

**Request for proposal (RFP)
for**

**Appointment Of Agency For
Energy Billing Related
Services**

JAIPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identification Number (CIN)- U40109RJ2000SGC016486

Regd. Office: Vidyut Bhawan, Jyoti Nagar, Janpath

Jaipur-302005

NOTICE INVITING TENDER

“Through E-Tendering Process only”

Jaipur Vidyut Vitran Nigam Ltd.(J.V.V.N.L.), invites tenders for professional services from reputed Companies registered under the Companies Act 1956/2013 or a Partnership firm registered under Partnership Act 1932/2008 or a Proprietor firms for the job of uploading of meter reading data at sub-division level, generation/printing of energy bills, notices orders and other reports, ledgers at circle level and delivery of the same to various sub-divisions under the circles of JVVNL, through e-tendering system.

Tender Reference : CAOR&B/02/2017

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Chief Accounts Officer (R&B), Jaipur Vidyut Vitran Nigam Ltd. Vidyut Bhawan, Jaipur-302005
Estimated cost of Project (Approx.)	Rs. 2.65 Crores (Only RAPDRP Area)
Submission of Demand Draft for Tender Fee, with C.A.O.(R&B) in favour of A.O.(Cash), J.V.V.N.L., Jaipur (non-refundable)	Rs. 2500/- (Rupees Two Thousand Five Hundred only) + 18% of GST
Submission Demand Draft for e-Tender Processing Fee with C. A.O.(R&B) in favour of M.D., RISL payable at Jaipur (non-refundable)	Rs.1,000/- (Rupees One thousand only)+ 18% of GST
Submission of Earnest Money Deposit (EMD) C.A.O.(R&B) in favour of A.O.(Cash), J.V.V.N.L., Jaipur (in form of Demand Draft)	Please refer to section 1 (SI No. 2.1) 2 % of estimated cost of project i.e., Rs. 5.30 Lacs
Publishing Date	17 th October 2017
Document Download / Sale End Date/Time	16 th November 2017, up to 5:00 PM
Date of Pre-bid meeting	30 th October 2017 at 1:00 PM
Bid submission Last Date/ Time Submission of Demand Drafts for Tender Fee, EMD and Processing Fee.	17 th November 2017, up to 3:00 PM
Date & Time of Opening of Technical Bids	17 th November 2017, at 5:00 PM
Date & Time of Opening of Financial Bids	Will be intimated later to technically qualified and responsive bidders as per bidding document.
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://www.jaipurdiscom.com/ www.eproc.rajasthan.gov.in http://sppp.rajasthan.gov.in
Bid & EMD Validity	120 days from date of opening of Technical bid or 90 days from the date of opening of Financial bid

	whichever is later.
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The prospective bidder should have the necessary competence, sufficient experience, expertise and financial capabilities as per eligibility criteria. The other qualifying requirements are detailed in the specification.

Important Notes:-

1. The tender/bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
2. Bidders who wish to participate in this tender will have to register on <https://www.eproc.rajasthan.gov.in>. To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e. TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.
Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 6.00 PM on all working days)
E-mail: eproc@rajasthan.gov.in
Address: e-Procurement Cell, RISL, YojanaBhawan, TilakMarg, C-Scheme, Jaipur.
3. Bidders should refer to the website <https://www.eproc.rajasthan.gov.in> and go through the link “Help For Contractors”, “Information About DSC”, “FAQ” and “Bidders Manual Kit” and **Section-I** to know the process for submitting the electronic bids at the website.
4. The ‘Instructions to bidders’ and other terms and conditions of this tender pertaining to the bidding process generally follow the guidelines of e-tendering system of the government of Rajasthan, available at URL <https://www.eproc.rajasthan.gov.in>. However, wherever there is any anomaly between terms related to the bidding process referred to in this document and the GoR e-tendering system, the latter shall be prevailed.
5. The complete bid document has been published on the websites <http://www.jaipurdiscom.com>, <https://www.eproc.rajasthan.gov.in> and <http://sppp.rajasthan.gov.in> for the purpose of downloading.
6. The downloaded bid document shall be considered valid for participation in the bid process subject to submission of required Bid document fee of Rs. 2950/- only (Rupees Two thousand Nine Hundred Fifty only) in Demand Draft in favour of A.O. (Cash), J.V.V.N.L., Jaipur payable at Jaipur and e-Tender Processing Fee: Rs. 1,000/- (Rupees One Thousand only) in Demand Draft in favour of M.D, RISL payable at Jaipur. Scanned copies of the aforesaid DDs shall be enclosed with the submission of bid online whereas original DDs shall be furnished to the Chief Accounts Officer (R&B), J.V.V.N.L., Jaipur in separate envelopes up to the date & time specified for the submission of bid.
7. All the communication/ correspondence including the bid document (Technical and Financial

- Bid) should be signed digitally and stamped on each page by the designated authorized representative of the bidder.
8. No contractual obligation whatsoever shall arise from the RFP/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder(s).
 9. J.V.V.N.L. disclaims any factual or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid-proposal.
 10. Bids will be considered only in the prescribed form/ document. Bids not submitted in the prescribed format will be summarily rejected. Also, bidders should refrain from providing the information which is not relevant.
 11. Copies of various documents to be enclosed along with the bid-proposals must be legible and be self-attested by the authorized signatory with official seal. Claims made by bidder related to the project experience and other requirements shall be considered only when appropriate supporting documents are provided.
 12. The Bids can be submitted up to date and time given as specified in the NIT.
 13. The complete bidding process is defined in the RFP document.
 14. In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this RFP document, all such bid-proposals will be summarily rejected.
 15. Tendering Authority reserves the complete right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the J.V.V.N.L./ tendering authority.
 16. In case, a dispute arises with regard to interpretation/ omission/ error in the RFP document, bid submitted, other documents; the decision of J.V.V.N.L. will be final and binding upon the bidders.
 17. Interested bidders may obtain further information from the office of The Chief Accounts Officer (R&B), Jaipur Vidyut Vitran Nigam Ltd, Jyoti Nagar, Jaipur on any working day between 10:00 AM to 6:00 PM.

Chief Accounts Officer (R&B),
Jaipur Vidyut Vitran Nigam Ltd.
Vidyut Bhawan, Jyoti Nagar, Jaipur-302005

Introduction

1.1 Background:

Jaipur Vidyut Vitran Nigam Limited (J.V.V.N.L.) is a Distribution Utility entrusted with the license for sub-transmission and distribution of electric power in the designated areas within the State of Rajasthan covering the district of Jaipur, Dausa, Alwar, Bharatpur, Dholpur, Kota, Bundi, Baran, Jhalawar, Sawaimadhopur, Tonk and Karauli. The Company was established on 19th June, 2000 by Government of Rajasthan under the provision of the Rajasthan Power Sector Reforms Act, 1999 as the successor company of RSEB and presently has its corporate office at Vidyut Bhawan, Jyoti Nagar, Jaipur-302005.

1.2 General details on geographical spread of JVVNL:

S.No.	Description	Nos.
1.	Number of Zones :- Jaipur, Bharatpur and Kota	3
2.	Number of Circles Jaipur City Circle, Jaipur District Circle, Dausa, Alwar, Bharatpur, Dholpur, Kota, Bundi, Baran, Jhalawar, Sawaimadhopur, Tonk and Karauli.	13

1.3 Overview of current billing system

There are about 38 lakhs consumers (RAPDRP area – 14 Lacs, Non-RAPDRP area – 28 Lacs) of different tariff categories under the jurisdiction of 13 (O&M) circles of Jaipur Discom, most of the consumers are billed on Bi-Monthly basis and some consumers are billed on monthly basis. Whole billing system is divided into 4 cycles i.e. the number of bills to be issued in a calendar month is divided in more or less equally 4 parts and each part is being billed in a cycle. The due dates of collection are accordingly fixed.

At present the consumer meter reading is done by Jaipur Discom through outsource/in-house agency. The meter reading data and other billing related data is online punched at sub-division level into centralized billing system of JVVNL. The billing engine generates ledger-wise print-file, that are printed on pre-printed stationery at Circle level. The bills are then distributed to Sub-division for onward bill-distribution at consumer door-step.

DEFINITIONS AND ABBREVIATIONS

The following words and expressions shall have the meanings hereby assigned to them:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in the Government's country, as they may be issued and in force from time to time.
- (b) "Applicant" shall mean the bidder.
- (c) "Bank" or "Banks", refers to all scheduled Indian Banks as per the RBI current list.
- (d) "Bidder" shall mean any firm/ agency/ company/ contractor/ supplier/ vendor, responding to Invitation for Bids / Request for Proposal / Notice Inviting Tender and which is participating in the Bid.
- (e) "Completion" shall mean the completion of the Related Services by the Contractor in accordance with the terms and conditions set forth in the Contract.
- (f) "Contract" means the Agreement entered into between the Purchaser and the Contractor together with the Contract Documents referred to therein, including all attachments, appendices and all documents incorporated by reference therein.
- (g) "Contract Documents" shall mean the following documents listed, including any amendments thereto to be read and construed as part of this Agreement, viz.:
 - I. The Detailed award of contract;
 - II. The Special Conditions of Contract;
 - III. The General Conditions of Contract;
 - IV. The Instructions to bidders;
 - V. The Purchaser's Notification to the Bidder for Award of Contract;
 - VI. Bidder's response (proposal) to the RFP, including the Bidder's technical offer and the financial offer;
 - VII. Agreement;
 - VIII. Performance Security.
- (h) "Contract Price" means the price payable to the Contractor as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- (i) "Contractor" means the agency appointed to perform services for the Utility under this contract. Supplier/Successful Bidder has been used to mean Contractor in this document.
- (j) "Day" means calendar days including working as well as non-working day.
- (k) "Delivery" means the delivery of Services from the Supplier to the Purchaser in accordance with the terms and conditions set forth in the Contract.

- (l) "Effective Date" means the date on which this Contract comes into force and effect pursuant to Clause 8 of GCC;
- (m) "GCC" means the General Conditions of Contract.
- (n) "Government" means the Government of Rajasthan unless the context implies the Government of India.
- (o) "Intellectual Property Rights" means any patent, copyright, trademark, trade name, service marks, brands, proprietary information, whether arising before or after the execution of this Contract and the right to ownership and registration of these rights;
- (p) "In writing" shall include any manuscript type, written or printed statement, under or over signature or seal as the case may be.
- (q) "J.V.V.N.L." shall mean the JAIPUR VIDYUT VITRAN NIGAM LIMITED represented by Managing Director and shall include their legal personal representative, successors and assignees.
- (r) "Letter of Intent" shall mean the customer's letter conveying his acceptance of the tender subject to such reservations as may have been stated therein
- (s) "Month" shall mean, English calendar month i.e. period of 30/31 days
- (t) "Owner" means the "Utility" calling for RFP.
- (u) "Party" means the Utility or the Contractor, as the case may be;
- (v) "Personnel" means persons hired by the Contractor as employees and assigned to the performance of the Services or any part thereof; "Foreign Personnel" means such persons who at the time of being so hired had their domicile outside the Government's country; and "Local Personnel" means such persons who at the time of being so hired had their domicile inside the Government's country;
- (w) "Project" means all activities covered under present contract.
- (x) "Proposal Due Date (PDD)" means last date of submission of bid document.
- (y) "Purchaser's Country" shall mean India.
- (z) "Purchaser" means the entity availing the Services, as specified in the SCC. It has been used to mean **Jaipur Vidyut Vitran Nigam Limited (JVVNL)** in this document.
- (aa) "Related Services" means the services to be provided as per the requirements /conditions specified in the Contract. In addition to this, the definition would also include other related/ancillary services that may be required to execute this Contract.

- (bb) "SCC" means the Special Conditions of Contract.
- (cc) "Services" means the work to be performed by the Contractor pursuant to this Contract for the purposes of the Project, as described in the Scope of Work hereto;
- (dd) The "Specification" shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any
- (ee) "Sub-contractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the Services is sub-contracted by the Contractor.
- (ff) "Successful Bidder" shall mean whose bid has been accepted by the Utility and appointed to perform services for the Utility under this contract.
- (gg) "The Site" shall mean all identified locations within the State of Rajasthan, where the Contractor carries out any installation of Goods or is required to provide any Services.
- (hh) "Third Party" means any person or entity other than the Government, the Utility, the Contractor or any other party as implied by the usage and context.
- (ii) "Utility" means the Utility calling for RFP, i.e., JVVNL.

Note: (1) Words importing the singular only shall also include the plural and vice versa where the context requires.

(2) 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 failing that in the General Clause Act, 1897).

SECTION I INSTRUCTION TO BIDDERS:

1. General Instructions:-

1.1. Objective of the RFP:

The objective of the RFP is to appoint any qualified firm to undertake activities of uploading of meter readings at sub-division level, generation/printing of energy bills, notices orders and other reports, ledgers at circle level and thereof to delivery of the same to various sub-divisions under the circles of JVVNL.

1.2. The tender/bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.

1.3. Bidders who wish to participate in this tender will have to register on <https://www.eproc.rajasthan.gov.in>. To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e. TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.

Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 1.00 PM on all working days)

E-mail: eproc@rajasthan.gov.in

Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur.

Bidders should refer to the website <https://www.eproc.rajasthan.gov.in> and go through the link “Help For Contractors”, “Information About DSC”, “FAQ” and “Bidders Manual Kit” and Section-I to know the process for submitting the electronic bids at the website.

1.4. The ‘Instructions to bidders’ and other terms and conditions of this tender pertaining to the bidding process generally follow the guidelines of e-tendering system of the government of Rajasthan, available at URL <https://www.eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this document and the GoR e-tendering system, the latter shall be prevailed.

1.5. The complete bid document has been published on the websites, <http://www.jaipurdiscom.com>, <https://www.eproc.rajasthan.gov.in> and <http://sppp.rajasthan.gov.in> for the purpose of downloading.

1.6. The downloaded bid document shall be considered valid for participation in the bid process subject to submission of required Bid document fee of Rs. 2950/- only (Rupees Two Thousand Nine Hundred Fifty only) in Demand Draft in favour of A.O. (Cash), J.V.V.N.L., Jaipur payable at Jaipur and e-Tender Processing Fee: Rs. 1180/- (Rupees One Thousand only) in Demand Draft in favour of M.D., RISL payable at Jaipur. Scanned copies of the aforesaid DDs shall be enclosed with the submission of bid online whereas original DDs shall be furnished to the Chief Accounts Officer (R&B), J.V.V.N.L., Jaipur in separate envelopes up to the date & time specified for the submission of bid.

1.7. Contract Period: The stage-wise assignment completion period is mentioned under SCC clause No. 1.11. The successful bidder must formulate the work completion strategy accordingly and deploy the sufficient work force on the said assignment, so as to complete the work in the given timeline. The contract period shall initially be **Two years** (For RAPDRP area) and **Upto 31st March 2018** (for Non-RAPDRP area) from the date of letter of award, which may be further extended on the same rates and terms & conditions of original contract, subject to satisfactory performance of the agency and mutual agreement.

The performance of the agency will be reviewed half yearly (i.e. after completion of every six months). The contract for awarded work may be rescinded at any time if the performance regarding achievement of the objective and scope of works as illustrated under Section-III of this Bid Document is not found satisfactory [no compensation will be paid] or the agency breach any of the terms and conditions, or the agency will be advised for improvement. JVVNL however reserves the right to terminate the contract after 1 year of LOA, without assigning any reason.

1.8. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally and stamped on each page by the designated authorized representative of the bidder.

1.9. Eligible Bidders: The bidder should be a legal identity. The bidder would be evaluated on the basis of eligibility criteria set out in Section –II of the RFP.

1.10. Subcontracting: The successful bidder shall not be permitted to sub-contract any part of its obligations under the Contract with the J.V.V.N.L.

1.11 Joint venture, Consortium or Association: The consortium or Joint venture is not allowed to participate in this bidding.

1.12 The bidders shall provide a single price quote. However, the JVVNL reserves the right to allot ENTIRE REGION (ALL THREE ZONES) under the jurisdiction of JVVNL to a successful bidder or at least ONE ZONE to a successful bidder.

1.13. Corrigendum: Any corrigendum issued shall form part of the RFP Document and shall be issued on the e-procurement website <https://www.eproc.rajasthan.gov.in>, <http://www.jaipurdiscom.com> and <http://sppp.rajasthan.gov.in>

1.14 It shall be the responsibility of bidder to be acquainted with billing procedure of JVVNL before submitting the bid. The bidder shall familiarize themselves with the billing system, challenges involved in delivering the services, quantum of work, quality of work and services expected by the JVVNL and other such specific project related information. It is advised to the bidders to visit nearest sub-division/circle office to closely understand the systems, processes, procedures involved under the scope of work of this bid document so as to determine the precise price to quote for the bid.

2. Preparation of Bidding documents:-

2.1. EARNEST MONEY DEPOSIT (EMD):

2.1.1. Every Bidder, if not exempted, participating in the bidding process will be required to furnish the bid security as specified in this bidding document.

2.1.2. The Bidder shall furnish Earnest Money of Rs. 5.30 lakhs along with the bid.

2.1.3 The bid security shall, at the bidder's option, be in the form of a crossed bank draft/pay orders/bank guarantee in favour of JVVNL from a reputed (i) **Public Sector Bank of India; or (ii) Scheduled Commercial Indian Private Bank located in India**. Bid security shall remain valid for a period of thirty (30) days beyond the original bid validity period, and beyond any extension subsequently requested. In case of submission of the Bid Security in form of Bank Guarantee, bid security shall be submitted in Format provided at **Annexure - I** specified in this bidding document.

2.1.4 The Bid Security shall be submitted in favour of Accounts Officer (Cash), J.V.V.N.L., Jaipur payable at Jaipur, Rajasthan.

The Bank Guarantee for bid security shall be executed on Rajasthan Non-Judicial Stamp Paper worth 0.25% of BG value (maximum stamp duty of Rs 25,000/-).

2.1.5. Scanned copy of the acceptable instrument for bid security shall be enclosed with the submission of bid online whereas original instrument shall be furnished to the Chief Accounts Officer (R&B) in separate envelope up to the date & time specified for submission of bid.

2.1.6. Any bid not accompanied with the scanned copy of the bid security against deposit of earnest money or the original bid security against earnest money has not been furnished to the Chief Accounts Officer (R&B) up to the date & time specified for submission of the same, shall be rejected and the bid shall not be opened.

2.1.7. The bid securities of unsuccessful bidders will be returned as promptly as possible, but not later than twenty-eight (28) days after the expiration of the bid validity period.

2.1.8 The bid security of the successful Bidder will be returned when the Bidder has signed the Contract Agreement and has furnished the required performance security.

2.1.9. Request for adjustments/proposals for acceptance of Earnest Money deposits, if any, already lying with the J.V.V.N.L. in connection with some other bids/orders shall not be entertained.

2.1.10. No interest shall be payable on the amount of EMD.

2.1.11. The Bid security taken from a bidder shall be forfeited in the following cases, namely: -

- i. when the bidder withdraws or modifies its bid after opening of bids;
- ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
- iii. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
- iv. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
- v. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.

2.1.12 The Discom shall promptly return the bid security after the earliest of the following events, namely:-

- i. The expiry of validity of bid security;
- ii. The execution of agreement for procurement and performance security is furnished by the successful bidder;
- iii. The cancellation of the procurement process; or
- iv. The withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

2.2. COST OF TENDER SPECIFICATION AND e-TENDER PROCESSING FEES.

2.2.1. The bidders can download the bid document from <https://www.eproc.rajasthan.gov.in>. However, Cost of tender/bidding document (non-refundable) Rs. 2500 (Rs. Two Thousand Five Hundred) only + 18% GST, shall be deposited through Demand Draft payable to the Accounts Officer (Cash), J.V.V.N.L., Jaipur. The bidder shall also deposit e-tender processing fee (non-

refundable) amounting to Rs. 1000/- (Rs. One thousand) + 18% GST through Demand Draft in favour of M.D, RISL payable at Jaipur. Scanned copies of the aforesaid DDs shall be enclosed with the submission of bid online whereas original DDs shall be furnished to the Chief Accounts Officer (R&B) in separate envelopes up to the date & time specified for the submission of bid.

2.2.2. Any bid not accompanied with the scanned copy of the Demand Drafts against deposition of Cost of Tender Specification and E-Tender Processing fee or the original demand drafts against the Cost of Tender Specification and E-Tender Processing fee have not been furnished to the Chief Accounts Officer (R&B) up to the date & time specified for submission of the same, shall be rejected and the bid shall not be opened.

3. Submission and Opening of Bids:-

3.1 COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of his Bid. The tendering authority shall not be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

3.2 LANGUAGE OF BIDS

The Bid, as well as all correspondence and documents relating to this Bid shall be exchanged and considered by the Bidder and the tendering authority in English Language only.

Supporting documents and printed literatures comprising part of the Bid may however be provided in English/ Hindi language.

3.3 SUBMISSION OF PROPOSALS

3.4.1 The Bidder shall submit their bid only in electronic format at <https://eproc.rajasthan.gov.in>. The bid should be digitally signed and stamped on each page by a responsible and authorized person. The Bidder shall procure Digital Signature Certificate (DSC) as per IT act - 2000.

3.4 DOCUMENTS COMPRISING THE BID

Bids are to be submitted in two parts:-

3.4.1 Part-I (Technical part of bid, to be filed in .pdf format):- This shall contain the following:-

- (i) Scanned copy of bid security issued in favor of the Accounts Officer (Cash), J.V.V.N.L., Jaipur towards deposition of EMD amount,
- (ii) Scanned copy of Demand Draft issued in favor of M.D. RISL payable at Jaipur towards e-Tender Processing Fees,
- (iii) Scanned copy of Demand Draft issued in favor of the Accounts Officer (Cash), J.V.V.N.L., Jaipur on account of deposition of the cost of tender document,
- (iv) Technical Bid offer cover letter on company's/ firm's letter head and related formats as specified under Section-VII "*Technical Bid*" of this RFP.
- (v) Other Documents/ certificates about bidder's competence, financial strength, details of experience in accordance with the QR specified so that the J.V.V.N.L. may be able to examine whether the offer submitted is technically acceptable and also confirm to our commercial terms and conditions or not.

3.4.2 Part-II (Financial/ Price bid/ BOQ, to be filed in .xls format):-

(i) This shall contain the financial offer for carrying out the scope of work. The financial offer must be submitted in excel file of BOQ in the format as specified under Section-VIII "*Financial Offer Declaration*" of this RFP.

(ii) The price bid shall only be opened after examination of Technical Bid as per requirement stipulated in this specification and being satisfied about the fulfillment of the eligibility criteria. Price bid of only successful and qualified bidders shall only be opened. The date of opening of the price Bids shall be intimated to successful bidders, after evaluation technical bid (Part-I).

3.4.3 If required, J.V.V.N.L. may ask any bidder to furnish original copy of any documents or copy thereof duly attested by the Notary as the case may be for physical verification form on short notice of three days.

3.5 FILLING OF BIDS

3.5.1 The bid shall be submitted online in the electronic formats attached here to and all blanks in the tender and the schedule to the specification shall be duly filled in. The completed forms, schedule(s) shall be considered as part of the contract documents in case of the successful bidder.

3.5.2 No alteration shall be permitted to the formats and schedules enclosed with this tender specification and the Bidder must entirely comply with the specification.

3.5.3 The tender and all accompanying documents shall be in Hindi/English Language and shall be signed digitally by a responsible and authorized person. The name, designation and authority of the signatory shall be stated in the tender. For any accompanying/supporting document supplied in language other than the specified, translated document of the same shall also be provided; otherwise, the document shall be deemed as null and void.

3.5.4 The bid shall be accompanied with the Power of Attorney (PoA) issued in the favour of authorized signatory of the bid. The PoA shall be on the Non-Judicial Stamp Paper of Rajasthan having value of Rs. 500/-

3.5.5 The bidder must quote the prices strictly in the manner as indicated herein, failing which the bid shall be liable for rejection. These must not contain any additions, alterations or corrections and any other marking which leave any room for doubt.

3.5.6 The J.V.V.N.L. will not be responsible to accept any cost involved in the preparation or submission of bids.

3.5.7 Any printed conditions of service on the bid shall not be accepted by the J.V.V.N.L.

3.5.8 All bids and accompanying documents shall be addressed to the Chief Accounts Officer (R&B), J.V.V.N.L., Room No. 023, Vidyut Bhawan, Jyoti Nagar, Jaipur-302005.

3.5.9 The tenders/quotations given in the form other than the form prescribed shall not be considered.

3.5.10 After submission of valid authorization certificate of the authorized signatory of the bid, only one person shall be allowed for presence during the opening of the bid.

3.6 ALTERNATIVE BIDS

Alternative bids shall not be considered.

3.7 BID PRICES

3.7.1 All the prices should be quoted in Indian Rupees (INR) only.

3.7.2 The prices quoted in BOQ.xls should be inclusive of the GST if any applicable at present.

3.7.3 The bidder shall furnish break-up of the quoted price in financial offer according to the Section VIII, indicating amount of applicable GST clearly, as per the prevailing rates on the bid

date. Any statutory variation due to imposition of new tax or any increase in existing taxes by the government subsequently during the currency of the contract shall be on the part of the J.V.V.N.L. Similarly, any waiver or reduction in the existing taxes shall also be passable to the J.V.V.N.L.

3.8 PERIOD OF VALIDITY OF BIDS

3.8.1 The submission of any bid connected with these documents and specification shall constitute an agreement that the Bidder shall have no cause of action or claim, against the J.V.V.N.L. for rejection of its bid. The J.V.V.N.L. shall always be at liberty to reject or accept any bid or bids at its sole discretion and any such action will not be called into question and the Bidder shall have no claim in that regard against the owner.

3.8.2 The bids shall be valid for a minimum period of 120 days (One hundred twenty) days from the date of opening Part-I (Technical part of bid) or 90 (Ninety) days from the date of opening of Part-II (Price bid) wherever is later. Bids mentioning a shorter validity period other than specified are likely to be summarily rejected / ignored.

3.8.3 J.V.V.N.L. may ask for extension in validity period. The Bidder will be at liberty to accept it or not.

3.9 SIGNING OF THE BID

3.9.1 The bidding document shall be digitally signed by a person duly authorized to sign on behalf of the bidder, in token of acceptance of all the terms and conditions of the bidding document. This authorization shall consist of a written confirmation as specified in the bidding document and shall be attached to the bid.

3.9.2 Bid by a partnership must be furnished with full names of authorized partner followed by the signature(s) and designation (s) of the authorized partner(s).

3.9.3 Bids by corporation/ company must be signed with the legal name of the corporation/ company by the President, Managing Director or by the Secretary or other person or persons authorized to sign the bid on behalf of such corporation/ company.

3.9.4 A bid signed by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent' or other designation without disclosing his principal will be liable to be summarily rejected.

3.9.5 Satisfactory evidence of the authority of the person signing on behalf of the Bidder shall be furnished with the bid.

3.9.6 The Bidder's name stated on the proposal shall be exact legal name of the firm/agency.

3.9.7 Bids not conforming to the above requirements of signing shall be disqualified.

3.10 AMENDMENT/CORRIGENDUM/ADDENDUM IN RFP DOCUMENT AND DEADLINE FOR SUBMISSION OF BID

3.10.1 Bids must be submitted online by the bidders on the website <https://www.eproc.rajasthan.gov.in> and earlier than the date and time specified in the NIT.

3.10.2 At any time prior to the Bid Due Date, the Authority may for any reason, whether on its own initiative or as a result of a response to a query received during Pre-Bid Conference, modify the RFP Document/extend Bid Due Date by issuing "Amendment/Corrigendum/Addendum".

3.10.3 The Amendment/Corrigendum/Addendum shall be published on <http://www.jaipurdiscom.com>, <https://eproc.rajasthan.gov.in> and <http://sppp.rajasthan.gov.in>. Each such Amendment/ Corrigendum/ Addendum shall become part of the RFP Document.

3.10.4 Change in date of submission and opening of bids if any shall also be placed on the J.V.V.N.L. website immediately. However, if the modifications in bidding document, specifications of service are substantial, fresh publication of original bid inquiry may also be issued.

3.10.5 The J.V.V.N.L. on its discretion, reserves right to extend the deadline for the submission of bids.

3.11 RECEIPT OF TENDERS/ BIDS

3.11.1 Access to the bids is strictly restricted and will be provided only to the concerned officers of J.V.V.N.L. doing the evaluation.

3.11.2 Bids received by modes other than submission on <https://www.eproc.rajasthan.gov.in> website shall not be considered.

3.12 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

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

3.13 BID OPENING

3.13.1 The designated Committee will perform the bid opening.

3.13.2 The tendering authority shall conduct the bid opening at the address, date and time specified in the NIT.

3.13.3 All the bids received up to the specified time and date in response by all the bidders shall be opened by the members of the designated Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://www.eproc.rajasthan.gov.in> at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.

3.13.4 No bid shall be rejected at bid opening except for alternative bids, bids not accompanied with the required evidences regarding deposition of cost of tender documents, EMD, and e-tender processing fees.

3.13.5 The Tendering authority shall prepare a record of the bid opening that shall include name of the bidder, the bid price and the presence or absence of Tender fee, EMD. The bidder's representatives who are present shall be required to sign the attendance sheet. The omission of a bidder's signature on the record shall not invalidate the contents and effect of the record.

3.13.6 Only the Part-I containing "Technical Bid" shall be opened first. The Part-II containing "Financial Bid" shall be kept intact and shall be opened later on the specified date and time which shall be intimated to the bidders who qualify in the evaluation of technical bids.

3.13.7 The details of deposit of tender fee, EMD and processing fees with each bid shall be read out loudly.

3.13.8 A list of names of the representatives of the bidding firms present at the time of opening of tenders shall be prepared and read out and got signed by the respective representatives.

4. EVALUATION OF BIDS

4.1.1 The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be substantially responsive.

4.1.2 To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in Section IV “BID EVALUATION METHODOLOGY” of this bidding document.

4.2 EVALUATION OF TECHNICAL BIDS

4.2.1 The initial technical evaluation shall be completed by the designated Committee as early as possible after opening of technical bids.

4.2.2 The number of firms qualified in technical evaluation, if less than three, and it is considered necessary by the tendering authority to continue with the bid process, reasons shall be recorded in writing; otherwise fresh bids may also be invited.

4.2.3 After approval of the technical evaluation by tendering authority, the firms which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.

4.2.4 For the firms which could not qualify in technical evaluation, EMD shall be refunded after completion of the bidding process i.e. award of the contract to the successful bidder.

4.2.5 The Tendering Authority will carry out a detailed evaluation of the bids as per criteria prescribed under Eligibility Criteria mentioned in the RFP and on the basis of documents enclosed with the technical bid.

4.2.6 In order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents, the Tendering Authority will examine the information supplied by the Bidders.

4.3 EVALUATION OF FINANCIAL BIDS

4.3.1 The financial bids of bidders who qualified in technical evaluation shall be opened at the notified time, date and place by the members of the designated Committee in the presence of the bidders or their representatives who choose to be present.

4.3.2 The process of opening of financial bids shall be similar to that of technical bids.

4.3.3 The names of the firms, the rates given by them and conditions if any, shall be read out and recorded in the tender opening register.

4.3.4 Conditional bids are liable to be rejected.

4.3.5 ***The offers shall be evaluated on L1 basis*** and the technically qualified bidder quoting the lowest price shall be considered as L1 bidder, bidder quoting price next higher to the L1 bidder's price shall be considered as L2 bidder and so on. If the “*Quoted Rate*” are same for two bidders, then their ascending order would be determined on the basis of draw of lottery in presence of the bidder who wishes to be present.

4.3.6 It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods or service required to be procured.

4.3.7 Bidders meeting the qualification requirement and stood to be L-1 may be awarded with at least 1 Zone or entire region under the jurisdiction of JVVNL (all three Zones). ***Bidders may note that allocation of areas to bidder shall be at the discretion of the management of JVVNL.***

4.3.8 The bidders may note that J.V.V.N.L. is not bound to accept the lowest financial offer.

Note: If the bidder quotes zero or null value against any of the item(s) in column “A” of the financial offer i.e. “BOQ”, the same offer shall be rejected. In this case the Qualified bidder evaluated by e-proc system shall deviate and shall not be considered to be valid.

4.4 CORRECTION OF ARITHMETIC ERRORS

4.4.1 Provided that the bid is substantially responsive, the competent Committee shall correct arithmetical errors on the following basis: -

- i. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- ii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to point i above.

4.5 NEGOTIATIONS

4.5.1 As a general rule, negotiations after opening of bids would be discouraged. However, negotiations may be undertaken in exceptional circumstances, as under: -

- When the quoted rates have wide variations and are much higher than the market rates prevailing at the time of opening of bids.

4.5.2 Negotiations shall not make original offer of the bidder ineffective.

4.5.3 Negotiations shall be conducted with the L1 bidder only and by information given in writing with a minimum period of 3 days (in case of a local bidder) and 7 days (in case of an outstation bidder) shall be given for holding negotiations. In case of urgency the tender sanctioning committee may reduce the notice period for negotiations, provided the bidder receives the information regarding holding negotiations.

4.5.4 In case the lowest bidder does not reduce his rates in response to negotiations or the rates so reduced are still considered to be higher, the tender sanctioning Committee may decide to make a written counter offer to the lowest bidder. If the lowest bidder does not accept the counter offer given by the Committee, the Committee may recommend rejecting the bid or may repeat the process to make the same counter offer to second lowest bidder and so on to third, fourth lowest bidder, etc. till any bidder accepts it.

5. Rejection of bids:

5.1 The bid may be considered as rejected / non responsive on account of any of the followings:-

- i. Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of original offer subsequent to opening of tender.

- ii. Submission of any supplementary information unless & otherwise asked for by the bidder after opening of the Bid may result in rejection of the Bid and may also debar him from submission of Bid to J.V.V.N.L. at least for a year.

- iii. The J.V.V.N.L. reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the J.V.V.N.L.'s action.

- iv. In case of bidder not furnishing the desired information in the desired format the bid/offer may be rejected.

- v. In case of bidder not adhering to the format of financial offer given with this document the bid/offer may be rejected.

- vi. In case of any foot note or explanatory statement in the financial offer the bid/offer may be rejected.

- vii. In case of financial offer comprising any supplementary statement or discount or any condition the bid /offer may be rejected.

viii. In case, the bidder quotes zero or null value against any of the item(s) in column “A” of the financial offer i.e. “BOQ”, the same offer shall be rejected.

6. Signing of agreement

6.1 On receipt of Letter of award from J.V.V.N.L., the successful bidder shall enter into an agreement with J.V.V.N.L. by jointly signing. The draft of the agreement based on the terms, detailed in Section-V and Section-VI will be forwarded to the successful bidder for execution. ***The agreement shall be executed with fifteen days*** thereafter. The person to sign the agreement must be duly authorized by the Bidding entity.

6.2 If the bidder, who has been selected for contract, fails to sign a written agreement for contract or fails to furnish the required security deposit within specified period, the Discom shall take action against the successful bidder as per the provisions of the bidding document. The Discom may, in such case, cancel the contract with the bidder, forfeit the EMD and debar the bidder to participate in any future bid.

7. Performance Security

The successful Bidder within ***fifteen (15) days*** of the receipt of letter of award from the J.V.V.N.L. shall furnish the Performance Security in accordance with the respective clauses of GCC & SCC. ***The value of Performance Security would be 10% of the contract value.*** The Performance Security would be valid up to a period of 6 months post the date of completion of the work. The performance security shall be deposited in formats as provided in **Annexure – II**.

The Bank Guarantee for bid security shall be executed on Rajasthan Non-Judicial Stamp Paper worth 0.25% of BG value (maximum stamp duty of Rs 25,000/-).

8. Understanding and clarifications on documents and specifications

i. The Contract shall be considered to have come into force from the date of the issue of Letter of Intent/Letter of Award. The bidder is required to carefully examine the specifications and documents and fully aware itself about all the terms & conditions and matters which may in any way affect the Work or the cost thereof. If any Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true meaning of any part, he shall at once request in writing for an interpretation/clarification to the tendering authority. The J.V.V.N.L. shall issue interpretation and clarifications as it may think fit in writing. After receipt of such interpretations and clarifications, the Bidder may submit its bid but within the time and date specified in the Invitation to Bid. All such interpretations and clarifications shall form a part of the specifications and documents, and accompany the bidder's proposal.

ii. Verbal clarifications and information given by the J.V.V.N.L. or its employee(s) or its representative(s) shall not in any way be binding on the J.V.V.N.L.

9. Policy for bids under consideration

Bids shall be deemed to be under consideration immediately after they are opened and until such time official intimation of award/rejection is made by the J.V.V.N.L. to the bidders. While the bids are under consideration, bidders or their representatives or other interested parties are advised to refrain from contacting by any means, the J.V.V.N.L. or its employees/ representatives on matters related to the bids under consideration, in the event of such happening the bidders

proposal may be declared as rejected irrespective of his selection or rejection on the basis of the tender conditions. The J.V.V.N.L., if necessary, will obtain clarifications on the bids by requesting for such information from any or all the bidders, either in writing or through personal contact, as may be necessary. Bidder will not be permitted to change the substance of the bid after the bid has been opened.

10. Preliminary examination and evaluation

10.1. J.V.V.N.L. shall examine the bids to determine whether they are complete, free from computational errors, required cost and fees have been furnished or not and whether the documents furnished are properly signed and the bids submitted are generally in order.

10.2. Prior to the detailed evaluation, the J.V.V.N.L. will determine the substantial responsiveness of each bid against the bidding document.

10.3. For the purpose of above, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding document without material deviations. A material deviation is one which affects in any way the prices, quality, quantity or delivery period of the equipment/services/material or which limits in any way to the responsibilities or liabilities of the bidder of any right of J.V.V.N.L. as required under these specifications and documents. Determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

10.4. A bid determined as not substantially responsive will be rejected and shall not be treated responsive subsequently by correction of the non conformity by the bidder.

10.5. Bid price shall mean the total price quoted by each bidder for complete package in its proposal for the complete scope of works.

10.6. J.V.V.N.L. will evaluate and compare the bids previously determined to be substantially responsive, pursuant in the manner specified above, for each package separately.

10.7. No bid shall be considered responsive if the complete requirements covered in the package are not included in the bid.

11. Award of contract

11.1. JVVNL reserves the right to award entire contract to one agency (for all 3 Zones) or order can be split Zone-wise to different vendors.

11.2 Notification of award of contract will be made in writing to the successful bidder(s).

11.3. The contract will be awarded to the best qualified and the substantially responsive bidder in conformity with the requirements of these specifications and documents and the JVVNL shall be the sole judge in this regard and subject to the provisions of these instructions to bidders and other terms and conditions detailed out in these documents and specifications.

11.4. A responsive bid is one which accepts all terms and conditions of these specifications and documents without any major modifications. A major modification is one which affects in any way the prices, quality, quantity or delivery period of the equipment or which limits in any way the responsibilities or liabilities of the bidder or any rights of the owner as required in these specifications and documents. The award of contract may be distributed among more than one bidder.

12. Change in quantity

12.1 The number of energy bills and output reports to be punched/generated/printed and delivered may increase or decrease during the currency of the contract.

12.2 Any activity may be withdrawn, if not required at any point of time during the execution of the contract.

12.3 Any specific group of consumers based on category or any other criteria may be excluded from the scope of contract at any time during the execution of the contract and shall be at the sole discretion of the Nigam.

12.4 JVVNL reserves the right of increasing or decreasing the area of operation of the agency at any time during the execution of the contract and there is no minimum commitment relating to quantum of work.

13. General

13.1. The cost of specification will not be refunded under any circumstances.

13.2. The bidder shall treat the details of the specification and other Bid documents as private and confidential and shall not reproduce without the written authorization of J.V.V.N.L.

13.3. J.V.V.N.L. shall 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.

13.4. The fact of submission of bid to J.V.V.N.L. shall be deemed to constitute an agreement between the bidder and J.V.V.N.L. whereby such bid shall remain open for acceptance by the J.V.V.N.L. and Bidder shall not have option to withdraw its offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that its bid is accepted by the J.V.V.N.L., the bidder shall be bound by the terms of agreement constituted by its bid and such acceptance thereof by the J.V.V.N.L., until formal contract of the same bid has been executed between the bidder and the J.V.V.N.L. in replacement of such agreement.

13.5. The successful bidder will have to execute the contract agreement towards proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the bid, interpretations as may be advantageous to J.V.V.N.L. may be taken, if satisfactory clarification is not furnished within the prescribed period.

13.6. J.V.V.N.L. will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.

13.7. Telex, Telegraphic, Fax bids or bid submitted in hard copy shall not be accepted.

13.8. J.V.V.N.L. reserves the right to:

- a. Amend the scope of the proposed contract.
- b. Reject or accept any bid.
- c. Cancel the bid process and reject all applications.
- d. Change the area.
- e. Change the period of contract

J.V.V.N.L. 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.

Section-II Eligibility Criteria

The following eligibility criteria are mandatory and non-fulfillment of which will lead to disqualification of the bid (Satisfactory evidence to be provided by the bidder)

I. Technical Criteria for the participatory firm(s)/ Company

S.No.	Particulars	Qualifying criteria	Supporting Documents required
1.	Company's/ Firm's	(i) Company/ Firm should be registered under the Companies Act 1956/2013 or a Partnership firm including Limited Liability Partnership (L.L.P.) registered under Partnership Act 1932/2008 or a Proprietor firms.	Company's/ Firm's Incorporation/ Registration Certificate.
2.	Company's/ Firm's Project Experience	<p>(i) The bidder shall have experience of providing billing and revenue management services to power/water/telecom utility (Government or Private) involving deployment of man power.</p> <p style="text-align: center;">AND</p> <p>(ii) Should have experience in data feeding and printing/generating electricity/telephone/water bills for a utility having consumer base of minimum 14 lacs and shall have experience of printing bills for at least 2.5 lac consumers per month, continuously for one year in the last two years.</p>	Letter of Award and completion certificate.

II. Financial Criteria for the participatory firm(s)/ Company

S.No.	Particulars	Qualifying criteria	Supporting Documents required
1.	Financial strength of the	Average annual turnover for past 3 financial years should be at least Rs. 1 Crore only.	Audited Accounts of

	Company/ firm	Note: Turn over means the gross receipt through regular operation only, the receipts through other incomes and excise duty/service tax paid to government will not be considered while arriving the total turnover.	Financial year 2014-15, 2015-16 & 2016-17.
2.	Profitability of firm	The net profit after tax (PAT) of the company should be positive for last 3 financial years. Certified balance sheet for the same has to be attached. In case of bidder having financial year closing other than March the last 36 months turn-over shall be furnished.	Audited Accounts of Financial year 2014-15, 2015-16 & 2016-17.

III. Blacklisting Criteria for the participatory firm(s)/ Company

S.No.	Particulars	Qualifying criteria	Supporting Documents required
1.	Blacklisting/ Termination	<p>i) The bidder should have not been black listed from any of the government departments in last 5 financial years.</p> <p>ii) The bidder should have not been terminated or suspended from work under any contract with a government department of India and their performance guarantee/ security forfeited due to violation of terms during last 5 financial years.</p>	Undertaking by the bidder.

SECTION-III

Scope of Work

1. General

1.1 Time is the essence of the contract.

1.2 Timely generation and printing of energy bills directly affect the revenue of the company.

1.3 The timely delivery of bills at sub-division office and thereafter to consumers is necessary as it gives consumer enough time for bill credit, saves opportunity cost and interest cost on outstanding bills of JVVNL.

1.3 The existing number of zone-wise consumer and number of bills generated in RAPDRP and Non-RAPDRP areas are placed at Annexure-IV

1.3 Assistant Revenue Officer (ARO) of each sub-division and AO (O&M) of each circle office shall be the nodal officer for the purpose of accomplishment of this assignment and verification of the reports submitted by the successful bidder as a part of deliverables.

1.4 It shall be the responsibility of bidder to get acquainted with billing procedure of JVVNL before submitting the bid. The bidder shall familiarize themselves with the billing system, challenges involved in delivering the services, quantum of work, quality of work and services expected by the JVVNL and other such specific project related information. It is advised to the bidders to visit nearest sub-division/circle office to closely understand the systems, processes, procedures involved under the scope of work of this bid document so as to determine the precise price to quote for the bid.

2. SCOPE OF WORK:

2.1 The contractor at sub-division will receive binders/softcopy containing meter readings from the ARO of the sub-division concerned.

2.2 The contractor will upload the data into the system available at sub-division office of JVVNL

2.3 The contractor will receive "Print File" of energy bills and output reports from ARO of sub-division for printing

2.4 The contractor will print the energy bills, consumer ledger and other output reports in prescribed formats of JVVNL using its own system and printers and deliver the same to ARO of concerned sub-division.

2.5 Note: The contractor will do above-mentioned work for:

- RAPDRP areas (around 14 lac consumers) for contract period of 2 years; and
- Non-RAPDRP areas (around 24 lacs consumers) till the tender for revenue management system is awarded (Expected in March 2018).
- However the contract period may be extended, for maximum of 6 months at a time, on same terms and conditions on mutual agreement

2.5 Detailed scope of work:

- a) **Deployment of desktop computer, Heavy line Printer of appropriate capacity (including supporting infrastructure):**

2.5.1. The agency shall deploy brand new Desktop PC with sufficient power back up, Heavy line Printer as per the specification and features as mentioned in **Annexure III** at circle-level and maintain the same in running condition for the entire contract period. The agency shall also arrange for furniture or fixtures required for these machines on its own cost. The agency shall furnish an undertaking that all the IT infrastructure to be deployed under this contract shall be brand new and not refurbished.

2.5.2. The agency shall maintain this equipment under good running conditions and ensure prompt support in case of any machine failure. The agency shall be allowed to retain the ownership of all the hardware deployed under Build -Own-Operate- Maintain (BOOM) mode on expiry of the contract to JVVNL.

2.5.3. The agency shall deploy hardware not less than the minimum quantity mentioned below at the circle level:-

Sr. No.	Circle Name	Least Number of Printers to be deployed	Least Number of Desktops to be deployed
1	JCC	3	3
2	JPDC	2	2
3	Alwar	2	2
4	Other circles	1	2

2.5.5 The agency shall also make arrangements for a UPS and an active internet connection for each desktop.

2.5.5. The suitable office space with free electricity for the office work shall be provided by JVVNL.

2.5.6. Any extension to the existing electrical or connection required for computer, printer etc. shall have to be arranged by the agency on its own cost.

2.5.7. The agency shall have to manage other facilities like power back-up etc. on its own cost, if the same is required for scheduled completion of printing works.

2.5.8. Other items like cable required for connection, cables for power supply, computer table, chairs, fans & coolers and communication facility have to be arranged and maintained by the agency on its own cost.

2.5.9. Comprehensive maintenance of complete system, which includes computers, printers, UPS, etc. including providing spares.

2.5.10. In order to ensure proper maintenance support for these devices, the agency must enter into a maintenance contract with the OEM/ qualified and professional equipment service companies, for entire duration of the contract.

2.5.11. The bidder shall maintain atleast two heavy line printer as buffer stock at for immediate replacement of any defective printer at any appropriate location so that bill printing work may not be hampered.

2.5.12. The agency shall be liable to the system during the contract period, which includes regular and emergency maintenance. The scope of maintenance includes maintenance of all computer, printer, UPS & software or any hardware/software deployed by the agency.

2.5.13. Desktop PC with the industry standard operating system with Anti-Virus software along with necessary genuine licenses. Any other software(s) as deemed necessary, during detail engineering stage to operate and maintain the system shall be provided by the agency.

2.5.14 Delay in work due to faulty devices shall not be accepted and the same will be treated as mentioned in S.No. 26 of section V (GCC)

2.5.15. The agency shall be allowed to retain the ownership of all the devices owned and deployed under Build-Own-Operate-Maintain (BOOM) mode on expiry of the contract.

2.5.16. In order to ensure proper maintenance support for these devices, the agency must enter into a maintenance contract with the OEM/ qualified and professional equipment service companies, for entire duration of the contract. Such contract must have a suitable service level agreement SLA duly approved by JVVNL.

b) DEPLOYMENT OF MANPOWER:

2.5.17. Adequate persons at each subdivision and circles shall be deployed, to ensure timely completion of the work as time is the essence of this contract. Deployment of adequate trained man power and facilities at subdivision and circle level to be available on all working hours.

2.5.18. The minimum manpower deployment at various offices shall be as **per clause 2.5.24** of this section. There should be adequate persons per location to be available on all working hours on all working days. The adequacy of the number may be adjusted with the workload, but JVVNL shall not pay any extra charges towards any additional manpower.

2.5.19. Deployment of trained man power and facilities for each Subdivision for complete operation of billing software involving uploading of meter readings.

2.5.20. Deployment of trained manpower at each circle level for MIS/output generation and arrange distribution to all the sub-divisions falling under the division.

2.5.21. Deployment of trained man power and facilities at each circle level for management of entire infrastructure and ensuring smooth operation of billing system at all the sub-divisions and divisions falling under the circle.

2.5.23. In case any new subdivision, division or circle is created subsequently during the currency of contract, as a result of bifurcation of any of the existing sub-division or circle, manpower shall also be deployed by the contractor at no extra cost.

2.5.24 The minimum number of human resources to be put in offices at sub-division and circle level are as following:

Sub-division level:

S.No.	Post/ Designation	Number of persons	Educational qualification	Experience
1	Computer Operator	At least 1	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works

Circle level:

S.No.	Post/ Designation	Number of persons	Educational qualification	Experience
1	Manager	At least 1	Graduate/BCA/MCA	Min 3 years of experience to handle similar works
2	Computer Operator	At least 2	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works

2.5.25 The Bidder shall ensure that deputed personnel are trained and experienced for execution of the contract and for operation and maintenance period so that all activities are carried out in a highly professional and sound managerial manner.

2.5.26 As such as possible the agency shall not change the office in charge/nodal officer, frequently. The bidder shall furnish documents regarding the experience of the key personnel proposed to be employed by him. The experience for such personnel shall not be less than the experience as provided above, for which the bidder shall furnish the details of the employees to be deployed after awarding of contract.

c) BILLING OPERATIONAL SERVICES& DISTRIBUTION of BILLS:**2.5.27. ACTIVITIES AT SUB-DIVISIONS OFFICE**

- I. To ensure timely completion of the billing schedules as decided by the respective Discom officer.
- II. All billing data for the day must be downloaded and uploaded from manual binders/ mobiles through base computer system at sub-division level.
- III. Entering meter reading data into the billing software by manually punching the same at the sub division office in base billing mode.

2.5.28. ACTIVITIES AT CIRCLE:

- i. Management of the entire billing work under the scope of the agency in the circle.
- ii. Monitoring and supervision of man power deployed at sub-divisions and divisions

- iii. Generation and printing of energy bills, notices/orders and various other monthly, quarterly and annual reports or ledgers ;
- iv. Printing of DCO/PDCO or security notices on pre-printed stationary
- v. Distribution of Energy bills to sub-division offices

d) MIS/OUTPUT REPORTS /NOTICES GENERATION & DISTRIBUTION:

2.5.29. The agency shall ensure timely generation and distribution of various MIS and output reports as per prescribed frequency to respective offices. The list of outputs/MIS reports and frequency is as provided in section VI.

2.5.30. To generate electricity bills on preprinted stationary in case of base billing. The bills of certain industrial consumers are printed in duplicate.

2.5.31. To generate enhance security notices and DC/PDC notices as per prescribed frequency and format on preprinted stationary.

2.5.32. All stationary (pre-printed and plain) and printing consumables expenses for MIS/Output reports, bills (in base billing) and other outputs are on the part of agency.

2.5.33. For MIS/OUTPUT generation, wherever possible, a line printer shall be provided by JVVNL at each circle after Go-Live of R-APDRP. All maintenance related issues of line printer should be handled by agency on behalf of JVVNL. The expenses towards the consumables including printer head, ribbons etc. shall be borne by the agency.

2.5.34. The formats & frequency of desired reports is as per the prevailing practice of JVVNL. However, JVVNL reserves the rights to modify the same at any time and also new reports can be introduced up to a maximum increment of 20% of total quantity without any extra cost to JVVNL.

2.5.35 Generation of bills on pre-printed paper of A4 size of 80 GSM thickness.

2.5.36 JVVNL reserves the right to choose between any of the base billing modes.

2.5.37 There is no commitment of minimum work under any of the billing methods.

2.5.38 The agency shall be liable to carry out the work as may be desired by the JVVNL.

2.5.39 In addition to the output reports mentioned in section VI, following reports are to be generated by the system. Besides this, system will have the provision for adding any number of new reports as per the requirements of JVVNL on the basis of input data

The details of various reports to be generated, printed and distributed by the agency at regular intervals. Below list is not exhaustive and new reports may be added any time as per actual requirement to JVVNL, for which no extra payment shall be paid to contractor.

Name Of Report	Frequency
PDC Consumers List Amnesty Notice	Quarterly Reports
Consumer Annual Ledger	Annual Report

Annual Ledger For Subdivision	
<p>Output4. Disconnection Notice Cum Order</p> <p>Output5.Consumer Ledger Summary</p> <p>Output6(A) Date Wise Payments</p> <p>Output6(B)Payments Summary</p> <p>Output6(C) Un-Posted</p> <p>Output8(A). Outstanding More Than 500 And Upto 5000</p> <p>Output8(B). Outstanding More Than 5000 And Upto 10000</p> <p>Output8(C). Outstanding More Than 10000</p> <p>Output9. Summary Of Energy Billing</p> <p>Output Dc-Notices</p> <p>Output4.Dc Notice Summary</p> <p>Output5.Consumer Ledger Summary</p> <p>Output16(A). Cb-4 List Of Sundry Charges Credited/Debited</p> <p>Output16(A). Cb-15 List Of Sundry Charges Credited/Debited</p> <p>Output16(C). Cb-12 List Of Sundry Charges Credited/Debited</p> <p>Output19. List Of Newly Sanctioned Installations</p> <p>Output20/21. Delay In Issuing Of New Connection</p> <p>Output22&23. List Of Connections Lying Disconnected For > 2 Months And Sr Not Removed</p> <p>Output26. Premises/Meter Locked For More Than 2 Months</p> <p>Output26(A). List Of Defective Meters</p> <p>Output25. Variation Of Energy</p> <p>Output26(A). List Of Defective Meters</p> <p>Output26(B). List Of Burnt Meters</p> <p>Output26(C). List Of Stopped Meters</p>	<p>Cycle Wise Report</p>

<p>Output26(D). List Of Broken Glass Meters</p> <p>Output26(E). List Of Faulty Meters</p> <p>Output26(F). List Of Body Seal Broken Meters</p> <p>Output26(G). List Of Consumers Whose Reading Not Received</p> <p>Output26(H)-List Of Consumers Having Area Without Supply & Display Out</p> <p>Output32. Notice For Enhancement Of Security Deposit</p> <p>Output36. List Of Zero Consumption Consumers</p> <p>Output37. List Of Illegal Restoration Of Supply By Consumers</p> <p>Output38. List Of Doubtful Cases</p> <p>Output39. Consumer Billed On Average But Consumption More Than Average</p> <p>Output40. More Than One Payment</p> <p>Output41. More Than One Sundry</p>	
<p>Ledger Wise Monthly Outstanding</p> <p>Ledger Wise Monthly Govt. Outstanding</p> <p>MIS</p> <p>Output 10-Summary Of Consumers Not Billed Or Billed On Average Basis</p> <p>Output 10a-Age wise Abstract Summary Of Defective/Lock Meter Consumers</p> <p>Output 14-Category Wise Month End Position Of Assessment Realization And Arrears</p> <p>Output 15a-Age Wise Analysis Of Arrears As On Month End</p> <p>Output 15b-Analysis Of Realization</p> <p>Output 18a-Feederwise Consumption Analysis - Non Agriculture</p>	Monthly Reports

<p>Output 18b-Feederwise Consumption Analysis- Agriculture</p> <p>Output 18c-Feederwise Summary Of Energy Sold, Assessment, Realization & Outstanding</p> <p>Division Wise-18abc</p> <p>Circle Wise-18abc</p> <p>Output 27-List Of Consumer Whose Recovery To Be Deferred As Per Court's/Settlement Committee's Order</p> <p>Output 28-List Of Defaulting Consumer's Whose Recovery Of Outstanding Under Instalment</p> <p>Output 29-Manufacture Wise Report Of Working Condition Of Meter</p> <p>Output 31-List Of Change of Defective, Stopped And Burnt Meters More Than Twice In Last12months</p> <p>Output 33-List Showing Balance Of Advance Deposit And No. Of Installment Due To Be Allowed</p> <p>Output 34-Energy Billing Assessment Summary For The Month</p> <p>Output 35-Statement Of Showing The Levy Of Power Factor Surcharge\Incentive Allowed On Power Factor</p> <p>5%Rebate Allowed Due To Meter Remain Defective /Stopped More Than 2 Month & Amount Capacitor Surcharge Levied</p>	
<p>1.Metered Consumers Billed On Avg / Min Basis</p> <p>2.Summary Of Consumers Billed On Average Basis</p>	<p>Monthly Reports For Circle,</p>

3.Agewise Summary Of Defective Meters 4.Agewise Summary SDO-code Wise 5.Output 35 Power Factor 6.Annexure A, Minimum Charges 7.Tariff Subsidy Domestic And Agriculture 8.Cycle Wise Ed Assessed 9.Defective ABS SDO-wise	Sr. AO(Zone), CAO (R&B)
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3. Allocation of Responsibilities for successful execution of work:

3.1 Responsibilities of Discom:

- 3.1.1 To appoint ARO of each sub-division as nodal officer for the sub-division, AO (O&M) at circle.
- 3.1.2 To make binders/soft copies of downloaded file containing meter readings available to contractor at sub-division.
- 3.1.3 To provide a desktop for contractor for feeding of data at sub-division office along with sitting space at Sub-division office.
- 3.1.4 To provide "Print file" to contractor after sample auditing of the billing data
- 3.1.4 To provide required office space to contractor at circle-level office for setting up of its system/data centre.
- 3.1.5 To provide the receipt to contractor that the printouts of energy bills and other output reports are received.
- 3.1.6 To issue identity card to the authorized manpower of the contractor being deployed at JVVNL.

3.2 Responsibilities of successful bidder:

- 3.2.1 To get acquainted with the entire billing procedure of JVVNL
- 3.2.2 To deploy appropriate no. of computer operator at each sub-divisional office of JVVNL for feeding/uploading the data into the system.
- 3.2.3 To deploy a manager, an operator and set-up a system/data center at each circle-level office of JVVNL for printing of energy bills and output reports.
- 3.2.4 To print the energy bills and other output report at circle office.
- 3.2.5 To deliver the printouts of energy bills and prescribed ledgers output reports in prescribed formats of JVVNL to ARO of concerned sub-division and collect the receipt from ARO.
- 3.2.6 To maintain the infrastructure set-up for bill printing and delivery of bills
- 3.2.7 To maintain enough stationary items and other consumables required for printing.
- 3.2.8 To collect the receipt from the ARO of sub-division that the printouts of energy bills and other output reports are received.
- 3.2.9 The agency shall also make arrangements for a UPS and an active internet connection for each desktop.
- 3.2.10 The bidder shall put the minimum number of human resources in offices at sub-division and circle level as following:

Sub-division level:

S.No.	Post/ Designation	Number of persons	Educational qualification	Experience
1	Computer Operator	At least 1	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works

Circle level:

S.No.	Post/ Designation	Number of persons	Educational qualification	Experience
1	Manager	At least 1	Graduate/BCA/MCA	Min 3 years of experience to handle similar works
2	Computer Operator	At least 2	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works

3.2.11 The Bidder shall ensure that deputed personnel are trained and experienced for execution of the contract and for operation and maintenance period so that all activities are carried out in a highly professional and sound managerial manner.

3.2.12 As such as possible the agency shall not change the office in charge/nodal officer, frequently. The bidder shall furnish documents regarding the experience of the key personnel proposed to be employed by him. The experience for such personnel shall not be less than the experience as provided above, for which the bidder shall furnish the details of the employees to be deployed after awarding of contract.

3.2.13 The bidder shall ensure that the deployed manpower shall follow the office etiquettes of JVVNL and maintain the decorum of the office. The deployed manpower shall bear identity card issued by the JVVNL at all time.

4.DELIVERABLES:**Timelines for deliverables:**

S. No.	Particular	Timeline
1.	Effective start date of the contract	Within 30 days of date of acceptance of LOA
2.	Uploading of meter readings	By Next day of handing over the binder to the operator of the concerned sub-division

3.	Generation and printing of the bills	Within 2 days of the date on which approval to send print file has been accorded by the ARO of the concerned Sub-division
4.	Delivery of energy bills to the respective sub-divisions	Within 3 days from the approval of Print File by the ARO as above
5.	Printing of the prescribed ledgers output reports	Within a week of sending the relevant print files by the respective ARO

SECTION IV BID EVALUATION METHODOLOGY

1.1 Only those bidders which satisfy all the conditions for qualification of bidders as per Eligibility Criteria shall be considered for financial evaluation.

1.2 The selection shall be on **L 1 basis**. JVVNL reserves the right to award entire contract to one agency (for all 3 Zones) or order can be split Zone-wise to different vendors.

1.3 The Selection Committee will thoroughly evaluate the firm details and project experience, financial strength other qualification requirements of the company/firm. The bidder may require to produce original documents for verification to validate the claims made by it in the bid document to establish the quality and competency of the firm

1.4 After evaluating the Technical Bids, JVVNL shall notify the technically qualified bidders, the date, time and place for opening of the Financial Bids.

1.5 Financial Evaluation:

- The technical qualified bidder with lowest financial quotes shall be ranked as L – 1 bidder
- The technical qualified bidder with second lowest financial quotes shall be ranked as L – 2 bidder and so on for other qualified bidders
- The tendering authority/ selection committee, in observance of best practices, shall: -
 - Maintain the bid evaluation process strictly confidential as per the details below.
 - Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.
- The competent Committee shall prepare a comparative statement in tabular form and its report on the evaluation of financial bids with its recommendations shall be forwarded to the tendering authority for sanction of the best offer.
- It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods or service required to be procured.
- The bidders may note that J.V.V.N.L. is not bound to accept the lowest financial offer.
- Bidders meeting the qualification requirement and stood to be L-1 may be awarded with the work. However, the JVVNL reserves the right to allot ENTIRE REGION (ALL THREE ZONES) under the jurisdiction of JVVNL to a successful bidder or at least ONE ZONE to a successful bidder. Maximum three contractors may be selected by the JVVNL upon its discretion.
- If the bidder quotes zero or null value against any of the item(s) in column “A” of the financial offer i.e. “BOQ”, the same offer shall be rejected. In this case, bid of even technically qualified bidder shall not be considered valid.

SECTION V

General conditions of Contract (GCC)

1. Contract Documents	1.1 Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.
2. Corrupt Practices	<p>1.2 The J.V.V.N.L. requires bidders, suppliers, and Contractors to observe the</p> <p>(a) The following definitions apply:</p> <p>"corrupt practice" means the offering, giving receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any party in the procurement process or the execution of a contract;</p> <p>"fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;</p> <p>"collusive practices" means a scheme or arrangement between two or more bidders, with or without the knowledge of the J.V.V.N.L., designed to influence the action of any party in a procurement process or the execution of a contract;</p> <p>"coercive practices" means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract;</p> <p>(b) The J.V.V.N.L. will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract.</p>
3. Interpretation	<p>1.3 In this Contract unless a contrary intention is evident:</p> <p>(a) the clause headings are for convenient reference only and do not form part of this Contract. The headings shall not limit, alter or affect the meaning of this Contract;</p> <p>(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;</p> <p>(c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;</p> <p>(d) a word in the singular includes the plural and a word in the plural includes the singular;</p> <p>(e) a word imparting a gender includes any other gender;</p> <p>(f) a reference to a person includes a partnership and a body corporate;</p> <p>(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;</p> <p>(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;</p> <p>(i) in the event of an inconsistency between the terms of this Contract and the Bid document and the proposal, the terms of this contract hereof shall prevail.</p> <p>1.4 Entire Agreement</p>

	<p>The Contract constitutes the entire agreement between the J.V.V.N.L. and the successful bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.</p> <p>1.5 Amendment No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.</p> <p>1.6 Non-waiver (a) Subject to GCC Clauses 31 and 33 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as a waiver of any subsequent or continuing breach of Contract. Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.</p> <p>1.7 Severability If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract</p>
4. Language	1.8 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Successful bidder and the J.V.V.N.L., shall be written in English. Supporting documents and printed literature that are part of the Contract may however be provided in English/ Hindi language.
5. Joint venture, Consortium or Association	1.9 The bidder shall be a legal identity. Consortium or association is not allowed. Forming of any Joint venture by the successful bidder after allotment of work is also not allowed
6. Eligibility to bid	1.10 Firms fulfilling the eligibility criteria as may be fixed by the JVVNL are eligible to bid.
7. Location	1.11 The Services shall be performed at area / location to be defined, by, J.V.V.N.L., or at such location required by J.V.V.N.L. within the state of Rajasthan.
8. Effectiveness of Contract	1.12 This Contract shall come into force and effect on the date (the "Effective Date") of J.V.V.N.L.'s notification of award of contract to the Successful bidder confirming that this Contract has been approved by J.V.V.N.L.
9. Authorized representative	<p>1.13 Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract, may be taken or executed:</p> <p>(a) on behalf of J.V.V.N.L. by its designated representative;</p> <p>(b) on behalf of the Successful bidder by or his designated representative.</p>

10. Relation between the parties	<p>1.14 Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the J.V.V.N.L. and the Successful bidder.</p> <p>1.15 The Successful bidder, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.</p>
11. Notices	<p>1.16 Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the SCC. The term "in writing" means communicated in written form with proof of receipt.</p> <p>1.17 Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post or E-mail address as specified in SSC to such Party.</p>
12. Governing Law	<p>1.21 The Contract shall be governed by and interpreted in accordance with the laws of the India. The Courts in Jaipur shall have exclusive jurisdiction with respect of the tendering process, award of Contract and execution of the Contract.</p>
13. Settlement of disputes	<p>1.22 The J.V.V.N.L. and the Successful bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If the parties fail to resolve such a dispute or difference by mutual consultation within thirty (30) days from the commencement of such dispute and difference, either party may require that the dispute referred to the corporate level settlement committee constituted by J.V.V.N.L. and the mutual settlement so arrived at shall be final and binding on both the parties.</p> <p>The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by either party in a formal communication clearly mentioning existence of dispute or as mutually agreed.</p>
14. Scope of Work	<p>1.23 The services to be rendered by Successful bidder shall be as per scope of work (Given in the Section IV-Scope of Work).</p> <p>1.24 At the time of awarding the contract, the J.V.V.N.L. shall specify any change in the Scope of Work. Such changes may be due to increase or decrease in the scope of work at the time of award.</p> <p>1.25 Unless otherwise stipulated in the Contract, the Scope of Work shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Delivery and Completion of Related Services as if such items were expressly mentioned in the Contract.</p>
15. Commencement of services	<p>1.26 The Successful bidder shall begin carrying out the Services immediately viz. from the date of issue of Letter of Award (the "Starting Date"), or on such date as the Parties may agree in writing.</p>
16. Delivery	<p>1.27 The Delivery of services and Completion of the Related Services shall be in accordance with the Section IV, Scope of Work and acceptance of the services rendered by the J.V.V.N.L.</p>

	1.28 The Successful bidder, in relation to its deliverables, shall provide any supporting data or information required by the J.V.V.N.L.
17. Successful bidder's Responsibilities	1.29 The Successful bidder shall provide the services mentioned in the Scope of Work and the Delivery and Completion Schedule, as per Section IV- General Scope of Work and relevant SCC clauses.
18. J.V.V.N.L.'s Responsibilities	<p>1.30 For successful completion of the assignment, as and when required by the Successful bidder, the J.V.V.N.L. shall provide data and support based on availability of the same and without prejudice. In the event that the appropriate utility is unable to provide the required data or support for a requirement, which the Successful bidder cannot be reasonably expected to procure on its own or from alternate sources.</p> <p>1.31 The Successful bidder shall bear all costs involved in the performance of its responsibilities, in accordance with GCC Clause 17.</p> <p>1.32 The C.A.O. (R&B) or equivalent and above authority of J.V.V.N.L. shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the Successful bidder.</p> <p>1.33 J.V.V.N.L. may provide on Successful bidder's request, particulars/ information / or documentation that may be required by the Successful bidder for proper planning and execution of Scope of Work under this contract.</p> <p>1.34 J.V.V.N.L. shall provide to the Successful bidder sitting space and infrastructure and utilities, in the J.V.V.N.L.'s offices at such location as may be mutually decided by the Parties.</p>
19. Contract Price	1.35 The Contract Price shall be as specified in the Agreement subject to any additions and adjustments thereto, or deduction there from, as may be made pursuant to the Contract.
20. Terms of Payment	<p>1.37 The payment shall be made in INR</p> <p>1.38 Payment will be sub-division wise.</p> <p>1.39.1 95% of monthly invoice will be credited on monthly basis and remaining 5% will be credited quarterly to the bidder subject to the verification of the bills and adjustment on account of penalties/LD..</p> <p>1.39.2 The bidder shall generate bill/ invoice in the name of AEN of sub-division after completion of billing month and delivery of energy bills and all other required output reports.</p> <p>1.39.3 The invoice generated will be verified by ARO within 7 working days of receipt of the complete invoice and ensure to submit the verified invoice to AEN within 3 working days. The AEN of the concerned sub-division shall duly authenticate the verified invoice and will send it to respective Circle AO for payment within 2 working days.</p> <p>1.39.4 Payment shall be credited within 30 days of invoice submission by the sub-division to the Circle AO.</p> <p>1.40 The payment will be subject to deduction on account of penalties & Liquidated damages specified at S.NO.26 of section-V (GCC).</p>

21. Performance Security	<p>1.41 The Successful bidder shall, within fifteen (15) days of the notification of Contract award, provide a Performance Security for the due performance of the Contract in the amounts and currencies specified in the SCC.</p> <p>1.42 The J.V.V.N.L. shall at its sole discretion invoke the Performance Security and appropriate the amount secured thereunder, in the event that the Successful bidder commits any delay or default in Services rendered or commits any breach of the terms and conditions of the Contract.</p> <p>1.43 The Performance Security shall be discharged by the J.V.V.N.L. and returned to the Successful bidder not later than 6 months following the date of completion of the Successful bidder's performance obligations under the Contract.</p>
22. Intellectual Property	<p>1.44 J.V.V.N.L. shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, products, specifications, reports, drawings and other documents which have been newly created and developed by the Successful bidder solely during the performance of Related Services and for the purposes of inter-alia use or sublicense of such Services under this Contract. The Successful bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Related Services to the J.V.V.N.L. and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the J.V.V.N.L. To the extent that Intellectual Property Rights are unable by law to so vest, the Successful bidder assigns those Intellectual Property Rights to J.V.V.N.L. on creation.</p> <p>1.45 The Successful bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Successful bidder (if any), as part of the service obligations under the present contract, shall be acquired in the name of the J.V.V.N.L., and the same may be assigned by the J.V.V.N.L. to the Successful bidder solely for the purpose of execution of any of its obligations under the terms of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the J.V.V.N.L.</p> <p>1.46 The Successful bidder shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Successful bidder shall keep the J.V.V.N.L. indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any</p>

	<p>permission/licenseterms or infringement of any Intellectual Property Rights by theSuccessful bidder or its personnel during the course of performance ofthe Related Services. In case of any infringement by the Successful bidder, the Successful bidder shall have sole control of the defenseand all related settlement negotiations.</p> <p>1.47 Subject to sub-clauses 1.48 to 1.52, the Successful bidder shallretain exclusive ownership of all methods, concepts, algorithms,trade secrets, software documentation, other intellectualproperty or other information belonging to the Successful bidder thatexisted before the effective date of the contract.</p>
23. Confidential Information	<p>1.48 The Successful bidder and the personnel of any of them shall noteither during the term or within two (2) years after theexpiration of this contract, disclose any proprietary orconfidential information relating to the Project, the Services, thisContract or the Owner's business or operations without the priorwritten consent of the owner.</p> <p>1.49 The J.V.V.N.L. shall not use such documents, data, andother information received from the Successful bidder for anypurposes unrelated to the Contract. Similarly, the Successful biddershall not use such documents, data, and other informationreceived from the J.V.V.N.L. for any purpose other than thedesign, procurement, or other work and services required for theperformance of the Contract.</p> <p>1.50 The Successful bidder shall not use such documents, data, andother information received from the J.V.V.N.L. for any purposeother than the design, procurement, or other work and servicesrequired for the performance of the Contract.</p> <p>1.51 The above provisions of GCC Clause 23 shall not in any waymodify any undertaking of confidentiality given by either of theparties hereto prior to the date of the Contract in respect of theSupply or any part thereof.</p> <p>1.52 The provisions of GCC Clause 23 shall survive completionor termination, for whatever reason, of the Contract.</p>
24.Subcontracting	<p>1.53 The Successful bidder shall not be permitted to sub-contract anypart of its obligations under the Contract with J.V.V.N.L.</p>
25. Service Quality	<p>1.54 The J.V.V.N.L. may reject any Service rendered or any partthereof that fail to conform to the specifications. The Successful biddershall take measures necessary to meet the specifications at nocost to the J.V.V.N.L.</p>
26. Liquidated Damages and Penalty	<p>1.55The penalties will be calculated as following and shall additionally include GST as may be applicable:</p> <p>I. Delay in commencement of contract :</p> <p>In case of a delay in commencement of contract after stipulated period of 30 days from the date of acceptance of LOA, the contractor is liable for a penalty of Rs. 500 per day per sub-division upto maximum of Rs. 2 Lacs for each circle.</p> <p>II. Wrong punching of meter data (software related errors will not be in considered on contractor's account):</p> <p>The penalty equivalent to two (2) times of quoted price will be</p>

	<p>levied on per bill for which wrong punching was done for meter data. The penalty shall be maximum of 5% of the total monthly invoice for the relevant month.</p> <p><i>Note: To establish the above penalty, the data entry operator shall submit the print of reading uploaded into the system to ARO so that he can verify the same with actual reading.</i></p> <p>III. Delay in uploading of data: The penalty equivalent to two (2) times of quoted price will be levied on per meter data entry uploaded delayed into the system. The penalty shall be maximum of 5% of the total monthly invoice for the relevant month.</p> <p>IV. Delay in printing of bills: The penalty equivalent to two (2) times of quoted price will be levied on each bill that are delayed printed. The penalty shall be maximum of 5% of the total monthly invoice for the relevant month.</p> <p>Penalties at (II), (III) and (IV) shall be computed cumulatively so that at any point of time maximum penalty shall be limited to 10% of the invoice raised in a relevant month</p>
27. Liability / Indemnity	<p>1.56 The Successful bidder hereby agrees to indemnify the J.V.V.N.L., for all conditions and situations mentioned in this clause, in a form and manner acceptable to the J.V.V.N.L. The Successful bidder agrees to indemnify the J.V.V.N.L. and its officers, servants, agents ("J.V.V.N.L. Indemnified Persons") from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:</p> <p>(a) any negligence or wrongful act or omission by the Successful bidder or its agents or employees or any third party associated with Successful bidder in connection with or incidental to this Contract; or</p> <p>(B) any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Goods and Services or any part thereof.</p> <p>1.57 The Successful bidder shall also indemnify the J.V.V.N.L. against any privilege, claim or assertion made by third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits</p> <p>1.58 Without limiting the generality of the provisions of this article 1.58, the Successful bidder shall fully indemnify, hold harmless and defend the J.V.V.N.L. Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which the</p>

	<p>J.V.V.N.L. Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any Goods, Services, information, design or process supplied or used by the Successful bidder in performing the Successful bidder's obligations or in any way incorporated in or related to the Project. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Successful bidder shall make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the suspension of the injunction or restraint order. If, in any such suit, action, claim or proceedings, the Goods or Services, or any part thereof or comprised therein, is held to constitute an infringement and its use is permanently enjoined, the Successful bidder shall promptly make every reasonable effort to secure for the J.V.V.N.L. a license, at no cost to the J.V.V.N.L., authorizing continued use of the infringing work. If the Successful bidder is unable to secure such license within a reasonable time, the Successful bidder shall, at its own expense, and without impairing the specifications and standards, either replace the affected work, or part, or process thereof with non-infringing work or part or process, or modify the same so that it becomes non-infringing. The provisions of this Clause 27 shall survive Termination of contract.</p>
28. Limitation of Liability	<p>1.59 Except in cases of gross negligence or willful misconduct (a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Successful bidder to pay liquidated damages to the J.V.V.N.L.; and (b) the aggregate liability of the Successful bidder to the J.V.V.N.L., whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Successful bidder to indemnify the J.V.V.N.L. with respect to patent infringement.</p>
29. Force Majeure	<p>1.60 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.</p> <p>1.61 Force Majeure shall not include:</p> <p>(a) Any event which is caused by the negligence or intentional action of a Party or such Party's employees, nor</p>

	<p>(b) Any event which a diligent Party could reasonably have been expected to both (i) take into account at the time of the conclusion of this Contract, and (ii) avoid or overcome in the carrying out of its obligations hereunder.</p> <p>1.62 The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.</p> <p>1.63 A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.</p> <p>1.64 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.</p> <p>1.65 The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>1.66 The decision of the J.V.V.N.L. with regard to the occurrence, continuation, period or extent of Force Majeure shall be final and binding on the Successful bidder.</p> <p>1.67 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>1.68 Not later than thirty (30) days after the Successful bidder, as the result of an event of Force Majeure, have become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.</p>
30. Change Orders and Contract Amendments	<p>1.69 The J.V.V.N.L. may at any time order the Successful bidder through Notice in accordance GCC Clause 11, to make changes within the terms and conditions of this Contract, including any modification of the scope of the Services.</p> <p>1.70 If any such Change Order causes an increase or decrease in the cost of, or the time required for, the Successful bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Successful bidder for an adjustment under this Clause must be asserted within thirty (30) days from the date of the Successful bidder's receipt of the J.V.V.N.L.'s Change Order.</p> <p>1.71 No variation or modification of the terms of the contract shall be made except by written amendment signed by the parties.</p>
31. Extension of	<p>1.72 If at any time during performance of the Contract, the Successful</p>

Time	<p>bidder should encounter conditions impeding timely completion of Services pursuant to GENERAL SCOPE OF WORK Section-IV, the Successful bidder shall promptly notify the J.V.V.N.L. in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Successful bidder's notice, the J.V.V.N.L. shall evaluate the situation and may at its discretion extend the Successful bidder's time for performance, in which case the extensions shall be ratified by the parties by amendment of the Contract.</p> <p>1.73 Except in case of Force Majeure, as provided under GCC Clause 29 or where the delay in delivery of the Goods or completion of Services is caused due to any delay or default of the J.V.V.N.L., any extension granted under clause 31 shall not absolve the Successful bidder from its liability to the pay of liquidated damages pursuant to GCC Clause 26.</p>
32. Suspension	<p>1.74 J.V.V.N.L. may by written notice of suspension to the Successful bidder, suspend all payments to the Successful bidder hereunder if the Successful bidder fail to perform any of their obligations under this Contract, including the carrying out of the Services as per schedule, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Successful bidder to remedy such failure within a period not exceeding Seven (7) days after receipt by the Successful bidder of such notice of suspension and shall invoke contract performance guarantee.</p>
33. Termination	<p>1.75 Termination for Default</p> <p>(a) The J.V.V.N.L. may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the Successful bidder terminate the Contract in whole or in part:</p> <p>(i) if the Successful bidder fails to provide acceptable quality of Services within the period specified in the Contract, or within any extension thereof granted by the J.V.V.N.L. pursuant to GCC Clause 31; or</p> <p>(ii) if the Successful bidder, in the judgment of the J.V.V.N.L. has engaged in corrupt, fraudulent, collusive, or coercive practices, as defined in GCC Clause 2, in competing for or in executing the Contract; or</p> <p>(iii) Any representation made by the bidder in the proposal is found to be false or misleading if the Successful bidder commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the J.V.V.N.L. in its absolute discretion decide) provided in a notice in this behalf from the J.V.V.N.L.. If the Successful bidder fail to comply with any final decision reached as a result of arbitration proceedings. If, as the result of Force Majeure, the Successful bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.</p> <p>(b) In the event J.V.V.N.L. terminates the Contract in whole or in part, pursuant to GCC Clause 33, the Utility may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered or not performed, and the Successful bidder shall be liable to</p>

	<p>the J.V.V.N.L. for any additional costs for such similar Goods or Services. However, the Successful bidder shall continue performance of the Contract to the extent not terminated.</p> <p>1.76 Termination for Insolvency</p> <p>The J.V.V.N.L. may at any time terminate the Contract by giving Notice to the Successful bidder if the Successful bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Successful bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the J.V.V.N.L.</p> <p>1.77 Termination for Convenience</p> <p>The J.V.V.N.L., by Notice sent to the Successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the J.V.V.N.L.'s convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>1.78 Consequences of Termination</p> <p>In the event of failure of the agency to fulfill its obligations, duties and responsibilities as per the agreement terms, J.V.V.N.L. shall inter alia have the right, at any time to resort to termination arrangement. Under this plan, J.V.V.N.L. shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the performance security deposit the losses suffered due to such failure. If the performance security deposit is insufficient, the Agency shall pay the difference to J.V.V.N.L. failing which J.V.V.N.L. shall have the right to recover the sum through legal or other means.</p> <p>The J.V.V.N.L. 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 entertained. This provision shall be made in the agreement.</p>
34. Cessation of Rights and Obligations	<p>1.79 Upon termination of this Contract pursuant to Clause 33 hereof, or upon expiration of this Contract pursuant to Clause 44 hereof, all rights and obligations of the Parties hereunder shall cease, except Such rights and obligations as may have accrued on the date of termination or expiration, The obligation of confidentiality set forth in Clause 23 hereof, Any right which a Party may have under the Applicable Law.</p>
35. Cessation of Services	<p>1.80 Upon termination of this Contract by notice to pursuant to Clause 33 hereof, the Successful bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps, to bring the Services to a close in a prompt and orderly manner.</p>
37. Payment upon Termination	<p>1.81 Upon termination of this Contract pursuant to Clause 33 hereof, the Utility shall make the following payments to the Successful bidder :</p> <p>(a) Remuneration pursuant to Clause 1.77 of GCC for Services</p>

	<p>satisfactorily performed prior to the effective date of termination;</p> <p>(b) Reimbursable expenditures pursuant to Clause 1.77 of GCC for expenditures actually incurred prior to the effective date of termination.</p>
36. Disclaimer	<p>1.82 J.V.V.N.L. reserves the right to share, with any Successful bidder of its choosing, any resultant Proposals in order to secure expert opinion.</p> <p>1.83 J.V.V.N.L. reserves the right to accept or reject any proposal deemed to be in the best interest of J.V.V.N.L.</p>
37. Public Disclosure	<p>1.84 All materials provided to the J.V.V.N.L. by bidder are subject to India and Rajasthan public disclosure laws such as RTI etc.</p> <p>1.85 The Successful bidder / Successful bidder's Team shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the J.V.V.N.L. first gives the Successful bidder its written consent.</p>
38. Adherence of safety procedures, rules, regulations and restriction	<p>1.86 Successful bidder shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by J.V.V.N.L. shall be applicable in the performance of this Contract and Successful bidder's Team shall abide by these laws. The successful bidder ensure to pay minimum wages as may be prescribed by prevalent Rules/Regulations/Act of State (Rajasthan)/Country (India).</p> <p>1.87 The Successful bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Successful bidder's Team shall adhere to all security requirement/regulations of the J.V.V.N.L. during the execution of the work. J.V.V.N.L.'s employee also shall comply with safety procedures/policy.</p> <p>1.88 The Successful bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.</p> <p>1.89 The J.V.V.N.L. will be indemnified for all the situations mentioned in this clause in the similar way as defined in GCC clause 27.</p>
39. Removal and / or Replacement of Personal	<p>1.90 Except as the appropriate J.V.V.N.L. may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Successful bidder, it becomes necessary to replace any of the Personnel, the Successful bidder shall forthwith provide as a replacement a person of equivalent or better qualifications. (i) If J.V.V.N.L.:</p> <p>(a) Finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or</p> <p>(b) Has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Successful bidder shall, at the J.V.V.N.L.'s written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the J.V.V.N.L.</p> <p>(c) Any of the Personnel provided as a replacement under Clauses (a) and</p>

	<p>(b) above, the rate of remuneration applicable to such person as well as any reimbursable expenditure the Successful bidder may wish to claim as a result of such replacement, shall be subject to the prior written approval by J.V.V.N.L. Except as J.V.V.N.L. may otherwise agree,</p> <p>1.91 The Successful bidder shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement.</p>
40. Fairness and Good Faith	<p>1.92 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.</p> <p>1.93 Operation of the Contract: The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to Settlement in accordance with Clause 13 hereof.</p>
41. Insurance	<p>1.94 The Successful bidder shall take and maintain at their own cost, insurance coverage against the risks of their personnel and properties relating to this assignment.</p>
42. Conflict of Interest	<p>1.95 J.V.V.N.L. considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice.</p>
43. Standard of Performance	<p>1.96 The Successful bidder shall perform the Services and carry out their obligations here under with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, and technical and engineering practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The Successful bidder shall always act, in respect of any matter relating to this Contractor to the Services, as faithful advisers to the Owner.</p>
44. Expiration of Contract	<p>1.97 Unless terminated earlier pursuant to Clause 33 hereof, this Contract shall terminate when, pursuant to the provisions hereof, the Services have been completed and the payments of remuneration and reimbursable expenditures have been made.</p>
45. Handing over of facilities upon expiration of contract or upon termination	<p>1.98 The contract agreement shall require the agency to cooperate in handing back the facilities, records, database backup and documents, manuals etc. in good working order to JVVNL after termination of agreement.</p>

	1.99 In order to smoothen the handing over process and not hampering the work, JVVNL shall arrange to award the contract to other firm or may execute the work departmentally at-least 3 months before expiry of this contract, the agency/Discoms staff may require to work along with the new agency for remaining period of contract to understand the process by new agency.
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SECTION VI

Special Conditions of Contract (SCC)

	The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.
SCC1.1	The Purchaser's country is: India
SCC1.2	The Purchaser is Jaipur Vidyut Vitran Nigam Ltd.
SCC1.3	The web-site of J.V.V.N.L. is: www.jaipurdiscom.com Relevant information may be posted on the web-site. All details uploaded on the website from time to time shall be deemed to have been provided to all the bidders.
SCC1.4	For notices, the Purchaser's contact details shall be: Chief Accounts Officer (R&B) Room No. 23, Jaipur Vidyut Vitran Nigam Ltd., Vidyut Bhawan, Jyoti Nagar, Jaipur- 302005. Phone 0141-2740253 e-mail: caoatr@jvvnl.in
SCC1.5	The governing law shall be: Laws applicable in exclusive jurisdiction of competent Court in Jaipur, Rajasthan.
SCC1.6	The Successful Bidder shall provide Performance Security of ten (10) percent of the total Contract Price. The amount of Performance Security shall be specified at the time of awarding the contract to the successful bidder. The Performance Securities will be deposited in form of cheque/ DD with the Accounts Officer (Cash), J.V.V.N.L., Jaipur or in the form of Bank Guarantee from a scheduled Bank on non-judicial stamp paper(s) of appropriate value as intimated by J.V.V.N.L. in the prescribed format addressed to the Superintending Engineer (IT), J.V.V.N.L., Jaipur for satisfactory completion of work within 15 days of receipt of the letter of award/Detailed work order. The deposit or the Bank Guarantee as the case may be is to remain valid for a period of 6 months from the date of completion of the work.
SCC1.7	In case of successful bidder the Earnest Money will be taken into account for arriving at the amount of the Performance Security Deposit if the Successful bidder desires to furnish Performance Security in form of cheque. However, if the Performance Security is furnished through bank guarantee (BG), the EMD will be released after acceptance of such BG.
SCC1.8	The bidders may please note that the prices are Firm. The prices quoted should be inclusive of GST. The payment terms shall be as per SCC 1.9
SCC1.9	(SCC 1.8 defined.) I. The currencies for payments shall be in Indian Rupees (INR). II. Payment will be sub-division wise.

	<p>(i) 95% of monthly invoice will be credited on monthly basis and remaining 5% will be credited quarterly to the bidder subject to the verification of the bills and adjustment on account of penalties/LD..</p> <p>(ii) The bidder shall generate bill/ invoice in the name of AEN of sub-division after completion of billing month and delivery of energy bills and all other required output reports.</p> <p>(iii)The invoice generated will be verified by ARO within 7 working days of receipt of the complete invoice and ensure to submit the verified invoice to AEN within 3 working days. The AEN of the concerned sub-division shall duly authenticate the verified invoice and will sent it to respective Circle AO for payment within 2 working days.</p> <p>(iv)Payment shall be credited within 30 days of invoice submission by the sub-division to the Circle AO.</p> <p>IV. The payment will be subject to deduction on account of penalties & Liquidated damages specified at S.NO.26 of section-V (GCC).</p>																	
SCC 1.10	<p>Manpower Deployment:</p> <p>Sub-division level:</p> <table><tr><th>Post/ Designation</th><th>Educational qualification</th><th>Experience</th></tr><tr><td>Computer Operator (Atleast 1 No.)</td><td>Higher secondary with RSCIT or equivalent certificates</td><td>Min 1 year of experience to handle similar works</td></tr></table> <p>Circle level:</p> <table><tr><th>Post/ Designation</th><th>Educational qualification</th><th>Experience</th></tr><tr><td>Manager (Atleast 1 No.)</td><td>Graduate/BCA/MCA</td><td>Min 3 years of experience to handle similar works</td></tr><tr><td>Computer Operator (Atleast 2 No.)</td><td>Higher secondary with RSCIT or equivalent certificates</td><td>Min 1 year of experience to handle similar works</td></tr></table> <p>Note:</p> <p>1) The Bidder shall ensure that deputed personnel are trained and experienced for execution of the contract and for operation and maintenance period so that all activities are carried out in a highly professional and sound managerial manner.</p> <p>2) As such as possible the agency shall not change the office in charge/nodal officer, frequently. The bidder shall furnish documents regarding the experience of the key personnel proposed to be employed by him. The experience for such personnel shall not be less than the experience as provided above, for which the bidder shall furnish the details of the employees to be deployed after awarding of contract.</p>			Post/ Designation	Educational qualification	Experience	Computer Operator (Atleast 1 No.)	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works	Post/ Designation	Educational qualification	Experience	Manager (Atleast 1 No.)	Graduate/BCA/MCA	Min 3 years of experience to handle similar works	Computer Operator (Atleast 2 No.)	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works
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Computer Operator (Atleast 2 No.)	Higher secondary with RSCIT or equivalent certificates	Min 1 year of experience to handle similar works																
SCC 1.11	<p>Timelines as per scope of work:</p> <table><tr><th>S. No.</th><th>Particular</th><th>Timeline</th></tr></table>			S. No.	Particular	Timeline												
S. No.	Particular	Timeline																

	1.	Effective start date of the contract	Within 30 days of date of acceptance of LOA
	2.	Uploading of meter readings	By Next day of handing over the binder to the operator of the concerned sub-division
	3.	Generation and printing of the bills	Within 2 days of the date on which approval to send print file has been accorded by the ARO of the concerned Sub-division
	4.	Delivery of energy bills to the respective sub-divisions	Within 3 days from the approval of Print File by the ARO as above
	5.	Printing of the prescribed ledgers output reports	Within a week of sending the relevant print files by the respective ARO
SCC 1.12	<p>Meeting:</p> <p>J.V.V.N.L. may review with the successful bidder along with the project implementation team, any or all of the documents and advice forming part of the work, in meetings and conferences which will be held at the J.V.V.N.L's Head Office.</p>		
SCC 1.13	<p>Mode of Billing and Payment:</p> <p>Billing and payments in respect of the Services shall be made as follows:-</p> <p>(a) The Successful bidder shall be paid for its services as per the Payment Schedule at S.C.C 1.9 of this RFP.</p> <p>(i) No payment shall be due for the next stage till the Successful bidder completes to the satisfaction of J.V.V.N.L. of the work pertaining to the preceding stage.</p> <p>(ii) J.V.V.N.L. shall pay to the Successful bidder, only the undisputed amount.</p> <p>(b) The invoice shall be submitted by hand in THREE copies, one marked as Original and other two as Copy. JVVNL shall retain the Original invoice and One copy of invoice and return the contractor copy after acknowledging the receipt by signing, dating and stamping the contractor copy.</p> <p>(c) The ARO of Sub-division upon receipt of the invoice and accompanying documentation, shall verify the invoice and send it to AO (Circle) for processing of payment.</p> <p>(d) The payment shall be released within 30 working days post verification of the invoice.</p> <p>(e) In case of JV, payment shall be released in the name of lead partner only.</p> <p>(f) Payment shall be made to the contractor through online mode i.e., NEFT/RTGS</p> <p>(g) Milestones shall have to achieved as per satisfaction of J.V.V.N.L. This shall be the pre-requisite for release of payments.</p>		

SECTION VII TECHNICAL BID

1. BIDDER TECHNICAL OFFER COVER LETTER
2. FORM NO F-1: CERTIFICATE AS TO CORPORATE PRINCIPAL
3. FORM NO F-2: COMPANY/ FIRM INFORMATION
4. FORM NO F-3: ELIGIBLE PROJECT EXPERIENCE
5. FORM NO F-4: PERFORMANCE CERTIFICATE
6. FORM NO F-5: POWER OF ATTORNEY
7. FORM NO F-6: CONFIRMATION FOR “NO DEVIATION” IN COMMERCIAL TERMS & CONDITIONS
8. FORM NO F-7: CONFIRMATION FOR “NO DEVIATION” IN TECHNICAL TERMS & CONDITIONS

SECTION-VII: BIDDER TECHNICAL OFFER

JAIPUR VIDYUT VITRAN NIGAM LIMITED
Chief Accounts Officer (R&B)
TENDER SPECIFICATION NO.TN-

To be submitted complete with all enclosures

Date

The Chief Accounts Officer (R & B),
Jaipur Vidyut Vitran Nigam Limited,
Vidyut Bhawan, Jyoti Nagar,
Jaipur-302005

Subject: Proposal For Billing Data Input, Bill Printing and Bill Distribution to Sub-Divisions Under The Circles of JVVNL.

Dear Sir,

We have procured tender specification TN- for Billing Data Input, Bill Printing and Bill Distribution to Sub-Divisions Under The Circles of JVVNL.

We agree to provide the services as per the scope of work given under this tender specification.

We also agree that:-

1. The prices as mentioned in “Financial offer” are firm in all respect.
2. The prices quoted are valid for a period of 120 days from the date of opening of technical bid.
3. We also understand that the quantities mentioned in the price schedule shall be meant for bid evaluation and payment shall be made to us on the basis of actual number of items supplied / services delivered.
4. We have understood the terms of payment and undertake to abide by the same.
5. We understand that conditional offers are likely to be rejected.
6. The execution of work shall strictly be in accordance with the work completion schedule as given by J.V.V.N.L. In case we fail to complete the work as indicated therein we shall pay penalty as per relevant GCC clause of the specification.
7. The services provided/material supplied by us shall conform to the specifications.
8. 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.
9. Until a formal contract is prepared and executed, this is in acceptance and support of award which shall constitute a binding contract between us. We also understand that the J.V.V.N.L. reserves its right to reject any or all of the bids without assigning any reason.

We agree to abide by all the conditions governing the proposals and decisions of the J.V.V.N.L.

Enclosed:

1. Form No F-1: Certificate as to corporate principal

2. Form No F-2: Company/ Firm Information
3. Form No F-3: Eligible Project Experience
4. Form No F-4: Performance Certificate
5. Form No F-5: Power of Attorney (*Not Applicable for JV only*)
6. Form No F-6: Confirmation for “No Deviation” in Commercial terms & conditions
7. Form No F-7: Confirmation for “No Deviation” in Technical terms & conditions

Thanking you.

Yours faithfully,
(Signature)

Name & Designation_____

Place

Date

Seal of the Company/ Firm

**SECTION-VII
BIDDER RESPONSE FORMS
TECHNICAL BID**

**Form No F-1:
CERTIFICATE AS TO CORPORATE PRINCIPAL
(to be filled by a body corporate)**

(To be signed by any of Board Directors or Company Secretary)

I _____ certify that I am _____ of the Company under the laws of and that _____ who signed the above tender is authorized to bind the Company / Firm by authority of its governing body.

**Signature
Seal:**

**Full Name of Company:
Address:**

SECTION-VII
BIDDER RESPONSE FORMS
TECHNICAL BID

Form No F-2:
Company/ Firm Information

Kindly provide the following details for the Firm

1. Name of the Firm:
2. Date of incorporation/Registration with appropriate authority. (Please provide documentary evidence)_____
3. Individual and Cumulative Turnover in the Last three audited financial years (in Rupees):-

S.No.	Financial Year	Turnover (in Rs.)
1.	2014-15	
2.	2015-16	
3.	2016-17	
Total		

(Please provide a copy certified by Chartered Accountant or a published report for Annual Account having Balance Sheet and Profit and Loss Statements as Proof)

Signature
Seal

Full Name:

Address:

SECTION-VII
BIDDER RESPONSE FORMS
TECHNICAL BID

Form No F-3:
Eligible Project Experience
 (To be duly attested by the authorized official)

Kindly provide eligible Project Experience of the Firm's relevant past experience as below:

1.	Name of the Bidder	
2.	Description of service/ work performed by the Bidder	
3.	Name of the Client and Address (i.e. Name & Address of the Public Sector Electricity Distribution Utility)	
4.	Telephone no. / fax no. of client or official representative of client.	
5.	Year of work Awarded	
6.	Year of its Completion	
7.	Value of the work (In Rs.)	
8.	Documentary evidence required	(i) Letter of Award, (ii) Work completion certificate.

Note: Please use separate sheets for each project. The Applicant should provide details of only those assignments that have been undertaken by it under its own name.

Signature
Seal

Full Name
Address:

SECTION-VII
BIDDER RESPONSE FORMS
TECHNICAL BID
Form No F-4: Performance Certificate

Kindly provide particulars for the completed projects **except the projects mentioned under Form No F-3**, stating name of assignment, Year of award/ completion and broad scope of work of the engaged firm, value and attaching documentary evidence of successful completion of the work.

S. No.	Name of the client	Name of Assignment	Year of award	Year of completion	Broad Scope of work	Value of the work (In Rs.)	Documentary evidence
							(i) Letter of Award, (ii) Work completion certificate or Details of complete payment received towards the said awarded project duly certified by the Independent Chartered Accountant in Practice.

Note: The Applicant should provide details of only those assignments that have been undertaken by it under its own name.

Signature
Seal

Full Name:
Address

SECTION-VII
BIDDER RESPONSE FORMS

TECHNICAL BID

Form No F-5: Power of Attorney

Know all men by these presents, We, (name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorise Mr / Ms..... son/daughter/wife and presently residing at, who is presently employed with/ retained by us and holding the position of as our true and lawful attorney (hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection as the Consultant for Financial & Technical Services for proposed RFP Ref. No.....

of Jaipur Vidyut Vitran Nigam Ltd.(J.V.V.N.L.) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with J.V.V.N.L .

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 20**

For
(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Notarized Accepted

.....
(Signature, name, designation and address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure laid down by the applicable law.

SECTION-VII

BIDDER RESPONSE FORMS TECHNICAL BID

Form No F-6: Confirmation for “No Deviation” in Commercial terms & conditions

Bidder's Name & Address:

To
The Chief Accounts Officer(R&B),
Jaipur Vidyut Vitran Nigam Limited,
Vidyut Bhawan, Jyoti Nagar,
Jaipur-302005

Dear Sir,

Sub: Confirmation for “No Deviation” in Commercial terms & conditions under NIT No.

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

Date:-

Place:-

(Signature).....
(Name).....
(Designation).....
(Seal).....

**SECTION-VII
BIDDER RESPONSE FORMS
TECHNICAL BID**

Form No F-7: Confirmation for “No Deviation” in Technical terms & conditions

Bidder's Name & Address:

To
The Chief Accounts Officer(R&B),
Jaipur Vidyut Vitran Nigam Limited,
Vidyut Bhawan, Jyoti Nagar,
Jaipur-302005

Dear Sir,

Sub: Confirmation for “No Deviation” in Technical terms & conditions under NIT No.

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

We also confirm that tendered services shall be conforming to the various requirements and relevant Specification /orders as per design and drawing approved by J.V.V.N.L.

Date :
Place :

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

SECTION-VIII FINANCIAL OFFER DECLARATION

JAIPUR VIDYUT VITRAN NIGAM LIMITED

To
The Chief Accounts Officer(R&B),
Jaipur Vidyut Vitran Nigam Limited,
Vidyut Bhawan, Jyoti Nagar,
Jaipur-302005

I/We have submitted my/our financial proposal in excel file of BOQ through e-procurement website of GoR.

Condition:

(i). Selection of lowest price offer:

a) For calculation of lowest price offer, the bidder with least value of “*Total Contract Price*” which is the sum of the total price of both the assignments as mentioned in BOQ shall be declared as Lowest offer.

b) If the bidder quotes zero or null value against any of the item(s) in column “A” of the financial offer i.e. “BOQ”, the same offer shall be rejected. In this case the Lowest offer evaluated by e-proc system shall deviate and shall not be considered to be valid.

We declare the following:

a) The rates mentioned in the price bid are valid up-to ninety days from the opening of the price bid.

b) We understand that evaluation of lowest bids will be based upon the financial offer prices. These prices are inclusive of all taxes & duties and any statutory variation due to imposition of new tax or any increase in existing taxes by the government subsequently during the currency of the contract shall be on the part of the J.V.V.N.L. Similarly, any waiver or reduction in the existing taxes shall also be passable to the J.V.V.N.L.

c) We understand that the order for the entire work including all activities would be awarded to one or more vendors and it is discretion of the J.V.V.N.L. to allow single vendor or more than one service provider to operate. We also understand that in case rate is not quoted for any activity our offer shall be rejected.

d) We also understand that the rates quoted for the work shall be applicable for entire jurisdiction of J.V.V.N.L. and not limited to any specific area or location.

e) The rates have been quoted unconditionally, since conditional offers are liable to be rejected.

f) PAN No. of the Company/ Firm.....

g) Service Tax Registration No. of the Company/ Firm.....

Date:

Place:

Signature
(Name & Designation)
With the seal of the Company/ Firm

Financial Offer Format in Excel “BOQ”

Jaipur Vidyut Vitran Nigam Ltd.

“BOQ”

Tender Inviting Authority: The Chief Accounts Officer (Revenue & Control), J.V.V.N.L., Jaipur		
Name of Work: Billing Data Input, Bill Printing and Bill Distribution to Sub-Divisions Under The Circles of JVVNL		
Contract No:		
Name of the Bidder/ Bidding Firm / Company :		
Financial Offer		
<p>a) This BOQ template must not be modified/ replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values under highlighted columns only.</p> <p>b) For calculation of lowest financial offer, the bidder with least value of “Quoted Rate” which is the sum of the total amount with taxes for all the items as mentioned in BOQ shall be declared as L1.</p> <p>c) If the bidder quotes zero or null value in “Total Amount” column against any of the item(s) of the financial offer i.e. “BOQ”, the same offer shall be rejected. In this case the L1 evaluated by e-proc system shall deviate and shall not be considered to be valid.</p>		
S.No.	Item Description	Per energy bill (Excluding GST) (In Rupees)
		“A”
1.1	Billing Data Input, Bill Printing and Bill Distribution to Sub-Divisions as per specification	

Note: The cost to be provided at Column “A” by the bidder shall be equated cost that includes cost of uploading of meter data, cost of printing of energy bills, cost of printing of other output reports and cost of distribution of the bills from circle office to sub-division offices and other related scope of work as may be specified in the bid document.

BID SECURITY FORM

(To be stamped in accordance with value specified in this bidding document, the Non-Judicial Stamp Paper of Rajasthan should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

To:

Chief Accounts Officer (R&B)
Jaipur Vidyut Vitran Nigam Ltd.,
Vidyut Bhawan, Jyoti Nagar,
Jaipur- 302005.
e-mail: caoatr@jvvn.in

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

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

Sealed with the Common 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) In case the Bidder does not withdraw the deviations proposed by him, if any, at the cost of withdrawal stated by him in the bid and/or accept the withdrawals/rectifications pursuant to the declaration/confirmation made by him in Attachment – Declaration of the Bid; or
- (3) If the Bidder does not accept the corrections to arithmetical errors identified during preliminary evaluation of his bid; or
- (4) In the case of a successful Bidder, if the Bidder fails within the specified time limit
 - (i) to sign the Contract Agreement, or
 - (ii) to furnish the required performance security, or

(6) In any other case specifically provided for in the bidding 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 30 days after the period of bid validity)*....., and any demand in respect thereof must reach the Bank not later than the above date.

For and on behalf of the Bank

[Signature of the authorised signatory(ies)]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____ Mobile_____

Fax Number_____

email _____

Common Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____ Mobile_____

email _____

Note:

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

Quote

"Notwithstanding anything contained herein:

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

2. This Bank Guarantee shall be valid upto _____(validity date)_____.

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

Unquote

Annexure-II PERFORMANCE SECURITY FORM

(To be stamped in accordance with value specified in this bidding document, the Non-Judicial Stamp Paper of Rajasthan should be in the name of the issuing Bank)

Bank Guarantee No.

Date.....

Contract No.....

.....[Name of Contract].....

To:

Chief Accounts Officer (R&B)
Jaipur Vidyut Vitran Nigam Ltd.,
Vidyut Bhawan, Jyoti Nagar,
Jaipur- 302005.
e-mail: caoatr@jvvn.in

Dear Ladies and/or Gentlemen,

We refer to the Contract ("the Contract") signed on(insert date of the Contract)..... between M/s. XXXXX (Name of Employer), having its Registered Office at XXXXX (Registered Address of employer) ("the Employer"/" XXXXX (Name of Employer)") **on behalf of XXXX (Name of owner) (hereinafter referred to as 'XXXX (Short Name of Owner)' / 'Owner')**, and M/s (Name of Contractor), having its Principal place of business at(Address of Contractor) and Registered Office at(Registered address of Contractor) ("the Contractor") concerning (Indicate brief scope of work) for the complete execution of the (insert name of Package alongwith name of the Project)..... [Applicable for Bank Guarantees issued by Contractor/Associate for those Contracts awarded to them]

Or

We refer to the Contract signed on(insert date of the Contract)..... between M/s. XXXXX (Name of Employer), having its Registered Office at XXXXX (Registered Address of employer) ("the

Employer"/" XXXXX (Name of Employer)" **on behalf of XXXX (Name of owner) (hereinafter referred to as 'XXXX (Short Name of Owner)' / 'Owner')**, and M/s (Name of Contractor), having its Principal place of business at(Address of Contractor) and Registered Office at(Registered address of Contractor) ("the Contractor") and the Contract ("the Contract") signed on(insert date of the Contract)..... between Jaipur Vidyut Vitaran Nigam Limited (Name of Employer)**on behalf of Owner** and M/s (Name of Associate), having its Principal place of business at(Address of Associate) and Registered Office at(Registered address of Associate), the Associate of the Contractor for executing the Facilities concerning (Indicate brief scope of work) for the complete execution of the (insert name of Package alongwith name of the Project)..... [Applicable for Bank Guarantees to be issued by Contractor against those Contracts awarded to their Associate]

By this letter we, the undersigned,(insert name & address of the issuing bank), a Bank (which expression shall include its successors, administrators, executors and assigns) organized under the laws of and having its Registered/Head Office at(insert address of registered office of the bank)..... do hereby irrevocably guarantee payment to the Employer up to i.e., Ten percent (10%) of the Contract Price until ninety (90) days beyond the Contract Period i.e., upto and inclusive of (dd/mm/yy).

We undertake to make payment under this Letter of Guarantee upon receipt by us of your first written demand signed by the Employer duly authorized officer or the authorized officer of **Owner** declaring the Contractor to be in default under the Contract and without cavil or argument any sum or sums within the above named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Contractor to dispute or question such demand.

Our liability under this Letter of Guarantee shall be to pay to the Employer whichever is the lesser of the sum so requested or the amount then guaranteed hereunder in respect of any demand duly made hereunder prior to expiry of the Letter of Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This letter of Guarantee shall remain in full force and shall be valid from the date of issue until ninety (90) days beyond the Contract Period of the Facilities i.e. upto and inclusive of (dd/mm/yy) and shall be extended from time to time as may be desired by the employer.

Except for the documents herein specified, no other documents or other action shall be required, notwithstanding any applicable law or regulation.

Our liability under this Letter of Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made hereunder after such expiry or after the aggregate of the sums paid by us to the Employer shall equal the sums guaranteed hereunder, whichever is the earlier.

All notices to be given under shall be given by registered (airmail) posts to the addressee at the address herein set out or as otherwise advised by and between the parties hereto.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between you and the Contractor, and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notices to us and without the necessity for any additional endorsement, consent or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

No action, event or condition which by any applicable law should operate to discharge us from liability hereunder shall have any effect and we hereby waive any right we may have to apply such law so that in all respects our liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

For and on behalf of the Bank

[Signature of the authorised signatory(ies)]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____ Mobile_____

Fax Number_____

email _____

Common Seal of the Bank _____

Witness:

Signature _____

Name _____

Address _____

Contact Number(s): Tel. _____ Mobile _____

email _____

Note:

1. For the purpose of executing the Bank Guarantee, the non-judicial stamp papers of appropriate value shall be purchased in the name of Bank who issues the 'Bank Guarantee'.
2. The Bank Guarantee shall be signed on all the pages by the Bank Authorities indicating their POA nos. and should invariably be witnessed.
3. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph for limitation of liability, the following may be added at the end of the proforma of the Bank Guarantee [*i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee*]:

Quote

"Notwithstanding anything contained herein:

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

2. This Bank Guarantee shall be valid upto _____ (*validity date*) _____.

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

Unquote

Annexure-III

Technical Specifications of Hardware and other equipment

1. SPECIFICATION FOR DESKTOP PC

Processor	Minimum Intel i3 with 6 th generation chipset
Memory	Minimum 4 GB RAM
Hard Disk Drive	500 GB HDD or Higher
Color	47 cm or larger(18.5 inch or larger) TFT/LED digital Monitor TCO-05 certified
Keyboard	104 keys
Mouse	Optical with USB interface
Networking facility	As per industry standard
Operating System	Windows 10 or higher and Anti-Virus software along with necessary licenses

2. SPECIFICATION OF HEAVY LINE - PRINTER:

Item	Required Parameter
Print speed	Suitable for high speed data processing , 750 CPS or higher
Paper feed speed	Minimum 20 inch per second
Columns	Minimum 132 column
Interfaces	1) Parallel 2)Serial 3)USB 4)LAN 5) WLAN (wireless)
Misc.	Dust Cover & requisite drivers

Annexure-IV

Zone-wise Consumer Information

1. Jaipur Zone

a) RAPDRP

S. No	Circle Name	Office code	Office Name	No. of monthly consumers	No. of bi-monthly consumers	Total Regular consumers (Service Status not in 'P')	Estimated total bills issued in one year
1	Alwar	2101110	AEN(A-1, Alwar)	371	14297	14668	90234
2		2101120	AEN(A-2, Alwar)	544	22451	22995	141234
3		2101130	AEN(A-3, Alwar)	567	19298	19865	122592
4		2101140	AEN(A-4, Alwar)	749	18409	19158	119442
5		2101150	AEN(A5, Alwar)	647	19447	20094	124446
6		2101170	AEN(O&M, MIA)	1230	5074	6304	45204
7		2101310	AEN(O&M, Bhiwadi)	4028	24073	28101	192774
8		2101410	AEN(O&M, Khairthal)	346	16399	16745	102546
				8482	139448	147930	938472
9	Dausa	2103210	AEN(A-1, DAUSA)	1110	35321	36431	225246
10	JCC	2104110	AEN A-III, SHASTRI NAGAR	899	16113	17012	107466
11		2104120	AEN A-I, NALA POWERHOUSE	611	26254	26865	164856
12		2104130	AEN A-II, BHANKROTA	548	29222	29770	181908
13		2104140	AEN A-IV, VAISHALI	915	33257	34172	210522
14		2104160	AEN A-V, BINAYAKA	543	18613	19156	118194
15		2104210	AEN B-I, RAMBAGH	905	27800	28705	177660
16		2104220	AEN B-II, RESIDENCY	1753	23688	25441	163164
17		2104230	AEN B-III, GANDHI NGR	427	13737	14164	87546
18		2104240	AEN B-IV, DURGAPURA	790	22342	23132	143532
19		2104260	AEN B-V, Nirman Nagar	486	16694	17180	105996
20		2104310	AEN C-I, INDIRA MARKET	337	14875	15212	93294
21		2104320	AEN C-II,	394	26338	26732	162756

			SANJAY MARKET				
22		2104330	AEN C-III, M.I.ROAD	587	19259	19846	122598
23		2104340	AEN C-IV, KHASA KOTHI	893	14699	15592	98910
24		2104410	AEN D-I, JAWAHAR NGR	480	22911	23391	143226
25		2104420	AEN D-II, ADARSH NGR	440	13561	14001	86646
26		2104430	AEN D-III, MALVIYA NGR	884	27882	28766	177900
27		2104440	AEN D-IV, PURANA GHAT	529	23067	23596	144750
28		2104510	AEN E-I, JANTA MARKET	413	17308	17721	108804
29		2104520	AEN E-II, RAMGANJ	456	28558	29014	176820
30		2104530	AEN E-III, NAHARI KA NAKA	282	27588	27870	168912
31		2104540	AEN E-IV, AMBER	420	23112	23532	143712
32		2104560	AEN E-V, BRAHAMPURI	341	15832	16173	99084
33		2104620	AEN F-II, MANSAROVER	921	41841	42762	262098
34		2104630	AEN F-III, SANGANER	2027	43431	45458	284910
35		2104640	AEN F-IV, PRATAP NAGAR	749	43357	44106	269130
36		2104650	AEN F-V, JAGATPURA	852	29499	30351	187218
37		2104720	AEN G-II, VIDYADHAR NAGAR	651	28255	28906	177342
38		2104730	AEN G-III, MURLIPURA	2449	36522	38971	248520
39		2104740	AEN (G-IV), KARDHANI	1118	51777	52895	324078
				23100	777392	800492	4941552
40	JPDC,Jaipur	2105110	AEN(A-1, Chomu)	1063	26363	27426	170934
41		2105710	AEN(O&M, Kotputali)	816	30812	31628	194664
				1879	57175	59054	365598
42	TONK	2113110	AEN(A-1,TONK)	591	29198	29789	182280
43		2113210	AEN(A-1,NEWAI)	253	20171	20424	124062
				844	49369	50213	306342

b) Non-RAPDRP

S. No	Circle Name	Office code	Office Name	No. of monthly consumers	No. of bi-monthly consumers	Total Regular consumers (Service Status not in 'P')	Estimated total bills issued in one year
1	Alwar	2101210	AEN(O&M, Malakhara)	84	29894	29978	180372
2		2101220	AEN(O&M, Ramgarh)	40	35069	35109	210894
3		2101230	AEN(O&M, Thanagazi)	97	36181	36278	218250
4		2101240	AEN(O&M, Govindgarh)	82	17300	17382	104784
5		2101420	AEN(O&M, K.G.Bass)	99	26544	26643	160452
6		2101430	AEN(O&M, Kotkasim)	4	27490	27494	164988
7		2101440	AEN(O&M, Tijara)	123	25767	25890	156078
8		2101450	AEN(O&M, Tapookara)	66	20496	20562	123768
9		2101510	AEN(O&M, Rajgarh)	309	23658	23967	145656
10		2101520	AEN(O&M, Reni)	15	23876	23891	143436
11		2101530	AEN(O&M, Tehla)	17	8335	8352	50214
12		2101610	AEN(O&M, Bansur)	26	42990	43016	258252
13		2101620	AEN(O&M, Behror)	537	37416	37953	230940
14		2101630	AEN(O&M, Mundawar)	10	38412	38422	230592
15		2101640	AEN(O&M, Neemrana)	349	20191	20540	125334
16		2101650	AEN(O&M, Mandan)	17	16672	16689	100236
17		2101710	AEN(O&M, Kherli)	106	19871	19977	120498
18		2101720	AEN(O&M, Laxmangarh)	3	23473	23476	140874
19		2101730	AEN(O&M, kathoomar)	4	16855	16859	101178
				1988	490490	492478	2966796
20	Dausa	2103110	AEN(O&M, BANDIKUI)	322	27978	28300	171732
21		2103120	AEN(O&M, MAHUA)	44	32516	32560	195624
22		2103130	AEN(O&M, SIKRAI)	72	28628	28700	172632

23		2103140	AEN(O&M, BASWA)	18	20182	20200	121308
24		2103150	AEN(O&M, Sikandra)	52	9907	9959	60066
25		2103220	AEN(A-2, DAUSA)	262	16464	16726	101928
26		2103240	AEN(NagalRajaw atan)	85	12967	13052	78822
27		2103310	AEN (A-1, Lalsot)	451	27756	28207	171948
28		2103320	AEN (A-2, Lalsot)	231	18266	18497	112368
				1537	194664	196201	1186428
29		2105120	AEN(A-2, Chomu)	426	21584	22010	134616
30		2105130	AEN(O&M, Govindgarh)	404	24726	25130	153204
31		2105140	AEN(O&M, Jaitpura)	601	22805	23406	144042
32		2105160	AEN(O&M,Kalad era)	564	11639	12203	76602
33		2105210	AEN(O&M, Bassi)	824	36025	36849	226038
34		2105220	AEN(O&M, Badpeepli)	1684	23423	25107	160746
35		2105230	AEN(O&M, JamvaRamgarh.)	785	24652	25437	157332
36		2105240	AEN(O&M, Kunda Ki Dhani, Amber)	626	27557	28183	172854
37		2105250	AEN(O&M,Kalw ar)	566	23674	24240	148836
38	JPDC,Jaipur	2105260	AEN(O&M, Kanota)	861	20867	21728	135534
39		2105310	AEN(O&M, Chaksu)	168	35008	35176	212064
40		2105320	AEN(O&M, Phagi)	164	29055	29219	176298
41		2105330	AEN(O&M, Sanganer Rural)	722	31762	32484	199236
42		2105340	AEN(O&M, Bagru)	338	34021	34359	208182
43		2105410	AEN(O&M, Sambhar)	563	26228	26791	164124
44		2105430	AEN(O&M, Jobner)	315	20382	20697	126072
45		2105440	AEN(O&M, RENWAL)	663	25021	25684	158082
46		2105520	AEN(O&M, Radawas)	196	13864	14060	85536
47		2105530	AEN(O&M, Shahpura)	1073	30637	31710	196698
48		2105540	AEN(O&M, VIRAT NAGAR)	510	23807	24317	148962

49		2105610	AEN(O&M, Dudu)	657	26933	27590	169482
50		2105620	AEN(O&M,Bichon)	238	14290	14528	88596
51		2105720	AEN(O&M, Paota)	505	28610	29115	177720
				13453	576570	590023	3620856
52	TONK	2113120	AEN(A-2,TONK)	24	30258	30282	181836
53		2113130	AEN(O&M,UNIARA)	175	25570	25745	155520
54		2113140	AEN(O&M,DEOLI)	246	32756	33002	199488
55		2113220	AEN(O&M, MALPURA)	215	35679	35894	216654
56		2113230	AEN(O&M,TDRS)	75	20803	20878	125718
57		2113240	AEN(A-2,NEWAI)	129	15272	15401	93180
				864	160338	161202	972396

2. Bharatpur Zone

a) RAPDRP

S. No	Circle Name	Office code	Office Name	No. of monthly consumers	No. of bi-monthly consumers	Total Regular consumers (Service Status not in 'P')	Estimated total bills issued in one year
1	Bharatpur	2102210	AEN(O&M, Deeg)	205	23374	23579	142704
2		2102220	AEN(O&M, Kaman)	433	37222	37655	228528
3		2102410	AEN(O&M, Bayana)	645	32132	32777	200532
				1283	92728	94011	571764
4	SWM	2108150	AEN(A-1,SWM)	1124	26774	27898	174132
5		2108220	AEN(A-1,GANGAPUR)	611	32710	33321	203592
				1735	59484	61219	377724
6	Karauli	2112110	AEN(A-1,HINDAUN)	627	17921	18548	115050
7		2112210	AEN(O&M,KARULI)	364	43465	43829	265158
				991	61386	62377	380208

b) Non-RAPDRP

S. No	Circle Name	Officecode	Office Name	No. of monthly consumers	No. of bi-monthly consumers	Total Regular consumers (Service Status not in 'P')	Estimated total bills issuedin one year
1	Bharatpur	2102130	AEN(A-3, Bharatpur)	97	23632	23729	142956
2		2102140	AEN(O&M, Nadbai)	144	25661	25805	155694
3		2102150	AEN(O&M, Uchhain)	6	16100	16106	96672
4		2102230	AEN(O&M, Nagar)	279	30064	30343	183732
5		2102240	AEN(O&M, Kumber)	176	25154	25330	153036
6		2102420	AEN(O&M, Roopbas)	50	17111	17161	103266
7		2102430	AEN(O&M, Weir)	234	23515	23749	143898
8		2102440	AEN(O&M, Chokarwada)	10	15047	15057	90402
				996	176284	177280	1069656
9	SWM	2108110	AEN(O&M,BONLI)	68	29088	29156	175344
10		2108140	AEN(O&M,KHANDAR(KDR)	10	25508	25518	153168
11		2108160	AEN(A-2,SWM)	364	37372	37736	228600
12		2108230	Aen-A2-Gangapur city	8	19119	19127	114810
13		2108240	AEN(O&M,BAMANWAS (BMWS)	7	19950	19957	119784
				457	131037	131494	791706
14	Karauli	2112120	AEN(A-2, HINDAUN)	10	27335	27345	164130
15		2112130	AEN(O&M,TODABHIM)	137	29308	29445	177492
16		2112140	AEN(O&M,NADOTI)	23	15329	15352	92250
17		2112220	AEN(O&M,MAHAVIR JI)	183	13847	14030	85278
18		2112230	AEN(O&M,SAPOTARA)	9	20520	20529	123228
				362	106339	106701	642378

3. Kota Zone

a) RAPDRP

S. No	Circle Name	Office code	Office Name	No. of monthly consumers	No. of bi-monthly consumers	Total Regular consumers (Service Status not in 'P')	Estimated total bills issuedin one year
1	Jhalawar	2106320	AEN(O&M, BhawaniMandi)	285	21857	22142	134562
2		2106440	AEN(O&M, Jhalawar)	379	11358	11737	72696
3		2106450	AEN(O&M, J.Patan)	670	6986	7656	49956
				1334	40201	41535	257214
4	Baran	2110110	AEN(A-1 Baran)	794	17419	18213	114042

5	Bundi	2111110	AEN(A-1, Bundi)	346	22400	22746	138552
6		2111170	AEN(O&M, Lakheri)	357	22383	22740	138582
				703	44783	45486	277134

b) Non-RAPDRP

S. No	Circle Name	Office code	Office Name	No. of monthly consumers	No. of bi-monthly consumers	Total Regular consumers (Service Status not in 'P')	Estimated total bills issued in one year
1	Jhalawar	2106310	AEN(O&M, Dug(V))	57	16541	16598	99930
2		2106330	AEN(O&M, Sunel)	67	14618	14685	88512
3		2106340	AEN(O&M,Pirawa)	69	10974	11043	66672
4		2106410	AEN(O&M, Aklera)	115	9889	10004	60714
5		2106420	AEN(O&M, Bakani)	4	11410	11414	68508
6		2106430	AEN(O&M, Khanpur)	3	18452	18455	110748
7		2106470	AEN(O&M,Manoharthana)	5	12850	12855	77160
8		2106480	AEN(O&M,Sarokalan)	34	8513	8547	51486
9		2106490	AEN(O&M,Ratlai)	5	9128	9133	54828
10		2106510	AEN(Jhalawar Rural)	152	8887	9039	55146
11		2106520	AEN(J.Patan, Rural)	34	15537	15571	93630
				545	136799	137344	827334
12	Kota	2107410	AEN(O&M, Itawa)	230	22982	23212	140652
13		2107430	AEN(O&M,Kaithoon)	161	10600	10761	65532
14		2107440	AEN(O&M, Sultanpur)	1048	25415	26463	165066
15		2107510	AEN(O&M, Chechat)	242	12923	13165	80442
16		2107530	AEN(O&M,Suket)	468	9052	9520	59928
17		2107630	AEN(O&M, Sangod)	115	11534	11649	70584
18		2107650	AEN(O&M, Kanwas)	156	13826	13982	84828
19		2107660	AEN(O&M,Bapa	2	6803	6805	40842

			war)				
				2422	113135	115557	707874
20	Baran	2110120	AEN(A-2 Baran)	16	11068	11084	66600
21		2110130	AEN(O&M, Anta)	77	12664	12741	76908
22		2110210	AEN(ONM, Sees wali)	1	4489	4490	26946
23		2110220	AEN(O&M, K.Ganj)	4	20251	20255	121554
24		2110230	AEN(O&M, Mangrol)	6	8226	8232	49428
25		2110240	AEN(O&M, Shabad)	10	17302	17312	103932
26		2110310	AEN (O&M, ATRU-I)	10	11058	11068	66468
27		2110320	AEN(O&M, Chhabra)	143	18657	18800	113658
28		2110330	AEN(Rural, Atru-2)	4	10646	10650	63924
29		2110340	AEN(O&M, Harn awadaShahji)	4	9034	9038	54252
30		2110350	AEN(O&M, Chipabarod)	6	10103	10109	60690
				281	133498	133779	804360
31	Bundi	2111120	AEN(A-2, Bundi)	316	21342	21658	131844
32		2111130	AEN(O&M, Talera)	310	22838	23148	140748
33		2111140	AEN(O&M, K.Patan)	202	19252	19454	117936
34		2111150	AEN(O&M, Nainwa)	256	30133	30389	183870
35		2111160	AEN(O&M, Hindoli)	298	30716	31014	187872
				1382	124281	125663	762270