



Notice Inviting E-Tender
(DOMESTIC COMPETITIVE BIDDING)
(SINGLE STAGE TWO ENVELOPE BIDDING)

NIT No: 01/AGM (DP&C)/TSECL/CCC/2023-24 dated 06/09/2023

- 1.0** Additional General Manager (DP&C) TSECL, Agartala invites the tender on behalf of TSECL from the resourceful experienced Firm for “Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode)” at Agartala TSECL through **electronic tendering (e-tendering)**.

Item No.	Particulars	Description of items
1	Name of Tender	Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode).
2.	Tender Value (Rs.)	Rs. 22,59,20,280.00 (excluding GST)
3.	Completion Period	36 months from the date of Agreement signing (Agreement to be signed within 15 days from the date of issuance of LoI/LoA)
4.	Date of Publication of NIT	19/09/2023
5.	Period of Downloading of Bidding documents @ http://www.tripuratenders.gov.in	19/09/2023 10/10/2023
6.	Seek Clarification Start and End Date	19/09/2023 25/09/2023
7.	Pre-bid Meeting Date, Time and Venue	25/09/2023 at 1100Hr. ([Conference Room, TSECL, Bidyut Bhavan, Banamalipur, Agartala])
8.	Bid submission start and end date along with time	04/10/2023 at 1500 hrs. 10/10/2023 at 1400 hrs.
9.	Technical bid opening date and time	10/10/2023 at 1530 hrs.
10.	Financial Bid opening date and time	To be intimated later
11.	Place of opening bids	[Conference Room, TSECL, Bidyut Bhavan, Banamalipur, Agartala]
12.	Tender Fees	INR 25,000/- (Rupees Twenty Five Thousand)



		Only) only in favor of “Tripura State Electricity Corporation Limited” payable at Agartala. Submission Process in Mentioned below.
13.	Bid Security/ Earnest Money Deposit (EMD)	Earnest Money Deposit amounting to Rs. 45, 18,410.00 (Rupees Forty Five Lakhs Eighteen Thousand Four Hundred Ten Only). Submission Process in Mentioned below.
14.	Officer inviting Bids	AGM (DP&C); Tel: 9436471375, Fax: 0381 2326613/ 0381 2319427; E-mail: ad_comm@rediffmail.com
15.	Bid Validity Period	180 days from the date of opening of proposal
16.	Mode of tender submission	Online (through e-procurement portal)
17.	E-tendering	<ul style="list-style-type: none"> The bid document shall be available in the prescribed form through e-procurement application https://tripuratenders.gov.in. Bidders willing to take part in the process of e-tendering are required to obtain a valid Class 2/ Class 3 Digital Signature Certificate (DSC), from any of the certifying authorities,enlisted by Controller of Certifying Authorities (CCA) at http://cca.gov.in. After obtaining the Class 2/3 Digital Signature Certificate (DSC) from the approved CA, Bidders shall enroll themselves in the Tripura Government e-procurement web site at http://www.tripuratenders.gov.in and obtain User ID and Password for the purpose of bidding.

- 2.0 The RFP for the above work will appear in National and Local Newspapers. This shall also be available on Tripura State Electricity Corporation Limited’s website <http://www.tsecl.in>. The complete Bidding Documents shall be available at Government e-procurement portal <https://tripuratenders.gov.in> from 19/09/2023. Interested bidders can download the bidding documents and commence preparation of bids to gain time.
- 3.0 To participate in bid, the bidder shall have a valid Class 2 / Class 3 Digital Signature Certificate (DSC), obtained from the certifying authorities enlisted by Controller of Certifying Authorities (CCA) at <http://cca.gov.in>.
- 4.0 Bids will be opened online through website <https://tripuratenders.gov.in>.



- 5.0 Eligible bidders shall participate in tender online through the government e-procurement portal at <http://www.tripuratenders.gov.in>. However Bidder will also have to submit hardcopy of proof of payment of Tender Fees & EMD within the due date of submission. Tenders shall be uploaded/submitted in a two-bid system: -
- Bid Envelop-I (Technical bid)
 - Bid Envelop-II (Financial bid)
- 6.0 The acceptance of Price bid / financial bid shall be subjected to acceptance of Technical Bid and meeting of pre qualification criteria (to be provided in Technical Bid).
- 7.0 Tender Fee and EMD are to be paid electronically using the Online Payment Facility provided in the Portal. For online payment of Tender Fee and EMD, please follow the following process-
- After initiating the Bid Submission Process from "My Tender" option, an "Online Payment" page will appear which will display the total Tender Fee & EMD amount.
 - On submission of TF & EMD payment option, System will redirect to the SBI Bank MOPS window.
 - SBI MOPS will have two option for Net Banking- "SBI" & "Other Banks". Bidder can choose any of the options as desired and can complete the Online Payment process.
 - choose any of the options as desired and can complete the Online Payment process.
 - For offline submission of EMD, The Earnest Money Deposit shall be submitted by Demand Draft (DD) / Banker's Cheque (BC) on any Scheduled Bank guaranteed by Reserve Bank of India favouring TRIPURA STATE ELECTRICITY CORPORATION LIMITED payable at Agartala initially valid for 3 (three) months with claim period of another 3 (three) months, subject to further extension if required.
 - Earnest Money may also be deposited in the form of Bank Guarantee. Earnest Money/Bid security shall be submitted in stranded format (EMD Bid Guaranty Format) provided in the bid documents.
- 8.0 The EMD amount shall be refunded to all the bidders including L1 (Selected) bidder in their respective Bank Account, after the Award of Contract (AoC) event is completed in the Tripura e-Procurement Portal, on receipt of Performance Bank Guarantee from the selected bidder. .
- 9.0 Downloaded NIT, Bid Document (DNIT/RFP) are to be uploaded back and digitally signed as a part of technical bid, and as a proof of acceptance of all terms and conditions in NIT and Bid Document.
- 10.0 The prospective bidder should have the necessary competence, adequate financial standing, sufficient experience, expertise as per Qualification Requirement detailed in this document.



Before bidding under this bid, in order to avoid non responsiveness of bid, bidder should ensure that:

1. They are qualified as per QR mentioned in this document
2. The offered solution meets the technical requirement laid down in this document.

Scope of Work is detailed out in the subsequent sections of the RFP.

- 11.0 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 Tripura, available at URL <https://www.eproc.Tripura.gov.in>.
- 12.0 The complete tender document has been published on the websites,.
- 13.0 The downloaded tender document shall be considered valid for participation in the bid process subject to submission of required Tender fees, e-Tender Processing Fee & BID SECURITY declaration as mentioned in the NIT Section table. A copy of receipt of the tender fees, e-Tender Processing Fees & BID SECURITY declaration must be enclosed along with the technical bid/ proposal failing which the bid will be summarily rejected. The last date of submission of these original instruments is mentioned in the NIT Table. The Bidder must take due care in submitting the instruments and collecting receipts from TSECL so that the Originals are submitted in hard copy and receipt scans are uploaded with the Technical Bid, before the Bid Submission Deadline.
- 14.0 All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally by the Bidder. The Technical and Financial Bid which is uploaded on e-proc portal must be signed and stamped on each relevant page by the designated Authorized Representative of the bidder. The name, designation and authority of the designated Authorized Representative of the Bidder shall be stated in the Bid.
- 15.0 No contractual obligation whatsoever shall arise from the tender document/bidding process unless and until a formal contract is signed and executed between the purchaser and the successful bidder(s).
- 16.0 TSECL disclaims any factual/ or any other errors in this tender 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.
- 17.0 Bids will be considered only in the prescribed manner. Bids not submitted in the prescribed format will be summarily rejected without further evaluation.
- 18.0 Copies of various documents to be enclosed along with the bids 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.
- 19.0 All the communication/correspondence including the Bid (Technical and Financial Bid) must be signed and stamped on each page by the designated Authorized Representative of the bidder failing which the bid will be summarily rejected.



- 20.0 The Bids can be submitted up to date and time given as specified in the NIT Table.
1. The complete bidding process is defined in the tender document.
 2. 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 tender document, all such bids will be summarily rejected.
- 21.0 Tendering Authority reserves the complete right to accept or reject in part or full any or all the bids without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the tendering authority.
- In case, a dispute arises with regard to interpretation/ omission/ error in this tender document, bid submitted and any other documents. The decision of AGM DP&C, TSECL, Agartala will be final and binding upon the bidders.
- 22.0 Interested bidders may obtain further information from the office of the AGM DP&C TSECL, Bidyut Bhawan Banamalipur, Agartala.

**Addl. General Manager (DP&C)
TSECL, Bidyut Bhawan, Bnamalipur, Agartala-.**



Disclaimer

The information contained in this Tender document or subsequently provided to Bidders, whether in documentary or any other form by or on behalf of the Tripura State Electricity Corporation Ltd. (herein after referred to as “TSECL”) or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this Tender and other terms and conditions if provided.

This Tender is not an agreement and is neither an offer nor invitation by TSECL to the prospective Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this Tender. This Tender includes statements, which reflect various assumptions and assessments arrived at by TSECL in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all persons, and it is not possible for TSECL, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct.

Information provided in this Tender document to the Bidders is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. TSECL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

TSECL, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Tender document and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in this Selection Process.

TSECL also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this Tender.

TSECL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this Tender.

The issue of this Tender document does not imply that TSECL is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the work described herein and TSECL reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall bear all costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by TSECL or any other costs incurred in connection with or relating to its Proposal (Bid). All such costs and expenses will remain with the Bidder and TSECL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Proposal (Bid) regardless of the conduct or outcome of the Selection Process.



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**Section 1. INTRODUCTION & OBJECTIVE****1. THEMATIC FOCUS**

TSECL (TSECL Discom) is a Government of Tripura Enterprise engaged in distribution and supply of electricity in the jurisdiction of TSECL DISCOM which comprises of 9 (Nine) Distribution Circles as under.

S.No.	Name of Discom	O&M Circles
1.	TSECL Discom	Electrical Circle-I, Agartala, Electrical Circle-II, Agartala, Electrical Circle- Khowai, Electrical Circle- Dhalai, Ambassa, Electrical Circle- Unakoti, Kumarghat, Electrical Circle-North, Dharmanagar, Electrical Circle –Sepahijala, Bishramganja, Electrical Circle-Gomati, Udaipur, Electrical Circle- South, Belonia.

The invitation to Bid is for “Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode)” that are being procured through this RFP. Presently 5(five) Electrical Divisions namely Mohanpur, Sabroom, Ambassa, Manu & Kailashahar under jurisdiction of TSECL Discom has been awarded on Distribution Franchisee Model and as such are not included in the area under consideration for this Bid.

2. EXISTING CALL CENTER IN TSECL DISCOM:

There are approximately 10.00 (Ten) lakhs of consumers spread in TSECL Discom in different subdivisions. The sub-division / division and consumers may increase or decrease during the currency of the contract which shall not attribute to any financial implication on TSECL.

TSECL has a 24x7x365 Centralized Call Center integrated with FRT (Fault Rectification Team) deployed at different locations of TSECL.

The present call Center at Bidyut Bhawan Banamalipur Agartala is operating with 25 Nos. CCC agents distributed in 3 shifts. The vendor may visit the existing CCC & field areas to have proper understanding of CCC & FRT operations.

Inbound call volumes from March-2022 to April- 2023 are captured as below:

Month	Total Call receipt	Total Complaint Received
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April -2022	1,20,302	7258
May-2022	1,29,367	9100
June-2022	2,09,854	11281
July-2022	1,65,179	8616
August-2022	1,80,221	8962
September-2022	1,65,830	7894
October-2022	1,59,652	8845
November-2022	29,189	3976
December-2022	37,381	4314
January-2023	25,962	3568
February-2023	21,286	3020
March-2023	56,859	5747
Grand Total	13,01,712	82,851

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

Note:

- i. The number of calls shown in the table is for call Center of Agartala.
- ii. The numbers of calls in the table above are indicative and may increase/decrease.

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

1. No-Current
2. Transformer Burnt
3. Safety Related
4. Theft information
5. Technical issues related to meters, service cable etc.
6. Billing related issue.

b. Outbound Call facility is being utilized for:

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

c. IVR system is available.

d. Complaints Registration system: Registration of complaints through

1. Toll free number
2. Landline number



3. Facebook
4. Twitter
5. IVRS
6. Web portal
7. WhatsApp

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

f. FRT: Currently Fault Rectification Teams are deployed at Sub-Division Level (14 Nos.) in TSECL.

3. OBJECTIVE

- a. TSECL intends to adopt the advanced technologies and implement a state of art Customer Care Center System which would not only address the current need but the future requirements and would enhance customer satisfaction.
- b. TSECL intends to use the social media and various other digital & online modes for customer outreach in both recording complaints and disseminating the complaint redressal information.
- c. TSECL intends to adopt a unified complaint registration and redressal tools for an inclusive and exhaustive complaint registration & redressal.
- d. TSECL intends to integrate the Call Center System with the Feeder Monitoring System, DT Metering, Pre-paid Metering system, Smart Metering System, RMS and any other IT systems built on SOA architecture.



Section 2. QUALIFICATION REQUIREMENTS (QR)

The Bidder must possess following credentials prescribed as Pre-Qualification Criteria. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.

GENERAL:

1. Qualification will be assessed upon meeting all the qualification criteria regarding the applicant's general and experience, personnel capabilities, infrastructure availability, financial position, system proposed, methodology and plans to be adopted as detailed in the Bidder's Technical Bid.
2. The Bidder, while submission of the Bids, has to ensure that, all the pages of the Bids are digitally signed by the competent authority and also all the pages are numbered and properly indexed.
3. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.
4. The significance of meeting of Qualification Requirement is that bidder is eligible to participate in the bid, however apart from the Qualification requirement the technical solution proposed by the bidder should commensurate with the solution envisaged in this RFP.
5. The short listing shall be made considering all the technical parameters furnished by the bidder along with the technical offer.
6. The Bidder must possess following credentials prescribed as Pre-Qualification Criteria. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same.

Note:

1. **In case of non-furnishing the requisite documents along with the bid, the bid will be considered as non-responsive and bid may be summarily rejected.**
2. **Irrespective of meeting the above qualification requirements, none of the consulting companies engaged by TSECL as on 01.07.2023 for IT Projects can bid for this tender.**



Qualification Requirements

QR. No.	QR Criteria	Supporting Documents Required
1.	<p>The Bidder should be a legal entity registered in India and in operations for a period of at least last 5(five) years as on last date of submission of bid.</p> <p>The Bidder should be :</p> <p>A company registered under Indian Companies Act, 1956/2013</p> <p>Or</p> <p>A Partnership Firm registered under Indian Partnership Act, 1932</p> <p>Or</p> <p>A limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008</p>	<p>Certificate of Registration/Incorporation under Companies Act 1956/2013 or Partnership act 1932 or Limited Liability Partnership Act 2008, as the case may be.</p> <p>Memorandum and articles of Association.</p> <p>ITR of last three FYs(i.e., FY 2020-21 to FY 2022-23) along with CA/Statutory Auditor's Certificate for business operations continuity for FY 2023-24.</p>
2.	<p>The bidder shall have Class "A" or Class "B" or as applicable Electrical Contractor Licenses issued by Electrical Inspectorate of Govt. of Tripura or Any State.</p> <p>* If the above certificate (From the Govt. of Tripura) is not furnished at the time of bidding, bidder may furnish Bank Guarantee of Rs. 5.0 Lacs with undertaking to furnish the above License as and when CEIG department open the window for Registration the new License.</p>	<p>Copy of Self Attested Class "A" or Class "B" or higher Electrical license issued by Electrical Inspectorate of Govt. of Tripura or Any State.</p> <p>In Case the required license issued by Govt. of Tripura is not available with the bidder, the bidder shall furnish an undertaking along with Bank Guarantee of Rs. 5 Lacs (proforma enclosed) that the same shall be furnished as and when concerned department open the window for Registration the new License.</p>
3.	<p>i. The bidders shall be minimum CMMI Level-3 (minimum) or higher certified and shall have ISO 9001:2008 or latest version valid for at least three months after submission of bid.</p> <p>Further along with this, bidder should have also experience of running at least 75- seater or as per requirement of the Discom, Customer Care Center for Electricity Utility continues for at least Two years during the last three financial years (i.e., FY 2020-21 to FY 2022-23).</p>	<p>Certificate of Appraisal issued by authorized transition partner of CMMI institute with SCAMPI ID.</p> <p>Certificate of ISO 9001:2008 latest version valid for at least three months after submission of bid</p> <p>Work orders issued in the name of the bidder by Electricity Utility sector to establish continuous work of Call Center for two Year during the last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p>



	<p>ii. The Bidder have experience of executing at least one project providing CRM software solutions in the spheres of Call Center /Contact Center /Public Consumer Grievance Redressal System to any DISCOMS/Utilities/Services in India not less than order value of Rs. 5.00 Cr. as on date of RFP.</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 10 Lakhs for a minimum duration of one year.</p>	<p>Documents to be uploaded: Work orders/Agreements/Invoices/Client Certificates.</p>
Alternative QR of No. 3		
3	<p>i. The Bidders shall have ISO 9001:2008 & ISO 27001:2013 or higher (latest version) valid for at least three months after submission of bid, along with experience of running the at least 75-seater or as per requirement of the Discom Call Center for Electricity Utility sector continuous for at least Two Years during the last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p>	<p>Documents to be uploaded: Valid ISO certificate, Work orders issued in the name of the bidder by Electricity Utility sector to establish continuous work of Call Center for two Year during the last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p>
	<p>ii. The Bidder shall have experience of executing at least one project providing CRM software solutions in the spheres of Call Center /Contact Center /Public Consumer Grievance Redressal System to any DISCOMS/ Utilities/Services in India not less than order value of 5.00 Cr. as on date of RFP.</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 40 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p>	<p>Documents to be uploaded: Work orders/Agreements/Invoices/Client Certificates.</p>



4	<p>The Bidder should have a minimum average annual turnover of Rs.50.00 Cr. in last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p> <p>The Bidder should have positive net worth as on 31st March, 2023.</p>	<p>A. Audited Profit & Loss Statement and Balance Sheet.</p> <p>B. Statutory Auditor Certificate or Certificate from the Company Secretary/ Chartered Accountant of the Bidder clearly specifying the Annual Turnover for the specified years along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof.</p> <p>Note: Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</p>
5.	The bidder should have executed / under execution/ handled one or more contract of power sector for deployment of minimum 75 nos. of Fault Rectification Teams, including four wheeler vehicles and technical manpower on LT/ HT network for at least one year during last 03 FY (FY 2020-2021 to FY 2022-23) in any Electrical Utility in India.	Copy of PO/WO/Contract and Copy of satisfactory work completion/ performance certificate.
6	The bidder should have experience of HT & LT work for O&M/ Fault rectification of lines/network in any electrical utility in India for 01 year in last 03 FY's till 2022 -23	Copy of PO/WO and Contract Copy satisfactory work completion/ performance certificate.
7	The bidder should be qualified, not insolvent, not be in receivership, not be bankrupt, or being wound up, should not have affairs administered by a court or a judicial officer, should not have business activities suspended, should not be blacklisted or debarred in last 3 years by any utility/ government agency, should not have a conflict of interest.	Self-Declaration on the bidder's letter head regarding insolvency, blacklisting, bankruptcy and conflict of interest by self-attestation.
8	The Authorized Signatory signing the Bid on behalf of the Bidder should be duly authorized by Competent Authority to sign the Bid and the Contract/Agreement on their behalf.	Power of Attorney on Rs. 500 Non-Judicial Stamp Paper
9	The Bidder should be registered with EPF Organization and ESI Corporation. The bidder should have at least 1000 manpower on his payroll continuously for 02 years in last 03 FY (FY 2020-21 to FY 2022-23).	Copy of EPF and ESI registration certification and list of 1000 employees with PF and ESI nos. along with challans including the list of employees for 1000 employees continuously for any 02 FY in last 03 FY (FY 2020-21 to FY 2022-23).



10	The Bidder should have valid GSTIN	Copy of valid GSTIN
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NOTE: In case of non-furnishing of any requisite document along with the bid as specified in QR, the bid will be considered as non-responsive and bid may be summarily rejected.

C- Evaluation of Technical Specifications:-

- 1) The technical proposal will be evaluated based on the materials provided in the proposal by the bidders as against the general understanding of what they should be like to meet the requirements of the project.
- 2) The technical proposal will be evaluated against the following broad heading of:
 - a. Organizational Strength
 - b. Similar Project experience and the submission of relevant documents along with the technical bid
 - c. Experience of Key professionals proposed by the bidder
 - d. Approach and Methodology

D- Presentation of the Proposal:-

- 1) The committee may invite each bidder to make a presentation to the Officers at a date, time and venue determined by TSECL to make a presentation of their Technical Proposal. The purpose of such presentations would be to allow the bidders to present their methodology, unique capabilities if any, the project structure, the quality of the project team etc.
- 2) The presentation of the Technical Proposal should be made by the proposed Operation Manager cum Project Head of the bidder for this Project, with some of the key team members to support, instead of the sales representative of the organization.
- 3) The bidders are expected to bear the cost of travel or any other associated cost incurred for the purpose of making these presentations.

E- Scoring of Technical Bid:-

- 1) Bidders should score minimum of 70% overall and submit all the relevant documents along with technical bid to be shortlisted for the financial bid opening.
- 2) TSECL reserves the right to cross verify the documents/ credentials with the bidder. The Documents submitted by the Bidder should clearly depict the credential/criteria as required, failing which the document shall not be considered for evaluation.

Technical Evaluation Criteria			
1	Organizational Strength	50 Marks	Supporting document Required



a	<p>Average Annual Turnover (AAT) of Bidder for last three financial years (FY 20-21, FY 21-22 and FY 22-23)</p> <p>AAT >= INR 75 Crore : 20 Marks</p> <p>AAT >= INR 50 Crore and < INR 75 Crore: 10 Marks</p> <p>AAT <= INR 50 Crore : 0 Marks</p>	20	Certificate from the Statutory Auditor, Company Secretary/Chartered Accountant of the Bidder clearly specifying the Annual Turnover
b	<p>Number of field staff deployed by the Bidder for delivering fault rectification services in India (total field staff in multiple projects)</p> <p>No. of employees >= 1500 : 15 Marks</p> <p>No. of employees >= 1000 and < 1500: 10 Marks</p> <p>No. of employees >=500 and < 1000: 6 Marks</p> <p>No. of CCEs < 500: 0 Marks</p>	15	Work Order/ Contract/Agreement Client Certification
c	<p>The Bidder with private/ PSU/ government clients in India as on date of RFP</p> <p>>=7 Clients : 10 Marks</p> <p>>=5 Clients : 7 Marks</p> <p>>=3 Clients : 5 Marks</p>	10	Work Order/ Contract/ Agreement Client Certification
d	<p>The Bidder with DISCOM clients in India as on date of RFP</p> <p>> 9 or above projects : 15 Marks</p> <p>>6-8 projects : 10 Marks</p> <p>>3 to 5 projects : 5 Marks</p>	15	Work Order/ Contract/ Agreement Client Certification
e	<p>The bidder have experience of deployment of Call center or Fault Rectification Teams including vehicles order fulfillment set-up in any North - Eastern state of India as on date of RFP</p> <p>In North Eastern State Of India 100 + Employees for any Discom</p>	10	Work Order/ Contract/ Agreement Client Certification
2	Past Experience	25 Marks	Supporting document Required
e	<p>The Bidder have experience of running FRTs across India for any DISCOM and operational FRT count as on date of bid submission with at-least 75+ FRT's</p> <p>FRT Definition :</p> <p>No. of FRT's >= 125 : 25 Marks</p> <p>No. of FRT's >= 100 : 15 Marks</p> <p>No. of FRT's >= 75 : 10 Marks</p> <p>No. of FRT's < 75 : 0 Marks</p>	25	Work Order/ Contract/ Agreement Client Certification
3	Approach and Methodology	25 Marks	Supporting document Required



f	i. Understanding of DISCOM – 4 Marks (20 %) ii. Dashboard & Analytical capabilities – 6 Marks (Bidder need to provide sample Dashboard & Analytics reports). – (30%) iii. Solution Architecture of Omni Channal Call Center software solution – 4 Marks (20%) iv. Workforce management (peak hours' management/Attrition management) – 2 Mark (10%) v. Understanding of Mobile App & Integrations – 2 Mark (10%) vi. Additional functionality quoted by bidder for effective grievance redressal – 2 Mark (10%)	25	Technical Presentation to be given by bidder during bid evaluation as per the date and time conveyed by the Tender Evaluation Committee
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Note: Only those bidders whose absolute technical score is 70 or more shall be considered for further financial evaluation by Tender Committee

Financial Bid Opening

The financial bid of only those bidders who meet the Technical criteria will be considered for financial evaluation. The Financial Bids will be opened by Committee in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign an attendance sheet evincing their attendance. The name of Bidder, Bid Prices etc. shall be announced at the meeting.

The bidder shall be technically evaluated out of 100 marks. Bids receiving 70 marks and above, during technical evaluation, would qualify for financial evaluation.

The ranking of the bidders will be determined by applying Quality and Cost Based Selection (QCBS) method. The weightage for the technical and commercial parameters will be in the ratio of 70:30 respectively. For comparison of the combined Technical and Financial Score of all bidders, following Formula will be used:

$$\text{Final Score (FS)} = (\text{T}(\text{bid})/\text{HS} \times 70) + (\text{LP}/\text{P}(\text{bid}) \times 30)$$

Where:

LP is the lowest price offer,

P(bid) is the financial offer of the bidder being evaluated,

HS being the highest Technical Score (TS) among all the bidders, and

T(bid) being the Technical Score (TS) of the bidder being evaluated.



- The Bidder getting the highest total score shall be declared as the Preferred Bidder or Rank 1(R1) Bidder for the Project
- In the event that two or more Bidders achieves the same total score (the "Tie Bidders") for the Project, the TSECL may: adjudicate the bidder securing the highest technical score as the “Best responsive bid” for award of the Project;

OR

invite fresh Financial Proposals from the Tie Bidders provided that the Bidders will not be allowed to quote higher than the amounts already quoted;

OR

in its sole discretion, may annul the Bidding Process

Note: For evaluation of this tender, a Tender Evaluation Committee will be formed by the MD, TSECL for technical and financial bid.



Section 3. INSTRUCTION TO BIDDERS

1.0 GENERAL INSTRUCTIONS

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

2.0 FIELD CONDITIONS

- i. The geographical conditions of the TSECL have different terrain. The details of the area covered are mentioned in the table at the Introduction Section.
- ii. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy it regarding the existing system.
- iii. For ascertaining the existing system, condition's etc., the agency may contact the Tendering Authority.
- iv. No claim from Bidder or Agency for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated by them at the time of submitting the bids.

3.0 SUCCESSFUL IMPLEMENTATION AND GOOD PERFORMANCE

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



4.0 PREPARATION OF BIDDING DOCUMENT

4.1. Bid Security

- a. The Bidder shall furnish Bid Security declaration as per the prescribed in NIT section.
- b. The Bidder shall deposit/submit the Bid Security as per NIT clause 7.0.
- c. Bid uploaded but not accompanied by a copy of the receipt for depositing Bid Security shall be rejected and the Bid will not be opened.

4.2. Tender Document Fee & Tender Processing Fee

- a. The bidders are permitted to download the bid document from websites <https://www.tripuratenders.gov.in>, but must pay the cost of Tender document fee and e-Tender processing fee as mentioned in NIT table within the stipulated date & time.
- b. The Bidder shall bear all the costs and expenses associated with preparation and submission of its Bid including post-bid discussions, technical and other presentation etc. and the TSECL shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.3. Understanding of Bidding Documents

A prospective Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents and fully inform himself as to all the conditions and matters which may in any way affect the scope of work or the cost thereof. Failure to furnish all information required by the Bidding Documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect shall be at the Bidder's risk and rejection of Bid.

5.0 CLARIFICATIONS ON BIDDING DOCUMENTS

- 5.1. If prospective Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true meaning of any part or requires any clarification on Bidding Documents should make the request / notify the Tender inviting Authority of TSECL in writing. The concerned authority of TSECL shall respond in writing to any request for such clarification of the Bidding Documents, which it receives not later than as mentioned in section -I prior to the deadline for submission of bids stipulated in tender notice. Written copies of the response (including an explanation of the query but without identifying its source) shall be sent to all prospective bidders who purchased the tender document.
- 5.2. Verbal clarification and information given from any offices of TSECL or its employee(s) or representative (s) shall not in any way be binding on TSECL.

5.3. DEVIATION FROM BID DOCUMENTS



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

6.0 CORRIGENDUM/AMENDMENT TO BIDDING DOCUMENTS

- 6.1. At any time prior to the deadline for submission of bids, TSECL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Documents by amendment (s).
- 6.2. The amendment(s) will be published in the e-Tender portal at **<http://www.tripuratenders.gov.in>**. Registered Bidders shall be notified of the related Corrigendum(s) by e-mail. However, TSECL shall bear no responsibility or liability arising out of non-receipt of the same in time or otherwise. Bidders are requested to visit the site frequently to check whether there is any related Corrigendum or not.
- 6.3. In order to afford prospective bidders reasonable time to take the corrigendum/amendment into account in preparing their bids, TSECL may, at its discretion, extend the deadline for submission of bids.
- 6.4. Such corrigendum/amendment, clarifications, etc shall be binding on the bidders and shall be given due consideration by the bidders while they submit their bids and invariably enclose such documents as a part of the Bid.

7.0 PREPARATION OF BIDS

7.1. Language of Bid

The Bid prepared by the Bidders and all correspondence and documents relating to the bid, exchanged by the Bidder and TSECL, shall be written in English language, provided that any printed literature furnished by the bidder may be written in another language so long as accompanied by an English translation of its pertinent passages. Failure to comply with this may disqualify a bid. For purposes of interpretation of the bid, the English translation shall govern.

8.0 DOCUMENTS COMPRISING THE BID

The Bid shall be submitted in 2(two) parts, post registration in the **<http://www.tripuratenders.gov.in>**, as under:

Part-I: Envelop-I (Technical Bid):



1. Containing Tender Fee & Earnest Money as per the stipulations described under the title “Notice Inviting Tender” of Section 1 in this Bid Document. No financial aspect will be entertained in technical bid.
 - a) Fees (to be uploaded in pdf format)
 - (i) Copy of receipt of submission of Tender document fees
 - (ii) Copy of receipt of submission of Tender processing fee
 - (iii) Copy of receipt of submission of BID SECURITY declaration.
 - b) Techno-Commercial Bid (to be uploaded in pdf format):
 - (i) Complete Technical Bid comprising information in specified formats and schedules (Except the price schedule) including details & design of the proposed system(s) to meet out the work requirement together with its capabilities.
 - (ii) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of this tender, the Tendering Authority may require any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three working days.
2. Containing other information of the Bidder as mentioned in RfP showing his technical competency for carrying out the assignment.

Bid Envelop-II (Price Bid/Financial Bid):

Only the bidders who have met the pre-qualification shall be considered for opening of Price bid/Financial Bid.

The Price Bid/ Financial Bid shall be consisting of the following documents:

Bill of Quantity (BOQ) i.e. the Price Bidding Schedule - to be downloaded.

Regarding **Bill of Quantity** mentioned as above (BoQ), the Bidder shall download the BOQ file in XLS format from the Tender document. All cells of the XLS document will be protected except the field (Bidder’s Name and Rates only in figures), the Bidder is expected to fill in. The BoQ XLS document shall contain bundled Macros which shall have to be enabled for automatic calculations and “figure to word conversions”.

NB: In addition to the composition of the **Technical Bid** regarding the documents to be supplied, the Bidder may also supply additional documents in either of this Bid, as Non-Sensitive documents, by scanning the related documents in PDF format (100 dps scan resolution) and saving them in Bidder’s “My Document” before-hand. The Bidder may suitably use any additional document from his “**My Documents**” for proper justification of his **Technical Bid**.



9.0 BID PRICE

The Bidder shall quote unit rates in the downloaded BOQ XLS file and upload the same in Financial Part of the Tender.

10.0 ALTERNATE PROPOSALS

Bidder shall submit offers that comply with the requirements of the bidding documents, **including** the basic technical design as indicated in the specifications. Alternatives will not be considered.

11.0 PRICE BASIS AND PAYMENTS

11.1. The bidders shall quote in their proposal price for the entire Scope of Supply covered under the Technical Specification as required in the Clause 9.13 Price Bid of the Section 9 Bidding Forms this Bid Document.

11.2. Bidder shall indicate Bid prices in Indian Rupees only.

12.0 TAXES AND DUTIES

12.1. Prices shall be quoted in the 'BOQ/Price Bid' for as per scope of work described in the bid document, with applicable GST. Quoted prices shall be firm and inclusive of all applicable tax and duties.

12.2. Goods and Services Tax (GST) as applicable on twenty eight (28) days prior to deadline for submission of bids shall be mentioned in the BoQ of Price Bid. In case the bidder fails to submit GST rates against any items, the applicable statutory rate shall be assumed to be included in the total price quoted and no escalation of cost due to errors in quoting of cost on account of GST shall be permitted.

12.3. Applicable GST shall be reimbursed by TSECL on submission of actual documentary proof based on tax invoices raised by the contractor.

12.4. Statutory variation in Taxes & duties after twenty eight (28) days prior to deadline for submission of bids and during the scheduled completion period will be adjusted / reimbursed against production of documentary evidence.

12.5. Income Tax as admissible will be deducted at source for which necessary TDS certificate will be issued".

13.0 TIME SCHEDULE

13.1. The basic consideration and the essence of the Contract shall be strict adherence to the time schedule for performing the specified supply/works.



- 13.2. The completion schedule as stated in Section IV shall be one of the major factors in consideration of the Bids.
- 13.3. TSECL reserves the right to request for a change in the supply/work schedule during post-bid discussion with successful bidder.
- 13.4. The successful Bidder shall be required to submit detailed BAR CHART and finalize the same with TSECL, as per the requirement of completion schedule.

14.0 CONTRACT QUALITY ASSURANCE

- 14.1. The Bidder shall include in his proposal, the quality assurance programme containing the overall quality management and procedures which he proposed to follow in the performance of the supply/works during various phases, as detailed in relevant clause of the General Technical Conditions.
- 14.2. At the time of award of Contract, the detailed quality assurance programme to be followed for the execution of the contract shall be mutually discussed and agreed to and such agreed programme shall form part of the contract.

15.0 INSURANCE

The bidder's insurance liabilities pertaining to the Scope of supply/Work is detailed out in clauses titled insurance in General Terms & Conditions of Contract. Bidder's attention is specifically invited to these clauses. The bid price shall include all the cost in pursuance of fulfilling all the insurance liabilities under the Contract.

16.0 BID GUARANTEE/ EARNEST MONEY DEPOSIT (EMD)

- 16.1. The Bidder shall furnish, as part of its Bid, earnest money for an amount as specified in the Notice Inviting Tender (NIT).
- 16.2. The earnest money is required to protect TSECL against the risk of Bidder's conduct, which would warrant the earnest money forfeiture pursuant to Para 16.7.
- 16.3. The earnest money shall be deposited in Indian rupees only.
- 16.4. Any bid not secured in accordance with para 16.1 and 16.3 above shall be rejected by TSECL as non-responsive.
- 16.5. The earnest money of the unsuccessful Bidders shall be discharged /returned as promptly as possible as but not later than 60 days after the expiration of the period of bid validity prescribed by the Owner.
- 16.6. The EMD of the successful bidder will be returned after submission of performance bank guarantee. Note: EMD will be submitted through net banking via e-tender portal and bank guarantee will be submitted in legal document.



16.7. The earnest money shall be forfeited:

- a. If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the bid form; or
- b. In case of a successful Bidder fails
 - i. to sign the contract; or
 - ii. to furnish the 'Contract Performance Guarantee'.

16.8. No interest shall be payable by TSECL on the above earnest money.

17.0 PERIOD OF VALIDITY OF BIDS.

- 17.1. Bids shall remain valid for 180 days after the date of bid opening prescribed by TSECL, unless otherwise specified in the accompanying. A Bid valid for a shorter period shall be rejected by TSECL as non-responsive.
- 17.2. In exceptional circumstances, TSECL may solicit the Bidder's consent to an extension of the period of Bid validity. The request and the response thereto shall be made in writing (including fax or email). The Earnest money provided under Section – 3 shall also be retained upto the extended period. No interest shall be payable by TSECL for retaining the earnest money upto the extended period. A Bidder may refuse the request without forfeiting the earnest money deposited by him. A Bidder granting the request shall not be required or permitted to modify his Bid.

18.0 FORMAT OF BID

- 18.1. Bids are to be submitted online through the website, and as, stated in Clause 8.0 of ITB of Section-II and as per NIT. All the documents uploaded by the Employer form an integral part of the contract. Bidders are required to upload all the bidding documents along with the other documents, as asked for in the Bid, through the above website and within the stipulated date and time mentioned in the Tender.
- 18.2. Tenders are to be submitted in two folders at a time for each supply/work, one for Technical Proposal and the other for Financial Proposal. The Bidder shall carefully go through the requirements and prepare the required documents to be uploaded.
- 18.3. The bidder shall scan all the documents before uploading and all scanned documents shall be of 100 dpi resolution in Portable Document Format (PDF). The scanned documents shall be uploaded in the designated locations of Technical Bid and Financial Bid, as prompted by the e-Procurement website.
- 18.4. The Bidder needs to fill up their name and rates for all the items and in the designated Cells of the downloaded BOQ for the related supply/work, and upload the same in the designated



location of Financial Bid. The documents uploaded are virus scanned and digitally signed using the Digital Signature Certificate (DSC). Bidders shall specially take note of all the addendum/corrigendum related to the tender and upload the latest documents as part of the tender.

18.5. Envelop-I (Technical Bid):

The Technical Bid/Bid Envelop-I should contain scanned copies and/or declarations in the following standardized formats.

My Document (Non-Statutory):

All the below-mentioned documents/certificates are to be uploaded with digital signature in the 'My Document' folder option available after login in the e-procurement portal **<http://tripuratenders.gov.in>**. Bidders are requested to scan the necessary documents in 100 dpi resolution into PDF. 'My Document' shall be populated prior to real time bidding and during real time bidding, uploaded documents/certificates in the 'My Document' are to be appropriately included (Checked) for incorporation in the Bid.

An indicative organization of 'My Document' folder and the related documents are indicated here under.

Sl.	Folder Name	Documents to be uploaded
1.	Mfg lic	Company Details: I. Certificate of Incorporation of the Organization as under Companies Act, 1956.
2.	NIT Documents	I. Corrigendum, if published
3.	Machinery Details	CMMi Certificate/ISO Certificate
4.	Tax related document	I. PAN Card II. GST Registration certificate.
5.	Financial details	I. Audited Balance Sheets and Profit Loss for last three financial years with auditor's certificate regarding annual turnover from contracting business in each year.
6.	Misc. document	I. Any other documents found necessary.

Statutory Documents:



After uploading the above mentioned non-statutory documents/certificates, Bidders shall submit the following, during real time bidding

1. Scanned copy of Tender Fee and EMD (Proof of Payment) in single PDF.
2. NIT and Bidding Document
3. All annexure with supporting documents/certificates in support of qualifying requirement and evaluation criteria specified in the Bid Document in single PDF.
4. Technical Data Sheet specified in the Bid Document in PDF

Note-1: If the company was set up less than five years ago, audited balance sheet for the no of years since inception is to be submitted.

Note-2: Bidders are requested to scan the necessary documents/certificates in **100 dpi** resolution into PDF.

Note-3: In any case if any document uploaded by the Bidders is/are not visible or cannot be opened for which tendering authority will not be responsible.

Note-4: Bidders shall have to produce original document as and when asked by the TSECL authority, for verification and authentication of submitted documents.

18.6. Bid Envelop-II (Financial Bid):

BOQ.

Documents to be submitted in the Financial Bid are:

BOQ (Bill of quantity)/Price schedule as specified in Section 9 of the RFP.

Note: Bill of Quantity (BOQ) i.e. Price schedule, which is the Rate quoting sheet in Ms-excel shall be downloaded, filled up properly and uploaded in the financial bid after digital signing. The Bidder shall always open the BOQ sheet with Macros Enabled. The Bidder shall quote rates in figures only, for all items in the Bill of Quantity (BOQ).

- 18.7. **BOQ (Price Schedule) TAMPERING:** The provided BOQ/ Price schedule in the Tender is meant for downloading in the Bidders client machine, for entering the relevant fields meant for rates & bidder's particulars and finally uploading in the Financial Bid. The BOQ Excel Sheet is Macro enabled and working with the Sheet requires the Macro to be allowed/ enabled to run.
- 18.8. Bidders are hereby warned not to tamper the Excel Sheet, make copies and work in a copied Sheet or break through the default Work-Sheet Security. Such BOQs with stated violations will be treated as Tampered BOQs and Bids uploaded with Tampered BOQs will be summarily rejected.
- 18.9. Bidders are allowed to bid 24x7 till the time of Bid closing, with option for Re-Submission, wherein only their latest submitted Bid will be considered for evaluation. The e-Procurement website will not allow any Bidder to attempt bidding, after the scheduled date and time.



18.10. For any clarification related to NIT/SBD/e-procurement, bidder(s) are requested to contact:

**O/O Additional General Manager(DP&C),
Corporate Office, Bidyut Bhavan,
Tripura State Electricity Corporation Limited,
Banamalipur, Agartala-799001, Tripura (West).
e-mail: ad_comm@rediffmail.com
Ph. 9436471375**

19.0 SIGNATURE OF BIDS

- 19.1. Bid by a partnership must be furnished with full names of all partners and be signed with the partnership name, followed by the signature(s) and designation(s) of the authorized partner(s) or other authorized representative(s) and as per Section I & II of the BID.
- 19.2. 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 Bid on behalf of such Corporation / Company in the matter.
- 19.3. A Bid by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent', or other designation without disclosing his principal shall be rejected.
- 19.4. Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the Bid.
- 19.5. The Bidder's name stated on the proposal shall be exact legal name of the firm.
- 19.6. Bids not conforming to all the above requirements of para 21.0 above may be disqualified.
- 19.7. The original tender document shall be **digitally signed** by the bidder and will be uploaded during the e-Bid as part of the financial bid.

20.0 SEALING AND MARKING OF BIDS

~~The Bidder shall have to deposit both the proof of payment against EMD in a sealed envelope depicting NIT No. and the Bidders Name & Address at "O/O Additional General Manager (DP&C), Tripura State Electricity Corporation Limited, Corporate Office, Bidyut Bhavan, Agartala, Tripura (West). Pin: 799001" on or before 10/07/2023 at 1200 hrs. in case of offline submission.~~

21.0 DEADLINE FOR SUBMISSION OF BIDS

- 21.1. TSECL may, at its discretion, extend this deadline for the submission of Bids, in which case all rights and obligations of TSECL and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

22.0 MODIFICATION AND WITHDRAWAL OF BIDS



- 22.1. Withdrawal of Bid is permitted before tender closing.
- 22.2. The Bidder may Revise (modify) his Bid as many number of times he wants, till the point of Tender Closing. In such case, only his last modified Bid would be considered for evaluation.
- 22.3. A Bidder shall not withdraw, substitute, or modify its Bid after due date of bid submission.

~~23.0 INFORMATION REQUIRED WITH THE PROPOSAL~~

- ~~23.1. The Bids must clearly indicate the name of the manufacturer, the type of model of each principal item of equipment proposed to be furnished and supplied. The Bid shall also contain drawings and descriptive materials indicating general dimensions, principles of operation, the extent of pre-assembly involved, major construction equipment proposed to be deployed, method of manufacturing and the proposed supplier organizational structure.~~
- ~~23.2. The above information shall be provided by the Bidder in the form of separate sheets, drawings, catalogues, etc.~~
- ~~23.3. Any bid not containing sufficient descriptive material to describe accurately the equipment proposed, shall be treated as incomplete and hence rejected. Such descriptive materials and drawings submitted by the Bidder shall be retained by TSECL. Any major departure from these drawings and descriptive material submitted shall not be permitted during the execution of the Contract without specific written permission of TSECL.~~
- 23.4. Oral statements made by the Bidder at any time regarding quality, quantity or arrangement of the equipment or any other matter shall not be considered.
- 23.5. Standard catalogue pages and other documents of the Bidder may be used in the Bid to provide additional information and data as deemed necessary by the Bidder.

24.0 OPENING OF BIDS BY TSECL

- 24.1. The Employer will designate Tender Opening Authority for each and every Bid separately, and the Technical bids will be opened online by them at the time and date, as specified in the RFP/ Standard Bid Documents.
- 24.2. All the Statements, Documents, Certificates, EMD, Tender Fee details etc. uploaded by the Bidders will be verified for technical evaluation. The clarifications and particulars, if any, required from the bidders, will be obtained by addressing the bidders directly. The technical bids will be evaluated against the specified parameters/ criteria mentioned in the BID, and in the same process as done in the case of conventional tenders. The technically qualified bidders will be identified and considered for their Financial Bid opening.
- 24.3. The Bidders or their authorized representatives may remain present at the time of opening of the tenders. Either the Bidder himself or one of his representative with proper authorization



only will be allowed at the time of tender opening. If any of the Bidders is not present at the time of opening of tenders, the tender opening authority will, on opening the tender of the absentee Bidder, read out and record the deficiencies if any, and this will be binding on the Bidder.

- 24.4. The Minutes of the Technical bid opening shall be recorded and signed by the Tender Opening Authority as well as Bidders or their Authorized Representatives present and the same shall be uploaded and can be accessed in the e-procurement portal.
- 24.5. The Price bids/Financial bids of all the technically qualified bidders will be opened by the concerned Tender Opening Authority at the specified date and time. The same can be tracked through the e-procurement portal by all the technically qualified bidders who participated in the tender. However, Qualified Bidders or their authorized representatives may remain present at the Price Bid (Financial bid) opening.
- 24.6. The Financial Bid's Item-wise Rates and total amount shall be read out, Minutes of the Bid opening shall be recorded and the Bidder's signatures will be taken in the minutes.
- 24.7. The 'BOQ comparative chart' generated & displayed from the e-procurement portal, after the opening of financial Bid (which will be displayed as 'BOQ comparative chart' at financial bid opening summary page), will not be final.
- 24.8. Employer will prepare comparative Statement as per the decision of the Financial Bid Evaluation Committee.
- 24.9. The Price Bid /Financial Bid of the Unqualified Bidders will not be opened.

25.0 CLARIFICATION OF BIDS

- 25.1. During in the examination, evaluation and comparison of Bids, TSECL may, at its discretion, ask the Bidder for a clarification in writing before opening of Financial/Price bid. Once Financial/Price bid is opened no clarification will be done.

26.0 EVALUATION AND COMPARISON OF BIDS

The evaluation of bids will be made in the following manner.

A. Evaluation of Qualification and Technical Requirements

- I. **Each bid shall be evaluated to ascertain the qualification of bidder with respect to the requirements laid down in this RFP.**
- II. **Consequent** upon identifying the bidders who are found eligible in QUALIFICATION REQUIREMENT evaluation shall be carried out in following manner.
- III. Availability for No-Deviation Certificate. If any deviation is found, the bid shall be **declared** as non-responsive.



- IV. **Technical** details and proposals submitted by the bidders shall be critically examined in line with objectives & scope of work mainly but not limited to the following criteria:
- (i) A detailed write up which shall include that how the compliances shall be made to the flow diagram given in this RFP
 - (ii) Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.
 - (iii) Description of the technical solution for achieving the integrations as shown in the above schematic diagram.
 - (iv) Compliance to the Functionalities of Solution offered.
 - (v) Compliance to the proposed Software's as per the RFP along with the OEM & Versions.
 - (vi) Compliance to the proposed Hardware as per the RFP along with the OEM, Make & Model.
 - (vii) Experience of the key professionals along with CV to be deployed.
 - (viii) Integration methodology with details of software/hardware's as per Industry Standards.
 - (ix) Adherence with the time period as per schedule of deliveries defined in the RFP along with the work break down schedule.
 - (x) To ascertain the technical capabilities of the solution, TSECL may interact with the prospective bidders, during such interaction the bidders shall demonstrate the technical capabilities of the system being offered. If required TSECL shall call the bidder for such interaction by giving minimum 24 hours' notice.

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

B. Financial Bid Evaluation

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



- expressed in percentage is related to an arithmetic error, the amount in figures shall prevail subject to (i) and (ii) above. It should also be noted that at time of payment against, the prevailing tax/levy rates will be used as on the date of approval of payment
- (v) Except as provided in sub-clauses (i) to (iv) herein above, Tendering Authority shall reject the Price Proposal if the same contains any other computational or arithmetic discrepancy or error.

Note:-

- a. If the Bidder does not accept the correction of errors, its Bid shall be disqualified and its BID SECURITY shall be forfeited
- b. The bids will be evaluated and awarded as per the evaluation criteria that “The Bidders having lowest financial quote during Financial Bid Evaluation shall be considered as the L1 Bidders”.
- c. A Bid determined as not substantially responsive shall be rejected by TSECL and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- d. TSECL may waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

27.0 CONFIDENTIALITY

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

28.0 NON-MATERIAL NON-CONFORMITIES

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

29.0 DISQUALIFICATION

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



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

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

30.0 AWARD CRITERIA

ACCEPTANCE OF THE TENDER/BID AND NOTIFICATION OF AWARD

- a. After the selection of the Successful Bidder by the Tendering Authority within the validity period of Bid, shall inform such Bidder in writing by issuing Letter of Intent (LOI).
- b. The Successful Bidder shall send an acknowledgement the LOI to the Discom, post which Discom shall prepare and send a detailed work order to the Successful Bidder. In



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

31.0 SIGNING OF CONTRACT AGREEMENT

- (i) The successful bidder will, on receipt of Work Order from the Discom enter into a contract with the DISCOM by jointly signing the Contract.
- (ii) The Contract will be signed within fifteen days thereafter. The person to sign the Contract must be duly authorized by the Bidding entities.

32.0 CONTRACT PERFORMANCE GUARANTEE

- 32.1. On award of work the successful bidder shall have to deposit a contract performance guarantee (CPG), within 15 days of award of work, equivalent to 10% of the LOA value /



Supply order value in the shape of Demand Draft in favour of Tripura State Electricity Corporation Limited from any schedule Bank guaranteed by Reserve Bank of India, payable at Agartala or in the shape of Bank Guarantee from a Public sector / scheduled Indian Bank guaranteed by Reserve Bank of India. The CPG shall remain valid for actual delivery period plus guarantee period against the item (CPG is to be extended further subject to actual delivery period).

The Bank Guarantee should be executed in line with enclosed Proforma (Section 10. Contract Forms)) and on non-judicial stamp paper of Rs.100/=. **The CPG will be forfeited in case of non-compliance of order or failure to complete the order. Order will be cancelled for non-submission of CPG in time with forfeiture of earnest money.** No claim shall be made against TSECL in respect of interest on CPG.

It shall guarantee the faithful performance of the Contract in accordance with the terms and conditions specified in these documents and specifications. The earnest money deposited at the **time** of tender shall be adjusted with the contract performance guarantee.

The contract performance guarantee submitted in the shape of Bank guarantee shall be valid upto guarantee period.

- 32.2. The Performance Guarantee shall cover additionally the following guarantees to TSECL:
- a. The successful Bidder guarantees the successful and satisfactory operation of the equipment supplied under the Contract, as per the specifications and documents.
 - b. The successful Bidder further guarantees that the equipment supplied by him shall be free from all defects in design, material and workmanship and shall upon written notice from TSECL fully remedy free of expenses to TSECL such defects as developed under the normal use of the said equipment within the period of guarantee specified in the relevant clause of the General Terms and conditions.
- 32.3. The Contract Performance Guarantee is intended to secure the performance of the entire contract.
- 32.4. The Contract performance Guarantee submitted in the shape of demand draft shall be returned to the Contractor without any interest at the end of successful completion and commissioning of the supply against a Bank Guarantee of equivalent amount from any Public Sector / scheduled Indian Bank valid upto the Guarantee period. The Bank Guarantee such deposited shall be discharged after expiry of Guarantee period.
- 32.5. **The contract performance Guarantee shall be forfeited: -**
- a) **If the Contractor fails to start the implementation work as per approved work schedule/BAR CHART for reasons solely rest on him.**



- b) If the Contractor left / suspends the work without prior written intimation to the owner's Engineer in charge/ Nodal officer of the work stating the reasons for such suspension of supply.
- c) If the Contractor left / suspends the work of supply for reasons which are not acceptable to TSECL.

33.0 RESERVATION OF RIGHTS

To take care of unexpected circumstances, Tendering Authority shall reserve the rights for the following:

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

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

34.0 LACK OF COMPETITION

A situation may arise where, after evaluation of Bids, the Tendering Authority may end-up with one responsive bid only. In such a situation, the **Tendering authority acts** as per **PROCUREMENT POLICY OF STATE GOVT. OF TRIPURA** will be applicable and accordingly measures will be taken.

35.0 GENERAL

- i. DISCOM does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.
- ii. The fact of submission of bid to the TSECL shall be deemed to constitute an agreement between the Bidder and the DISCOM whereby such bid shall remain open for acceptance by the DISCOM and Bidder shall not have option to withdraw his offer,



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

36.0 CORRUPT OR FRAUDULENT PRACTICES

36.1. TSECL expects the bidders / suppliers / contractors to observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, TSECL

- a. defines, for the purpose of this provision, the terms set forth below as follows;
 - I. “Corrupt practice” means offering, giving, receiving or soliciting of anything of value to influence the action of a official in the procurement process or in contract execution, and
 - II. “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the owner, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the owner from the benefits of free and open competition.
- b. Will reject a proposal for award if it determines the bidder recommended for award has engaged a corrupt or fraudulent practice in competing for the contract in question.
- c. Will declare a firm ineligible, either indefinitely or for a stated period of time, if TSECL at any time determines that the firm has engaged in corrupt / fraudulent practices in competing for, or in executing the contract.



37.0 SPECIAL CONDITIONS OF TENDER

- i. The system (comprising hardware and software) on the DC cloud and DR cloud which shall be scalable as the solution offered is on SAAS model and payment shall be made as defined in this document.
- ii. The system to be deployed under this contract shall be SOA (Service Oriented Architect). DISCOM shall arrange necessary Pre-Requisites for such integration.
- iii. Apart from the above the system shall have capability for integration with 3rd party software for both Database as well as Application. Vendor has to integrate all 3rd party software as and when asked by TSECL provided that such system is SOA compatible.
- iv. Vendor has to mandatorily integrate with RMS Billing System, Feeder Monitoring System, SCADA, Mobile Application, DT metering system, Smart Metering system, ERP or any other future system implemented in TSECL.
- v. All the middleware in the form of Hardware, software & firmware required for such integration is part of scope of Work and included in the cost offered.
- vi. For integration, necessary support and requisite data / service library shall be shared / provided by both Bidder and DISCOM .
- vii. The Service provider shall maintain the confidentiality of data base. A separate NDA (Non-Disclosure agreement) shall be signed by the service provider.
- viii. Non-Disclosure Agreement (NDA)/ Information Confidentiality Agreement must be signed with all the concerned parties and the DISCOM before sharing any data on the contractual terms related to cyber security in the contract and tampering of data accumulated during the entire contract period. The value of the stamp paper shall be borne by Vendor and the value for the same shall be as per the prevailing rates of Govt. of Tripura.
- ix. All the required license, license updates / Licenses renewal / AMC of Licenses, Hardware AMC, software updates, change request updating is the responsibility of vendor within the quoted price till currency of contract.
- x. The system is for use in various geographical area of DISCOM and should be satisfactory for operation under tropical conditions of Tripura and shall be able to maintain the desired output and withstand a wide range of temperature & climatic experience in the area under scope.
- xi. The system shall have provision to send SMS, EMAIL, Alerts etc., both for the enterprise users and consumers. The necessary SMS packages and SMS gateway and Email Gateway shall be provided by the DISCOM.
- xii. The system shall have provision to display all the key performance indicates as decided by the DISCOM in the dashboards.
- xiii. Time is of essence in this Project. The successful Bidder is expected to implement the systems for the project area as per the schedules indicated in the RFP.
- xiv. Any safety related items/instruments i.e., mask, sanitizer, isolation shield etc. during pandemic will be provided by vendor to its staff and call center facility without any cost to deployed manpower during tenure of the contract. Staff should be 100% vaccinated



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



Section - 4. GENERAL TERMS AND CONDITIONS

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

1.0 Definitions

- 1.1. 'The Contract' means the agreement entered into between Tripura State Electricity Corporation Limited and Contractor as per the Contract Agreement signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.2. 'Owner' or 'Purchaser' shall mean TRIPURA STATE ELECTRICITY CORPORATION LIMITED (TSECL) and shall include their legal representatives, successors and assigns.
- 1.3. 'Contractor' or 'Supplier' or 'Implementation Partner' shall mean the Bidder whose bid shall be accepted by TSECL for award of the Works/supply and shall include such successful Bidder's legal representatives, successors and permitted assigns.
- 1.4. 'Sub-contractor' shall mean the person named in the Contract for any part of the Works or any person to whom any part of the Contract has been sublet by the Contractor with the consent in writing of the owner's Engineer in charge of the work and shall include the legal representatives, successors and permitted assigns of such person.
- 1.5. The "Engineer" shall mean the General Manager, Addl. General Manager, Deputy General Manager, Senior Manager, Manager of DISCOM or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word "Engineer" shall mean the DISCOM or his duly authorized representative.
- 1.6. "Works" mean and include the work or works to be done by the Agency under the contract.
 - a. The "Contract" shall mean and include the following:
 - (i) Notice Inviting Tender
 - (ii) Complete Tender document including its amendments if any.
 - (iii) Bid submitted by bidder.
 - (iv) BID SECURITY DECLARATION.
 - (v) Letter of Intent and its acknowledgement.
 - (vi) Security Deposit/ Performance Guarantees.
 - (vii) Detailed Work order.



- (viii) Addenda that may hereafter be issued by the Discom to the Agency in the form of letter and covering letters and schedule of prices as agreed between the Agency and the Discom.
 - (ix) The agreements to be entered as per Tender Document.
 - (x) Requisite Power of Attorney in favour of the authorized signatory of the Bidder.
- 1.7. The “Specification” shall mean the specification; specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
 - 1.8. The Month shall mean, English calendar month i.e. period of 30 days and week shall mean a period of 7 days.
 - 1.9. The “Site” shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
 - 1.10. “Acknowledgement of Letter of Intent” shall mean the Bidder’s letter conveying his acceptance of it being successful bidder and its intent to perform the contract.
 - 1.11. “Acknowledgement of Work Order” shall mean the Bidder’s letter conveying his acceptance of the tender as per the terms and conditions as been stated therein.
 - 1.12. The “Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
 - 1.13. “Letter of Intent” Letter issued by Discom to the successful bidder informing him that the bidder is successful bidder.
 - 1.14. “Work Order” shall mean the Discom’ letter which may be issued in the way of letter containing detailed terms and conditions of the work and such other particulars which the Discom may like to convey to the Agency pending signing of a formal written Contract.
 - 1.15. “Writing” shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
 - 1.16. The Word “Codes” shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Tripura on the date of Letter of Intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Tripura.
 - 1.17. Words importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
 - 1.18. Words importing the singular only shall also include the plural and vice version where the context requires.
 - 1.19. Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).
 - 1.20. ‘Specifications’ shall mean the Specifications and Bidding Documents forming a part of the Contract and such other schedules as may be mutually agreed upon.
 - 1.21. The term ‘Contract Price’ shall mean the item wise price / lump-sum price quoted by the Contractor in his bid with additions and/or deletions as may be agreed and incorporated in the Letter of Award, for the entire scope of the works.



- 1.22. 'Manufacturer's Works' or 'Contractor's Works', shall mean the place of work used by the manufacturer, the Contractor, their collaborators/associate or sub-contractors for the performance of the Contract.
- 1.23. 'Inspector' shall mean TSECL or any person nominated by TSECL from time to time, to inspect the equipment; stores or Works under the Contract and/or the duly authorized representative of TSECL.
- 1.24. 'Notification of Award of Contract'/Letter of Award'/Telex of Award' shall mean the official notice issued by TSECL notifying the Contractor that his bid has been accepted.
- 1.25. 'Date of Contract' shall mean the date on which Notification of Award of Contract/Letter of Award/Telex of Award has been issued.
- 1.26. "Writing" shall include any manuscript, type written or printed statement, under or over signature and/or seal as the case may be.
- 1.27. When the words 'Approved'. Subject to Approval', 'Satisfactory', 'Equal to', 'Proper', 'Requested', 'As Directed', 'Where Directed', 'When Determined by', 'Accepted', 'Permitted', or words and phrases of like importance are used, the approval, judgment, direction etc. is understood to be a function of TSECL.
- 1.28. "Testing during Implementation"/ "Test on Completion" shall mean such tests as prescribed in the Contract/ Bid Document to be performed by the Contractor before the work is Taken Over by TSECL.
- 1.29. "Initial Operation" shall mean the first integral operation of the complete equipment covered under the Contract with the sub-system and supporting equipment in service or available for service.
- 1.30. 'Performance and Guarantee Test' shall mean all operational checks and tests required to determine and demonstrate capacity, efficiency and operating characteristics as specified in the Contract Documents.
- 1.31. The term 'Final Acceptance / Taking Over' shall mean written acceptance of the Works performed under the Contract by TSECL, after successful commissioning/completion of Performance and Guarantee Tests, as specified in the accompanying Technical Specification or otherwise agreed in the Contract.
- 1.32. "Commercial Operation" shall mean the Conditions of Operation in which the complete equipment covered under the Contract is officially declared by TSECL to be available for continuous operation at different loads upto and including rated capacity. Such declaration by TSECL, however, shall not relieve or prejudice the Contractor of any of his obligations under the Contract.
- 1.33. 'Guarantee period'/'Maintenance Period' shall mean the period during which the Contractor shall remain liable for repair or replacement of any defective part of the works performed under the contract.
- 1.34. 'Latent Defects' shall mean such defects caused by faulty designs, material or work man ship which cannot be detected during inspection, testing etc, based on the technology available for carrying out such tests.



- 1.35. Words imparting 'Person' shall include firms, companies, corporation and association or bodies of individuals.
- 1.36. Terms and expressions not herein defined shall have the same meaning as are assigned to them in the Indian Sale of Goods Act (1930), failing that in the Indian Contract Act (1872) and failing that in the General Clauses Act (1897) including amendments thereof if any.
- 1.37. 'Stabilization Period' means successful running of full systems for a period of at least three months from final Go-live declaration by TSECL at all its offices.
- 1.38. 'Go-live' means the stage where the ERP Solution is available to all the authorized users for executing live transactions to successfully carryout identified functions/processes.
- 1.39. 'OEM' means Original Equipment Manufacturer of the software/database/product as per standard practice who are providing such software to the Owner under the scope of this tender/contract.
- 1.40. 'Bill of Quantity (BoQ)/ Price Schedule' means the rate quoting sheet that must be duly filled by the bidder carefully. It mentions the list of supplies along with the quoted price for each supply and total cost.
- 1.41. 'Contract Period/Timeline' is the time period for the engagement of Contractor from the date of signing of the Agreement during which the Contractor is bound by the obligations of this contract.
- 1.42. 'Representative' means any person nominated by the Contractor and named as such in the contract agreement and approved by TSECL to perform the duties delegated by TSECL.
- 1.43. 'Scheduled bank' means those banks in India which have been included in the Second Schedule of Reserve Bank of India (RBI) Act, 1934.
- 1.44. 'Offices' shall mean the Corporate Office, divisional offices, sub-division offices or any other office under TSECL.
- 1.45. 'Third Party' means any person, firm, company, organization, other than owner
- 1.46. 'Warranty Period' means the period of validity of the warranties given by the Bidder commencing the date of Stabilization Acceptance, during which the Contractor is responsible for defects with respect to the System
- 1.47. In addition to the above the following definitions shall also apply.
 - a. 'All software and licenses' to be supplied shall also mean 'Goods'.
 - ~~'Constructed' shall also mean 'erected and installed'~~
 - b. 'Contract Performance Guarantee shall also mean 'Contract Performance Security'

2.0 CONTRACT:

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

3.0 CONTRACT VALUE:



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

4.0 CONTRACT PERIOD

The contract period shall be initially for a period of three years from the date of award of contract. The contract period shall be extendable One Year + One Year.

5.0 IMPLEMENTATION PERIOD:

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

6.0 TERMINATION OF CONTRACT

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

7.0 FALL BACK ARRANGEMENT

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

8.0 HANDING OVER ON TERMINATION/ PROJECT COMPLETION:

- a) The Contract shall require the Agency to cooperate in handing back the facilities, records, data backup and documents, latest software with documentations, Infra, manuals etc. in good working order to Discom after termination of Contract.
- b) Upon termination of the Contract, the Agency's authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, Discom shall arrange to award the Contract to other firm or may execute the work departmentally at-least 6 months before expiry of this



Contract, the Agency/Discom staff may require to work along with the new agency for remaining period of Contract to enable the new agency to understand the process.

- c) Upon Termination of the Contract, following equipment / items shall be handed over in operating Condition as on last day of the contract:
 - (i) All Complaint and Call Data including Archives.
 - (ii) Only Desktop PCs, and Printers.
 - (iii) LAN Cabling.
 - (iv) Transfer the Source Code and Software.
- d) In-case of new tendering process bidder must submit the copy of source code to TSECL at any time during the entire contract period.
- e) The existing vendor shall ensure the verification of the existing all hardware of CCC by AGM DP&C, Agartala along with IT persons and one representative of Vendor

9.0 CONTRACT PERFORMANCE GUARANTEE

A Contract Performance Bank Guarantee equivalent to 10% (Ten percent) of annual Contract value shall be provided by the Successful Bidder within 15 days of receipt of LOA/Work Order from Discom, in crossed Bank Draft or by way of Bank Guarantee as mentioned in ITB of this document. The Performance Bank Guarantee shall be valid for six months in addition to the entire contract period. In case if the successful bidder provides a Performance Bank Guarantee for shorter duration (not less than 12 months) then it would be the sole responsibility of the Successful Bidder to get the Performance Bank Guarantee extended well in advance to maintain the validity time. Discom may invoke the Performance Bank Guarantee without giving any information if validity of such Performance Security expires.

10.0 AGENCY TO INFORM HIMSELF FULLY

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

11.0 CONTRACT DOCUMENTS



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

12.0 CHANGE OF QUANTITY

- a. The quantity of Call Center Agents and Fault Rectification Team may increase or decrease as per the requirement of Discom for which payment as per unit price shall be made as per the unit price mentioned in the work order.
- b. In any case payment shall be made on actual Call Center Agents, Fault Rectification Team.
- c. Since this is service contract in case of addition of consumers/change in area shall not be considered as additional order.
- d. In case of new created Sub-division then requisite Hardware and FRT will be added and payment as per unit price shall be made as per the unit price mentioned in the work order.
- e. Some towns may go in different business model like distribution franchisee/MBC etc. the bidder need to reduce Sub-division level and FRT team from the affected area and payment will be made as per actual Manpower/ FRT deployed in the field.



- f. Above quantity is tentative and it may change in accordance with the requirement of the field.
- g. Total variations in all such items including items not covered under the Contract shall be limited to $\pm 25\%$ of contract value.

13.0 GIFTS AND COMMISSIONS etc.

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

14.0 COMPLIANCE OF LABOUR LEGISLATION:

- a. The Agency shall discharge its liability of employer in respect of personnel to be engaged for delivering service under this Contract, as laid out in EPF and MP Act, 1952 ESI Act, 1948 (in ESI implemented area), workmen's compensation act, 1923 (in non ESI implemented area) contract labour (R&A) Act, 1970, Payment of Wages Act, 1936, Minimum Wages Act, 1948 or any other Act, Rules, Regulations as may be applicable. The Agency is required to get separate code under the provision of EPF and ESI Acts, if not already taken and deposit the employer's contribution along with employee subscription, as per rule and submit copy of challans at the time of claiming payment, as per Tender document, failing which an amount equivalent to employer's contribution and employee's subscription shall be deducted from each bill and deposited with the concerned authorities. The Agency shall be solely responsible for any consequences arising out of breach of any applicable legislation.
- b. The Agency shall deploy Skilled / Highly Skilled manpower with necessary qualifications and experience as mentioned in the Tender Document. Agency shall pay salaries / wages to the manpower deployed through cheque/online transfer and submit Circle wise, Division wise Sub Division wise and Employee wise salary statement with all details such as Basic, DA, Conveyance, Bonus, EPF, ESI, PT, TDS, Net Salary etc. to Discom. **Payment of wages / salaries paid in cash is strictly not allowed.**

15.0 SAFETY OF SYSTEM

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



16.0 CYBER SECURITY OF SYSTEM

The vulnerabilities in the Power Supply System & Network mainly arise out of the possibilities of cyber-attacks through malware / Trojans etc embedded in imported equipment. Hence, to protect the security, integrity, and reliability of the strategically important and critical Power Supply System & Network the bidder must comply following guidelines:

- (1) All equipment, components, and parts imported for use in the Power Supply System and Network shall be tested in the country to check for any kind of embedded malware/Trojans/cyber threat and for adherence to Indian Standards.
- (2) All such testings shall be done in certified laboratories that will be designated by the Ministry of Power (MOP).
- (3) Any import of equipment/components/parts from "prior reference countries as specified or by persons owned by, controlled by, or subject to the jurisdiction or the directions of these "prior reference countries will require prior permission of the Government of India
- (4) Where the equipment/components/parts are imported from "prior reference countries, with special permission, the protocol for testing in certified and designated laboratories shall be approved by the Ministry of Power (MOP). This shall apply to any item imported for end use or to be used as a component, or as a part in manufacturing, assembling of any equipment or to be used in power supply system or any activity directly or indirectly related to power supply system.

17.0 INSURANCE

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

18.0 REMEDY ON AGENCY'S FAILURE TO INSURANCE

If the Agency fails to effect and keep in force insurance referred to in clause 17 hereof or any other insurance which he may be required to effect under the terms of contract then the TSECL Discom may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the Discom as aforesaid from any money due or which may become due to the Agency or recover the same as debt from the Agency.

19.0 LIABILITY FOR ACCIDENTS AND DAMAGES

- a. The Agency shall be liable for and shall indemnify the Discom in respect of all injury to person resulting from the negligence of the Agency or his workman or from defective work but not from any other cause.



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

20.0 MAINTENANCE OF FACILITIES AND PERSONNEL

- a. The Agency shall maintain all requisite facilities at Agartala of its own as required to carry out the work as per the Tender document.
- b. Facilities:
 - (i) The Agency shall provide and maintain a controlling office with requisite infrastructure at Agartala with proper staff & facilities like electricity, telephone with fax, mobile phone, Internet etc. at its own cost and shall remain open at all reasonable hours to receive communications.
 - (ii) Space, Water and other facilities at all concerned offices of DISCOM shall be provided by TSECL Discom without any cost chargeable to Agency.
- c. **Personnel**
 - (i) The Agency shall deploy exclusive supervisory and other personnel for efficient management of the work under contract. Apart from the personnel specified in the scope of work. However, this contract is on service model, Agency shall be responsible for smooth & timely execution of work by appointing sufficient number of manpower.
 - (ii) Manager or an alternate shall be available for communication during 9 am to 7 pm.
 - (iii) Agency shall not change the Manager/Nodal Officer, provide that he has not left the service.



- (iv) Agency shall immediately inform the Discom about any change of personnel/contact numbers through Email and post.
 - (v) **Agency shall issue identification cards (ID card) to all its personnel engaged in the work under the contract. The identification card duly signed by authorized signatory of managerial position of the agency. The ID card shall be as per enclosed format of this RFP. The AGM(DP&C), TSECL after countersigning these IDs, will return the same to the Agency for distribution to the concerned personnel. The IDs shall be handed over to the AGM(DP&C), TSECL after the completion of work under the contract. Identification cards of FRTs manpower shall be countersigned by concerned Sub-division Incharge.**
- d. **Nodal Officer for Execution of Project:** After award of contract, to interact between the field offices and Agency, Discom shall appoint a Nodal Officer if required. The Nodal officer can inspect any FRT vehicle, IT infrastructure, Central Customer Care Center and all other activities under this contract at any time in Discom's jurisdiction as and when he feels. Similarly, the Agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from his side.

21.0 AGENCY's RIGHTS

- a. **The** Agency will be given rights to operate in the area during the Contract period for carrying out the work, which shall cease to exist on completion of the said period or on termination of the Contract.
- b. The Agency's **rights** in the area will be working as an agent of Discom to implement Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode).

22.0 CONTRACT AGREEMENT

- a. Contract Agreement shall be signed, on unconditional acceptance of Letter of Award by turnkey contractor, within 15 days from date of issue of Letter of Award and submission and acceptance of contract performance guarantees

Signing the Contract Agreement

- (a) At the same time as the Employer notifies the successful Bidder that its bid has been accepted through Letter of Award, the Employer in consultation with the Bidder will prepare the Contract Agreement provided in the Bidding Documents, incorporating all agreements between the parties.
- (b) On unconditional acceptance of Letter of Award, contract agreement shall be signed on submission and acceptance of contract performance security within 15 days from date of issue of Letter of Award.
- (C) The contract agreement shall be executed on Tripura Non-Judicial Stamp Paper as per applicable rate in Tripura Stamp Duty Act.



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

23.0 MODE AND TERMS OF PAYMENT

The payment shall be made in the following manner:

- 1. 100% payment of Deployment of Call Centre agents, FRT shall be made on monthly basis after one month of implementation of the same.
- 2. The agency shall submit monthly invoice in to AGM DP&C/ Nodal officer of TSECL Discom, as per the rates indicated in the Contract/Work Order.
- 3. No payments will be made prior to acceptance of PBG and execution of Contract Agreement.
- 4. The invoice of operating cost shall be accompanied by the following:
 - a. Employee wise monthly wages statement.
 - b. EPF statements and challan.
 - c. ESI statements and challan.
- 5. Nodal officer for processing the invoices of the vendor firm-

*TSECL has the right of change the Nodal Officer for processing the invoices at any time.

Note: The payment of Deployment of Call Centre agents, FRT shall be inclusive of all required Hardware, Software, Connectivity, Vehicle, Manpower, T&P etc. as defined in this RFP.

24.0 PRICE VARIATION

For these activities, percentage increase / decrease in price variation shall be work out for each monthly Invoice raised by the bidder as under.

Module 1:- Call Center

$$(0.1+0.15(PD1/PD0)+0.75(AV1/AV0)-1)*100$$

Module 2:-FRT



$$(0.1+0.45(PD1/PD0)+0.45 (AV1/AV0)-1)*100$$

PD0:- Base Index Price of CNG in rupees per Liter, as per Agartala City rates, as on first day of 1 month prior to opening of Tender.

PD1:- Price of CNG in rupees per Liter, as per Agartala City rates, as on first day of 1 month prior to corresponding applicable month for which price variation is to be allowed to the bidder.

AVO:- Base Index rate of skilled labour for the month, prior to 1 month of opening of tender, as published by the Government of Tripura for minimum wages to labour per days, as per Act 1948.

AVI:- Labour rate per day of skilled labour as published by Govt. of Tripura for the 1(one) month prior to applicable month for which price variation is to be allowed to the bidder.

Example:- If Tender opened in the Month of December 2022, in case base rate price index of rate CNG and labour shall be applicable for the month of November 2022.

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

25.0 IMPLEMENTATION AND ROLLOUT SCHEDULE

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

S. No.	Particular of activity	Time schedule desired
1	Furnishing detailed specification/ data sheet of entire system, Hardware, cloud services etc. under the scope of the Agency. MIS Dashboards, report formats have to be submitted for approval.	Within 10 days from the date of awarding contract (detailed work order) <i>** If not furnished within 15 days, the order may be cancelled.</i>
2.	Approval/ comments by Discom.	Within 5 days from the date of submission of point 1 above.
3	Deployment of the following system: (i) Central Call Center with FRT (ii) Customer Help Desk	Within 30 days ** after activity as per point No. 2 above. <i>** If not offered within 45 days order may be cancelled.</i>



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

26.0 PENALTIES

The following penalties shall be applicable on the Bidder:

a. IMPLEMENTATION / MILESTONE PENALTIES

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

S. No.	Particular of activity	Time schedule desired	Penalty
1	Furnishing detailed specification/data sheet of entire system, hardware, cloud services etc. under the scope of the Agency. MIS Dashboards, report formats has to be submitted for approval	<p>Within 10 days from the date of awarding contract (detailed work order)</p> <p><i>** If not furnished within 15 days, the order may be cancelled.</i></p> <p>Note: However, the formats will remain same as per the existing system. Vendor shall analyse the existing system and submit the dashboard report as per present system.</p>	Rs. 50,000/- (Rupees Fifty Thousand) per day will be levied on Agency. The upper cap for Penalty will be Rs. 7.5 Lakhs.



S. No.	Particular of activity	Time schedule desired	Penalty
2.	Approval/ comments by Discom.	Within 5 days from the date of submission of point 1 above.	
3	Deployment of the following system: (i) Central Call Center with FRT	Within 30 days ** after activity as per point No. 2 above ** If not offered within 45 days order may be cancelled	Rs. 20,000/- (Rupees Twenty thousand) per day will be levied on Agency. The upper cap for Penalty will be Rs.3 (Three) Lakhs.

b. OPERATIONAL PENALTIES

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

1. System Availability

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

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

2. Call Queue Waiting Time

Objective	To ensure that more than 95% of calls requesting to speak with an Agent are attended within 60 seconds
Definition	This is measured as the waiting time in Automatic Call Distributor (ACD) queue after pressing prescribed digit to talk to the Agent but before being answered by



	the Agent. % Call Queue Waiting = [Calls waiting more than 60 sec at IVR or ACD/ Total calls at IVR or ACD] *100	
Data Capture	System generated report	
Reporting Period	Monthly	
Service Levels		
Serial No:	Percentage of calls attended	Penalty
1)	> 95% calls attended within 60 seconds	Nil
2)	More than 90% but upto 95% calls attended within 60 seconds	Rs 5 per delayed call
3)	Upto 90% calls attended within 60 seconds	Rs 8 per delayed call

3. Call Abandonment Rate

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

4. Complaints not resolved by FRT within time

Objective	To ensure timely resolution of complaints.
Definition	This is measured as number of complaints getting delayed in resolution beyond 2:00 hours for Agartala City, 4 hours for urban areas and 4 hours for rural areas.
Data Capture	System generated report Total hours of delay beyond timeline
Reporting Period	Monthly



Service Levels		
Serial No:	Delay in resolving complaint by FRT	Penalty
1)	For Agartala City Circle -Total hours of delay by FRT beyond 2:00 hour from the time of registration of complaint.	Rs 20/ for per slot (after 2 hrs)
2)	For Rural Areas- Total hours of delay by FRT beyond 4 hour from the time of registration of complaint.	Rs 20/ for per slot.

5. False closing of complaint

Objective	To minimize false closing of complaints.	
Definition	This is measured as the number of complaints closed without rectifying the problem.	
Data Capture	System generated report or Manual verification by TSECL	
Reporting Period	Monthly	
Service Levels		
Serial No:	False closing of complaints	Penalty
1)	Number of false closed complaints	Rs. 100 on each default

6. FRT not deputed in requisite numbers

Objective	To ensure availability of FRT as per requisite.	
Definition	This is measured as number of FRT not deputed in as requisite. The vehicle along with manpower together shall be considered as FRT. If any component is missing, FRT shall be considered as not available.	
Reporting Period	Monthly	
Service Levels		
Serial No:	Number of FRT not deputed	Penalty
1)	FRT not deputed in a shift	Rs. 1500/- per FRT per shift

7. Shortage of CCC Manpower

Objective	To ensure that CCC agents are available in requisite number in a shift.
Data Capture	System generated report or TSECL officers checking and inspection at any time.



Reporting Period		Monthly	
Service Levels			
Serial No:	Short of CCC manpower		Penalty
1)	Default in not deputing call Center agent in requisite numbers in a shift.		Rs. 200/- per missing agent per shift.

8. Call not Escalated to TSECL officers

Objective	To ensure timely escalations of calls to TSECL	
Data Capture	Separate System generated report for Agartala City Circle, Urban and Rural areas	
Reporting Period	Monthly	
Service Levels		
Serial No:	Call not escalated to TSECL	Penalty
1)	Hours of delay in call escalation to TSECL (more than 2:00 hrs for Agartala City, 2:00 hrs for urban areas and 4:00 hrs for rural areas after registration)	Rs. 20/-per hour on each default.

9. Non-functioning of non-IT infrastructure in CCC

Objective	To ensure proper functioning of non-IT infrastructure in CCC	
Data Capture	TSECL officers checking and inspection at any time.	
Reporting Period	Monthly	
Service Levels		
Serial No:	Non- functioning of non-IT infrastructure on CCC	Penalty
1)	<p>This will include occurrence of one or more of the following:</p> <p>(a)Fire alarm system not working.</p> <p>(b) AC defective /cooling not effective</p> <p>(c) Printer not working.</p> <p>(d) CCTV not working.</p> <p>(e) Online UPS for the CCC standby not working.</p> <p>(f) Any other system as part of the scope of work not working.</p>	Rs. 2000 per instance

c. Overall Penalty



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

27.0 Jurisdiction of Contract

The laws applicable to the Contract shall be the laws in force in India. The Courts of **Agartala** shall have exclusive jurisdiction in all matters arising **under this Contract**.

28.0 Taxes, Permits & Licenses

The Supplier/Contractor shall pay all non-Indian taxes, duties, levies lawfully assessed against TSECL or the Contractor in pursuance of the Contract. In addition, the Contractor shall be responsible for payment of all Indian duties, levies and taxes lawfully assessed against this contract.

29.0 Demurrage, wharfage, etc.

All demurrage, wharf age and other expenses incurred due to delayed clearance of the material or any other reason shall be to the account of the Contractor/Supplier.

30.0 Force Majeure

1. Force majeure is herein defined as any cause which is beyond the control of the Supplier/Contractor or TSECL as the case may be, which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affects the performance of the Contract, such as:
 - a. Natural phenomena, including but not limited to floods, droughts, earthquakes and epidemics;
 - b. Acts of any Government including but not limited to war, declared or undeclared, quarantines, and embargoes.

Provided the contractor shall within Fifteen (15) days from the occurrence of such a cause notify TSECL in writing of such causes, acceptance of which will be given by TSECL after verification.

2. The Supplier/ Contractor or TSECL shall not be liable for delays in performing his obligations resulting from any force-majeure cause as referred to and / or defined above.

The date of completion will, subject to hereinafter provided, be extended by a reasonable time even though such cause may occur after Supplier's/Contractor's performance of obligation has been delayed due to other causes

31.0 Settlement of Disputes

- a. Any dispute(s) or difference(s) arising out of or in connection with the Contract shall, to the extent possible, be settled amicably between the parties.
- b. If any dispute or difference of any kind whatsoever shall arise between the Owner and the Contractor, arising out of the Contract for the performance of the Works whether during the



progress of the Works or after its completion or whether before or after the termination, abandonment or breach of the Contract, it shall, in the first place, be referred to and settled by the Engineer, who, within a period of thirty (30) days after being requested by either party to do so, shall give written notice of his decision to the Owner and the Contractor.

- c. Save as hereinafter provided, such decision in respect of every matters so referred shall be final and binding upon the parties until the completion of the Works and shall forthwith be given effect to by the Contractor who shall proceed with the Works with all due diligence, whether he or the Owner requires arbitration as hereinafter provided or not
- d. If after the Engineer has given written notice of his decision to the parties, no claim to arbitration has been communicated to him by either party within thirty (30) days from the receipt of such notice, the said decision shall become final and binding on the parties.
- e. In the event of the Engineer failing to notify his decision as aforesaid within thirty (30) days after being requested as aforesaid, or in the event of either the Owner or the Contractor being dissatisfied with any such decision, or within thirty (30) days, after the expiry of the first mentioned period of thirty (30) days, as the case may be, either party may require that the matters in dispute be referred to arbitration as hereinafter provided.

32.0 Arbitration

- a. All disputes or differences in respect of which the decision, if any, of the Engineer has not become final or binding as aforesaid shall be settled by arbitration in the manner hereinafter provided.
- b. The arbitration shall be conducted by an arbitrator, to be nominated by TSECL and he will be the sole arbitrator to conduct the arbitration.
- c. The arbitration shall be conducted in accordance with the provisions of the Indian Arbitration & Reconciliation Act, 1996 or any statutory modification thereof. The venue of arbitration shall be at **Agartala**.
- d. The arbitrators may, from time to time with the consent of all the parties enlarge the time for making the award.
- e. The arbitrator shall have full powers to review and / or revise any, decision, opinion, direction, certification or valuation of the Engineer in accordance with the Contract, and neither party shall be limited in the proceedings before such arbitrators to the condense or arguments out before the Engineer for the purpose of obtaining the said decision.
- f. During settlement of disputes and arbitration proceedings, both parties shall be obliged to carry out their respective obligations under the Contract.



Section-5. GENERAL TECHNICAL FEATURES / SCOPE OF WORK

DETAILED SCOPE OF WORK

1.0 Introduction

TSECL is a distribution Utility entrusted with the distribution of power. It caters power to more than 10.00 Lacs consumers through about 62 nos. 33/11kV substations under control of thirteen distribution circles.

Presently five Electrical Divisions under jurisdiction of Discom has been awarded on Distribution Franchisee Model.

TSECL intends to increase the 'customer satisfaction level' and thus is looking forward for implementing a State of art Centralized Customer Care Center in TSECL Discom.

The Customer Care System will be comprising two different but integrated consumer centric modules (1) Centralized call centre (2) Fault Rectification system along with appropriate infrastructure for rectification of fault related to "No - Current Complaint".

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

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

2.0 Objectives

TSECL Discom intends to achieve following major objectives through establishing the Customer Care Center System

- (1) Maintain Centralized Web Based system to host all consumer-related complaints in the Master Data Base irrespective of location of complaint receipt.
- (2) Provide assured and timely services to the customers as per the stipulated time frames (Service Levels mentioned in the TERC regulations)
- (3) Significantly reduce processing time in case of multiple types of complaints.

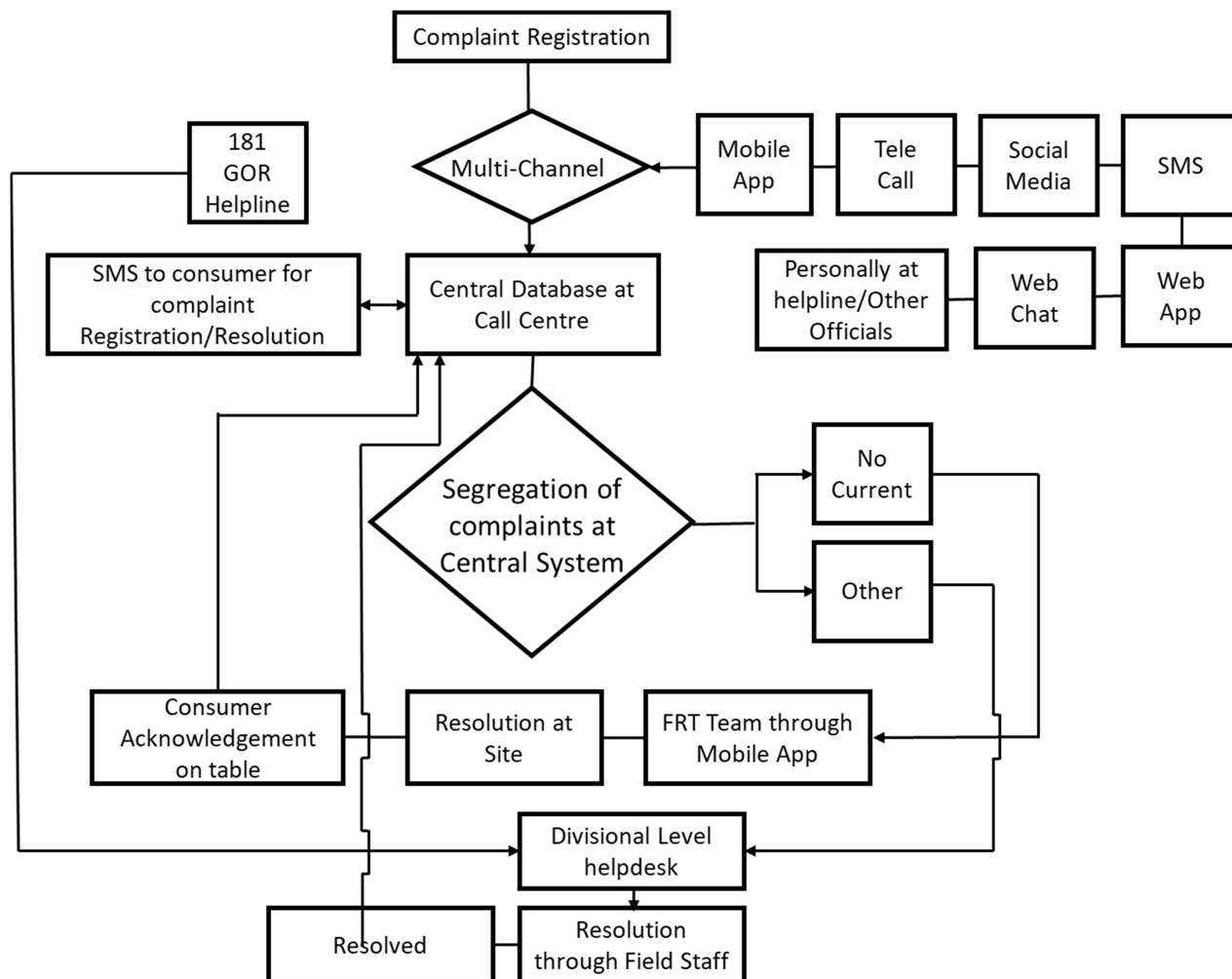


- (4) Enhancing Consumer satisfaction levels by continually improving the service standards and thereby the public image of the utility.
- (5) Bringing Consumer centric approach to the customer service processes
- (6) Establishing Web based centralized control and monitoring system over the entire consumer care processes thus creating higher transparency and initiating timely action
- (7) Ensuring effective system for complaint management system so as to achieve speedy resolution of complaints.
- (8) Establishing centralized trouble call management for consumer convenience and effective tracking and monitoring through Web System by every Stake holder.
- (9) Immediate forwarding the 'No Current complaints' to Fault Rectification Team (FRT) through mobile application by the system automatically without any human intervention thus reducing time of escalation.
- (10) Reduction in complaint resolution time with a view to extend the customer Center services up-to the consumer doors
- (11) Effective identification and tracking of the point of slackness in the complaint resolution process for fixing the accountability on specific persons, offices, or processes
- (12) Eliminating the delay in finding out the status of a consumer complaint through Web based Customer Information System (WBCIS).
- (13) To generate an array of decision support reports and charts to help the senior management in finding out the root cause for the complaints and identify the bottlenecks to come out with quick remedies.
- (14) To provide a centralized customer friendly channel for registering complaints in multi-channel manner and resolving the customer complaints related to power supply, distribution network related, and other complaints on 24x7 basis, 365 days a year.
- (15) To address all the complaints as under which requires customers to come to the Center in person for completion of documentation formalities. These services are available on 365 days a year.
 - a. No-Current
 - b. Transformer Burnt
 - c. Safety Related
 - d. Theft information
 - e. Technical issues like meter etc.
 - f. Service requests like Reconnection, disconnection
 - g. Bill related enquiries
 - h. Information of special drives and schemes
 - i. Providing outage Information
 - j. Commercial Requests



k. Other complaints

(16) The process flow of complaint Registration and Resolution shall be mainly as under:



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

3.0 Broad Scope of Work: - The proposed system shall be as under

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

- i. To Implement, Maintain & provide following services:
 - (i) Web Based Comprehensive Solution on Service Oriented Architecture (SOA) comprising the Hardware, Software and associated software etc. However, existing software with code will be take-over by the vender from the present agency, executing work under current Call Center tender under intimation to this office.
 - (ii) To Establish the Customer Care Services Center in the following manner:



- a. Centralized Customer Care Center at Bidyut Bhawan-Agartala
- (iii) To Deploy the Field crew with vehicle as per this specification Document.
- ii. The entire System/Solution shall be deployed on DC Cloud by the vendor. The sizing, installing, deployment, maintenance, security, up keeping shall be under the scope of the vendor. The copy of agreement shall be made available before the commencement of work. The generic and specific guidelines issued by State & Central Government IT departments with respect to Hosting, Security, Vulnerability etc., have to be adopted and implemented during the tenure of the project. Discom shall be intimated of the cloud hosting and all related agreements and certificates.
- iii. To provide and maintain the required also on DR Cloud (1:1) TSECL shall be intimated of the cloud hosting and all related agreements and certificates.
- iv. To provide the required hardware at various locations as defined in the specification.
- v. To provide the required minimum manpower: -
 - 1. Central Location in intimation to DISCOM
 - a. Project Manager (1-No. at Discom HQ)
 - b. System Administrator & Data Base Administrator (1 Nos.)
 - c. Call Center Executives (as per details given)
- vi. To provide the infra for 50 seated Call Center.
- vii. SIM Card with GPRS/3G/4G/5G/upcoming latest generation connectivity charges on Android/OS Smart Phones along with the suitable monthly data packs.
- viii. Change request, modification, new feature development, new configuration, Updates, new integration requirements for all the software during the tenure of the contract shall be included within quoted price. This shall be applicable within the boundary of the system.
- ix. Data migration from the existing systems through a sustainable system. No payment shall be made for Data Migration. The bidder has to ensure that no data is lost in the process.
- x. The software application with code of existing system shall be used by the successful bidder as handed over by existing vendor. The source code (intact and verified) with all architecture shall be provided to successful bidder as received from existing vendor
- xi. The existing software shall be used by the successful bidder and necessary changes shall be made as per Discom requirements and SOP. No extra charges/ cost shall be paid to the bidder by the Nigam for any required changes.
- xii. The source code with all architecture shall be provided to successful bidder as received from existing vender.
- xiii. Integration with the related existing IT systems and future systems that TSECL may adopt. TSECL will provide all assistance for any Integration and Bidder will no need to pay any cost for Integration.

4.0 Overall scope of work



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

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

- i. To Maintain the Customer Care Services Center in the following manner:
 - a). Centralized Customer Care Center at BIDYUT BHAWAN-Agartala
 - b). **Deployment of Fault Rectification Team (FRT) at existing 13 (thirteen) subdivisions under Electrical Circle-I, TSECL and in Udaipur & Dharmanagar Municipal area.**
- ii. To operate an IT enabled Centralized call center for registering of complaints in multi-channel mode on 365 x 24 x 7 availability basis in TSECL's premises.
- iii. The number of agent's requirement at Call Center is based on the envisaged requirement. TSECL reserves to validate the requirement every six months and may ask the bidder either to increase or to decrease the same on the basis of various inputs and requirements.



Section 6. FUNCTIONAL REQUIREMENT OF SYSTEM

1.0 Centralized Call Center System

2.0 Registration of Complaints in the following manner:

(1) Complaint Registration Procedure (Multi Channel Communication):

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

- a) Voice Call to Central Customer Care Center.
- b) Through Mobile App.
- c) Through Web based application.
- d) Through DISCOM Mobile app.
- e) Through social media like Facebook, twitter, Whatsapp etc.
- f) In person to Sub-Division offices. And any office of TSECL Discom.
- g) In case consumer approaches to call center by any medium for the first time, the system shall ask the consumers whether his mobile number / email / social media account may be registered for the future reorganization.

(2) Lending, Processing and segregation of complaints at central system:

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

(3) System Generated Escalation

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

- a) No current complaint:

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

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

(4) Complaint resolution system:



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

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

(5) **Commercial/Energy Billing related issues, enquiry for outstanding of consumers on behalf of DISCOM**

3.0 OTHER FEATURES:

- i. The Centralized call center will have Web Based master system for GPS based vehicle tracking system
- ii. System to generated SMS on events as identified in detailed scope of work (SMS gateway shall be provided by Discom)
- iii. System generated report on real time basis on web system.
- iv. The TSECL shall provide the space for call center operation at no cost to vendor.
- v. To establish Web Based Centralized Customer Care Center for Registration, Escalation and Resolution of consumer's no current complaint on 365 x 24 x 7 basis through multi-channel mode. The call center will have three shifts daily operating from 8.00 am to 4.00 pm, 4.00 pm to 12.00 mid night and 12.00 midnight to 8.00 am. 4.00 pm to 12.00 midnight shift is the peak demand shift
- vi. This Customer Care Center will act as a main central host for all type of complaints to interact with other two modules
- vii. To Design and deploy Web based Central solution to meet the TSECL's requirement to be hosted on cloud: - The system shall comprise SOA based Web Based solution to be hosted at Cloud and other Infra to be required to run Call Center.
- viii. The vendor will supply/maintain and install all the required hardware and Web based Application software.
- ix. Vendor will create the call center by deploying necessary cabling, furniture, earthing, electrical fixtures, ACs, cameras, smoke detectors, fire alarms systems, fire extinguishers etc.
- x. Vendor will deploy the requisite and trained manpower as envisaged in this specification.
- xi. Vendor will deploy a vehicle tracking system to identify the consumers address and locate the vehicles (mobile Vans)
- xii. To register, resolve and escalate all the calls / complaints registered in the call center.
- xiii. To confirm rectification of all complaints from the consumers through system.
- xiv. To Provide/maintain Internet connectivity of adequate bandwidth for application hosting on the web
- xv. To Deploy PRI Line suitably for 30 agents.
- xvi. All expenses toward having PRI / leased line from BSNL are in the scope of vendor. Toll free number expenses will be borne by DISCOM.
- xvii. The space at Data Center building of TSECL at BIDYUT BHAWAN, Agartala shall be provided to the vendor for establishing CCC is under the scope of this tender. The vendor may visit the existing CCC & field area of TSECL to have proper understanding of CCC, & FRT operations. The establishment of completely new setup



of the CCC including infrastructure, hardware and software (existing software shall be used) will be the responsibility of the vendor.

The bidder shall ensure high availability of the system to fulfill 24x7x365 operations. The vendor shall maintain this facility in good running condition on its cost for the entire term of the tender.

4.0 REQUIREMENT OF HARDWARE, SOFTWARE AND INFRASTRUCTURE:

- i. The vendor has to offer complete solution to Discom **as service or SAAS model (System as a Service)** as such, vendor has to make own assessment of detail requirement of hardware, software and infrastructure or any other requirement.
- ii. The vendor will have to equip the TSECL CCC with all necessary new hardware and licensed software and maintain the same in good condition for entire period of contract (Support document from OEM to be furnished).
- iii. Following is the suggestive list of various requirements for the proposed CCC which may vary according to the solution offered by vendor.

Sr.	Item	Quantity
1.	Hardware as per requirement of various software/system like CTI, IVRS, ACD, CRM, Voice Call Recorder, FRT mobile, FRT vehicle tracking system or any other hardware against offered solution by the vendor	The vendor will make its own assessment of requirement in reference to existing set-up and provide the same.
2.	Software as per requirement of various system like CTI, IVRS, ACD, CRM, Voice Call Recorder, FRT mobile, FRT vehicle tracking system or any other software against offered solution by the vendor. Call center Software shall be taken over from existing CCC agency and maintain it accordingly.	The vendor will review the existing software applications for assessment and can make necessary changes as per SOP/ fulfill the requirement of TSECL.
3.	Workstation or terminal for 30 agents plus other personnel like supervisors, managers deputed at CCC.	The vendor will make its own assessment of requirement and provide the same.



4	Local Area networking& internet bandwidth/lease line at CCC.	The vendor will make its own assessment of requirement and provide the same but not hamper the DISCOM's work till concurrency of the contract. Existing LAN under be used with allied equipment by the vender.
5	Online UPS for IT systems like and PCs.	The vender will make its own assessment of size, rating & quantity and provide the same.
6	Air conditioning for CCC.	The vendor will make its own assessment of requirement and provide the same with new ACs to maintain proper temperature in CCC.
7	PRI lines for inbound calls.	Sufficient number of inbound telephone lines must be in operation at all times depending upon number of agents on desk keeping minimum Lines: Inbound Agent ratio to be 1:1. The vendor will provide the same.
8	Outbound Calling facility.	Vendor is free to select suitable arrangement for outbound calling like PRI or any other but it shall support call recording. But outbound calling arrangement cannot exceed the inbound calling. All expenses shall be borne by the vendor.
9	Laser Printer& stationary for printing various reports.	The vendor will provide at CCC the same as required/as per the document.
10	Fire Alarm System.	The vendor will make its own assessment of requirement and provide the same.



11	Fire extinguishers.	The vendor will make its own assessment of requirement and provide the same.
12	Mobile phones SIM as mentioned in contract Document for FRT, supervisor & manager in sufficient quantity.	The vendor will provide to each FRT, supervisor & manager in sufficient quantity
13	CCTV System at Call Center	<p>The vendor will make its own assessment of requirement and provide the same.</p> <p>Minimum recording of one month to be stored and make available to TSECL as and when required/requested.</p>
14	Agent desk, chair and other office furniture (for 30 agents and all other deployed man power).	The vendor will make its own assessment of requirement and provide the same.
15	Civil work like carpeting, noise proofing, painting, other works as per CCC design etc.	The vendor will make its own assessment of requirement and provide the same.
16	Drinking water cooler, fan etc.	The vendor will make its own assessment of requirement and provide the same.
17.	Furniture, Almira for records suitable for 30 agents & support staff.	The vendor will make its own assessment of requirement and provide the same.

iv. PRI LINES

- a) The vendor shall provide sufficient PRI lines in operation for inbound calls at its cost, not less than 1:1 ratio (telephone lines: Inbound Agents in a shift). It is assumed that each PRI lines have 30 channels for calling.



- b) The PRI lines will have to be mapped with TSECL Toll Free Number: 1912 and another tolled number. The vendor will arrange mapping of these numbers on its PRI lines so that inbound calls will land on the PRI by dialing these numbers.

5.0 NETWORK CONNECTIVITY: -

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

6.0 OPERATIONS OF CCC SERVICES

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

7.0 THE DETAILS OF FUNCTIONALITIES OF SOFTWARE SYSTEMS

i. Generic features of the Software Solution/System

- (i) Access Control with details of data/service access for different users
- (ii) Backup strategy
- (iii) Security and Encryption
- (iv) Confidentiality
- (v) Cloud Hosting & Delivery policies
- (vi) Software upgrades and updates
- (vii) Automatic Failover schemes in place
- (viii) Automatic updates and patch management
- (ix) Scalability as per requirement.
- (x) Integration with existing and upcoming applications

- ii. **For the smooth takeover of the existing software from the existing call center agency, the bidder shall involve sufficient manpower /experts with the existing agency for analysis and takeover the source code and other related hardware, software, server and all other items as per provisions of Existing contract. Copy of RFP/Work Order of existing contract will be provided by DISCOM on request of vender. All above arrangement will be part of contract and no additional cost will be claimed by the vendor.**

8.0 COMPLAINT REGISTRATION MANAGEMENT



Existing system/procedure should be adopted by bidder and shall be checked by AGM(DP&C).

9.0 TRACKING OF COMPLAINT

The Tracking of the complaints shall be as per the flow diagram or shall be adopted from existing system or as per the future requirements of Discom if any.

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

10.0 CALL ESCALATION AND SMS SERVICE

The Call Escalation and SMS Service shall be finalized after award of contract in the design phase as decided by the AGM (DP&C), TSECL.

SMS alerts associated with various events

S. No	Event	To	When
1.	Registration of complaints	Consumer	On registration of complaint
2.	On FRT Assigning	Consumer	Assigning complaint to FRT for resolution
3.	Resolution of complaint	Consumer	On resolution of complaint
4.	Closure of complaint	Consumer	On closure of complaint after confirmation from consumer. If home



S. No	Event	To	When
			locked, then SMS accordingly.
5.	Re-opening of complaint	Consumer	Reopening of resolved/closed complaints by consumer.
6.	Escalation of complaint	Consumer	When complaint is not resolved within given time frame
		SM/M	
7.		DGM	Escalated to DGM if not resolved
8.		AGM	Escalated to AGM if not resolved
9.		GM	Escalated to GM if not resolved
10.		Director/MD	Escalated to Director/MD if not resolved
11.	Power outage from DT/Feeder	Consumer/ TSECL staff	On planned/unplanned outage from DT/Feeder

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

11.0 POWER OUTAGE

- The CCC shall be capable of capturing & utilizing information of power outages occurring in the Discom. Power outages may be planned or unplanned.
- CCC shall send SMS to consumers / Discom staff on detection of power outage from a DT. The information of power outage shall flow from the DT metering system to CCC system and CCC system shall trigger SMS based as per setting of CCC system.
- The Discom staff can also inform CCC about planned or unplanned outage conditions through call.
- CCC agent shall accordingly inform the consumers calling at CCC for complaint registration about outage of the system, DT or feeder etc. and shall not register individual no-current complaint.

12.0 COMPLAINT FLOW MANAGEMENT

The complaint can be registered in the following made

- Toll free number.
- Landline number.



3. Facebook.
4. Twitter.
5. Web portal.
6. DISCOM-Mobile app.
7. WhatsApp.
8. Walk-in at sub-divisional help desk.
9. Any other acceptable medium.

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

13.0 REPORT GENERATION

- a) The vendor will use independent Report Builder and Separate Analytical Tools of standard make for measurement of performance of CCC in various different aspects like average call wait time, average call resolution time, agent performance, repeated complaints, FRT throughput etc. and share the same regularly or as and when demanded for period wise, area wise, complaint type-wise etc.
- b) The vendor shall provide system access to TSECL staff for various real time reports through internet/WAN/LAN.
- c) The vendor will have to generate various MIS and other reports as per the requirements of TSECL.
- d) The vendor will also compile information available in the CCC application in a desired format as per the requirements of TSECL.
- e) The consumables and printing of reports shall be in the scope of this tender.
- f) The vendor shall provide system generated reports for SLA measurement.
- g) Reports for performance measures will allow the FRT/ call center to:
 - Review the call center operation as a whole.
 - Review the performance of each employee.
 - Analyse performance trends.
 - Investigate the root cause(s) of problems.
 - Optimize the use of call center resources

14.0 CALL RECORDING

- a) All calls received by the agents shall be recorded using the “state of the art technology”. The vender shall keep the day wise recordings of last 3 months.
- b) The Vender shall provide the recording of particular consumer/consumers to the TSECL via e-mail/DVD within 24 hours upon request.



- c) Such calls shall be used for consumer grievance and agents training, coaching after approval of supervisor.

CENTRALISED CUSTOMER CARE CENTER SYSTEM (CCC)

15.0 Call Center Executives / Agents/ Telephone operator

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

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

Sr.	Period	Total Months	Number of call center agents in each shift defined as under			Total agents in a month	Total agents in the period defined in column 2
			8.00 am to 4.00 pm	4.00 pm to 12.00 midnight	12.00 midnight to 8.00 am		
1	2	3	4	5	6	7	8=7* column (3)
1	March to October	8	25	25	10	60	480
2	November to February	4	12	12	06	30	120
3	Total Agents in one year						600

It may be noted that following numbers of Call center agents/telephone operator shall be earmarked for attending, segregation and escalation of the various complaints received through social media like Facebook, Twitter, Whatsapp etc.

- No. of Call center agents/telephone operator during shift 8.00 am to 4.00 pm: As per requirement but minimum 5.
- No. of Call center agents/ telephone operator during shift 4.00 pm to 12.00 midnight: As per requirement but minimum 5.
- No. of Call center agents/ telephone operator during shift 12.00 midnight to 8.00 am: As per requirement but minimum 2.
- The vendor shall have all employees/Manpower under its role or through outsourcing on labour rates. However, responsibility of employees/Manpower will be on vender.



16.0 QUANTITY OF AGENTS

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

This committee shall be authorized to increase / decrease the call center agents with $\pm 25\%$ range of the Quantity. Beyond this the committee shall send its recommendation to committee.

17.0 REALLOCATION OF NUMBER OF AGENTS

- a. The agency shall reallocate the call center executives from one shift to another in order to address short term sudden requirement due to conditions such as bad weather etc. TSECL reserves the right for reallocation of CCC executives from one shift to another without additional cost to Discom.
- b. The agency shall reallocate the call center executives from inbound to outbound or outbound to inbound in best way to handle its operations depending on the requirement but outbound executive cannot be exceedingly more than 40% of inbound.

Definition of Call Center Agent/Executive: The Deployment of Call Center agents' means deployment of Call Center agent along with all requisite Hardware, Software, Connectivity, Furniture and other required Infrastructure needed for smooth operation of the project. As and when the number of the Call Center agents increases or decreases, all associated hardware, software and other Infrastructure shall increase or decrease accordingly.

18.0 DEPLOYMENT OF OTHER STAFF AT CALL CENTER

- a) **Project Manager:** One manager is required to be present at call center from 9:00 am to 7:00 pm to monitor and control the entire call center activity. Project Manager can be called by Discom officers any time.
- b) **System Administrator:** One number is required to be present at call center. Discom's Nodal Officer can ask anything about system installed under the contract to system administration.
- c) **Data Base Administrator:** One number are required to be present at call center. Nodal officer can ask everything about data base deployed at cloud DC/DR under the tender.
- d) **Supervisor:** Two in each shift for supervision of CCC operations. He will interact, observe performance of Call Center executives and FRT against parameters like Call volume, resolution time etc.
- e) **Security guards:** As per requirement in each shift.



- f) **Quality Auditor cum Trainer:** One number is required to be present at call center.

Note: 1. Call center agents will carry their photo identity card.

2. Any safety related items/instruments i.e. mask, sanitizer, isolation shield etc. during pandemic will be provided by vender without any cost to deployed manpower during tenure the contract. Uniform to each agent should be provided by vender.

19.0 Fault Rectification System

To establish and operate Fault Rectification System (FRS) for Consumers “No Current complaints” within consumer meter and distribution transformer / LT Side and DO fuse of 11 KV Side of DT and 11 KV Branch Line.

20.0 MAJOR SCOPE OF FAULT RECTIFICATION SYSTEM

This means following will be in the scope of vendor:

- (1) Deploy a fleet of vehicles (through ownership / hire purchase / lease / contract / or any other legitimate means) for attending and removing the electrical fault on 365 x 24 x 7 basis. All the operating expenditure like fuel, lubricants and maintenance etc. are in the scope of vendor.
- (2) Each vehicle will be equipped with necessary T&P items, trained manpower called as ‘Fault Removal Team’, Mobile Phones capable for acknowledgement of consumer after complaint resolution, navigator for vehicle tracking to be linked with Web Based system at Centralized call center.
- (3) The LCV vehicles will also be equipped with ladder (Wooden / Fibre), necessary T&P like pliers, cutter, tester, fuse wire, power torch, and hand gloves etc (as may be necessary to undertake the work effectively& safely) and trained manpower.
- (4) To rectify the fault falling under the scope of type of complaint
- (5) The technical personnel shall rectify the electric complaint of the consumer falling within consumer meter and distribution transformer/ LT side and DO Fuse of 11 KV side of distribution transformer.
- (6) The fault removal team shall take acknowledgement on mobile after rectification of the fault. The team may also request consumer speak to the call center staff through its available communication mode in the vehicle for confirmation of rectification of the complaints. OTP facility shall be implemented for confirmation of rectification of complaints at consumer end.
- (7) In the event the complaint/fault is not in the scope of the FRT/vendor, then the fault rectification team will inform the Centralized call center through mobile. Regarding the nature of complaint and other technical details including the location and landmark of the consumer’s premises.
- (8) The vendor will ensure that the faults (within the scope of complaints) are removed within prescribed time.
- (9) The FRT members will be in the TSECL prescribed uniform and will carry their photo identity card in such a way that the same is always visible (they may pin up



- on the shirt or may carry on the neck etc.). Before start contract TSECL will prescribe the uniform, on request of the vender.
- (10) The vehicles will be of LCV category not older than Five years. The vehicles with equipment of FRT are not to be transferred to TSECL after expiry of contract.
 - (11) In some locations where it is inaccessible by LCV to reach majority of area due to narrow roads, vendor may deploy suitable smaller four-wheel vehicles that can play through the narrow roads.
 - (12) All vehicles will have billboards on front, back and sides with “TSECL emergency services” or any other caption as suggested by Discom written over them. It will also have the logo of TSECL and Centralized Call Center contact numbers.
 - (13) Each FRT shall consists of three persons in each shift other than driver out of which one shall be Lineman having experience of the same work, and two persons as helpers from 00.00 hrs. to 24 hours.
 - (14) One trained driver with legal and valid driving license issued by competent authority.
 - (15) The FRT will receive new complaints through call and also instantly update resolution or any other status to the call center.
 - (16) The out-of-scope complaints shall be transferred to the concerned staff of Discom by Centralized Call Center immediately through the system.
 - (17) The vendor will ensure that the complaints (within the scope of vendor) are resolved as per timeline defined.
 - (18) The FRT will input the technical details of the fault/problem and the resolution offered in the CRM for the purpose of management action.
 - (19) The vendor should make itself aware of the risks involved in the work and TSECL shall in no way be responsible for any loss to property and life due to operation of vendor under this contract.
 - (20) The vehicles can be parked at the Discom designated locations when not in use. The vendor shall keep TSECL informed of the locations where vehicles will be parked during the idle time.
 - (21) Vender shall provide facility in system for show the list of all vehicles with vehicle, number, location, location of idle time and number of complaints rectified from last midnight (00.00 hrs) to current time.
 - (22) The vendor shall have all employees/Manpower under its role or through outsourcing on labour rates. However, responsibility of employees/Manpower will be on vender.
 - (23) Critical Complaints attended by FRTs shall be intimated to concerned Sub divisional officers/ officials on daily basis so that the same may be included in the maintenance plan of that sub division

21.0 REQUIREMENTS OF FRT & VEHICLES

Scope of Service for Fault Rectification System

Deployment of Fault Rectification Teams in various sub-divisions of the Discom for rectification of ‘No - Current Complaints’ of LT consumers and repair the DO Fuse of 11 KV side distribution transformer **and 11 KV Branch Line.**



This means that the agency will have to cater to the following points:

- a. The No current complaints lodged by consumers will be received by the call center and then forwarded to the concerned FRT / centralized complaint center of the agency through mobile. The No-current complaints as well as information of faults on LT lines may also be received directly by the concerned sub-divisional SM / M.
- b. Received complaints will be forwarded by contractor complaint center executive to the mobile commercial vehicle's FRT (Fault removal team) for rectification of complaints.
- c. Contractor will deploy a fleet of vehicles¹ (through ownership / hire purchase / lease / contract / or any other legitimate means) equipped with GPS navigation system for attending and removing the electrical fault related to LT and DO fuse.
- d. Mobile commercial vehicles equipped with ladder, hand gloves, necessary T&P or any other safety item as may be necessary to undertake the work effectively.
- e. Each vehicle shall also be equipped with trained manpower called as 'Fault Removal Team (FRT)', mobile phone and/or any other mode of communication, and navigator for person and vehicle tracking to be linked with existing IT applications/Call center center at Vidyut Bhawan.
- f. The fault removal team will inform contractor complaint center staff / CCC on rectification of the fault and the contractor complaint center executive will enter the details regarding closure of complaints in TSECL web-based module provided by TSECL. The team will also request consumer to speak to the contractor complaint center staff through its available communication mode (mobile phone under CUG connection) in the vehicle for confirmation of rectification of the complaints.
- g. Each mobile commercial vehicle will also carry a log-book for taking the acknowledgement from the consumer. The consumer may be requested to enter his land line / mobile number on rectification of the fault and the same shall be updated by contractor complaint center executive in the TSECL database.
- h. In the event the fault is not in the scope of the contractor, then the fault removal team will inform the complaint center staff regarding the nature of complaint and other technical details including the location and landmark of the consumer's premises / fault location.
- i. The contractor will ensure that the faults (within the scope of complaints) are removed within the stipulated time (which may be changed from time to time based on TERC guidelines, which will be intimated by TSECL) of them being registered else the delayed charges will be applicable as mentioned in this specification.
- j. The required infrastructure is as follows:
- k. Mobile commercial vehicles equipped with ladder, hand gloves, necessary T&P any other safety item as may be necessary to undertake the work effectively.
- l. One technical people other than driver for each vehicle who will remove the fault.
- m. One trained driver with legal and valid driving license issued by competent Authority.
- n. GPS based navigation and vehicle tracking system equipped in all the vehicles in the fleet.
- o. Mobile phone or any other mode of communication in TSECL CUG.

The call center agent of the Discom level Call center at Agartala should be able to locate the mobile vehicle, which is nearest to the location of complaint, through GPS based vehicle



tracking system or by any other way. The vehicle tracking system along with inbuilt vehicle unit and connectivity will be provided by the contractor

22.0 Rectification of the fault

The contractor's fault removal team shall rectify the fault with stipulated time from the time the fault is registered. The contractor shall be allowed to cut the terminal cover / box seals of the consumer meter if required to rectify the complaint.

Record of all such cutting of seals shall be maintained in the web-based system of TSECL which would be available to the contractor for entering such details of particular complaints for further resealing by the respective SMs.

The contractor shall attend and rectify the electric complaint in the manner described hereunder

i. Loose connection from meter side.

Note: In case loose connection from the supply/load terminals of push-fit meter

a. During office hours of any day-

In case loose connection from the supply/load terminals of push-fit meter, the position of the meter is to be reported to the concerned M/ SM and the meter shall be replaced departmentally to restore the supply.

b. During Non-office hours of any day-

In case loose connection from the supply/load terminals of push-fit meter, the connections to be made after by-passing the supply and load wires after seeking permission from the concerned SM/M. The same should be escalated to the concerned SM/M for replacement of meter. The time of meter by-pass is to be reported by the FRT personals to the SM/M concerned as well as Call Center Executive and time of supply restoration is to be recorded by the person replacing the meter in order to charge the electricity consumed during by-pass period.

- i. Consumer side fuse blown
- ii. Loose connection from service line / pole i.e. at termination point of service line from TSECL mains that may be Pillar Box, Junction box, Pole etc.
- iii. Earth not available from pole.
- iv. Neutral not available from pole.
- v. Service line burnt (service line shall be provided by the consumer/ DISCOM (as the case may be) and to be replaced by the contractor).
- vi. Any other

It is clarified for the interest of the bidder that in general the fault rectification in the LT system does not entail the shutdown of electric line and the contractor has to rectify the fault on live wires (while using proper safety devices and measures), except in case of line crossings and / or composite lines where utmost care must be ensured for taking shutdown of appropriate line. The contractor shall ensure that all personnel use proper safety measures while working on the lines. The Discom shall not be liable for any type of fatal / non-fatal electrical accident occurred due to negligent working of the FRT personnel. It is further clarified that irrespective of their quantum, all the consumer complaints as well as faults on LT line of entire jurisdiction of the Sub-Divisions included in this specification are to be handled by the bidder.



Acknowledgement of rectification

The FRT will take an acknowledgement from the consumer after rectification of the complaint. The contractor will take signature and landline number / mobile number of consumer in logbook maintained in the vehicle.

The team will also request consumer to speak to the contractor complaint center staff through its available communication mode (mobile phone under CUG connection) in the vehicle for confirmation of rectification of the complaints.

Mobile commercial vehicles

- a. The vehicles should not be older than Five years.
- b. The contractor may take the vehicles on hire / purchase, contract or on outright purchase. It is important to note that the vehicles are not to be transferred to TSECL by the contractor after expiry of the contract period.
- c. The contractor will install GPS based vehicle navigation and tracking system on each vehicle and access shall be given to concerned Nigam Officers through mobile app.
- d. All the vehicles will have a board both on front and back side having “On TSECL emergency services” written with bright fluorescent color.
- e. The driver will always be in uniform and drive safely and will follow the traffic rules and regulations.
- f. Members of fault removal team (FRT) will be in uniform, each having a badge and identity card which will be displayed at all times.
- g. This is responsibility of contractor that vehicle has all legal documents and driver is having valid driving license.
- h. The FRT will be polite and courteous to the consumer.
- i. On removal of fault, FRT will request the consumer to speak to complaint centre executive to inform the closure of complaint. Kindly note that the call will be dialed from the CUG mobile of the FRT and not from the consumer’s mobile
- j. The vehicles may be parked at the locations as per the convenience of the Contractor during idle time. The contractor shall keep TSECL informed of the locations where vehicles will be parked during the idle time.

Before commencement of work, the contractor will intimate TSECL the list, type and vehicle registration number along with name of driver. Any subsequent change in the same will also be intimated accordingly

Requirement of Vehicles

The contractor shall re allocate the peak shift/ morning shift / night shift vehicles in order to rectify the faults. In the event there is additional load on the FRT due to which its existing strength is not able to rectify the faults, TSECL reserves the right for re allocation of vehicles from one shift to another to provide the prompt rectification of the faults. Any additional cost due to re allocation of vehicles will be borne by the contractor.



In order to handle the call load it is mandatory that the contractor would deploy the requisite FRTs. Not limited to the number of average complaints as per records, the contractor has to resolve all complaints received which are under scope within the ordered price. Deployment of FRT shall be as under which may be increased or decreased any time as per requirement of TSECL: TSECL may ask to deploy more FRTs beyond the sanctioned numbers for a period for at least one month on giving 48 hour's notice which will be deployed by the contractor on the unit rate basis as per the price schedule. The meaning of FRT here means the vehicle with requisite T&P and manpower, i.e. three technical persons and one driver in each shift.

23.0 Technical Requirements of System

FRT Commercial Vehicle with GPS navigation system

Type: 4-wheeler with carriage space

Seating capacity: As per norms

Cubic capacity: =>800 cc

Model: Not more than 5 years old

Note:

- a. Vehicle should be in good condition
- b. All the relevant documents including RC, permit, insurance, pollution certificate, etc should be valid and available.
- c. Vehicle should display a placard with TSECL in bright fluorescent color on both sides of the vehicle.
- d. The vehicles so deployed shall not be transferred to TSECL on termination of contract.

Materials ,T & P and Safety equipment Requirement

Each vehicle will contain following Materials, T&P and Safety equipment's

- i. Fiber /Wooden Ladder (24 ft.): One No. (May be folding)
- ii. Power Torch: One nos.
- iii. Hand Gloves: Each Lineman & Helper Employee
- iv. Helmet with inbuilt torch: Each Employee
- v. Safety shoes: Each Employee
- vi. Safety belt: 1 Nos.
- vii. Insulated Combination Pliers: 1 Nos.
- viii. Cutter: One Nos.
- ix. Screwdriver: 1 Set
- x. Spanner Set : 1 Set.
- xi. Phase Tester: Each Employee.
- xii. Draw Vice : 1 Set
- xiii. Clamp Meter: 1 Set
- xiv. First Aid Kit: As per TSECL Norms
- xv. Lugs (assorted size).



- xvi. HT & LT Fuse Wire as per required rating.
- xvii. M-seal.
- xviii. Any other item required as per field condition.

Manpower requirements

Field personnel for FRT – Morning Shift, Evening Shift & Night shift (03 Nos. per FRT per shift of 8 hrs)	
Educational qualification	At least one out of 3 members of the FRT must have Lineman experience.
Additional requirements	At least two out of 3 members of the fault removal team should be below 50 years of age However, age of any member should not be more than 60 years.
Experience	All the FRT members must have Minimum experience of 2 years of similar nature i.e., Electrical Fault Rectification and should have adequate work knowledge

Driver for fault removal team Morning Shift, Evening Shift & Night shift (01 Nos. per FRT per shift of 8 hrs)	
Educational qualification	8th pass (in order to understand and use GPS navigator)
Experience	Minimum 2 years' experience of vehicle driving and should be a holder of license for minimum 2 year

Minimum Prescribed Remuneration of Employees The minimum remuneration for the employees shall be as per minimum wages prescribed by the GoT for skilled labour. As and when the minimum wages are increased by the GoT, the same shall be adopted by the agency. Any extra cost that may be incurred towards any statutory contributions by the successful bidder towards the employees will be to the account of the successful bidder. The successful bidder is; however, free to pay higher remuneration, extra facilities and allowances to the employees on their own for their own reasons.

Schedule of Completion: The FRT operations shall commence within 45 days from the date of awarding the contract.

- a. It is mandatory that the vendor would deploy requisite number of FRT vehicles in each area. The vendor shall keep alternative arrangements for replacement of vehicles under break down or maintenance.
- b. TSECL may ask to deploy more vehicles beyond the following numbers for a period for at least one month on giving 48 hours' notice which will be deployed by the vendor on the per unit rate basis.



- c. TSECL at any time during the contract may ask the vendor to deploy FRT in other areas also as per requirement.
- d. The vehicle here means FRT which includes the vehicle with requisite manpower and T&P.
- e. Deployment of FRT shall be as under which may be increased or decreased as per requirement of TSECL.
- f. If any new sub-division created by TSECL, FRT shall be deployed by Bidder on the existing rates on instruction of AGM(DP&C), TSECL.

Location Type	Number of FRT vehicles
Agartala City	15
Rural areas	0
Other Urban areas	0

- Note: - 1. Vendor shall deploy the aforesaid nos. of FRTs at the time of submitting of Bids. However, additional FRT shall be deployed in urban/rural location after approval Committee of TSECL.**
- 2. Each FRT shall consists of three persons other than driver out of which one shall be lineman having valid experience, and two persons as helpers from 00.00 hrs. to 24 hours.**

24.0 Review the quantity and deployment of FRT with vehicle.

1. The quantity of FRT deployed shall be reviewed in every six months by a committee as under
2. This committee shall also be authorized to increase / decrease the FRT with 20% range of the Quantity on the recommendation of concerned Field Officers, TSECL with duly reviewed by concerned TSECL Officers. Beyond this the committee shall send its recommendation to Committee.

25.0 RECTIFICATION OF FAULTS/COMPLAINTS

- a) Attending to all types of power supply related no-current complaints pertaining to the DO fuse blown of 11 KV side of distribution transformer **and 11 KV Branch Line** & LT network up to the metering point of consumer shall be in the scope of the FRT.
- b) The vendor's fault rectification team shall resolve no-current complaints within the following timeline from the time it is registered. No time extension shall be allowed in measurement of these timelines.

Location of complaint	Maximum Resolution time
Agartala City Circle	2 Hrs



Urban areas	2 Hrs
Rural areas	4 Hrs

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

- c) In case of meter related problems, the FRT shall be allowed to cut the terminal cover / box seals of the consumer meter if required to rectify the complaint after due reporting to Discom except above 10 KW sanctioned connected load.
- d) Information of breaking of terminal cover/Box seals shall be maintained in the system which would be available to the respective SMs at any time.
- e) **All instances of emergency involving safety of public, or property shall have to be attended immediately with topmost priority.**
- f) The **sample type of complaints for rectification** related to power supply along with other activities need to be performed by FRT are given below; however, it should not be limited to these.

S No.	Type of Complaint	Nature of Complaint
1	Voltage related due to LT	Voltage High
		Voltage Low
		Dim Supply
		Voltage Fluctuation
2	Supply Failure related	Supply failed – Individual
		Supply failed – Total Area
		Supply failed – One Phase
3	Transformer LT side related	Transformer – Cable / Lugs burnt
		Transformer – Sparking at Pole
		Transformer – Smoke /Flames
4	Line related	Line Snapped
		Line – Tree branches touching
		Line – Bunched / Twisted
		Line – Sag rectification/restringing and fixing of spacers
5	Pole related	Pole – Current leakage in pole
		Pole – Rusted /damaged
		Pole-Fell down/Leaning



6	Services connection related	Services Connection – Wire Damaged
		Services Connection – Wire Broken
		Services Connection – Wire Loose Connection
7	LT main cable fault	Looping, if possible, in consultation with concerned SM / M
8	Circuit fuse blowing, circuit MCB trip / Burnt	Re wiring, restore / bye pass as per the instructions of SM / M
9	Circuit cable faulty	Looping in consultation with concerned SM/M
10	DO fuse blown of distribution transformer	Re wiring after proper shutdown

g) Common causes of individual consumers no-current complaints:

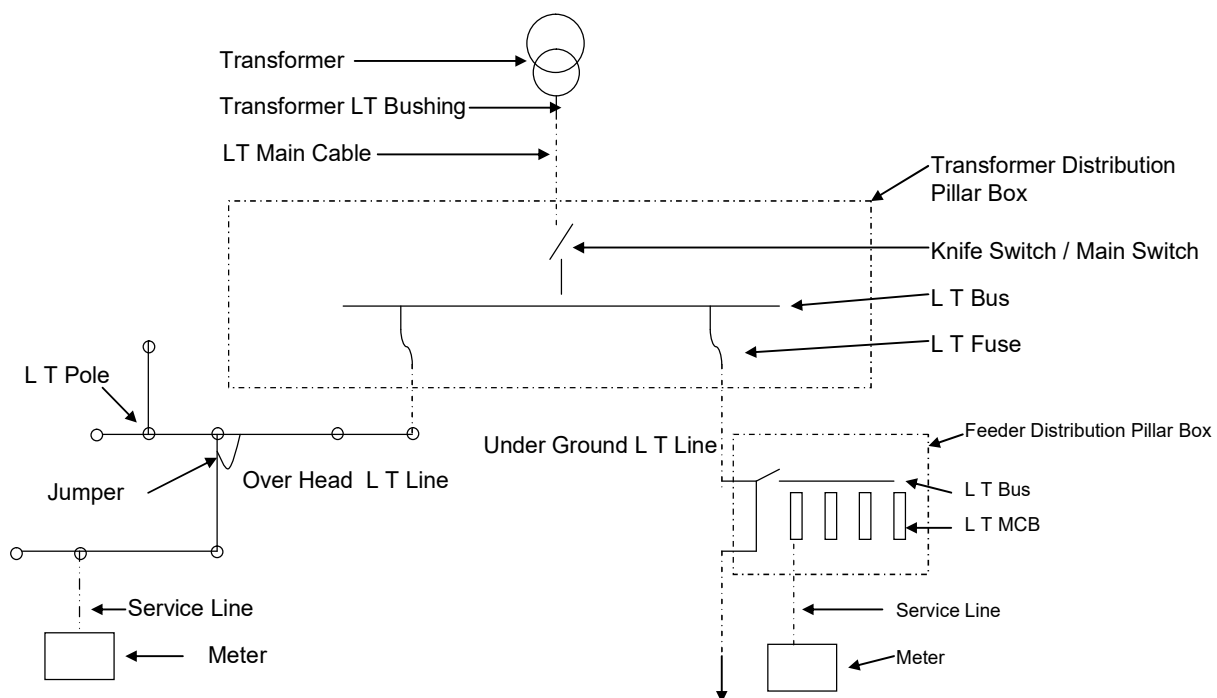
- i. Loose connection from meter side
- ii. Consumer side fuse blown
- iii. Loose connection from service line / pole i.e. at termination point of service line from TSECL mains that may be Pillar Box, Junction box, Pole etc.
- iv. Earth not available from pole
- v. Neutral not available from pole
- vi. Service line broken or burnt (service line shall be provided by the consumer and to be replaced by the FRT)
- vii. DO Fuse blown of 11 KV side of distribution transformer.

- h) Tree Trimming/tree cutting.
- i) Load balancing of Distribution Transformer.
- j) RMU operations.
- k) Cleaning of Distribution sub-station.
- l) Disconnection/reconnection of Service Lines.
- m) Any kind of failure of HT umpiring, the same shall be informed to respective in-charge directly from site or through call Centre.
- n) Vigilance Drive on availability.
- o) In case of emergency breakdown (like cyclone etc.) FRT shall assist DISCOM for restoration of power on top priority basis.
- p) The FRT is required to resolve all complaints adopting standard procedures as per guidance of TSECL.



- q) It is clarified for the interest of the bidder that in general the fault rectification in the LT system does not entail the shutdown of electric line and the FRT has to rectify the fault on live circuit.
- r) The vendor shall have trained manpower equipped with tools and safety devises suitable for working on live circuits.
- s) In case of complaints not covered in the scope of vendor, the call center will intimate to TSECL without wasting time as per the escalation scheme prescribed.
- t) FRT may ask for support of TSECL for arranging shut down of supply in case it is essential.
- u) The following diagram is a typical LT system for illustration

L T Supply Network



26.0 Vehicle Tracking System (VTS)

- a) Vendor will deploy a web-based GPS vehicle tracking system to identify the location of FRT vehicles in the field.
- b) In addition to displaying this real-time VTS movement data, the system also enables the storage of historical tracking data for subsequent analysis.



- c) TSECL users may monitor vehicles in real time on a background map showing details of the land base like roads buildings etc. over internet by logging in their account.
- d) Each vehicle mapped on the VTS will show its registration number, make, and speed while monitored through VTS web interface.

Note: - TSECL shall provide requisite space to park the deployed vehicles in its premises if required by the vendor.

27.0 SPECIAL FEATURES OF THE SYSTEM

The Web Based Centralized system shall have the following:

- i. “Work Flow System” of Reputed makes.
- ii. Multi-Channel Communication system.
- iii. Customer Self Service System.
- iv. Creation of Data on the Basis of various types of calls / complaint.
- v. CRM for FRT team to escalate complaints and reporting.
- vi. Analysis Report System to generate customized report as per Discom needs.
- vii. Two-way social Media Conversation: to provide personalized (and immediate) response to the consumers when they interact online
- viii. Call Recording.
- ix. Data Base for Breach of Regulatory compliance with inbuilt tool for compensation on account of breached ability to calculate the amount payable to consumer on such breach.
- x. **Tagging of contacts in different categories in line of following:**
 - a) VVIP
 - b) VIP
 - c) Discom Officials.
 - d) Emergency services like Hospitals etc.
- xi. Enhanced Caller ID: - like view information about Caller such as their name & phone Number, email etc. on real time basis.
- xii. Contact History: Automatically display customer interaction history in browser including previous calls, emails, chats, SMS messages and cases.
- xiii. Automatic Work flow system: When a call ends, the recording and data could populate into CRM, as the work flow shall be customized to decide the flow of complaints till resolution, through system without any human intervention.
- xiv. Reporting : through reporting tool which shall mainly comprise the following:
 - a) Historical reporting
 - b) Customer Reporting
 - c) Agent Reporting
 - d) Live Call Center reporting
 - e) The type of report to be available with the system shall be customized before commencement or required of Discom.
- xv. The System shall be flexible to adopt changes during currency of contract.
- xvi. **Data exchange with other systems**



- a) The proposed solution shall be capable to exchange the database information with existing RMS billing software, on continues basis so as to enable Discom to have a common. MIS data must be updated within 6 hrs of completion of day i.e. post mid night and before 6 A.M or on real time basis.
- b) The Software shall have interfaces to integrate with other IT systems. The system shall be built SOA, using standard set of technical specifications of web services and can be integrated with any system.

xvii. **SMS and E-mail Alerts**

- a. The web-based application shall have in built features for sending SMS and email alerts to users based on the requirement of the DISCOM. The required SMS and Email gateways shall be provided by DISCOM;
- b. The application shall be accessed over secure internet with 128 Bit Encryption. Latest encryption technology shall be used for securing the data transmission and access by multiple users. The encryption technology shall be shared with Discom whenever, required by Discom.
- c. The data architecture, Table Structure, Triggers, Stored Procedures, and Scripts used should be shared with DISCOM. Any manual update on the live system shall be approved by DISCOM and results of change should be shared / communicated with DISCOM. DISCOM shall be the absolute owner of the data. Vender will neither share nor use the data for personal/other purpose. The administrator rights with the password shall be handed over to DISCOM. The Web based software should be accessible over the internet (broadband) and shall be designed to work on low band width and. The software shall have minimum possible response times for data access, report generation and data queries as per industry standards and approved by DISCOM. The software shall be scalable and there should not be any restriction on the number of users/consumers with compromising the response time. All the Licences shall be in the name of TSECL Discom.
- d. The system shall be sustainable and certain tests shall be carried out from initial stage to final acceptance stage. Further regression test shall be carried out whenever there is change in tariff or business logic..
- e. The system's shall have provision to handle start-to-end all aspects of the customer life cycle delivery of comprehensive contact center capabilities, Customer Care management etc. The system is intended to usher in transparency and customer delight. The system shall have be secure, flexible, scalable, and adaptable for future requirements of Discom. It should ensure billing accuracy, quickly comply with new regulatory mandates, track payments, credit and collections activities easily, minimizing write-offs, offer extensive and user-friendly customer services and help the Discom with rich analytics to stop leakages and bring down techno-commercial losses rapidly.
- f. Training to be imparted to the designated DISCOM personnel of the system and its operation.
- g. Generation of Weekly reports, Monthly reports and Quarterly reports, MIS reports and delivering to the respective Accounts Officer.
- h. Any other incidental service that is required for achieving the objectives as per the tender specifications.



- i. **Integration:** The system to be deployed under this contract shall be SOA (Service Oriented Architect).
- j. A comprehensive list of generic functionalities required in the system has been specified in the document. However, the Agency has to take into consideration the various central and stage government IT initiative that are being carried out or intended to be carried out and develop the additional modules or features as and when inputs/requirements are provided during the contract period. Agency shall do the detailed requirement gathering to figure out the exact requirement in accordance with the above recommendations. No additional payment or charges shall be claimed either for grounds up development or for change management requested.

28.0 ID card format of call center executive/FRT manpower and deployed manpower of vender firm.

<u>Name of the firm</u>		
Work place Address- -----	<div style="border: 1px solid black; width: 60px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> Firm's logo </div>	
Name:- ID number:- (as given by vender) Designation:-		
<div style="border: 1px solid black; width: 100px; height: 50px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> Photo </div>		
Seal & Signature vender	Seal & signature of the SE (IT)	of

29.0 REQUIRED DELIVERABLES FOR ESTIBLESHMENT THE SYSTEM

S.no .	Particulars of Services	Particulars of Sub Services	Quantity
1.	Implementati on of the System	(i) Takeover and necessary changes of existing Web Based System as per this Document.	1
		(ii) Takeover and necessary changes of existing Mobile Application as per this document.	
2.		Hosting of system on Cloud	1



		3. Setup of Central Customer Care Centre	
		I. Work Stations with PCs ((15 inch, i5, 8 GB RAM, 1 TB, window 10, USB port-2, HDMI port) or higher)	30 Nos.
		II. UPS: 10KVA with min 2 Hrs. Back up	2Nos.
		III. LAN switches as per requirement	
		IV. Web based CCTV	Sufficient nos. decided by nodal officer.
		V. Biometric Attendance System	01 No
		VI. MS Office	30 Licenses
		VII. Electricity Connection and associated electrical panels and its equipment installed at data Centre building campus	As per requirement
		I. Multi-Function Printer	1 No.
		II. Smart Phone with SIM with internet	2 No.
		III. Biometric Attendance System	1 No
		IV. Seating for Officers	2 Chairs.
2.	Deployment of Fault Rectification Team	Each Vehicle shall consist of the following:	
		I. GPS Tracker	1 No. per vehicle
		II. T & P Kit	1 set
		III. Mobile	1 No. at each vehicle
		IV. Manpower in each shift (One Lineman and two persons as helpers from 00.00 hrs. to 24 hours)	3 Nos. + One Driver
3.	Deployment of Manpower	Deployment of the Call Centre agents at Centralized call centre	As defined in the document



Section-7 TECHNICAL PROPOSAL SUBMISSION SHEETS

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

1. An affidavit as per section 7, indicating that all the information, affirmation made in this proposal shall be complied with.
2. The Technical offer shall be given strictly in same sequence of order as given in this document.



A. Affidavit

To,

The AGM [DP&C]

Tripura State Electricity Corporation Ltd.

Bidyut Bhawan, North Banamalipur

Agartala, West Tripura-

SUB: Submission of Bid for “Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode).” against NIT/RFP No.----.

Dear Sir,

We hereby submit our bid for “Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode).” spread across TSECL Discom.” against NIT/RFP No.--.

We, the undersigned, declare that:

A. Declaration

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



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

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

**B. General Profile of the Bidder**

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

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

We hereby certify that the above information is correct.

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

C. Financial Capabilities



CERTIFICATE OF FINANCIAL QUALIFICATION

S. No	Financial Year	Turn Over (In Indian Rs.)	Whether Net Worth Positive or NOT (Yes/No)	Whether Net Profit earned or not? (Yes/No)
1	FY 2020-2021			
2	FY 2021-2022			
3	FY 2022-2023			

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

We hereby certify that the above information is correct.

(Signature of the Statutory Auditor of the Bidder)

(Note: Enclose audited Financial Statements/ Annual Report of the aforementioned FYs duly signed by the Chartered Accountant. If audit balance sheet for the FY-2022-23 is not readily available, then the provisional balance sheet signed and certified by the company chartered Account shall be Submitted.).



D. Compliance to Technical Specifications and other requirement of Software

Refer to Technical Specifications, for details. Please respond to each specification as defined in Section-5.
GENERAL TECHNICAL FEATURES / SCOPE OF WORK.

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

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

Details of Product Offered

Name of Product	Module	Details	Version & Year of Release

Details of the product being used in other Discom/Utility

Name of Product	Discom Name	URL



E. Approach and Methodology

a. The Approach and Methodology to be furnished with following parameter:

- i. Understanding of Purchaser and its requirement with clear mention of the deliverables. Schematic diagram showing all the modules & components of the systems covered in the specification and integration with existing systems.
- ii. Description of the technical solution for achieving the integrations as shown in the above schematic diagram
- iii. Project Team Structure
- iv. Resource planning and estimation
- v. Risk planning
- vi. Detailed work plan with timelines

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

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

c. Description of technical solution for achieving the integrations.

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

d. Project Team Structure

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



Proposed Project Team Structure

Name of Staff	Position Assigned	International or Domestic	Firm	Employee status with the firm (Full time/ Associate)	Education (Degree, Year, Institution)	Area of Expertise and number of years of relevant experience	Task Assigned
A.							
Professional Staff							
B.							
Support Staff							

e. Resource planning and estimation

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

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



Proposed Resource Planning and Estimation

No.	Name of Staff	Position	Staff Input							Total
			In Weeks	W1	W2	W3	W4	W5	
	A. Professional Staff									
	B. Support Staff									

f. Risk planning

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

Risk Planning

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

**g. Detailed work plan with timelines**

Please refer Schedule of Completion for the format.

S. No.	Particular of activity	Time schedule desired	Bidder Acceptance & Detailed PERT chart with activities
1	Furnishing detailed specification/ data sheet of entire system, Hardware, cloud services etc. under the scope of the Agency. MIS Dashboards, report formats has to be submitted for approval.	Within 10 days from the date of awarding contract (detailed work order) <i>** If not furnished within 15 days, the order may be cancelled.</i>	
2.	Approval/ comments by Discom.	Within 5 days from the date of submission of point 1 above.	
3	Deployment of the following system: (i) Central Call Center with FRT	Within 30 days ** after activity as per point No. 2 above. <i>** If not offered within 45 days order may be cancelled.</i>	

h. Project Experience and Confirmation of Pre - Qualification Requirement

Bidder shall provide details of projects with application modules and other requirements (as mentioned in Eligibility Criteria,) which have been successfully completed during the last 3 financial years.

Please do not supply the names of clients who are no longer using your product/system.

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

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

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

**Details of Project Experience**

SI No	Name of project	Brief Scope necessarily including role played by Bidder, modules implemented, sector classification	Owner of Project assignment (Client name)	Cost of assignment	Date of Awarded commence ment	Date of completi on	Was assignment satisfactor ily completed	Was it a Power Sector Project? (Y/N) Provide Detail

QUALIFICATION REQUIREMENT

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

1. GENERAL

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



6. The Bidder must possess following credentials prescribed as Pre-Qualification Criteria. If any bidder fails to fulfill the Qualification Requirement (QR), his bid will be treated as non-responsive and no further correspondence/clarification will be taken into consideration for the same

QR. No.	QR Criteria	Supporting Documents Required
1.	<p>The Bidder should be a legal entity registered in India and in operations for a period of at least last 5(five) years as on last date of submission of bid.</p> <p>The Bidder should be :</p> <p>A company registered under Indian Companies Act, 1956/2013</p> <p>Or</p> <p>A Partnership Firm registered under Indian Partnership Act, 1932</p> <p>Or</p> <p>A limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008</p>	<p>Certificate of Registration/Incorporation under Companies Act 1956/2013 or Partnership act 1932 or Limited Liability Partnership Act 2008, as the case may be.</p> <p>Memorandum and articles of Association.</p> <p>ITR of last three FYs(i.e., FY 2020-21 to FY 2022-23) along with CA/Statutory Auditor's Certificate for business operations continuity for FY 2023-24.</p>
2.	<p>The bidder shall have Class "A" or Class "B" or as applicable Electrical Contractor Licenses issued by Electrical Inspectorate of Govt. of Tripura or Any State.</p> <p>* If the above certificate (From the Govt. of Tripura) is not furnished at the time of bidding, bidder may furnish Bank Guarantee of Rs. 5.0 Lacs with undertaking to furnish the above License as and when CEIG department open the window for Registration the new License.</p>	<p>Copy of Self Attested Class "A" or Class "B" or higher Electrical license issued by Electrical Inspectorate of Govt. of Tripura or Any State.</p> <p>In Case the required license issued by Govt. of Tripura is not available with the bidder, the bidder shall furnish an undertaking along with Bank Guarantee of Rs. 5 Lacs (proforma enclosed) that the same shall be furnished as and when concerned department open the window for Registration the new License.</p>
3.	<p>ii. The bidders shall be minimum CMMI Level-3 (minimum) or higher certified and shall have ISO 9001:2008 or latest version valid for at least three months after submission of bid.</p> <p>Further along with this, bidder should have also experience of running at least 75- seater or as per requirement of the Discom, Customer Care Center for Electricity Utility continues for at least Two years during the last three financial years (i.e., FY 2020-21 to FY 2</p>	<p>Certificate of Appraisal issued by authorized transition partner of CMMI institute with SCAMPI ID.</p> <p>Certificate of ISO 9001:2008 latest version valid for at least three months after submission of bid</p> <p>Work orders issued in the name of the bidder by Electricity Utility sector to establish continuous work of Call Center for two Year during the last three Financial</p>



		Years (i.e., FY 2020-21 to FY 2022-23).
	<p>ii. The Bidder have experience of executing at least one project providing software solutions in the spheres of Call Center /Contact Center /Public Consumer Grievance Redressal System to any DISCOMS/Utilities/Services in India not less than value of Rs. 5.00 Cr. value as on date of RFP.</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 10 Lakhs for a minimum duration of one year.</p>	<p>Documents to be uploaded: Work orders/Agreements/Invoices/Client Certificates.</p>
Alternative QR of No. 3		
3	<p>i. The Bidders shall have ISO 9001:2008 & ISO 27001:2013 or higher (latest version) valid for at least three months after submission of bid, along with experience of running the at least 75-seater or as per requirement of the Discom Call Center for Electricity Utility sector continuous for at least Two Years during the last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p>	<p>Documents to be uploaded: Valid ISO certificate, Work orders issued in the name of the bidder by Electricity Utility sector to establish continuous work of Call Center for two Year during the last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p>
	<p>ii. The Bidder shall have experience of executing at least one project providing software solutions in the spheres of Call Center /Contact Center /Public Consumer Grievance Redressal System to any DISCOMS/ Utilities/Services in India not less than 5.00 Cr. value as on date of RFP.</p> <p>One such project should have been implemented at a utility whose consumer base is minimum 40 Lakhs for a minimum duration of one year.</p> <p>Or</p> <p>Two such projects should have been implemented in utilities whose consumer base is minimum 20 Lakhs for a minimum duration of one year.</p>	<p>Documents to be uploaded: Work orders/Agreements/Invoices/Client Certificates.</p>



4	<p>The Bidder should have a minimum average annual turnover of Rs.50.00 Cr. in last three Financial Years (i.e., FY 2020-21 to FY 2022-23).</p> <p>The Bidder should have positive net worth as on 31st March, 2023.</p>	<p>C. Audited Profit & Loss Statement and Balance Sheet.</p> <p>D. Statutory Auditor Certificate or Certificate from the Company Secretary/ Chartered Accountant of the Bidder clearly specifying the Annual Turnover for the specified years along with certificate stating the Turnover, Profit, Net Worth shall be submitted as a proof.</p> <p>Note: Net worth means the sum total of the paid up capital and free reserves (excluding reserves created out of revaluation) reduced by aggregate value of accumulated losses (including debit balance in profit and loss account for current year) and intangible assets.</p>
5.	The bidder should have executed / under execution/ handled one or more contract of power sector for deployment of minimum 75 nos. of Fault Rectification Teams, including four wheeler vehicles and technical manpower on LT/ HT network for at least one year during last 03 FY (FY 2020-2021 to FY 2022-23) in any Electrical Utility in India.	Copy of PO/WO/Contract and Copy of satisfactory work completion/ performance certificate.
6	The bidder should have experience of HT & LT work for O&M/ Fault rectification of lines/network in any electrical utility in India for 01 year in last 03 FY's till 2022 -23	Copy of PO/WO and Contract Copy satisfactory work completion/ performance certificate.
7	The bidder should be qualified, not insolvent, not be in receivership, not be bankrupt, or being wound up, should not have affairs administered by a court or a judicial officer, should not have business activities suspended, should not be blacklisted or debarred in last 3 years by any utility/ government agency, should not have a conflict of interest.	Self-Declaration on the bidder's letter head regarding insolvency, blacklisting, bankruptcy and conflict of interest by self-attestation.
8	The Authorized Signatory signing the Bid on behalf of the Bidder should be duly authorized by Competent Authority to sign the Bid and the Contract/Agreement on their behalf.	Power of Attorney on Rs. 500 Non-Judicial Stamp Paper
9	The Bidder should be registered with EPF Organization and ESI Corporation. The bidder should have at least 1000 manpower on his payroll continuously for 02 years in last 03 FY (FY 2020-21 to FY 2022-23).	Copy of EPF and ESI registration certification and list of 1000 employees with PF and ESI nos. along with challans including the list of employees for 1000 employees continuously for any 02 FY in last 03 FY (FY 2020-21 to FY 2022-23).



10	The Bidder should have valid GSTIN	Copy of valid GSTIN
----	------------------------------------	---------------------

Note:

- 1. In case of non-furnishing the requisite documents along with the bid, the bid will be considered as non-responsive and bid may be summarily rejected.**
- 2. Irrespective of meeting the above qualification requirements, none of the consulting companies engaged by TSECL Discom as on 01.07.2023 for IT Projects can bid for this tender.**

2. Team details (CVs)

Use the following format for key personnel who would be involved in the project. Please include details of team members proposed to implement the project. Please ensure that the CV has a maximum length of 2 pages.

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

Format of Curriculum Vitae

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



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

3. Details of Key Personnel's



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

Project Manager	
Functional leads	
Technical Lead- Interface/ data conversion/ customization	

The Bidder shall provide the key personnel namely the Project Manager, Functional Leads, Technical Leads and any other Specialist/Analysts required as appropriate. They need to have sufficient experience as specified above (profile of teams) in terms of relevance and number of years required to implement the proposed System. They are to be assigned to the project on full time basis.

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

4. **Project Management Practices**

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

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

5. **Quality Assurance**



Quality of service - Suppliers must provide details of their proposed approach to quality assurance to ensure the quality of services in accordance with the tender document. This should include:

- Responsibility of quality of service.
- How the supplier will ensure quality service is provided.
- How quality will be measured
- Does your company have any quality certification / Assessment? If so, please provide your responses for the following:

Table16: Details of Certification

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

- Please specify your company's process for product development and enhancements.

6. Documentation

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

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



- Operations Manuals.



7. Check List

S. No	Pre-Qualification Requirement	Yes / No
1.	Is the cover letter attached with the bid proposal	
2.	Is the tender cost attached with the proposal	
3.	Is the Earnest Money attached with the proposal	
4.	Is the certificate as to corporate principal	
5.	Is the bidder-company statistics attached with the proposal	
6.	Is the bid structure according to proposal	
7.	Is the technical specification requirement of application packages attached with the proposal	
8.	Is the hardware technical specifications attached with the proposal	
9.	Is the Manufacturer's Authorization Form attached with the proposal	
10.	Is the necessary certificate / authorization for back-to-back arrangement with respective OEM vendor for Technical support, Annual Maintenance / warranty etc. enclosed with the proposal	
11.	Is the Approach and Methodology attached with the proposal	
12.	Is the Project Experience and Confirmation of Pre-Qualification Requirement attached with the proposal	
13.	Is the Team Details (CVs) attached with the proposal	
14.	Is the Details of Key Personnel attached with the proposal	
15.	Is Firm Detail attached with the bid proposal	
16.	Is the Facility Management Services Plan attached with the proposal	
17.	Is the Project Management Practices attached with the proposal	
18.	Is the Quality Assurance attached with the proposal	
19.	Is the Documentation Details attached with the proposal	
20.	Is the Confirmation of No-Deviation and Deviation Sheet attached with the proposal	
21.	Is the Supporting Documents to Substantiate Meeting of Pre-Qualification requirement attached with the proposal	
22.	Does the bid proposal contain the part B that is the financial proposal in	



S. No	Pre-Qualification Requirement	Yes / No
	a sealed envelope	
23.	Is financial offer enclosed is duly sealed and super-scribed as provided in tender document	
24.	Has the bidder provided project organization structure	
25.	Has the bidder provided schematic flow of information	
26.	Are the technical and commercial proposals enclosed that are duly sealed and super-scribed as provided in tender document	
27.	Are all the pages of the proposal signed by an authorized representative of the bidder's firm.	
28.	Does the bid contain the name, address and place of business of the person or persons making the bid and is the bid signed and sealed by the bidder under his usual signature?	
29.	Is satisfactory evidence of authority of the person signing on behalf of the Bidder furnished with the bid	
30.	Is the bidder's name stated on the proposal same as that of the legal name of the firm	
31.	Do any / all erasures or other changes in the bid documents bear the initials of the person signing the bid	
32.	Are all entries and amendments also signed	
33.	Are all pages of the attached tender specification document signed, as a token of acceptance of the terms and conditions, except those mentioned in the deviation list	

(Signature).....

Date :

(Name).....

Place :

(Designation).....

(Common Seal).....

Section-8 OTHER UNDERTAKINGS



1. CONFIRMATION OF “NO DEVIATION” IN TECHNICAL/COMMERCIAL TERMS AND CONDITIONS OF THIS TENDER

(To be furnished on Bidder’s Letterhead.)

Bidder's Name & Address:

To

The AGM (DP&C)

TSECL

Bidyut Bhawan, North Banamalipur

Agartala, West Tripura

Dear Sirs,

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

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

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :



2. UNDERTKAING FOR VARIOUS INFORMATIONFURNISHED

(To be furnished on Bidder's Letterhead.)

Bidder's Name & Address:

To

The AGM (DP&C)

TSECL

Bidyut Bhawan, North Banamalipur

Agartala, West Tripura

Dear Sir,

Sub: Undertaking for various information against RFP/NIT No---

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

(Signature).....

(Name).....

(Designation).....

(Common Seal).....

Date :

Place :



3. BIDDER'S AUTHORISATION CERTIFICATE

(To be furnished on Bidder's Letterhead.)

To
The AGM (DP&C)
TSECL
Bidyut Bhawan, North Banamalipur
Agartala, West Tripura

[Reference No.]

I/ We <Name/ Designation> hereby declare/ certify that <Name/ Designation> is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

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



4. POWER OF ATTORNEY IN FAVOUR OF AUTHORISED SIGNATORY OF THE BIDDER

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



5. FORMAT OF BID SECURITY DECLARATION

(To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of 50 Rs.)

Date :

Bid No:

Alternative No. :

To:

We the undersigned declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we are required to pay the bid security amount specified in the Term and Condition of Bid, in the following cases, namely:-

- (a) when we withdraw or modify our bid after opening of bids;
- (b) when we do not execute the agreement, if any, after placement of supply/work order within the specified period;
- (c) when we fail to commence the supply of the goods or service or execute work as per supply/work order within the time specified;
- (d) when we do not deposit the performance security within specified period after the supply/work order is placed; and
- (e) if we breach any provision of code of integrity prescribed for bidding specified in the Act and Chapter VI of these rules.

In addition to above, the State Government shall debar us from participating in any procurement process undertaken for a period not exceeding three years in case where the entire bid security or any part thereof is required to be forfeited by procuring entity.

We understand this Bid Securing Declaration shall expire if:-

- (i) we are not the successful Bidder;
- (ii) the execution of agreement for procurement and performance security is furnished by us in case we are successful bidder;
- (iii) Thirty days after the expiration of our Bid.
- (iv) the cancellation of the procurement process; or
- (v) the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

Signed: -----



Name: -----

In the capacity of: -----

Duly authorized to sign the bid for and on behalf of:

Dated on day of

Corporate Seal

[Note: In case of a Joint Venture, the Bid Securing Declaration must be signed in name of all partners of the Joint Venture that is submitting the bid.]

-----X-----



6. SELF DECLARATION OF NO BLACKLISTING

(To be furnished on Bidder's Letterhead.)

To,

The AGM (DP&C)

TSECL

Bidyut Bhawan, North Banamalipur

Agartala, West Tripura

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

- a. possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Discom.
- b. have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c. is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d. does not have any previous transgressions with any entity in India or any other country during the last three years
- e. does not blacklisted by any of the Central/State power utilities in India for fraudulent and corrupt practices
- f. should be qualified, not insolvent, not be in receivership, not be bankrupt, or being wound up, should not have affairs administered by a court or a judicial officer, should not have business activities suspended, should not be blacklisted or debarred in last 5 years by any utility/ government agency, should not have a conflict of interests, should not the subject of legal proceedings for any of the foregoing reasons.
- g. does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to



their qualifications to enter into a contract within a period of three years preceding the commencement of the contract, or not have been otherwise disqualified pursuant to debarment proceedings.

- h. does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i. will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoT my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled

Thanking you,

Signature.....

In the capacity of.....

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

Seal of the Organization: -

Date.....

Place.....



Section-9 FORMAT FOR FINANCIAL BID SUBMISSION

(Not to be filled here)

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



Section-10 ANNEXURES- BILL OF MATERIAL

1. Bill of Material for Hardware to be deployed:

List of hardware to be deployed in each office:

2. Bill of Material for the Software to be deployed:



**Section-11 ANNEXURES- BANK GUARANTEE AGAINST UNDERTAKING FOR
ELECTRICAL CONTRACT LICENSES**

(On Tripura Non-Judicial Stamp Paper worth Rs. 0.25% of Bank Guarantee Value)

To,

The AGM (DP&C)

TSECL

Bidyut Bhawan, North Banamalipur

Agartala, West Tripura

Dear Sir,

Whereas TSECL, Agartala (hereinafter called the Purchaser) has issued a tender enquiry under RFP/NIT No. **for** Setting up of Smart Centralized Customer Care Centre System on SaaS (System as a Service) basis under Revamped Distribution Sector Scheme (on OPEX mode)..

Whereas M/s _____ (hereinafter called the bidder) has furnished a bid for implementation of _____ to the AGM DP&C, TSECL, Agartala or his nominated officer(s).

Whereas in accordance with the provision of the RFP of the aforesaid NIT/RFP No._____, the bidder can deposit a bank guarantee for undertaking to furnish the Electrical Contractor licenses issued by Electrical Inspectorate of Govt. of Tripura within 2 months from the date of award of contract.

Whereas M/s _____ (the bidder) have requested us (Name of the Bank) to furnish the bank guarantee, for undertaking to furnish the Class 'A' or Class 'B' electrical contract licenses issued by Electrical Inspectorate of Govt. of Tripura as and when Electricity Inspector will issue the License, for an amount equivalent to Rs._____ (in words also) only.



Under this Bank Guarantee, we (Name of the Bank) hereby undertake unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to the purchaser on his first demand without whatsoever right of objection on our part and without his first claim to the bidder, in the amount not exceeding (amount of guarantee in figures and words).

Payment pursuant to this undertaking will be demanded by the purchaser from the Bank and will be met by the Bank without question in the case in which the bidder, on receipt of the order and/ or after the acceptance of this tender, makes default in furnishing the required Licenses issued by Electrical Inspectorate of Govt. of Tripura.

The liability of the Bank shall not at any time exceed Rs. _____ (Rupees _____).

The undertaking will be determined on but will not withstanding such determination, continue to be in force till the expiry of 12 months from that date.

No indulgence or grant of time by the purchaser to the bidder without the acknowledgement of the Bank will discharge the liabilities of the Bank under this guarantee.

The guarantee herein contained shall not be affected by any change in the constitution of the bidder.

All disputes arising under the said guarantee between the Bank and the bidder or between the bidder and the purchaser pertaining to the guarantee shall be subject to the jurisdiction of Courts only at AGARTALA in Tripura.

The Bank further undertakes not to revoke this guarantee during its currency except with the previous consent of the AGM DP&C, TSECL, Agartala.

Notwithstanding anything contained herein before, the Bank's liability under this guarantee i.e. restricted to Rs. _____ (Rupees _____) and the guarantee shall remain in force upto _____. Unless demand or claim in writing is presented on the Bank within three months from that date, the Bank shall be released and discharged from all liabilities there-under. However, the validity of the bank guarantee shall be extended as and when required by the purchaser.



IN WITNESS WHEREOF the Bank has executed these presents the day
_____ month _____ and year _____.

Yours faithfully,

(Bankers)

EXECUTANT

Witnesses:

1.

2.



Section-12 ANNEXURES PERFORMA FOR PERFORMANCE BANK GUARANTEE FORM

On non-judicial stamp paper worth Rs.0.25% of B.G. Value/- of Govt. of Tripura)

Format for BG against Performance Guarantee / Security Deposit

(To be stamped in accordance with stamp Act)

Ref.

Bank Guarantee No.

Date

To
Tripura State Electricity Corporation Limited
Bidyut Bhavan, North Banamalipur,
Agartala – 799001,
West Tripura.

Dear Sir,

In consideration of Tripura State Electricity Corporation Limited (hereinafter referred to as the 'Owner', which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s with its registered / Head office at(hereinafter referred to as 'Contractor' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issued of Owner's Letter of Award No..... dated..... and the same having been acknowledged by the Contractor, resulting in a Contract bearing No.datedvalued atfor(scope of contract) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent tobeing (%) per cent) of the said value of the Contract to the Owner.

We,..... (Name & Address) having its Head Office at.....(hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators , executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any or all monies payable by the Contractor to the extent ofas aforesaid at any time up to



..... ** (see in note below) (days/month/year)
without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor.

Any such demand made by the Owner on the bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under the guarantee, from time to time to extend the time for performance or the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to for bear to enforce any covenants, contained or implied, in the Contact between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be released to its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing what so ever which under law would, but for this provision have the effect of relieving the Bank.

The bank also agrees that the Owner at its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and not withstanding any security or other guarantee the Owner may have in relation to the Contactor's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted toand it shall remain in force upto and includingand shall be extended from time to time for such period (not exceeding one year), as may be desired M/son whose behalf this guarantee has been given.

Dated this day of200..... At

WITNESS

.....

(Signature)

(Signature)



.....

(Name)

(Name)

.....

(Official Address)

(Official Address)

Attorney as per Power

Of Attorney No.

Date

NOTES:

- The sum shall be 'ten per cent (10 %)' of the Contact Price.
- The claim date will be ninety (180) days after the end of date of 'Warranty Period' as specified in the Contract.
- The Stamp Papers of appropriate value shall be purchased in the name of issuing Bank.



ANNEXURE FOR EMD BANK GUARANTEE FORMAT

FOR TENDER NO. _____

BANK GUARANTEE ON NON-JUDICIAL STAMP PAPER OF Rs.100)

WHEREAS M/s. _____ (Name and Address of the Firm) having their registered Office at _____ (Address of the Firm's registered Office) (hereinafter called the Tenderer) wish to participate in the Tender No. _____ for _____ of (supply / Erection / Supply & Erection / Work) of _____ (Name of the material / equipment / work) for _____ Tripura State Electricity Corporation Limited and WHEREAS a Bank Guarantee for (hereinafter called the "Beneficiary") Rs. _____ (Amount of EMD) valid till _____ (mention here date of validity of this Guarantee which will be 4 (FOUR) months beyond initial validity of Tender's offer) which is required to be submitted by the Tenderer along with the Tender.

We, _____ (Name of the Bank and address of the Branch giving the Bank Guarantee) having our registered Office at _____ (Address of Bank's registered Office) hereby give this Bank Guarantee No. _____ dated _____ and hereby agree unequivocally and unconditionally to pay immediately on demand in writing from the Tripura State Electricity Corporation Limited or any Officer authorized by it in this behalf any amount not exceeding Rs. _____ (amount of EMD) (Rupees _____) (in words) to the said Tripura State Electricity Corporation Limited on behalf of the Tenderer.

We, _____ (Name of the Bank) also agree that withdrawal of the tender or part thereof by the Tenderer within its validity or non-submission of Security Deposit by the Tenderer within one month from the date of tender or a part thereof has been accepted by the Tripura State Electricity Corporation Limited would constitute a default on the part of the Tenderer and that this Bank Guarantee is liable to be invoked and encashed within its validity by the Beneficiary in case of any occurrence of a default on the part of the Tenderer and that the encashed amount is liable to be forfeited by the Beneficiary.



This agreement shall be valid and binding on this Bank upto and inclusive of _____ (mention here the date of validity of Bank Guarantee) and shall not be terminated by notice or by Guarantor change in the constitution of the Bank or the Firm of Tenderer or by any reason whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alterations made, given, conceded with or without our knowledge or consent by or between the Tenderer and the Tripura State Electricity Corporation Limited.

NOT WITHSTANDING anything contained hereinbefore our liability under this Guarantee is restricted to Rs. _____ (amount of EMD) (Rupees _____ (in words)). Our Guarantee shall remain in force till _____ (date of validity of the Guarantee). Unless demands or claims under this Bank Guarantee are made to us in writing on or before _____ (date should be 1 month after the above validity period of BG), all rights of Beneficiary under this Bank Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

Place :

Date :

Please mention here complete Postal Address of the Bank with Branch Code, Telephone and Fax Nos.

Signature of the Bank's authorized Signatory with Official Seal.

NAME OF DESIGNATED BANKS:

Any scheduled bank guaranteed by Reserve Bank of India.