

NOTICE INVITING TENDER

(Tender invited through e-Tendering mode only)

for

ENGAGEMENT OF AGENCY FOR INSTALLATION OF INTERMEDIATE SERVER (CLOUD BASED) WITH SOFTWARE SOLUTION FOR BILL GENERATION BY THE DATA CAPTURED THROUGH CMRI/SMRD, BILL GENERATION INCLUDING ON-SPOT REAL TIME BILL GENERATION, MONITORING DASHBOARD AND MOBILE APP FOR METER READING, BILLING AND COLLECTION.

No. RECPDCL/TECH/JKPDD/e-Tender/2017-18/1713 Dated: 16.08.2017

REC Power Distribution Company Limited

(A wholly owned subsidiary of REC, a 'Navratna CPSE' Under the Ministry of Power, Govt of India)

Corporate office

A10, 4th Floor, Kribhco Bhawan, Sector-1, Noida – 201301, Tele : 0120-4383783

Website : www.recpdcl.in

Description of task, Pre-qualifying criteria, e-tender submission format and procedure is available on RECPDCL website (www.recpdcl.in), REC website (www.recindia.nic.in), Central Publication Portal (www.eprocure.gov.in), e-tendering website (www.tenderwizard.com/REC)

Important Dates for E- Tendering mode	
Date of Release of NIT	16.08.2017
Last date for queries / seeking clarification	28.08.2017 at 1100 Hours
Pre Bid Meeting	28.08.2017 at 1130 Hours
Last date of submission of Tender	14.09.2017 at 1430 Hours
Date of Opening of Technical bid	14.09.2017 at 1500 Hours
Date of Opening of Financial bid	To be intimated later

Note:

Online registration shall be done on e-tendering website i.e. www.tenderwizard.com/REC & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process.

-Sd-
(Salil Kumar)
Addl. CEO



[This document is meant for the exclusive purpose of Agencies participating against this bid and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued]

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SECTION-I
TENDER INFORMATION

Name of the assignment:

ENGAGEMENT OF AGENCY FOR INSTALLATION OF INTERMEDIATE SERVER (CLOUD BASED) WITH SOFTWARE SOLUTION FOR BILL GENERATION BY THE DATA CAPTURED THROUGH HHD/CMRI/SMRDMOBILE DEVICE/AMR/ETC., BILL GENERAION INCLUDING ON-SPOT REAL TIME BILL GENERATION, MONITORING DASHBOARD AND MOBILE APP FOR METER READING, BILLING AND COLLECTION

Important information

Si. No.	Event	Information to the agencies		
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5	Date of Opening of Technical bid	14.09.2017 at 1500 Hours		
6	Date of Opening of Financial bid	To be intimated later		
7	Pre- Bid Meeting Address	REC Power Distribution Company Limited, A10, 4th Floor, Kribhco Bhawan, Sector-1, Noida – 201301 Tele : 0120-4383783		
8	Tender Document	The details can be downloaded free of cost from the websites www.recpdcl.in (or) www.recindia.nic.in (or) www.eprocure.gov.in (or) www.tenderwizard.com/REC		
9	EMD #	Rs. 5,04,000.00/- (Rupees Five Lakh Four Thousand Only)		
10	Address for Bid submission	Shri Salil Kumar , Addl. Chief Executive Officer, REC Power Distribution Company Limited, A10, 4th Floor, Kribhco Bhawan, Sector-1, Noida – 201301 Tele : 0120-4383755 Email- jkpdd.projects@recpdcl.in / salil.kumar@recpdcl.in Fax:0120 4383768		
11	Contact Person	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Shri Ajay Kr. Chief Technical Officer REC Power Distribution Company Limited (RECPDCL) Phone:0120-4383759/ Email- jkpdd.projects@recpdcl.in/ajay.kumar@recpdcl.in </td> <td style="width: 50%; vertical-align: top;"> Shri Dheeraj Anand, Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone:0120-4383775 Email- jkpdd.projects@recpdcl.in/dheeraj.anand@recpdcl.in </td> </tr> </table>	Shri Ajay Kr. Chief Technical Officer REC Power Distribution Company Limited (RECPDCL) Phone:0120-4383759/ Email- jkpdd.projects@recpdcl.in/ajay.kumar@recpdcl.in	Shri Dheeraj Anand, Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone:0120-4383775 Email- jkpdd.projects@recpdcl.in/dheeraj.anand@recpdcl.in
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The EMD (Earnest Money Deposit) is to be submitted (in original separately) by all the participating bidders in the form of demand draft or Bank Guarantee of an amount of Rs. 5,04,000.00/- (Rupees Five Lakh Four Thousand Only) of any scheduled Indian bank in favor of REC Power Distribution Company Limited, Payable at New Delhi. The EMD of unsuccessful bidder will be returned within 180 days from the contract and EMD of successful bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guarantee) i.e. 10% of the Contract Value.

- The bid shall remain valid for a period of 180 days from the last date of bid opening and shall be extended for further period upto another 180 days on sole discretion of RECPDCL.

SECTION-II

PREFACE

Power Development Department of Jammu & Kashmir (JKPDD) has recently awarded the subject works to M/s REC Power Distribution Company Limited (RECPDCL).

Jammu & Kashmir strategically located in the north-west corner of India, comprising of Ladakh, Jammu and Kashmir valley and shares international boundaries with Pakistan, Tibet and China and borders the states of Punjab and Himachal in the south and south-east. The State is spread over an area of about 2,22,236 sq. km. making it the 10th largest state in the country in terms of area. The population density per sq. km. is about 56 which is fairly below the national average, mainly due to the presence of snow covered hills and mountain ranges in the majority part of the state.

The Jammu & Kashmir Power Development Department (JKPDD) was earlier responsible for generation, transmission & distribution of electricity in the state for the J&K. Subsequently, the Power Development Corporation (PDC), a fully State Government Owned Company, was established in 1999, when the operation and maintenance of existing generating stations and future generating stations were entrusted to this corporation.

JKPDD, viz. Power Development Department, Government of Jammu & Kashmir is the sole transmission and distribution utility in the State. JKPDD is presently distributing electricity to 20,77,275 urban (5,83,564) and rural (14,93,711) household consumers across 22 districts of the State.

The proposed capacity additions by JKPDD will add 238 substations having 2,827 MVA capacity in FY19. Similarly, the addition in lines is expected to improve the HT:LT ratio which will result in reduction of technical losses.

The JKPDD will undertake significant initiative in improving the extent and quality of metering and ensure 100% consumer metering and deployment of the most modern techniques including prepaid/ smart metering etc. by FY19. These investments along with additional necessary actions to curb commercial losses will facilitate the utility to achieve the targeted AT&C loss level of 25% by FY19 from existing losses of 64% (FY15).

- i. Online visualization of energy consumption up to consumer level.
- ii. Continuous two-way communication facility between utility and consumers.
- iii. Monitoring of Outage & Quality of power up to consumer level.

Smart Metering, which would facilitate efficient, accurate & effective online recording & monitoring of the energy exchanges in distribution system to reduce operational errors viz. reading error, bias error, typographical errors etc. caused by involvement of human element.

Profile

Sr. No	Attribute	Unit	Value
1	No. of Districts	Nos.	22
2	Total Consumers	Nos.	1,707,639
3	Input Energy (2015-16)	MUs	13,298
4	Revenue Billed (2015-16)	In Rs. Crs.	2011
5	Billing Efficiency (2015-16)	%	46.22%
6	Collection Efficiency (2015-16)	%	83.22%
7	AT&C Loss (2015-16)*	%	58.82%
8	Geographical Spread	Sq. Km	222,236 (6.76% of Country)
9	Total Population (2011 Census)	In Lacs	125.41 (72.6 % Rural)
10	No. of Villages	Nos.	6700
11	Urban Households (2011 Census)	Nos.	507030
12	Rural Households (2011 Census)	Nos.	1208527
13	Peak Load (2015-16)	MW	2650

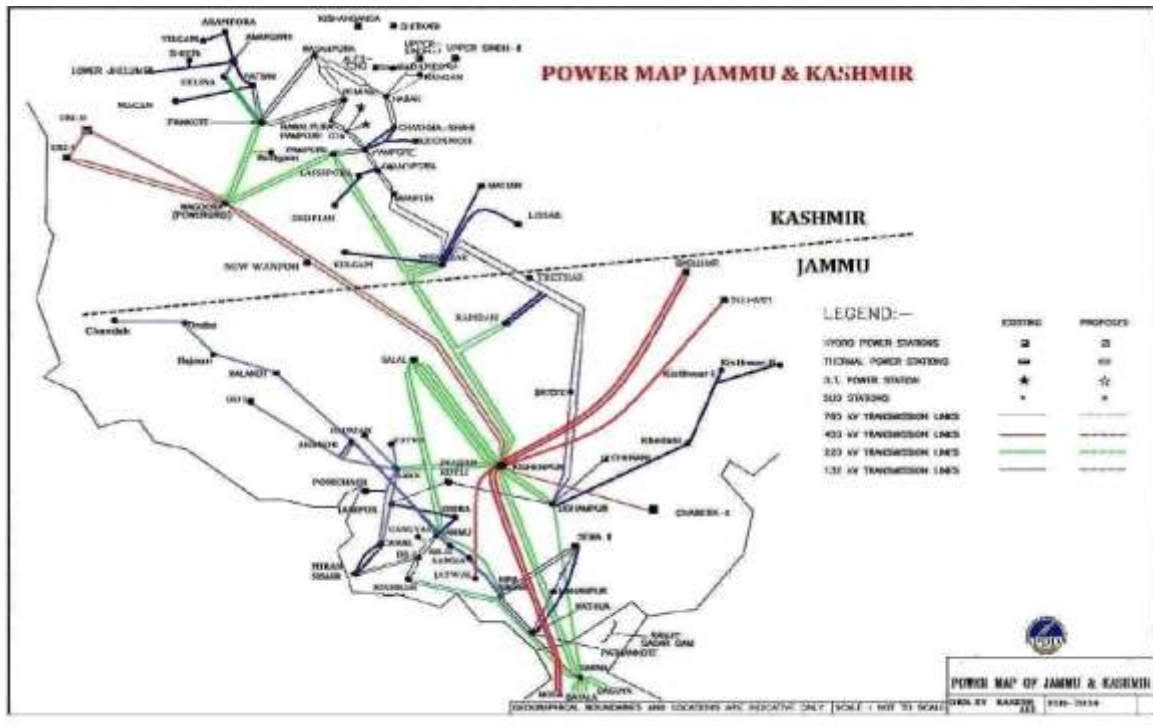


Figure 1

SECTION-III
INSTRUCTIONS TO BIDDERS

3.1 Submission of Bid

Agency shall submit their responses online through e-tendering website www.tenderwizard.com/REC

A. The submission and opening of Bids will be through e-tendering process.

Agency can download Bid document from the RECPDCL web site i.e. <http://www.recpdcl.in> or www.recindia.gov.in or eprocure.gov.in and e-tendering regd. link is given in RECPDCL website i.e. www.tenderwizard.com/REC

(Note: To participate in the e-Bid submission, it is mandatory for agency to have user ID & Password. For this purpose, the agency has to register them self with REC PDCL through tender Wizard Website given below. Please also note that the agency has to obtain digital signature token for applying in the Bid. In this connection Bidder may also obtain the same from tender Wizard.)

Steps for Registration

- (i) Go to website <http://www.tenderwizard.com/REC>
- (ii) Click the link 'Register Me'
- (iii) Enter the details about the E-tendering as per format
- (iv) Click 'Create Profile'
- (v) E-tender will get confirmation with Login ID and Password

Note- Online registration shall be done on e-tendering website i.e. www.tenderwizard.com/REC & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process. It is sole responsibility of the bidder to register in advance.

B. Steps for application for Digital Signature from Bid Wizard:

Download the Application Form from the website <http://www.tenderwizard.com/REC> free of cost. Follow the instructions as provided therein. In case of any assistance you may contact RECPDCL officers whose address is given at the Bid.

Bid to be submitted through online mode on website www.tenderwizard.com/REC in the prescribed form.

C. The Agency qualifying the criteria mentioned should upload Bid document with duly signed scanned soft copy of all the annexures & forms mentioned in this NIT & GCC documents for the prequalifying response:

Financial bid to be submitted in the specific format designed same may be downloaded from website www.tenderwizard.com/REC and after filling the form it is to be uploaded through digital signature.

The all document should be addressed to.

Addl. Chief Executive Officer REC Power Distribution Company Ltd., 4th Floor, Kribhco Bhawan, A-10, Sector-1 , Noida-201301, U.P.

(Note: All papers that comprise the Bid document of the concerned Bid must be numbered. An index of each page should also be provided)

SECTION-IV
SCOPE OF WORK

DETAILED SCOPE OF WORK

RECPDCL invites e-bids from the competent and experienced agencies for supply, customize, host and maintain a Web Based Solution for Reading, Billing, Metering and Collection module using Common Meter Reading Instrument (CMRI) / Android Phone based Smart Meter Reading Device (SMRD) having capability to communicate through 2G/3G/4G/LTE/VPN including any other advance technology to accept packaged data, process the data and send the processed data to and fro Device to server and Vice-versa, Bill generation including Real-time Spot Bill Generation, Dashboard for online web based Monitoring, MIS & report generation, Analytics and Maintenance of established IT infrastructure and Solutions/Services for a period of 05 years with 100% redundancy from the date of Go-Live.

Scope of work also covers the integration of established solution with the existing consumer care and billing system of JKPDD for optimum utilization of existing system and to cater the requirement of various stakeholders related to Meter Reading, Billing and collection for the entire state of Jammu & Kashmir. Solution should be capable of including adjoining areas Jammu & Kashmir consumers.

The new solution would be required for expanding the domain of the existing solution available with PDD and that the proposed system would be fully integrated with the existing PDD system. Also it is proposed to have effective billing system, the two software (proposed and the existing PDD) would gradually merge upon completion of stabilization period.

Hosted Web Application solution customized to include all billing logics as per the Supply Code and Tariff Structure in Jammu & Kashmir. Along with the above mentioned software, web portal and mobile application bidder will also provide the monitoring dashboard for JKPDD/RECPDCL to monitor the day to day Reading, Billing and Collection activity as per requirement.

Hosted Web Application shall have the following key sub-modules.

- a) Connection & Meter Management Module
- b) Meter Reading Module (to upload meter readings received, Provision to edit (after the approval of competent authority) / enter the readings and to carry out quality checking of uploaded readings)
- c) Revenue Billing, Collection and Recovery Module
- d) Management Information System Module
- e) Energy Audit Module
- f) Web application to be hosted on cloud infrastructure at RECPDCL/ its associate Data Center.

Data Migration: To migrate the consumer billing and commercial data for all consumers into the hosted application. PDD shall arrange for the existing consumer billing data in pre-agreed data formats.

Integration : The hosted web application will be interfaced with the Discoms legacy applications like MDAS (Meter Data Acquisition System), WSS (Web Self Service), CCC (Centralized Call Center), Spot Billing, Android based meter reading machines, or any other reading mechanism, etc., whichever applicable and technically feasible.

Training: Training session shall be arranged on functionalities and operation of Revenue Management System. For each circle, maximum 2 training sessions shall be provided, where each session may comprise of maximum of 30 participants. This will be on concept of "Train the trainer".

Meter reading of all meters which shall include Units Consumed in kWH or kVAH as the case may be as per JKSERC Tariff as well as Maximum Demand in kW or kVA as the case may be as per JKSERC Tariff in

the project area shall be taken through AMR for high end consumers and through CMRIs for other consumers wherever such facility is in working condition in the existing meters and human interface in meter reading shall be eliminated". The meter reading taken through CMRIs shall be downloaded to the billing software directly and no manual punching of readings shall be allowed".

1. The meter reader will punch the present Meter Reading in the HHD/ Mobile Device, which is installed with a detailed software application developed exclusively for efficient Meter Reading, Bill Distribution (used if necessary for special Bill distribution after RQC & BQC is done).
2. In Case of data capturing through CMRI, AMR or other source, the meter reader agency will upload the data in the software solution provided by the bidder.
3. As defined above, Bidder will also provide Web based dashboard for current billing status etc. and other reports for view as per requirement by RECPDCL.
4. As defined above, Bidder will also provide a secured android based mobile application for meter readers of agency engaged and as well for JKPDD Consumers through which JKPDD consumers can provide reading themselves for processing of bills on the same server.
5. The application provided by the Bidder should be flexible enough to incorporate any changes made in present or future Tariff order without delay. Also application should be such that any changes proposed by JKPDD/RECPDCL & JKSERC can be incorporated immediately in the system.
6. The intermediate server should be equipped for capturing and processing CMRI/SMRD data of meters of all available meter manufacturers and generate bills after defined Reading Quality Checks (RQC), sending the Billing data further to JKPDD (Through Application Integration) including sufficient storage space to capture the consumer base of about 20 lakhs.
7. The application shall also facilitate monitoring and analysis report for Meter Reading Device and respective meter reader including other analysis reports as required by RECPDCL.
8. The application and hardware shall be so designed that in future, augmentation can be done so that this can function as a standalone metering, billing & collection application for JKPDD with minimum customization effort.
9. If there is signal or network problem from Service Provider side (BSNL, Airtel, Vodafone, Jio etc.) then the daily schedule meter reading data will be stored or download by manual through downloading cable or data cable or online basis through wifi in to the mobile or will be transmitted once the signal is available at back office. If problem come on billing area then to counter this type of problem offline provision should be incorporated in mobile system along with billing logic so that work will not suffer. The offline data can dumped in to the system by data cable etc. and data can be updated in to the intermediate server.
10. All the activities can be monitored at any point of time during the Meter Reading by all the permitted Officer. The necessary software will be developed by bidder for this purpose.
11. Time bound changes/modifications on real time mobile reading web application that acts as a user interface for data download, upload & other performance related monitoring will be addressed by bidder as per the requirement given by RECPDCL.
12. Implementation of additional RQC logics or modifications in the format of meter reading, bill distribution and SVR (Site Verification report) modules, if any suggested by RECPDCL in the real time Web/mobile reading software will be addressed by bidder as per the timeline specified by RECPDCL.
13. Time bound resolution of issues related with bug fixation of Mobile based meter reading device software will be provided by the bidder. Bidder has to provide monthly MIS on issues raised and resolved.
14. The Bidder will ensure that all Communication related issues pertaining to service provider (i.e. Airtel or any other Bidder) or between the Mobile based/ any other meter reading device and intermediate Server in their districts or area of operation will be addressed within stipulated time –

- Bidder will assist and support RECPDCL for full roll out & streamlining of the existing features of Meter Reading, Bill Generation, Site Verification report(SVR) of Mobile base Meter Reading Device modules in districts/divisions of their operation.
15. Bidder will ensure to develop auto data deletion process as per the process / frequency approved by RECPDCL for optimum utilization of server capacity at no extra cost to RECPDCL. This requirement is to be taken by bidder at the time of designing and development phase of application.
 16. Bidder will provide necessary training/assistance/ user manual to RECPDCL for installation of software in mobile devices and hosting of the same on intermediate server at RECPDCL/JKPDD.
 17. Bidder will provide all update versions of the software, source code, technical manual and steps to compile, manage version control of software in Mobile/ Web based Meter Reading Device to RECPDCL.
 18. The Bidder will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the Annual Maintenance. Any development work of such type will be carried out by the technical team of bidder at no extra cost.
 19. In case, a new version of software is released, invoice clearance by RECPDCL will be subject to submission of latest version of software/source code and its verification by RECPDCL. In case there is no new version release on production, same should be clearly stated on invoice by Bidder.
 20. Whenever required by RECPDCL, Bidder will change/modify the size and format of captured photos/images in both SMRD/Intermediate server for the optimisation of space.
 21. Bidder will develop new reports including MIS or modify the available/existing reports in accordance with RECPDCL requirements from time to time till expiry of FMS/complete transfer of ownership.
 22. As per the exigency of the requirement, it is sole discretion of RECPDCL to describe specific timeline for completion of modifications/changes to be done by Bidder in the existing software. RECPDCL will inform the Bidder in advance about the requirements.
 23. Bidder to provide monthly MIS containing device details and version of the software being run on it for all devices in use.
 24. Billing Software should incorporate all necessary changes which ever to be made in future for up gradation purpose and Bidder have to render their services for the same without any financial implication to RECPDCL.
 25. Software Bidder incorporates all MIS or Reports and will be visible and accessible to all permitted/assigned offices/officials/users.
 26. In case bidder will propose the Hardware/software solution of any other OEM (other than bidder) then the bidder need to submit MAF as per the prescribed format attached with this NIT.

SOLUTION SPECIFICATIONS

The solution deployed must adhere to the following specifications:

A. Server Specifications:

Bidder will propose cloud solution as per SLA requirement.

B. Android based Mobile Application:

This is the application software running on the mobile device carried by the field personnel:

1. It should run on GPRS/2G/3G/4G/LTE/VPN and/or Wi-Fi connections or any advanced/latest technology available in the area subject to satisfaction of RECPDCL.
2. It should run on Android 5.0 or latest version as well as tablets.
3. It should allow customer identification with Account Number or Connection number. The user may specify either of them.
4. It should be able to fetch account number from a printed Serial Number (pasted on the meter) lab number of the meter to fetch customer details before entering meter reading.
5. It should capture all details for meter reading including KVAH/KWH, CMD, Count etc. as may be needed including the parameters under the tariff enforced by JKSERC.
6. It should enable user to take a picture of the meter and record the GPS coordinates for later verification and as proof of meter reading.
7. For every meter reading it should record the geographical coordinates (longitude and latitude). This data may be used for verification whether meter reading was taken at customer premises.
8. It should have facility to send SMS to customer about the energy consumed and bill amount, etc. as per the requirement of RECPDCL.
9. Client Side mobile app for self (Do It Yourself) Meter reading submission and bill generation should be made available for downloading by JKPDD consumers.

C. Mobile Application Data security:

These are stipulations for security of the data on mobile devices carried by the field-personnel:

1. It must adopt high security standards as it handles confidential data.
2. Each message exchanged between mobile device and server
 - 2.1. Should be encrypted using DES3 standards.
 - 2.2. Should support DUKPT so that the DES3 key is changed after each message, automatically.
3. The same security measures must be adhered to for meter reading and bill generation.
4. Any change in client side, whether handset or Mobile Numbers forces field representative to change password to ensure that device is handled by the right person.
5. IMEI no of each mobile handset in use shall be registered in the system. Only those handsets whose IMEI No is registered can be integrated with the system. System should not communicate with any unregistered mobile handset.

D. Web-Application (Dash Board):

The responsive web-based application will be used by the JKPDD/RECPDCL personnel for activity monitoring and management:

- a. It should be user friendly and web responsive.
 - b. It should have a dashboard for supervisory personnel.
 - c. It should provide online real-time status of meter reading, billing & collection as per assigned
- p

- ermission by RECPDCL and MIS relating to it.
- d. It should provide for viewing and/or printing of energy bill.
 - e. It should provide field representative-wise productivity data.
 - f. It should provide for viewing of meter reading and picture of meter with reading and GPS coordinates vis: latitude & longitude.
 - g. It should provide interface for online tracking of meter reader through IMEI No.
 - h. It should be flexible enough to generate any new exception/MIS report required by JKPDD/RECPDCL.
 - i. It should have functionality of exporting data, MIS & other reports in PDF, excel, CSV and other popular formats as per the requirement of RECPDCL/JKPDD.
 - j. It must adopt high security standards as it handles confidential data.

Data migration requirements

The data migration activity shall involve migration of this data into the intermediate server and then to JKPDD existing application through integration.

Training Requirements

The bidder shall provide the training at Jammu & Kashmir region separately to various user groups of JKPDD, RECPDCL & Reading Agency personnel's.

Documentation Requirements

Manuals - Comprehensive manuals should be provided in requisite number of Hard (10 copies) & soft copies with details for each module. These should also clearly give the functional flow to be followed by the user for data entry, reports etc. The constraints / validations in the system should also be listed. List of error messages that user may encounter and their solution should be provided. Further all the troubleshooting tips for IT support staff and general user should be given in details.

Bidder has to provide detailed documents as part of the project deliverables:

- Solution Architecture
- Design Document – HLD and LLD
- Standard Product manuals
- User Manual for Custom Applications
- Source code.

Quality Assurance Requirements

In the bid response, the bidder shall clearly propose the Quality Assurance procedure. It shall indicate following parts / activities inclusive of but not limited to:

- Test Plan
- Test cases / scenarios
- Roles and responsibilities (both RECPDCL & bidder teams) for testing from bidder and RECPDCL side
- Procedure to attend to problem reports and mitigation plan
- Estimated cycles of testing
- Formats for sign off
- As deemed fit during process of finalisation if the billing software.

The go-live will be done only after the system has been tested to end user satisfaction and all test reports signed off.

Warranty support of Hardware and Software under FMS Period:

The bidder shall be responsible for providing hardware and software warranty under FMS after go live of the

system for next 05 years. The scope shall include the following but not limited to the following

1. Warranty of hardware and software which include bug fixing, patches, upgrade etc. and same shall be provided.
2. Trouble shooting of applications and its response time, if occurs as per compliance of performance parameters.
3. Up time of hardware and software and running of complete functionalities.
4. Any other vital activities to keep the system operation as to the satisfaction of RECPDCL.



Post Implementation Support:

The bidder shall be responsible for providing stabilization support for six (06) month after go live of the system. The bidder shall deploy minimum 04 resources of requisite experience during this period thereafter two resources of requisite experience shall be deployed for entire period of FMS support. The bidder has to ensure hindrance free services/software rectification/updation. In case the deployed resources are unable to resolve the issues the back end support within the agreed timelines. In case of non-performance of deployed resources RECPDCL may ask to replacement of resources with competent substitute. The scope shall include the following but not limited to the following:

1. Maintenance of system and application response time.
2. System and database administration
3. Existing Application maintenance, correction, enhancement, new development, bug fixing, version up-gradation, etc.
4. Maintenance, modification, enhancement and new integrated business processes.
5. Post implementation support shall also cover the new requirement of tools, application, reports etc. of utility.
6. The bidder shall provide the off-site support of experts also to resolve the issues in shortest time.
7. RECPDCL will provide only office sitting space to two developers and all other facilities viz. laptop, internet or other means required etc. will be arranged by the agencies itself for the assignment.

Sl. No.	Designation	Qualification	Experience	Role & Responsibilities
	Developers	BE/BTech/MTech in Computer Science/IT or MCA from recognized Institute, Govt. of India	Minimum 4 years of experience in Design, Development and Testing of Mobile Application Projects in the field of power distribution	<ul style="list-style-type: none"> • Should be able to code as per given coding standards • Experience of coding on at least two of the given platforms and products • Awareness of CMM level Procedures/ Project Management • It should be ensured that the team composition includes adequate number of people on each platform • Should have experience of implementing appropriate security standards, Good communication skills • Communicate regularly with technical, applications and operational staff to ensure database integrity and security • Handling web & Mobile Applications



NB:- Payment towards on-site (i.e. at RECPDCL corporate office) deployment of 02 developers under “Facility Management Services” for change request management, Facility management, updation, up gradation etc. shall be fixed on quarterly basis RECPDCL will provide only office sitting space to two developers all other facilities viz. laptop, internet or other means required etc. will be arranged by the agencies itself for the assignment. The working timing will be same as that of the RECPDCL and during the exigency of the work, the bidder may be asked to work even on Saturday/Sunday/ holidays as per requirement of RECPDCL. In case of absence of FMS staff, charges shall deducted on pro-rata basis.



Contract Value:

The bidder needs to quote the prices consisting of software/hardware supply, implementation, Commissioning, Training, FMS Cost for 05 years, etc.

Payment terms

The payment terms milestones wise are given below:

S. No.	Milestone	Payment
1	After Sign off of SRS, design document and Data model, Hardware, Software delivery, development of applications, testing, Performance, Integration testing of other modules as per SRS and RFP	30% of Price**
2	Migration of data, application, UAT from the purchaser, and Go Live of Pilot town/division area and completion of training to RECPDCL Nominated Personal/ Meter readers	20% of Price**
3	Migration of data, application and Go Live for balance towns/Division Area.	30% of Price**
4	Handing over of the System of all the towns to RECPDCL and sign-off and completion of post implementation support period and agreement with OEM# for providing software warranty FMS on quoted rates in bid.	20% of Price**
5	Software warranty FMS cost of each year shall be paid on quarterly basis	Quarterly basis

** Price in sum total of all-inclusive cost for software supply, Hardware and implementation cost but excludes FMS Cost.

Bills & Invoices: All invoices/claims shall be raised by the bidder in the name of Jammu & Kashmir Power Development Department (owner), C/O RECPDCL. All the payment shall be released directly to the bidder by RECPDCL within 30 days of submission of invoices or on receipt of funds from JKPDD, whichever is later. Further tax will be deducted as per applicable law by RECPDCL from the payment made on behalf of JKPDD.



Timelines for Delivery

The completion time of the project shall be monitored as per milestones mentioned in the Payment terms. Any delay in compliance to the milestone timelines shall lead to Penalty, and shall be deducted from the payments due under the Contract or by invoking the Contract Performance Bank Guarantee and/or otherwise, as per the following Penalty table:

Milestone	Timelines	% age penalty on Price
Migration of data, application, UAT from the Utility, and Go Live of Pilot area and completion of training to Utility Staff	2 months from date of award	Not Applicable
	Beyond 2 months	0.5% of contract Value per month or part thereof with maximum capping of 5% of contract Value.
Milestone	Timelines	% age penalty on Price
Handing over of the complete System to RECPDCL and sign-off	4 months from date of award	Not Applicable
	Beyond 4 months	0.5% of contract Value per month or part thereof with maximum capping of 5% of contract Value.

SECTION-V

GENERAL CONDITIONS OF TENDER

1. The bidder must fulfil the above eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the above eligibility/pre-qualifying conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. RECPDCL reserves the right to conduct the e-reverse auction (if required) for the products/ services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as SCC Annexure - D of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form agreeing for e-reverse auction along with the tender document as a token of acceptance.
3. RECPDCL reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by RECPDCL shall result in summarily rejection of the bid.
4. Engagement with RECPDCL does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by RECPDCL. RECPDCL reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by RECPDCL depending upon the profile provided by the agencies and requirement of assignment.
5. RECPDCL reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agencies at its sole discretion.
6. Acceptance of the application(s) constitutes no form of commitment on the part of RECPDCL. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.
7. RECPDCL reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.
8. RECPDCL reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged RECPDCL requirements even if the tender is in evaluation stage.
9. RECPDCL reserve the right to modify, expand, restrict, scrap, and re-float the tender without assigning any reason for the same.
10. The responder shall bear all costs associated with the preparation and submission of its response, and RECPDCL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.
11. RECPDCL reserves the right to increase or decrease the quantity (on same rate and terms and conditions) by another $\pm 20\%$ if required.
12. For all equipment, the bidder shall provide warranty for a period of 12 months from the date of commissioning for all supplied, installed and commissioned equipment.
13. Sub-contracting of the work is not permitted. In case of minor or field work, sub-contracting shall be permitted subject to RECPDCL prior approval.
14. **Performance Security:** The bidder needs to deposit within fifteen (15) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee or Demand Draft (DD), for an amount of 10% (Ten per cent) of the contract value initially for the period of 3 years and after completion of 3 years, before expiry of previous PBG bidder needs to deposit another PBG of balance contract value for a period of another 2 years plus 6 month claim period for the due

performance and fulfilment of the contract by your firm in the format placed at Annexure – C.

- a The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of The “REC Power Distribution Company Ltd”, New Delhi.
- b The Performance Bank Guarantee may be discharged/ returned by the RECPDCL after the completion of the contract upon being satisfied for the performance of the obligations of your firm under the contract.
- c Failing to comply with the above requirement, or failure to enter into contract within 30 days or within such other extended period, as may be decided by the CEO, RECPDCL shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.
- d In the event the firm being unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by RECPDCL.
- e No Bank Charges/ interest shall be payable for the Performance Bank Guarantee.

15. Rates and Prices

- a Bidders should quote item-wise rates/ prices including all taxes and duties as mentioned in Form-III by explicitly mentioning the breakup of basic prices and applicable taxes.
- b Price quoted by bidder shall be firm for entire contract period.
- c Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.
- d The quoted prices shall be for delivery and installation at J & K. The prices shall be FOR destination and shall include all charges, levies and duties for delivery and installation at the specified locations in J & K. The exact details of location address etc. shall be provided along with the release order.
- e If it is found that the tax quoted is higher than the applicable tax, in that case only applicable taxes will be paid by RECPDCL and if the tax quoted is lower than the applicable tax, in that case only the quoted taxes will be paid by the RECPDCL and difference shall be on part of bidder.
- f In case of implementation of GST/New taxation policy etc. difference arises due to such taxes will be payable as per prevailing laws.
- g Rate quoted by the bidder shall remain firm & fixed and shall be binding on the Successful Bidder till completion of work irrespective of actual cost of execution of the project.
- h No escalation in rate quoted by the bidder will be granted on any reason whatsoever. The bidder shall not be entitled to claim any additional charges, even though it may be necessary to extend the completion period for any reasons whatsoever.
- i The offer must be kept valid for a period of 180 days from the last date of bid submission. No escalation clause would be accepted. The validity can be further extended as per requirement of RECPDCL.

16. In case of default in services or denial of services, RECPDCL, at its sole discretion, will be free to avail services of other service providers at your "Risk & Cost".

17. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT shall be applicable.
18. Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in the format as mentioned in Form IV and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.
19. The equipment related drawings, manuals and other related document to be submitted and will remain the exclusive property of the RECPDCL/JKPDD, even after the termination or expiry of the contract. The ownership shall also remain with the RECPDCL/JKPDD in case the selected Bidder fails to execute tasks to the satisfaction of the RECPDCL/JKPDD.
20. All Post implementation support/FMS period shall start from the date of Operational Acceptance and taking over of the project Work by RECPDCL/JKPDD in writing by Competent Authority.
21. The above mentioned general terms and conditions will be integral part of detailed SCC attached as Annexure-SCC.
22. **INTEGRITY PACT (Annexure-F)**:-The bidders have to submit integrity pact as per prescribed format on a non-judicial stamp paper of Rs. 100/- in 2 copies duly signed by the person signing the bid. The bidder shall not change the contents of "Integrity Pact".
23. In a tender either the Indian agent on behalf of the Principle /OEM or Principle / OEM itself can bid but both cannot bid simultaneously for the same item/product.
24. If an agent submits bid on behalf of the principal /OEM, the same agent shall not submit a bid on behalf of another principal /OEM in the same tender for the same item/product.

SECTION-VI
ELIGIBILITY CRITERIA

PRE QUALIFYING REQUIREMENT For Bidder

TECHNICAL QUALIFYING REQUIREMENT

Sr. No.	Description	Qualification Criteria	Evaluation/Documents Required
1	Firm/Company Registration	Bidders can be a company incorporated under Companies Act, 1956 including any amendment thereto or a Proprietorship Firm registered with competent authorities.	Certificate of Incorporation issued under Indian Companies Act 1956 or 2013 from Registrar of Companies to be submitted and/or firm registration certificate. In addition to above, copy of PAN, applicable VAT/ Service Tax Certificate should also be submitted.
2	Quality Certification	The Bidder should be an ISO 9001:2008 certified & ISO:27001 or higher Certification for IT enabled services.	A valid ISO certificate on or before the date of publication of the tender.
3	Financial Strength	The minimum average annual turnover of the bidder shall be a minimum of ₹ 3.5 Crores during the any of 03 FYs during last 05 FYs ending 31st March of the previous financial year.	Auditor certified Annual financial statements, Audited Balance Sheet and P&L Account for the respective financial years to be submitted in this regard (in case of Proprietorship Firm, Form-16 needs to be submitted)
4	Workforce Capability	The Bidder should have at least 5 personnel on its rolls with following criteria: <ol style="list-style-type: none"> 1. Minimum Qualification (B.E./B.Tech.) 2. Min. 03 years of experience in execution of such contracts of comparable nature. 3. 01 Project Manager with 05 years of experience 	Signed resume of employees need to be submitted. Scanned signatures shall be accepted



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- i. The bidder must have experience of successfully completed one project of power distribution utility in India covering Supply, Installation & commissioning of Meter Reading, Billing & Collection software solution for the consumer base not less than 7 lakhs in last 7 years,
Or
- ii. The bidder must have experience of successfully completed two projects each of power distribution utility in India covering Supply, Installation & commissioning of Meter Reading, Billing & Collection software solution for the consumer base not less than 4.5 lakhs in last 7 years.
Or
- iii. The bidder must have experience of successfully completed three projects each of power distribution utility in India covering Supply, Installation & commissioning of Meter Reading, Billing & Collection software solution for the consumer base not less than 3.5 lakhs in last 7 years.

Client's PO / WO / LOA / Contract agreement along with satisfactory completion certification on client letterhead specifying the number of consumers dealt. Contact details of the clients are also to be provided for further verifications.

SECTION-VII
TENDER EVALUATION METHODOLOGY

OPENING OF e-BID:

The Bidder or his authorized representative may be present at the time of opening of e-bid on the specified date, but a letter in the form annexed at (Form – I) hereto must be forwarded to this office along with bid and a copy of this letter must be produced in the office by the person attending the opening of e-bid. Unless this letter is presented by him, he may not be allowed to attend the opening of bid.

In case of unscheduled holiday on the closing/opening day of e-bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid; the time notified remaining the same.

EVALUATION OF e-BID

PRE-QUALIFYING CRITERIA

Evaluation and comparison of bids will be done as per provisions of Pre-Qualifying Criteria supporting documents as proof of pre-qualifying criteria at section – VI. RECPDCL reserves the right to verify the site of operation for above activity and list of persons provided as per qualifying criteria and accordingly decide upon meeting the requirement.

The RECPDCL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order qualifying to which bids shall be summarily rejected.

PRICE EVALUATION CRITERIA

- 1.1 Bidders should quote their rates/prices in Indian Rupees only which shall be inclusive of all applicable taxes, duties, levies, insurance, transportation etc., applicable for entire scope of work as per Price Schedule included to Form - III of this tender document.
- 1.2 Bids shall be evaluated on the basis of the total evaluated value as per the quoted rates for the services mentioned in Scope of Work. The total evaluated price as per the evaluation methodology mentioned as under at Form - III of this tender document and the other details mentioned therein will be the basis for the evaluation purposes and for arriving at inter-se ranking of the various bidders of the tender.
- 1.3 Bid shall be evaluated as per the “Total Price of the Bidder for this tender” as mentioned in Form-III, which shall be filled by the bidder as a Financial Bid.

AWARD CRITERIA

The purchaser will award the contract to the successful bidder whose bid has been determined to be in full conformity to the bid documents and has been determined as the lowest evaluated bid.



SECTION-VIII
TENDER FORMATS

< REFER ANNEXURES-ATTACHED IN-SPECIAL CONDITIONS OF THE CONTRACT (SCC) AND DETAILED FORMS TO BE SUBMITTED BY THE BIDDER>