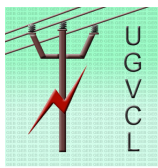


INSTRUCTION TO BIDDER
&
CONDITIONS OF CONTRACT

Meter reading with hand held instruments and spot billing of consumers at UGVCL Bopal Sub-Division of Sabarmati Circle and Deesa Town Sub-Division of Palanpur Circle

TENDER ENQUIRY NO: - UGVCL/SP/302

UTTAR GUJARAT VIJ COMPANY LIMITED
MEHSANA



UGVCL

UTTAR GUJARAT VIJ COMPANY LIMITED



Tender Notice:

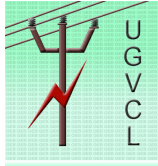
Tenders are invited from experienced contractors for Meter reading with hand held instruments and spot billing of consumers of UGVCL Bopal Sub-Division of Sabarmati Circle and Deesa Town Sub-Division of Palanpur Circle.

1. Estimated cost : Rs. 40.80 Lacs
2. Earnest Money Deposit : Rs. 40,800-00(For Both S/Dns, for single S/Dn see the clause no.20)
3. Security Deposit : 5% of contract value
4. Tender Fee : Rs. 4080.00
5. Last date of issue of tender : Download facility
6. Last date of receipt of tender : 10-05-2010 up to 3.00 PM
By R.P.A.D. & Speed Post
7. Date of opening of tender : 11-05-2010 at 4.00 PM
(If Possible)
8. Time limit of the work : Two year

Blank tender copy can be downloaded from website www.ugvcl.com

1. Experience certificate for spot billing work done with electricity utility.
2. Documents of company profile & turnover.

**Addl. Chief Engineer (P&P),
Registered Office,
UGVCL, Mehsana.**



1. Type of Bid :

The bidders shall submit their bids in a two cover format.

The bid should be made to A.C.E (P&P), Reg. Office, UGVCL, Mehsana on or before 10-05-2010 up to 3.00 pm by RPAD/Speed Post.

(I) The technical bid shall be submitted separately in a cover duly super scribing Tender Notification No. and nature of the bid document enclosed (Technical bid).

(II) Price-Bid shall be separately submitted in a cover duly super scribing Tender Notification No. and nature of the Bid document enclosed (Price- Bid).

(III) Both the Technical and price bid covers shall be put in an outer cover duly super scribing Tender Notification No.

(IV) All offers which do not observe the above requirements will be summarily rejected.

(V) Each of the Technical and price bid shall be submitted in two copies with the first marked as original and the second marked as duplicate. In case of any discrepancy observed between the Original and duplicate, the contents of the original only shall govern. The bidder shall sign on each page of the bid document submitted with seal affixed.

PREAMBLE

Electricity being a very important commodity, there is a constant need of improving the facilities available and making them commercially viable. It is felt that the deficiencies of the existing network may be studied and then remedial measure be taken accordingly. It is therefore considered that in order to improve the efficiency of the existing system, there is need to establish a comprehensive data relating to electrical distribution networks and its consumers.

For this, the Uttar Gujarat Vij Company Limited (hereinafter called UGVCL) wishes to outsource the services of Meter Reading, bill generation & bill distribution (spot billing) and DTR meter reading to a reputed company in the defined area of UGVCL – Bopal Sub-Division of Sabarmati Circle and Deesa Town Sub-Division of Palanpur Circle.

2.0 Qualifying Criteria

- A.** The preference shall be given to bidder possessing ISO 9000/ ISO 14000 etc.
- B.** Since this exercise is ultimately used for better revenue realization, the bidder should have experience in operation such as Meter Reading and Bill Distribution in any power utility at least for a period of one year.
- C.** The bidder should have executed work for development and up-dation of Consumer Data base, Consumer Indexing, Linking & Segregation of Consumers, DTR wise & Feeder wise for at least one power utilities before submission of the bid successfully.
- D.** The bidder, who has also carried out energy audit work for at least one project in any of the electrical utility in India, shall be preferable.
- E.** Annual turn over of the firm should not be less than **25 lacs (Twenty Five Lacs) for both subdivisions (for single s/dn bidding see the clause no.19)** in any one year of last three financial years. The balance sheet for the same has to be attached with the tender duly certified by Chartered Accountant.
- F.** The bidder shall have requisite resources (enclose details) in terms of professional competency and financial soundness to complete the whole package within the stipulated time period, i.e number of Hand Held Instrument already available with him, number of persons employed by him, PF no. and date, conveyance details, as it is required to take meter reading in the field being Town / city areas.
- G.** The bidder shall have required hardware & Software support for carrying out the work as per scope. The bidder shall provide necessary evidences in support of meeting above qualifying requirement like copies of purchase order, relevant certificates, balance sheets, annual turn over of last 3 years, PF Numbers, numbers of employee etc.

The offer of the bidders not satisfying the any of the above criteria are likely to be rejected. The Bidder itself should posses the entire qualifying requirement mentioned above. The Bidder shall not allow forming consortium to meet the qualifying requirement.

3.0 Scope

(3.1) Consumer Meter Reading / Spot Billing

- (1) The scope of work includes Meter Reading, bill book binding, bill generation, ON SPOT bill distribution and DTR meter reading in the defined areas of this tender, as mentioned in **Schedule-A**.
- (2) There are approximately 62,949 numbers of consumers and 1323 numbers of Distribution Transformer Centre.
- (3) It is proposed to outsource the service of recording of meter readings, bill book binding, bill generation, bill printing & bill distribution of above consumers as per the schedule 'A' attached. These services shall be provided by the service provider as an integrated service,

i.e Consumer meter reading and DTR meter reading. The consumers indicated in Schedule 'A' are approximate.

(4) The scope shall also cover the following

(a) Reading the meters, bill generation, printing & distribution as a single activity at the premise of consumer, through hand held instrument (HHI) having spot billing printer attached with it. Also, hand held machine shall have interface with PC for uploading & downloading of data. It shall be customized to work as a Meter Reading Recorder for meters via manual entry.

(b) Bidder shall carry out spot billing as per reading & billing schedule for all single phase and three phase consumers. The Bidder shall deploy & organize the sufficient manpower (in consultation with concern SDO) accordingly.

(c) Bidder shall procure the required number of hand held instruments along with application software, as per UGVCL requirement.

(d) The software shall have features of field validation checks to reduce errors in meter reading.

(e) Bidder shall develop suitable software for hand held instruments for handling the data provided by UGVCL. The following features shall be covered in the software.

- Report generation for faulty / Burnt meter
- The serial numbers of HHI/HHC should be software readable to keep track of Meter readers and their associated regions of work.
- Date & time stamp of punching of data, to check if route was managed efficiently.
- Fool proof measures for ensuring the security of data
- More over, any data as and when required for billing.

(f) The meter reading staff shall visit to site as per the schedule and enter readings and other observations in the hand held instruments along with any exceptions/observations with specified codes as per guidelines of UGVCL, print bills on pre -printed stationary & hand over bills to consumers. Procurement of pre-printed bill forms shall be in contractor's scope.

(g) Representative of bidder will enter all abnormalities found at consumer premises into the system e.g. Broken Meter seal, Broken MMB Seal, any lose wires, stopped meter etc.

(h) This data shall be downloaded from hand held instruments to PC for further processing using high level software and on completing a cycle the validation check of data shall be carried out.

(i) The bidder shall ensure regular and prompt up loading / down loading of meter reading data to the UGVCL's billing system, on completion of the particular cycle. Submission of meter reading data shall be in the form of soft file to UGVCL (in CDs). UGVCL reserves the right to amend the meter reading schedule as and when required.

(j) The bidder shall manage the consumer database during execution of the project UGVCL shall provide necessary inputs like new connections. Disconnections etc time to time.

(k) The bidder shall generate exceptions / observations on these readings with specific codes such as Meter faulty, Meter not readable, Seal broken etc. The bidder shall report these exceptions / observations in separate report to UGVCL.

(l) The bidder shall keep a proper check on meter reading taken and as a quality check, he shall take at least 2% random meter reading. The accuracy of meter reading is the responsibility of the contractor and necessary edit and correction shall fall under the contractor's scope of work

(m) UGVCL shall make available to bidder, consumer database (in ASCII format) & other documents like meter books etc, required for uploading the data in the Hand held computer [HHC] & route sequencing.

(n) The bidder is required to submit samples of printouts from Hand Held Instrument (HHI) along with Technical Bid covering all the details of bill.

(o) The bidder shall further optimize route sequence to get better productivity.

(p) The bidder shall take innovative measure to improve the meter reading processing and to maximize the revenue earning of UGVCL.

(q) The hand held instrument / Hand held Computer should be capable of generating points.

(r) The instrument should have in built security law to prevent the possibility of manipulation of reading, change of slab system etc, as stated above.

(s) The bidder shall have to submit a report in a form of ledger on the very next days in respect of meter reading work carried out on the previous day without fail.

(t) The bidder shall have to arrange for uniform to its employees as per mutual agreement, so as to differentiate them from local UGVCL's Staff.

(3.2) UGVCL's scope of work:

A. The Company shall make available to agency, customer database and other documents like meter books etc. required for uploading the data in the Hand held Instrument (HHI) and route sequencing. The Agency shall continue to carry on with meter reading and bill distribution activities using the meter reading books and shall not on any pretext hold up activities for want of any inputs from the Company for carrying out the activities with HHI. However the agency shall switch over to Meter reading with HHI within 7 days on receipt of required data base for uploading the same in the HHI from the Company.

B. The Company shall manage the database for the customers and any changes shall be communicated to agency by 7 days in advance of the meter reading date.

C. The Agency shall be responsible for providing adequate numbers of HHI for meter reading with the same to ensure timely submission of accurate meter reading data as per the schedule given by the Company. The quantity of such requirement will be constantly reviewed by the Company and the Company could demand to the Agency to augment the same immediately.

D. The Company shall take prompt action to render all possible assistance in case consumer denies access to meter.

4.0 specification of the software

A. The software shall have capability to handle a large consumer data.

B. The security of the consumer data shall be maintained using appropriate database.

C. The HHI prepared by software shall be a 'guided instrument' which shall provide a "route" to meter reader to carry out his job, thus minimizing his labour.

D. Seamless integration with consumer reading data shall be achieved without any manual entry for minimizing the errors.

E. Software shall be customizable for various formats of reports if needed during execution of the project.

F. The software should be developed, up date and maintain in close co ordination with IT department UGVCL, Registered & Corporate Office, Mehsana for its use in HHI.

5.0 Man Power

A. All manpower deployed by the bidder should be suitably qualified and trained for the job intended to be performed by them

B. The manpower should be conversant with local language "Gujarati " in Addition to working knowledge of English, Hindi, so as to interact with Consumers.

C. The deputed manpower should be extremely polite with consumers and should be able to address consumer grievances about bills issued.

D. It will be mandatory for employees of service provider to display the identity Card issued by UGVCL.

E. UGVCL will carry out independent checks, as required

F. Sufficient number of co-coordinators will have to be employed by the service provided to ensure smooth working with different offices.

G. The manpower employed should have dress code, and their integrity should not be doubtful.

H. To wear dress by the person employed by contractor is must and the color of dress should be mutually agreed upon.

6.0 Service Conditions for Hand held instruments

Service Conditions: -

The instrument supplied shall be suitable for satisfactory conditions operation under the following tropical conditions

- (a) Maximum ambient air temperature (in shade): 50 Deg.C
- (b) Maximum ambient air temperature (under the Sun): 70Deg. C
- (c) Maximum daily avg. ambient air temperature 35 Dg. C
- (d) Maximum yearly avg. ambient air temperature: 35 Deg C
- (e) Maximum ambient temperature of air 7.5 Deg.C.
- (f) Maximum humidity: 100%
- (g) Altitude above M.S.L.: Up to 100M
- (h) Average number of Thunderstorm days per annum 50
- (i) Average number of Dust storm days per annum occasional
- (k) Average number of rainfall 925 MM
- (l) Normal tropical monsoon period 4 months
- (m) Maximum wind pressure 150 Kg/Sq.m

7.0 Bidding Process

The bidder may quote his rate for or a group of towns

Bids are invited into two parts.

- (a) Technical Bid
- (b) Price Bid

(a) Technical bid

Technical Bid should contain.

- 1. Experience details i.e order executed / under process
- 2. Turn over details of last 3 years
- 3. Details of equipments available with the bidder
- 4. Proposed methodology to carry out this work of spot billing
- 5. Information of software proposed to be used for this work
- 6. Sample of proposed bill printing formats
- 7. No. of employees & its dress.

8.0 Terms & Conditions:

- 1. The tenderer should go through all the following clauses before submitting their tender.
- 2. **Tender fee (Non refundable) Rs. 4080-00** should invariably be paid by way of **Demand Draft or cash**; otherwise offer will be ignored out rightly. **Indian postal Orders (IPO's) & cheques are not acceptable.** Demand Draft should be in the name of the "**Uttar Gujarat Vij Company Ltd.**" payable at **CE(P&P), Reg. Office, UGVCL , Visnagar Road, Mehsana - 384 001..**
- 3. Alternatively, the tenderers can pay the tender fee in CASH, at **Registered Office, UGVCL, Mehsana.** (Cash counter) and enclose the copy of Money receipt in the Technical

Bid cover. Tender fee Demand Draft/copy of Money fee receipt must be kept in the cover of Technical Bid; otherwise supplier's is liable to be rejected. The offer received without EMD shall be straight way rejected.

4. Both the bids technical and price bid should be submitted in separate sealed cover and envelope should be as

i. Tender No.**UGVCL/SP/302** - technical bid for monthly & bi-monthly spot billing for UGVCL – Bopal Sub-Division of Sabarmati Circle and Deesa Town Sub-Division of Palanpur Circle.

ii. Price bid for monthly & bi-monthly spot billing for UGVCL – Bopal Sub-Division of Sabarmati Circle and Deesa Town Sub-Division of Palanpur Circle, so as to reach this office not later than 3.00 p.m on due Date as specified in the tender notice through RPAD/Speed post only. Please note, that any bid, technical or price bid and Telegraphic or short offers / bids received after the due date and time will not be accepted and the offer will be ignored out rightly. **No late tender / delayed tender shall be considered.**

5. **Earnest Money Deposit: E.M.D of Rs.40,800-00(For Both S/Dns, for partly bidding see the clause no.20)** is payable either in Cash or by Demand Draft in favor of the Uttar Gujarat Vij Company Ltd. on any Scheduled / Nationalized Banks. It should contain Documents towards payment of Earnest Money Deposit (EMD) & Tender Fee may please be kept in the Technical Bid cover only.

6. **Validities of the Offers:** The validity of the offers will have to be kept open for a period of 120 days from the date of opening of technical bids. In case if finalization of the tender is likely to be delayed, the tenderers will be asked to extend the same without change in prices or any terms & conditions of the offer. If any change is made, original or during the extended validity period, the offers will be liable for outright rejection without entering into further correspondence in this regard and no reference will be made.

7. **Prices:** Prices quoted shall be FIRM. The Bidder shall indicate the applicable rates of taxes & duties while quoting the prices keeping provision for changes in rates, if any variation occurs at the time of execution shall be borne by bidder. Schedule-A must be duly filled by bidder otherwise their price bid is to be out rightly cancelled.

9. Security Deposit:

a. Within 30 days of receipt of notification of award from the employer, the successful Bidder, to whom the work is awarded, shall be required to furnish a Security Deposit for an amount equal to 5 % (Five percent) in the form of Bank guarantee of the total contract price towards the performance of the Contract in accordance with the terms and conditions specified therein. The guarantee shall be valid up to 90 days after completion of the entire contract work. The amount of earnest money shall be adjusted against the performance guarantee (Security Deposit)

b. The Performance guarantee will be returned to the tenderer without any interest after 90 days of the completion of contract period.

c. Security Deposit if paid will be returned on successful completion of the order and only after the performance Guarantee Condition is fulfilled.

10. Payment Terms: Payment will be done on monthly basis. The agency will submit a running bill at the end of a month for work carried out during the month. Bill will be checked by Engineer-in-charge and proceed for payment as per procedures of UGVCL. Payment through Bank or Financial Institution on the strength of Power of Attorney to be executed by the supplier to that effect. Tenderer, while quoting, should specifically state any one mode of payment chosen by them. They should indicate the name of the Bank / Financial Institution to whom the payment is to be made. Also the indemnity bond is to be furnished by the supplier as per the prescribed format, which may be obtained from UGVCL.

11. Immediate implementation of tariff change should be done whenever required.

12. UGVCL will have the option to change the billing cycle from bi-monthly to monthly or vice-versa as and when required.

13. Contract period: The term shall be initially be for a period of 2(two) year and can be extended for a further period of one year on the discretion of management.

14. Penalty:

- a. The wrong reading, if detected at subsequent date, shall be penalized @ Rs 75 per case. The amount shall be deducted from the payments in the next month immediately after such detection. The procedure for detecting the wrong reading is explained as under. Generally, the difference of 10 units in actual reading and that taken by agency will be allowed. Any difference, more than 10 units (higher or lower side) will be penalized.

For example

Case: 1

Date of reading taken by agency 15.03.06

Reading noted by agency 2001

Date of cross verification by UGVCL 17.03.06

Per day Average consumption of consumer 2 unit

The reading taken by UGVCL 2006

The actual projected reading of 15.03.06 = 2006 - (2 x 2) = 2002

The difference of Units = 2002 - 2001 = 1 unit

This difference is within the limit of 5 units. Thus no penalty will be charged for such cases

Case: 2

Date of reading taken by agency 15.03.06

Reading noted by agency 2001

Date of cross verification by UGVCL 17.03.06

Per day Average consumption of consumer 2 unit

The reading taken by UGVCL 2025

The actual projected reading of 15.03.06 = 2025 - (2 x 2) = 2021

The difference of Units = 2021 - 2001 = 20 unit

This difference is more than limit of 10 units. Thus penalty will be charged for such cases.

- b. If there is a static meter, the actual meter reading will be derived from the actual per day consumption by studying the MRI report. However, before deducting the penalty, the

agency will be asked to submit the justification for the wrong reading and after considering all the parameters that are responsible for wrong meter reading, penalty will be deducted.

c. If it is established that person of agency has deliberately accumulated, the units, then penalty will be levied as per rules and notice will be issued to agency. If such type of default is observed for more than 3 times, in the same sub division, during the contractual period, even after serving the notice, the contract will be terminated without prejudice to other terms & condition of the contract and the remaining work of meter reading will be completed by third agency at the risk & cost of the original agency, to whom the order is placed by UGVCL.

d. In the event of delay of submission of meter reading reports or DTR wise energy accounting reports beyond the schedules dates, each day of delay will attract a deduction @ 0.5 % of the invoice value of the delayed quantity presented by the agency.

15. Compliance of law: The successful bidder will certify that he has complied with provision of industrial & Labor Laws including PF Act, ESI Act etc. as may be applicable.

16. Variation in the quantity of scope of work: The quantity mentioned in Schedule-A can be increased or decreased by 25% during the execution or otherwise on the prorated basis by the Engineer-in-charge.

17. Additional Scope / work: Any additional work beyond the scope enumerated in the work order above shall be carried out by the Contractor only after written confirmation from the signatory of the work order. The Company shall not entertain any claim or increase in the order value due to execution of such additional work beyond the scope defined in the work order. Any such claim shall stand automatically null and void unless accompanied with a formal amendment to the work order.

15.0 Execution program and Co-ordination procedure:

(a) The contractor shall deploy sufficient number of qualified skilled and efficient workmen, supervisors and engineers so as to ensure that the various jobs completed in time. Details of such manpower and other resources shall be provided by the Contractor to be Company for concurrence and the Company reserves the right to ask the Contractor to augment additional manpower or resources for ensuring timely completion of all tasks as per the schedule provided by the Company to the Contractor.

(b) Contractor shall submit to the Company written detailed execution plan with necessary software and manpower deployment plan under this work order and same will be approved by the Company prior to execution of work.

(c) The contractor shall finalize with the Company within one week from this award a detailed checklist for certification or compliance of all activities detailed in the work order which shall be the basis for processing the payment.

16.0 Deliverables of the Agency

(a) The agency shall submit in each month the electronic copy in flat file format containing the meter readings with date, time and remarks at least 5 days prior to the scheduled billing date, without fail, for each consumer category to concern subdivision & division.

(b) The agency shall also prepare and submit (in each month) billing / consumer category wise reports in support of its assigned tasks undertaken and completed as mentioned below:

- (1) Report on abnormalities.
- (2) Incorrectness / inconsistency observed in Billing Database.
- (3) Modification / changes in meter reading sequence number
- (4) Meter Replacement

(c) In addition, the Agency shall submit a consolidated report by the 25th day of each month giving therein the details of meter read, not read, abnormalities noticed, remedy required etc. as per prescribed format.

The report and numbers of bills billed/consumption etc. should tally with UGVCL's IT Department report called PRT reports.

17.0 Force Majeure:

Force Majeure means any circumstances beyond the control of the parties including.

(a) War and other hostilities,(whether war be declared or not), invasion, Act of foreign enemies, mobilization, requisition or embargo.

(b) Ionizing, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear components thereof.

(c) Rebellion, revolution, insurrection, military or usurped power and civil war.

(d) Riot, commotion or disorder, except where solely restricted to employees of the Contractor.

(e) Neither party shall be considered to be in default nor in breach of his obligations under the Contract to the extent is that performance of such obligations prevented by any circumstances of Force Majeure that arise after the date of the Notification of Award.

(f) If either party considers that any circumstances of Force Majeure have occurred which may affect performance of his obligations he shall promptly notify the other party.

(g) Upon the occurrence of any circumstances of Force Majeure the Contractor shall endeavor to continue to perform his obligations under the contract so far as reasonably practicable. The Contractor shall notify the Engineer-in-charge of the steps he proposes to take including any reasonable alternative means for performance, which is not prevented by Force Majeure. The Contractor shall not take any such steps unless directed so to do by the Engineer-in-charge.

(h) If circumstances of Force Majeure have occurred and shall continue for a period of 180 days, notwithstanding, the contractor may by reason thereof, having been granted an extension of Time for Completion of the works, either party shall be entitled to serve upon the other, 30 days notice to terminate the Contract. If at the expiry of the period of 30 days Force Majeure shall still continue, the Contract shall terminate.

18.0 Arbitration:

All matters, question, disputes, difference and/or claims arising out of and/or concerning and/or in connection and/or in consequences or relating to this Contract whether or not obligations of either of both parties under this Contract be subsisting at the time of such dispute and whether or not this Contract has been terminated or purported to be terminated or completed, shall be referred to the Mutually Agreed Arbitrator under Indian Arbitration Act 1996. The Award of the Arbitrator shall be final and binding on the parties to this Contract.

19.0 ANNUAL TURN OVER FOR BIDDER:-

Sr. No.	Nos of Sub-Divisions for Bidding	Annual Turnover of firm in Lacs
1	1	20.00
2	2	25.00

20.0 EMD TO BE PAID:-

Sr. No.	Name of Town	EMD Amount in Rs.	Remarks
1	Deesa Town	18,411.00	
2	Bopal	22,389.00	
	Total	40,800.00	