

# **LUCKNOW ELECTRICITY SUPPLY ADMINISTRATION**

## **BID DOCUMENTATION**

**Against Tender Specification No: 1/CE/LESA/WORK/2016-17**

**Opening Dated: 05.07.2016 at 15:00 hrs**

OFFER FOR ENGAGEMENT OF AGENCY FOR INSTALLATION OF INTERMEDIATE SERVER WITH SOFTWARE FOR ON-SPOT REAL TIME BILL GENERATION, MONITORING DASHBOARD AND MOBILE APP FOR METER READING FROM OUT SOURCED AGENCY'S READERS AS WELL AS FROM CONSUMERS AND EVERY WORK OFFERED IN THE BID DOCUMENT (PART-A)

AND

METER READING, BILL GENERATION & BILL DISTRIBUTION ON REAL TIME BASIS BY GPRS ENABLED HAND HELD MACHINE/USING ANDROID OR WINDOWS BASED SMART PHONES FOR ONE YEAR INITIALLY AND EXTENDABLE UPTO THREE YEARS (PART-B)

**IN**

**LESA**

**Tender Fee Rs. 3150.00 (Including VAT)**

**Earnest Money Rs. 80000.00**

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**कार्यालय मुख्य अभियन्ता (लेसा )  
मध्यांचल विद्युत वितरण निगम लिमिटेड  
लखनऊ विद्युत सम्पूर्ति प्रशासन  
4-ए, गोखले मार्ग,लखनऊ**

**अल्पकालीन निविदा सूचना**

अधोहस्ताक्षरी द्वारा लेसा क्षेत्रान्तर्गत विभिन्न मण्डलों में हेण्ड हेल्ड बिलिंग के कार्यों को करने हेतु अनुभवी एंव ख्याति प्राप्त फर्मो/एजेन्सियों जो सेवकर में पंजीकृत हों, से मुहरबन्द निविदायें दो भागों में, प्रथम भाग में धरोहर धनराशि, अनुभव एंव अन्य विवरण तथा फर्म की साख पुष्टि सम्बन्धी प्रमाण-पत्र तथा द्वितीय भाग में दरें एंव वाणिज्यिक नियम एंव शर्तें दिनांक 2104.2016 को 13:00 बजे तक आमंत्रित की जाती हैं जो उसी दिन 15:00 बजे उपर्युक्त निविदादाताओं अथवा उनके अधिकृत प्रतिनिधियों के समक्ष अधोहस्ताक्षरी अथवा उसके नामित प्रतिनिधि द्वारा खोली जायेगी । यदि निविदा खुलने की तिथि को अवकाश पड़ता है तो निविदा अगले कार्य दिवस को नियत समय पर खोली जायेगी । निविदा प्रपत्र किसी भी कार्य दिवस में इस कार्यालय से निविदा खुलने की तिथि से एक दिन पूर्व तक प्राप्त किया जा सकता है । निविदा प्रपत्र प्राप्त करने हेतु शिडयूल बैंक द्वारा जारी बैंक ड्राफ्ट पी0ए० ( एम) दू चीफ जोनल इंजीनियर, लावेसू, उ0प्र0पा0का0लि0, लखनऊ के नाम स्वीकार किया जायेगा । निविदा की धरोहर धनराशि बैंक ड्राफ्ट/काल डिपाजिट/फिकड डिपाजिट एवं बैंक गारन्टी के रूप में पी0ए० ( एम) दू चीफ जोनल इंजीनियर, लावेसू, उ0प्र0पा0का0लि0, लखनऊ के नाम देय एंव स्वीकार्य होगी । निविदा से सम्बन्धित अन्य विवरण निम्नवत हैं:-

**1- निविदा संख्या 1- मु0अ०/लेसा/कार्य/2016-2017**

विद्युत नगरीय वितरण मण्डल-द्वितीय के अधीन विद्युत वितरण खण्ड गोमतीनगर एंव चिनहट (उपभोक्ता सं0 79957 नं0), अर्नेस्ट मनी रु0 80000.00 एंव निविदा प्रपत्र का मूल्य रु0 3150.00 (वैट सहित) ।

**2- निविदा संख्या 2- मु0अ०/लेसा/कार्य/2016-2017**

विद्युत नगरीय वितरण मण्डल-पृष्ठम के अधीन विद्युत वितरण खण्ड महानगर,यूनिवर्सिटी एंव सीतापुर रोड (उपभोक्ता सं0 68094 नं0), अर्नेस्ट मनी रु0 68000.00 एंव निविदा प्रपत्र का मूल्य रु0 2625.00 (वैट सहित) ।

**3- निविदा संख्या 3- मु0अ०/लेसा/कार्य/2016-2017**

विद्युत नगरीय वितरण मण्डल- सप्तम के अधीन विद्युत वितरण खण्ड आलमबाग (उपभोक्ता सं0 27951 नं0), अर्नेस्ट मनी रु0 28000.00 एंव निविदा प्रपत्र का मूल्य रु0 2100.00 (वैट सहित) ।

**4- निविदा संख्या 4- मु0अ०/लेसा/कार्य/2016-2017**

विद्युत नगरीय वितरण मण्डल- अष्टम के अधीन विद्युत वितरण खण्ड ठाकुरगंज (उपभोक्ता सं0 40565 नं0), अर्नेस्ट मनी रु0 40000.00 एंव निविदा प्रपत्र का मूल्य रु0 2310.00 (वैट सहित) ।

**5- निविदा संख्या 5- मु0अ०/लेसा/कार्य/2016-2017**

विद्युत नगरीय वितरण मण्डल- नवम के अधीन विद्युत वितरण खण्ड इन्दिरा नगर एंव मुंशीपुलिया (उपभोक्ता सं0 63840 नं0), अर्नेस्ट मनी रु0 64000.00 एंव निविदा प्रपत्र का मूल्य रु0 3150.00 (वैट सहित) ।

**6- निविदा संख्या 6- मु0अ०/लेसा/कार्य/2016-2017**

विद्युत नगरीय वितरण मण्डल- दशम के अधीन विद्युत वितरण खण्ड रहीमनगर, बीकेटी एंव डालीगंज (उपभोक्ता सं0 110630 नं0), अर्नेस्ट मनी रु0 111000.00 एंव निविदा प्रपत्र का मूल्य रु0 4725 (वैट सहित) ।

**नियम एंव शर्तें:**

1. कार्यादेशित धनराशि की 10 प्रतिशत सिक्योरिटी डिपाजिट जमा करना अनिवार्य होगा ।
2. निविदा की वैधता 90 दिन होगी ।
3. कार्य की दरें सेवा कर को छोड़कर अकित करनी होगी जिसका भुगतान अलग से मौग करने पर किया जायेगा ।
4. निविदित कार्यों में से कोई भी कार्य 20 प्रतिशत तक घटाया/बढ़ाया जा सकता है ।
5. निविदा के साथ निर्धारित धरोहर धनराशि जमा करना आवश्यक होगा । बिना धरोहर धनराशि के निविदा भाग-द्वितीय नहीं खोला जायेगा ।
6. निविदा भाग प्रथम में निविदा की शर्तों को पूर्ण करने के पश्चात ही निविदा भाग-द्वितीय खोला जायेगा
7. निविदा प्रपत्र मध्यांचल विद्युत वितरण निगम की बेबसाइट [www.mvvnltender.in](http://www.mvvnltender.in) से भी डाउन लोड किया जा सकता है । बेबसाइट से डाउनलोड किये गये निविदा प्रपत्र हेतु निर्धारित निविदा मूल्य निर्धारित प्रारूप में निविदा भाग-प्रथम के साथ एक अलग लिफाफे में बन्द करके लगाना आवश्यक है अन्यथा कि स्थिति में निविदादाता का निविदा प्रपत्र भाग-एक नहीं खोला जायेगा ।
8. बिना कारण बताये किसी एक या सभी निविदाओं को आंशिक अथवा पूर्ण रूप से स्वीकार अथवा अस्वीकार करने का अधोहस्ताक्षरी को अधिकार सुरक्षित है ।

**अधिकारी अभियन्ता (मुख्यालय)**

राष्ट्रहित में बिजली बचाये

LUCKNOW ELECTRICITY SUPPLY ADMINISTRATION  
MADHYANCHAL VIDYUT VITRAN NIGAM LIMITED  
4-A, GOKHLE MARG  
LUCKNOW

EXTENSION OF TENDER DUE DATE

Due to some unavoidable circumstances the date of opening of following tenders are  
hereby extended from 20.05.2016 to 20.06.2016:-

- 1) Tender No.1-CE/LESA/ Work/2016-2017
- 2) Tender No.2-CE/LESA/ Work/2016-2017
- 3) Tender No.3-CE/LESA/ Work/2016-2017
- 4) Tender No.4-CE/LESA/ Work/2016-2017
- 5) Tender No.5-CE/LESA/ Work/2016-2017
- 6) Tender No.6-CE/LESA/ Work/2016-2017
- 7) Tender No.7-CE/LESA/ Work/2016-2017

All other terms and conditions of the above tenders shall remain unaltered.

*Sur*  
SUPERINTENDING ENGINEER (H.O.)

SAVE ELECTRICITY IN NATIONAL INTEREST (लेजा)

LUCKNOW ELECTRICITY SUPPLY ADMINISTRATION  
MADHYANCHAID VIDYUT VITRAN NIGAM LIMITED  
4-A, GOKHLE MARG  
LUCKNOW

#### EXTENSION OF TENDER DUE DATE

Due to some unavoidable circumstances the date of opening of following tenders are hereby extended from 20.06.2016 to 05.07.2016:-

- 1) Tender No.1-CE/LESA/ Work/2016-2017
- 2) Tender No.2-CE/LESA/ Work/2016-2017
- 3) Tender No.3-CE/LESA/ Work/2016-2017
- 4) Tender No.4-CE/LESA/ Work/2016-2017
- 5) Tender No.5-CE/LESA/ Work/2016-2017
- 6) Tender No.6-CE/LESA/ Work/2016-2017
- 7) Tender No.7-CE/LESA/ Work/2016-2017

All other terms and conditions of the above tenders shall remain unaltered.

*Surp* कैंप पाल )  
SUPERINTENDING ENGINEER (HQ)  
भारतीय राजनीकान्ति (प्र०)  
विभाग राजनीकान्ति (प्र०)

SAVE ELECTRICITY IN NATIONAL INTEREST

## **SECTION-1**

### **TENDER SPECIFICATION**

LESA, MVVNL invites sealed bids from the competent experienced agencies for entering into a contract for Providing installation of intermediate server with software for real time bill generation, monitoring dashboard, mobile app and carrying out meter reading, bill printing using Hand Held machines/smart phone, Bill Distribution and other related commercial activities in the specified distribution divisions for specified consumer categories so as to establish an efficient billing and revenue cycle, collection of data for updating of existing database/survey work, wrongly identified consumers etc.

1. Installation of intermediate server of 200% redundancy having capability to accept packaged data, process the data and send the processed data to HHC/android device, the server should be able to communicate through 2G, 3G, 4G and VPN.

#### **1.1 SCOPE OF WORK**

##### **1.1.1 Specified Distribution Divisions**

The distribution divisions where the activities specified in this tender document are to be carried out are under **EUDC- II**. The distribution divisions **Gomti Nagar and Chinhut** are covered under the scope of work of this tender.

##### **1.1.2 SPECIFIED CONSUMER CATEGORIES**

Consumer categories where the activities specified in this tender document are to be carried out include all domestic, non-domestic, commercial specified in the tariff order issued by UPERC from time to time (Usually once every year). Categories are here under:

LMV 1 : Domestic Light & Fan

LMV 2 : Commercial Light & Fan

LMV 3 : Street Light

LMV 4 : Public & Private Institution

Any and all changes to these categories in the future by UPERC shall automatically pass through to the scope of activities as in this tender document and in the agreement, unless the nature or number of consumers is changed materially in view of LESA.

## **1.2 ACTIVITIES TO BE PERFORMED BY THE BIDDERS FALL UNDER TO BASIC CATEGORIES**

### **1.2.1 Central Server Installation with real time billing application (Part-A)**

(1) Bidder will have to install the intermediate server with bill generation software on real time basis linked with the bidder's mobile app for providing reading of consumer meters by outsourced agency's reader and by consumers itself. The bidder will have to integrate the intermediate server installed by the bidder with the main HCL server. Along with the above software and mobile app bidder will also provide the monitoring dashboard for LESA officers to monitor the day to day billing activity. Billing Data from main billing server will be provided to above said intermediate server and bidder will make data available on the same server for billing purpose on Real Time. A mobile application for data collection will be provided by the same for the readers of the on spot billing agencies. After generating the bill from intermediate server consumer will be provided the print of bill on the spot by meter reader. For above process data format will be provided by on line billing system operation vendor. For Real Time data transfer, connectivity will be provided by LESA at server end, when the billing will move to cloud environment, the application will also be placed at same cloud environment and shall be accessible from there.

(2) As defined above Bidder will also provide dashboard for current billing status and other reports view.

(3) As defined above Bidder will also provide a mobile application for readers of agency engaged in reading and as well for LESA Consumers through which LESA consumers can provide reading themselves for processing of bills on the same server.

(4) 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 LESA, MVVNL & UPPCL can be incorporated immediately in the system.

(5) The intermediate server should be equipped for capturing and processing AMR data of meters of all meter manufacturers generate bills from this data, sending the bills to CCB when in sync and also to consumer through email & SMS, the application shall also send MRI report to respective Test Divisions. The firm shall have to share the protocol through which Data is sought from AMR modems with the modem supplier.

(6) The application and hardware shall be so designed that in future augmentation can be done so that this can function as a standalone billing metering & collection, application for LESA.

(7) The Bidder shall also provide mobile based application to reach consumers quickly through mobile based app.

(8) The bidder shall integrate the intermediate server with UPPCL main server operated by M/S HCL (T) establish sync with the main server and the intermediate server decide file format for data transfer and successfully run pilot project with dummy data to ensure successful billing in LESA.

### **1.2.2 MONTHLY ACTIVITIES (PART-B)**

Daily billing data from LESA billing system will be provided to bill processing agencies on real time through intermediate server and they will have to use mobile app software provided in Part-A for the bill generation.

*Monthly billing data shall be downloaded on the intermediate server from Main HCL server/ CCB & processed data shall be uploaded in the evening on to the main server when in sync . Any activity like bill correction, load enhancement etc; at division level shall be done through main server. It shall update the main server only.*

I. As per defined schedule, the consumer updated data provided by the LESA system to on spot billing agencies shall be uploaded by them on

the H.H.C. machine/mobile Smartphone with android/windows O.S./billing server at BPA end daily for billing of consumer.

II. Reading of the consumer meters and manual entry in the H.H.C. machine/smart phone, of the same for KWH or KVAH billing as per consumer category.

III. Taking a photograph of consumer meter with meter Reading & its date and time stamping and simultaneous recording of the latitude and longitude of meter location. Storage of the meter reading and its photograph will be done on intermediate server for future reference.

IV. Sending the consumer meter reading on intermediate server for generation of the consumer's bill.

V. Printing of the consumer's bill on-the-spot and handing it over to the consumer.

1) Upload of daily billing Data from intermediate server to spot billing machine /mobile phone has to be completed in such a time that data is available to meter readers in the morning each day. Billing data submitted to the intermediate server is to be transferred to main server each day in the evening ,for this the bidder shall make provision to sync the intermediate server with main server operated by M/S HCL Tech once every evening

2) During the meter reading if any discrepancy such as consumer exists at site but not in data base, consumer does not exist but available in data base, meter no. other than available in data base etc., found must be reported in prescribed format to concerned Executive Engineer in using online entry on the mobile device.

3) Updating of Addition/Correction of Name, Address, and Feeder no./Meter no. & Mobile no. (Survey) of consumers as and when required by LESA management.

### **1.2.3 SOLUTION SPECIFICATIONS**

The solution deployed must adhere to the following specifications:

### **Mobile Application:**

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

- 1) It should run on GPRS or 2G or 3G or 4G or VPN or Wi-Fi connections.
- 2) It should run on Hand Held Machine/Android 4.2 or later version/windows devices-phones 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 QR Code/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.
- 6) It should enable user to take a picture of the meter and record the coordinates for later verification and as proof of meter reading.
- 7) Generated energy bill on the spot from intermediate server, print it for delivery to customer.
- 8) Provide a bill re-print option
- 9) 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.
- 10) It should send SMS to customer about the energy consumed and bill amount. This SMS will be generated by the intermediate server.
- 11) Client Side mobile app for self (Do It Yourself) bill generation for the last week of the month and making payment through debit/credit card should be made available for downloading by LESA consumers.

### **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 :
  - a) Should be encrypted using DES3 standards
  - b) 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 IEMI No is registered can be integrated with the system. System should not communicate with any unregistered mobile handset.

### **Web-Application (Dash Board) :**

The web-based application will be used by the LESA personnel for activity monitoring and management:

- a) It should have a dashboard for supervisory personnel.
- b) It should provide online real-time status of meter reading and MIS relating to it.
- c) It should provide for viewing and/or printing of energy bill.
- d) It should provide field representative-wise productivity data.
- e) It should provide for viewing of meter reading and picture of meter with reading and GPS coordinates vis: latitude & longitude.
- f) It should provide interface for online tracking of meter reader through IEMI No.
- g) It should be flexible enough to generate any new exception/MIS report required by utility/LESA.

### **1.3 TERM**

The term shall be initially for a period of one year, extendable/renewable on a year to year basis for such periods as mutually agreeable, subject to the total period not being more than three years.

### **1.4. TENDER PARTICULARS**

|   |   |
|---|---|
| Tender fee                              | Rs. 3150.00 (Rupees Three thousand one hundred fifty only including VAT)  |
| Earnest Money                           | Rs. 80000.00 (Rupees Eighty thousand only)  |
| Security Deposit                        | 10% of ordered value at the time of signing the agreement   |
| Pre bid conference                      | 27/06/2016 at (12:00 hrs) In the office of SE Hq LESA   |
| Due Date of Receipt of Bids Part I & II | 05.07.2016 up to (13 : 00 hrs)  |
| Date of opening of Part I of the BID    | 05.07.2016 at (15:00 hrs)   |
| Date of opening of Part II of the BID   | To be notified to the technically suitable bidders for demonstration, successful running of pilot project on dummy data after establishing sync with main server operated by HCL, proposed billing system, generation of dummy bills of different categories and its validation and opening of part II. |

### **1.5. SUBMISSION OF BID**

Sealed bid offers are to be submitted in two Parts.

1. Part I shall contain Technical Qualifications details of the bidder together with his capabilities.
2. Part II shall contain the financial offer along with rates and other commercial terms and conditions.

The tender documents containing application formats and the details of the proposal can be purchased from the LESA office on any working day between 11:00 hrs to 14:00 hrs on payment of the tender fee by demand draft/ banker's cheque of any nationalized bank situated in

Lucknow in favour of " **PA(M) to CZE, LAAVESU, UPPCL, Lucknow** .The tender document can also be downloaded from MVVNL website <http://www.mvvnltender.in/> and can be submitted along with the demand draft for the value of Tender Document fees in favor of LESA, Lucknow. But the demand draft must be deposited prior to the submission of bid offer separately and produce the deposition slip and make them to qualify for bid submission. Sealed bid offers prepared as per bid documents along with the earnest money should be addressed to the **PA(M) to CZE, LAAVESU, UPPCL, Lucknow** so as to reach him by the specified time. The offer shall be opened on the specified date in presence of bidders or their authorized representative(s) who choose to be present at that time.

The prospective bidder should have the necessary technical competence, financial standings, experience, expertise and infrastructure as specified in clause 2.6.1 & 4.3 of this document for handling meter reading, bill generation, Hand Held machines/Smart phones, bill delivery and related activities.

## **SECTION-2**

### **2 : INSTRUCTIONS TO THE BIDDERS**

#### **2.1. INTRODUCTION**

LESA envisages engaging an external agency with sufficient experience, technical competence & expertise, financial strength and related infrastructure facilities for carrying out billing using Hand Held machine/smart phone, for specified consumer categories and other related activities so as to establish an efficient billing and revenue cycle as specified in the bid document.

#### **2.2. CLARIFICATION OF BID DOCUMENTS**

The prospective bidders may obtain any clarification regarding the bid document by writing or faxing *to:-*

*SUPERINTENDING ENGINEER (HQ), LESA, 4-A, GOKHALE MARG, LUCKNOW*

Clarification given in reply to any of the prospective bidders shall be addressed to all the agencies that have purchased the bid documents.

The bidders are advised in their own interest, to examine the bid documents instruction forms, terms and general information. Failure to submit information, which is essential to evaluate an application's bid or submission of bid not substantially responsive to the bid documents, may result in disqualification of the bid.

Pre-bid conference(s) will be held for obtaining views of prospective bidders at which the bidders may ask for clarification on the requirements of the bid. The date, time will be same as mentioned above and such conference(s) shall be held in committee hall LESA and ***Superintending Engineer*** shall address the anomalies.

### **2.3 SITE VISITS**

The bidder may in his own interest, before submitting his bid examine the divisions billing system and the area involved to satisfy himself regarding the field conditions and status of present database, systems and commercial procedures.

The bidder may contact Superintending Engineer of various circles, for help in facilitating these visits. No claim for change in the bid for terms and condition of the contract shall be entertained on the ground that the conditions are different from what were contemplated.

### **2.4 AMMENDMENTS TO BID DOCUMENT**

At any time prior to the last date for submission of bid as well as designated date for opening of Part II price bid, LESA may for any reason, whether of its own or by way of clarification given at the request of prospective bidder, modify the bid document by issue of amendment which shall form part of it.

The amendment(s) shall be sent in writing to prospective bidders, who shall return one copy of it duly signed with their bid. Suitable extension to the due date, if considered necessary will be allowed to accommodate reasonable time to take into account, such amendments.

## **2.5 DEVIATION FROM BID DOCUMENTS**

The bid offer must include a separate statement indicating deviations from the bid documents as per format given below. The proposed deviations from the bid documents if accepted by LESA shall become binding on the bidder. Unless the proposed deviations from the bid document are specifically mentioned, the specifications, terms and conditions as per this document will become binding to the bidder.

Schedule of deviations

| <b>Sl. No.</b> | <b>Bid Document Section No.</b> | <b>Reference Clause No.</b> | <b>Deviation Proposed</b> |
|----------------|---------------------------------|-----------------------------|---------------------------|
|                |                                 |                             |                           |

## **2.6. DOCUMENTS COMPRISING THE BID**

### **2.6.1. PART-I: PRE-QUALIFICATION, TECHNICAL AND OTHER DETAILS**

- 1) Power of attorney/Board resolution in favor of signatory of the bid.
- 2) The bidder should have ISO-9001&ISO-27001 certification or higher Certification for IT enabled services. Above certification along with past experience of managing database of similar work including meter reading through HHI/Smartphone, processing and distributing bills at consumer site in the setup of a utility.
- 3) The bidder should have a minimum average turnover (MAT) of 30% of estimated cost of the tender per annum as per the audited balance sheets of last previous three years i.e. 2012-2013, 2013-2014 & 2014-2015 (**This turnover is based on Central Vigilance Commission, Govt. of India Circular No. 12-02-1-CTE-6 Dated 17.12.2002 regarding prequalification criteria(PQR)**). The bidder should also submit Work Order copies for the subsequent financial year for which balance sheets are required. The relevant papers shall be submitted in support of above certified by Chartered Accountant.

- 4) are required. The relevant papers shall be submitted in support of above certified by Chartered Accountant.
- 5) The bidder should be I.T. based company and should have experience of successful design and development of billing software for generation of electricity bills by intermediate server & hand held machine/smart phone etc. and various output reports. They should submit the certificate in proof of the same from power utility.
- 6) Bidders issued notices for black listing in an organization or already blacklisted will not be allowed to participate in the tender and an affidavit should be submitted to this effect.
- 7) Individual firms or joint venture (JV) or consortium of companies etc are eligible to participate in tender. The partners of joint venture shall meet collectively the requirement of above PQR. The figure of Average Annual Turnover and liquid assets/ credit facilities for each of the partners of JV shall be added together to determine JV's compliance with minimum qualifying criteria set as above.
- 8) The bidder must submit an affidavit that he has not been declared black listed in any utility anywhere in India. After the placement of LOI/Work Order if it is found that the Firm has been declared black listed their LOI/Work Order will be cancelled without giving any notice to the concerned firm.

### **Infrastructure requirement**

- (i) The bidder should have adequate number of professionals on regular roll of the tenderer as mentioned below, whose/personal, educational and other qualifications and experience details must be furnished in specified formats.
  - a) Professional experts in computer programming/operation
  - b) Professional trained in accounting & commercial aspects.
  - c) Professional experts in design & development of billing and energy accounting software.

(ii) The basic objective of each bidder shall be to read at least 1200 bills per HHI machines/Smartphone per month. The above infrastructure shall be in line with this basic objective. In addition, the bidder shall have minimum 250 HHI machines and minimum number of 200 meter readers.

## **2.6.2. PART-II: FINANCIAL, OFFER AND TERMS AND CONDITIONS**

The financial offer shall be submitted by the bidder in the format given in section 6.2 of this document along with his commercial terms and conditions.

## **2.7. SUBMISSION OF BIDS**

The bidders are directed to submit their bids as mentioned in Section 1.4 and according to Section 2.8.

## **2.8. SEALING, SIGNING, MARKING AND SUBMITTING THE BIDS**

The bidder shall submit his bid in two parts. All pages of the bid, including where entries or amendments have been made shall be signed by the person signing the bid.

This bid document, duly signed, shall also be attached with the each bid in token of acceptance of its terms and conditions, except those mentioned in the deviation list.

The bidder shall submit each Part of the bid in separate envelopes marked:

Part-I: Technical Bid for installation of intermediate server with software, meter reading, Bill generation, Bill distribution and other related activities, as specified in Part A & Part B meter reading, Bill generation, Bill distribution and other related activities. ISO certifications & other relevant documents.

Part-II: Financial Bid for installation of intermediate server with software, meter reading, Bill generation, Bill distribution and other related activities, as specified in Part A & Part B meter reading, Bill generation, Bill distribution and other related activities.

Each envelope shall be properly secured and sealed. Both Parts of the bid should then be placed in a common envelope, which should also be properly secured, sealed and marked as follows for proper identification:

*"Bids for Meter Reading, Bill Generation, Bill Distribution & other related activities in Part—I and Part-II"*

***Do not open before Dated 05.07.2015 at (15:00 hrs)***

***Name and address of bidder:***

*Details of earnest money- Number and date of document:*

*Validity period:*"

The bids shall be addressed to the **SUPERINTENDING ENGINEER (HQ)**.LESA, 4-A, GOKHLE MARG, LUCKNOW-226001

No bid shall be accepted unless it is properly sealed. Bidder shall not be allowed to fill in or seal their bid at the office where these are due to be received. If the envelopes are not sealed and marked as instructed, LESA will assume no responsibility for the misplacement or premature opening of the bids. A Bid opened prematurely due to any cause may be rejected, resealed and returned to the bidder. A bid must be submitted at specified LESA Office by an authorized representative of the bidder and any submission by the way of post, telex, telegraphic or fax shall not be accepted.

Bids not accompanied with earnest money and not mentioning the details on the envelope as specified shall be rejected outright.

Bids must be received within the specified deadline at the specified address. If it is a holiday the bid shall be received on the next working day at same time.

### **BID VALIDITY**

Bid shall remain valid for acceptance for a period of 90 days after the date of opening of Part II of the Bid. **ENGINEER (HQ) LESA** may be requested for suitable extension. If the day up to which the Bid is to remain valid is a holiday the offer shall remain valid up to the next working day.

### **2.8.2. EARNEST MONEY**

The Bid shall be accompanied by a FDR/TDR/BG of a Nationalized Bank of India for an amount of Rs. 80000.00 (Rupees Eighty thousand only) in favour of "**PA(M) to CZE, LAAVESU, UPPCL, LUCKNOW**", valid for 90 days as earnest money in Part I, of the Bid. The earnest money will be refunded to the unsuccessful bidder.

### **2.8.3. LATE BIDS**

Any Bid received after the deadline for submission shall be rejected and shall be returned unopened to the bidder.

### **2.8.4. MODIFICATION OR WITHDRAWL OF BID**

The Bidder may modify or withdraw his bid after submission provided that the details of modification or notice of withdrawal is received in writing prior to the due date of submission of Part-I of the Bid.

The Bidder's notice and details of withdrawal or modification shall be prepared, sealed, marked and delivered in accordance with the methodology for submission of Bids, with envelopes marked "Modification" or "Withdrawal" as appropriate.

No Bid may be modified subsequent to the deadline of submission of bids, except for submission of clarification or information called by LESA.

## **2.9. BID OPENING AND EVALUATION**

Part-I envelope of the bid shall be opened on the prescribed time and date, including submission made pursuant to clause 2.8.4 mentioned above in the office of the "***SUPERINTENDING ENGINEER (HQ)***, LESA, LUCKNOW in the presence of bidders or their authorized representative who choose to be present. If the opening date is a holiday, the bid shall be opened on the next working day at the same place and time unless notified otherwise. At the opening of **Part I or II** of the Bids, the ***SUPERINTENDING ENGINEER (HQ)***, LESA, LUCKNOW may announce the bidder's details as it may consider appropriate.

The date and time for opening Part II of the Bid containing financial offer will be intimated to the bidders short listed by LESA. in due course on the basis of evaluation of Part I of the Bid.

Part II Bids of the bidders not short listed shall not be opened and shall be returned to the bidders. Only the short-listed bidders or their representative(s) may attend Part II Bid opening.

### **2.9.1. CLARIFICATION OR MODIFICATION OF BIDS SUBMITTED**

To assist in the examination, evaluation and comparison of bids, LESA may ask bidders individually for clarification, in writing. No change(s) in the substance of the bid shall be permitted except as required to confirm the correction of any type of typographical error(s).

### **2.9.2. OPENING OF BID PART II**

Subsequent to the examination of the technical bid and receipt & scrutiny of clarification or queries raised by LESA short listed bidders can submit a supplementary financial bid, in a sealed envelope, if they so desire, before the date and time of the opening of Part II of the Bid already submitted.

Non submission of a supplementary financial bid will mean that the bidder agrees with all the modifications, corrections and amendments in Part I of his bid and any modifications made in Part II by LESA without any financial implication arising thereof.

Supplementary Part II bid, if submitted by the bidder shall be properly secured, sealed, marked and addressed as mentioned above and additionally as follows:

"Supplementary to Part II Financial bid for Meter Reading, Bill Generation and Bill Distribution in LESA."

### **2.10. SIGNING OF AGREEMENT**

The successful bidder shall, on receipt of letter of acceptance (LOI) from LESA enter into a contract with SE(HQ), LESA, Lucknow by jointly signing an Agreement. The draft of the agreement based on the terms sheet detailed in Section-5, shall be forwarded to the successful bidder for execution. The Agreement shall be executed within 30 days thereafter and requisite security deposit shall also be deposited at the time of signing the agreement. The person signing the Agreement must be duly authorized by the bidder.

## **2.11. PERFORMANCE SECURITY**

Within 30 days of receipt of the LOI, the successful bidder shall furnish to LESA a performance security for the specified amount for the entire term mutually agreed upon, in any one of the following formats to guarantee faithful performance of the Contract, on submission of which the earnest money deposit shall be refunded:-

(i) A FDR duly pledged in favour of "**PA (M), TO CZE, LAAVESU, UPPCL, Lucknow**" issued by any Indian Nationalized Bank

or

(ii) Bank guarantee as per the Performa, to be provided by LESA.

The performance security shall be refunded to the successful bidder on completion of the work as per the Agreement. The Bidder has to first furnish the performance security amount and then commence work. Failure in furnishing the performance security shall result in annulment of the award and forfeiture of the earnest money.

## **2.12. GENERAL**

In case of ambiguous or contradictory terms and conditions mentioned in the bid, interpretation as made by LESA shall be final and binding on all Parties.

LESA will not be responsible for any cost or expenses incurred by the bidder in preparation or delivery of Bids.

LESA reserves the right to amend the nature or scope of the proposed contract reject or accept any bid, cancel the bid process or/and reject all applications. LESA serves the right to split the work among successful bidders.

LESA shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of its actions.

In case of any difficulty in recording meter readings agency will contact the Engineer of the Contract and Executive Engineer of the concerning Division for remedial measures.

The General condition of contract Form 'A' of LESA/UPPCL shall be applicable to this tender.

## **SECTION 3**

### **3. PROFILE OF THE EXISITING SYSTEM.**

#### **3.1. AREA**

Brief description of the geographical area covered by the Division specified is as follows:

Circles **EUDC-II, LESA, Lucknow**. The Urban Distribution Divisions, **Gomti Nagar and Chinhat** are covered under the scope of work of this tender.

#### **3.2. NUMBER OF CONSUMERS**

The number of consumers is approximate and actual number may vary. The number of consumers usually increases/decreases as new connections are given or are withdrawn. The number of consumers may also vary based on the level of illegal connections in the area, among other reasons. The number of consumers may vary  $\pm 25\%$ . (This listing would be provided for each division where the hand held billing/smart phone is being proposed in this document):

| Circle   | Division   | No of Consumer |       |       |       |       | No. of Minimum Meter Readers |
|----------|------------|----------------|-------|-------|-------|-------|------------------------------|
|          |            | LMV-1          | LMV-2 | LMV-4 | LMV-6 | Total |                              |
| Circle-2 | Chinhat    | 40766          | 3404  | 85    | 52    | 44307 | 36                           |
|          | Gomtinagar | 30215          | 4309  | 34    | 24    | 34582 | 28                           |

### **3.3. EXISTING METER READING SYSTEM**

#### **3.3.1. MASTER DATABASE**

For the computer billing Master (permanent) records had been created in the computer from meter books. The Master records contain 145 fields out of which the most important fields are as follows:

| S1. No. | Details       |
|---------|---------------|
| 1       | Division Name |
| 2       | Consumer Name |
| 3       | Address       |
| 4       | Book No.      |

|    |   |
|----|---|
| 5  | Sequence No.                                    |
| 6  | Consumer Code Number (K Number)                 |
| 7  | Meter No.                                       |
| 8  | Type of connection                              |
| 9  | Security deposit                                |
| 10 | Date of Security deposit                        |
| 11 | Total no of meters in the premises & Account No |
| 12 | Load Sanctioned                                 |
| 13 | Date of release of connection                   |
| 14 | Previous Reading                                |
| 15 | Previous Reading Date                           |
| 16 | Excess Load, if any                             |
| 17 | Previous Remarks                                |
| 18 | Unit of load HP/KW/KVA                          |
| 19 | Last six month's consumption                    |
| 20 | Average consumption                             |
| 21 | Billing Code                                    |
| 22 | Capacitor surcharge, if any                     |
| 23 | Total Arrears outstanding                       |
| 24 | Number of Arrear months                         |
| 25 | Misuse, if any                                  |

The database as required along with the meter books will be made available to the successful bidder in soft copy

### **3.3.2. PRESENT STATUS OF BILLING IN LESA**

The present status of Master Database, Meter Reading, Bill Distribution and **Payment Collection of various distribution divisions are as given here under:**

| DIVISION   | SUPPLY TYPE | MASTER DATABASE | METER READING | BILL GENERATION | BILL DISTRIBUTION | PAYMENT COLLECTION |
|------------|-------------|-----------------|---------------|-----------------|-------------------|--------------------|
| Gomtinagar | DOM L&F     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | COM L&F     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | S&M IND     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
| Chinhat    | DOM L&F     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | COM L&F     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | S&M IND     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | COM L&F     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | COM L&F     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |
|            | S&M IND     | ONLINE          | HHI & MRI     | HHI/ONLINE      | HHI & MRI         | ONLINE             |

- DPA — Data Processing Agency
- HHI — Hand Held Instrument

### 3.3.3. METER READING

Meter Reading is taken by the Dept. officials designated as Meter Readers (MR) OR by the reader of the contracted billing agencies. The meter readings are recorded in meter books maintained by the Meter Readers or in the HHI/smart phones/ server and processed for the billing.

The jobs of the Meter Reading is supervised by concerned distribution division's Junior Engineers who are required to test check a certain percentage, generally 10 percent of the meter readings taken by the Meter Readers.

The frequency of the meter readings is generally as follows:-

| SI. No. | Category                     | Frequency |
|---------|------------------------------|-----------|
| 1       | Domestic L&F                 | Monthly   |
| 2       | Domestic L&F (Spot billing ) | Monthly   |
| 3       | Commercial L&F               | Monthly   |

The data is directly inserted in the online billing application to save the bills prepared by the HHI software/Smartphone or reading passed in the application by the division officials to prepare the bills online.

The remarks as to be given with meter readings are generally as follows:

| REMARKS                         | CODE | REMARKS         | CODE |
|---------------------------------|------|-----------------|------|
| PREMISE LOCKED                  | NA   | NOT READ        | NR   |
| METER FAULTY/<br><u>DAMAGED</u> | IDF  | REVERSE READING | RDF  |
| SEAL BROKEN                     | SB   | GLASS BROKEN    | GB   |
| DIAL OVER                       | DO   | METER CHANGE    | MC   |
| ILLEGAL                         | IR   | METER REMOVED   | PD   |
| TEMPORARY<br>DISCONNECTED       | TD   |                 |      |

### **3.3.4. GENERAL**

Above are some of the basic features. For more details, the prospective bidders may contact Executive Engineer (commercial) attached to chief engineer LESA, Executive Engineers of concerning Area.

The agency is expected to generally follow the existing practice so that there is no difficulty in taking over the system back by LESA on completion of the contract. Significant deviations from current practices would be allowed only after approval from LESA.

## **SECTION 4**

### **4: QUALIFICATION REQUIREMENT**

#### **4.1. INTRODUCTION**

This section specifies the minimum requirement with respect to experience, capability and other Particulars of the bidder to be considered eligible for Participation in the bid for installation of Intermediate Server with software, Meter Reading, Bill Generation and Bill Distribution in the area(s) specified by LESA.

#### **4.2. AGENCY**

This is open to all Individual Indian firms.

#### **4.3. ESSENTIAL QUALIFICATION CRITERIA**

- (1) Power of attorney/Board resolution in favor of signatory of the bid.
- (2) The bidder should have ISO-9001&ISO-27001 or higher Certification for IT enabled services. Above certification along with past experience of managing database of similar work including meter reading through HHI/Smartphone, processing and distributing bills at consumer site in the setup of a utility.
- (3) The bidder should have a minimum average turnover (MAT) of 30% of estimated cost of the tender per annum as per the audited balance sheets of last previous three years i.e. 2012-2013, 2013-2014 & 2014-2015 **(This turnover is based on Central Vigilance Commission, Govt. of India Circular No. 12-02-1-CTE-6 Dated 17.12.2002 regarding prequalification criteria(PQR))**. The bidder should also submit Work Order copies for the subsequent financial year for which

balance sheets are required. The relevant papers shall be submitted in support of above certified by Chartered Accountant.

(4) The bidder should be I.T. based company and should have experience of successful design and development of billing software for generation of electricity bills by hand held machines/Smartphone and various output reports.

They should submit the certificate in proof of the same from power utility.

(5) Bidders issued notices for black listing in an organization or already blacklisted will not be allowed to participate in the tender and an affidavit should be submitted to this effect.

(6) Individual firms or joint venture (JV) or consortium of companies etc are eligible to participate in tender. The partners of joint venture shall meet collectively the requirement of above POR. The figure of Average Annual Turnover and liquid assets/ credit facilities for each of the partners of JV shall be added together to determine JV's compliance with minimum qualifying criteria set as above.

(7) The bidder must submit an affidavit that he has not been declared black listed in any utility anywhere in India. After the placement of LOI/Work Order if it is found that the Firm has been declared black listed their LOI/Work Order will be cancelled without giving any notice to the concerned firm.

#### **4.3.2. AVAILABILITY OF INFRASTRUCTURE**

The bidder should have assured access to sufficient number of equipment (through purchase or hire/lease agreement) for speedy and smooth conversion of the existing meter reading and bill distribution system to the one proposed under this tender. The bidder should spell out the infrastructure he shall provide for the proposed job along with the following details:

- 1) The work to be allotted through this tender is a mix of commercial, technical and managerial in nature. Therefore, the tenderer should indicate the experience of the team (that would work on the system) in these areas.

- 2) The tenderer should have adequate number of professionals as mentioned below whose personnel, educational and other qualification, and experience details must be furnished to LESA in specified formats.
  - a) Professional expert in computer programming/operation.
  - b) Electrical engineers with degree from recognized institute.
  - c) Professionals trained in accounting & commercial aspects.
  - d) Trained electricians, wireman, lineman in electrical trade having "A" class valid license in the trade concerned issued by the Director electrical safety, U.P.
- 3) The tenderer should have adequate number of computers. Fax machines, internet connections, telephones, Meter reading instruments, hand held computers/ smart phones so that the work is completed within the specified time schedule/billing cycle as specified by LESA.
- 4) The bidder should procure adequate number of hand held Instruments/smart phones compatible to common billing software provided by the LESA through successful bidder.
- 5) As HHI/ smart phone billing already running, the billing for next billing cycle shall start from the 2nd date of next month therefore the billing by the bidders will have to be started immediately.
- 6) The bidder must establish his office in Lucknow and keep all the data and records there itself, before starting the work to them by LESA. This office must be functional all the time during the currency of the contract otherwise his contract will be terminated.

## **SECTION 5**

### **5. TERM SHEET**

#### **5.1. INTRODUCTION**

This section describes the terms and conditions under which the agency is to develop, operate and maintain the proposed meter reading, bill

generation and bill distribution including bill processing and distribution of the specified areas.

## **5.2. DEFINITIONS**

The following words and expression shall have the meaning hereby assigned to them except where the contract otherwise so requires.

- **"Agency"** shall mean the firm company or organization whose bid has been accepted by LESA and agreement entered into with and includes has legal representative(s) or successors(s).
- **"Agreement"** shall mean the agreement entered into between the employee and the agency setting out the terms and conditions for meter reading, bill generation and bill distribution.
- **"Area" or "Specified Area"** shall mean the proposed area of activities as mentioned in section 1.1.1 of this document.
- **"Meter reading, bill generation and bill distribution"** shall mean all the activities mentioned under 'scope of work' in sec 5.4 of this document.
- **"Consumer"** shall means consumers whose premises are receiving electric supply from the LESA power system(legally or otherwise) as ascertained by visually inspecting power lines leading to the consumer premises(or otherwise)
- **"Employee"** shall mean the employee of the agency engaged for meter reading and bill generation distribution exclusively in the area.
- **"Employer"** shall mean the LESA, with term shall include his successor(s) and permitted assigns.
- **"Officer"** shall mean an officer nominated by the employer to deal on his behalf with agency.
- **"Report(s)"** shall mean data listing in numerical, graphic or other formats as specified by LESA made available in media (Electronic Compact Disk, paper or other) this definition of report shall also applied to **"Variance Report(s)", "Summary Report(s)", "Action**

**Reports",** and all such other references to "Report(s)" qualified by work that refers to the type of report.

- **"Specified Consumer"** shall mean consumers in the categories mentioned in the section 1.1.2 of this document.
- **"UPERC"** shall mean Uttar Pradesh Electricity Regularity Commission.
- **"LESA"** shall mean Lucknow Electricity Supply Administration, 4-A, Gokhle Marg, Lucknow. Which terms shall include its successors and permitted assigns. For the purpose of this tender LESA shall also mean the office which invited this tender. Word(s) imparting singular shall also include plural and vice versa if the context so requires.

### **5.3. OBJECTIVE**

The objective is to initiate Meter Reading, Bill Generation, Bill Distribution, Payment Collection and other related activities for the specified consumers in the specified areas.

### **5.4. SCOPE OF WORK**

#### **5.4.1. Agency's Scope**

- i) The scope of work for the agency shall include
  - 1) Updation of existing consumers regarding pole number, DT number, feeder number, address correction, father's name, meter no., mobile no., Process etc if and when LESA requires.
  - 2) Billing (Meter Reading, Bill Generation on real time, Bill Printing, Bill Distribution such that all these activities happen on site at consumer premises using hand held machines / smart phones as Part of a single continuous process).
  - 3) Other optional jobs as specified as here-in-under.
- ii) All submission to LESA shall be made available in reports / format as prescribed by LESA.

- iii) All data in any format that generated / available with agency as a Part of executing the agreement shall be wholly owned by LESA.

The scope shall also include the following:

**i) System Security**

- 1. Adequate security features must be built into the computer systems/ Hand Held Machines/ smart phones hardware and other related systems.
- 2. Hand Held machines/ smart phones must record the users history to enable tracking the personal, date and time of meter reading, bill generation and bill preparation.

**ii) Administration**

Agency will provide photo identity card duly counter signed by the EE of concerned distribution of LESA to its employees which will be valid for the period mentioned thereon. In case of termination of services of a Particular employee, the identity card issued to him will be taken back and returned to LESA. Proper employment process has to be carried out by the agency for their employee and complete record has to be maintained.

**5.4.1.2 Monthly Activities**

**i) Meter Reading, Bill Generation and Bill Distribution**

All consumers with legal or other connections but receiving power from the LESA System must be billed for which the following need to be carried out.

- 1. All such consumers must be billed using hand held machines/Smartphone based on meter reading where as possible, else on other criteria as specified by LESA with billing data entered into Hand Held Machines on consumer premises, Bill printed given to the consumers as a Part of a single activity.
- 2. If the access of consumer premises is not possible, then adequate efforts to the satisfaction of LESA must be made to gain access. If access is not

possible all such cases must be reported to LESA at the end of each working day in formats and media as specified by LESA.

3. At the end of each working day the following activities must be completed before beginning the work on the next working day with arrangements made in consultation with LESA. All data reported to LESA should be in formats and media as specified by LESA.
4. All Billing and collection data for the day must be transferred to intermediate server on Real Time from the Hand held machines/ smart phone.
5. For KVAH consumer billing delivery of consumer bills at site within a define schedule in a month. The bills need to deliver to consumers as per the bill distribution cycle defined by Utility
6. Generation of various prescribed reports by the vendor including any other report desired by concerned EE (Distribution) .
7. For the bidder of Part (A) work The billing software shall be so compatible so as to incorporate the bills in the On Line running system of LESA. Payment will be collected at the various collection centers of LESA..
8. Maintenance of data base with backup.
9. Providing sufficient manpower for Meter reading with HHI/Smartphone's Data punching and bill preparation.
10. Updation in software due to any change in tariff, supply code, additional minor changes etc during the contracted period shall be done by vendor free of cost.
11. Billing agency shall provide complete know how to at least one officers in every distribution division regarding complete software operation/data down loading /bill preparation/posting of payment and reconciliation etc.

**ii) Generation of Monthly Reports**

1. The following output Reports must be submitted to LESA division wise in accordance with the agreed time schedules on the basis of electricity

tariffs enforced by the LESA from time to time. The periodicity of these reports shall be intimated by the LESA at the time of system design and may be subsequently changed:

- Reports on performance of individual meter reader as regard to date and time stamp for taking meter reading, including cases for defective meters / locked/ no access cases, of each consumers for the area assigned to him in that Particular day.
- Performance of all meter readers deployed by the agencies.
- Monthly division wise by status of control statistics such as percentage of NA, NR, IDF, ADF and RDF meter status and report of other remark mentioned in.
- At the end of each working day, all illegal connections must be reported to LESA to bring them within the preview of billing.
- All standard reports for billing.

## 5.5. TIME SCHEDULES

| Job description   | Guaranteed time schedule  |
|---|---|
| <b>1. Monthly activities :</b>  |   |
| (a) Meter Reading, Bill Generation and Distribution (with HHI & MRI) and uploading to intermediate server.  | To be completed as per monthly billing cycle schedule up to 22nd day of every month (min 95%) |
| (b) Submission of Duplicate bill of IDF/RDF/ADF bills with Site inspection report, GPS position, correct address mobile No etc.                       | To be completed as per monthly billing cycle schedule up to 22nd day of every month           |
| (c) Collection of data for Updation/ Correction e.g. Full Address, Father's Name, DT's no, Feeder No etc. of previously surveyed consumers mobile no. | As and when required by LESA Management.  |
| <b>2. Optional Monthly Activities:</b>  |   |
| Soft/ hard copies of reports as and when required   | To be completed within three days from the date of requisition of that report.                |

## **5.6. RULES AND REGULATIONS**

- (i) The job shall be carried out as per the rules and regulations and other procedures applicable for different categories of consumers as prevailing in LESA at the point of time which shall be made available to the agency before commencement of work. These regulations may be modified by LESA or UPERC which shall be intimated to the agency from time to time.
- (ii) The agency may suggest the amendments to these rules and regulations to improve performance.
- (iii) The agency will also follow the labour regulations and also the provisions of other laws and directives and regulations of government and other authorities and comply with any other relevant legislation in force during the currency of the contract.
- (iv) The Agency shall pay wages to its Meter Readers / Staff through cheques. The above wages must not be less than minimum wages plus other benefits as per the existing labour laws. They will produce above payroll statement as and when required by LESA. The agency will strictly comply with the UPPCL order no.2534--3fre—o7-26(2)/wTevos dt-15-11-07 enclosed with this tender document as annexure-1. The meter reader employed by the agency shall be experienced, skilled electricians/ wire man / lineman in electrical trade "A" class valid license in the trade concerned issued by the Director Electrical Safety, U.P.

## **5.7. INSURANCE**

The company or agency shall obtain the accident liability insurance for its employees on account of injury, fatal or otherwise due to accidents during service. It shall also indemnify LESA against any claim for such employee(s) or their dependents and /or successors.

## **5.8. NOTIFICATION AND ANNOUNCEMENTS**

LESA shall complete formalities towards due notifications to consumers and all Parties involved about the transfer of survey, meter reading and bill

delivery function and the authority of the agency to act on behalf of LESA, Public announcement including statement regarding the agency's authority to act in the area shall be made by the concerned Executive Engineers of Distribution Division of LESA.

### **5.9. TRANSFER OF EXISTING SYSTEM AND WINDING OF CONTRACT**

The agency will take over the existing Meter Reading, Bill Generation and Bill Distribution System of LESA on terms and conditions as in the agreement. On termination of agreement, the entire system along with all data, documents, software and related details shall be taken over by LESA and the successful bidder(agency) shall do so without demure or default.

### **5.10. TRANSFER OF METER BOOKS**

All the meter reading details of LESA and other documents if any being exclusive used for meter reading and bill distribution in the area shall stand temporarily transferred by LESA to the agency on the date of taking over. However ownership of these and other data and its medium shall remain with LESA.

### **5.11. SAFETY OF SYSTEM AND DATA**

The agency shall be fully responsible for upkeep, operation, maintenance, security and safety of meter reading details in electronic and / or hard copy and other documents and records transferred to it as well as that subsequently developed by it during the course of its services. These documents record shall be maintained in an update condition at their Lucknow office and returned to LESA in good working order on completion of the contract or its termination. Agency shall make well to LESA any loss suffered by it due to default of the agency in this respect. Adequate features of security and safety of database to be provided with provision for identification of the person modifying/deleting entries.

The Agency on completion of each billing cycle hand over the billing master data (a) before updation and (b) after updation (before starting the next

billing cycle work) in soft copy (Excel format) to the Executive Engineer (commercial)

## **5.12. MAINTINENCE OF FACILITIES AND PERSONNEL**

### **(i) FACILITY**

- The agency shall maintain all requisite facilities of its own as required for proper Meter Reading, Bill Printing and Bill Distribution and other works under this bid.
- The agency shall provide and maintain an office at a mutually agreed location in Lucknow with staff in adequate number and of adequate competence, which shall remain open at all reasonable hours to receive communications.
- The agency shall also maintain modern communication equipment like telephones facsimile for interaction with LESA, Hand Held computers/laptops/computers/Smartphone, fax machine and meter reading instruments in sufficient numbers shall be provided to cope up with the work smoothly and as per time schedule specified by the LESA.
- The agency shall deploy and maintain their own computers, printers and other equipment as required for generating duplicate bills and collecting payments wherever the online billing is not implemented.

### **(ii) PERSONNEL**

The agency shall maintain supervisory and other personnel for efficient management and improvement in the meter reading and bill distribution system. The minimum acceptable is:

| Staff            | Description  |
|------------------|--|
| Office in charge | To have adequate experience and vision to take charge of the entire project and resolves problems so as to evolve a model project. |
| Manager          | Four (one for each distribution circle)  |

|  |  |
|--|--|
| Supervisors  | Eighteen (One for each Distribution Division)  |
| Meter reading/Bill processing & bill distribution personal | In adequate number as per the Electricity Distribution Code 2005 issued by UPERC and having wire man / line man / electrician trade class "A" license issued by Director Electrical Safety, U.P. |

The personnel shall have experience as mentioned in section 4.3.2. (ii) or as may be modified in the bid.

Person in-charge or an alternate shall be available for communication during all business hours.

**Note:-**

- 1. The personnel shall have experience as mentioned in Section 4 or as may be modified in the bid.**
- 2. Person-in-charge or an alternate shall be available for communication during all business hours at Online billing centers or division offices as advised from time to time.**

### **5.13 AGENCY'S RIGHTS**

The agency will be given rights to operate in the Area during the agreement period as an agent of LESA, which shall cease to exist on completion of the said period or on termination of the contract.

The agency's rights in the area will be as agent of LESA for Meter Reading, Bill Generation, Bill Distribution and other activities mentioned in this bid.

### **5.14 RECORD MAINTENANCE**

The agency shall maintain such records, as are required for the purpose of specification of billing and other activities during the currency of the contract in soft copy as well as hard copy.

## **5.15 MONITORING**

The agency shall:

- i. Submit to the Employer a Report every day of the progress of the previous day, indicating the quantum of works carried out and the level of improvement achieved and the operational performance of the Meter Reading, Bill Printing and Bill Distribution.
- ii. Facilitate access and availability of all data, documents and systems related to the Meter Reading, Bill Printing and Bill Distribution to LESA.
- iii. Make available its Management at all reasonable times to discuss with concerned officer of LESA, the operation of the Agreement and related matters.

## **5.16 CONTRACT AGREEMEGNT**

The agency will have to enter in agreement with LESA. For setting out all terms & conditions including those mentioned in this terms sheet for installation of intermediate server with software Meter Reading, Bill Printing & Bill Distribution development & elsewhere in the document, operations & maintenance in accordance with the specified norms.

The agreement shall set out specific events of default that will entitle the other Party to terminate the Agreement. The Party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to the remedy the default.

If the agreement is terminated early without giving any reason the terminating Party will pay suitable liquidated damages to be set out in the contract agreement to compensate for loss suffered by the other Party on account of such termination.

The agreement can however, otherwise be terminated by other Party by giving six months' notice. These terms shall be included in the agreement.

Agency shall indemnify LESA against any claims, demands, costs and expenses what so ever which may be made against it, because of failure of the agency or

its representative in the performance of their duties and negligence on account of any accident or injury or any form of default to any person, consumer and/or a person employed by the agency or their successors or assigns.

#### **5.17. FALL BACK ARRANGEMENTS**

Provision shall be made in the agreement that in the event of failure of the agency to fulfill its obligations, duties and responsibilities as per the agreement terms. LESA shall have the right, at any time to resort to a fall back arrangements. Under this plan LESA shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the security deposit the losses suffered due to such failure. If the security deposit is insufficient the agency shall pay the difference to LESA failing which LESA shall have right in such circumstances to manage the system itself after taking the charge of the facilities as above or through any other agency as it may deemed fit and no claim of the agency for compensation in this respect shall be entertained.

#### **5.18. HANDING OVER ON TERMINATION**

Upon termination of the agreement the company's authority to act in the area shall immediately cease.

#### **5.19. ASSIGNMENT**

Neither Party may assign nor transfer any of its rights and obligations under the agreement to any other agency or person without the other Party's consent.

#### **5.20. GOVERNING LAWS AND JURISDICTION**

The agreement shall be governed by the Indian law. Only appropriate courts under the jurisdiction of Honorable Allahabad High Court shall have exclusive jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.

## **5.21. DISPUTES**

Disputes under the agreement shall be settled by mutual discussions. Failing this, the disputes will be referred to arbitration by Managing Director MVVNL, 4-A, Gokhle Marg, Lucknow or his nominee.

The arbitration shall be carried out as per Indian Arbitration Act and the arbitration award shall be binding on both the parties. The cost of arbitration shall be borne by the Party initiating the request of arbitration proceedings.

The Parties of the agreement shall continue to fulfill their obligations under the Agreement during arbitration proceedings and no payment shall be withheld on this account, unless it is a subject matter of the dispute.

## **5.22. FORCE MAJURE DEFINITION**

Force Majure means any of the following events or circumstances if such events or circumstances are beyond the reasonable direct or indirect control and without the fault or negligence of the Party claiming force Majure and which results in such Party's liability, notwithstanding its reasonable best efforts, to perform its obligations in whole or in Part in the area of work assigned to it as per the agreement.

- i) Strike lockouts or other industrial dispute or disturbances.
- ii) Act of foreign enemy, war (whether declared, undeclared) revolution, civil commotion, terrorist act, blockage, insurrection or events such as arson disturbance of public order, sabotage, explosion and act of vandalism.
- iii) Lightening, storm, typhoon, flood, torrential rain, tidal wave, earth quake, land slide, epidemic or similar cataclysmic events.
- iv) Any legislation, law, directive, regulation, rule decree, order, restraint or other action (including expropriations or compulsory acquisitions) by a public sector entity or other governments and supra-national, national or local agencies, authorities, department, ministries and officials.

### **Note: -**

Financial inability to perform or changes in market conditions shall not constitute an event of Force Majure.

### **5.23. EFFECT OF FORCE MAJURE**

In the event either Party is rendered unable by reason of an event of Force Majure in effect after the date thereof to perform wholly or in Part, any obligation imposed upon it, than upon such Party's giving prompt notice the obligations of such Party shall be suspended or excused to the extent affected by such event by Force Majure.

Time for performance of the relative obligations suspended by the Force Majure shall then be extended by the period of delay which is directly caused by the event of Force Majure.

The Party giving such notice, shall be excused from timely performance of its obligations for so long, as the relevant, event of Force Majure continues and to the extent that such Party's performance is prevented, hindered or delayed, provided the Party affected by the Force Majure, makes due effort to negate the effect thereof to fulfill its obligations.

### **5.24. CONDUCT OF AGENCY'S STAFF**

- i) The agency will be responsible for the integrity of the person deployed in the field. The details of persons visiting the consumer's premises should be made available with the concerned EXECUTIVE ENGINEER (Distribution Division) LESA.
- ii) In an event where an employee or any person deputed by the agency is found by LESA to be involved in pursuing any illegal or unethical activity such as manipulation of meter and meter readings under reporting of units consumed, manipulation of the bill amount etc. the agency should lodge a FIR against the employee and compensate the loss of LESA in true term. Action against the employee will be under the relevant section of IPC Acts and as per Electricity Act 2003 and Electricity Amendment Act 2007. The services of the employee may be terminated immediately by the agency. The amount of financial loss will be ascertained by LESA and it will be binding on the agency.
- iii) The contract with the agency may be terminated after giving a notice of two months and the performance security amount will be forfeited. Apart from the

performance security amount the agency will also have to pay three times the revenue lost by LESA due to direct or indirect outcomes of such action(s). The amount of revenue loss will be ascertained by the LESA and it will be binding on the agency.

- iv) If the agency or their employees in mass will be found involved in irregular illegal activities, the action against the agency (Owner) and their employees will be taken by LESA by lodging FIR under relevant Acts of IPC and Electricity Act 2003 and Electricity Amendment Act 2007. In this case the loss of LESA will be compensated by the agency equivalent to three times of the loss value evaluated by LESA committee of concerning S.E. (DISTRIBUTION CIRCLE) uptoRs. 5 lacs and by M.D. Committee of losses greater than Rs. 5 lacs
- v) If any of the agency's employee shall in the opinion of LESA be guilty of misconduct or incompetence or negligence then if so directed by LESA the company shall at once remove such employees and replace him by a qualified and competent substitute.
- vi) The company shall insure its employees for fidelity.

## **5.25. LIEN**

In case of any lien or claim pertaining to the work and responsibility of the agency for which LESA might become liable, it shall have the right to recover such claim/amount from the agency.

## **5.26. TERMS OF PAYMENTS**

For the services to be rendered by the agency they shall be paid agency fees as follows:

### **5.26.1. MONTHLY ACTIVITIES**

- 1) Payment per consumer shall be made on the complete activities as per monthly activities undertaken by the agency. No payment shall be made for meters not read on account of non-access or any other reason. However a Report in such cases will be submitted.
- 2) For defective meters reported, payment @ 50% of item i.e. meter reading, shall be made.

- 3) For reporting cases where meter is not installed but application for connection is made & estimated amount deposited by the consumer payment @ 50% of the rate of meter reading shall be made (details & proof of payment to be submitted).
- 4) All stationery costs including those for pre-printing will be borne by the agency.
- 5) The firm shall quote only the item wise and/or consumer wise & no fixed charges should be quoted.
- 6) In the event a consumer's complaint that the meter reading for his meter has been recorded incorrectly is established to the satisfaction of LESA. a penalty of Rs. 100/- per incorrect reading shall be debited to the account of the agency.
- 7) In the event a consumer's complaint that the bill served to him is incorrect due to non-updation of arrears/other master data or any other credible reason even after prior advice from LESA. a penalty of Rs 100/- per incorrect bill shall be debited to the account of the contractor.
- 8) In the event of delay incompletion of monthly activity, an amount equivalent to 1% per day of the rate of the delayed portion of that Particular activity will be deducted from the invoices raised by successful bidder (For ensuring billing more than 95% penalty clause as stated at point no. 17 shall be applicable.)
- 9) In the event of consumer's complaint that the bill has not been delivered to him is established to the satisfaction of LESA., a penalty of Rs. 100/- per occurrence shall be debited to the account of contractor.
- 10) In the event of departmental enquiry or consumer's complaint that the meter reading has been recorded incorrectly is established to the satisfaction of LESA., a penalty of Rs. 100/- per incorrect reading shall be debited to the account of the contractor.
- 11) In the event of departmental enquiry of consumer's complaint that the bill has not been delivered to him is established to the satisfaction of

LESA., a penalty of Rs. 100/- per bill shall be debited to the account of contractor.

- 12) Agency is required to read 100% meter & issue bills to 100% operative billable consumers. However in NA/NR cases where reading could not be taken due to non access to the premises/locked even after visiting two times the consumer premises and in such cases provisional bill on NA/NR basis shall be issued to the consumer from the system along with a notice to the consumer to make available open premises for meter reading. Such notice along with provisional bill shall be delivered/ dropped to the consumer for which payment shall be made @50% of OK meter reading charges subject to the condition that percentage of such cases shall not be more than 5% in each category of total operative billable consumers. Provisional bills and notices are to be delivered in all such cases.

The consumer which are disconnected/PD and not using electricity, such consumers should be sorted out for permanent disconnection/stop of billing. A list of such consumers shall have to be submitted to concerned distribution division office in each month with suitable remarks.

- 13) If on checking it has been established that NA/NR, IDF/ADF/RDF bills (where contractor has claimed for generation and distribution of bill to consumer premises) has been issued to consumer without visiting the consumer premises, a penalty @ 100/- per bill shall be debited to the account of contractor.
- 14) In the event of consumer's complaint that the bill served to him is incorrect due to non updation of arrears/others Master data or any other credible reason even after prior advice from LESA. and the same is established from the record, a penalty of Rs. 100/- per incorrect bill shall be debited to the account of the contractor.

- 15) In case, it has been established that the operator is involved in malpractices, the operator shall have to be removed from service and FIR against the operator shall be lodged by the agency, failing which FIR may be lodged against the contractor by LESA. .
- 16) Wherever provision is there in the meter, the meter readers are required to correctly record the max. Demand reading also, failing which a penalty of Rs. 100/- per event shall be debited from the account of the contractor.
- 17) The contractor has to do at least 95% reading per month. For every 1 % shortfall in this (95% billing) 2% of the monthly bill subject to a maximum of 10% of the total monthly bill amount shall be deducted.

5.27 Other terms and conditions as per UPPCL General Condition of Contract For Supply of Plant and the execution of works(form A) in connection with Schemes in LESA.

#### **5.28 TERMS OF CONTRACT**

The term shall be initially for a period of one year, extendable/renewable on a year to year basis for such periods as mutually agreeable, subject to the total period not being more than three years.

### **SECTION- 6**

#### **6. OFFER FOR ENGAGEMENT OF AGENCY**

Installation of intermediate server with real time bill generation software, mobile app for providing reading onsite & monitoring dashboard And FOR METER READING, BILL GENERATION, BILL DISTRIBUTION .

## **6.1. PART- I**

### **QUALIFICATION DETAILS & GUARANTEED PARTICULARS**

To be submitted with all enclosures.

To,  
The Superintending Engineer (HQ),  
LESA, MVVNL,  
4-A, GokhleMarg,  
Lucknow-226001

**Subject:** Installation of intermediate server with software, Meter reading, bill generation & bill distribution and other related activities mentioned elsewhere in this bid **document in circle EUDC-II of LESA.**

Dear Sir,

We have perused the bid for engagement of agency for Meter Reading, Bill Generation & Bill Distribution and other related activities mentioned elsewhere in this bid document LESA. We are submitting our proposal with their complete set of enclosures. The details asked for being furnished are as under:

- 1.0. Name & communication details
  - 1.1. Full legal name of the firm
  - 1.2. Registered office address
  - 1.3. Address of Correspondence.
  - 1.4. Telegraphic Address
  - 1.5. Telephone No.
  - 1.6. E-mail
  - 1.7. Facsimile
  - 1.8. Authorized person to be contracted
  - 1.9. Names & Address of the proprietors/Partners/Directors
- 2.0. Status
  - 2.1. Is the bidder
  - 2.2. Indian resident
  - 2.3. Indian Company

2.4. Nature/status of firm (Whether sole proprietary / Partnership / Private Ltd. / Public Ltd.). Its memorandum of association. In case of JV memorandum of association of both firms.

3.0. Organizational capabilities

3.1. Field organization & resources for meter reading, Bill generation & Bill distribution consumer functions necessary for the proposed job.

3.2. Qualification & experience of personnel at different levels.

3.3. Whether ISO-9001 & ISO 27001 certified for IT enabled services has been obtained and certificate is enclosed .

4.0. Financial details for prequalification as per clause 2.6.1 & 4.3.1

4.1. Enclose copies of audited Balance Sheets & Profit & Loss accounts for last three years.

4.2. Share capital at the time of formation.

a) Authorized

b) Paid-up

4.3. Share capital at Present

a) Authorized

b) Paid-up

4.4. Cash Flow statement

5.0. Experience for prequalification as per clause 2.6.1 & 4.3.1

5.1. Give detailed write up on experience in billing & Database Management, Meter-reading and other type of data collection & Bill distribution of similar job. Enclose copies of satisfactory performance reports/certificates from utilities served with the similar type of work.

5.1.1 Mention size & type of consumer network. Also give the no. of consumers & no. of reading taken & bills distributed per month through hand held machines.

5.1.2 Indicate the no. of consumers of different type, category of premises or consumers such as domestic, non- domestic, Industrial, Agricultural & Others

- 6.0. System proposed (This should include a brief write-up & plans about the proposed efficient meter reading, Bill Generation & Bill Distribution including meter reading & Bill Distribution).
- 7.0. Methodology to be adopted for attending to individual consumers complaints:
- 8.0. Guaranteed performance: Minimum performance standard expected are as follows:  
(The bidder may quote better guaranteed performance.)
  - 8.1. Maintenance /Updation of database on weekly basis regarding new connections, disconnections & meter replacements.
  - 8.2. Frequency of meter reading/Bill Distribution:  
Domestic (monthly or as specified subsequently)
  - 8.3. Time to provide meter reading/Billing data in printed & software format to LESA.....within 24 hrs from the date of meter reading.
  - 8.4. Time to attend to meter reading/billing complaints within 72 hrs.
  - 8.5. Time to handover Softcopy of Billing Master Data of each billing cycle to **Executive Engineer Commercial attached to Chief LESA** within 72 hrs after completion of the billing work of that cycle.
  - 8.6.a) Time to prepare list of defaulting consumers within 48 hrs from publication of master data from UPPCL server operator. Giving correct location and GPS coordinate of defaulters.
  - 8.7. Time to submit related reports in the formats in hardcopy as well as softcopy within 72 hrs from the date of completion of billing cycle.
- 9.0. Statement of deviation from the bids document.
- 10.0. Enclosed power of attorney/ board resolution in favor of authorized signatory of the bid.
- 11.0. **Details of earnest money for Rs. 80000.00 (Rs Eighty Thousand only) & enclosed same herewith**
- 12.0. Validity: **90 days from the date of opening of bid Part-II**
- 13.0. Other Details

13.1. Whether offer has been made to any other state/undertaking for similar venture.

13.2. If yes, Name & details of the venture

- Total resources involved
- Mode of raising finance
- Current status of venture.

14.0. Any other information bidder may like to highlight.

We understand that LESA reserves the right to invite detailed proposal from any entrepreneur company irrespective of the fact whether the company or entrepreneur has been pre-qualified or not at the sole discretion of the LESA. We also understand that LESA reserves the right to reject any or all of the bids without assigning any reason thereof. LESA. Also reserve the right to split the work among more than one agency. We agree to abide by all the conditions governing the bids & decision of the LESA.

Yours faithfully,

Name

Seal & Date :

(Authorized Signatory )

## **6.2 PART- II:**

### **FINANCIAL OFFER (IN SEALED COVER)**

To,  
The Superintending Engineer (HQ),  
LESA, MVVNL,  
4-A, Gokhle Marg,  
Lucknow.

Subject: Installation of intermediate server with software, Meter reading, Bill generation & Bill distribution and related activities mentioned elsewhere in this tender document in EUDC II of LESA.

Dear Sir.

We are submitting our financial offer as follows:

1. Validity: **90 days from the date of opening of bid PART-II.**
2. Guaranteed performance: These are mentioned in Para 8.0 of Part-1 of section 6. Further Disincentives shall be provided for the following as well:
  - i. Payment per consumer will be made based on meters read by the agency. No payment shall be made for meters not read on account on non-access or any other reason. However a report on such cases will be submitted.
  - ii. For defective meters reported, payment @ 50% of item i.e. meter reading shall be made.
  - iii. For reporting cases where meter is not installed but application for connection is made & estimated amount deposited by the consumer, payment @ 50% of the rate of meter reading shall be made.
  - iv. In the event a consumers complaint that the meter reading for his meter has been recorded incorrectly is established to the satisfaction of LESA., a penalty of Rs. 100/- per incorrect reading shall be debited to the account of the contractor.
  - v. In the event a consumer's complaint that a bill served to him is incorrect due to non upisation of arrears/other master data or any other credible

reason even after prior advice from LESA., a penalty of Rs. 100/- per incorrect bill shall be debited to the account of the contractor.

- vi. In the event of delay in completion of the monthly activity or optional jobs (if assigned by LESA.) an amount equivalent to 1% per day of the rate for the delayed portion of that Particular activity will be deducted from the invoices raised by successful bidder.
- vii. In the event a consumer's complaint that the bill has not been delivered to him is established to the satisfaction of LESA. A penalty of Rs. 100/- per occurrence shall be debited to the account of the contractor.
- viii. In order to obtain the best bids from the technical & economic consideration, the deciding authority may select a few bidders whose bids have been found to fulfill the norms & conditions & then conduct negotiations with them on the rates & detailed terms & conditions & meter reading & bill distribution. The selections shall be made on the basis of merit depending upon the capability of the firm & the terms & conditions finally agreed not upon the rates quoted for other jobs alone.
- ix. If any of the agency's employee shall in the opinion of LESA be guilty of misconduct or incompetence or negligence then if so directed by LESA the company shall at once remove such employees and replace him by a qualified and competent substitute.
- x. In an event where an employee or any person deputed by the agency is found by LESA to be involved in pursuing any illegal or unethical activity such as manipulation of meter and meter readings under reporting of units consumed, manipulation of the bill amount etc. the agency should lodge a FIR against the employee and compensate the loss of LESA in true term. Action against the employee will be under the relevant section of IPC Acts and as per Electricity Act 2003 and Electricity Amendment Act 2007. The services of the employee may be

terminated immediately by the agency. The amount of financial loss will be ascertained by LESA and it will be binding on the agency.

- xi. If the agency or their employees in mass will be found involved in irregular illegal activities, the action against the agency (Owner) and their employees will be taken by LESA by lodging FIR under relevant Acts of IPC and Electricity Act 2003 and Electricity Amendment Act 2007. In this case the loss of LESA will be compensated by the agency equivalent to three times of the loss value evaluated by LESA committee of concerning S.E. (DISTRIBUTION CIRCLE) upto Rs. 5 lacs and by M.D. Committee of losses greater than Rs. 5 lacs
- xii. The contract with the agency may be terminated after giving a notice of two months and the performance security amount will be forfeited. Apart from the performance security amount the agency will also have to pay three times the revenue lost by LESA due to direct or indirect outcomes of such action(s). The amount of revenue loss will be ascertained by the LESA and it will be binding on the agency.
- xiii. All stationery costs including those for pre-printing will be borne by the agency.

### **6.3 COMMERCIAL TERMS AND CONDITIONS (TO BE SUBMITTED WITH PART-I)**

The bidder may indicate his commercial terms and conditions in this place.

#### **Approximate quantity of various works to be submitted with part —I**

| SL. NO. | DESCRIPTION OF WORKS   | Approximate QTY for one year | QTY offered by the bidder |
|---------|--|------------------------------|---------------------------|
|         | PART (A)<br>Installation of Intermediate server With real time billing software  |                              |                           |
|         | Installation of Intermediate server with real time billing software for generation of bills as per LESA specification, Mobile app for Meter reading & Dash board for monitoring of billing activity with complete updation & maintenance and integration of the intermediate server with main UPPCL server operated by M/S HCL (T).Storage of meter photograph with reading and date and time stamping and latitude and longitude of consumer premises . Reproducing it as and when required . | Job 1                        |                           |

| PART (B )Monthly Activity ( To be paid as per section 5.26.2) |  |       |  |
|---|--|-------|--|
| 1   | Meter Reading, Bill Generation and Handing over the bill, sending instant SMS to the consumer and updation of bill on LESA online billing system each day in the evening when in synch with main UPPCL server. |       |  |
| 2   | Photograph of Meter Reading along with record of Latitude & Longitude and Date &   | ..... |  |
| 3   | Details of IDF,ADF, CDF,RDF billed consumers with duplicate bill and site inspection report and correct address.   | ..... |  |
| 4   | Details of IDF,ADF, CDF,RDF billed consumers with duplicate bill and site inspection report and correct address.   | ..... |  |
| Optional Activity   |  |       |  |
| 5   | Collection of data for Updation / Correction e.g. Full Address, Father's Name, Pole / DT / Feeder no etc. for the consumer previously surveyed Mobile no. etc.   | ..... |  |

Seal and Date:

Faithfully

Name

(Authorized Signatory)

**Price Bid :**

The bidder may submit his offer based on maintenance of the above norms in the following table :

| Sl. No.   | Description of works  | Units                   | Rates |
|---|---|-------------------------|-------|
| <b>PART (A)</b>   |   |                         |       |
| 1   | Installation of Intermediate server with real time billing software for generation of bills as per LESA specification, Mobile app for Meter reading & Dash board for monitoring of billing activity with complete updation & maintenance and integration of the intermediate server with main UPPCL server operated by M/S HCL (T).Storage of meter photograph with reading and date and time stamping and latitude and longitude of consumer premises . Reproducing it as and when required. |                         |       |
| <b>PART (B) Monthly activity (To be paid as per section 5.26.2)</b> |   |                         |       |
| 2   | Meter Reading, Bill Generation and Handing over the bill, sending instant SMS to the consumer and updation of bill on LESA online billing system each day in the evening when in synch with main UPPCL server.  |                         |       |
|   | a) KWh and KW (MD)  | Per bill                | Rs.   |
|   | b) KWh, KVAh and KVA (cmd)  | Per bill                | Rs.   |
| 3   | Meter Reading, Bill Generation and Handing over the bill, sending instant SMS to the consumer and updation of bill on LESA online billing system except Data Transfer.  |                         |       |
|   | a) KWh and KW (MD)  | Per bill                | Rs.   |
|   | b) KWh, KVAh and KVA (cmd)  | Per bill                | Rs.   |
| 4   | Photograph of Meter Reading along with record of Latitude & Longitude and Date & Time stamping.   | Per Photograph          | Rs.   |
| Optional Activity   |   |                         |       |
| 7   | Collection of data for Updation / Correction e.g. Full Address, Father's Name, Pole / DT / Feeder no etc. for the consumer previously surveyed Mobile no. etc.  | Per Connection per item | Rs.   |

All statuary taxes and levies will be borne by the bidder except Service Tax which will be reimbursed by LESA on production of vouchers for actual payment thereof.

**Note:**

- i. The bidder quotes the rate for the work mentioned above in the bill of quantity taking penalties, incentive/disincentive of payment into account.
- ii. **Optional monthly activities:**  
The rate quoted by bidder shall not be considered / used for computation of tender value.
- iii. The bidder can Participate for both Part (A) And Part (B) and also can participate for individual Part but both the part shall be evaluated and awarded separately.
- iv. The bidder shall quote only the charges item wise and no fixed charges should be quoted. For this the bidder shall confirm it in bid Part-I.
- v. **Work shall be awarded separately for Part(A) and Part(B)**

Yours Faithfully

Name

Seal and Date:

(Authorized Signatory)