

Distribution Counter Operator for Energy Efficient Appliances at BRPL Centres

Terms of Reference

1 Background

The main function of the BRPL is the distribution of electricity in South and West parts of Delhi and allied services in other parts of the Country. In the recent times the electricity demand has increased considerably and there is lot of stress on Energy Efficiency and conservation. The BRPL has taken up pioneering role to provide value added Energy Efficiency services for its customers under Demand Side Management (DSM).

For meeting the rising electricity demand the BRPL has launched “Distribution of Energy Efficient Appliances” for its customers. Under this Energy Efficient Appliances are distributed to the BRPL customers by the Distribution Counter Operators (DCO). Only the Energy Efficient Appliances supplied by EESL (1) LED Bulbs (9W) (2) LED Tube Lights (20W) and (3) Energy Efficient Ceiling Fans (50W) are distributed by the DCOs being duly authorised representatives of BRPL for this purpose. The BRPL has entered into a bilateral agreement with EESL for ensuring supply of the Energy Efficient Appliances to the DCOs. An offeror needs to enter into bilateral agreement with BRPL for becoming the DCO.

2 Objectives

The objective behind appointing the DCOs is Demand Side Management by distribution of Energy Efficient Appliances to the BRPL customers.

3 Requisites of the DCO

- a) The DCO will be required to draw Energy Efficient Appliances (LED Bulbs 9W, LED Tube Lights 20W, super Energy Efficient Ceiling Fans and other energy efficient appliances) from EESL after depositing the requisite amount as per price stated in the bilateral Agreement
- b) The drawn Energy Efficient Appliances (EEA) will be distributed to BRPL customers at rates as stated in the bilateral Agreement, by the DCO.
- c) The DCO will be responsible for storage, complete logistic arrangement for distribution and sale of energy efficient products as approved by BRPL from the allocated customer care centers of BRPL and no other products or appliances are permitted under this arrangement.
- d) DCO shall maintain adequate stocks of the 9-Watt LED Bulbs, 20 W LED Tube lights and Energy efficient products as per the demand and no stocks except out of the enlisted appliances should be kept in the inventory
- e) DCO shall be responsible for safety & security material and its manpower. BRPL shall not be responsible for any liability arising out of above
- f) DCO shall be responsible for sale of BRPL approved Energy efficient products. For generation of invoice of EESL appliances, DCO shall be provided access to the automatically generated transaction details on the EESL Online Portal, generated through the details entered by DCO

- g) DCO shall print and distribute various promotional measures to be carried out for creating awareness about the scheme among the BRPL customers at its own cost. The content and the artwork of the said advertisement material shall be jointly agreed /approved by the parties to this agreement.
- h) DCO shall maintain distribution forecast and database of inventory. DCO shall not refuse to accept the delivery of products supplied by EESL or its distributing suppliers to the premises of designated warehouse.
- i) DCO shall arrange to display boards/kiosks at the distribution counters at its own cost.
- j) DCO do hereby undertake to take all necessary permissions and protections which required under the enabling laws associated with dealing/handling/managing the delicate substance and shall keep BRPL indemnified from all liabilities /penalty/ claims including the claims from the third party visiting at the said kiosk premises of BRPL
- k) DCO shall be adhering to the policies of the company associated with the manner and dealing with personals. They shall be free from any influence of alcohol and shall behave properly and shall dress suitable to their profile.
- l) DCO shall provide Information on the Grievance redressal mechanism of EESL shall be shared with the BRPL customers at the time of purchase and promptly promoted.
- m) DCO shall replace the old / new defective products covered under warranty without additional charge after the said consumer produces the original invoice for purchase of the product.
- n) DCO shall provide a monthly report of complaints (with details of defects cited) received relating to the appliance sold from the premises of BRPL with the details of complaints resolved and details of complaints pending.
- o) DCO shall solely responsible for dealing and litigating the cases from consumers and shall keep BRPL indemnified against all claims from consumers.
- p) DCO shall establish a comprehensive complaint handling mechanism and provide hassle free after sales support to the customers.
- q) DCO shall mention the terms and conditions of the replacement guarantee policy in the invoice receipt including the list of centers with contact details
- r) The DCO shall be responsible for raising monthly invoice for collecting facilitation charges from BRPL.
- s) The DCO shall set target of distribution quantity of various EEA and get approval from BRPL in this respect.
- t) The DCO shall be required to submit progress of distribution of Energy Efficient Appliances to the BRPL on daily basis.

4 Methodology

This section should demonstrate the Offeror's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the test and it will then be treated as such accordingly.

5 Time schedule

The distribution of EEA by DCO shall be done on working days: 9AM to 5:30PM, Mon-Sat (Excluding Company Holidays).

Duration: Typically, 1 year from the date of signing the Agreement

6 Inputs to be provided by BRPL

- a) BRPL shall facilitate setting up the Distribution Counter by the DCO at BRPL Customer Care Centres or other suitable location within the BRPL.
- b) Facilitation of DCO with EESL for purpose of drawing of EEA.

7 Deliverables

Minimum 90% achievement against the target set for distribution of the EEA.

Or

Distribution LED Bulbs 9W: Qty 2000nos. per month per centre

Distribution LED Tube Light 20W: Qty 30nos. per month per centre