 seater or as per requirement of the Discom, Customer Care Centre for Electricity Utility / Telecom / Banking / Insurance sector, continuous for at least One Year during the last three Financial Years (i.e. F.Y. 2016-17 to F.Y. 2018-19) through In house developed Software / COTS software / Utility's own software (any bidder can satisfy the condition)</p>
3.b	<p>ii. The Bidder have experience of executing at least one project providing software solutions in the spheres of Call Centre /Contact Centre /Public Consumer Grievance Redressal System to any DISCOMS/ Utilities in India for one year continuously (without any interruption) during last 3 years. One such project should have been implemented at a utility whose consumer base is minimum 20 Lakhs for a minimum duration of one year. Or Two such projects should have been implemented in utilities whose consumer base is minimum 10 Lakhs for a minimum duration of one year. Lead Bidder shall satisfy the condition</p>	No Change
Alternative OF QR NO 3		
3.c	<p>i. The Bidders shall have ISO 9001:2008 & ISO 27001:2013 or higher (latest version) valid for at least three months after submission of bid, along with experience of running the at least 90seater or as per requirement of the discom Call Centre for Electricity Utility continuous for at least One Year during the last three Financial Years (i.e. F.Y. 2016-17 to F.Y. 2018-19) through In house developed Software / COTS software / Utility's own software (any bidder can satisfy the condition)</p>	<p>i. The Bidders shall have ISO 9001:2008 & ISO 27001:2013 or higher (latest version) valid for at least three months after submission of bid (Lead bidder shall possess the above certification)</p> <p>Further, along with this, bidder should have also experience of running the at least 90 seater or as per requirement of the Discom, Customer Care Centre for Electricity Utility / Telecom / Banking / Insurance sector, continuous for at least One Year during the last three Financial Years (i.e. F.Y. 2016-17 to F.Y. 2018-19) through In house developed Software / COTS software / Utility's own software (any bidder can satisfy the condition)</p>
3.d	<p>ii. The Bidder shall have experience of executing at least one project providing software solutions in the spheres of Call Centre /Contact Centre /Public Consumer Grievance Redressal System to any DISCOMS/Utilities in India for one year continuously (without any interruption) last 3 years(i.e. F.Y. 2016-17 to F.Y. 2018-19. One such project should have been implemented at a utility whose consumer base is minimum 40 Lakhs for a minimum duration of one year. Or Two such projects should have been implemented in utilities whose consumer base is minimum 20 Lakhs for a minimum duration of one year. Lead Bidder shall satisfy the condition</p>	No Change

Handwritten marks and signatures at the bottom of the page, including a large 'Q' and several arrows pointing to the right.

4	The bidder should have experience of providing field manpower for utilities and should have in any one project provided at least 90 manpower or 90 seat B2C Call center continuously for a period of one year in last 3 years (FY 2016-17 to 2018-19). Lead Bidder shall satisfy the condition	Deleted
5	iv. The Bidder should have a minimum average annual turnover of Rs.50 Cr in last three Financial Years (i.e F.Y. 2016-17 to F.Y. 2018-19) In case of consortium, Lead bidder shall satisfy 80% of the Turnover requirement while the other bidder should have minimum 20% of the turnover requirement. v. The Bidder should have positive net worth as on 31stMarch, 2018. vi. In case of consortium, both the bidders shall have positive net worth as on 31stMarch, 2018.	The Bidder should have a minimum average annual turnover of Rs. 125.00 Cr in last three Financial Years (i.e F.Y. 2016-17 to F.Y. 2018-19) In case of consortium, Lead bidder shall satisfy 75% of the Turnover requirement while the other bidder should have minimum 25% of the turnover requirement. The Bidder should have positive net worth as on 31stMarch, 2019. In case of consortium both the bidders should have positive net worth as on 31stMarch, 2019.
6	The bidder should have executed / under execution/ handled one or more contract of power sector for deployment of Fault Rectification Teams including vehicles for at least one year during last 03 FY (2016 – 17 to 2018-19) in any electrical utility in India. (Lead Bidder shall satisfy the condition)	The bidder should have executed / under execution / handled one or more contract of power sector for deployment of Fault Rectification Teams including vehicles for at least one year during last 03 years (as on bid submission date) in any electrical utility in India. (Any Bidder can satisfy the condition)
7.	The bidder should have experience of O&M of HT lines / network for at least one year during last 03 FY (2016 – 17 to 2018-19) in any electrical utility in India. (Lead Bidder shall satisfy the condition)	The bidder should have experience of O&M /Fault rectification of HT lines / network in any electrical utility in India. (Any Bidder can satisfy the condition)
8.	The Bidder should have positive Net profit/net worth in last three financial years (i.e. FY 2016-17 to FY 2018-19) (Lead bidder should satisfy the condition)	Deleted
9.	The Bidder should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments and also neither convicted nor any criminal case is pending against it before any court of competent jurisdiction	No Change
10.	The Bidder should not have been black listed by any power utility in India in last 3 years. In case of consortium, Both the members shall meet this requirement	No Change
11.	The Authorized Signatory signing the Bid on behalf of the Bidder should be duly authorized by Competent Authority to sign the Bid and the Contract/Agreement on their behalf	No Change
12.	The Bidder should be registered with EPF Organization and ESI Corporation. The bidder should have at least 1500 manpower on his payroll continuously for 02 years in last 03 FY (2016 – 17 to 2018 -19) (In case of consortium, all the members may meet the requirement jointly or individually)	No Change
13.	The Bidder should have valid GST IN	No Change

Further, in addition to the above, following amendment / modification / clarification also issued in various clauses of Technical Specification, under TN TW-468 and shall be read, wherever appearing in the uploaded tender documents, as under-

S. NO.	CLAUSE NO.	AMENDED / MODIFIED / CLARIFIED TO READ AS
1.	4.21.3	In case of Failure of Agency / Representative, Liability Capping shall be limited to the contract value.
2.	4.24.2.iv	This is measured as number of complaints getting delayed in resolution beyond 1.5 Hrs. in Jodhpur City Circle, 2 Hrs. for urban towns & 8 Hrs. for Rural Areas.
3.	4.24.2.xi	Non Functioning of Non IT Infrastructure in CCC: Beside others, the D.G. set of adequate capacity shall be provided by the vendor and further in case of non functioning of AC / cooling not effective, no penalty shall be applicable. Further, alternatively, existing D.G. set available may be used.
4.	5.5.1.2.(xvi)	Other Features: Vendor has to provide equal number of P.R.I. lines from two different service providers, as per requirement of the tender documents.
5.	5.5.1.2.(xvii)	Other Features: The cost for short code and toll free expenses shall be borne by the Nigam
6.	5.7.1 (15)	Each FRT shall consist of four persons other than driver out of which two shall be experienced, minimum ITI qualified person along with two persons as helpers.
7.	5.7.2.1	Requirement of Vehicles: The vehicle should not be older than three years.
8.	5.7.2.1.vii	Rectification of Fault: For shut-down proper care should be taken as per Discom's practices. Discom's responsible person should be involved in shutdown process. All norms should be followed by the vendor.
9.	5.7.2.2	Schedule of Completion: The FRT operation shall commence within 45 days from the date of awarding the contract.
10.	2 (Page no.)	The format for submission of EMD in shape of BG is enclosed as Annexure-A.
11.	5.7.2 & 5.7.3.a	Rectification of Faults / Complaints, beside others mentioned in the tender documents, following shall also covered in HT (up to 11 KV) complaints:- The scope for H.T. shall be from 11 KV O/G V.C.B. to end of 11 KV Feeder, including all kind of faults except jointing of cable straight / termination kits, e.g. 11 KV conductor rejoin, replacement / 11 KV DO fuse rebind / HT Bushing Binding / 11 KV jumper binding / 11 KV Disc Ins replacement / 11 KV Disc Hardware replacement / RMU operation etc and other, if any, as per field requirement.
12.	5.7.2.2.e	Total 189 vehicles shall be required in every (all three) shifts of the day.
13.	5.2.2.16	Corrected flow chart is enclosed as Annexure-B.
14.	5.3.5	In call centre only Chairs are required and rest all furniture / equipments, except of call centre are to be provided by the vendor.
15.	5.7.2.1	Rectification of fault: JdVVNL may asked to deploy more FRTs beyond the sanctioned numbers for a period of at least one month on giving 7 (seven) days notice.
16.	1.2.e	Integration with Call Centre: RAPDRP Modules (17 applications, SCADA, Mobile APP etc.) and further as per future requirement. Attributes like Name / Contact number of concern XEN / AEN (M&P), Category & Sanction load of various consumers, including integration with legacy IT systems and mapping of escalation matrix for various process designed for customer call centre.
17.	1.2.a	The entire System/Solution shall be deployed on Cloud. The sizing, installing, deployment, maintenance, security, up keeping shall be under the scope of the vendor. The Cloud service shall be made available with the empanelled / registered service providers of Government of India for cloud base services. The copy of agreement shall be made available before the commencement of work. The generic and specific guidelines issued by State & Central Government IT departments with respect to Hosting, Cyber Security, Vulnerability etc., have to be adopted and implemented during the tenure of the project. Discom shall be intimated of the cloud hosting and all related agreements and certificates.
18.	4.24.2.(iv)	Complaints not resolved by the FRT within time & penalty: The penalty for delay in resolving complaints by FRT shall be Rs. 20 / Hour. However, the upper capping for penalty shall be fixed as 10% of invoice amount of previous month of that sub-division.

This is issued without prejudice to any other terms & conditions of the subject bidding documents.

Dr. Sanjay Vajpai

(Dr. Sanjay Vajpai)
SUPERINTENDING ENGINEER (CSS)
JODHPUR DISCOM, JODHPUR

Copy to the Superintending Engineer (IT), Jodhpur Discom, Jodhpur for arranging hosting of this corrigendum / addendum/ clarification (TN TW-468) at Nigam's website (<http://energy.rajasthan.gov.in/jdvvn1>).

Dr. Sanjay Vajpai
15/11/2017
SUPERINTENDING ENGINEER (CSS)

Dr. Sanjay Vajpai
A (U) S A

E. Format Of Bid Security Bank Guarantee

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

Bank Guarantee No.:

Date:

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

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

KNOW ALL PERSONS by these present that WE*(insert name & address of the issuing bank)*
having its Registered/Head Office at*(insert address of registered office of the bank)*.....
(hereinafter called "the Bank"), are bound unto Jodhpur 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) along with the Bid within ten days from the date of intimation of post – bid discussion; or
- (4) in the case of a successful Bidder, if the Bidder fails within the specified time limit
 - (i) to sign the Contract Agreement, in accordance with Tender document, or
 - (ii) to furnish the required performance security, in accordance with the 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) _____.”

9

16) The process flow of complaint Registration and Resolution shall be mainly as under Scope of Work

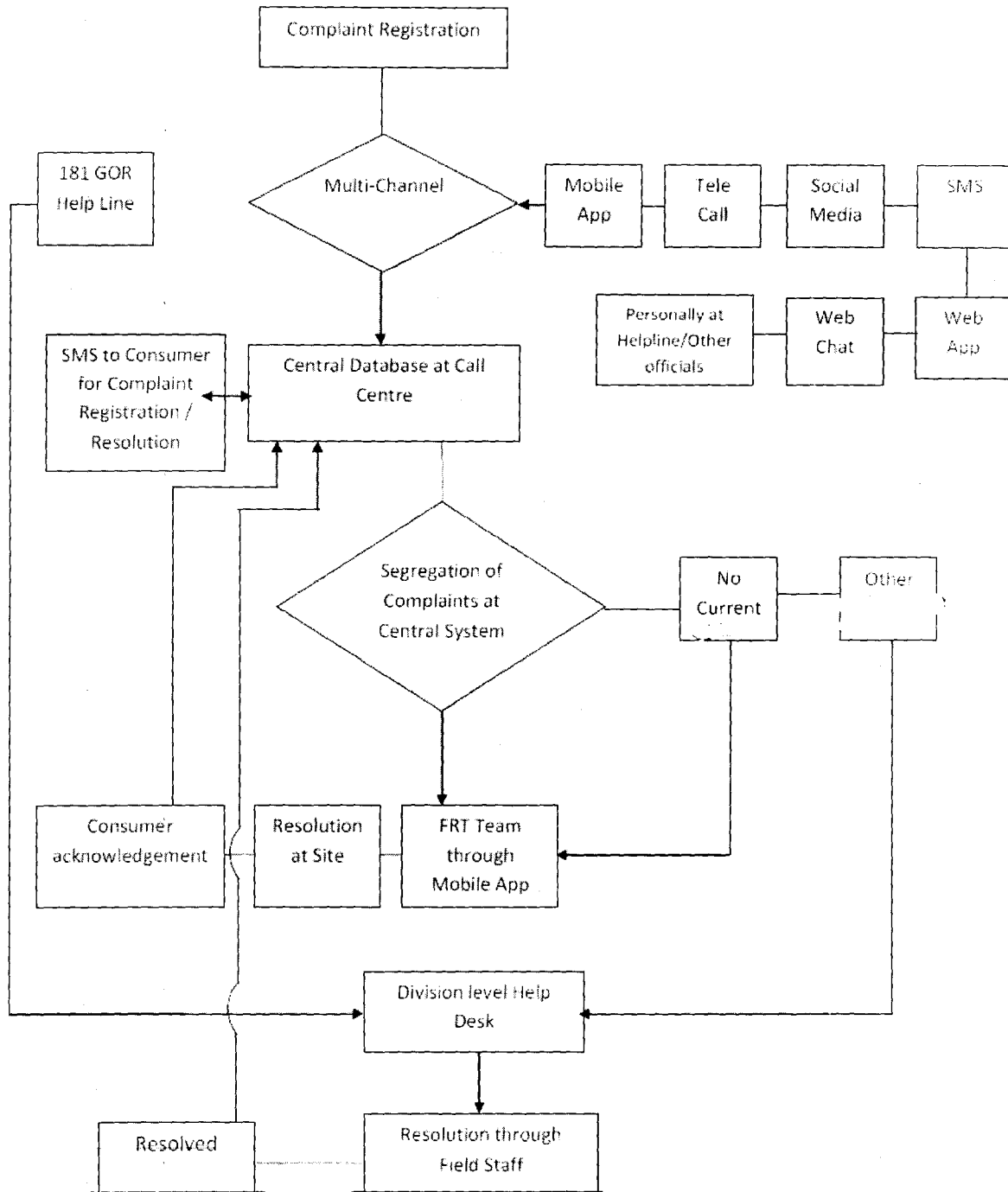


Figure 2: Indicative Call Flow Process diagram

Vendor shall ensure the deployment of work Flow system to ensure the flow of activities as defined above.

5.3. Broad Scope of Work: The proposed system shall be as under
The broad scope of work to be undertaken by the agency is provided below:

[Handwritten signature]