

જોધપુર વિદ્યુત વિતરણ નિગમ લિમિટેડ

"Smart Customer Care
Centre on SAAS (System as a
Service) basis in Jodhpur
Discom"

Purchaser:
Office of the Superintending Engineer (IT)
Jodhpur Discom Jodhpur

NOTICE INVITING TENDER

Notice Inviting Tender

Reference No: TN-11

Jodhpur Vidyut Vitran Nigam Ltd. ["JDVVNL"/ "Jodhpur Discom"] invites bids from competent Agency for work of "Smart Customer Care Centre on SAAS (System as a Service) basis in Jodhpur Discom".

The system shall be built as per the specifications and to be made operational in a defined time frame.

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Superintending Engineer (IT) Jodhpur Vidyut Vitran Nigam Ltd. New power house, JODHPUR-302006.
Estimated cost of Project (Approx.)	Rs. 72 Crs (for 3 years)
Contact Persons	1) Umesh Mathur SE (IT) -9413359049 2) S.K. Kediya XEN (IT-SCADA)- 9413359150
Submission of Banker's Cheque/ Demand Draft for Tender Document Fee (including GST @ 18%), in favour of AO(CPC), JDVVNL, Jodhpur(non-refundable), payable at Jodhpur, Rajasthan	Rs: 5750/- before 31.10.2018 up to 2 PM
Submission Demand Draft for e-Tender Processing Fee (including GST @ 18%), in favour of M.D, RISL payable at Jaipur (non-refundable)) in office of SE(IT), JDVVNL	Rs: 1180/- before 31.10.2018 up to 2 PM

Submission of Earnest Money Deposit (EMD) in office of SE(IT), JDVVNL, Jodhpur in the form of Bank Guarantee (B.G.)	Rs. 1.44 Crs before 31.10.2018 up to 2 PM
Publishing Date/Time	29.09.2018
Last date of rec clarification/queries * *	Within 20 days from date of uploading of tender document
Submission Date for Banker's Cheque/ Demand Draft / BG for Tender Fee, EMD, and Processing Fee.	The deadline for submission of these instruments is Bid Submission Deadline. The Bidder can submit these instruments before the deadline. The Bidder has to submit the same in hard copy and attach the scan of receipts with online bids.
Bid submission Last Date/ Time	31.10.2018 upto 3 PM
Date & Time of Opening of Technical Bids	01.11.2018 upto 3 PM
Date & Time of Opening of Financial Bids	To be intimated later
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://eproc.rajasthan.gov.in . http://www.Jodhpurdis.com.com
Bid Validity & EMD Validity	Bid Validity: 120 Days from the date of Financial Bid Opening EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.

Contents

Section 1. Introduction & Objective	3
1.1. Thematic Focus	3
1.2. Objective	5
Section 2. Qualification Requirements	6
Section 3. Instruction to Bidders	11
3.1. General Instructions	11
3.2. Field Conditions	11
3.3. Successful Implementation and Good Performance	12
3.4. Preparation of Bidding Document	12
3.5. Clarifications and Amendments & Deviation from Tender Document	13
3.6. Submission and Opening of Bids	14
3.7. Period of Validity of Bids	17
3.8. Signature of Bidder	17
3.9. Delay in Bid Submission	17
3.10. Receipt of Bids	17
3.11. Withdrawal, Substitution and Modification of Bids	17
3.12. Bid Opening	18
3.13. Evaluation and Comparison of Bids	18
3.14. Confidentiality	20
3.15. Non-Material Non - Conformities	20
3.16. Disqualification	20
3.17. Award of Contract	21
3.18. Reservation of Rights	23
3.19. Lack of Competition	23
3.20. General	23
3.21. Special Conditions of Tender	24
Section 4. Terms and Conditions	26
4.1. Definition of Terms:	26
4.2. Contract:	28
4.3. Contract Value:	28
4.4. Contract Period	28
4.5. Implementation Period:	28
4.6. Termination of Contract	28
4.7. Fall Back Arrangement	29

4.8.	Handing Over on Termination/ Project Completion:	29
4.9.	Performance Bank Guarantee:	30
4.10.	Agency to Inform Himself Fully.....	30
4.11.	Contract Documents.....	30
4.12.	Change of Quantity	31
4.13.	Grafts and Commissions etc.	32
4.14.	Compliance of Labour Legislation:	32
4.15.	Safety of System	33
4.16.	Insurance	33
4.17.	Remedy on Agency's Failure to Insurance	33
4.18.	Liability for Accidents and Damages.....	34
4.19.	Maintenance of Facilities and Personnel.....	34
4.20.	Agency's Rights.....	35
4.21.	Contract Agreement	36
4.22.	Mode and Terms of Payment	36
4.23.	Price Variation	37
4.24.	Penalties	38
4.25.	Implementation and Rollout Schedule	43
Section 5.	General Technical Features / Scope of Work	45
5.1.	Reference for the Prospective Bidders.....	45
5.2.	Detailed Scope of Work.....	46
5.3.	Broad Scope of Work: The proposed system shall be as under	49
5.4.	Detailed scope of work	51
5.5.	Functional Requirement of System.....	51
5.6.	Centralised Customer Care Centre System (CCC)	61
5.7.	Fault Rectification System.....	63
5.8.	Divisional Level Customer Care Help Desk.....	70
5.9.	Special Features of the System:	72
5.10.	Schedule of Requirement	73
Section 6.	Technical Proposal Submission Sheets	75
Section 7.	Other Undertakings	93
Section 8.	Format For Financial Bid Submission	102
Section 9.	Annexures – Bill of Material	104
Sanction 10:	List of Sub-divisions	105

Section 1. Introduction & Objective

1.1. Thematic Focus

JODHPUR VIDYUT VITRAN NIGAM LIMITED (Jodhpur Discom) is an undertaking of Government of Rajasthan engaged in distribution and supply of electricity in the jurisdiction of Jodhpur Discom which comprises of 12 Circles as under.

S.No.	Name of Discom	Zonal Offices	O&M Circles	No. Of Consumers in Non-RAPDRP Area (Tentative figure)	No. Of Consumers in RAPDRP Area (Tentative figure)
1.	Jodhpur Discom	3 Nos. : Jodhpur, Bikaner and Barmer	12 Circles: Jodhpur City, Jodhpur District, Pali, Sirohi, Barmer, Jaisalmer, Jalore, Bikaner City, Bikaner District, Hanumangarh, Sri- ganganagar, Churu	25 Lacs	14Lacs

Table 1: JdVVNL Detail

The invitation to Bid is for “Smart Customer Care Centre system on SAAS (System As A Service) Basis” that are being procured through this RFP. Presently Bikaner city under jurisdiction of Discom has been awarded on Distribution Franchisee Model and as such are not included in the area under consideration for this Bid.

1. Existing Call Centre in Jodhpur Discom:

There are approximately 34 lakhs of consumers spread in Jodhpur DISCOM in different subdivisions. The subdivision/division and consumers may increase or decrease during the currency of the contract which shall not attribute to any financial implication on JdVVNL.

JdVVNL has a 24x7 Centralized Call Centre integrated with FRT (Fault Rectification Team) deployed at different locations of JdVVNL.

The present call centre at New Power House, Jodhpur is operating with 210 CCC agents distributed in 3 shifts. The vendor may visit the existing CCC & field areas to have proper understanding of CCC & FRT operations.

Inbound call volumes and complaint registered in CCC, Jodhpur from April 2017 to August 2018 are captured in the graph below:

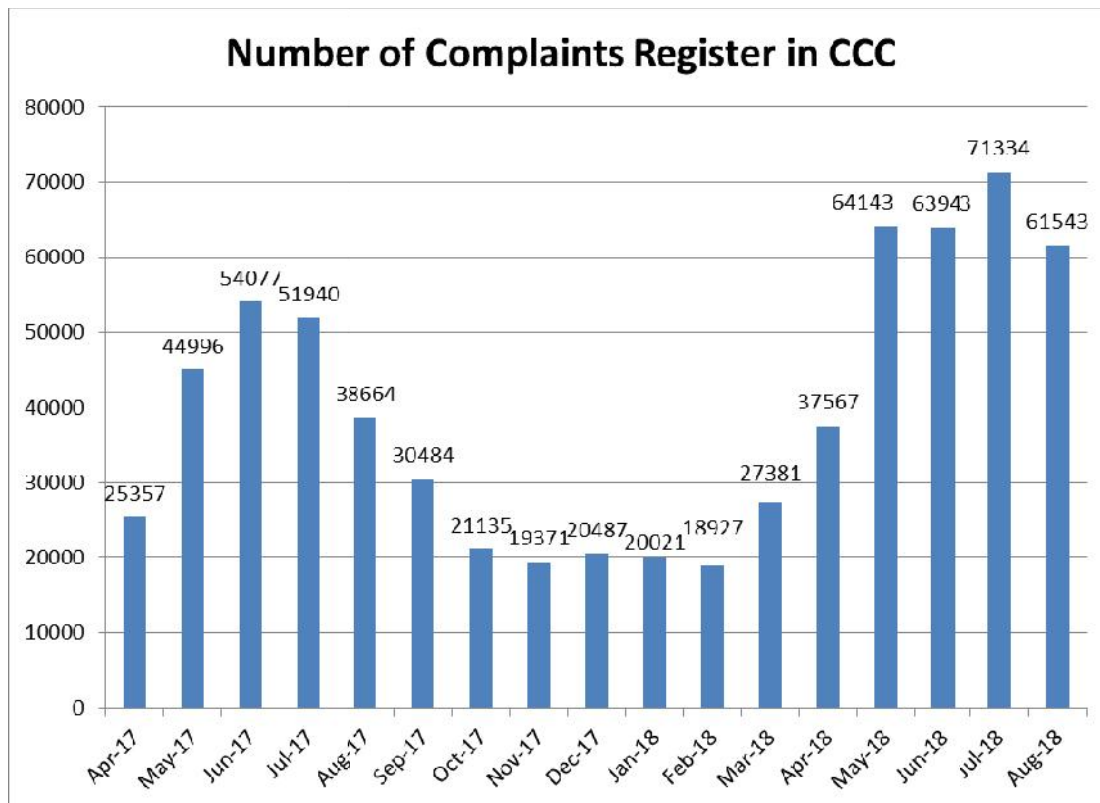
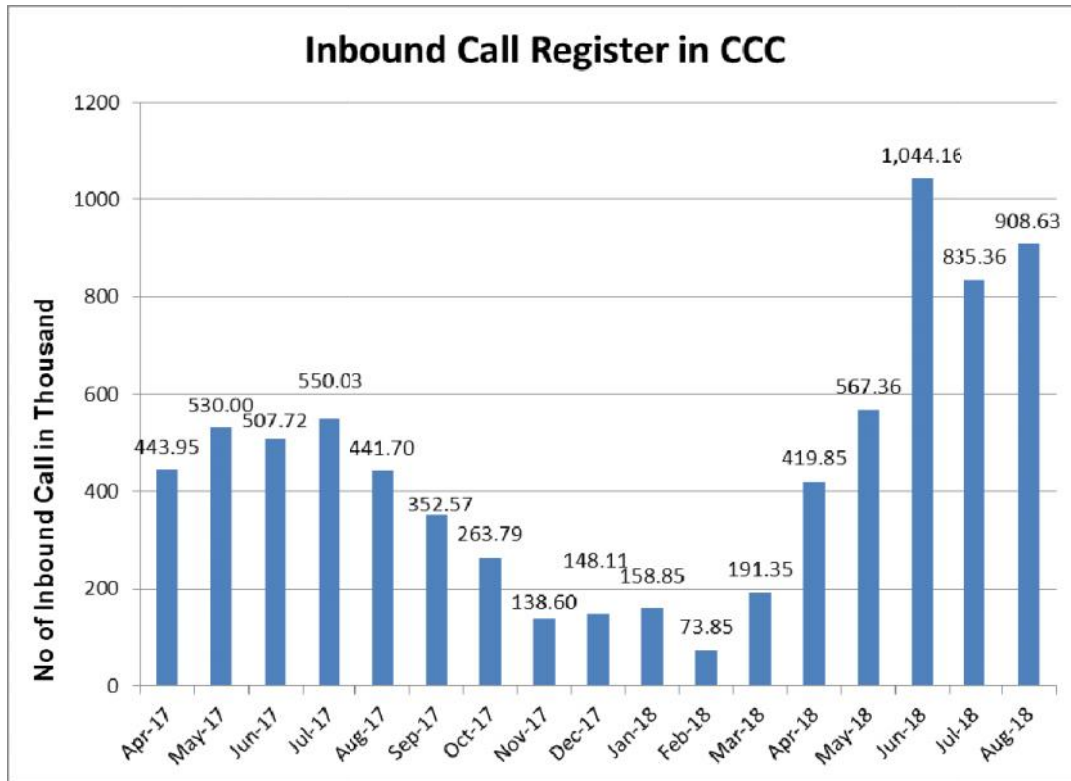


Figure 1: Inbound Call & Registered Complain in CCC



The above information is only for the illustration of the prospective bidders and in any way can't be considered as number of complaints to be included in the subject bid.

Note: The number of calls shown in the graph is for call centre of Jodhpur. The number of complaints in the above graph is indicative and might increase in future.

A. At present CCC receives inbound calls mainly for following purposes:

1. No-Current
2. Transformer Burnt
3. Safety Related
4. Harassment by Discom Employee
5. Theft information
6. Other technical issues

B. Outbound Call facility is being utilized for:

- (i) Feedback calls & status update to consumer
- (ii) Call to FRT
- (iii) Call to Nigam staff/officer

C. Complaints Registration system registers the complaints.

D. Online facility is available in the system through Discom portal – WebSelf Service.

E. FRT Currently Fault Rectification Teams are deployed at District HQ (35Nos.) in JdVVNL

1.2. Objective

- a. JdVVNL intends to adopt the advanced technologies and implement a state of art Smart Call Centre System which would not only address the current need but also would enhance customer satisfaction.
- b. JdVVNL intends to use the social media and various other digital & online modes for customer outreach in both recording complaints and disseminating the complaint Redressal information.
- c. JdVVNL intends to adopt a unified complaint registration and Redressal tools for an inclusive and exhaustive complaint registration & Redressal.
- d. JdVVNL intends to integrate the Call Centre System with the Feeder Monitoring System for information dissemination on supply related information.
- e. JdVVNL intends to integrate the Call Centre system with other IT systems for effective consumer complaint handling and information dissemination.

Section 2. Qualification Requirements

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

A. GENERAL:

1. Qualification will be assessed upon meeting all the qualification criteria regarding the applicant's general and particular experience, personnel capabilities, infrastructure availability, financial position, system proposed, methodology and plans to be adopted as detailed in the Bidder's Technical Bid.
2. The Bidder, while submission of the Bids, has to ensure that, all the pages of the Bids are digitally signed by the competent authority and also all the pages are numbered and properly indexed.
3. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence / clarification will be taken into consideration for the same.
4. Merely meeting the qualification requirements does not mean that the Bidders shall be short listed for opening of financial bid. The technical solution proposed by the Bidder must commensurate with the requirements laid down in the Tender document.
5. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.
6. The Bidder must possess following credentials prescribed as Pre-Qualification Criteria. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.

Note:

1. In case of non-furnishing the requisite documents along with the bid, the bid will be considered as non-responsive and bid may be summarily rejected.
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2. Irrespective of meeting the above qualification requirements, none of the consulting companies engaged by Jodhpur Discom as on 30.09.17 for IT Projects can bid for this tender.

QR No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act/ Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act which exists from last 5 financial years.	Self-Declaration along with the following:) Copy of Self-Attested Incorporation Certificate, MOA&AOA incase of Company) Copy of Self-Attested Partnership Deed
2.	The bidder shall possess Class 'B' or higher electrical contract licenses issued by Electrical Inspectorate of Govt. of Rajasthan. The Lead Bidder shall possess the certification. * If the above certificate is not furnished at the time of bidding, bidder may furnish Bank Guarantee of Rs. 5.0 Lacs with undertaking to furnish the above License within 2 months from the date of award of contract. However the date of Implementation schedule shall not be extended on these grounds failing which the said BG shall be invoked.) Copy of Self Attested Class 'B' or higher Electrical license issued by Electrical Inspectorate of Govt. of Rajasthan.) In Case the Class 'B' or higher Electrical license are not available with the bidder, the bidder shall furnish an undertaking along with Bank Guarantee of Rs. 5 Lacs (proforma enclosed) that the same shall be furnished within 2 months from the date of award of contract.
3.	i. The Bidders shall be minimum CMMI level 3 or higher certified and shall have ISO 9001:2008 latest version valid for at least three months after submission of bid. Lead bidder shall possess the certification) Certificate of Appraisal issued by authorized transition partner of CMMI institute with SCAMPI ID.) Certificate of ISO 9001:2008 latest version valid for at least three months after submission of bid

QR No.	Criteria	Supporting Documents Required
	<p>ii. The Bidder have experience of executing at least one project providing software solutions in the spheres of Call Centre /Contact Centre /Public Consumer Grievance Redressal System to any DISCOMS/Utilities in India for one year continuously (without any interruption) during last 3 years (i.e. April'15 to March'18).</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 10 Lakhs for a minimum duration of one year.</p> <p>Lead Bidder shall satisfy the condition</p>	<p>) Work orders issued in the name of the bidder by various Power Distribution utilities.</p> <p>) Performance/Work Completion Certificates issued by respective Distribution utilities for the orders issued.</p>
Alternative QR of No.3		
3	<p>i. The Bidders shall have ISO 9001:2008 & ISO 27001:2013 latest version valid for at least three months after submission of bid, along with experience of running the 100 seat Call Centre for Electricity Utility continuous for One Year during the last three Financial Years (i.e. April'14 to Marc'17) through Inhouse developed Software / COTSsoftware</p>	<p>Documents to be uploaded:</p> <p>) Valid ISO certificate issued by accredited organization.</p> <p>) Experience Certificate against Work orders issued in the name of the bidder by Electricity Utility to establish continuous work of Call Centre for One Year during the last three Financial Years (i.e. April'15 to Marc'18) through Inhouse developed Software / COTS software.</p> <p>) Performance/Work Completion Certificates issued by Electricity utilities for the orders issued.</p>

QR No.	Criteria	Supporting Documents Required
	<p>ii. The Bidder shall have experience of executing at least one project providing software solutions in the spheres of Call Centre /Contact Centre /Public Consumer Grievance Redressal System to any DISCOMS/Utilities in India for one year continuously (without any interruption) last 3 years(i.e. April'15 to March'18).</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 40 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p> <p>Lead Bidder shall satisfy the condition</p>	<p>) Work orders issued in the name of the bidder by various Power Distribution utilities.</p> <p>) Performance/Work Completion Certificates issued by respective Distribution utilities for the orders issued.</p>
4	<p>The bidder should have experience of providing field manpower for utilities and should have in any one project provided at least 100 man power or 100 seat B2C Call center continuously for a period of one year in last 3 years.</p> <p>Lead Bidder shall satisfy the condition</p>	<p>) List of Manpower along with the PF/ESI forms to be submitted.</p>
5	<p>i. The Bidder should have a minimum average annual turnover of Rs. 50 Cr in last three Financial Years (2015- 16, 2016-17, 2017-18). In case of consortium, Lead bidder shall satisfy 80% of the Turnover requirement while the other bidder should have minimum 20% of the turnover requirement.</p> <p>ii. The Bidder should have positive net worth as on 31st March, 2017</p> <p>In case of consortium, both the bidders shall have positive net worth as on 31st March, 2017.</p>	<p>Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof.</p> <p>Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided.</p> <p>Note:Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</p>

QR No.	Criteria	Supporting Documents Required
6	The Bidder should not have been black listed by any power utility in India in last 5 years. In case of consortium , Both the members shall meet this requirement	Self-Declaration for No Blacklisting on the appropriate stamp paper.

Table 2: Qualification Criterion

Section 3. Instruction to Bidders

3.1. General Instructions

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

3.2. Field Conditions

1. The geographical conditions of the Jodhpur Discom are not same and have different terrain. The details of the area covered are mentioned in the table at the Introduction Section.
 2. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy it regarding the existing system.
 3. For ascertaining the existing system, condition's etc., the agency may contact the Tendering Authority.
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4. No claim from Bidder or Agency for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated by them at the time of submitting the bids.

3.3. Successful Implementation and Good Performance

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

3.4. Preparation of Bidding Document

3.4.1. Bid Security

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

3.4.2. Tender Document Fee & Tender Processing Fee

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

3.5. Clarifications and Amendments & Deviation from Tender Document

1. Clarifications to the Tender Document

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

2. Clarifications to the Bid

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

3. Amendment of Tender Document

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

4. Deviation From Bid Documents

- a. The bidder should comply all requirements set out in the bidding document and NO TECHNICAL and COMMERCIAL Deviation shall be entertained.
- b. The Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive.
- c. The offer must have 'No Deviation' certificate as per bid document.

3.6. Submission and Opening of Bids

1. Cost of Bidding:

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

2. Language of Bids:

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

3. Bids are To Be Submitted in Two Parts

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

Part- A (Technical Bid): will contain

- a) Cover 1: Fees (to be uploaded in pdf format)
 - (i) Copy of receipt of submission of Tender document fees
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- (ii) Copy of receipt of submission of Tender processing fee
- (iii) Copy of receipt of submission of BID SECURITY (DD & BG)
- b) Cover 2: Techno-Commercial Bid (to be uploaded in pdf format):
 - (i) Complete Technical Bid comprising information in specified formats and schedules (Except the price schedule) including details & design of the proposed system(s) to meet out the work requirement together with its capabilities.
 - (ii) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of this tender. The Tendering Authority may require any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three working days.

Part- B (Financial Bid): will contain

- a) The Financial Bid for carrying out the scope of work defined for this project.
- b) The Financial Bid is to be submitted in excel file of BOQ.
- c) The Financial Bid will be opened only for the Bidders shortlisted on the basis of Technical Bid.
- d) The date of opening of such Financial Bids will be intimated on the e-proc website

4. Submission of Proposals

- a. Bidder shall submit their bid in electronic format, which shall be digitally signed and further signed & stamped on each page by the designated authorized representative of the Bidder. Bidder shall procure Digital Signature Certificate (DSC) as per the provisions mentioned in Note 2 of the NIT table.
- b. **Physical submission of bids is not allowed.** If asked by Tendering Authority the bidder is required to submit original technical bid in hardcopy which shall be the exact replica of online bid submitted. In case of any discrepancy between online and hardcopy Bid, the Bid submitted online shall prevail.

5. Filling of Bids

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

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

6. Alternative Bids

Alternative bids shall not be considered at all.

7. Bid Prices

- a. All the prices should be quoted only in Indian Rupees (INR) Currency.
- b. The prices quoted in BOQ.xls should be inclusive of service tax / GST and other government levies as applicable. The present rates of applicable taxes shall be indicated by the bidder in its Bid, which is subject to statutory variation and shall be borne by Discom.
- c. The bidder will furnish the break-up of the quoted price in Financial Bid according to the **Section 8 - FORMAT FOR FINANCIAL BID SUBMISSION**, indicating rate and type of each tax clearly, as per the rates prevailing within 7 days before the bid date. Any statutory variation and imposing of new tax by government subsequent to bid submission/currency of Contract shall be on Discom account.

3.7. Period of Validity of Bids

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

3.8. Signature of Bidder

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

3.9. Delay in Bid Submission

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

3.10. Receipt of Bids

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

3.11. Withdrawal, Substitution and Modification of Bids

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

3.12. Bid Opening

Jodhpur Discom shall perform the Bid opening at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.

Only the bids of those bidders who qualify post the Technical Bid evaluation shall be eligible for Financial Bid opening. The date and time of Financial Bid opening to the technically qualified Bidders would be intimated later. The bidder who has quoted lowest shall be termed as the successful bidder.

3.13. Evaluation and Comparison of Bids

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

1st stage: Qualification Requirement (part 'A')

Each bid shall be evaluated to ascertain the qualification of bidder with respect to the requirements laid down in this RFP.

2nd stage: Technical Evaluation

- a. Consequent upon identifying the bidders who are found eligible in 1st Stage the 2nd stage evaluation shall be carried out in following manner.
 - (i) Availability for No-Deviation Certificate. If any deviation is found, the bid shall be declared as non-responsive.
 - b. Technical details and proposals submitted by the bidders shall be critically examined in line with objectives & scope of work mainly but not limited to the following criteria:
 - (i) Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.
 - (ii) Description of the technical solution for achieving the integrations as shown in the above schematic diagram.
 - (iii) Compliance to the Functionalities of Solution offered.
 - (iv) Compliance to the proposed Software's as per the RFP along with the OEM & Versions.
 - (v) Compliance to the proposed Hardware as per the RFP along with the OEM, Make & Model.
 - (vi) Experience of the key professionals along with CV to be deployed.

- (vii) Integration methodology with details of software/hard ware's as per Industry Standards.
- (viii) Adherence with the time period as per schedule of deliveries defined in the RFP along with the work break down schedule.
- (ix) To ascertain the technical capabilities of the bidder, JdVVNL may ask the bidders for a demonstration if required at a short notice.

Note: JdVVNL shall prepare the list of qualified bidders on the basis of above criterion and accordingly will be notified through e-portal for opening of financial bid.

3rd Stage: Financial Bid Evaluation

- a. The Financial Bids which are opened shall be evaluated.
- b. The Purchaser will correct arithmetical errors during evaluation of Financial Bids on the following basis:
 - (i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
 - (ii) If there is a n error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (iii) If there is a discrepancy between words and figures, the amount in words shall prevail. However, where the amount expressed in words is related to an arithmetic error, the amount in figures shall prevail subject to (i) and (ii) above.
 - (iv) If there is a discrepancy between percentage and figures related to various taxes or levies, the percentage shall prevail over figure mentioned. However, where the amount expressed in percentage is related to an arithmetic error, the amount in figures shall prevail subject to (i) and (ii) above. It should also be noted that at time of payment against, the prevailing tax/levy rates will be used as on the date of approval of payment

- (v) Except as provided in sub-clauses (i) to (iv) herein above, Tendering Authority shall reject the Price Proposal if the same contains any other computational or arithmetic discrepancy or error.
- c. If the Bidder does not accept the correction of errors, its Bid shall be disqualified and its BID SECURITY shall be forfeited
- d. The bids will be evaluated and awarded as per the evaluation criteria that “The Bidders having lowest financial quote during Financial Bid Evaluation shall be considered as the L1 Bidders”.
- e. The BID SECURITY of the other technically qualified Bidders shall be returned within 15 working days from the date of signing of Contract by the Discom with the successful Bidder.

3.14. Confidentiality

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

3.15. Non-Material Non - Conformities

Provided that a bid is substantially responsive, the Tendering Authority, to rectify omission in the bid related to requisite documents may request the bidder to submit the necessary information or documentation provided that the required information was in existence as on date of opening of bid. No new information created after opening of bid shall be considered.

3.16. Disqualification

Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process on following grounds:

- i. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of Bid, at their own.
- ii. Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and also debar him from submission of Bid to the Discom at least for one year.
- iii. The Bidder has been disqualified from any other Discom for any violation of code of conduct.
- iv. In case of bidder not adhering to the format of financial offer given with this document the bid / offer may be rejected / non-responsive.
- v. In case of any misapprehension at bidder level which may lead to wrong price bidding, Discom reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersions of Discom / tender specification. Accordingly the bidders are advised to ask to clarify about any misapprehension before bidding. No excuse shall be considered in this regard.
- vi. Does not meet the Qualification Requirement (QR) as mentioned in the bidding document.
- vii. During validity of the bid or its extended period, if any, increases his quoted prices.
- viii. Has imposed conditions in his bid.
- ix. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- x. Has been black listed, by any utilities of India during Last 5 years.
- xi. Has submitted bid which is not accompanied by required documentation and BIDSECURITY/Tender document fees/Processing fees

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

3.17. Award of Contract

A. Acceptance of the Tender/Bid And Notification of Award

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

- b. The Successful Bidder shall send an acknowledgement the LOI to the Discom, post which Discom shall prepare and send a detailed work order to the Successful Bidder. In case, the Successful Bidder refuses to accept LOI, and not intent to perform the scope of work, the offer shall be rejected with forfeiture of its BID SECURITY and order may be placed to L2 bidder (provided he accepts the prices offered by L1 bidder).
- c. Discom shall issue Work Order to the Successful Bidder requiring him to do the following things within specified timeline. If the Bidder fails to do the following things within specified timeline, BID SECURITY of such Bidder may be forfeited and Tendering Authority of Discom may consider the next ranked bidder.
 - (i) Written Letter of Acceptance of Work Order along with duly signed and sealed copy of such Work Order as token of such acknowledgement within 7 working days.
 - (ii) Submission of Performance Guarantee as required to be submitted under the Contract within 15 working days.
 - (iii) Signing of the Contract (based on the terms & conditions o this Tender Document) with the Discom within 15 working days after issue of Contract format by Discom to the Successful Bidder. In case any of the party (Discom and the Successful Bidder) is unable to sign the Contract within 15 working days, it shall inform the other party in advance regarding the same along with the reason and suitable time for signing of the Contract.
- d. Decision on bids shall be taken within original validity period of offers. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend validity period of their bids up to a specified date. It is discretion of bidder to accept the extension or not. Those bidders who do not accept shall be discontinued form the bid process and their BID SECURITY may be refunded.
- e. Until a formal Contract is prepared and signed, the Work Order/ LOI shall constitute a binding Contract.

B. Signing of Contract

1. The successful bidder will, on receipt of Work Order from the Discom enter into a contract with the DISCOM by jointly signing the Contract.
2. The draft of the Contract based on the terms & conditions, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution by the Discom.
3. The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

3.18. Reservation of Rights

1. To take care of unexpected circumstances, Tendering Authority shall reserve the rights for the following:
 - (i) Extend the last date & time for submission of the bids.
 - (ii) Amend the Tender Document at any time prior to the last date & time of submission of Bids.
 - (iii) To reject any bid without assigning any reasons.
 - (iv) Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bids.
 - (v) Seek the advice of external consultants to assist Jodhpur Discom in the evaluation or review of bids.
 - (vi) Make enquiries of any person, company or organization to ascertain information regarding the bidder and its bids.
 - (vii) Reproduce for the purposes of the procedure the whole or any portion of the bids despite any copyright or other intellectual property right that may subsist in the bids.

Note: Direct or indirect canvassing on the part of the Bidder or his representative would be a ground for disqualification of such Bidder from this process.

3.19. Lack of Competition

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

3.20. General

1. Discom does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.

2. The fact of submission of bid to the Jodhpur Discom shall be deemed to constitute an agreement between the Bidder and the Discom whereby such bid shall remain open for acceptance by the Discom and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the Discom, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the Discom, until formal contract of the same bid has been signed between him and Discom in replacement of such agreement.
3. The successful bidder will have to sign the contract agreement for the proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the Tender Document/ Bid, interpretations as may be advantageous to Discom may be taken, if satisfactory clarification is not furnished within the prescribed period.
4. Discom will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
5. Jodhpur Discom reserves the right to:
 - a) Reject or accept any bid.
 - b) Cancel the bid process and reject all applications.
 - c) Jodhpur Discom shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

3.21. Special Conditions of Tender

1. The system (comprising hardware and software) on the DC cloud and DR cloud which shall be scalable as the solution offered is on SAAS model. The requirement of scalability may be arisen due to Growth of consumer base and their complaints in the area.
 2. The system to be deployed under this contract shall be SOA (Service Oriented Architect) based and shall have mandatorily to be integrated with RAPDRP system. Discom shall arrange necessary Pre-Requisites for such integration.
 3. Apart from the above the system shall have capability for integration with 3rd party software for both Database as well as Application. Vendor has to integrate all 3rd party software as and when asked by JdVVNL provided that such system is SOA compatible.
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4. Vendor has to mandatorily integrate with RAPDRP, BILLING SYSTEM, Feeder Monitoring System, Distribution Transformer Monitoring, SCADA, Mobile Application etc.
5. All the middleware in the form of Hardware, software & firmware required for such integration is part of scope of Work and included in the cost offered.
6. For integration, necessary support and requisite data / service library shall be shared / provided by both Bidder and Discom.
7. The Service provider shall maintain the confidentiality of data base. A separate NDA (Non-Disclosure agreement) shall be signed by the service provider.
8. All the required license, license updates / Licenses renewal / AMC of Licenses, Hardware AMC, software updates, Change request mobile application updating is the responsibility of vendor within the quoted price till currency of contract.
9. The system is for use in various geographical area of Discom and should be satisfactory for operation under tropical conditions of Rajasthan and shall be able to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.
10. The system shall have provision to send SMS, EMAIL, Alerts etc., both for the enterprise users and consumers. The necessary SMS packages and SMS gateway shall be provided by the DISCOM and the Email gateway shall be arranged by the Discom.
11. The system shall have provision to display all the key performance indicators as decided by the DISCOM in the dashboards and the same shall be displayed on video display units deployed at all sub divisions, divisions, zone, circle & DISCOM HQ.
12. Time is of essence in this Project. The successful Bidder is expected to implement the systems for the project area as per the schedules indicated in the RFP.

Note: The above Special Conditions of Contract and details are given in this document. Further illustrative work and requirements during the tenure of the contract for meeting business requirement of the systems shall be provided by the bidder.

Section 4. Terms and Conditions

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

4.1. Definition of Terms:

1. In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context in consistent with such construction. “Jodhpur Discom” shall mean the Jodhpur Vidyut Vitran Nigam Limited or JdVVNL, represented by Chairman/Managing Director and shall include their legal personal representative, successors and assignees.
 2. The “Bidder” shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to “Invitation of Tender”.
 3. The “Agency / Contractor / successful bidder ” shall mean the Bidder whose Bid has been accepted by Discom and shall include its heirs, legal representative, successors and assignees approved by the Discom.
 4. The “Chairman/Managing Director” shall mean the Chairman/Managing Director, Discom.
 5. The “Engineer” shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, Discom or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word “Engineer” shall mean the Discom or his duly authorized representative.
 6. “Works” mean and include the work or works to be done by the Agency under the contract.
 7. The “Contract” shall mean and include the following:
 - (i) Notice Inviting Tender
 - (ii) Complete Tender document including its amendments if any.
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- (iii) Bid submitted by bidder.
 - (iv) BID SECURITY.
 - (v) Letter of Intent and its acknowledgement.
 - (vi) Security Deposit/ Performance Guarantees.
 - (vii) Detailed Work order.
 - (viii) Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
 - (ix) The agreements to be entered as per Tender Document.
 - (x) Requisite Power of Attorney in favour of the authorized signatory of the Bidder.
8. The "Specification" shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
9. The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
10. The "Site" shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
11. "Acknowledgement of Letter of Intent" shall mean the Bidder's letter conveying his acceptance of it being successful bidder and its intent to perform the contract.
12. "Acknowledgement of Work Order" shall mean the Bidder's letter conveying his acceptance of the tender as per the terms and conditions as been stated therein.
13. The "Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
14. "Letter of Intent" Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.
15. "Work Order" shall mean the Discom' letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discom may like to convey to the Agency pending signing of a formal written Contract.
16. "Writing" shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
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17. The Work “Codes” shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date of Letter of Intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.
18. Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
19. Words importing the singular only shall also include the plural and vice version where the context requires.
20. Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).

4.2. Contract:

After the selection of successful bidder Discom will issue Letter of Intent and subsequently a detailed Work Order to such bidder. A contract shall be entered into between Discom and the successful bidder.

4.3. Contract Value:

Contract Value shall be termed as total order value as quoted / accepted by the Successful Bidder in the Financial Bid.

4.4. Contract Period

The contract period shall be initially for a period of three years from the date of award of contract. The contract period shall be extendable for further one year, on mutually agreed conditions.

4.5. Implementation Period:

The implementation period of project for shall as defined in this document where in all the hardware, software, resources etc. should be installed/deployed.

4.6. Termination of Contract

If the services of the vendor are not as per the awarded work for three consecutive months after commencement of work then Discom will have liberty to terminate the contract.

4.7. Fall Back Arrangement

1. In the event of failure of the Agency to fulfill its obligations, duties and responsibilities as per the terms & conditions of the Contract, Discom shall interalia have the right, at any time to resort to fall back arrangement. Under such arrangement, Discom shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the Contract and can recover from the BGs & other holding of agency with Discom, the losses suffered due to such failure. If the BGs & other holding of agency are insufficient, the Agency shall pay the difference to Discom failing which Discom shall have right to recover the sum through legal or other means.
2. The Discom shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of Agency for compensation in this respect shall be entered.
3. The Discom shall have the right in such circumstances to blacklist/bar/disqualify the Agency from submission of Bid to the any Discom(s) at least for one year.

4.8. Handing Over on Termination/ Project Completion:

1. The Contract shall require the Agency to cooperate in handing back the facilities, records, data backup and documents, latest software with documentations, manuals, etc. in good working order to Discom after termination of Contract.
 2. Upon termination of the Contract, the Agency's authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, Discom shall arrange to award the Contract to other firm or may execute the work departmentally at-least 6 months before expiry of this Contract, the Agency/Discom staff may require to work along with the new agency for remaining period of Contract to enable the new agency to understand the process.
 3. Upon Termination of the Contract / project completion, following equipment / items shall be handed over on AS-IS-Condition as on last day of the contract:
 - (i) All Utility Specific Data including Archives
 - (ii) All Desktop PCs , UPS and Printers
 - (iii) LAN with allied equipment
 - (iv) Transfer the license for COTS software and Database(All Licenses cost / AMC cost as on date of Transfer shall be paid by the agency)
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- (v) Transfer the Source Code and Software for Non COTS Software.

4.9. Performance Bank Guarantee:

1. A Performance Bank Guarantee equivalent to 5% (Five percent) of annual Contract value shall be provided by the Successful Bidder within 15 days of receipt of Work Order from Discom, in cash or by crossed Bank Draft or by way of Bank Guarantee. The Performance Bank Guarantee shall be valid for three months in addition to the entire contract period. In case if the successful bidder provides a Performance Bank Guarantee for shorter duration (not less than 12 months) then it would be the sole responsibility of the Successful Bidder to get the Performance Bank Guarantee extended well in advance to maintain the validity time. Discom may invoke the Performance Bank Guarantee without giving any information if validity of such Performance Security expires.
2. The Bank guarantee in the prescribed format must be from the branch of any Nationalized/Scheduled Bank. The Agency may furnish Bank Guarantee on stamp paper of Rajasthan state and shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that Rajasthan State.

4.10. Agency to Inform Himself Fully

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

4.11. Contract Documents

1. The order placed under this Tender document shall be governed by the terms and conditions as incorporated in this Tender document and as given in the detailed work order. The terms and conditions as specified in this Tender document if differ from the terms indicated in the detailed work order the later shall prevail.
2. The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Rajasthan Courts only. For the due fulfillment of the contract, the Agency shall execute the Contract in the prescribed form, in prescribed number of copies on Rajasthan State Non-judicial stamp pa per bearing stamp duty as applicable. The expenses of completing and stamping the Contract shall be borne by the Contractor. Such Contract shall be executed and signed by the authorized signatory of the Agency on each page thereof.
3. Such complete agreement form along with the contract documents together with a “Power of Attorney” in favour of the Executants shall be required to be returned to the Discom within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the Discom shall be sent to the supplier for his reference.
4. The contract documents shall mean and include the following: -
 - (i) Contract agreement.
 - (ii) Notice Inviting Tender
 - (iii) Complete Tender document including its amendments if any.
 - (iv) Bid submitted by bidder.
 - (v) BID SECURITY.
 - (vi) Letter of Intent and its acknowledgement.
 - (vii) Security Deposit/ Performance Guarantees.
 - (viii) Detailed Work order& its annexure.
 - (ix) Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
 - (x) The agreements to be entered as per Tender Document.
 - (xi) Requisite Power of Attorney in favour of the authorized signatory of the Bidder.

4.12. Change of Quantity

1. The quantity of Call Centre Agents, Fault Rectification Team and Customer Help Desk may increase within area defined in this contract for which additional payment as per unit price shall be made.
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2. In any case payment shall be made on actual Call Centre Agents, Fault Rectification Team and Customer Help Desk.
3. Since this is service contract in case of addition of consumers/change in area shall not be considered as additional order.
4. In case of new created Sub-division / division then requisite Hardware & FRT will be added and payment as per unit price shall be made.
5. Some towns may go in different business model like distribution franchisee / MBC etc. then bidder need to reduce Division level and FRT team from the affected area and payment will be made as per actual Manpower / FRT deployed in the field.

4.13. Gifts and Commissions etc.

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

4.14. Compliance of Labour Legislation:

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

2. The Agency shall deploy Skilled / Highly Skilled manpower with necessary qualifications and experience as mentioned in the Tender Document. Agency shall pay salaries / wages to the manpower deployed through cheque/online transfer and submit Circle wise, Division wise Sub Division wise and Employee wise salary statement with all details such as Basic, DA, Conveyance, Bonus, EP F, ESI, PT, TDS, Net Salary etc. to Discom. Payment of wages / salaries paid in cash is strictly not allowed.
3. Accounts Officer of respective circle shall ensure compliance by the Agency with respect to labour law, minimum wages, Accidental Insurance, Workman compensation, EPF and ESI etc. Accounts Officer shall verify and certify the monthly Circle wise, Division wise Sub Division wise and Employee wise salary statement for release of payments to Contractor

4.15. Safety of System

The Agency shall be fully responsible for upkeep, operation, maintenance, security and safety of hardware, software, documents, data and other documents and records transferred to it and developed later. These documents and records shall be maintained in updated condition and handed over back to Discom in good working order on completion of the contract or time to time basis as per scope of works as and when required by the Discom. Agency shall compensate to Discom any loss suffered by Discom due to default of the agency in this respect.

4.16. Insurance

The agency at his own cost shall arrange, secure and maintain all insurance (Equipment & manpower) as pertinent to the works and obligatory in terms of law to protect its interest and interest of Discom against all perils. The validity of insurance shall be valid till expiry of contract

4.17. Remedy on Agency's Failure to Insurance

If the Agency fails to effect and keep in force insurance referred to in clause 4.16 hereof or any other insurance which he may be required to effect under the terms of contract then the Jodhpur Discom may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the Discom as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.

4.18. Liability for Accidents and Damages

1. The Agency shall be liable for and shall indemnify the Discom in respect of all injury to person or damage to property resulting from the negligence of the Agency or his workman or from defective work but not from any other cause.
2. Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the Discom not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the DISCOM or of any other person or due to circumstances over which the agency has no control, not shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.
3. The Agency will indemnify and save harmless the Discom against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the Discom or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the workman's compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to cover such indemnity.
4. The Agency shall insure against such liabilities with an insurer approved by the Discom and shall continue such insurance, during the whole of the time that any person(s) are employed by him on the works and shall when required produce to the Discom, such policy of insurance and the receipt for payment of the current premium.

4.19. Maintenance of Facilities and Personnel

The Agency shall maintain all requisite facilities at Jodhpur of its own as required to carry out the work as per the Tender document.

1. Facilities:
 - i. The Agency shall provide and maintain a controlling office with requisite infrastructure at Jodhpur with proper staff & facilities like telephone with fax, mobile phone, Internet etc. at its own cost and shall remain open at all reasonable hours to receive communications.

- ii. Space, Electricity, Water and other facilities at all concerned offices of DISCOM shall be provided by Jodhpur Discom without any cost chargeable to Agency.

2. Personnel

- i. The Agency shall deploy exclusive supervisory and other personnel for efficient management of the work under contract. Apart from the personnel specified in the scope of work. However this contract is on service model, Agency shall be responsible for smooth & timely execution of work by appointing sufficient number of manpower.
 - ii. Manager or an alternate shall be available for communication during 9 am to 7 pm.
 - iii. Agency shall not change the Manager/nodal officer, provide that he has not left the service.
 - iv. Agency shall immediately inform the Discom about any change of personnel/contact numbers through Email and post.
 - v. Agency shall issue identification cards (ID card) to all its personnel engaged in the work under the contract. The identification card duly signed by authorized signatory of managerial position of the agency. The format of such ID card shall be approved by concerned Discom Officer shall be consisting of key details of Resume and photograph of the concerned personnel along logo of the Agency. The Concerned Discom officer after countersigning these IDs, will return the same to the Agency for distribution to the concerned personnel. The IDs shall be handed over to the concerned Discom officer after the completion of work under the contract.
3. Nodal Officer for Execution of Project: After award of contract, to interact between the field offices and Agency, Discom shall appoint a Nodal Officer if required. Similarly, the Agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from his side.

4.20. Agency's Rights

1. The Agency will be given rights to operate in the area during the Contract period for carrying out the work, which shall cease to exist on completion of the said period or on termination of the Contract.
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2. The Agency's rights in the area will be working as an agent of Discom to implement Smart Customer Care Centre system on SAAS (System As A Service) Basis.

4.21. Contract Agreement

1. The Contract shall set out specific events of default by one party that will entitle the other party to terminate the Contract. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.
2. The Contract can however be otherwise terminated by either party by giving six-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination.
3. Agency shall indemnify Discom against any claims, demands, costs and expenses whatsoever which may be made against it, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

4.22. Mode and Terms of Payment

The payment shall be made in the following manner:

1. 100% payment of Deployment of Call Centre agents, FRT and Divisional Help Desk Executive shall be made on monthly basis after one month of implementation of the same.
2. The agency shall submit monthly invoice in triplicate to SE(IT)/ Nodalofficers of Jodhpur Discom, as per the rates indicated in the Contract for other components.
3. The payment shall commence after notification issued by SE(IT) certifying the implementation/acceptance of the system.
4. The invoice of operating cost shall be accompanied by the following:
 - i. Employee wise monthly wages statement.
 - ii. EPF statements and challan.
 - iii. ESI statements and challan.
 - iv. Verification of Biometric Attendance for all staff except FRT.
 - v. Verification of FRT staff attendance.

Note:The

payment of Deployment of Call Centre agents, FRT and Divisional Help Desk Executives shall be

inclusive of all Hardware, Software, Connectivity, Vehicle, Manpower, T&P etc. as defined in this RFP

4.23. Price Variation

1. On request of firm with supporting documents the price variation shall be computed as per below formula by SE(IT) / Nodal Officer on 1st of April month of every financial year (after the award of contract) and the price so derived shall be applicable for ensuing months only. In this regard SE(IT)/ Nodal Officer shall issue notification to all payment authorities.
2. **Price variation formula:** The price variation shall be applicable on the unit rates mentioned in the Contract. The percentage increase/decrease (rounded off up to two decimal) in price shall be worked out as under:

i. Call Centre Agents and Customer Care Centre Agents:

L1 = Rate of skilled labour per day as on date of Bid Submission, as published by the Govt. of Rajasthan for minimum wages to Labour per days, as per Act 1948.

L2=Rate of skilled labour as published by Govt. of Rajasthan as on first day of April month for which price variation is to be allowed to the bidder for a period of 1st April to 31st March of that year.

$$\text{Formula: } P \% = 0.5 \times \frac{L_2 - L_1}{L_1} \times 100$$

(where manpower component is considered as 50% of the total cost.)

Illustration:

If the base rate of skilled Labor (L1) is Rs. 200 per day as date of Bidding, and the rate of skilled labor (L2) is Rs. 220 per day then on 1st the April of that particular year, price variation shall be calculated as below:

* The price verification shall be applicable only on 1st April of each year.

$$P \% = 0.5 \times \frac{(220 - 200)}{200} \times 100 = 5 \%$$

ii. Fault Rectification Team :

L1=Rate of skilled labor per day as on date of Bid Submission, as published by the Govt. of Rajasthan for minimum wages to Labor per days, as per Act 1948.

L=Rate of skilled labor as published by Govt. of Rajasthan as on first day of April month for which price variation is to be allowed to the bidder for a period of 1st April to 31st March of that year.

DP₀= Base index price of diesel in Rs. Per Ltr as on 1st day of one month prior to opening of Tender. (Lowest of government petroleum companies)

DP₁ = price of diesel in Rs. Per Ltr on 1st of April of every financial year for which price variation is to be allowed to the bidder. (Lowest of government petroleum companies)

Formula:

$$P \% = 0.5 \times \frac{(L - L_0)}{L_0} \times 100 + 0.2 \times \frac{(D_1 - D_0)}{D_0} \times 100$$

(Where manpower is considered 50% and Diesel component is considered as 20% of the total cost respectively)

Note: To avoid anomalies in working of Price variation, vendor shall develop an IT Tool for auto compilation of the PV. Such tool shall be verified / approved by the Discom

4.24. Penalties

The following penalties shall be applicable on the Bidder:

1. Implementation / Milestone Penalties

Following penalties shall be applicable for any delay in implementation schedule.

Sr. No.	Particular of Activity	Desired Time Schedule	Penalty
1	Furnishing detailed specification/datasheet of entire system, hardware, cloud services etc. under the scope of the Agency. MIS Dashboards, report formats has to be submitted for approval	Within 30 days from the date of awarding contract (detailed work order) ** If not furnished within 45 days, the order may be cancelled.	Rs. 50,000/- (Rupees Fifty Thousand) per day will be levied on Agency. The upper cap for Penalty will be Rs 7.5 Lacs.
2	Approval / comments by Discom.	Within 15 days from the date of submission of point 1 above.	

3	Deployment of the following system: (i) Central Call Centre with FRT (ii) Customer Help Desk	Within 60 days ** after activity as per point No. 2 above ** If not offered within 75 days, order may be cancelled	Rs. 20,000/- (Rupees Twenty Thousand) per day will be levied on Agency. The upper cap for Penalty will be Rs 3 Lacs.
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Table 3: Implementation Penalties

2. Operational Penalties

Operational penalties shall be applicable after system is declared operational. These shall be apart from applicable implementation penalties. The following operational penalties shall be applicable on the Bidder:

(i) System Availability

Availability of a system is defined as the amount of time, if a customer had called; his call would have been attended at the call centre. It excludes any and every form of downtime which might prevent a caller's call from being answered.

Objective	To ensure system is available at all times and to measure all type of downtimes if any.	
Definition	This is measured as Total number of down instances where the system is not available to Consumer of Jodhpur Discom for Complaints and feedback. Exclusions: 1) Planned Shutdown & Forced Measure.	
Data Capture	System generated report Or Manual observation	
Reporting Period	Monthly	
Service Level		
Sr. No.	Downtime value for the month	Penalty
	Total number of down hours beyond 10 minutes	Rs 10,000 per hour

(ii) Call Queue Waiting Time

Objective	To ensure that more than 95% of calls requesting to speak with an Agent are attended within 60 seconds
Definition	This is measured as the waiting time in Automatic Call Distributor (ACD) queue after pressing prescribed digit to talk to the Agent but before being answered by the Agent. % Call Queue Waiting = [Calls waiting more than 60 sec at IVR or ACD / Totalcalls at IVR or ACD]*100
Data Capture	System Generated Report

Reporting	Monthly	
Service Level		
Serial No:	Percentage of calls attended	Penalty
1	> 95% calls attended within 60 seconds	Nil
2	More than 90% but up-to 95% calls attended within 60 seconds	Rs 5 per delayed call
3	Up-to 90% calls attended within 60 seconds	Rs 8 per delayed call

(iii) Call Abandonment Rate

Objective	To ensure that not more than 3% of calls requesting for an Agent go unattended.	
Definition	This is measured as percentage of calls abandoned on IVR or ACD. % abandoned rate = [Calls abandoned at IVR or ACD / Total calls at IVR or ACD]*100	
Data Capture	System Generated Report	
Reporting Period	Monthly	
Service Level		
Serial No:	Percentage of calls abandoned	Penalty
1	Less than 3%	Nil
2	Between 3%-5%	Rs 10 per call un -attended
3	More than 5% up-to 8%	Rs 15 per call un -attended
4	More than 8%	Rs 20 per call un -attended

(iv) Complaints not resolved by FRT within time

Objective	To ensure timely resolution of complaints.	
Definition	This is measured as number of complaints getting delayed in resolution beyond 2 hours for urban areas.	
Data Capture	System generated report total hours of delay beyond timeline	
Reporting Period	Monthly (System Generated Report)	
Serial No	Delay in resolving complaint by FRT	Penalty

1	For Urban Areas- Total hours of delay by FRT beyond 2 hour / 2 hours from the time of registration of complaint	Rs 20/- per hour
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(v) False closing of complaint

Objective	To minimize false closing of complaints	
Definition	This is measured as the number of complaints closed without rectifying the problem	
Data Capture	System Generated Report	
Reporting Period	Monthly	
Service Level		
Serial No:	False Closing of Complaints	Penalty
1	Number of false closed complaints	Rs. 100 on each default

(vi) FRT not deputed in requisite numbers

Objective	To ensure availability of FRT as per requirement	
Definition	This is measured as number of FRT not deputed in as requisite. The vehicle along with man power together shall be considered as FRT. If any component is missing, FRT shall be considered as not available.	
Data Capture	Manual Verification by JdVVNL	
Reporting Period	Monthly	
Service Level		
Serial No:	Number of FRT not deputed	Penalty
1	FRT not deputed in a shift	Rs 1500/- per FRT per shift

(vii) FRT member s or call centre agents not in prescribed uniform

Objective	To ensure that FRT members or call centre agents are always in prescribed Uniform	
Data Capture	Manual verification by JdVVNL	
Reporting Period	Monthly	
Service Level		
Serial No:	FRT Member or Call Center agents not in prescribed uniform / ID card	Penalty
1	Daily Default per FRT	Rs 200/- per FRT per Instance
2	Daily Default per CCC agent	Rs 100/- per Instance

(viii) Shortage of CCC Manpower

Objective	To ensure that CCC agents are available in requisite number	
Data Capture	System generated report or JdVVNL officers checking and inspection at any time	
Reporting Period	Monthly	
Service Level		
Serial No:	Short of CCC manpower	Penalty
1	Default in not deputing call centre agent in requisite number in a shift	Rs 200/- per missing agent per shift

(ix) Shortage of Helpdesk manpower

Objective	To ensure that Helpdesk agents in requisite number at division level	
Data Capture	System generated report or JdVVNL officers checking and inspection at any time	
Reporting Period	Monthly	
Service Level		
Serial No:	Short of CCC manpower	Penalty
1	Default in not deputing helpdesk agent in requisite number at division office	Rs 200/- per missing agent per shift

(x) Call not Escalated to JdVVNL

Objective	To ensure timely escalation of call to JdVVNL	
Data Capture	Separate System generated report for Jodhpur City, Urban areas	
Reporting Period	Monthly	
Service Level		
Serial No:	Call not escalated to JdVVNL	Penalty
1	Hours of delay in call escalation to JdVVNL (more than 1:30 hrs for Jodhpur City, 2:00 hrs for urban areas and 6:00 hrs for Rural area after registration)	Rs 20/- per hour on each default

(xi) Non-functioning of non-IT infrastructure in CCC

Objective	To ensure proper functioning of non – IT infrastructure in CCC	
Data Capture	JdVVNL officer checking and inspection at any time	
Reporting Period	Monthly	

Service Level		
Serial No:	Non – functioning of non-IT infrastructure on CCC	Penalty
1	This will include occurrence of one or more of the following: a. Fire Alarm System not working b. Project Manager not on duty c. Project Supervisor not on duty d. AC defective / Cooling not effective e. Printer not working f. CCTV not working g. DG not Working h. Online UPS for the CCC standby not working i. Any other system as part of the scope of work not working	Rs 200/- per instance

Overall Penalty

The total penalties on account of operational deficiencies during a month will not exceed 10% of total monthly invoice.

**To avoid anomalies in working of penalties, vendor shall develop an IT Tool for auto compilation of the penalties. Such tool shall be verified / approved by the Discom.*

4.25. Implementation and Rollout Schedule

1. The Agency has to submit the plan for customization and rollout of the scope of the work as per the terms and conditions of the award.
2. Penalty will be levied for delay in execution and rollout as per the Penalties given in this Tender document.
3. Time is the essence of the contract and hence the scope of work has to be completed as under.
4. Timeline for various modules will be as follows

Sr. No.	Particular of activity	Time schedule desired
1	Furnishing detailed specification / datasheet of entire system, hardware, cloud services etc. under the scope of the Agency. MIS Dashboards, report formats has to be submitted for approval	Within 30 days from the date of awarding contract (detailed work order) ** If not furnished within 45 days, the order may be cancelled.
2	Approval/ comments by Discom.	Within 15 days from the date of submission of point 1 above.

3	Deployment of the following system: (i) Central Call Centre with FRT (ii) Customer Help Desk	Within 60 days ** after activity as per point No. 2 above ** If not offered within 75 days order may be cancelled
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Table 4: Project Timeline

5. Discom shall provide the master data before above schedule
6. The Implementation Agency shall supply the complete backup of data on quarterly basis in predefined (SQL/Any Standard Database Format) form along with required software to incorporate / read the data in soft copy in external hard Disk, and modifications incorporated during the year shall also be provided in hard copy on yearly basis.
7. The Implementation Agency shall be responsible for proper storage of data on dedicated secured storage device and ensure proper care of data stored therein from being erased or mutilated / destroyed through in-advertence or fire or any hazard and will indemnify the Jodhpur Discom for the above data held in their charge from damages or destructions or loss due to any reason what-so-ever. Storage charges, insurance cover charges etc. for safe custody of data shall be borne by the agency.
8. The Implementation Agency shall have alternate arrangements to continue to execute the work in case of breakdown of their own system

Section 5. General Technical Features / Scope of Work

5.1. Reference for the Prospective Bidders

1. At present the Call Centre is established at the New Power House, Jodhpur with the following infrastructure :

- (i) Total Capacity : 90 nos. of persons per shift
- (ii) Furniture: Cubical available for 90 persons
- (iii) Software : Developed under RAPDRP
- (iv) Work Stations: 70 Nos.
- (v) UPS, LAN etc.: Lump sum.

2. Historical Information :

- (i) The Number of Inbound Calls & Complaints registered from Jan'17 to Aug'18 are as shown in the Section 1.2 :

a. At present CCC receives inbound calls mainly for following purposes:

- i. No-Current
- ii. Transformer Burnt
- iii. Safety Related
- iv. Harassment by Discom Employee
- v. Theft information
- vi. Other technical issues

b. Outbound Call facility is being utilized for:

- (i) Feedback calls & status update to consumer
- (ii) Call to FRT
- (iii) Call to Nigam staff/ officer

c. Complaints Registration system registers the complaints.

d. Online facility is available in the system through Discom portal - Web Self Service.

e. FRT Currently Fault Rectification Teams are deployed at District HQ (35 Nos.) in JdVVNL. Details are as under:

Sr. No.	Name of Circle	FRT Contractor Name	Validity of Work Order
1	Jodhpur City	Intelenet Global Services (P) ltd	21.09.2018
2	Pali	Intelenet Global Services (P) ltd	24.05.2019
3	Barmer	Intelenet Global Services (P) ltd	24.05.2019
4	Jaisalmer	SirsaBansivat Co-op	11.01.2019
5	Jalore		
6	Sirohi		

7	Sri Ganganagar		
8	Hanumangarh		
9	Churu		

Table 5: Existing FRT Details

Bidder will take over the sub-division of circles as soon as existing order completes.

(This is mainly for Pali&Barmer)

Note: Before furnishing the bid the bidder may study the present system of Discom and contact to Tendering Authority. The functional requirement of the current system and services to be rendered would be at par or in addition to all the functionalities that are present in the current system.

5.2. Detailed Scope of Work

5.2.1. Introduction

Jodhpur Vidyut Vitran Nigam Ltd [hereinafter to be referred to as JdVVNL] is a distribution Utility entrusted with the distribution of power. It caters power to more than 34Lacs consumers under control of twelve distribution circles namely: Jodhpur City, Jodhpur District, Bikaner City, Bikaner District, Barmer, Jaiselmer, Pali, Sirohi, Churu, Sriganganagar, Hanumangarh & Jalore. (Presently Bikaner City is given as Distribution Franchisee and customer complaint resolution is not in the scope in present tender)

JdVVNL intends to increase the ‘customer satisfaction level’ and thus is looking forward for implementing a State of art Customer Care Centre in Jodhpur Discom.

The Smart Customer Care System will comprise of three different but integrated consumer centric modules

- (1) Centralized call centre
- (2) Fault Rectification system along with appropriate infrastructure for rectification of fault related to “No - Current Complaint” and
- (3) Customer Care Centers in all Divisional Level (i.e. XEn (O&M) Head Quarter)

Smart Customer Care Centre System has been conceptualized to provide single window contact under one single roof for the entire customer complaints / Grievances and fulfill the objectives of providing assured and timely resolution. It envisions streamlining of the consumer grievance processes, provide better control for supervision & monitoring and create high levels of transparency for all Customers complaint / grievances related business and technical issues.

The system would provide better service and convenience to the consumer through a consumer friendly environment, highly responsive consumer service executives and extended service hours. An integrated approach for providing end-to-end solution towards consumer services needs has been adopted so as to make the entire process consumer centric and service friendly oriented. The system may be used to forward SMS regarding reminder of due amount or other information that JdVVNL may decide at later stages.

5.2.2. Objectives

Jodhpur DISCOM intends to achieve following major objectives through establishing the Smart Customer Care Centre System

- (1) Provide Centralized Web Based system to host all consumer-related complaints in the Master Data Base irrespective of location of complaint receipt.
 - (2) Provide assured and timely services to the customers as per the stipulated time frames (Service Levels mentioned in the RERC regulations)
 - (3) Significantly reduce processing time in case of multiple types of complaints.
 - (4) Enhancing Consumer satisfaction levels by continually improving the service standards and thereby the Public image of the utility.
 - (5) Bringing Consumer centric approach to the customer service processes
 - (6) Establishing Web based centralized control and monitoring system over the entire consumer care processes thus creating higher transparency and initiating timely action
 - (7) Ensuring effective system for complaint management system so as to achieve speedy resolution of complaints.
 - (8) Establishing centralized trouble call management for consumer convenience and effective tracking and monitoring through Web System by every Stake holder.
 - (9) Immediate forwarding the 'No Current complaints' to Fault Rectification Team (FRT) through mobile application by the system automatically without any human intervention thus reducing time of escalation.
 - (10) Reduction in complaint resolution time with the a view to extend the customer centre services up-to the consumer doors
-

- (11) Effective identification and tracking of the point of slackness in the complaint resolution process for fixing the accountability on specific persons, offices, or processes
 - (12) Eliminating the delay in finding out the status of a consumer complaint through Web based Customer Information System (WBCIS).
 - (13) To generate an array of decision support reports and charts to help the senior management in finding out the root cause for the complaints and identify the bottlenecks to come out with quick remedies.
 - (14) To provide a centralized customer friendly channel for registering complaints in multi-channel manner and resolving the customer complaints related to power supply, distribution network related, and other complaints on 24x7 basis, 365 days a year.
 - (15) To address all the complaints as under which requires customers to come to the centre in person for completion of documentation formalities. These services are available on 365 days a year.
 - a. No-Current
 - b. Transformer Burnt
 - c. Safety Related
 - d. Harassment by Discom Employee
 - e. Theft information
 - f. Technical issues like meter etc
 - g. Service requests like Reconnection, disconnection
 - h. Bill related enquiries
 - i. Information of special drives and schemes
 - j. Providing outage Information
 - k. Commercial Requests
 - (16) The process flow of complaint Registration and Resolution shall be mainly as under:
-

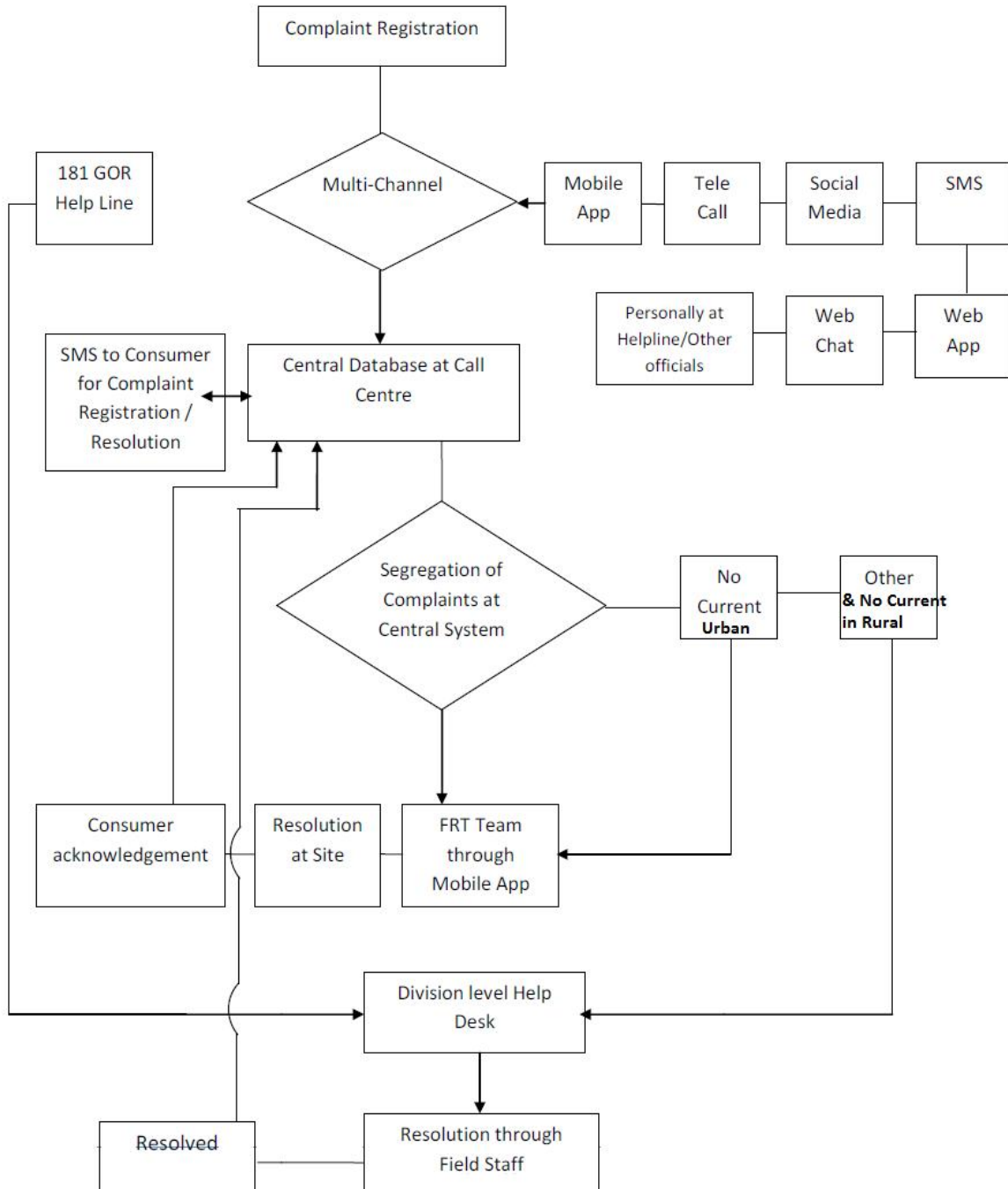


Figure 2: Indicative Call Flow Process diagram

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

5.3. Broad Scope of Work: The proposed system shall be as under

The broad scope of work to be undertaken by the agency is provided below:

- (i) **Provision of the following services should be there**
- (ii) To establish and implement the Web Based Comprehensive Solution on Service

Oriented Architecture (SOA) comprising the Hardware, Software and associated software etc.

(iii) To Establish the Customer Care Services Centre in the following manner :

- a. Centralized Customer Care Centre at OPH-Jodhpur
- b. Customer Care Centre at Division (XEN) Head quarter of Jodhpur Discom

(iv) To Deploy the Field crew with vehicle as per this specification Document.

5.3.1. The entire System/Solution shall be deployed on Cloud by the vendor. The sizing, installing, deployment, maintenance, security, up keeping shall be under the scope of the vendor. The Cloud service shall be made available with the empanelled / registered service providers of Government of India for cloud base services. The copy of agreement shall be made available before the commencement of work. The generic and specific guidelines issued by State & Central Government IT departments with respect to Hosting, Security, Vulnerability etc., have to be adopted and implemented during the tenure of the project. Discom shall be intimated of the cloud hosting and all related agreements and certificates.

5.3.2. To provide and maintain the required be on DR Cloud (1 : 1) and the same shall be hosted in a different Seismic Zone. Discom shall be intimated of the cloud hosting and all related agreements and certificates.

5.3.3. To provide and maintain the required hardware at various locations as defined in the specification.

5.3.4. To provide the required minimum manpower :-

- (i) Central Location in intimation to DISCOM
 - a. Project Manager (1-No. at Discom HQ)
 - b. System Administrator (2-Nos)
 - c. Data Base Administrator (2 Nos.)
 - d. Call Centre Executives (as per details given)
 - e. Division level Help Desk Executives (as per details given).

5.3.5. To supply the furniture as defined in the specification.

5.3.6. SIM Card with GPRS/ 3G/4G connectivity charges on Android Smart Phones along with the required monthly data packs.

5.3.7. Change request, modification, new feature development, new configuration, Updates, New integration requirements for all the software during the tenure of the

contract shall be included within quoted price. This shall be applicable within the boundary of the system.

5.3.8. Data migration from the existing systems through a sustainable system. No payment shall be made for Data Migration. The bidder has to ensure that no data is lost in the process.

5.3.9. Integration with the Billing System(s) on real Time basis.

5.4. Detailed scope of work

The overall scope comprises to establish and operate following three customer centric different modules which are integrated with each other through Web Based Solution. The scope of work is not merely limited upto this clause but whatever obligation required to be performed to comply with this entire specification to materialize the objective envisaged by JdVVNL is deemed to be covered in this specification.

The scope includes establishment and implementation of Web Based Comprehensive Solution on Service Oriented Architecture (SOA) comprising the Hardware, Software and associated software etc.

- i. To Establish the Customer Care Services Centre in the following manner :
 - a) Centralized Customer Care Centre at New Power House, Jodhpur
 - b) Customer Care Centre at Division (XEN) Head quarter of Jodhpur Discom (except Bikaner City Circle)
 - c) Deployment of Fault Rectification Team
- ii. To operate an IT enabled Centralized call centre for registering of complaints in multi-channel mode and 365 x 24 x 7 availability basis in JdVVNL's premises

5.5. Functional Requirement of System

5.5.1. Smart Centralized Call Centre System

5.5.1.1. REGISTRATION OF COMPLAINTS in the following manner :

I. Complaint Registration Procedure (Multi Channel Communication):

The customer/consumer can register the complaints in multi-channel mode mainly through the following but not limited. The system shall identify the consumers, who have accessed the system earlier.

- a) Voice Call to Central Customer Care Centre.

- b) Through Mobile App.
- c) Through Web based application.
- d) Through pre-defined SMS Text via registered mobile number.
- e) Through Web Chat.
- f) Through Social Media like Facebook, twitter etc.
- g) In person to Division level help desk. Or any office of Discom.
- h) In case consumer approaches to call centre for the first time, the system shall ask the consumers whether his mobile number / email / social media account may be registered for the future recognition.

II. Lending, Processing and segregation of complaints at central system:

- a) All the complaints irrespective of its nature shall be stored in the predefined format to be finalized at Design stage at Central database to be hosted on cloud.
- b) The Central system/ application shall segregate all the complaint on real time basis in following 2 categories:
 - i. No Current Complaints.
 - ii. Other Complaints.

III. System Generated Escalation

The system itself without any manual intervention shall escalate the complaints in following manner:

a) No current complaint:

Each No Current Complaint shall be converted into a docket which comprises all details of the consumer including its demographic/geo detail and type of complaint. Each docket shall be transferred to respective FRT through Mobile App / Web App / SMS without any manual intervention / Call.

In Rural Areas where FRTs are not available then complaint docket will forward to Concern official of DISCOM / Customer help desk at Division Level.

b) Other Complaints:

The other complaints on the basis of its subgroup shall be converted into a docket with ID and shall be transferred to respective Division level help desk through system only. There shall be one POP-UP message that will appear on the respective help-desk.

IV. Complaint resolution system :

a. By Fault Rectification Team (FRT): (Equipped with GPS Tracking System)

The FRT Team shall rush to the consumer premises and rectify the complaints and obtain ac knowledge from the consumers on “Mobile TABLET” itself. Such acknowledge shall transmit to central system, where the open complaint shall be closed and SMS / Push message shall be sent to the consumer.

b. By Divisional Level Help Desk

On the receipt of complaint through system, duly segregated sub Division wise, the help desk executive shall pursue with the concerned field staff for follow-up till resolution of the complaint. After resolution of the complaint duly acknowledged by the consumer, the data base shall be updated accordingly

5.5.1.2. OTHER FEATURES :

- i. The Centralized call centre will have master system for GPS based vehicle tracking system
 - ii. System to generated SMS on events as identified in detailed scope of work (SMS gateway shall be provided by Discom)
 - iii. System generated report through Report Builder to be updated real time basis on web system.
 - iv. To integrate the proposed system with other third party systems like (a) RAPDRP System (b) GIS (c) Revenue Management System (d) Feeder Monitoring system (e) SCADAetc. to share and transfer the data seamlessly for better services to the consumers. The integration of SCADA system with call centre system will enable the call centre agent view the affected area due to HT fault and proactively inform the calling consumers about the fault.
 - v. The JdVVNL shall provide electricity for call centre operation at no cost to vendor.
 - vi. To establish Web Based Centralized Customer Call Centre for Registration, Escalation and Resolution of consumer’s no current complaint on 365 x 24 x 7 basis through multi-channel mode. The call centre will have three shifts daily operating from 8.00 am to 4.00 pm, 4.00 pm to 12.00 mid night and 12.00 midnight to 8.0 0 am. 4.00 pm to 12.00 midnight shift is the peak demand shift.
 - vii. This call centre will act as a main central host for all type of complaints to interact with other two modules i.e. Help Desk at Division and FRT.
-

- viii. To Design and deploy Web based Central solution to meet the JdVVNL requirement to be hosted on cloud:- The system shall comprise SOA based WebBased solution to be hosted at Cloud and other Infra to be required to run Call Centre.
 - ix. The vendor will supply and install all the required hardware and Web based Application software with perquisite mobile APP.
 - x. Vendor will create the call centre by deploying necessary cabling, furniture, earthing, electrical fixtures, ACs, cameras, smoke detectors, fire alarms systems, fire extinguishers etc.
 - xi. Vendor will deploy the requisite and trained man power as envisaged in this specifications
 - xii. Vendor will deploy a vehicle tracking system to identify the consumers address and locate the vehicles (mobile Vans)
 - xiii. To register, resolve and escalate all the calls / complaints registered in the call centre.
 - xiv. To confirm rectification of all complaints from the consumer s through system.
 - xv. To Provide Internet connectivity of adequate bandwidth for application hosting on the web
 - xvi. To Deploy PRI Line suitably for 90 agents on redundant basis i.e. 1+1 mode from separate Service provider.
 - xvii. All expenses toward having PRI / leased line for short access number from Service provider is in the scope of vendor.
 - xviii. The space at Data Centre building of JdVVNL at New Power House, Jodhpur shall be provided to the vendor for establishing CCC under the scope of this tender. The vendor may visit the existing CCC & field areas of JdVVNL to have proper understanding of CCC & FRT operations. The establishment of complete setup of the CCC including infrastructure, hardware and software will be the responsibility of the vendor.
 - xix. The bidder shall ensure high availability of the system to fulfill 24x7x365 operations. The vendor shall maintain this facility in good running condition on its cost for the entire term of the tender. At the end of the term, the vendor is
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allowed to retrieve the infrastructure including hardware/software supplied by him on “As Is “condition.

5.5.1.3. Requirement of Hardware, Software and Infrastructure:

- i. The vendor has to offer complete solution to Discomas **service or SAAS model(System as a Service)** as such , vendor has to make own assessment of detailrequirement of hardware, software and infrastructure or any other requirement.
- ii. The vendor will have to equip the JdVVNL CCC with all necessary brand new hardware and licensed software and maintain the same in good condition for entire period of contract (Support document from OEM to be furnished).

Following is the suggestive list of various requirements for the proposed CCC which may vary according to the solution offered by vendor.

Sr · N o.	Items	Quantity
1	Hardware as per requirement of various software / system like CTI, IVRS, ACD, CRM, Voice Call Recorder, FRT mobile app, FRT vehicle tracking system or any other hardware against offered solutionby the vendor	The vendor will make its own assessment of requirement and provide the same.
2	Software as per requirement of various system like CTI, IVRS, ACD, CRM, VoiceCall Recorder, FRT mobile app, FRT vehicle tracking system or any other software against offered solution by the vendor	The vendor will make its own assessment of requirement and provide the same.
3	Workstation or terminal for every inbound and outbound agents plus other personnel like supervisors, managers and Discom officer deputed at CCC.	The vendor will make its own assessment of requirement and provide the same.
4	Local Area networking & internet bandwidth / lease line at CCC	The vendor will make its own assessment of requirement and provide the same.
5	Diesel Generator for standby power of entire facility.	The vendor will make its own assessment of requirement and provide the same.
6	Online UPS for IT systems like serversand PCs	The vendor will make its own assessment of requirement and provide the same.
7	Air conditioning for CCC (Maintenance Centralised as well as split)	The vendor will make its own assessment of requirement and provide the same.

Sr No.	Items	Quantity
8	PRI lines for inbound calls	Sufficient number of inbound telephone lines must be in operation at all times depending upon number of agents on desk keeping minimum Lines: Inbound Agent ratio to be 2:1. The vendor will make its own assessment of requirement and provide the same.
9	Outbound Calling facility	Vendor is free to select suitable arrangement for outbound calling like PRI or any other but it shall support call recording. All expenses shall be borne by the vendor.
10	Telephone instruments with headset for each agent, supervisor, manager etc.	The vendor will make its own assessment of requirement and provide the same.
11	Laser Printer & stationary for printing various reports	The vendor will make its own assessment of requirement and provide the same.
12	Fire Alarm System	The vendor will make its own assessment of requirement and provide the same.
13	Fire extinguishers	The vendor will make its own assessment of requirement and provide the same.
14	Smart Mobile phones with SIM (sufficient data pack) for FRT/CCC staff in sufficient quantity	The vendor will make its own assessment of requirement and provide the same.
15	Web Based CCTV System	The vendor will make its own assessment of requirement and provide the same. Minimum recording of one month to be stored and make available to JVVNL as and when required/requested.
16	Agent desk, chair and other office furniture	The vendor will make its own assessment of requirement and provide the same.
17	Civil work like carpeting, noise proofing, painting, Other works as per CCC design	The vendor will make its own assessment of requirement and provide the same.
18	Drinking water cooler, fan etc.	The vendor will make its own assessment of requirement and provide the same.
19	Shoes Rack suitable for 90 agents & One Almirah for keeping records	The vendor will make its own assessment of requirement and provide the same.
20	Furniture	for all supporting Staff

Table 6: List of Items requisite in CCC

iii. PRI Lines

- a) The vendor shall provide sufficient PRI lines in operation for inbound calls at its cost, not less than 2:1 ratio (telephone lines: Inbound Agents in a shift). It is assumed that each PRI line has 30 channels for calling. Hence it should be minimum 3 PRI line from once service provider.
- b) To ensure high availability for inbound calls (safeguarding from PRI line failure of one operator) Connection from at least two different operators shall be taken maintaining operational ratio of 2:1 from each operator.
- c) The PRI lines will have to be mapped with JdVVNL Toll Free Number: 180018060457 & 1912 and another tolled number. The vendor will arrange mapping of these numbers on its PRI lines so that inbound calls will land on the PRI by dialing these numbers. The vendor shall arrange adequate number of PRI lines so that if one telephone number is out of order the other number shall be operational with full capacity of PRI lines.

5.5.1.4. **Network Connectivity:**The vendor has to provide and maintain all networking & bandwidth requirements of CCC& FRT. All critical networks at CCC, internet, lease line shall have both primary & secondary circuits.

5.5.1.5. Operations of CCC Services

The vendor has to operate CCC on 365 x 24 x 7 basis. The call centre will maintain rotation of agents/manpower in three shifts daily, operating from 8.00 am to 4.00 pm, 4.00 pm to 12.00 mid night and 12.00 midnight to 8.00 am or as decided by JdVVNL.

5.5.1.6. The Details of Functionalities and Software Systems

Generic features of the Software Solution/System

- i. AccessControlwithdetailsofdata/serviceaccessfordifferentusers
- ii. Backupstrategy
- iii. Security andEncryption
- iv. Confidentiality
- v. AuditTrails
- vi. Availability vis-à-vis PerformanceMetrics
- vii. Monitoring and TestTools
- viii. Cloud Hosting & Deliverypolicies
- ix. Software upgrades andupdates

- x. Serviceloss/degradationseveritydefinitionsandremedialtimes,i.e.Disaster Recovery and Data protectionplans
- xi. Automatic Failover schemes inplace
- xii. Automatic updatesand patch management
- xiii. Scalabilityas perrequirement.
- xiv. Integration with existingapplications

5.5.2. Complaint Registration Management

TO BE FINALISED after award of contract in the design phase. The sameshall be verified by team of 2 Executive Engineers of Jodhpur DISCOM nominated by the SE(JCC) / Nodal Officer.

5.5.3. Tracking of Complaint

The Tracking of the complaints shall be as per the flow diagram and shall be finalized in the design phase. The same shall be verified by 2 Executive Engineers of Jodhpur DISCOM nominated by the SE(JCC) / Nodal Officer

- a) The call centre agent and consumers will be able to locate the FRT vehicles at any time and keep track of their pending complaints. The vehicle tracking system along with (inbuilt vehicle unit) connectivity will be provided by the vendor. The functionality of vehicle tracking to consumer & call center agent similar to tracking of cab in OLA / Uber Cab facility.
- b) The call centre executive will track the status of all complaints registered through CCC at a regular interval. If the complaints that are in the scope of the vendor are not resolved in set timeline, then penalties as mentioned in the penalties clause will be imposed on the vendor.
- c) Till confirmation from consumer is received at the call centre the complaint will not be considered as closed. On completion of the complaints, the system shall generate and SMS automatically to the consumer for closing of the same.
- d) JdVVNL reserves the right to cross check the complaint resolution time and the status of the same through internal mechanism
- e) It is important to note that, if JdVVNL finds out that the complaint was not resolved in time and false details are maintained in the systems then vendor shall be penalized as per SLA / Penalty clause.

5.5.4. Call Escalation and SMS Service

TO BE FINALISED after award of contract in the design phase. The same shall be verified by team of 2 Executive Engineers of Jodhpur DISCOM nominated by the SE (JCC) / Nodal Officer.

SMS alerts associated with various events

Sr. No.	Event	To	When
1	Registration of complaints	Consumer	On registration of complaint
2	On FRT Assigning	Consumer	Assigning complaint to FRTforresolution
3	Resolution of complaint	Consumer	On resolution of complaint
4	Closure of compliant	Consumer	On closureofcomplaintafterconfirmation from consumer
5	Re-opening of complaint	Consumer	Re-openingofresolved/closedcomplaints by consumer
6	Escalation of complain	Consumer, AEN/JEN or any otherDiscom officer	When complaint is not resolvedwithin given time frame
7	Power outage from DT/Feeder	Consumer/ Discom staff	On planned/unplanned outage fromDT/Feeder

Table 7: List of Events when SMS trigger

****SMS gateway will be provided by the Discom.**

All related messages of consumer complaints shall also be delivered to FRT in its mobile application.

5.5.5. Power Outage

- a. The CCC shall be capable of capturing & utilizing information of power outages occurring in the Discom. Power outages may be planned or unplanned.
- b. The CCC system shall be integrated with outage management system, DT metering system, Feeder monitoring system, SCADA or any other system supplying power outage information.
- c. CCC shall send SMS to consumers/Discom staff on detection of power outage from a DT. The information of power outage shall flow from the DT metering system to CCC system and CCC system shall trigger SMS based as per setting of CCC system.

- d. Similarly consumers shall be intimated by CCC for planned outages of feeders and DT through SMS in advance.
- e. The Discom staff can also inform CCC about planned or unplanned outage conditions through call.
- f. CCC agent shall accordingly inform the consumers calling CCC for complaint registration about outage of the system, DT or feeder etc. and shall not register individual no-current complaint.

5.5.6. Complaint Flow Management

The complaint can be registered in the following made

- A. Through Interactive Voice Response System(IVRS)
- B. Through JdVVNL WebPortal
- C. ThroughEmail
- D. Through MobileApp**
- E. ThroughSMS
- F. Through Social Media such as Facebook, Twitter & WhatsApp etc.
- G. Through SMAPARKPortal

**The Discom is in process of getting Mobile Application developed. The Bidder has to consider the integration with proposed Mobile app. Scope of Bidder to will be limited to getting complaint, lodging complaint, updating status of complaint to be viewed on app.

The Segregation and escalation of various complaints received from any of the modes shall be processed as per flow diagram already illustrated earlier.

5.5.7. Report Generation

- a) The vendor will use independent Report Builder and Separate Analytical Tools of standard make for measurement of performance of CCC in various different aspects like average call wait time, average call resolution time, agent performance, repeated complaints, FRT throughput etc. and share the same regularly or as and when demanded for period wise, area wise, complaint type-wise etc.
- b) The vendor shall provide system access to JdVVNL staff for various real time reports through internet/WAN/LAN.

- c) The vendor will have to generate various MIS and other reports as per the requirements of JdVVNL.
- d) The vendor will also compile information available in the CCC application in a desired format as per the requirements of JdVVNL.
- e) The consumables and printing of reports shall be in the scope of this tender.
- f) The vendor shall provide system generated reports for SLA measurement.
- g) Reports for performance measures will allow the helpdesk / call centre to:
 - Review the call centre operation as a whole.
 - Review the performance of each employee.
 - Analyze performance trends.
 - Investigate the root cause(s) of problems.
 - Optimize the use of call centre resources

5.5.8. Call Recording

- a) All calls received by the agents shall be recorded using the “state of the art technology”. The vendor shall keep the day wise recordings of last 3 months.
- b) The Vendor shall provide the recording of a particular consumer/ consumers to the JDVVNL via e-mail/DVD within 24 hours upon request.
- c) Such calls shall be used for agents training & coaching after approval of supervisor.

5.6. Centralized Customer Care Centre System (CCC)

i. Call Centre Executives / Agents

In order to handle the call load it is mandatory that the vendor would deploy the following number of agents in the call centre. The number of average complaints mentioned is only indicative but the vendor has to attend and handle all calls and complaints received in the call centre within the ordered price.

Following is the tentative month wise requirements of number of call centre agents:

Sr. No.	Period	Total Months	Number of Call Center against each shift as under			Total Agent against in a month	Total Agents in the period defined in the column 2
			8:00AM to 4:00PM	4:00PM to 12 midnight	12 midnight to 8:00AM		
1	2	3	4	5	6	7	8 = 7*3
1	March to October	8	90	90	90	270	2160

2	November to February	4	75	75	75	225	900
3	Total Agent in a Year						3060

Table 8: No of CCC Agents

Note: It may be noted that following numbers of Call center agents shall be earmarked for attending, segregation and escalation of the various complaints received through Social Media like Facebook, Twitter, WhatsApp etc.

No of Call Center Agents during shift 8:00AM to 4:00PM	: 2Nos
No of Call Center Agents during shift 4:00MM to 12:00 midnight	: 2Nos
No of Call Center Agents during shift 12:00 midnight to 8:00AM	: 2Nos

ii. Quantity of Agents

The quantity of agents deployed shall be reviewed in every six months by a committee as under

-) CE(HQ)/ CE to be nominated by the Discom
-) SE(IT)
-) Sr.AO / Cao to be nominated by JdVVNL

This committee shall be authorized to increase / decrease the call centre agents with ± 20%range of the Quantity. Beyond this the committee shall send its recommendation to CLPC.

iii. Reallocation of Number of Agents

- a. The agency shall re-allocate the call centre executives from one shift to another in order to address short term sudden requirement due to conditions such as bad weather etc. JdVVNL reserves the right for reallocation of CC executives from one shift to another without additional cost to Discom.
- b. The agency shall re allocate the call centre executives from inbound to outbound or outbound to inbound in best way to handle its operations depending on the requirement.
- c. Definition of Call Centre Agent: The Deployment of Call Centre agent’s means deployment of Call centre agent along with all requisite Hardware, Software, Connectivity, Furniture and other required Infrastructure. As and when the

number of the Call centre agents increases or decreases, all associated hardware, software and other Infrastructure shall increase or decrease accordingly.

iv. Deployment of Other Staff at Call Centre

- a. Project Manager: One manager is required to be present at call centre from 9:00 AM to 7:00 PM to monitor and control the entire call centre activity.
- b. System Administrator: Two nos. are required to be present at call centre
- c. Data Base Administrator: Two Number are required to be present at call centre
- d. Supervisor: Two in each shift for supervision of CCC operations. He will interact, observe performance of Call Centre executives and FRT against parameters like Call volume, resolution time etc.
- e. JdVVNL Supervisor: One in each shift to monitor CCC performance and update higher officers. He will be deployed by JdVVNL.
- f. Security guards: As per requirement in each shift.
- g. Technical staff: Technical personnel shall be provided for maintenance and upkeep of IT and electrical infrastructure in CCC as per requirement in each shift.

Note: The call centre agents will be in the JdVVNL prescribed uniform and will carry their photo identity card.

5.7. Fault Rectification System

To establish and operate Fault Rectification System (FRS) for Consumers' 'No Current complaints' within consumer meter and distribution transformer - LT Side

5.7.1. Major Scope of Fault Rectification System

This means following will be in the scope of vendor:

- (1) Deploy a fleet of vehicles (through ownership / hire purchase / lease / contract / or any other legitimate means) for attending and removing the electrical fault on 365 x 24 x 7 basis. All the operating expenditure like fuel, lubricants and maintenance etc. are in the scope of vendor.
- (2) Each vehicle will be equipped with necessary T&P items, trained manpower called as 'Fault Removal Team', Smart Mobile Phones / Tablet capable for acknowledgement of consumer after complaint resolution, navigator for vehicle tracking to be linked with Web Based system at Centralized call centre.

- (3) The LCV vehicles will also be equipped with ladder, necessary T&P like pliers, cutter, tester, hammer, rope, fuse wire, M seal, testing bulb, power torch, and safety apparatus like earth chain, saddle, hand gloves etc (as may be necessary to undertake the work effectively) and trained manpower.
 - (4) To rectify the fault falling under the scope of type of complaint
 - (5) The technical personnel shall rectify the electric complaint of the consumer falling within consumer meter and distribution transformer
 - (6) The fault removal team shall take acknowledgement on mobile Tablet after rectification of the fault. The team may also request consumer speak to the call centre staff through its available communication mode in the vehicle for confirmation of rectification of the complaints.
 - (7) In the event the fault is not in the scope of the vendor, then the fault removal team will inform the Centralized call centre through mobile app. regarding the nature of complaint and other technical details including the location and landmark of the consumer's premises
 - (8) The vendor will ensure that the faults (within the scope of complaints) are removed within prescribed time.
 - (9) The FRT members will be in the JdVVNL prescribed uniform and will carry their photo identity card in such a way that the same is always visible (they may pin up on the shirt or may carry on the neck etc)
 - (10) The vehicles will also be equipped with ladder, necessary tools like pliers, cutter, tester, hammer, rope, fuse wire, M-seal, testing bulb, torch, and safety apparatus like earth chain, saddle , hand gloves, safety belt, helmet etc. (or as may be necessary to undertake the work safely & effectively) and trained manpower.
 - (11) The vehicles will be of LCV category not older than five years .The vehicles are not to be transferred to JdVVNL after expiry of contract.
 - (12) In some locations where it is inaccessible by LCV to reach majority of area due to narrow roads, vendor may deploy suitable smaller four wheel / two wheeler vehicles that can play through the narrow roads.
 - (13) All vehicles will have billboards on front, back and sides with "JdVVNL emergency services" or any other caption as suggested by Discom written
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over them. It will also have the logo of JdVVNL and Centralized Call Centre contact numbers.

- (14) Bidder shall arrange police character certificate of its FRT employees.
 - (15) Each FRT shall consist of three persons other than driver out of which one shall be experienced, minimum ITI qualified person along with two persons as helpers.
 - (16) One trained driver with legal and valid driving license issued by competent authority. The driver will always be in uniform and drive safely and will follow the traffic rules and regulations. This is responsibility of vendor that vehicles have all legal documents including the permit and driver is having valid driving license.
 - (17) The FRT will receive new complaints through their mobile app and/or through call and also instantly update resolution or any other status in the mobile app.
 - (18) The FRT will record consumer's confirmation of complaint resolution in their mobile phone through feature of thumb impression or signature on mobile phone screen. If the consumer is not present on site to provide the confirmation, Centralized Call Centre agent will receive the confirmation through call.
 - (19) In the event the complaint/fault is not in the scope of the FRT, then the fault rectification team will inform the call centre regarding the nature of complaint and other technical details including the location for forwarding to Discom.
 - (20) The out of scope complaints shall be transferred to the concerned staff of Discom by Centralized Call Centre immediately through the system.
 - (21) The vendor will ensure that the complaints (within the scope of vendor) are resolved as per time line defined.
 - (22) The FRT will input the technical details of the fault/problem and the resolution offered in the mobile app for the purpose of management action.
 - (23) The vendor should make itself aware of the risks involved in the work and JdVVNL shall in no way be responsible for any loss to property or life due to operation of vendor under this contract.
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- (24) The vehicles can be parked at the Discom designated locations when not in use. The vendor shall keep JdVVNL informed of the locations where vehicles will be parked during the idle time
- (24) Before commencement of work, the vendor will intimate JdVVNL the list, type and vehicle registration number. Any subsequent change in the same will also be intimated accordingly.
- (25) The vendor shall have all employees under its role and no sub-contracting of manpower shall be allowed.
- (26) The FRT is required to collect and submit the details with respect to:
- a) **Outage type:** Meter related, fuse related, transformer related, cable, feeder, service line, pole, pillar box, jumper, knife switch etc. and their respective codes / description
 - b) **Rectification carried out:** What action was taken, time taken to remove the fault, time taken to restore the energy supply etc.
 - c) **Cause:** cause of fault, unbalance load, broken service cable etc.
 - d) **Meter details:** Meter number, reading, type of meter, status of meter before rectification, status of meter after rectification, any abnormality observed in the meter

5.7.2. Requirements of FRT & Vehicles

- a. It is mandatory that the vendor would deploy requisite number of FRT vehicles in each area. The vendor shall keep alternative arrangements for replacement of vehicles under break down or maintenance.
- b. JdVVNL may ask to deploy more vehicles beyond the following numbers for a period for at least one month on giving 48 hours' notice which will be deployed by the vendor on the per unit rate basis.
- c. JdVVNL at any time during the contract may ask the vendor to deploy FRT in other areas also as per requirement.
- d. The vehicle here means FRT which includes the vehicle with requisite manpower and T&P.
- e. Deployment of FRT shall be as under which may be increased or decreased as per requirement of JdVVNL

Location Type	Number of FRT vehicles
Jodhpur City	20
Other Sub-divisions (Urban areas)	59

Table 9: No of FRT requirement

Except Jodhpur City Circle, one FRT shall be deployed in each urban subdivision location

Each FRT shall consists of three persons other than driver out of which one shall be experience, minimum ITIqualified and two person as helper from 00:00 hrs to 24:00 hrs.

The quantity of FRT deployed shall be reviewed in every six months by a committee as under

- a) CE(HQ)/CEtobenominatedbytheDiscom
- b) SE(IT)
- c) Sr.AO/CaotobenominatedbyJdVVNL

This committee shall be authorized to increase / decrease the call centre agents with $\pm 20\%$ range of the Quantity. Beyond this the committee shall send its recommendation to CLPC.

5.7.3. Rectification of Faults/Complaints

- a) Attending to all types of power supply related to no-current complaints pertaining to the LT network up-to the metering point of consumer shall be in the scope of the FRT.
- b) The vendor’s fault rectification team shall resolve no-current complaints within the following timeline from the time it is registered. No time extension shall be allowed in measurement of these timelines.

Location of complaint	Maximum Resolution time
Jodhpur City Circle	2Hrs
Urban areas	2 Hrs

**** Bidder has to ensure that the FRT Team will work with good faith to resolve the problem ASAP without waiting for deadlines.**

- c) In case of meter related problems, the FRT shall be allowed to cut the terminal cover / box seals of the consumer meter if required to rectify the complaint after due reporting to Discom expect above 25hp-18.65 sanctioned connected load.

- d) Information of breaking of terminal cover/Box seals shall be maintained in the system which would be available to the respective AENs at any time.
- e) All instances of emergency involving safety of public or property shall have to be attended immediately with top most priority.
- f) The sample type of complaints related to power supply is given below; however it should not be limited to these.

S No.	Type of Complaint	Nature of Complaint
1	Voltage related	Voltage High
		Voltage Low
		Dim Supply
		Voltage Fluctuation
2	Supply Failure related	Supply failed – Individual
		Supply failed – Total Area
		Supply failed – One Phase
		Supply failed – due to other reason
3	TransformerLTsiderelated	Transformer – Cable / Lugs burnt
		Transformer – Sparking at Pole
		Transformer – Smoke /Flames
4	Line related	Line Snapped
		Line – Tree branches touching
		Line – Bunched / Twisted
5	Pole related	Pole – Rusted / Damaged
		Pole – Fell Down
		Pole – Leaning
		Pole – Current leakage in pole
6	Service connectionrelated	Services Connection – Wire Damaged
		Services Connection – Wire Broken
		Services Connection – Wire Loose Connection
7	Other complaints	These complaints could be without clear details from caller /non-consumer.

Table 10: Sample type of Complaints

- g) Common causes of individual consumers no-current com plaints:
 - i. Loose connection from meter side

- ii. Consumer side fuse blown
 - iii. Loose connection from service line / pole i.e. at termination point of service line from JdVVNL mains that may be Pillar Box, Junction box, Pole etc.
 - iv. Earth not available from pole
 - v. Neutral not available from pole
 - vi. Service line broken or burnt (service line shall be provided by the consumer and to be replaced by the FRT)
- h) The FRT is required to resolve all complaints adopting standard procedures as per guidance of JdVVNL.
 - i) It is clarified for the interest of the bidder that in general the fault rectification in the LT system does not entail the shutdown of electric line and the FRT has to rectify the fault on live circuit.
 - j) The vendor shall have trained manpower equipped with tools and safety devises suitable for working on live circuits.
 - k) The consumables and material required for rectification of no-current complaints like fuse-wire, M-seal putty, D-loop, jumpers, lugs, binding wire, insulated tapes etc. will be provided by the vendor.
 - l) In case of complaints not covered in the scope of vendor, the call centre will intimate to JdVVNL without wasting time as per the escalation scheme prescribed.
 - m) FRT may ask for support of JdVVNL for arranging shut down of supply in case it is essential.
 - n) The following diagram is a typical LT system for illustration
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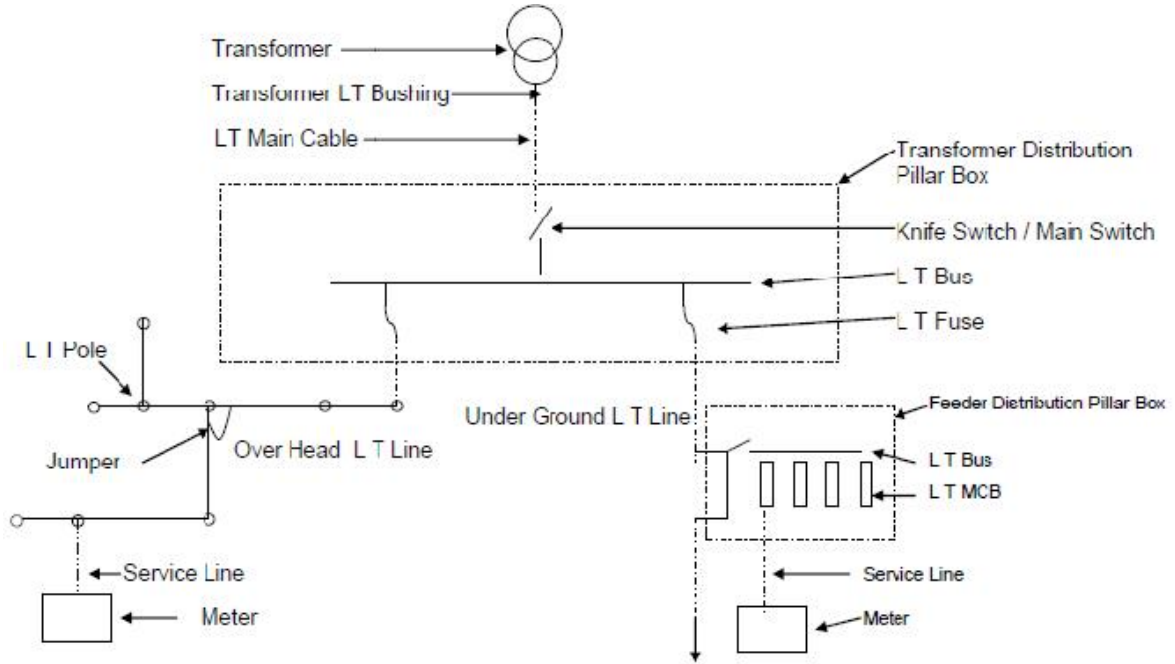


Figure 3: LT Network

5.7.4. Vehicle Tracking System (VTS)

- a) Vendor will deploy a web based GPS vehicle tracking system to identify the location of FRT vehicles in the field.
- b) In addition to displaying this real-time VTS movement data, the system also enables the storage of historical tracking data for subsequent analysis.
- c) JdVVNL users may monitor vehicles in real time on a background map showing details of the land base like roads buildings etc. over internet or on Mobile App by logging in their account similar to track cab for OLA / Uber.
- d) Each vehicle mapped on the VTS will show its registration number, make, and speed while monitored through VTS web interface / mobile app.

JdVVNL shall provide requisite space to park the complaint vehicles in its premises if required by the vendor.

5.8. Divisional Level Customer Care Help Desk

To establish and operate IT enabled help desk facility at each Division office / Head Quarter of Jodhpur Discom to take care all consumer related complaints/grievances on behalf of JdVVNL to provide prompt and efficient services on 24x7 basis.

5.8.1. Divisional Level Customer Care Help Desk Agents :

The vendor shall ensure the availability of manpower (agents) at these help desk available in 3 shifts as under:

Total Divisions in Jodhpur Discom	Number of Divisional Help Desk Executive			Total Help desk executive in a month	Total Division Help Desk Executives in each month
	per month in shift defined as under				
	8:00AM to 4:00Pm	4:00PM to 12 midnight	12 midnight to 8:00AM		
46	2	2	1	5	230

Table 11: No of Agents required at Division Level

5.8.2. Infrastructure / Other Features:

- a) The vendor shall provide following essential infrastructure at each helpdesk and maintain the same at all time during the contract:
 - i. Desktop computer with UPS – 2 Nos
 - ii. Internet for running software, email etc.
 - iii. Mobile phones for the helpdesk agents – one smart mobile for each agent on duty
 - iv. Computer Printer
 - v. Stationery and consumables
 - vi. Furniture for computer and printer for 2 agents
- b) The helpdesk shall access the Web Based Centralized Call Centre software or any other software where requests/complaints are registered by consumers of the jurisdiction of help desk and shall also update status in the application. The complaints other than No current complaints shall also be received from centralized Call Centre through mobile App or system.
- c) The helpdesk shall coordinate between respective subdivisions and consumers for quick action for resolution of consumer complaints with Track record, through SMS or otherwise.
- d) In cases, where FRT of vendor is not deployed in subdivision, the helpdesk shall also forward No-current complaints to the Discom person and update status in the software.
- e) The helpdesk agents shall regularly pursue through system with the SDO (sub-divisional officer) for timely resolution of requests and shall report the respective

officers, AEN/XEN about overall status and escalations.

- f) The agent at helpdesk may also require contacting consumers for conveying update on their requests through phone call, if required.
- g) The agents at helpdesk shall have to make and receive calls to/from Discom, CCC and consumers through the mobile App /telephone provided to them by the vendor for which expenses shall have to be borne by the vendor.
- h) Consumer may directly approach for registration of their complaints/requests at these helpdesk. The helpdesk staff shall register their complaints in pre define format in the system.
- i) The Discom shall define certain activities which divisional helpdesk will be allowed to perform in the system. For example, helpdesk shall be allowed to register a complaint but closure shall only be done from the CCC Jodhpur upon confirmation from the consumer. These rules may be changed by Discom as and when required.
- j) The helpdesk shall maintain requisite records in registers to be checked anytime by the Discom.
- k) The vendor shall provide billboard at each divisional helpdesk.
- l) The space for establishment of helpdesk shall be provided by Discom along with electricity for operation of helpdesk at no cost to the vendor

5.9. Special Features of the System:

The Web Based Centralized system shall have the following:

- i. “Work Flow System” of Reputed make
- ii. Multi- Channel Communication system
- iii. Customer Self Service System through Mobile APP / Web
- iv. Creation of Data on the Basis of various types of calls / complaint.
- v. Mobile App for FRT.
- vi. Mobile based Application for complaint escalation and reporting
- vii. Analysis tool and Report Builder to generate customized report as per Discom needs
- viii. Two-way social Media Conversation: to provide personalized (and immediate) response to the consumers when they interact online
- ix. Artificial Intelligence: Ability to analyze Call Centers un-trusted data to meet customers need in better way which means there shall be a wealth of information available for call centre agent to minimize the need for a consumers repeat themselves over.

- x. Call Recording
- xi. Data Base for Breach of Regularity compliance with inbuilt tool for compensation on account of breach and ability to calculate the amount payable to consumer on such breach.
- xii. Tagging of contacts in different categories in line of following :
 - a) VVIP
 - b) VIP
 - c) Discom Officials
 - d) Emergencies Services like Hospitals etc.
- xiii. Enhanced Caller ID:- like view information about Caller such as their name & phone Number, email etc. on real time basis.
- xiv. Contact History: Automatically display customer interaction history in browser including previous calls, emails, chats, SMS messages and cases.
- xv. Automatic Work flow system: When a call ends, the recording and data could populate in to CRM, as the work flow shall be customized to decide the flow of complaints till resolution, through system without any human intervention
- xvi. Reporting: through reporting tool which shall mainly comprise the following:
 - a) Historical reporting
 - b) Customer Reporting
 - c) Agent Reporting
 - d) Live Call Centre reporting
 - e) The type of report to be available with the system shall be customized before commencement.
- xvii. The System shall be flexible to adopt changes during currency of contract.

5.10. Schedule of Requirement

S.No.	Particulars of Services	Particulars of Sub Services	Quantity
1 (i)	Implementation of the System	Development of Web Based System as per this Document	1
1 (ii)		Deployment of Mobile Application	1
2		Hosting of system on Cloud	1
3		Setup of Central Customer Care Center	
i		Work Stations / PCs	90 for agents and one each for other supervisor staff as mentioned in the RFP

ii		UPS: 30KVA	1 + 1
iii		LAN switches	As per requirement
iv		Backup system	1 Nos
4		Setup of Customer Help Desk at Division Level	
i		Furniture for 2 persons	1 Set per person
ii		Desktop PC	2 Nos. per Division
iii		Laser Printer	1 No.
iv		Scanner	1 No.
5		Each Vehicle shall consist of the following	
i	Deployment of Fault Rectification Team	GPS Tracker	1 No. per vehicle
ii		T & P Kit	1 set
iii		Mobile Tablet	1 No at each vehicle
iv		Manpower	3 Nos + One Driver
6 (i)	Deployment of Manpower	Deployment of the Call Centre agents at Centralized call centre	As defined in the document
6 (ii)		Deployment of the Divisional Level Help Desk Executive	

Section 6. Technical Proposal Submission Sheets

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

- An affidavit as per **section 7.2**, indicating that all the information, affirmation made in this proposal shall be complied with
 - The Technical offer shall be given strictly in same sequence of order as given in this document.
-

To,
The Superintending Engineer [IT]
Jodhpur Vidyut Vitran Nigam Limited
New Power House
Jodhpur-342 001

SUB: Submission of Bid for “SMART CUSTOMER CARE CENTRE SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS” against TN-_____.

Dear Sir,

We hereby submit our bid for “Smart Customer Care Centre system on SAAS (System As A Service) Basis.” spread across Jodhpur DISCOM.” against TN-_____.

We, the undersigned, declare that:

A. Declaration

- 1) We have examined and have no reservations to the Bidding Document, including Addenda No. (if Any):
- 2) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule, and the specifications mentioned in the bid document.
- 3) We are submitting our bids for with complete set of enclosures.
- 4) We are submitting our Bid as Single Bidding Company.
- 5) We agree for execution of tendered work as per the terms & conditions as specified in this Tender Document.
- 6) We hereby confirm that the bid comply all requirements set out in the bidding document and NO TECHNICAL and COM MERCIAL Deviation are contained in the Bid.
- 7) We understand that the Bids with Deviation from the requirement laid down in this document shall be considered as NON Responsive
- 8) The prices are as mentioned in BOQ.
- 9) The prices quoted are valid for a period of 90 days from the date of opening of “Financial-bids”
- 10) The quoted / agreed prices are inclusive of the following applicable Taxes (As per prevailing rates):

Enclose details of taxes included in the prices

S. No.	Name of Tax/Charges	Rate of Tax/Charges

Table 12: Details of Tax included in the price

- 11) We have noted the standard terms of payment and undertake to abide by the same.



- 12) The execution of work shall strictly be in accordance with work completion schedule as given in the Tender Document. In case we fail to execute the work as indicated therein as per the tender specifications, the penalty provisions shall be applicable as per provisions of the Contract.
- 13) The material supplied by us shall conform your specification
- 14) We confirm that we agree to adhere to all the commercial terms and conditions as well as the technical stipulation of your specification and there is No Deviation. Such acceptance has also been confirmed in prescribed schedules of this offer.
- 15) We confirm that we are qualified for bidding in terms of Qualification Requirements specified in the bidding documents and have submitted the requisite qualification Certificate & data / documents with the bid.
- 16) Until a formal contract is prepared and executed, this together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
- 17) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose, any payment shall be made on the basis of actual numbers.
- 18) We understand that Jodhpur Discom/Discom reserves the right to invite detailed proposals from any private entrepreneur-company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.
- 19) We also understand that the Jodhpur Discom reserves the right to reject any or all of the bids without assigning any reason thereof.
- 20) We undertake that we shall use the Smart Customer Care Centre system on SAAS (System as a Service) Basis, which may be readily fine-tuned to the requirements of Discom. We undertake to carry out all necessary System Integration work to ensure all the requirements specified and needed for Jodhpur Discom.
- 21) We understand that the prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be per Bid Document.
- 22) We agree to abide by all the conditions governing the proposals and decisions of the Jodhpur Discom.

B. General Profile of the Bidder

Kindly attach a copy of latest RoC to substantiate the information furnished against general profile of the bidder

Details	Responses
Bidding Entity Nature (Single Bidder/ Consortium) In case of consortium, mention Lead Bidder or Consortium Partner	

Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names, Addresses, Contact Emails and Mobile Nos. of the Key Management Personnel of Firm such as MD/Directors/CEO, etc.	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act, Partnership Act, or any other act applicable for registration of Firms in India	
Registration Number & Date	
Field Organization and resources to be deployed for the proposed job	
No of Project executed in Utilities in past 5 years	

We hereby certify that the above information is correct.

(Please enclose the ownership structure of the company, Incorporation Certificate, MOA, AOA duly attested by Company Secretary/ Director of the Company).

C. Financial Capabilities

Certificate Of Financial Qualification

S. No	Financial Year	Turn Over (In INR)	Whether Net Worth Positive or Not (Select applicable)
1	FY 2015-2016		YES/NO
2	FY 2016-2017		YES/NO
3	FY 2017-2018		YES/NO

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

We hereby certify that the above information is correct.

(Signature of the Statutory Auditor of the Bidder)

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

D. Compliance to Technical Specifications and other requirement of Software

Refer to Technical Specifications, for details. Please respond to each specification in following format. Copy first three columns from Functional requirement of package given in this document.

Note: Bidder has to Fill in Column “Bidders Response” with “Yes” or “No”, in case of response given “Yes” , to be supported with catalogues / screen shots.

Please provide a summary of versions of various modules, if the proposed solution is a product. Use following format:-

Details of Product Offered

Name of product	Module details	Version and year of release

Table 13: Details of Product Offered

Table 4.2:

Name of product	DISCOM	URL

Table 14: Detail of Product working in DISCOM

E. Approach and Methodology

The Approach and Methodology to be furnished with following parameter:

- i. Understanding of Purchaser and its requirement with clear mention of the deliverables. Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.
- ii. Description of the technical solution for achieving the integrations as shown in the above schematic diagram
- iii. Project Team Structure

- iv. Resource planning and estimation
- v. Risk planning
- vi. Detailed work plan with timelines

a. Understanding of Utility and its requirement of Purchaser and its requirement with clear mention of the deliverables. Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.

Bidder should depict complete understanding of the as-is system of the Utility based on the information provided in the Bid Document. It should also require to list down all the deliverables that has been planned as a part of the overall project with timelines. Also provide details of prior interaction with Utility, if any.

b. Description of technical solution for achieving the integrations.

Please provide details of methodology followed by your organization in successfully implementing similar projects. Also highlight the special steps that your organization/ consortium intends to take in order to ensure that the change from current system to proposed one will be smooth and effective.

c. Project Team Structure

In this section please provide de tail of the team that would be deployed by your organization to execute the project. Please provide details of the team structure in the following format:

Name of Staff	Position Assigned	International Firm or Domestic Firm	Employment Status with the Firm (Full Time / Associated)	Education (Degree, Year, Institution)	Area of Expertise and number of years of relative experience	Task Assigned
A. Professional Staff						
B. Support Staff						

Table 15: Proposed Project Team Structure

d. Resource planning and estimation

Bidder shall provide detailed staffing schedule of the professional and support staff in the following format:

- For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: IT administrator, field survey staff etc.).
- Months are counted from the start of the assignment. For each staff indicate separately staff input for off-site and on-site work.

Sr. No.	Name of Staff	Position	Staff Input (In Weeks)						Total
			W1	W2	W3	W4	Wn	
A	Professional Staff								
B	Supporting Staff								

Table 16: Proposed Resource Planning and Estimation

e. Risk planning

Bidder shall assess underlying risks in implementation of the Project and detail out the methodology to mitigate them. It may include development of a risk assessment matrix indicating severity of the risk, chance of its occurrence and its mitigation approach.

Risk description	Risk category	Probability (%)	Impact (High/medium/low) with impact description	Mitigation strategy

Table 17: Risk Planning

f. Detailed work plan with timelines

Please refer Schedule of Completion for the format.

Sr. No.	Particular of activity	Time schedule desired
1	Furnishing detailed specification / datasheet of entire system, hardware, cloud services etc. under the scope of the Agency. MIS Dashboards, report formats has to be	Within 30 days from the date of awardingcontract (detailed work order) ** If not furnished within45 days, the ordermay be cancelled.

	submitted for approval	
2	Approval/ comments by Discom.	Within 15 days from the date of submission of point 1 above.
3	Deployment of the following system: (i) Central Call Centre with FRT (ii) Customer Help Desk	Within 60 days ** after activity as per point No. 2 above ** If not offered within 75 days order may be cancelled

Table 18: Project Schedule

F. Project Experience and Confirmation of Pre - Qualification Requirement

Bidder shall provide details of projects with application modules and other requirements (as mentioned in Eligibility Criteria,) which have been successfully completed during the last 3 financial years. Please do not supply the names of clients who are no longer using your product/ system.

The bidder is required to submit the details of Pre-Qualification documents as the case may be.

Bidders need to submit the details as per the format in the table provided.

Table: The details of the same should be included in the following format and necessary supporting documents should be attached

Sr. No.	Name of Project	Brief Scope necessarily including role played by Bidder, modules implemented, Sector, Classification	Owner of Project assignment (Client Name)	Value of Project	Date of Awarded	Date of Completion	Customer Satisfaction report (Y/N)	Was it a Power Sector Project (Y/N) provide Detail

Table 19: Details of Project Experience

Qualification Requirement

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

A. GENERAL:

1. Qualification will be assessed upon meeting all the qualification criteria

regarding the applicant’s general and particular experience, personnel capabilities, infrastructure availability, financial position, system proposed, methodology and plans to be adopted as detailed in the Bidder’s Technical Bid.

2. The Bidder, while submission of the Bids, has to ensure that, all the pages of the Bids are digitally signed by the competent authority and also all the pages are numbered and properly indexed.
3. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non- responsive and no further correspondence / clarification will be taken into consideration for the same.
4. Merely meeting the qualification requirements does not mean that the Bidders shall be short listed for opening of financial bid. The technical solution proposed by the Bidder must commensurate with the requirements laid down in the Tender document.
5. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.
6. The Bidder must possess following credentials prescribed as Pre-Qualification Criteria. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.

Note:

In case of non-furnishing the requisite documents along with the bid, the bid will be considered as non-responsive and bid may be summarily rejected.

Irrespective of meeting the above qualification requirements, none of the consulting companies engaged by Jodhpur Discom as on 30.09.17 for IT Projects can bid for this tender.

QR No.	Criteria	Supporting Documents Required
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QR No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act/Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act which exists from last 5 financial years.	Self-Declaration along with the following:) Copy of Self-Attested Incorporation Certificate, MOA&AOA incase of Company) Copy of Self-Attested Partnership Deed
2.	The bidder shall possess Class 'B' or higher electrical contract licenses issued by Electrical Inspectorate of Govt. of Rajasthan. The Lead Bidder shall possess the certification. * If the above certificate is not furnished at the time of bidding, bidder may furnish Bank Guarantee of Rs. 5.0 Lacs with undertaking to furnish the above License within 2 months from the date of award of contract. However the date of Implementation schedule shall not be extended on these grounds failing which the said BG shall be invoked.) Copy of Self Attested Class 'B' or higher Electrical license issued by Electrical Inspectorate of Govt. of Rajasthan.) In Case the Class 'B' or higher Electrical license are not available with the bidder, the bidder shall furnish an undertaking along with Bank Guarantee of Rs. 5 Lacs (proforma enclosed) that the same shall be furnished within 2 months from the date of award of contract.
3.	iii. The Bidders shall be minimum CMMI level 3 or higher certified and shall have ISO 9001:2008 latest version valid for at least three months after submission of bid. Lead bidder shall possess the certification) Certificate of Appraisal issued by authorized transition partner of CMMI institute with SCAMPI ID.) Certificate of ISO 9001:2008 latest version valid for at least three months after submission of bid

QR No.	Criteria	Supporting Documents Required
	<p>iv. The Bidder have experience of executing at least one project providing software solutions in the spheres of Call Centre /Contact Centre /Public Consumer Grievance Redressal System to any DISCOMS/Utilities in India for one year continuously (without any interruption) during last 3 years (i.e. April'15 to March'18).</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 10 Lakhs for a minimum duration of one year.</p> <p>Lead Bidder shall satisfy the condition</p>	<p>) Work orders issued in the name of the bidder by various Power Distribution utilities.</p> <p>) Performance/Work Completion Certificates issued by respective Distribution utilities for the orders issued.</p>
Alternative QR of No.3		
3	<p>ii. The Bidders shall have ISO 9001:2008 & ISO 27001:2013 latest version valid for at least three months after submission of bid, along with experience of running the 100 seat Call Centre for Electricity Utility continuous for One Year during the last three Financial Years (i.e. April'14 to March'17) through In-house developed Software / COTSsoftware</p>	<p>Documents to be uploaded:</p> <p>) Valid ISO certificate issued by accredited organization.</p> <p>) Experience Certificate against Work orders issued in the name of the bidder by Electricity Utility to establish continuous work of Call Centre for One Year during the last three Financial Years (i.e. April'15 to March'18) through In-house developed Software / COTS software.</p> <p>) Performance/Work Completion Certificates issued by Electricity utilities for the orders issued.</p>



QR No.	Criteria	Supporting Documents Required
	<p>ii. The Bidder shall have experience of executing at least one project providing software solutions in the spheres of Call Centre /Contact Centre /Public Consumer Grievance Redressal System to any DISCOMS/Utilities in India for one year continuously (without any interruption) last 3 years(i.e. April'15 to March'18).</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 40 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p> <p>Lead Bidder shall satisfy the condition</p>	<p>) Work orders issued in the name of the bidder by various Power Distribution utilities.</p> <p>) Performance/Work Completion Certificates issued by respective Distribution utilities for the orders issued.</p>
4	<p>The bidder should have experience of providing field manpower for utilities and should have in any one project provided at least 100 man-powers or 100 seat B2C Call center continuously for a period of one year in last 3 years.</p> <p>Lead Bidder shall satisfy the condition</p>	<p>) List of Manpower along with the PF/ESI forms to be submitted.</p>
5	<p>iii. The Bidder should have a minimum average annual turnover of Rs. 50 Cr in last three Financial Years (2015- 16, 2016-17, 2017-18).</p> <p>In case of consortium, Lead bidder shall satisfy 80% of the Turnover requirement while the other bidder should have minimum 20% of the turnover requirement.</p> <p>iv. The Bidder should have positive net worth as on 31stMarch, 2017</p> <p>In case of consortium, both the bidders shall have positive net worth as on 31stMarch, 2017.</p>	<p>Copy of the audited statement of accounts (P&L Account & Balance Sheet) duly certified by the Chartered Accountant along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof.</p> <p>Adequate proofs as mentioned above duly certified by Chartered Accountant to be provided.</p> <p>Note: Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</p>

QR No.	Criteria	Supporting Documents Required
6	The Bidder should not have been black listed by any power utility in India in last 5 years. In case of consortium , Both the members shall meet this requirement	Self-Declaration for No Blacklisting on the appropriate stamp paper.

2. Team details (CVs)

Use the following format for key personnel who would be involved in the project. Please include details of team members proposed to implement the project. Please ensure that the CV has a maximum length of 3 pages.

In case of replacement of Supplier personal from the project team, Supplier is required to submit to the nominated Utility personal the CV of the new person with equivalent or better education qualification and relevant professional experience who will be joining the team and get in duly approved. The new person can start working in the project only after his/her CV has been approved by the Utility.

Table 14: Format of Curriculum Vitae

1.	Proposed Position:			
2.	Name of Firm			
3.	Name of Staff:			
4.	Date of Birth:		Nationality:	
5.	Education:			
		Year	Degree/Examination	Institute/Board
6.	Membership of Professional Associations:			
7.	Other Training:			
8.	Countries of Work Experience:			

9. Languages:			
	Language	Speaking	Reading
10. Employment Record:			
	From	To	Employer
11. Detailed Tasks Assigned:	12. Work Undertaken that best illustrates capability to handle the tasks assigned:		
⊗			
13. Certification:			
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly Describes me, my qualifications, and my experience. I understand that any willful misstatement Described herein may lead to my disqualification or dismissal, if engaged.			
Signature of person		Date:	
Full name of person :			
Signature & Name of Authorized person(Bid Signing Authority) verifying the facts			

3. Details of Key Personnel's

The bidder has to deploy specialized and experienced resources for the successful and timely completion of the project. It is therefore desirable that the key personnel in the team as under:

Project Manager	
Functional Leads	
Technical Lead – Interface / Data Conversion / Customization	

The Bidder shall provide the key personnel namely the Project Manager, Functional Leads, Technical Leads and any other Specialist/Analysts required as appropriate. They need to have sufficient experience as specified above (profile of teams) in terms of relevance and number of years required to implement the proposed System. They are to be assigned to the project on full time basis. Should the profile of any personnel be not acceptable to Discom, Discom will require the IP to suitably replace such personnel.

If for any reason beyond the control of the system, there arises a need to replace any personnel, the IP shall provide a replacement person of equivalent or better qualification and experience, subject to the written approval of Discom.

4. Project Management Practices

Please provide high-level details of the project management practices that will be followed to manage the project. The project management practices would include (but not be limited to) details of:-

- Bidder must provide details of how they envisage the contract being managed including principles such as (but not limited to) joint planning and control mechanisms; regular and active review meetings; Project management of individual work streams and overall program management of the entire service; Performance reporting
- Bidder should outline their proposed governance structure and designate a Service Manager to coordinate their activities and provide a focal point of contact to which Utility can refer on any matter concerning the service.
- Reporting lines and decision-making powers within the bidder's organization must be explained
- Reporting formats and templates that would be followed by the bidders
- Outline the proposed escalation procedures in the event that issues arise.

5. Quality Assurance

- Quality of service - Suppliers must provide details of their proposed approach to quality assurance to ensure the quality of services in accordance with the tender document. This should include:
 - Responsibility of quality of service;
 - How the supplier will ensure quality service is provided;
 - How quality will be measured
 - Does your company (and consortium partner) have any quality certification / Assessment? If so, please provide your responses for the following:

Table16: Details of Certification

Description	Bidder's Response
Certification / Assessment Name	
Who issued the certification/assessment?	
When was the certification/assessment obtained?	
Does this certification/assessment process involve periodic reviews and observations/ remarks after such review? If so, please provide details and specify when your company is due for its next quality review?	
Please specify your company's process for product development and enhancements.	

6. Documentation

Please provide a list and brief description of all user documents that will be provided along with the software package. This must include the following minimum documents:

- System and administration manuals
- Technical support handbook
- User Manuals
- Error Messages and their Meanings
- Training Manuals
- Analysis & Design Manuals with the relevant data flow diagrams, entity relationship diagrams, schemas etc.
- Additions/ changes to the documents after upgrades and
- Operations Manuals.

7. Check List

S. No	Pre-Qualification Requirement	Yes / No
1.	Is the cover letter attached with the bid proposal	
2.	Is the tender cost attached with the proposal	
3.	Is the Earnest Money attached with the proposal	
4.	Is the certificate as to corporate principal	
5.	Is the bidder-company statistics attached with the proposal	
6.	Is the bid structure according to proposal	
7.	Is the technical specification requirement of application packages attached with the proposal	
8.	Is the hardware technical specifications attached with the proposal	



9.	Is the Manufacturer's Authorization Form attached with the proposal	
10.	Is the necessary certificate / authorization for back to back arrangement with respective OEM vend or for Technical support, Annual Maintenance / warranty etc. enclosed with the proposal	
11.	Is the Approach and Methodology attached with the proposal	
12.	Is the Project Experience and Confirmation of Pre-Qualification Requirement attached with the proposal	
13.	Is the Team Details (CVs) attached with the proposal	
14.	Is the Details of Key Personnel's attached with the proposal	
15.	Is Firm Detail attached with the bid proposal	
16.	Is the Facility Management Services Plan attached with the proposal	
17.	Is the Project Management Practices attached with the proposal	
18.	Is the Quality Assurance attached with the proposal	
19.	Is the Documentation Details attached with the proposal	
20.	Is the Confirmation of No-Deviation and Deviation Sheet attached with the Proposal	
21.	Is the Supporting Documents to Substantiate Meeting of Pre-Qualification requirement attached with the proposal	
22.	Does the bid proposal contains the part B that is the financial proposal in a sealed envelope	
23.	Is financial offer enclosed is duly sealed and super-scribed as provided in tender document	
24.	Has the bidder provided project organization structure	
25.	Has the bidder provided schematic flow of information	
26.	Are the technical and commercial proposals enclosed that are duly sealed and super-scribed as provided in tender document	
27.	Are all the pages of the proposal signed by an authorized representative of the bidder's firm (in case of consortium, then from the leading member's firm)	
28.	Does the bid contains the name, address and place of business of the person or persons making the bid and is the bid signed and sealed by the bidder under his usual signature.	

29.	Is satisfactory evidence of authority of the person signing on behalf of the Bidder furnished with the bid	
30.	Is the bidder's name stated on the proposal same as that of the legal name of the firm	
31.	Do any / all erasures or other changes in the bid documents bear the initials of the person signing the bid	
32.	Are all entries and amendments also signed	
33.	Are all pages of the attached tender specification document signed, as a token of acceptance of the terms and conditions, except those mentioned in the deviation list	

(Signature).....

Date :

(Name).....

Place :

(Designation).....

(Common Seal).....

Section 7. Other Undertakings

A. Confirmation Of “No Deviation” In Technical / Commercial Terms And Conditions Of This Tender

(To be furnished on Bidder’s Letterhead.)

Bidder's Name & Address:

To

The Superintending Engineer (IT)

Jodhpur Vidyut Vitran Nigam Limited

New Power House Premises

Jodhpur-342 001

Dear Sirs,

Sub: Confirmation for “No Deviation” in Technical / Commercial terms & conditions of **TN-**

We hereby confirm that there is no deviation in technical / commercial terms & conditions stipulated in the bidding documents and we agree to adhere the same strictly.

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

B. Undertaking For Various Information furnished

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

Bidder's Name & Address:

To

The Superintending Engineer (IT)

Jodhpur Vidyut Vitran Nigam Limited

New Power House Premises

Jodhpur-342 001

Dear Sir,

Sub: Undertaking for various information against TN-

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

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :

C. Bidder's Authorization Certificate

(To be furnished on Bidder's Letterhead.)

To

The Superintending Engineer (IT)

Jodhpur Vidyut Vitran Nigam Limited

New Power House Premises

Jodhpur-342 001

[Reference No.]

I/ We <Name/ Designation> hereby declare/ certify that <Name/ Designation> is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No.

_____ date d _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorized Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

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

D. Power Of Attorney In Favour Of Authorized Signatory Of The Bidder

(To be stamped Non-Judicial Stamp Paper of Rs. 500/- duly notarized in name of the Bidding Entity)

E. Format Of Bank Guarantee

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

Bank Guarantee No.:

Date:

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

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

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

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

THE CONDITIONS of this obligation are:

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

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

This guarantee will remain in full force up to and including*(insert date, which shall be the date*

180 days from the date of Technical Bid Opening)....., and any demand in respect thereof must reach the Bank not later than the above date.

For and on behalf of the Bank

[Signature of the authorized signatory(ies)]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____ Mobile_____

Fax Number_____

Email _____

Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____ Mobile_____

Email _____

Note:

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

Quote

“Notwithstanding anything contained herein:



1. *Our liability under this Bank Guarantee shall not exceed _____ (value in figures) _____ [_____ (value in words) _____].*

 2. *This Bank Guarantee shall be valid up-to _____ (validity date) _____.*

 3. *We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date) _____.*
-

F. Self Declaration of No Blacklisting

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

To,

The Superintending Engineer (IT)
Jodhpur Vidyut Vitran Nigam Limited
New Power House Premises
Jodhpur-302 006

In response to the NIT Ref. No. _____ dated __ _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. Of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding:—

- a. possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Discom;
- b. have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c. is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d. does not have any previous transgressions with any entity in India or any other country during the last three years
- e. does not blacklisted by any of the Central/State power utilities in India for fraudulent and corrupt practices
- f. is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g. does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of three years preceding the commencement of the contract, or not have been otherwise disqualified pursuant to debarment proceedings;
- h. does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i. will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per

the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Signature.....

In the capacity of.....

Duly authorized to sign Proposal for And on behalf of.....

Seal of the Organization: -

Date.....

Place.....

Section 8. Format for Financial Bid Submission

(Not to be filled here)

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

To,
The Superintending Engineer [I T]
Jodhpur Vidyut Vitran Nigam Ltd.,
New Power House Premises
JODHPUR-342 001.

SUB: “SMART CUSTOMER CARE CENTRE SYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS” against TN-

Dear Sir,

We have procured the bid documents for engagement of Agency for “**SMART CUSTOMER CARE CENTRESYSTEM ON SAAS (SYSTEM AS A SERVICE) BASIS**”. We are submitting our financial proposal ashereunder:

Sr. No.	Particulars	Unit	Quantity per Month	No of Months	Unit per Price in Rs	Total Price for One year	Total Price for 3 Year
		A	B	C	D	E = B*C*D	F = E * 3
A	Deployment of Centralized Call Center Agent						
i.	Call Center Agent for 8 months i.e. March to October	Per Person per month	270	8			
ii	Call Center Agent for 4 months i.e. November to February	Per Person per month	225	4			
B	Deployment of Fault Rectification Team including Vehicle & Manpower	Per Vehicle per month	79	12			
C	Deployment of Division Helpdesk Agent	Per person per month	230	12			
	Total (A(i) + A(ii) + B + C)						

The quoted prices are inclusive of applicable service tax/GST any statutory variation and imposing new tax by government shall be on Discom account.

The prices quoted in the BOQ are as defined in the RFP & the financial evaluation of the L-1 bidder shall be as per RFP.

Name: _____

[Authorized Signatory]



Section 9. Annexures – Bill of Material

A. Bill of Material for Hardware to be deployed:

List of hardware to be deployed in each office as defined below:

B. Bill of Material for the Software to be deployed as mentioned below:

Sanction 10: List of Sub-divisions

Sr. No.	Circle	OFFICE_NAME	No of Consumers	Town Name
1	Barmer	AEN(O&M, Balotra)	20698	Balotra
2	Barmer	AEN(City1,Barmer)	25351	Barmer
3	Barmer	AEN(City2,Barmer)	31714	Barmer
4	Bikaner District	AEN(O&M, Nokha New)	30057	Nokha
5	Bikaner District	AEN(O&M-I ,Sri Dungeregarh.)	20031	Sri Dungeregarh
6	Bikaner District	Deshonoke	9921	Deshnoke
7	Churu	AEN(O&M CHURU)	27826	Churu
8	Churu	AEN(O&M, Ratangarh)	35394	Ratannagar
9	Churu	AEN(O&M, sardarsahar)	21490	Sardarsahar
10	Churu	AEN(O&M, Bidasar)	27980	Bidasar
11	Churu	AEN(O&M, Sujangarh)	27566	Sujangarh
12	Churu	AEN(O&M, Sadulpur)	31182	Sadulpur
13	Churu	Taranagar	21860	Taranagar
14	Churu	churu rural	36524	Ratannagar
15	Churu	Rajaldesar	21789	Rajaldesar
16	Churu	Chhapar-New		Chhapar
17	Hanumangarh	AEN(O&M, Hanumangarh Jn.)	35825	Hanumangarh
18	Hanumangarh	AEN(O&M, Hanumangarh Town)	31464	Hanumangarh
19	Hanumangarh	AEN(O&M, Pilibanga)	29356	Pilibanga
20	Hanumangarh	AEN(O&M, Bhadra)	42348	Bhadra
21	Hanumangarh	AEN(O&M, Nohar)	51287	Nohar
22	Hanumangarh	AEN(O&M, Sangariya)	20359	Sangariya
23	Hanumangarh	Rawatsar	41017	Rawatsar
24	Jaisalmer	AEN(Urban, Jaisalmer)	19458	Jaisalmer
25	Jaisalmer	Pokaran	38757	Pokaran
26	Jalore	AEN(O&M, Bhinmal)	27666	Bhinmal
27	Jalore	AEN(O&M, Jalore)	25168	Jalore
28	Jalore	Sanchore	33725	Sanchore
29	Jodhpur City	AEN(A-1)	19302	Jodhpur
30	Jodhpur City	AEN(A-2)	14587	Jodhpur
31	Jodhpur City	AEN(A-3)	20409	Jodhpur
32	Jodhpur City	AEN(A-IV)	21414	Jodhpur
33	Jodhpur City	AEN(A-5)	11152	Jodhpur
34	Jodhpur City	AEN(A-6)-NEW		Jodhpur
35	Jodhpur City	AEN(B-2)	26425	Jodhpur
36	Jodhpur City	AEN(B-3)	14727	Jodhpur
37	Jodhpur City	AEN(B-4)	18951	Jodhpur
38	Jodhpur City	AEN(B-V, Boranada)	16938	Jodhpur

Sr. No.	Circle	OFFICE_NAME	No of Consumers	Town Name
39	Jodhpur City	AEN(B-VI, Jhalamand)	25082	Jodhpur
40	Jodhpur City	AEN(B-VII)-NEW		Jodhpur
41	Jodhpur City	AEN(C-1)	19435	Jodhpur
42	Jodhpur City	AEN(C-2)	18143	Jodhpur
43	Jodhpur City	AEN(C-3)	27553	Jodhpur
44	Jodhpur City	AEN(C-IV, Pariharnagar)	14146	Jodhpur
45	Jodhpur District	AEN(O&M, Bilara)	25226	Bilara
46	Jodhpur District	AEN(O&M, Piparcity)	31740	Piparcity
47	Jodhpur District	AEN(City, Phalodi)	14955	Phalodi
48	Pali	AEN(O&M, Sumerpur)	35735	Sumerpur
49	Pali	AEN(CSD-1, Pali)	24828	Pali
50	Pali	AEN(CSD-2, Pali)	31798	Pali
51	Pali	AEN(CSD-3, Pali)-NEW		Pali
52	Pali	AEN(O&M,Sojatcity)	33948	SojatCity
53	Pali	Jaitaran	44880	Jaitaran
54	Pali	Rani	38984	Rani
55	Pali	Sadri	20747	Sadri
56	Pali	Takhatgarh-New		Takhatgarh
57	Pali	Falna	36426	Falna
58	Pali	Bali	42608	Bali
59	Shriganganagar	AEN(City 1, Shriganganagar)	27942	Shriganganagr
60	Shriganganagar	AEN(City 2, Shriganganagar)	16906	Shriganganagr
61	Shriganganagar	AEN(City 3, Shriganganagar)	21544	Shriganganagr
62	Shriganganagar	AEN(O&M, Suratgarh)	30382	Suratgarh
63	Shriganganagar	Kesrisinghpur	17462	Kesrisinghpur
64	Shriganganagar	Sadulsahar	26563	Sadulshahar
65	Shriganganagar	Karanpur	16657	Karanpur
66	Shriganganagar	Gajsinghpur	10972	Gajsinghpur
67	Shriganganagar	Padampur	27761	Padampur
68	Shriganganagar	Raisinghnagar	29176	Raisinghnagar
69	Shriganganagar	Anupgarh	26619	Anupgarh
70	Shriganganagar	Vijaynagar	22881	Vijainagar
71	Sirohi	AEN(O&M, Sirohi)	32371	Sirohi
72	Sirohi	AEN(O&M,Aburoad)	10828	Aburoad
73	Sirohi	Sheoganj	28607	Sheoganj
74	Sirohi	Pindwara	24205	Pindwara
75	Sirohi	Mount Abu	5257	Mount Abu

Note: Sub-division marked as new sub-division, DISCOM is in process to allocate consumers from nearby areas. Hence number of consumers may change later.