



TENDER NOTICE NO.WESCO/SPOT BILLING/01 DATE:23.12.2016

TENDER SPECIFICATION

FOR

“MOBILE PHONE (PHOTO BASED) SPOT BILLING IN WESCO”

- 1. Date & Time for selling of tender documents: *Dt.23.12.2016 to Dt 14.01.2017 up to 1.30PM***
- 2. Pre-bid Meeting to be held on: *Dt.06.01.2017 at 3.30 PM***
- 3. Reply to the Pre-bid queries: *Dt10.01.2017***
- 4. Last Date & Time for submission of Tender: *Dt. 14.01.17 up to 3.30 PM***
- 5. Date & Time of Opening of Tender (Technical): *Dt. 14.01.17 at 3.30 PM***

Place: Head Office, WESCO, Burla, Sambalpur – 768017, ODISHA.

TENDER NOTICE

Tender Specification No: WESCO/Spot Billing/01

Date: 23.12.2016

For and on behalf of the WESCO Utility the undersigned invites sealed tenders in two parts from eligible registered Agencies / Firms / companies to undertake "Mobile Phone (Photo based) Spot Billing" activities in WESCO Utility including meter-reading, bill generation & bill delivery to the consumers in [Sambalpur, Jharsuguda, Bargarh, Bolangir, Sonepur, Kalhandi, Deogarh and Nuapada Districts] in respect of Single Phase Consumers [approximately 9.03 Lakhs consumers] across [12 Electrical Distribution Divisions].

The number of consumers to be covered under each Division is given below:

Sl No.	Circle	Division	Status of Division	Nos. Of Live Consumer in Rural Area	Nos. Of Live Consumer in Urban Area	Total
1	Sambalpur	SAMBALPUR	URBAN/Semi-Urban	10555	32516	43071
		JHARSUGUDA	Rural	49757	28062	77819
		DEOGARH	Rural	36433	8355	44788
		BRAJARAJ NAGAR	Rural	17365	15118	32483
2	Bargarh	BARGARH	Rural	71381	16611	87992
		BARGARH(W)	Rural	92774	9004	101778
3	Kalahandi	KEED	Rural	71152	13860	85012
		KWED	Rural	77647	3743	81390
		NUAPADA	Rural	55096	18468	73564
4	Bolangir	BOLANGIR	Rural	55277	18445	73722
		TITLAGARH	Rural	95604	15560	111164
		SONEPUR	Rural	77423	12944	90367
				710464	192686	903150

Note: The divisions have been broadly divided into two categories i. Urban / Semi-urban (30% or above consumers belonging to Urban area) and ii. Rural (less than 30% consumers belonging to Urban area).

While assessing number of consumers as above, care has been taken to exclude the areas under Franchisee operation as of date. However, WESCO may withdraw from said franchise operation and allocate such consumers to the selected spot billing agency at any point of time and accordingly number of consumer coverage under the proposed area to be covered under Mobile based Spot Billing, may undergo change. The quantum of job may therefore vary in specific occasion due to changing requirement of WESCO and change in consumer strength.

The tender papers can be had from the undersigned at the above address or downloaded from our web-site www.wescoodisha.com on payment of the non-refundable cost of Tender Paper indicated below. In case of downloading of Tender the DD towards Tender Papers shall be submitted along with the bid or else the bid will be rejected outright. The EMD details are also indicated below.

Cost of Tender Paper	<p>Rs 5000 + 5% VAT i.e. Rs 5250 for each Division in shape of DD in favour of "Administrator,WESCO Utility." payable at Sambalpur from a scheduled Bank.</p> <p>N.B: Cost of Tender shall be fully exempt for the local SSI units located in the state of Odisha having valid registration in D.I.C /NSIC. It is also applicable for Consortium of SSI units</p>
EMD Details	<p>Rs 1,00,000 for each Division in shape of DD in favour of "Administrator,WESCO Utility." Payable at Sambalpur.</p> <p>N.B: Local SSI units located in the state of Odisha having valid registration in D.I.C/NSIC on the date of submission of the tender shall be allowed to deposit 25% of EMD amount as prescribed above. It is also applicable for Consortium of SSI Units.</p>

SCHEDULE OF PROGRAMME:-

Date & Time for selling of tender documents	Dt. 23.12.2016 to Dt 14.01.2017 up to 3.30PM
Pre-Bid Meeting at Corp. Office of WESCO, Burla.	Dt. 06.01.2017 at 3.30 PM
Reply to the Pre-bid queries	Dt. 10.01.2017
Last Date & Time for submission of Tender	Dt. 14.01.2017 up to 3.30 PM
Date & Time for Opening of Tender (Technical Bid)	Dt. 14.01.2017 at 3.30 PM

In the event of specified date for the sale, submission or opening of Tender being declared as holiday for WESCO, the Tender will be sold / received / opened at the appointed time on the next working day. WESCO also reserves the right to accept or reject any or all tenders without assigning any reason thereof, if the situation so warrants. WESCO also reserve the right to change latter terms and conditions mentioned in the tender documents.

For detail Tender Specification & Terms and Conditions and subsequent corrigendum / amendments please visit our website www.wescoodisha.com,

Chief Operating Officer
WESCO Utility, Burla

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A. INTRODUCTION

WESCO Utility is engaged in the business of distribution of electricity covering around 48000 Sq. KM area, and is catering to around 13 lacs consumers in nine districts of Odisha (Sundergarh, Bargarh, Sambalpur, Bolangir, Sonepur Deograh, Jharsuguda, Kalhandi, and Nuapada) covering 17 Electrical Divisions.

In order to improve the quality of services of the existing and future consumers and to improve the revenue, WESCO-Utility is desirous to outsource the Mobile Phone (Photo based) Spot Billing services, Circle-wise (for each Division), in a phased manner from reputed and well experienced organizations with the objective to improve operational efficiency of the Distribution system and provide quality service to its consumers across all the Divisions / Districts in due course.

The selected Agency shall be engaged for a period of three (3) years subject to renewal of their services at the end of 1st Year and 2nd year based on their performance.

B. SCOPE OF WORK

The correct meter reading and correct billing is the back bone for survival and growth of any Electricity Utility. This outsourcing of services is intended to ensure that, the meters are read in-time & correctly, the consumers are billed correctly and delivered with the bills properly for the energy consumed by them.

The Scope of work shall consist of three activities namely; Meter Reading, Spot Billing and Bill Distribution at the premises of the consumers, to be carried out by the agencies on monthly basis, as per the approved Schedule.

The entire job covers the following;

- a) Monthly meter Reading through Photography and Data punching by using GSM based Android mobile phones (provided with GPRS enabled SIM cards) with pre-loaded WESCO billing soft-ware.
- b) Spot-Billing i.e. Bill generation, Printing by hand held Thermal printers and Bill delivery at the premises of the consumers on monthly basis.
- c) The agency has to ensure that, billed data are uploaded at WESCO server on on-line basis and in case the billing-area is not covered within the network area of the service provider of SIM (GPRS enabled), the same shall be uploaded to the WESCO's server soon after the meter reader enters into service coverage area.
- d) In case of urban areas, Meter-photos taken by the meter readers are to be uploaded in the WESCO server on the same day and within two days, in case of rural areas.
- e) While taking the photo of the meter, the meter reader shall ensure that the photo image must be clearly visible, showing (i) Meter Sl. No. (ii) Energy reading (KWH) (iii) Sealing of Meter.
- f) The meter reader shall put Maximum Demand (MD) recorded in the meter (in case of Static energy meter) while taking meter reading in the pre-defined code of the soft-ware.
- g) Pre-printed stickers indicating consumer Number is to be pasted on the consumer's meter,

consumer premises and the meter box wherever necessary (One time) and collect mobile number of the consumers collected in the beginning.

The Agency shall be solely responsible for arranging the required Hard-ware and stationeries support such as Mobile with GPRS enabled GSM SIM, Mobile external memory cheap (8GB), Thermal Printer, thermal Paper etc. to be used for billing at their own cost. No other soft-ware excepting the WESCO's billing soft-ware shall be used by the Agency for Mobile Billing. The minimum specification of the android mobile phones and hand held Bluetooth direct thermal printers for implementation of mobile phone based spot billing application is annexed at **Annexure (III)**.

C. QUALIFYING REQUIREMENT:

C.1. Technical Qualification:

1. For Urban / Semi-urban divisions, the bidder should have at least one year's experience on the date of Tender Notice in the meter reading activity in power distribution companies covering at least 50% of the consumers for the division for which he has quoted.
2. i. For rural divisions, the bidder should have at least one year's experience on the date of Tender Notice in the meter reading activity in power distribution companies, covering at least 30% of the consumers for the division for which he has quoted.
OR
ii. The bidder should have at least one year's experience on the date of Tender Notice in the supply of manpower for any labour intensive job such as security, cleaning, housekeeping, operation & maintenance, meter installation/replacement services. The minimum number of manpower engaged in such activities at any point of time shall not be less than 50% of the manpower requirement, calculated based on one-manpower per 1000 nos. of consumers of the division, for which the bidder has quoted.

Note: The divisions will be broadly divided into two categories i. Urban / Semi-urban (30% or above consumers belonging to Urban area) and ii. Rural (less than 30% consumers belonging to Urban area).

3. Firm who are debarred / black listed in other utilities in India will not be considered.
4. The bidder should have P.F. / E.S.I / Labour license / Service Tax / Sales Tax registration (Photocopy of the certificate to be enclosed) according to the Acts of Govt./Labour laws.
5. The bidder must have either its registered office or one of the branch office located within the State of Odisha.
6. No consortium or Joint Venture is allowed.
7. Out-side Bidders are allowed to participate in the bidding process provided,
 - i) Out-side bidders have to open their office in Odisha State within 15 days after qualifying the Tender.
 - ii) Out-side bidders have to produce Labour License of Odisha state within 15 days after qualifying the Tender.

WESCO reserves the right to carry out technical capability/infrastructure assessment of the bidder by inspection or by any other means and Utility's decision shall be final in this regard. The bidder must enclose the copies of the work Orders and client certification in support of qualifying experience mentioned at 1 & 2(i) and P.F. statement in support of deployment of manpower as stated at 2(ii) WESCO may insist for additional documents in proof of the above.

C.2. Financial Qualification:

1. The bidders should have:
 - i. Annual turn-over of minimum Rs. 60 lakhs in related activity of meter reading, billing in Power Distribution companies and / or supply of man-power for any labour intensive job mentioned in C.1.2(ii), above, in any one financial year out of immediate last three (3) financial years ending 2015-16. In case the Audited Annual Accounts is not available for 2015-16, Annual turn-over for immediate last three Financial Year ending 2014-15 shall be considered.
 - ii. Positive net worth at the end of last financial year i.e. 31.03.2016. In case the Audited Annual Accounts is not available for 2015-16, Net-worth as of 31.03.2015 shall be considered.
 - iii. Working Capital arrangement of Rs 20 lakhs comprising of cash and bank balance, unencumbered Fixed deposit with commercial Banks as on 31.03.2015 or 31.03.2016 as the case may be and unutilized credit facility available from commercial Banks as on 30.11.2016.
2. Also the bidder shall furnish the following commercial document with the bidding document
 - Audited Balance sheet and Profit & Loss account (for last 3 years) i.e. 2013-14, 2014-15 & 2015-16 or for 2012-13, 2013-14 & 2014-15, as the case may be (in the activities mentioned in Financial Qualifying Requirement).
 - Turnover Certificate by a C.A for last three financial years based on the Audited Annual Accounts.
 - Income tax Return of last three financial years ending 31.03.2015 or 31.03.2016 as the case may be.

D. INSTRUCTION TO BIDDERS AND TERMS & CONDITIONS

D.1. Preparation of Tender:

1. The Tender Document with schedule of specifications along with detail terms & conditions can be obtained from the **Head Office, WESCO Utility, Burla** against demand draft of Rs.5,000/- plus 5% VAT, totalling to Rs.5,250/- drawn in favour of Administrator WESCO Utility, payable at Sambalpur from a scheduled bank.

N.B: Cost of Tender shall be fully exempt for the local SSI units located in the state of Odisha having valid registration in D.I.C /NSIC. It is also applicable for Consortium of SSI units.

2. The tender documents can also be downloaded from the website “www.wescoodisha.com”. In case tender papers are downloaded from the above website, then the bidder has to enclose along with the offer (Original Technical Bid) a demand draft for Rs.5,250/-, drawn in favour of Administrator WESCO Utility, payable at Sambalpur.
3. The interested agency are required to provide their response to this Tender **Division-wise in two parts**, namely; A. Technical Bid B. Financial Bid.

A. Technical Bid, It shall contain the approach to this engagement, the methodology that they propose to follow, their competencies and skills to carry out this assignment, their credentials on similar work performed, the team leader they propose for this engagement and their qualifications to carry out this engagement etc. The Technical Bid and Financial Bid together should be submitted by the last date of submission and in the prescribed format (**Annexure - I**).

B. Financial Bid, It shall contain the price that the agency propose for this engagement, worked out on a “**per consumer**” basis inclusive of all Taxes and Duties, excepting Service Tax which would enable objective comparison of the financial bids of various parties submitting their bids in response to this Tender **in the prescribed format (Annexure – II)**. Any price bid not submitted as per the prescribed format or submitted containing condition shall be summarily rejected and not considered for evaluation.

4. The Agency(s) need to submit division-wise two copies of their Technical Bid, and one copy of the financial Bid, in separate sealed envelopes (technical Bid in one sealed cover with marking as Technical bid and financial bid in a separate envelope with marking as Financial Bid). Both these sealed envelopes should be sealed together in a larger envelope super scribing the Tender specification number, name of division and date of Tender opening.
5. Earnest Money Deposit of Rs. 1,00,000/- (Rupees one lakh) only per Division in shape of Demand Draft in favour of “Administrator WESCO Utility” , payable at Sambalpur should be enclosed along with the original Technical bid. Tender without EMD shall not be considered. Payment of Earnest Money by “Cheque” shall not be accepted. The Earnest Money Deposit will be forfeited in case successful bidder fails submit Performance Guarantee and execute the contract agreement within one month from the date of award of the contract.

N.B: Local SSI units located in the state of Odisha having valid registration in D.I.C/NSIC on the date of submission of the tender shall be allowed to deposit 25% of EMD amount as prescribed above. It is also applicable for Consortium of SSI Units.

6. The prospective bidders are invited to attend the Pre-bid Meeting scheduled to be held on Dt. **06.01.2017 at 3.30 PM at the Head Office of WESCO Utility, Burla, Sambalpur.**

7. Last date of submission of tenders will be **Dt. 14.01.2017 up to 3.30 PM & the Technical bid will be opened on the same date at 3.30 PM.**
8. The Technical bid should carry photocopies of documents in support of what is stated in the prescribed format (Annexure – I). The bid not accompanied with such credentials shall be treated as invalid.
9. The bidder shall deem to have studied and understood the specifications and all other documents attached to the bid documents on his having filled in the tender.
10. The quoted price shall be escalated @ 5% per annum on compounded basis for the 2nd and 3rd year of the operation of the contract.
11. The bidder on award of the contract will have to submit a performance guarantee at the rate of 10% of the estimated value of contract based on number of consumers mentioned in the Tender Notice by way of Bank Guarantee from a scheduled Commercial Bank with validity for 15 months from the date of the award of the contract. On renewal of the contract at the end of 1st year and 2nd year from the date of award of the contract, the successful bidder shall extend the Bank guarantee for additional 1 Year on each occasion. If the number of consumers increases or decreases by more than 10% of the original contract the value of Bank Guarantee for performance guarantee shall be varied correspondingly by the successful bidder. The selected bidders, if they so desire can submit FDR of equivalent amount and period in their name obtained from a scheduled commercial Bank in line of performance Bank Guarantee duly pledged in favour of WESCO.
12. Tenders that do not fulfil any of the conditions or are found incomplete in any respect are liable for rejection.
13. WESCO reserves the right to accept or reject any tender without assigning any reasons.
14. Income tax (TDS) and Works Contract Tax (TDS), if applicable, at appropriate rate will be deducted from the Agency's invoice at the prevailing rates unless the necessary exemption certificate from the Income Tax or Commercial Tax department for the purpose is produced well in time.
15. The bidder on placement of the work order containing the contract conditions shall within the prescribed period have to execute a contract agreement on the prescribed standard form of WESCO .
16. The jurisdiction of work is licensed area of WESCO.

D. 2. Pre-bid Conference:

It is proposed to have a pre-bid conference at WESCO Utility Head Office, Burla, Sambalpur on **06.01.2017 at 3.30 PM**. The interested parties can send an authorised representative to the Pre-bid Conference with due written authorisation. The authorised representatives

would be free to seek clarifications to the terms and conditions contained in this document preferably in writing and the same along with queries raised in the meeting shall be discussed during the Pre-bid Conference. Nodal officers of WESCO and/ or their authorised representative(s) would make all possible efforts to respond to the queries or clarifications sought and publish the replies of queries in the web-site in a summary-form for information of all prospective bidders. Any unsolicited clarification sought by the Bidder, not in response to WESCO's query or not with reference to pre-bid meeting shall not be entertained by WESCO.

Bid Contact Person: AGM (Franchisee)- Ph. no. 9437245872.

Clarification sought for pre-bid meeting should be addressed to:

***Chief Operating Officer
Corporate Office, WESCO,
Burla, Sambalpur
ODISHA.
Email - wescofranchiseecell@gmail.com***

D. 3. Evaluation of Technical and Financial Bids:

1. WESCO reserves the right to seek clarification from any bidder who has submitted bid for clarification on specific points in the bid.
2. The technical bid will be evaluated at first instance. The bidder who satisfies all the qualifying requirements shall be considered as "Techno-Commercially" qualified bidder and price bid in respect of those bidders shall only be opened and price bid of others will be returned to respective unsuccessful bidders un-opened.
3. The financial qualifying requirement in respect of Annual Turn-over of Rs 60 lakhs and Working Capital arrangement of Rs 20 lakhs are prescribed per Division. For the Bidder to be eligible for more than one Division, cumulatively he has to satisfy such financial qualifying criteria for those Divisions which would be termed as his Bid capacity expressed in number of Divisions. **The maximum Bid capacity shall be six (6) numbers of Divisions in the DISCOM.**
4. The Price Bid submitted by the Bidders shall be opened and evaluated by WESCO sequentially in the descending order of numbers of consumers in the Division.
5. Before Price Bid opening for a particular division, the Bid capacity of the Bidders shall be considered. If the Bidder does not meet the Bid capacity, his Bid will not be opened. For this purpose, the earlier Divisions for which the price bids have been opened sequentially and the bidder has been selected "L1" bidder shall be taken into consideration.
6. Work Orders will be awarded Division-wise based on "L1" price quoted by Techno-Commercially responsive bidders, provided the price is reasonable.

D. 4. Deadline for submission of Bids:

The completed technical and financial bid must be received by **Dt.14.01.2017 up to 3.30 PM & the Technical Bid will be opened on the same date at 3.30 PM** and should be valid for 6 months from the date of opening of the price bid. Bids received in the Head Office of WESCO Utility after the due time and date will be unacceptable and returned to the sender unopened.

E. OPERATIONAL GUIDELINES:

1. Spot Billing shall be done for all single-phase Domestic, General Purpose (GP), Specific Public Purpose (SPP), Kutir Jyoti (KJ), Allied Agriculture, Irrigation & Agriculture customers etc. The Spot Billing Agency will optimize the overall process and ensure quality and time bound results. Bill generation and delivery of bills shall be carried out on the spot using GSM based Android phones (GPRS enabled SIM card) and thermal printers having provision of image-printing in the bill as per minimum specification attached at **Annexure – III**.
2. The agency shall achieve consumer coverage of 100% over a period of 3 months. The penalty and incentive will be applicable from 4th month and onwards. The agency shall ensure progressive growth of billing MU in every part of the assigned area of work.
3. The meter reading, image of meter, bill generation and bill distribution, shall be conducted sequentially as per existing route cycles, preferably as per distribution transformers (DTs). DT wise binders shall be prepared by the agency showing DT wise customer's identification and handed over to WESCO for carrying out required change in the master data in the data base **within three billing cycles**. Distribution Transformer wise customers list shall be prepared and the existing cycles shall be redefined and updated information shall be maintained by WESCO in future.
4. The agency shall download the updated data on monthly basis from the WESCO server in the mobile phone for the purpose of billing.
5. The agency shall submit the meter readers ID along with photo to our IT centre well in advance for downloading the data from the server.
6. The Mobiles shall have preloaded billing data in each month. The meter reader shall enter current reading and the instrument shall calculate the bill as per the prevailing tariff structure and print the bill containing various heads of charges and other related information including the image of the meter displaying the KWh record & meter number in a bill format approved by WESCO.
7. The meter readers engaged by the agency shall also note down the following incriminating points at site by using pre defined codes allotted.
 - Consumer not in the billing fold
 - Meters found missing or defective

- Meter having different serial no. and make
- Meters without seal, Seals tampered
- Meters without Terminal covers
- Meter not accessible (separate list to be provided)
- Ghost consumer list (consumers are existing in the database but actually not in the field)
- Binder number need to be changed (consumer number existing in one binder is required to be transferred to another binder)
- Suspected by-passing and / or extension of power
- Load to be enhanced
- Category to be changed
- Disconnected but availing power
- Meter is running at site and defective in data base
- Meter installed but Line not charged
- Type of meter (Static / Electro-magnetic)
- Status of service wire-whether peeled off or directly tapped etc.

8. In case of any short coming noticed in the work i.e. taking wrong reading/status, the Spot Billing Agency will be penalized on this account to the tune of loss sustained by WESCO. The complaint may come from the Consumer side or from WESCO side. The quantum of penalty shall attain its finality only after due verification of the complained matter is carried out by the Engineer–In-Charge of the Distribution Division.
9. Care must be taken by the meter readers to keep the “House lock “cases to the minimum (tending to zero). The following sequence of activities shall be carried out in addressing the “ House Lock” cases:
 - a) In case of “House Lock” cases detected by the Meter reader in the 1st month, no bill shall be generated on the spot by the meter reader.
 - b) After the meter reader completes reading of all consumers allotted to him, he shall make a second visit during the same month to the premises reported under “House Lock” by him during his first visit.
 - c) During the 2nd visit, if the consumers are available, actual reading shall be taken and bill shall be served accordingly. In case the status remains as such i.e. house locked, provisional bill shall be generated by the meter reader by capturing photograph of door locked.

Out of total cases still found under “House Lock” status, even after paying

second visit by the meter reader, at least 50% premises of the consumers shall be checked by the supervisor of the agency, to verify the authenticity of the meter reader's report. A suitable MIS, in the said regard shall be submitted to the WESCO Utility in every month.

- d) In the next month the meter reader shall try to take actual reading of all pending house lock cases detected in the previous month. If the house is again found locked then the meter reader shall serve notice to the consumer in prescribed format (by way pasting the notice on the premises) to remain present for meter reading on the date of his planned 2nd visit (during the month).
- e) During the 2nd visit of the meter reader if the house continues to remain under lock, the meter reader shall generate provisional billing by capturing photograph of the door locked. However, he shall submit the list of such consumers (premises remaining locked even after the issue of notice) to concerned JE / SDO through their supervisor for disconnection of power supply after inspection by supervisor. The supervisor shall deal the list of consumers for disconnection of power supply in House Lock cases.

Note: *No separate remuneration shall be paid to the agency for the 2nd visit and supervisor's visit as stated above which is deemed to be included in the quoted price (not envisaged in the price format).*

- 10. The bidder shall ensure regular and prompt uploading/downloading/push loading of meter reading data and image of the meter to the WESCO billing system/server. WESCO reserves the right to amend the meter reading schedule as and when required.
- 11. The Spot Billing Agency shall maintain adequate data security so that no data of WESCO can be changed or transferred to anybody without prior approval of WESCO.
- 12. Billing Data uploading / downloading to WESCO Utility system will be on on-line basis.
- 13. WESCO shall make payment to the Spot Billing Agency per consumer basis on quality deliverables only. It shall be the responsibility of the agency to ensure 100% billing through Mobile Phone (Photo based) Spot Billing in every part of the assigned area . If the House Lock cases are found to be more than 05% of the total consumers billed under a particular Division, then the claim amount for the Spot Billing consumers billed under House Lock over and above 05% of the billed services shall not be paid.
- 14. If the House Lock cases in a particular month are more than 20% of total consumer then the total house lock cases shall be deducted while making payment to the agency.
- 15. In case of consumer billed on average basis, the supervisor of the agency shall verify (capture separate photo) minimum 50% of all such consumers in a month and shall submit report to concerned SDO on monthly basis.
- 16. Spot billing Agency should maintain all the requisite resources in terms of manpower, Hard-ware and consumable etc. at different places (Sub-division level).
- 17. The agency should deploy one meter reader for every 1200 consumers for Urban / Semi-urban Divisions or part thereof and for Rural Divisions one meter reader for every 1000 consumers or part thereof. In addition to the above said meter readers, the agency has to keep minimum 5% of the number of meter readers as leave reserve and another 5% as

Supervisors to oversee the meter reading and related works. The agency may accordingly organise and deploy requisite man power on this account.

18. The persons to be deputed for meter reading/billing should not be less than 18 years of age.
19. The meter readers and in- charges, supervisors should understand and speak in local language (Odia) and in addition to it, they should possess working knowledge in understanding the languages of English & Hindi for interacting with the customers.
20. The deputed personnel should be polite with customers and should be able to address customer grievances about the bills issued.
21. It will be mandatory for employees of Spot Billing Agency to display the Identity Card issued by the Competent Authority of the Agency.
22. The Meter readers shall be rotated in every 6 months in consultation with WESCO or in between, if advised by WESCO.
23. WESCO will carry out independent checks, as and when required.
24. Sufficient no. of coordinators will have to be employed by Spot billing agency to ensure smooth working and coordination with different WESCO offices.
25. Besides meter reading work, WESCO may ask the agency to provide some additional services related to the consumer service. All such services will be separately paid on mutually agreed rates.

F. Establishment, Data Compilations and Reports:

- i. Spot Billing Agency would have to establish required official set up at suitable Sub-divisional Head-quarters, for smooth execution of the contract. Such official set up must be equipped with adequate supervisory man power and communication support system for smooth execution of the project.
- ii. Spot Billing Agency would engage an experienced Project Manager to report to the nodal officer appointed from WESCO side for regular discussion and update on project status.
- iii. Spot Billing Agency shall use WESCO's software application of different MIS for monitoring the performance of the meter readers / Supervisor.

G. INCEPTION REPORT:

In order to ensure better execution of work in a scientific and managerial way, the successful bidder shall have to furnish an inception report within 15 days of awarding of contract. The report shall contain the followings

1. List of resources to be deployed for the purpose of successful execution of the contract.
2. Detailed list of Inputs to be provided by WESCO.
3. Obligations to be completed by the agency for the execution of work.
4. Detailed methodology to be adopted to execute the work in-line with the scope of the tender.
5. Finalization of input format and output format and reporting format in consultation with

WESCO to provide MIS reports and deliverables envisaged in the tender.

Based on the inception report by the agency, minutes of meeting will be drawn between WESCO officials and the agency for the road-map to be followed for smooth execution of the work within the broad frame work of the contract for approval by the Nodal officer of the WESCO for uniform application of guidelines in different divisions of WESCO.

H. OPERATIONAL DATA SECURITY;

H.1. Security:

- a. The Spot Billing Agency shall ensure absolute data security in handling Utility's operational data and Applications, which includes.
 - i. Authorization,
 - ii. Data integrity and users' confidentiality and privacy; complete protection from misuse / fraud.
 - iii. Data Security.
- b. In transit by providing the ability to execute secure, authenticated, two-way transactions as well as ensuring that all other data is encrypted beyond the reasonable threat of a successful force attack

H.2. Support:

The Spot Billing Service provider must offer technical support and query resolution through email. There should be single point of contact for any query resolution from Spot Billing Agency's end.

H.3. Data Backup:

The Spot Billing Agency shall make regular backups of all spot billing transactions related data. The Spot Billing Agency shall make backups available to authorized personnel at the operation centre and/or WESCO authorities upon request.

I. RESPONSIBILITY OF WESCO:

- I. Providing necessary commercial and revenue information and billing & collection data bases of consumers for the past period.
- II. Providing relevant authorizations and other administrative assistance for problems encountered for the officials of the agency.
- III. Identification of appropriate officers to be responsible for verification and validation of the information/ reports to be submitted by the agency(s).
- IV. Regular and timely payment to the agency and ensure ultimate payment to the meter readers and their supervisors.
- V. Timely submission of data for downloading in the mobile phone and software support.

J. THE AGENCY SHALL:

Submit a Weekly report to the Nodal Officer of WESCO and intimate the name of the personnel who can be contacted for immediate discussions / provide clarifications and decision-making support as and when needed.

1. The Agency will have to furnish the meter reading programme in hard copy to concerned JE, SDO and Executive Engineer along with the name of meter-reader prior to starting the monthly meter reading in a particular assigned area.
2. The Agency shall not undertake distribution of any other advertisements, pamphlets / leaflets, etc along with the electricity bills.
3. The Agency shall also specify the particulars of personnel / meter readers deployed by him.
4. During the pendency of the contract if WESCO wishes for adoption of newer technology in the field of Photo Billing, the extra time and cost involved for such new technology shall be mutually discussed and paid by WESCO.
5. The personnel engaged by the Agency shall be deemed always as their employees and WESCO is not concerned with their engagement conditions and the remuneration. The agency should obtain from every personnel an undertaking that they will not claim any benefits from WESCO at any time and furnish the same to WESCO before commencing the Contract.
6. WESCO would not consider cases of "Address Not Traceable" as a valid excuse for missing meter-readings, unless the Agency is able to establish its case before the concerned field officer.
7. The Meter Reader should try to clear all doubts of the consumer on the spot, such as - details about readings, units consumed, etc if asked by the consumers.
8. The Agency shall ensure that, the persons working for the agency shall be very courteous to the consumer and also ensure that they shall not enter into any argument with consumer.
9. During the course of the engagement, WESCO is not liable for any injuries occurring to the Agency's staff during meter-reading, Image catching of the meters and bill-distribution. Moreover, WESCO would not be paying any compensation in such a case, however minor or grave the injury might turn out to be.
10. If the work entrusted is not proper and to the satisfaction of WESCO and if there are any complaints from the consumers, penalties would be imposed at the sole discretion of the Executive Engineer of the concerned Division. If the work of the private agency continues to be unsatisfactory, the agreement shall be terminated by giving three months notice.
11. In case, the Agency desires to discontinue the work from its end, three months advance notice shall be served. In case the Agency quits without giving any notice, the performance guarantee will be forfeited and any loss caused to company shall be recovered.
12. Any additional information related to the spot billing required by WESCO Utility should be furnished as instructed from time to time.
13. On the receipt of written complaint from WESCO, the agency shall remove any particular meter reader within a month of receipt of such complain.

14. The performance of the Billing Agent shall be assessed on the following parameters.
 - (1) MU Billed
 - (2) Consumer coverage.
 - (3) House Lock cases minimised
 - (4) Incentive earned
15. The Billing Agency has to submit performance report to the Division with a copy to the Circle and Head Office every month in a prescribed format.
16. Bidder shall be responsible and shall comply all the **Statutory Acts Applicable**. Special attention of the bidder is drawn towards the compliance of the following statutes (Along with latest amendments/additions):
 - i. The Child Labour(Prohibition and Regulation)Act,1986
 - ii. The Contract labour(regulation and Abolition)Act,1970
 - iii. The Employees Provident Funds and Miscellaneous Provisions Act,1952
 - iv. The Employees State Insurance Act,1976
 - v. The Industrial Dispute Act,1947
 - vi. The Minimum Wages Act, 1948
 - vii. The Payment of Bonus Act, 1965
 - viii. The Work man's Compensation Act,1923
 - ix. Public Liability Insurance Act,1991
 - x. Fatal Accident Act,1855

K. TIME FRAME FOR THIS EXERCISE:

The total time frame for this assignment is expected to be started within 30 days from the date of issue of work order/date of signing of the contract with the agency.

L. LEGAL

1. Agency will indemnify WESCO against any liability or damages by way of compensation arising from any accident to person or property of persons in the Agency's employment.
2. Bidder shall indemnify WESCO against any liability or damages by way of compensation arising from any accident to any other person related to or unrelated to Agency or WESCO.
3. Bidder shall bear the entire responsibility, liability and risk relating to coverage of work force under different statutory regulations including but not limited to Workmen Compensation Act, ESI Act, Factory Act, Contract Labour Act 1970, etc. and any other relevant regulations, as the case may be.
4. Bidder shall be fully responsible for payment of benefits including but not limited to Provident Fund, Bonus, Retrenchment Compensation, Leave Encashment, etc. as per statutory provisions.
5. Necessary payment of liabilities shall be the responsibility of Agency irrespective of payment received from WESCO or otherwise.

6. Payment of all taxes and dues except Service Tax applicable during the tenure of the contract payable to government or local authorities in respect of these works shall be the responsibility of Agency. A copy of the statutory records shall be provided on a monthly basis to the WESCO.
7. Service Tax at the applicable rate shall be paid extra on the monthly invoice raised by the successful Bidders. Also any new levy applicable to the work executed by the Bidders shall be to WESCO's account and shall be paid subject to production of documentary evidence.

M. FORCE MAJURE:

If at any time during the continuation of contract, the performance in whole or in part is prevented or delayed by reasons of any war, hostility, civil commotion, sabotage, fire, floods, explosions, epidemics, quarantine restriction, strike, lockouts or acts of God (herein after referred to as events) and either party gives notice of such event within 21 days from the date of its occurrence, the provisions of contract for such delay shall not be invoked by other party, provided further that the service under the contact shall be resumed., as soon as practicable after such event(s) has /have ceased to exist and the decisions of the WESCO as to whether, the services have been so resumed or not, shall be final and conclusive.

N. TERMS OF PAYMENT & EFFECTIVE DATE OF WORK ORDER:

The Agency shall submit monthly bills taking into account number of Urban / Semi-Urban / Rural consumers for whom meter reading, spot billing and bill distribution etc. have been done completely in all respects, during every calendar month along with proof of PF/ESI deposit of last paid bills as per the work order issued by the designated authority of WESCO. The Agency shall be paid within 30 days from the date of submission of invoices.

The work Order shall be effective from the date it is issued.

No payment shall be released unless the successful Bidder has acknowledged the letter of award / work Order issued in his favour, has submitted the Bank Guarantee / performance guarantee for 10% of the contract price and executed the contract agreement.

O. PENALTY

Following are the penalties for deficiencies in meter-reading, spot billing and bill-distribution.

1. Consumers not billed:

Condition	Penalty
If the total no. of consumers billed is less than 95% and greater than or equal to 80% of live consumers within stipulated time period.	Rs 1/- per consumer for shortfall in billing w.r.t. 95% of live consumers per billing cycle
If the total no. of consumers billed is less than 80% and greater than or equal to 70% of live consumers within stipulated	Rs 2/- per consumer for shortfall in billing w.r.t. 95% of live consumers per billing

time period.	cycle
If the total no. of consumers billed is less than 70% and greater than or equal to 60% of live consumers within stipulated time period	Rs 3/- per consumer for shortfall in billing w.r.t. 95% of live consumers per billing cycle
If the total no. of consumers billed is less than 60% of live consumers.	Notice for Termination will be issued

- Stipulated time period means time period within which entire billing process shall be completed after input billing data is uploaded to WESCO Utility billing server by data centre normally completed by 4th of each month. The time period for agency to attend spot billing is 14 days from the above date.
2. Errors in recording meter readings, if detected, in mobile photo billing - Rs. 200 per wrong entry.
 3. For not uploading the photo of meter of billed consumers or improper imaging - Rs 3/- per consumer per cycle.
Or, for not uploading the photo, meter reading of billed consumer will be treated as un-billed consumer.
In case of any technical problem arises in uploading photos, it must be submitted in soft copy to the concerned division within 2 days. For the problem in uploading, a certificate to this effect must be obtained from Divisional Head for non imposition of penalty.
 4. Maximum penalty under clauses 1, 2 & 3 above shall be limited to 10% of monthly billing.
 5. In case of reading suppressed by the meter reader penalty shall be imposed to the agency at double the rate of energy charges on suppressed unit in latest tariff with highest slab rate prevailing at the time when it is detected.
 6. All penalties would be deducted from the monthly-bill payment made to the Agency. In case of payment has been made against the monthly bill and subsequently detected wrong billing then the penalty shall be deducted in the current & subsequent monthly bills.
 7. The Executive Engineer of the concerned Divisional Office is the competent authority to decide on the imposition of penalties as per the prevailing conditions after receiving inputs from billing team. If the Agency feels aggrieved, then it can approach the Head Office WESCO Utility for adjudication.

P. INCENTIVE:

The Billing Agency shall be entitled to get incentive based on the performance on the following Key Indicators:

1. The consumer billed:

Condition	Incentive
If the total no. of consumers billed is greater than 95% of live consumers in the stipulated time period.	Rs 1/- per consumer per billing cycle billed beyond 95%.

- Stipulated time period means time period within which entire billing process shall be completed after input billing data is uploaded to WESCO Utility billing server by data centre normally completed by 4th of each month. The time period for agency to attend spot billing is 14 days from the above date.

2. Rs.200/- (two hundred) only for each identified and reported cases of the following incidents by the Agency subject to verification by WESCO authorities and commencement of billing after rectification of such incidents:

- a. Where by-pass or tampering of meter is confirmed by WESCO authorities.
- b. Where a permanently disconnected consumer as per WESCO Utility Ledger is availing power directly from the supply mains.
- c. Where a premise is installed with meter and connected with the Utility supply mains; but still not in the billing fold (not applicable for a new supply case).
- d. Where wrong allotment of binder number / tagging to a wrong transformer has resulted in no billing to the consumer in the billing fold.
- e. Where lower tariff category has resulted in less billing.

Q. DISPUTE RESOLUTION:

- I. In case of any dispute arises regarding the Terms and Conditions of the contract and interpretation of any clause in this contract order, the decision of Authorized Officer, WESCO Utility shall final and shall be binding to the Bidder.
- II. If, any of the parties not satisfied with the Order of the above designated authority then, the concerned party shall have the right to appeal before the CMD, OPTCL, within two weeks from the date of passing of Order, for its adjudication. The Order of CMD, OPTCL shall be final and binding to both the parties.

R. ARBITRATION:

This agreement between the parties is subject to arbitration under “The Arbitration and Conciliation Act, 1996”. Each party to the agreement shall choose their own arbitrator. The arbitrators so chosen shall select another arbitrator who shall be the presiding arbitrator of

the proceeding. Thus three arbitrators so chosen will constitute the bench of arbitrators under the Arbitration and Conciliation Act 1996. The place of arbitration shall be Sambalpur. The cost of arbitrators appointed by the parties shall be borne by them respectfully and the cost of the presiding arbitrators shall be equally shared by both the parties.

S. JURISDICTION OF CONTRACT:

The laws applicable to this Agreement shall be the laws in force in India. The courts at Sambalpur shall have exclusive jurisdiction in all matters arising under or on account of this Agreement / proceeding between the parties thereto.

T. CONFIDENTIALITY:

The Agency shall hold in strict confidence all data, information and records received by it and / or from WESCO and shall not share the same to third parties without prior written approval from WESCO or render any service to a third party based on data, information, technologies and records received by it under this Agreement.

U. TERMINATION OF THE CONTRACT:

In case, the Agency becomes insolvent or bankrupt, or if of the Agency commits a material breach of contract pertaining to this Agreement and thereafter following written request by WESCO, fails to (a) commence efforts to remedy of such breach, within five (5) days of such request, and (b) complete the remedy of such breach of contract within thirty (30) days of such request, WESCO may immediately terminate this agreement. Upon any such termination, WESCO shall be compensated for all costs incurred and compensation earned for services properly performed up to the date of termination (including the services requested or agreed by WESCO).

WESCO also reserves the right to terminate the contract any time giving Agency three (3) months prior notice of such termination. Similarly Agency shall have the right to terminate the contract by giving three (3) months notice.

Further details if any shall be mutually decided on finalization of contract.

TECHNICAL BID AGAINST TENDER SPECIFICATION NO.....

DATE:.....

Agency / Bidder : _____

Division: _____

Address : _____

Date : _____

The undersigned hereby submits the Technical Bid against above Tender specification.

We confirm that we have gone through the Tender Specification thoroughly. In accordance with Section D, Technical Bid Requirements, we are furnishing following information along with the supporting documents:

1. Firm Profile
2. Firm Experience in executing work mentioned in Technical Qualifying Requirements.
3. Methodology for implementation
4. Key Personnel with their experience in the area of work.
5. Power of Attorney or Board Authorization authorizing the signatory to the Bid document to bind the firm.
5. Credentials in support of 1, 2 and 4 above.

Authorized Signatory:

Name: _____

For & on behalf of [Name of Agency]

PRICE BID

TENDER NOTICE NO.....

NAME OF CIRCLE

NAME OF DIVISION

Sl no	Description	Unit	Price (Rs)	
			In Figure	In Words
1	Meter Reading , Spot Billing and Bill distribution(Urban)	Per Consumer		

NOTES:

- iv. Has to quote Division wise rate separately.
- v. The price quoted should be inclusive of all taxes & duties except the Service Tax which shall be extra at the applicable rate.
- vi. The price quoted shall be escalated @ 5% per annum on compound rate basis for 2nd and 3rd year of operation of the contract.

ANNEXTURE –II

TECHINICAL SPECIFICATION OF GSM BASES ANDROID MOBILE PHONES.

[I] Mandatory Requirements

GSM, Android OS, Bluetooth, camera (preferably with flash) and touch screen

[II] Specifications

Network and wireless connectivity

1. 2G or higher
2. Wi- Fi
3. Bluetooth version 2.0 or higher

Operating system

4. Android Jelly Bean 4.1 or higher

Display

5. 10.16 cm (4 inches) or more
6. Resolution 320 x 240 pixels or higher

Chipset

7. CPU 1.0 GHz or higher

Camera

8. Primary (rear) camera 2 MP or more with flash(Mandatory)

Connectors

9. USB 2.0 or higher

Memory

10. Expandable memory: MicroSD up to 32 GB or more
11. Internal memory: RAM 512 MB or more

Battery

12. Standard battery 1,200 Mah or more

TECHINICAL SPECIFICATION OF THERMAL PRINTERS

- (a) Direct thermal printing
- (b) Media width 2 inch
- (c) Bluetooth (wireless) connectivity
- (d) Media roll size 25 mm (minimum)
- (e) Resolution 203 dpi (minimum)
- (f) Print speed 50 mm/ sec (minimum)
- (g) Rechargeable Battery, 1130 mAh (minimum)
- (h) External charger
- (i) Belt strap/ carrying case
- (j) Software development kit (SDK) for Android OS
- (k) Image printing capability (barcode/ QR code/ meter reading photograph)
- (l) BIS certification (mandatory)
- (m) IP rating of 42 or more (optional)
- (n) Drop Test of 1.2 M (minimum)

The printer shall be compact and lightweight. It shall be capable of printing texts in one or more types of fonts such as Arial, Calibri, Courier, Latin 1, Latin 9, Times New Roman, etc. One or more text features such as **bold face**, underline, *italics*, double height, etc. may be provided. It shall also be capable of printing images, barcodes and/ or QR (quick response) codes. All printing shall happen over Bluetooth connectivity