

**Request for Proposal**  
**(Invited through e-Tendering mode only)**

**For**

**Development and Post Production Services (for 3 years) of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms**

No. RECTPCL/OMS/2016-17/02

Dated: 28.04.2016

**REC Transmission Projects Company Limited**

(A wholly owned subsidiary of REC, a 'Navratna CPSE'  
Under the Ministry of Power, Govt of India)

12-21, UGF, ANTRIKSH BHAWAN,  
22 K G MARG, NEW DELHI - 110 001  
Website: [www.rectpcl.com](http://www.rectpcl.com)

Description of task, e-tender submission format and procedure is provided in the Financial Bid document available on RECTPCL website ([www.rectpcl.com](http://www.rectpcl.com)), REC website ([www.recindia.com](http://www.recindia.com)), e-tendering website ([www.tenderwizard.com/REC](http://www.tenderwizard.com/REC)), ([www.eprocure.gov.in](http://www.eprocure.gov.in))

<b>Important Dates</b>	
Date of Release of Bid Document	<b>28.04.2016</b>
Last date of queries/ seeking Clarification	<b>04.05.2016 upto 17:00 Hours (IST)</b>
Pre bid Meeting	<b>06.05.2016 at 15:00 Hours (IST)</b>
Last date of submission of Bid	<b>13.05.2016 at 15:00 Hours (IST)</b>
Date of Opening of Technical Bid	<b>13.05.2016 at 15:30 Hours (IST)</b>
Date of Technical Presentation	<b>Will be notified Separately</b>
Date of Opening of Financial Bid	<b>Will be notified Separately</b>

**Note:**

Online registration shall be done on e-tendering website i.e. [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) & in general, activation of registration may takes 24 hours subject to the submission of all requisite documents required in the process.

### **Important Notice**

1. An incomplete and/or ambiguous and/or conditional and/or late response is liable to be ignored/ summarily rejected.
2. The bidder must attest with seal the original tender document as an acceptance of the TENDER terms and conditions and submit the same along with the tender response. In case of a noncompliance the response is liable to be ignored/ summarily rejected.
3. The submission and opening of bids will be through e-tendering process. Tender document can be downloaded from the website [www.tenderwizard.com/REC](http://www.tenderwizard.com/REC) or from e-tender link given in RECTPCL/REC Website, viz, <http://www.rectpcl.com>, <http://www.recindia.nic.in>

#### Note:

- a) To participate in the E-Bid submission, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder has to register itself with RECTPCL through TenderWizard Website given above. Please also note that the bidder has to obtain digital signature token for applying in the tender. The vendor may obtain the same from TenderWizard.

The steps to be followed for the registration process are given below:

1. Go to website <http://www.tenderwizard.com/REC>.
  2. Click the link „Register Me’.
  3. Enter the detail about the bidder as per format.
  4. Click 'Create Profile'.
  5. Bidder will get confirmation with Login-id and Password .....
- b) Steps for application for Digital Signature from TenderWizard are given below:
    1. Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided.
    2. In case of assistance please contact the person under “contact us”.
  - c) To aid bidders, the detailed bidder manual on submission of E-Bid can be downloaded from <http://www.tenderwizard.com/REC>.

**NOTE: The Bidders are advised to obtain digital signature (Level 3) and register themselves at [www.tenderwizard.com/RECTPCL](http://www.tenderwizard.com/RECTPCL) in advance. Please note that RECTPCL in no way shall be responsible if the bidder fails to apply due to non-possession of Digital Signature & non registration.**

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## **SECTION-I**

### **(GENERAL INFORMATION)**

#### **INTRODUCTION:**

REC Transmission Projects Company Limited (RECTPCL) is a wholly owned subsidiary of Rural Electrification Corporation Limited, a Navratna Public Sector Undertaking, and was incorporated on 8 January 2007 as public limited company. RECTPCL's registered office is situated at Core-4, SCOPE Complex, 7, Lodhi Road, New Delhi-110003, India. RECTPCL is engaged inter -alia in the business to promote, organize or carry on the consultancy services and/ or project implementation in any field relating to transmission and distribution of electricity in India or abroad.

RECTPCL is intending to engage an agency for:

1. Development of Outage Management and Notifications Platform for dissipating the outage information to power distribution consumers across India through SMS/Calls/push notifications
2. Development of Pan-India integrated Mobile Application for Android and iOS platforms to enable the citizen to access real time and historic outage information for Discoms

#### **Important information**

S. No.	Event	Information to the agencies
1	Publication of Tender	28.04.2016
2	Last date of queries/ seeking Clarification	04.05.2016 upto 17:00 Hours (IST)
3	Pre Bid Meeting	06.05.2016 at 15:00 Hours (IST)
4	Last Date & Time for online Submission of Bid	13.05.2016 at 15:00 Hours (IST)
5	Date of Opening of Bid	13.05.2016 at 15:30 Hours (IST)
6	Tender Document	The details can be downloaded free of cost from the websites <a href="http://www.rectpcl.com">www.rectpcl.com</a> (or) <a href="http://www.recindia.com">www.recindia.com</a> (or) <a href="http://www.tenderwizard.com/REC">www.tenderwizard.com/REC</a> (or) <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
7	EMD #	Rs.2,50,000/- (Rupees Two Lakh Fifty Thousand Only)
8	Address for Bid submission/EMD/PBG	<b>Shri. Bhupender Gupta</b> , Addl. CEO REC Transmission Projects Company Limited 12-21, UGF, ANTRIKSH BHAWAN, 22 K G MARG, NEW DELHI – 110 001 Tel: 011 – 47964705, Telefax : 011-47964747 Email- Bhupender_g@yahoo.com

9	<b>Contact Person</b>	<b>Shri. Ankit Kumar</b> , Assistant Manager REC Transmission Projects Company Limited 12-21, UGF, ANTRIKSH BHAWAN, 22 K G MARG, NEW DELHI – 110 001 Tel: 011 – 47964711 ankitkumar.1@gmail.com
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# **The EMD** (Earliest Money Deposit) is to be submitted by all the participating bidders of an amount of Rs **2,50,000/- (Rs. Two Lakh fifty thousand Only)** in the form of irrevocable Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "**Annexure-I**" or Bank Demand Draft drawn in favour of REC Transmission Projects Company Limited payable at New Delhi. The EMD of unsuccessful bidder/s will be returned within 90 days from the award of contract and EMD of successful bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guarantee) of requisite value.

**Earnest Money shall be forfeited in case of the following:**

- a) On revocation of tender or increase in rates after opening of the tender but before the validity of the quotations expires.
- b) On refusal to enter into contract agreement after award of contract.
- c) Non submission of Contract Performance Guarantee.

## **SECTION-II**

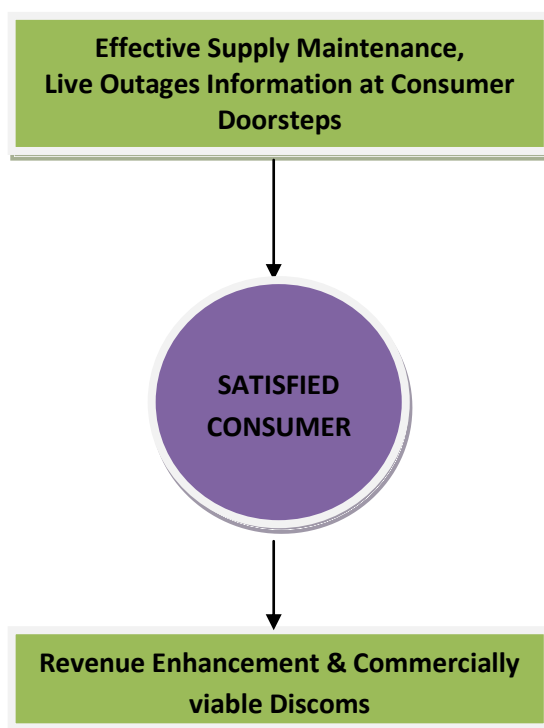
### **BID INVITATION**

#### **A. CONCEPT**

At present there are 29 states in India along with 7 Union Territories, these states and UTs collectively have approx. 50 state owned Discoms, Power departments, Integrated Power utilities. Approximately 30 Crore Electricity Consumers are being served by these entities. The major problems faced by Consumers in Indian scenario are:

- Untimely Power Rostering/ shut downs
- No prior Information on Power Rostering/ shut down

Hence, suitable IT based initiatives on mobile/web/cloud platform need to be in place to address the above issue of consumers nationwide.



#### **OBJECTIVE**

In the above background, the objective is to use IT solutions to achieve the following:

- Information to consumers about outages in rural and urban areas through SMS/Calls/push notifications on their phones.
- Any consumer can access and view the above outage information for any Discom/Power Department through a Mobile Application /citizen dashboard on real time basis. .

## PROPOSED STRUCTURE & METHODOLOGY

### A) STRUCTURE

- In order to achieve above objective, a central Outage Management System (OMS) consisting of the following modules need to be developed:
  - Central Platform
    - This platform will serve as a common backend for all applications/front-end clients
  - Integration with the SMS service provider and/or automated voice telephony server provider.
  - Super-Admin Dashboard
    - The web based dashboard that the admin will use for administrative tasks
  - Admin Dashboard for Zonal Head/Discom Admin
  - Mobile Application(s) for Field Level Executive (E.g.: JE)
  - Mobile Application(s) and dashboard for Citizen as a part of Central Platform
- The OMS will be installed in a reliable Cloud Infrastructure
- The existing manpower at the Call Centres/Customer Management Centres at DISCOM HQ of all the Discoms shall be utilised to operate the OMS through their respective web based admin dashboard.

### B) KIND OF OUTAGES

1. Scheduled outages down upto 11 kv feeder level for rural areas
2. Unscheduled outages for both rural and urban areas down upto 11 kv feeder level
3. Scheduled outages down upto 11 kv feeder level for urban areas, if not covered under any existing schemes

### C) CAPTURING PROCESS

It is proposed that any kind of scheduled/unscheduled rostering/breakdown is to be reported to customers through following process/methods:

- **Mobile App Mode (Primary Mode):** A mobile application (in vernacular) shall be developed by the selected bidder through which JE/ AE/ Sub-Station operator(as per needs of respective state and DISCOM) can submit the outage information which will be automatically transmitted to the respective consumers by OMS.
- **SMS Mode:** In the Primary Mode is not viable due to internet connectivity issue then the respective JE/ AE/ Sub-Station operator will enter the outage related information in the mobile app and the mobile app shall generate the SMS text and copy that text to the clipboard of the mobile device. All that the JE/AE shall need to do is to send that message from his authorized mobile number to the server through SMS. As soon as the server received the SMS from an authorized number an automated call shall be placed by the system to that number and the system will also read out the outage details to the AE/JE in the English or hindi language. To confirm the AE/JE will need to type his authentication

code on the keypad during this automated call to authenticate himself and send the SMS notification to the subscribers through OMS. There must be a provision to enable/ disable this authentication feature as per requirement of any Discom.

- **Manual Mode:** Respective JE/ AE/ Sub-Station operator will call the OMS operator to report any planned/ unplanned outage and then the control room operator can disseminate such outage information manually using OMS. Additionally, respective JE/ AE/ Sub-Station operator can access the OMS himself by using his login credentials and can enter the outage information in the OMS directly which will be sent to relevant consumers.
- **Trigger through MDAS:** In case of tripping of a feeder, JE/AE shall receive automated SMS through Feeder Management System (presently through existing MDAS in urban areas, and in rural areas as well where outage information is captured on a real time basis by MDAS systems). On receiving the same, the message to the affected consumer shall be sent through any of above mentioned three modes.
- **Trigger through information supplied by citizen:** In case a consumer reports a power failure through the Mobile App then the Discom can manually verify the authenticity of information supplied by the consumer and after verification, the operator at Discom's end can trigger the broadcast SMS request from the web dashboard.

The system shall be so designed to block duplication of message to customers, and in case sms has been triggered to a particular set of consumers by one stakeholder, the same shall be locked and prevent future similar messages.

#### **D) TARGET OUTCOME**

- Provides real time information of specific breakdowns/rostering/shutdown schedule in rural & urban areas through SMS/Calls and also through Mobile Application & web portal/ dashboard

#### **B. SCOPE OF WORK & TECHNICAL SPECIFICATIONS:**

##### **Important Terms**

##### **1. Discoms & State Power Department**

- Discoms /Power Department are electricity power distribution companies
- Discoms/Power Departments are going to be the most important stake-holders of this project as the households who consume electricity are served by Discoms ONLY.
- The contact data of consumers is with Discoms/Power Departments and they would need to upload this data on the central platform so that the communication can be delivered to the customers.
- The system will be deployed at a pan India level. However, the architecture as well as the implementation of the system should be such that even if Discom-wise deployment is done instead of pan India level deployment then also no change should be required in the software. The only configuration change that should be required is that the Super-Admin role would now be assumed by the Discom head instead of Pan India Super Admin. This flexible architecture would be achieved through:



- A. Completely configurable top down hierarchy and
- B. Role & access management at each level in the hierarchy

## **2. Broadcast Request**

- Broadcast Requests are the online requests submitted by the field level executive (through his/her mobile application or through operator) to notify a set of consumers about the scheduled/unscheduled power failures.
- A message to the consumer shall typically consist of:
  - Date and timings of the power failure
  - Planned/Unplanned
  - By what time the electricity is likely to be restored

## **Deliverables**

### **1. Central Platform**

- This platform will serve as a common backend for all applications/front-end clients. It will also serve as a web portal for citizens
- To enable certain systems to interact with the Central Platform RESTful APIs (Web Services) shall be exposed. The best practices of REST API designs must be followed including but not limited to:
  - The APIs should be consistent in all respects (e.g. endpoint naming conventions etc)
  - The APIs should be easy to consume
  - It should be very hard to NOT consume the APIs in the right way
  - The security of the authenticated APIs has to be fool-proof especially the ones through which the authorized staff of a dis-com would post a new notification to be broadcasted to consumers (Theoretically, the number of people to whom a particular message can be broadcasted to can be in millions).
  - Vendor should provide Security Audit vulnerability clearance certificate from Cert-In empaneled agency before hosting a Web and Mobile Application without any extra cost to RECTPCL.
  - All the APIs should be well documented with all use-cases
  - An “authorized” third party who intends to integrate their system with the Central Platform’s API should be able to try out the API on a sandbox. So a self serve sandbox set-up mechanism need to be developed as well for “development testing” and UAT testing by third parties at their end.
  - The central platform has to ensure that duplicate broadcast requests for the same time and user are blocked by the system
  - The central platform must have a robust queue mechanism at its end to manage large number of simultaneous broadcast requests

### **2. Super-Admin Dashboard (PART OF Central Platform)**

- Will have 2 factor authentication
- Should be a modern dashboard and responsive enough to render well on different screen sizes.
- The frontend code must be written in Angular.js to connect to the Central Platform APIs and to consume the data.
- Super Admin should be able to create different admin roles and admin users for each role. For example the user who can enroll a new Discom into the system can be different from the user who can see the log of messages sent by various Discoms through this platform.

- The main functionality of the super-admin dashboard would be:
    - Enroll a new organisation (Discom/Power department) in the system
    - Add/Edit/Deactivate (CRUD) admin users of a Discom/Power Department
    - Reports. Including, but not limited to:
      - Number of customers added by/for a Discom/Power Department into the central database
      - History of outage for a specific Discom/Power Department
      - Number of SMSes delivered
      - Outages reported by citizen through mobile Application
      - Discom wise list/number of users who are using Field Level Executive Application
- For each report the vendor must:
1. Provide download option
  2. Build appropriate filtering and sorting mechanism for each report
  3. Build pagination system wherever applicable
- Notifications/Alerts
  - Manage Templates of SMSes and Push Notifications that will go out from the platform to various stakeholders in the system
  - Reconciliation of data (SMS sent) with the SMS service provider

### **3. Discom Admin Dashboard (PART OF Central Platform)**

- Will have 2 factor authentication
- Should be a modern dashboard and responsive enough to render well on different screen sizes.
- API integration should be done via Angular.js code
- Discom Admin should be able to create different admin roles and admin users for each role. For example the user who can create geographical boundaries within the serviceable area of the Discom will/can be different from the user who will add new users for reporting failures & sending messages.
- The main functionality of this dashboard would be:
  - Manage customer database
  - Add/Edit/Deactivate (CRUD) users
  - Reports. For each report the vendor must:
    - Provide download option
    - Build appropriate filtering and sorting mechanism
    - Build pagination system wherever applicable
  - Notifications/Alerts
    - The RECTPCL and the selected vendor will mutually decide the events that will trigger the notifications/alert messages.
    - Once the outage time is about to expire the Discom staff should be reminded that he declared outage time is about to expire. If the Discom staff thinks that the outage is not going to get solved in time then he/she can send another broadcast message about extension in the outage time.
  - The areas of outage frequency above a certain threshold should be highlighted and separately notified to Discom.
  - Geographical area and the respective users management
  - Generate outage broadcast message targeted to the subscribers in a particular serviceable area within the Discom's jurisdiction
  - Mark a power cut as restored
  - See the log of messages sent, delivered and status of the message queue

- See historical data of outages filterable/sortable by area, cause of outage, date range, impacted number of people etc.

#### **4. Field Level Executive (E.g.: JE)**

- The main role of Field Level executives is to notify the electricity consumers about the scheduled or unscheduled power cut in a particular area and/or to a particular set of users.
- Will interact with the system through:
  - Mobile Application
    - Android App
    - iOS App
  - SMS (In case of internet unavailability)
  - Manual Mode
    - By calling Discom wise OMS Operator on a toll-free number
- An optional second factor authentication shall be required for each transactional instruction by the field level executive to the system
  - The Discom admin should be able to switch on or off the second factor authentication.
- The main functionality of the mobile application will be:
  - Submit a broadcast request
    - If planned:
      - From and To timings
      - The region which will be affected by the power cut
    - If unplanned
      - AE/JE shall specify the reason for power cut by choosing an option from a drop-down.
      - Depending upon the chosen reason the system will figure out the likely restoration time and accordingly notify the consumers
  - History of outages reported by that user and number of SMSes triggered for each outage
  - Mark a power cut as restored
  - See the status of broadcast request (e.g. 39000 out of 42365 SMSes sent)
  - Change Password etc.
  - Submit request for change in his/her own mobile number
- If the internet connectivity is not there the application should still work. In case of connectivity failure, the application should generate the SMS text and copy it to clipboard to be sent to the Central Server through default SMS application on the mobile device.

#### **5. Citizen Mobile Application**

- For the end users (consumers of electricity supply), the agency need to also develop:
  - Mobile application compatible with Android and iOS Platforms
  - Citizen dashboard as a part of Central Platform (All the features of mobile application should be visible on dashboard also)
- We are notifying the subscribers through SMS Notification then why do we need to create this application. Reasons:
  1. Significant number of electricity connections were installed before the mobile phones connection
  2. The connection may be in the name of landlord but the consumer of that particular connection may be different
  3. The subscriber may have changed his/her mobile number but the same may not have been updated in the records of Discom
  4. Subscribers may not want to get SMS notifications

5. In group housing societies in metro areas sometimes the electricity connection in the flats is not directly from the Discom. So the Discom doesn't know the mobile number of the subscriber.
- Through this application/portal a citizen can:
    - Register for 3 or 4 areas for which a consumer wish to receive outage information
    - Receive Push Notification about power cut in the selected areas
    - See pictorial view of the outages in an area overlaid on the map
    - Set the state or the District whose outage detail should appear in the Dashboard screen in his/her mobile app by defaults.
    - See the uptime/downtime data in any part in India before deciding if he/she wants to set up his/her office, factory, shop or residence in that area
    - Can submit a request to not receive SMS notification for power cuts on his number after OTP verification
    - Can submit request for getting SMS alerts on his/her mobile number by providing the following 3 information: 1. Discom 2. Connection number 3. Mobile Number on which he/she wish to receive the alert. The request from the consumer shall appear in Discom's dashboard. The Discom can approve/reject the request. If case of approval, the Discom will also have to specify the area of that connection. Once approved the customer will start receiving the SMS notification related to the area of the provided connection number.
    - Can report power cut related problem in his/her area by writing the complaint details in the app itself. This complaint shall be forwarded to the complaint resolution system of that particular Discom and the complaint shall also appear in the admin dashboard of that particular Discom as well. In case the consumer wants to log a complaint over a voice call he/she may do that by placing a call to a pan india central number for registering complaints.

## **6. Display of outage information on Discom websites**

An embeddable URL should be created that will display the outage information in vernacular language for a particular Discom. The purpose of creating this embeddable URL is to achieve the goal of displaying the outage information on the Discom Web Portal without the Discom requiring to build this functionality at his own level.

### **Based on the above, broad Scope of Work for the selected agency is as follows:**

- 1.0 To develop a single & central OMS (integrating 11 kv feeder wise rural and urban consumer database) & to install, run, manage the same on the cloud infrastructure, for dissipating the power outage information to Rural and Urban consumers across India as per the process defined above. The OMS shall consist of:
  - 1.1 Central Platform
    - 1.1.1 This platform will serve as a common backend for all applications/front-end clients
    - 1.1.2 The APIs to disseminate the outage data to authorized third parties (such as National Power Portal) shall also be developed as part of the central platform.
    - 1.1.3 It will also serve as a web portal for citizens
  - 1.2 Integration with the SMS service provider and/or automated voice telephony server provider.
  - 1.3 Super-Admin Dashboard
    - 1.3.1 The web based dashboard that the admin will use for administrative tasks

#### 1.4 Admin Dashboard for Zonal Head/Discom Admin

OMS must also be able to generate MIS reports of JE wise /substation-wise/outages reported/triggers generated vs sms sent.

- 2.0 To develop an App in Vernacular and English for the field staff so as to enable them to send the outage details to OMS.
- 3.0 To enable JE/AE to send the outage detail through predefined SMS to pre-specified number linked to OMS which will automatically trigger sms to disseminate outage details to respective consumers.
- 4.0 Development of a Mobile Application for citizen to access real time and historic outage information for various Discoms of India. The mobile application must also be able to generate reports, comparative statement in pre-defined formats. Such bidder also has to coordinate with other agencies for successful development of mobile application.
- 5.0 Provide 1 (one) round of training to the discom personnel to operate the portal and mobile application in order to achieve the desired outcome.
- 6.0 Development of above mentioned OMS software, Apps and online platform along with Installation, Commissioning, Data Import, Performance tuning, User Manual and Training Material
- 7.0 To offer Warranty, 3 years Post Production Support as per the following terms:

Warranty Period	Three year comprehensive warranty in respect of development of central platform & mobile application after Go-live. During the warranty period vendor should be responsible to fix any updates, security patches, bug fix, etc. The Warranty period will start from the date of successful acceptance and Go-Live of central platform and mobile application.
Post Production Services (PPS)	During Post Production Services (PPS) the vendor/PPS staff should execute any requirement request by RECTPCL which also includes all Change requests management i.e. design, development, technical & functional requirements, testing, security patch, any updates, bug fix, resolve technical queries from the users of the system over email and/or voice call etc. Initially, the requirement of PPS for a period of <b>36 months</b> which may be further extended on yearly basis based on the satisfactory/successful completion of the services thereof as per requirement at the sole discretion of RECTPCL. In case of extension after three years, Post Production Services shall be payable at a rate mutually agreed at that point of time. The PPS will start simultaneously with warranty from the date of successful acceptance and Go-Live of web portal and mobile application.
Difference between Warranty & Post Production	The warranty will cover the central platform and mobile application which has been developed till successful acceptance and Go-Live for updates, upgrades, fixes, bug resolutions etc.  The Post Production Support shall include various activities after successful

Support	acceptance and Go-Live of central platform and mobile application like any requirement request by RECTPCL which also includes all Change requests management i.e. design, development, technical & functional requirements, testing, security patch, deployment, any updates, bug fix, etc. in new requirements/ functionalities etc.
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8.0 The bidder shall provide technical support over telephone from 9:30AM to 6:00 PM for a period of 6 months after completion of Stage-I.

9.0 Any other system/integration that is required for meeting the objective of this project.

**Note:**

To achieve the above objectives, the selected bidder needs to arrange the following information from each Discom:

1. Tagged feeder information along with respective list of consumers and their mobile number shall be provided by for various Discoms. Wherever possible the data shall be captured on real time basis otherwise the Discom will update the information on monthly/quarterly basis.
2. RECTPCL shall facilitate the exchange of information/data between the Discom and the selected vendor. However, wherever required, the selected vendor will have to co-ordinate with Discom to ensure smooth onboarding of Discom on to the platform.
3. The selected agency not only need to create all the user accounts but also help the staff of Discom use the admin dashboards and/or mobile application developed for them.
4. RECTPCL shall procure and provide SMS /call gateway for dissipating outage information to the consumers across India. The selected agency has to integrate the SMS /call package procured by RECTPCL to successfully achieve the objective of the assignment.
5. During development the vendor has to host the application on its own servers. For staging and production build the vendor shall deploy the application on NIC's cloud infrastructure that shall be arranged by RECTPCL.
6. If required, the bidder has to provide Contract Management Support for discom dashboard for conversion to vernacular.

**Other requirement/features of the assignment:**

- ✓ Design, Develop, Implement, Install, test, publish and rollout of the developed Web and mobile applications
- ✓ The detailed architecture of the application (Backend as well as Frontend) to be reviewed by the RECTPCL's technical consultant and sign-off before the development work starts.
- ✓ Software, Platform & citizen App development should be in English language only. However, app for field staff has to be in respective vernacular (Upto 8 vernacular languages) and English. The system should be scalable to be able to send outage information upto Distribution Transformer level.
- ✓ Outage SMS should be sent in vernacular.

- ✓ All server side software to be developed on top of opens-source platforms/framework and database server should be MySQL/PostGRES server.
- ✓ Open source packages/software to be used for the load balancing, SMS queue management, database optimization and web server.
- ✓ All web based dashboards/interfaces should have responsive UI and must render well on all modern web browsers and different screen sizes. The responsive UI should adapt itself to the orientation and screen size of the mobile devices as well. We can not assume that the Discoms would be using the latest version of the browser and hence reasonable backward compatibility must be ensured both for the browsers, operating systems and the specifications of the mobile devices.
- ✓ Mobile applications must be developed on Native (& official) platforms ONLY.
- ✓ Providing onsite support engineer/s for development, maintenance, testing of mobile applications as per requirement of RECTPCL.
- ✓ Design the User Interface and User Experience to ensure that the service is user friendly.
- ✓ Structure overall content to make it screen reader friendly.
- ✓ Design of consistent visual elements and Mobile Apps architecture that is scalable and expandable.
- ✓ Having some way for users to provide feedback on the mobile apps, a quick way to report bugs or errors.
- ✓ Delivery should be in the form of a published mobile application on each platform in the market place (Play store and Apple store), Each Mobile applications source code will be the property of RECTPCL.
- ✓ All the mobile applications developed by the vendor should be integrated with a widely used crash detail reporting tool at its own expense. The vendor shall make the dashboard of the crash reporting tool available to RECTPCL at its own expense.
- ✓ The robust and stability of the mobile applications is extremely important. Mobile applications must not crash on any mobile devices of the following operating systems/release version:
  - Android Operating System: Android 4.1 and above
  - iOS Device: iPhone 5 and above
- ✓ During development the vendor has to host the application on its own servers. For staging and production build the vendor shall deploy the application on NIC's cloud infrastructure that shall be arranged by RECTPCL.
- ✓ The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new services) and infrastructure and backend (adding more users).
- ✓ Vendor should provide Security Audit vulnerability clearance certificate from Cert-In empaneled agency before hosting a Web and Mobile Application without any extra cost to RECTPCL.
- ✓ The application should be hosted in SSL environment (https).
- ✓ Supply, Install and Configure the SSL certificate for the application by the vendor without any extra cost to RECPCL.
- ✓ The platform should support HTTPS communication channel to prevent data leakage and maintain information integrity and privacy.
- ✓ The platform should support predefined security configuration to protect web and mobile applications resources against XSRF attacks.
- ✓ The platform should support user certificate provisioning for client-side authentication.
- ✓ The solution should enforce network level security, traffic to be encrypted using secured connectivity.

- ✓ During and after the application development phase the source code must be committed/updated to the git repository on regular basis and the access to the git repository to be provided to RECPCL.
- ✓ During the PPS period the vendor must keep the mobile as well as web applications compatible with the new versions of the operating systems as well. For example: If the PPS period is from January 1, 2017 till December 31, 2019 then the application must be made compatible with the android versions released during the PPS period without any extra cost to RECTPCL.
- ✓ The source code must be optimal, efficient, properly commented and well structured.
- ✓ Provide a detailed:
  - Architecture document
  - Requirements specifications document.
  - Database design document
  - API document
- ✓ The Public API definitions must be maintained on a publically accessible web page
- ✓ The internal API definitions must also be maintained on a web page accessible post authentication.
- ✓ If during the PPS period a change is made in an API it should not necessitate the Discom or a third party to make changes in their systems that are integrated with the central OMS through its API. Therefore, the backward compatibility has to be ensured.
- ✓ APIs should:
  - Work for all valid use cases
  - Return proper messages with an appropriate error code in case of invalid use-case
- ✓ Provide a detailed functional design documents together with detailed functional, nonfunctional and technical specifications of the proposed solution; use case and workflow/activity diagrams considering the integration with backend systems and the integration with any other services.
- ✓ Provide technical documentation: requirements, design, architecture, installation, configuration, etc.
- ✓ Design wireframe for the required Mobile Apps and conduct meetings with RECTPCL team to analyze the requirements and agree on the Mobile App UI and user interaction.
- ✓ Deliver and provide handover the source code and any additional software components that are developed to fulfill the project requirements.
- ✓ Provide high-level solution architecture describing the Mobile App architecture, used components, frameworks, technologies, backend architecture and integration architecture with backend systems.
- ✓ Provide low-level technical architecture describing connectivity, high availability and security.
- ✓ Provide the list of deliverables for the System Implementation including the needed documentation.
- ✓ The development platform and application server should be using latest and widely used open source technologies.
- ✓ Helpdesk for employees, training services and support at Head Office or any other locations as per requirement of RECTPCL.
- ✓ Technical advisory services including but not limited to: final requirements, including non-functional requirements; measurement plan; creative design; application architecture and technical design; security approach; publishing and hosting approach; mobile application management approach.



- ✓ Providing support for enhancements in the mobile application w.r.t latest advancements and troubleshooting during the contract period.
- ✓ The solution should be designed with redundancy in mind to ensure NIL impact by failure of one or more components / servers or software.
- ✓ The vendor will provide support for troubleshooting and enhancements in the services till the warranty period. Enhancement would include inclusion of all new browser/handset/devices/mobile platform OS coming in the market within 1 month of their launch and also new market/industry related functionalities.
- ✓ All required support & services for implementation, smooth operation and maintenance of all the components of the Web Platform and Mobile Application developed/to be developed will be part of the Project.
- ✓ The vendor will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the Annual Maintenance. Any development work of such type will be carried out by the technical team of vendor at no extra cost.
- ✓ Training to be provided by the bidder to user department on the overall workflow of the developed application and backend administration at no extra cost as per requirement.
- ✓ The bidder has to ensure that all interface / license required to connect to iPad, Android etc. will be procured by the vendor in the name of RECTPCL at no extra cost.
- ✓ Bidder has to register the application with apple, android etc. in the name of RECTPCL and should be renewed at no extra cost.
- ✓ Development of consistent visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant.
- ✓ Should provide feedback and change request mechanism on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms
- ✓ Incorporate analytics into mobile app, to track and identify users experience and actions.
- ✓ App should be easily customizable and easy to administer the Database.
- ✓ Continuity Measures, risk management plan for the continuity of services, application & data backup policy, business continuity plan.
- ✓ Functional Requirement Documentation, App Design Documentation, App Installation guide, App Administration guide and App User Operation document to be provided.
- ✓ Identify Risks if any post App implementation along with mitigation plan.
- ✓ The response time of all APIs must be less than 10 seconds.
- ✓ Delivery should be in the form of a published app in the respective market place and will be the property of the RECTPCL.
- ✓ The push notifications for mobile applications must be actionable and should be designed by the vendor in consultation with the RECTPCL team. The push notification should be received the respective logged in user only for whom it is intended and should be deep linked to the appropriate screen in the mobile app so that the user can directly land on the screen where he is supposed to take the action.
- ✓ Should follow Change Management/Change Request process.
- ✓ Proposed Dashboard should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari and mobile devices.
- ✓ Dashboard shall take into consideration, best practice for web security. Efficient, fast loading web interface will be a key usability criterion and drill down.
- ✓ RECTPCL may designate contact person for the project to coordinate with the Solution Provider and to provide the required scope of work and any other information as required.

- ✓ During the testing phase and/or field trials the SMS notifications should only be sent to test mobile numbers especially designated for that purpose and NOT To the end consumers.
- ✓ The bidder must deploy required personal during training and PPS period to achieve the objective of the assignment. The bidder may have to send his personal to any of the Discom in India for any major issue resolution. Besides this, there must be a technical support available to Discoms for any minor issue resolution over phone.

Any minor change/ modification in the application/ portal shall be carried out by the selected agency without any additional financial implications to RECTPCL during PPS period.

### **Performance/Progress Evaluation**

- 1.0 The Bidder is required to submit the Time Schedule/Plan of implementation of the assignment. The Time Schedule/Plan should be prepared in such a way that work may start immediately after the issuance of work order as per scope of work/requirement of RECTPCL including supply/installation of apps shall be completed within 4 months from the date of issue of work order. Agency shall propose adhere to the milestone targets defined in the table in the Deliverables And Timelines section in this document to complete the work within the budgeted time and cost.
- 1.1 The agency concerned shall also provide Name/Contact Nos./Email IDs of all Key management officials.
- 1.2 Completion of assignment in time is most important element of the contract. The progress of work shall be evaluated on weekly basis vis-à-vis proposed milestone target for execution of work. Submission of quality inspection reports will be the criteria with which the progress of the work will be measured.

### **Timelines**

Timeline for implementation:

<b>Sl.</b>	<b>Phase</b>	<b>Time Duration</b>	<b>Activity</b>
a.	Stage I	Within 75 days of issuance of work order	Development of all the deliverables (All individual deliverables have been detailed out in Appendix-A) and its field testing on all popular mobile device models and go live of the complete system in assigned 5 Discoms
b.	Stage II	Within 90 days from issuance of work order	Go live of system in next 5 Discoms assigned by RECTPCL
c.		Within 120 days from issuance of work order	Go live of system in next 10 Discoms assigned by RECTPCL

d.	Stage III	Within 150 days from issuance of work order	Go live of system in balance Dicoms assigned by RECTPCL
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A system will be considered as “Go Live” in any discom once it will achieve its full functionality, as described above, and is sending the outage information to the customer database, as provided by the discom till that date. However, for sake of clarity the bidder has to update the database of the consumers till contract period.

**Note:** The selected agency has to provide one session of training to the discom personnel to operate the portal and mobile application in order to achieve the desired outcome. At each stage as desired by RECTPCL, the agency shall be required for interaction and attend review meetings/ make presentations to RECTPCL. The agency shall work in close co-ordination as may be required for satisfactory completion of the assignment.

### C. PREPARATION & SUBMISSION OF BID PROPOSALS

- **Technical Bid is to be submitted on line** and the relevant documents duly sealed and signed may be uploaded as attachment and the hard copy of the same has to be submitted to RECTPCL before the last date of submission of bid.
- The documents should be complete in all respect and must be free from any ambiguity, cutting, and use of correcting fluid or overwriting.
- An authorized representative of the firm shall initial and stamp all pages of the bid proposal. Authorization letter for signing the proposal/tender documents should be attached.
- **The Financial Bid has to be submitted online only. If the financial bid is submitted in physical form, the bid will be out rightly rejected.**
- For preparation of Bid Proposals, Bidders are expected to examine the bidding document in detail and it is the Bidder’s responsibility to ensure that the information provided is adequate and clearly understood.
- If the bidder fails to submit the requisite information/clarification, if sought within prescribed time, the bid shall be treated as non-responsive bid and shall be rejected.
- The bidders are requested to submit their competitive offer as per requirement along with all the requisite documents duly signed as a token of acceptance of the Broad Scope of Work, Terms & Conditions and E-bid process.
- Demand Draft or Banker’s Cheque or Bank Guarantee of Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand Only) towards EMD in favour of "REC Transmission Projects Company Limited." payable at New Delhi has to be submitted along with the bid. The instrument No. will be required for applying online.
- Documentary proof are to be submitted both online (in case possible) and also offline.

- Financial/Price Bid has to be submitted online only, as per Form attached. The financial bid/ price bid should not be submitted in physical form. Any such submission shall be liable for rejection.
- The technical bid supporting documents, copy of this tender document duly signed with stamped on all pages and EMD of Rs. 2,50,000/- (Banker's Cheque/BG/DD only) must be submitted in sealed envelope super scribing the envelope "Support Documents for engagement of agency for providing services for Development of Online Platform along with development of Mobile Application for Progress Monitoring of Inter-State Transmission Projects on Real Time Basis" and with subscribing "DO NOT OPEN BEFORE **13.05.2016**". The envelope shall be addressed to;

**Addl. CEO,**

REC Transmission Projects Company limited  
 #12-21, Upper Ground Floor,  
 Antriksh Bhawan, 22, K G Marg,  
 New Delhi - 110 001  
 Tel: 011-47964796, Fax: 011-47964747

- Late submission of Bid Proposals, for whatsoever reasons, after the due date and time for submission shall not be considered. Offers sent by Fax/e-mail etc. will not be considered.
- The costs on account of preparation of bids, negotiation, discussion etc. as may be incurred by the bidder(s) in the process of finalization of the contract are on account of Bidder(s) and RECTPCL shall not reimburse either in part or in full the cost so incurred.
- RECTPCL reserves the right to reject any or all of bids, wholly or partially, without assigning any reasons whatsoever.
- The bidding documents shall remain the exclusive property of RECTPCL without any right of the bidder to use them for any purpose except bidding and for use by successful bidder with reference to the work.
- Technical bid shall be opened at the scheduled time and date as mentioned in the bid document in the presence of such bidders or their authorized representative who choose to remain present. A maximum of two representatives for any bidder shall be permitted and authorised to attend the bid opening. Bids without EMD will be out rightly rejected.
- Further, if the due date of receipt of bid as aforesaid is declared holiday, bid would be received on schedule time on the next working day.
- Alternative Bids shall not be considered.
- Financial Bids of the technically qualified bidders shall be opened on other date & shall be duly notified to all the qualified bidders.
- RECTPCL reserve right to ask to submit any document if desired so at any stage & also the right to verify/confirm all original documents & failure to produce the same within the

period as and when required and notified in writing by RECTPCL shall result in summarily rejection of the bid.

- Engagement with RECTPCL does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by RECTPCL. RECTPCL reserves the right to call bids/assign work/ associate the agency(ies) in any area as may be deemed fit by RECTPCL depending upon the profile provided by the agencies and requirement of assignment
- Acceptance of the application(s) constitutes no form of commitment on the part of RECTPCL. Furthermore, this acceptance of the application confers neither the right nor an expectation of minimum order within the proposed project.
- RECTPCL reserve the right to accept the whole or its part of part of any responses with any short fall at its sole discretion.
- RECTPCL reserve the right to call for fresh tenders/financial bid invitation at any stage and /or time as per the present and /or envisaged RECTPCL requirements even if the tender is in evaluation stage or in any stage.
- RECTPCL reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.
- Consortium and joint venture in any form are not allowed. Also, bidders have to note that no sub-contracting / sub-letting are allowed.

### **Preparation of Financial Bids**

- All rates should be in figures and in words. In case of discrepancy between the words and the figures the rate indicated in words shall prevail.
- Rates quoted should be firm and fixed. No price variation and escalation will be allowed.
- The quotation shall be valid for entire contract period/completion of the Assignments.
- The bidders should satisfy themselves before submission of the bid to RECTPCL that they understand and satisfy each and every condition laid down in the bid document.
- Costs & Currency: The cost must be indicated as Fixed Price in Indian Rupees only, including the following:
  - a. Cost of the software, customization, implementation & training.
  - b. Warranty and Post Production Services are per the terms mentioned earlier in this document.
  - c. All the travel, lodging & boarding related expenses incurred to visit Discoms in India.
- The price offered to the RECTPCL must be in Indian Rupees, inclusive of all applicable taxes and duties except for the service tax which shall be payable extra as applicable. The Price Offer shall be for the assignment as per the Scope of work of Bid Document and shall

remain FIRM throughout the period of contract. RECTPCL shall not pay and/or reimburse anything over and above the price quoted except Service Tax which shall be payable extra on quoted price, as applicable. The bidder shall have valid service tax registration and ensure deposit of service tax to the tax authorities. The RECTPCL reserves the right to ask the bidder to justify and establish price/rate reasonableness. In the event of an award of contract, income tax will be deducted by the RECTPCL at source as per law.

- Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
- Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.
- The Quoted Price will be on a lump sum basis inclusive of all travel, stay, out of pocket expenses, cost of producing documents, etc. and RECTPCL will not pay and/or reimburse anything over and above the price quoted. Office accommodation, transport and daily movement of consultant, telephone, computer and other facilities shall be arranged by the agency at his/their own cost.
- For successful implementation of the application/ portal, the bidder is also required to interact with other organizations viz Distribution companies of India, NIC and Ministry of Power etc., RECTPCL will not pay and/or reimburse anything over and above the price quoted.

**D. PRE-ELIGIBILITY CRITERIA:**

All of the following criterion must be fulfilled by the bidder to be considered for technical evaluation of the bid/proposal:

1. The bidder should be a Company incorporated under Companies Act, 1956. The bidder must be in operation for last five FYs. No consortium or JV is permitted to participate in the bidding process.
2. Bidder should have a cumulative annual turnover of at least Rs. 3 Crores and positive net worth during the last three financial years as per latest Audited Balance. This must be individual company turnover and not of group / subsidiary companies.
3. Bidder should not have been black listed at any time by the Government / Government agency / Banks / Financial Institutions in India.
4. The bidder should have executed assignments which are similar to this assignment.
5. The bidder should have at least 30 IT professionals on in its pay role.
6. Bidder should be an ISO (International Organization for Standardization) certified company.
7. The bidder must have fully operational office/ Head Office/ Branch Office in Delhi/NCR.

**E. BID OPENING AND EVALUATION OF PROPOSALS**

**Opening of Technical Proposal**

The Technical Proposal along with the EMD will be opened in the presence of the authorized representatives of the agencies, who wish to be present. The Technical proposal would be opened on **13.05.2016 at 15:30 Hrs (IST)** in the presence of Bidder's representative who choose to be present.

### **Evaluation of Technical Proposal**

#### **Total Maximum 100 Marks**

The bidder's relevant experience in the past five years (from Indian FY 2010-11 onwards including the current Financial Year till date of issue of the tender) will be considered. Experience of the bidders would be evaluated on the following basis:

S.No.	Particular	Scoring Criteria
1.	<p><b>Experience of Assignments related to</b></p> <ul style="list-style-type: none"> <li>• <b>Development of Mobile Application</b></li> <li>• <b>Development of IT Portal /IT projects</b></li> <li>• <b>Experience of Development of integrated web portal and associated Mobile Application</b></li> </ul> <p><b>Minimum Assignment (in either of described category ) completed to be considered for evaluation: two (2)with minimum 1 of them in government sector</b></p>	<p><b>1a. Experience of Development of Mobile Application:</b></p> <p>The mobile apps should have been implemented (which is currently live) for Government of India, State Governments, International Donor Agencies like ADB, WB, DFID,IFC etc. Government of other countries, Public Sector Entities or private sector.</p> <p><b>For Government sector or international bodies' assignments:</b>  5 marks for each completed Mobile App with SMS gateway  4 marks for each completed mobile app with GPS location based features  3 marks for other kinds of mobile applications</p> <p><b>For private sector assignments:</b>  4,3,2 marks in each of above categories for assignments for private sector</p> <p><b>Max of three assignments, maximum Marks: 15</b></p> <p><b>1b. Experience of Development of IT Portal /IT projects :</b></p>

		<p>5 marks for each completed assignment in case of programs supported or implemented by Government of India, State Governments, International Donor Agencies like ADB, WB, DFID,IFC etc. Government of other countries, Public Sector Entities (Max of 3 assignments).</p> <p>4 marks for each completed assignment for Private Organization (Max of 3 assignments)</p> <p><b>Max Marks: 15</b></p> <p><b>1c. Experience of Development of integrated web portal and associated Mobile Application:</b></p> <p><b>5 marks for each completed assignment</b> in case of programs involving both webportal development and associated mobile application ,supported or implemented by Government of India, State Governments, International Donor Agencies like ADB, WB, DFID,IFC etc. Government of other countries, Public Sector Entities (<b>Max of 2 assignments</b>).</p> <p><b>4 marks for each such completed assignment</b> for Private Organization (<b>Max of 2 assignments</b>)</p> <p><b>Max Marks: 10</b></p> <p><b>GRAND TOTAL: 40 Marks</b></p>
2.	<p><b>Team Leader – 1Position</b></p> <p><b>The bidder must have 1 Team Leader to be deputed for the assignment to be considered for evaluation, who should have following experience:</b></p> <ul style="list-style-type: none"> <li>• <b>Minimum 10 years OF experience in IT/ software development.</b></li> <li>• <b>Experience of minimum 1</b></li> </ul>	<p>Minimum Qualification: B.Tech/B.E.</p> <p>Education from premier institutes like IIT - <b>4 Marks</b></p> <p>Education from a State Institute - <b>3 Marks</b></p> <p>Any other Private institute - <b>2 Marks</b></p> <p><b>Experience in delivery of technical assignments</b> in categories as mentioned in Sr. No. 1 above for state governments / National Government</p>



	<b>Government sector IT assignment in categories as mentioned in Sr. No. 1 above.</b>	/International donor agencies, Private Sector <b>maximum of 3 assignments, 2 marks for each</b> <b>Total Max Marks: 10</b>
3.	<b>Application Developer</b>  The bidder must have atleast 2 Application Developer having educational qualification as B.Tech/B.E.(CS/IT or equivalent) and minimum 2 years of experience in building IT Applications for Power Sector /Other sectors proposed to be deployed for the assignment to be considered for evaluation	<b>Experience in delivery of IT application in assignment categories as mentioned in Sr. No. 1 above</b> for state governments / National Government /International donor agencies, Private Sector – <b>maximum 3 assignments</b> <b>( 2marks for each assignment )</b>  Maximum 6 marks per expert <b>Maximum 12 Marks</b>
4.	<b>Application Integrator</b>  The bidder must have atleast 2 Application Integrator having educational qualification as BTech/BE(CS/IT or equivalent)/MCA and minimum 2 years of experience as Solution/ Technology Architect proposed to be deployed for the assignment to be considered for evaluation	<b>Experience as Solution/ Technology Architect in the assignment categories as mentioned in Sr. No. 1 above</b> for state governments / National Government /International donor agencies, Private Sector – <b>maximum 3 assignments</b> <b>( 2marks for each assignment )</b>  Maximum 6 marks per expert <b>Maximum 12 Marks</b>
5.	<b>Multilingual Support</b>  <b>The bidder must have developed atleast 1 multilingual mobile/IT based application to be considered for evaluation.</b>	<b>If the bidder has built mobile or IT based applications with multilingual support then:</b>  <b>5 marks for each assignment</b> in case of Indian Languages ( <b>Max of 2 assignments</b> ).  <b>3 marks for each assignment</b> for Non Indian Languages ( <b>Max of 2 assignments</b> )  <b>Total Max Marks: 10</b>
6.	<b>Submission of the Proposed methodology and work plan pertaining to current assignment, prototypes along with presentation</b>	<b>6a. Prototype:</b> Bidder to submit wireframes of mobile applications and admin dashboards. The wireframes has to be in line with the requirements to demonstrate the understanding of the project requirements – <b>5 marks</b>  <b>6b.</b> Extent and depth of the

		<p>organization's grasp on the project requirements, expected challenges, along with Execution Plan- <b>6 marks</b></p> <p><b>6c. Risk Analysis, Robustness of the risk mitigation plan and the Willingness of the organization to walk the extra mile to bring Discoms onboard to make the project operationally successful - 5 Marks</b></p> <p><b>Total Max Marks: 16 Marks</b></p>
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**Note:** The above manpower requirement is minimum and for evaluation purpose. However, the selected bidder has to deploy the manpower as per the actual requirement of the assignment so as to achieve all the timelines.

The bidders will be notified about the presentation date and time separately. After making technical presentation to RECTPCL, the Bidder obtaining **70 marks or more in total** would be regarded as technically qualified Bidder and considered for opening of "Financial Proposal". RECTPCL may call for any clarifications/ information if required.

#### **Opening of Financial Proposal**

"Financial Proposal" would be opened only of the technically qualified bidders. The date and time of opening of Financial Proposal would be intimated to the Bidders qualifying at Technical Evaluation stage separately. The Financial Proposal will be opened in the presence of the authorized representatives of the bidder's, who wish to be present. Financial Proposal of other bidders not technically qualified will not be opened.

#### **Evaluation of Financial Proposal**

The assignment will be awarded to the technically qualified consultant who has quoted lowest lump sum price, in Indian Rupees, without condition(s) or alternate price bid. Conditional Financial Proposals will be rejected out rightly.

Please note that the Conditional Financial Proposals will be rejected out rightly.

#### **D. Liquidated damages (LD) for delay for completion of work**

The timely completion of the assignment is the essence of the contract. In the event of failure to complete the assignment within the stipulated completion period, the liquidated damages are payable by the agency at 2% (Two percent) per week of delay or part thereof, of the unexecuted order value. However, the total liability of the agency under this clause shall be restricted to 10% of the contract value as awarded.

In case of continued non-satisfactory performance, RECTPCL have the right to withdraw the work & get completed the work at the risk and cost of the agency. Further the agency may be blacklisted for a period of one year or more for participating in any of the bids invited by RECTPCL. Also, RECTPCL would be free to intimate such black listing to various state/central

utilities/ Ministry of Power/State Governments/other agencies not to consider the said agency for any assignment including of the same on websites.

**F. Performance Bank Guarantee (PBG):**

The Performance Bank Guarantee should be submitted by successful bidders in form of Demand Draft(DD)/ Bank Guarantee after the award of work as per prescribed format enclosed as "Annexure-II" issued in favor of REC Transmission Projects Company Limited and Payable at New Delhi in below said manner.

RECTPCL proposes that Performance Bank Guarantee (PBG) should be submitted by the bidder separately for each portion of the work order i.e (i) for Complete Development of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms & (ii) for Warranty and Post Production Support period. The bidder may be asked to submit the PBG validity for 6 months plus three months claim period of the 10% of total value of the project i.e for Development of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms (70% of the total rate quoted) and after completion of 9 months or before expiry of PBG of complete implementation portion bidder has to submit PBG for warranty and Post Production Support period for 3 years plus 90 days claim period of the total warranty portion(30% of the total rate quoted). Further in case bidder not submitted the PBG for warranty portion before due date or expiry of PBG submitted for Development of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms, the PBG may be forfeited accordingly and in case of any failures/non-performance of the contract the PBG shall be forfeited /encashed.

**F. Deviation:**

The bidder must comply with the Scope of work, all terms and conditions & milestone target for execution of work as per bid document. No deviation on the lower side in this regard shall be accepted. In case of any deviation, Bids shall be summarily rejected.

G. Bidders may be present in person or may send their authorized representative at the time of opening of bid as per schedule. No further intimation shall be given if there is no change in the schedule. It is expected that all bidder shall attend the opening of bids. However, bids shall be opened and decision shall be taken even in absence of representative if the bid opening is not attended.

H. RECTPCL reserves the right to reject any offer in full or in part. & award the work to one or more than one bidders, without assigning any reason thereof and without incurring any liability to the affected bidders for the action of RECTPCL.

- i. In case it is decided to split the work to more than one agency at the lowest received rates, preference of work may be given to the agency which quoted the lowest rates in response to tender enquiry.

## SECTION-III

### GENERAL TERMS & CONDITIONS OF CONTRACT

#### **1.0 Duration/ Period of Contract:**

1.1 The contract period will be for 42 months from the date of the award of contract, 6 months for Development of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms and 3 years PPS period thereafter. In case duration of the contract is required to be extended for the reason beyond control of agency the same shall be done with mutual consent on same rates, terms & conditions at the sole discretion of RECTPCL.

#### **2.0 Termination of Contract:**

2.1 The contract shall remain in force as per the award of work or till satisfactory completion of awarded work, whichever is earlier.

2.2 However, in case, in the opinion of RECTPCL if the agency is not likely to make up for the delay or test checks by RECTPCL are indicating poor quality survey /work or the agency is acting in anyway prejudicial to the completion of project or on adoption of unethical practices, the contract may be terminated partly or fully by giving 15 days' notice and the balance works shall be got executed at the risk & cost of the agency.

2.3 In case of default in services or denial of services, RECTPCL, at its sole discretion, will be free to avail services of other service providers at the "Risk & Cost" of the defaulter.

#### **3.0 Terms of Payment:**

The payment to the Bidder for the performance of the works under the contract will be made by RECTPCL as per the guidelines and conditions specified herein. The final payment will be made on completion of all the works and on fulfillment by the agency obligations under the contract subject to acceptance by RECTPCL.

The payment will be made to successful Bidder after the award of work, in the following manner:-

- a) No advance payment shall be made.
- b) All Payments shall be made in Indian Rupees only as per the following schedule:-

Sl No	Milestone	% of Quoted Payment
1	On go live of the system with 5 Discoms	25%
2	On go live of the system with next 5 Discoms	10%
3	On go live of the system with next 10 Discoms	20%
4	On go live of the system with balance Discoms	10%

5	On completion of training in all of the above Discoms	5%
6	On completion of 1 <sup>st</sup> Year of PPS	10%
7	On completion of 2 <sup>nd</sup> Year of PPS	10%
8	On completion of 3 <sup>rd</sup> Year of PPS	10%

**Note:**

1) It is expected that around 30 discoms are currently expected to join the scheme and hence integration with these discoms shall be carried out at the first instance. In case it is required to carry out the work of integration & training as per scope of work beyond 30 discoms, the price payable to the selected bidder for each additional discom shall be restricted to 0.80 % of lumpsum price quoted by the bidder in its financial bid. In such case, 80% of the payment shall be made after the system is Go Live in that discom & training is imparted and rest 20% shall be released after completion of contract period. This price in respect of additional discom shall be valid for 24 months from the date of bid submission.

2) A system will be considered as "Go Live" in any discom once it will achieve its full functionality, as described, and is sending the outage information to the customer database, as provided by the discom till that date. However, the updation of Discom's customer data into the Central Platform is covered under PPS.

**10.0 Tax Deduction at Source:**

Income Tax and any other taxes etc. as may be applicable from time to time during the currency of contract shall be deducted at source from the running bill(s).

**11.0 Force Majeure**

The RECTPCL and Agency shall ensure due compliance with the terms of this tender/Work order. However no party shall be liable for any claim for any loss or damage whatsoever arising out of failure to carry out the terms of the tender/Work order to the extent that such a failure is due to force Majeure events which include fire, riot, strike, lockout, forces of nature, accident, and act of God. But any party claiming the benefit of this clause shall satisfy the other party of the existence of such an event and give written notice within 72 hrs. of occurrence to the other party to this effect. The services covered under this tender/Work order shall be started as soon as the condition of force majeure ceases to exist against the particular party to this tender/Work order.

**6.0 Disputes Resolution & Arbitration**

6.1 Disputes under the agreement shall be settled by mutual discussion.

6.2 However, in the event amicable resolution or settlement is not reached between the parties, the differences of disputes shall be referred to and settled by the Sole Arbitrator to be appointed by Chairman, RECTPCL.

6.3 The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.

6.4 The venue of the arbitration shall be New Delhi, India.

6.5 The fee & other charges of Arbitrator shall be shared equally between the parties.

6.6 The Arbitrator will give the speaking & reasoned award. The party will not be entitled to any Pendente lite interest during arbitration proceedings.

### **7.0 Intellectual Property Rights.**

The Intellectual Property Rights (IPR) of the developed software shall belong to RECTPCL.

### **8.0 Jurisdiction of Courts etc.**

The Courts/any other Tribunal or Forum in Delhi/New Delhi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out this contract.

### **9.0 Sub-contracting**

Agencies to which work is awarded are not allowed to Sub-contract the work to any other parties either in part or full.

### **10.0 Quantity Variation/Split of work**

RECTPCL reserves the right to increase or decrease the quantity of work, split of the work to Agencies or other terms and conditions at the sole discretion of the RECTPCL. Suitable Amendment/ communications shall be issued in the event of variations in the quantities.

**11.0** It will be imperative on each bidder to fully acquaint itself of all factors/activities which would have effect on the performance of the work and its cost.

## Appendix-A

**RECTPCL shall conduct weekly progress review. The following table has the list of checkpoints for weekly review. As the timely delivery of the project is of utmost importance, the bidder must adhere to the weekly plan in order to be able to deliver on time.**

Mi le sto ne	Time Duration	Activity
I	Within 7 days from issuance of work order.	<p>Detailed Functional Requirement Specifications (FRS) Document of all of the following modules:</p> <ul style="list-style-type: none"> <li>• Central Platform <ul style="list-style-type: none"> <li>○ This platform will serve as a common backend for all applications/front-end clients</li> </ul> </li> <li>• Integration with the SMS service provider and/or automated voice telephony server provider.</li> <li>• Super-Admin Dashboard <ul style="list-style-type: none"> <li>○ The web based dashboard that the admin will use for administrative tasks</li> </ul> </li> <li>• Admin Dashboard for Zonal Head/Discom Admin</li> <li>• Mobile Application(s) for Field Level Executive</li> <li>• Mobile Application(s) for Citizen</li> </ul> <p>FRS should cover each and every use-case scenario along with the associated alerts and notifications to different stakeholders of the system.</p>
II	Within 14 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Wireframes of Field Executive Mobile App</li> <li>▪ Detailed Architecture Design Document</li> <li>▪ List of all APIs along with the API Signature and the documentation on Apiary.io</li> <li>▪ Closure on all integration aspects with the SMS Gateway</li> <li>▪ Finalization on the integration aspects with the automated voice call and IVRS based second factor authentication</li> <li>▪ DB Schema Design</li> <li>▪ Wireframes of all admin dashboards</li> </ul>
III	Within 21 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Designs of Field Executive Mobile App (Android &amp; iOS)</li> <li>▪ Identification of KPIs for security Audit</li> <li>▪ Designs of all admin dashboards and citizen web portal</li> <li>▪ Wireframes of the citizen mobile application</li> </ul>
IV	Within 28 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Testplan with all testcases for all usecases</li> <li>▪ Content of all error and success messages in all usecases in mobile apps as well as the admin dashboard</li> <li>▪ Final design of the citizen mobile application</li> <li>▪</li> </ul>



V	Within 35 days from issuance of work order	<ul style="list-style-type: none"> <li>• UAT build of Field Executive Mobile App in English Language(Android)</li> <li>• Integration with SMS Gateway</li> <li>• Second Factor Authentication for submitting the outage details by Field Executive over SMS</li> <li>• Content for all Push Notifications of all mobile apps</li> <li>• Audited Build of backend common platform APIs</li> </ul>
VI	Within 42 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Go live ready build of: <ul style="list-style-type: none"> <li>○ Field Executive Mobile App (Android) <ul style="list-style-type: none"> <li>▪ Including Push Notifications</li> <li>▪ English Language Only</li> </ul> </li> <li>○ Super-Admin dashboard</li> <li>○ Central Platform</li> </ul> </li> <li>▪ UAT build for dashboard for citizen</li> <li>▪ UAT build of Field Executive Mobile App in English Language(iOS)</li> </ul>
VII	Within 49 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ UAT Ready Build for <ul style="list-style-type: none"> <li>○ Citizen Mobile Application (Android)</li> </ul> </li> <li>▪ Field testing and issue resolution</li> </ul>
VIII	Within 56 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Documentation of the systems developed and the user manual in text as well as video formats</li> <li>▪ UAT ready build for iOS app of Field Executive</li> <li>▪ UAT ready Build for Citizen Mobile Application (iOS)</li> <li>▪ Make admin dashboards ready-to-use by a Discom</li> </ul>
IX	Within 63 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Go Live Ready Build for: <ul style="list-style-type: none"> <li>○ iOS app of Field Executive</li> <li>○ Citizen Mobile Application (Android)</li> <li>○ Citizen Portal</li> </ul> </li> <li>▪ Review of all documentaion and user guides</li> </ul>
X	Within 70 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Go Live Ready build of field executive mobile application in vernacular languages (Upto 5 languages)</li> <li>▪ Go Live build for all admin dashboards with full functionality</li> <li>▪ Go Live Ready build of the Citizen Mobile Application (iOS)</li> <li>▪ Test reports of all Go Live ready builds for all frontend and backend applications across all supported mobile devices and OS versions.</li> <li>▪ Deploy production ready builds on the production server</li> </ul>
XI	Within 75 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Fix All Pending Issues/Bugs</li> <li>▪ Incorporate the feedback from RECTPCL on the Play store and app store assets of all applications and take a sign-off from RECTPCL on the final versions</li> <li>▪ Submit Play store and app store assets of all applications to RECTPCL for approval</li> <li>▪ Go Live with minimum 5 Discoms</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Impart training to each of the onboarded Discoms</li> </ul>
XII	Within 90 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Go live with minimum 5 additional Discoms</li> <li>▪ Impart training to each of the onboarded Discoms</li> </ul>
XIII	Within 120 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Go live with minimum 10 additional Discoms</li> <li>▪ Impart training to all the onboarded Discoms</li> </ul>
XIV	Within 150 days from issuance of work order	<ul style="list-style-type: none"> <li>▪ Go live with balance Discoms</li> <li>▪ Impart training to all the onboarded Discoms</li> </ul>

**SECTION-IV      TECHNICAL PROPOSAL - STANDARD FORMS**

TECH-1      TECHNICAL PROPOSAL SUBMISSION FORM

TECH-2      BIDDER'S ORGANIZATION

TECH-3      DESCRIPTION OF THE EXPERIENCE OF THE BIDDER

TECH-4      CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF FOR MEETING  
QUALIFICATION REQUIREMENT

TECH-5      STATUTORY AUDITOR CERTIFICATE FOR MEETING THE AVERAGE ANNUAL TUROVER  
CRITERIA

TECH-6      COPY OF THE PRESENTATION TO BE MADE TO RECTPCL

**FORM TECH-1**

**TECHNICAL PROPOSAL SUBMISSION FORM**

---

[Date]

From: [Name, address and telephone nos. of the bidder]

To:

The Addl. CEO  
REC Transmission Projects Company Limited,  
12-21, Upper Ground Floor,  
Antriksh Bhawan, 22, K G Marg,  
New Delhi - 110 001

Sir,

**Subject: Engagement of Agency for Development and Post Production Services (for 3 years) of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms**

1. We, the undersigned, are submitting our proposal for Engagement of Agency for Development and Post Production Services (for 3 years) of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms. We are hereby submitting our Proposal, which includes Technical Proposal, Financial Proposal (online only) & EMD sealed under separate envelopes.
2. We confirm that we meet the Selection Criteria set out in your bidding document.
3. We confirm that our proposal is valid for your acceptance for 90 days from date of Technical Bid opening.
4. We confirm that our Proposal is consistent with all the requirements / scope of work as defined in the bidding document.
5. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation or false information / documentation contained in it may lead to our disqualification.
6. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations, if any.

7. We undertake, if our Proposal is accepted, to initiate the activities for completion of this assignment within one week from date of issue of LOA.

8. I/We hereby declare that our company has not been banned or disqualified or black listed by any Government or any Government agencies or PSUs for a period of last five years.

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Bidder (Lead Consultant): \_\_\_\_\_

Address: \_\_\_\_\_

Telephone (office): \_\_\_\_\_

Telephone (Mobile): \_\_\_\_\_

Fax: \_\_\_\_\_

**FORM TECH-2**

**BIDDER'S ORGANIZATION**

---

[Provide here a brief description of the background and organization of your firm/entity.]

**GENERAL CRITERIA DETAILS**

- 1. **THE FIRM** : \_\_\_\_\_
- 2. **Name** : \_\_\_\_\_
- 3. **Regd. Address** :
  - a) **Address of Office** : \_\_\_\_\_
  - b) **Contact Person's**
    - i. **Name & Design.**: \_\_\_\_\_
    - ii. **Address** : \_\_\_\_\_
    - iii. **Tel No. Landline/Mobile:** \_\_\_\_\_
    - iv. **Email ID** : \_\_\_\_\_
- 4. **Type of Firm** : \_\_\_\_\_
- 5. **Number of IT Professional on Payroll:** \_\_\_\_\_
- 6. **ISO Certification No.** \_\_\_\_\_
- 7. **PAN No.** : \_\_\_\_\_
- 8. **Service Tax Reg. No.:** \_\_\_\_\_
- 9. **E.M.D. Details** :
  - Rs.** \_\_\_\_\_
  - DD No.** \_\_\_\_\_
  - Name & Address of Bank:** \_\_\_\_\_

**Signature**.....  
**Full Name**.....  
**Designation**.....  
**Address**.....

**Note: The bidder must provide documentary evidence to establish the Eligibility criteria as stipulated in the bidding document**

**FORM TECH-3**

**DESCRIPTION OF THE EXPERIENCE OF THE BIDDER**

---

**1. Brief Description of the experience of Bidder**

S. No	Name of assignment	Name of client	Date of Commencement	Date of Completion	Web Portal/ App Details
1	2	3	4	5	6

**NOTE:** Bidder must enclose

- 1. Copy of the LOI/LOA/Agreement along with the completion certificate issued to the Bidder for similar assignments

The bidder shall also give details of other similar assignments and/or on-going assignment in the above format in a separate sheet as annexure for information only.

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

**FORM TECH-4**

**CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF FOR MEETING QUALIFICATION REQUIREMENT**

(CVs of Team who shall be working for the proposed assignments shall be given)

**(Please refer Technical Evaluation Section for qualification & experience requirements)**

1. **Proposed Position:** \_\_\_\_\_
2. **Name of Staff** [*Insert full name*]: \_\_\_\_\_
3. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_
4. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: \_\_\_\_\_
5. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: \_\_\_\_\_
6. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From [Year]: \_\_\_\_\_ To [Year]: \_\_\_\_\_

Employer: \_\_\_\_\_

Positions held: \_\_\_\_\_

7. **Detailed Tasks Assigned** [*List all tasks to be performed under this assignment*]

9. **Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned**

Name of assignment or project: \_\_\_\_\_

Year: \_\_\_\_\_

Location: \_\_\_\_\_

Client: \_\_\_\_\_

Main project features: \_\_\_\_\_

Positions held: \_\_\_\_\_

Activities performed: \_\_\_\_\_

10. **Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if empaneled / engaged.

Date: \_\_\_\_\_



*[Signature of staff member]*

*Day/Month/Year*

Full name of authorized representative: \_\_\_\_\_

Signature of authorized representative of Employer: \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

**FORM TECH-5**

**STATUTORY AUDITOR CERTIFICATE FOR MEETING THE AVERAGE ANNUAL TUROVER CRITERIA  
& NET WORTH**

**FORMTECH-6**

**COPY OF THE PRESENTATION TO BE MADE TO RECTPCL**

**SECTION-V FINANCIAL - STANDARD FORMS**

FIN-1 LETTER FOR SUBMISSION OF FINANCIAL BIDS

FIN-2 FINANCIAL BID FORM

**FIN-1**

**LETTER FOR SUBMISSION OF FINANCIAL BID**

To,

Addl. CEO  
REC Transmission Projects Company Limited  
12-21, UGF, Antriksh Bhawan,  
22 K G Marg, New Delhi – 110 001

**Sub.: Engagement of Agency for Development and Post Production Services (for 3 years) of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms**

Sir,

1. With reference to your Request for Proposal No. \_\_\_\_\_ dated \_\_\_\_\_ for Development and Post Production Services (for 3 years) of Outage Management System Software & its implementation for Power Distribution Companies/State Power Departments in India for dissipating the outage information to power distribution consumers across India through SMS/ Calls, Push Notifications along with development of Pan-India integrated Mobile Application to access real time and historic outage information for Discoms, I wish to apply for engagement with RECTPCL.

Further, I hereby certify that-

2. I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.
3. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the RECTPCL.
4. Our bid shall remain valid for period stipulated in the bidding document.

**Date:**

**Place:**

**Signature:**

**Full Name:**

**Designation:**

**Address:**

**FIN-2**

**FINANCIAL BID FORM**

**Name of the Bidder:** \_\_\_\_\_

<b>S.NO</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
A.	Lumpsum price (excluding Service Tax) for design, development, testing and successful deployment of Central Platform with Admin Dashboards & Citizen Dashboard, All Mobile Apps, Integration with around 30 Discoms, User Manual and Training Material, Training and onboarding of Discoms, other deliverables mentioned in the bid document, Warranty and 3 years post production support as per the terms mentioned in the bidding document	

Note:

1. The prices shall remain FIRM till entire contract period /completion of the Assignment.
2. In case of discrepancy between the value indicated by the bidder "In Figures" & "In Words" , the value indicated at "In Words" shall prevail.
3. The prices to be quoted would be inclusive of all taxes & duties except for the service tax which shall be payable extra as applicable.
4. Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
5. Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD/PBG of said bidder.
6. The work will be awarded to the lowest quote bidder i.e. at A above.
7. It is expected that around 30 discoms are currently expected to join the scheme and hence integration with these discoms shall be carried out at the first instance. In case it is required to carry out the work of integration & training as per scope of work beyond 30 discoms, the price payable to the selected bidder for each additional discom shall be restricted to 0.80 % of lumpsum price quoted by the bidder in its financial bid. In such case, 80% of the payment shall be made after the system is Go Live in that discom & training is imparted and rest 20% shall be released after completion of contract period. This price in respect of additional discom shall be valid for 24 months from the date of bid submission.

**BID BANK GUARANTEE (EARNEST MONEY)**  
(To be stamped in accordance with Stamp act)

This deed of Guarantee made this \_\_\_\_ day of \_\_\_\_\_ 2016 by

\_\_\_\_\_  
**(Name of the Bank)**

having one its branch at \_\_\_\_\_ acting through its Manager (hereinafter called the "Bank") which expression shall wherever the context so requires includes its successors and permitted assigns in favour of REC Transmission Projects Company Ltd., registered under the Companies Act, 1956, having its office at \_\_\_\_\_  
\_\_\_\_\_(hereinafter called "RECTPCL") which expression shall include its successors and assigns.

WHEREAS RECTPCL has invited tender vide their Tender Notice No. \_\_\_\_\_  
\_\_\_\_\_ Dated \_\_\_\_\_ to be opened on \_\_\_\_\_ AND  
\_\_\_\_\_ WHEREAS M/s \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(Name of Tenderer)**

having its office at \_\_\_\_\_(hereinafter called the "Tenderer"),  
has/have in response to aforesaid tender notice offered to supply/ do the job  
\_\_\_\_\_ as contained in the tender.

AND WHEREAS the Tender is required to furnish to RECTPCL a Bank Guarantee for a sum of Rs.  
\_\_\_\_\_(Rupees \_\_\_\_\_ Only) as Earnest Money for  
participation in the Tender aforesaid.

AND WHEREAS, we \_\_\_\_\_

**(Name of Bank)**

have at the request of the tenderer agree to give RECTPCL this as hereinafter contained.

NOW, THEREFORE, in consideration of the promises we, the undersigned, hereby covenant that, the aforesaid Tender shall remain open for acceptance by RECTPCL during the period of validity as mentioned in the Tender or any extension thereof as RECTPCL and the Tenderer may subsequently agree and if the Tenderer for any reason back out, whether expressly or impliedly, from his said Tender during the period of its validity or any extension thereof as aforesaid or fail to furnish Bank Guarantee for performance as per terms of the aforesaid Tender, we hereby undertake to pay RECTPCL, New Delhi on demand without demur to the extent of Rs. \_\_\_\_\_ Rupees  
\_\_\_\_\_only).

We further agree as follows:-

1. That RECTPCL may without affecting this guarantee extend the period of validity of the said Tender or grant other indulgence to or negotiate further with the Tenderer in regard to the conditions contained in the said tender or thereby modify these conditions or add thereto any further conditions as may be mutually agreed to in between RECTPCL and the Tender AND the said Bank shall not be released from its liability under these presents by an exercise by RECTPCL of its liberty with reference to the matters aforesaid or by reason of time being given to the Tenderer or any other forbearance, act or omission on the part of the RECTPCL or any indulgence by RECTPCL to the said Tenderer or any other matter or thing whatsoever.

2. The Bank hereby waive all rights at any time in consistent with the terms of this Guarantee and the obligations of the Bank in terms thereof shall not be otherwise affected or suspended by reason of any dispute or dispute having been raised by the Tenderer (whether or not pending before any arbitrator, tribunal or court) or any denial of liability by the Tenderer stopping or preventing or purporting to stop or prevent any payment by the Bank to RECTPCL in terms thereof.
3. We the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RECTPCL in writhing and agree that any charges in the constitution, winding up, dissolution or insolvency of the Tenderer, the said Bank shall not be discharged from their liability.

NOTWITHSTADING anything contained above, the liability of the Bank in respect of this Guarantee is restricted to the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and this Guarantee shall remain in force till \_\_\_\_\_ unless a claim under this guarantee is filed with the bank within 30 (thirty) days from this date or the extended date, as the case may be i.e. up to \_\_\_\_\_ all rights under Guarantee shall lapse and the Bank be discharged from all liabilities hereunder.

In witness whereof the Bank has subscribed and set its name and seal here under.

**Note: - The date shall be thirty (30) days after the last date for which the bid is valid.**



**PERFORMANCE BANK GUARANTEE**

M/s REC Transmission Projects Company limited,  
Core 4, Scope Complex, Lodhi Road,  
New Delhi — 110003 (INDIA)

(With due stamp duty if applicable)

**OUR LETTER OF GUARANTEE NO.:** \_\_\_\_\_

In consideration of REC Transmission Projects Company limited, having its office at \_\_\_\_\_  
\_\_\_\_\_ (hereinafter referred to as "RECTPCL"  
which expression shall unless repugnant to the content or meaning thereof include all its successors,  
administrators and executors) and having issued BID/Work Order No.  
\_\_\_\_\_ dated \_\_\_\_\_ with/on \_\_\_\_\_ M/s  
\_\_\_\_\_ (hereinafter referred to as "The Agency" which expression  
unless repugnant to the content or meaning thereof, shall include all the successors, administrators,  
and executors).

WHEREAS the Agency having unequivocally accepted to perform the services as per terms and  
conditions given in the BID/Work Order No \_\_\_\_\_ dated  
\_\_\_\_\_ and RECTPCL having agreed that the Agency shall furnish to RECTPCL a Performance  
Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) (or  
the percentage as per the individual case) of the value of the BID/Work Order i.e. for  
\_\_\_\_\_.

We, \_\_\_\_\_ ("The Bank") which shall include OUR  
successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No.  
\_\_\_\_\_ in your favor for account of \_\_\_\_\_ (The  
Agency) in cover of performance guarantee in accordance with the terms and conditions of the  
BID/Work Order.

Hereby, we undertake to pay up to but not exceeding \_\_\_\_\_ (say \_\_\_\_\_  
\_\_\_\_\_ only) upon receipt by us of your first written demand accompanied by  
your declaration stating that the amount claimed is due by reason of the Agency having failed to  
perform the BID/Work Order and despite any contestation on the part of above named-agency.

This letter of Guarantee will expire on \_\_\_\_\_ including 30 day of claim period and any  
claims made hereunder must be received by us on or before expiry date after which date this Letter of  
Guarantee will become of no effect whatsoever whether returned to us or not.

\_\_\_\_\_  
Authorized signature  
Chief Manager/ Manager  
Seal of Bank