

Tender Notification for

**“IT Analytic Dashboard Services for Development,
Implementation and Support in BRPL”**

NIT NO: BR/ENQ/23-24/RB/CR/KB/2826 DT 16-03-2023

Due Date for Submission of Tender: 30-03-2023

BSES RAJDHANI POWER LIMITED

**BSES Bhawan, Nehru Place, New Delhi-110019
Corporate Identification Number: U40109DL2001PLC111527
Telephone Number: +91 11 4920 9955
Website: www.bsesselhi.com**

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SECTION - I

REQUEST FOR QUOTATION

1.1 GENERAL

BSES Rajdhani Power Limited invites sealed tenders in 2 envelopes for **“IT Analytic Dashboard Services for Development, Implementation and Support in BRPL”**.

1.01 The bidder must qualify the requirements as specified in clause 1.3 stated below.

The sealed envelopes shall be duly super scribed as-

“IT Analytic Dashboard Services for Development, Implementation and Support in BRPL”.

“NIT NO: BR/ENQ/22-23/RB/CR/KB/2826 DT 16-03-2023”

BRPL invites sealed tenders from eligible bidders for the above-mentioned work (clause 1.1).

Estimated cost of work	: Rs.25,00,000/- (Including GST)
Earnest money Deposit	: Rs.50,000/- (Rs.FiftyThousand Only)
Cost of Tender form (Non- Refundable)	: Rs.1180/- (Including GST)
Validity Period	: 6 Months from date of award of order.
Tender documents on sale	: 16.03.2023 (working days)
Pre-Bid Meeting	: 23-03-2023, 1030 HRS (on webex)
Date & time of Submission of Tender	: 30.03.2023till 15:00 HRS
Date & time of opening of Tender (Opening of technical bid)	: 30.03.2023 till 15:30 HRS

The tender document can be obtained from address given below against submission of non-refundable demand draft of **Rs.1180/-** drawn in favour of BSES Rajdhani Power Ltd, payable at Delhi:

**Head of Department
Contracts & Material Dept.
BSES Rajdhani Power Limited
1st Floor, “C” Block, BSES Bhawan
Nehru Place
New Delhi -110019**

The tender papers will be issued on all working days up to the date mentioned in clause 1.01. The tender documents & detail terms and conditions can also be downloaded from the website www.bsesdelhi.com. In case tender papers are downloaded from the above website, then the bidder has to enclose a separate demand draft covering the cost of bid documents.

1.2 POINTS TO BE NOTED

1.2.1 Works envisaged under this contract are required to be executed in all respects up to the period of completion mentioned above.

1.2.2 Only those agencies, who fulfill the qualifying criteria as mentioned in clause 1.3 should submit the tender documents.

1.2.3 Tender document consists of the following:

- a. Request for quotation/ Notice Inviting Tender
- b. Instructions to bidders
- c. Terms & conditions, annexure
- d. Bill of Quantities/ Price Format / Bid form/BG Format

1.2.4 The Contract shall be governed by the documents listed in para 1.2.3 above.

BSES Rajdhani Power Ltd reserves the right to accept/reject any or all Tenders without assigning any reason thereof and alter the quantity of materials mentioned in the Tender documents at the time of placing purchase/ work orders. Tender will be summarily rejected if:

(i) If **Earnest Money Deposit (EMD)** of requisite amount is not deposited in shape of Bank Draft/Pay Order /BG drawn in favour of **BSES Rajdhani Power Ltd**, payable at Delhi.

(ii) If Tender is received after due date and time.

1.3 Qualifying Criteria:-

The prospective bidder must qualify all of the following requirements to become eligible to participate in the bidding. Bidders who meet following requirements will be considered as successful bidder and management has a right to disqualify those bidders who do not meet these requirements.

1.3.1 TECHNICAL QUALIFYING CRITERIA:

BRPL wishes for development of IT Analytic Dashboard Services along with implementation and support in BRPL.

The prospective bidder must qualify all of the following requirements to be eligible to participate in the bidding. Bidders who meet following requirements will be considered as successful bidder and management has a right to disqualify those bidders who do not meet these requirements.

The bidder's qualification will be determined taking into account the bidder's financial, technical and service capabilities as well as the bidder's experience, references and so on as mentioned in the pre-qualification criteria. It will be based upon the documentary evidence of the bidder's qualification submitted by the bidder and such other information as the BRPL may deem necessary and appropriate

Pre-qualification Technical criteria:

The prospective bidder must qualify all of the following requirements to be eligible to participate in the bidding. Bidders who meet following requirements will be considered as successful bidder.

- ❖ The bidder should have presence in India and must be registered under the Indian Companies Act. Certificate of Incorporation to be submitted.

- ❖ The Bidder/OEM should have successfully executed the project of similar nature (big data analytics) in last 5 years. PO Copy along with completion certificate to be submitted.
 - One project worth ₹ 1Crore OR
 - Two projects worth ₹ 50 Lacs each OR
 - Three projects worth ₹ 35 Lacs each

- ❖ The bidder should have an experience of 2 end to end implementations of Analytics solution on Tableau platform during last 3 years. Copy of Completion Certificate from end client of such projects shall be mandatory.

- ❖ Customer References: Bidder shall submit the name of 2 sites for reference where they have implemented Analytics solution. Bidders need to arrange necessary permission for visit to customer sites, at mutually convenient date and shall allow BSES to visit Bidders own site, on request by BSES.

Pre-qualification Commercial criteria:

- ❖ The bidder should be a public/private limited company registered under Companies Act, 1956.

- ❖ The bidder should have average annual turnover of minimum of Rs. 2 crore in last three financial years. Copy of audited Balance Sheet and P&L Account to be submitted. UDIN based CA certificate to be submitted.

- ❖ Bidder must provide proof of having solvency of an amount equal to Rs. 50 lacs from any nationalized/ scheduled commercial bank. It should not be older than 01.04.2023.

- ❖ Entities that have been currently debarred/blacklisted by any Private/central/state government institution including electricity boards in India, any of the DISCOM in India, lacks qualifying pre-requisites to participate in this tender will not be considered. Accordingly an undertaking by the Authorized Person along with other documents to be provided by the bidder on its letter head in this regard, confirming in clear terms, that the contractor has not been debarred/blacklisted as on the date of submission of the bid. Bidders who is currently debarred/ blacklisted/ suspended by BRPL will not be considered in this tender.

- ❖ Bidder should have PAN No & should fulfill all statutory compliances like PF, ESI registration.

- ❖ Bidder should have valid Registration No. of GST Tax, whichever is Applicable;
- ❖ Declaration on bidder's letter head on Pending Legal case / penalty levied (if any) against Statutory non- compliances on a/c of PF / ESI / Bonus / Gratuity etc.
- ❖ The bidder should give an undertaking on the company's letter head that all the documents/ certificates/ information submitted by them against the tender are genuine. In case any of the documents/ certificates/ information submitted by the bidder is found to be false or forged, action as deemed fit, including forfeiture of EMD & blacklisting may be initiated by BRPL at BRPL's sole discretion
- ❖ The bidder should submit an undertaking for "No Litigation" is pending with BRPL or its Group Companies.
- ❖ The bidder should give an undertaking on their letterhead that all the documents/certificates/information submitted by them against the tender are genuine/true/correct and the copies of documents have been made from the original document/s. Further in case any of the documents/certificates/information submitted by the bidder is found to be false or forged, BRPL at its sole discretion shall be free to take all actions as permitted under law, including forfeiture of EMD and disqualification from participation in the future tenders for 1 year in BRPL & its group companies.
- ❖ Company reserves the right to carry out capability assessment of the Bidders and company's decision shall be final in this regard without assigning the reasons thereof and preference will be given to the Bidders who have worked with utility companies.
- ❖ Please note that by participation in tender and submission of bid, the bidder authorize BRPL to verify the bidder's credentials like work order copies, performance certificates etc. submitted by the bidder from the respective issuing client. If required, BRPL may also direct the bidder to provide the required contact details of the client who can confirm the authenticity of the documents submitted to facilitate the verification process within the timelines provided by BRPL. That upon demand the bidder shall be providing such details to BRPL within timelines provided by BRPL. Further in case any of the documents/certificates/information submitted by the bidder is found to be false or forged or the default from the side of bidder in providing the details for verification, BRPL at its sole Discretion shall be free to take all actions as permitted under law, including forfeiture of EMD disqualification from participation in the future tenders for 1 year in BRPL & its group companies.

The bidder shall submit all necessary documentary evidence to establish that the Bidder meets the above qualifying requirements

Also, the Bidder shall furnish the following commercial & technical information along with the tender:

- ✓ Last three Financial Years (FY 19-20, FY 20-21 & FY 21 -22) financial statement
- ✓ Bidder to submit UDIN based CA Certificate showing upto date all statutory compliance like GST returns i.e. upto FY 21-22.
- ✓ PF, ESI registration copy
- ✓ Details of constitution of the company (Proprietary/ Limited. Along with details)
- ✓ Memorandum & Articles of Association of the Company
- ✓ Organization Chart of the company
- ✓ Experience details with credentials
- ✓ No of Employees detail
- ✓ Premises Detail and addresses across India.

Please note: For existing vendors of BRPL, evaluation will also include the performance in the existing contracts via-a-vis performance in terms of complains, Compliance parameters and wages disbursement by Vendors. BRPL reserves the right to disqualify their bid based on the above performance parameters in spite of them meeting the above qualification criteria. The decision of BRPL shall be final & binding on the bidder. BRPL may ask for any other document as may be required to substantiate/ justify the submissions made by bidders.

BSES reserves the right to disqualify in spite of the bidders meeting the above QC. The decision of BRPL shall be final & binding on the bidder.

a) Firms who are debarred/ blacklisted in BRPL in the past & other utilities in India will not be considered.

b) Company reserves the right to carry out technical capability/ infrastructure assessment of the

Bidders by factory/office inspection or by any other means and company's decision shall be final in this regard.

c) No joint ventures/ consortiums are allowed.

Also, the Bidder shall furnish the following commercial & technical information along with the tender:

- a) Audited Balance sheet for last three financial years.
- b) Detail of Banker & Cash Credit limit
- c) Details of constitution of the company (Proprietary/ Limited/ Pvt. Ltd. Along with details)
- d) Memorandum & Articles of Association of the Company
- e) Organization Chart of the company
- f) Experience details with credentials
- g) Turnover certificate issued by C.A for the last three (3) Financial Years.
- h) Income Tax return for last 3 years

1.4 Bidding and Award Process:

Bidders are requested to submit their offer strictly in line with this tender document. NO DEVIATION IS ACCEPTABLE. BRPL shall response to the clarifications raised by various bidders and the same will be distributed to all participating bidders through website.

1.4.1 BID SUBMISSION:

The bidders are required to submit the bid in 2(two) parts and submit in original + one copy to the following address

Head of Department
Contracts & Material Deptt.
BSES Rajdhani Power Ltd
1st Floor, "C" Block, BSES Bhawan
Nehru Place
New Delhi-110019

PART A: **TECHNICAL BID** comprising of following:

- 1) EMD of requisite amount
- 2) Non-refundable separate demand draft for Rs. 1180/- In case the forms are downloaded from the website
- 3) Documentary evidence in support of qualifying criteria
- 4) Technical Literature if any.
- 5) Any other relevant document
- 6) Acceptance to Commercial Terms and Conditions viz Delivery schedule/period ,Payment terms ,BG etc

The technical bid shall also contain this tender Document with all pages signed & stamped with bidder's seal as an acceptance to the terms & conditions mentioned in this tender document.

PART B: **FINANCIAL BID** comprising of Prices strictly in the Format enclosed in SECTION V
TIME SCHEDULE

The bidders should complete the following within the dates specified as under:

S. No.	Steps	Comprising of	Due date
1	Technical/Commercial Queries, if any	All Queries related to RFQ to be mailed to Kuber.bhatia@relianceada.com in the following in Annexure VII format one day before Pre-Bid Meeting date: 23.03.2023.	22.03.2023
2	Submission of PART-A Technical and PART-B Commercial Bid	EMD of requisite amount Non-refundable demand draft for Rs. 1180/- In case the forms are downloaded from the website Documentary evidence in support of qualifying criteria. Any other relevant document Acceptance to Commercial Terms and Conditions , Payment terms, BG, Check List Documents etc.	30.03.2023

3	Date & Place of Pre Bid Meeting	On Webex https://bsesbrpl.webex.com/bsesbrpl/j.php?MTID=m7527f46fdf73da8e8cc3a96e1c23a511 . Meeting number: 2514 339 2464 Password: 12345 (12345 from video systems)	23-03-2023 10:30 AM
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This is a two part bid process. Bidders are to submit the bids in 2(two) parts

Both these parts should be furnished in separate sealed covers super scribing **NIT no. DUE DATE OF SUBMISSION, with particulars as PART-A TECHNICAL BID & COMMERCIAL TERMS & CONDITIONS and Part-B FINANCIAL BID** and these sealed envelopes should again be placed in another sealed envelope which should be super scribed with —“**Tender Notice No.& Due date of opening**“. The same shall be submitted before the due date & time specified.

Part – A: Technical Bid should not contain any cost information whatsoever and shall be submitted within the due date. After technical evaluation, the list of qualified bidders will be posted immediately on BSES website.

PART B: This envelope will be opened after technical evaluation and only of the qualified bidders.

FINANCIAL BID EVALUATION THROUGH REVERSE AUCTION:

Reverse auction shall be conducted for finalization of contract and the details of the price bid shall not be shared with bidders.

The qualified bidders will participate in reverse auction through SAP-SRM tool. The reverse auction process shall be governed by the terms and conditions enclosed as Annexure-III in this tender document. Training/details shall be provided to bidders before participation in auction.

Notwithstanding anything stated above, the Company reserves the right to assess bidders' capability to perform the contract, should the circumstances warrant such assessment in the overall interest of the Company. In this regard the decision of the Company is final.

In case RA is not conducted/concluded for any reasons, a "final no regret" financial bid in a sealed envelope will be called for from all qualified bidders.

1.4.2 Award Decision

- Company intends to award the business on a lowest bid basis, so bidders are encouraged to submit the bid competitively. The decision to place order/LOI solely depends on Company on the cost competitiveness across multiple lots, quality, delivery and bidder's capacity, in addition to other factors that Company may deem relevant.
- The Company reserves all the rights to award the contract to one or more bidders so as to meet the delivery requirement or nullify the award decision without any reason.

- c) In case any contractor is found unsatisfactory during the execution process, the award will be cancelled and BRPL reserves the right to award other contractors who are found fit.
- d) The Company will award the Contract to the successful Bidder whose Bid has been Determined to be the lowest evaluated responsive Bid, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract. Company reserves the right to award order to other bidders in the tender, provided it is required for progress of project & provided the bidders agree to come to the lowest rate.
- e) Total Order value will be split in the ratio of 60:40 between BRPL & BYPL.

Please note that abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BRPL on this shall be final and bound on the bidders.

“Nil/Zero” Margin or Administrative Service Charges of Bidders will be considered as “Unresponsive”. Abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BRPL on this shall be final and binding on the bidders and will not be open for discussion under any circumstances. Therefore, the bidding firms are advised to quote their Margin / Administrative Service Charges accordingly on the bidders.

1.4.3 Market Integrity

We have a fair and competitive marketplace. The rules for bidders are outlined in the Terms & Conditions. Bidders must agree to these rules prior to participating. In addition to other remedies available, we reserves the right to exclude a bidder from participating in future markets due to the bidder’s violation of any of the rules or obligations contained in the Terms & Condition. Bidders who violate the market place rules or engage in behavior that disrupts the fair execution of the market place restricts a bidder to length of time, depending upon the seriousness of the violation. Examples of violations include, but are not limited to:

- Failure to honor prices submitted to the market place.
- Breach of the terms of the published in Request for Quotation/NIT.
- Misinterpretation of facts.

1.4.4 Confidentiality

All information contained in this RFQ is confidential and may not be disclosed, published or advertised in any manner without written authorization from BRPL. This includes all bidding information submitted.

All RFQ documents remain the property of BRPL and all bidders are required to return these documents to BRPL upon request.

Bidders who do not honor these confidentiality provisions will be excluded from participating in future bidding events.

1.5 Contact Information

Technical or commercial clarification, if any, as regards this RFQ shall be sought in writing and sent by post/courier to following address:

	Technical	Commercial
Contact Person	Head (IT)	Contracts
Mail ID	Nitin.galande@relianceada.com Sudhir.Verma@relianceada.com	Bhaskar.Chattopadhyay@relianceada.com Kuber.bhatia@relianceada.com
Address	BSES Bhawan, BSES Rajdhani Power Ltd , 3 rd Floor D Block Nehru Place, New Delhi	Contracts & Materials Department., BSES Rajdhani Power Ltd, 1st Floor, "C" Block, BSES Bhawan, Nehru Place New Delhi-110019

SECTION – II: INSTRUCTION TO BIDDERS

1.0 GENERAL

BSES Rajdhani Power Ltd, hereinafter referred to as "The Company" are desirous of awarding work for "**IT Analytic Dashboard Services for Development, Implementation and support**" in BRPL

The Company has now floated tender for this work in BRPL as notified earlier in this bid document.

2.0 SCOPE OF WORK

The scope work for "**IT Analytic Dashboard Services for Development, Implementation and support in BRPL**". For details refer Section – IV.

3.0 DISCLAIMER

3.01 This Document includes statements, which reflect various assumptions, which may or may not be correct. Each Bidder/Bidding Consortium should conduct its own estimation and analysis and should check the accuracy, reliability and completeness of the information in this Document and obtain independent advice from appropriate sources in their own interest.

3.02 Neither Company nor its employees will have any liability whatsoever to any Bidder or any other person under the law or contract, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage whatsoever which may arise from or be incurred or suffered in connection with anything contained in this Document, any matter deemed to form part of this Document, provision of Services and any other information supplied by or on behalf of Company or its employees, or otherwise a rising in any way from the selection process for the work.

3.03 Though adequate care has been taken while issuing the Bid document, the Bidder should satisfy itself that documents are complete in all respects. Intimation of any discrepancy shall be give to this office immediately.

3.04 This document and the information contained herein are Strictly Confidential and are for the use of only the person(s) to whom it is issued. It may not be copied or distributed by the recipient to third parties (other than in confidence to the recipient's professional advisors).

4 COST OF BIDDING

The Bidder shall bear all cost associated with the preparation and submission of its Bid and the company will in no case be responsible or liable for those costs.

5. BIDDING DOCUMENTS

5.01 The Scope of Work, Bidding Procedures and Contract Terms are described in the Bidding Documents. In addition to the covering letter accompanying Bidding Documents, the Bidding Documents include:

Request for Quotation (RFQ)	- Section - I
Instructions to Bidders (ITB)	- Section – II
Commercial Terms & Conditions	- Section –III
Details of Resources	- Section- IV
Price Format	- Section- V
Annexure	

5.02 The Bidder is expected to examine the Bidding Documents, including all Instructions, Forms, Terms and Specifications. Failure to furnish all information required by the Bidding Documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect will may result in the rejection of the Bid.

6.0 AMENDMENT OF BIDDING DOCUMENTS

6.01 At any time prior to the deadline for submission of Bids, the Company may for any reasons, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Documents by Amendment.

6.02 The Amendment shall be part of the Bidding Documents, pursuant to Clause 5.01, and it will be notified in writing by Fax/e-mail to all the Bidders who have received the Bidding Documents and confirmed their participation to Bid, and will be binding on them.

6.03 In order to afford prospective Bidders reasonable time in which to take the Amendment into account in preparing their Bids, the Company may, at its discretion, extend the deadline for the submission of Bids.

7.0 PREPARATION OF BIDS

7.0 LANGUAGE OF BID

The Bid prepared by the Bidder, and all correspondence and documents relating to the Bid exchanged by the Bidder and the Company, shall be written in the English Language. Any printed literature furnished by the Bidder may be written in another Language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

8.0 DOCUMENTS COMPRISING THE BID

The Bid prepared and submitted by the Bidder shall comprise the following components:

- (a) Bid Form, Price & other Schedules (STRICTLY AS PER FORMAT) and Technical Data Sheets completed in accordance with Technical Specification.
- (b) All the Bids must be accompanied with the required EMD as mentioned in the Section-I against each tender.

9.0 BID FORM

9.01 The Bidder shall submit" Original 'Bid Form and the appropriate Price Schedules and technical specifications enclosed with the Bidding Documents.

9.02 EMD

Pursuant to Clause 8.0(b) above, the bidder shall furnish, as part of its bid, a EMD of requisite amount as already specified in the Section-I. The EMD is required to protect the Company against the risk of Bidder's conduct which would warrant forfeiture. The EMD shall be denominated in any of the following form:

- (a) Demand Draft/Pay Order drawn in favour of BSES Rajdhani Power Ltd, payable at Delhi.
- (b) BG from a nationalized/ scheduled bank in favor of BSES Rajdhani Power Limited valid for 6 (six) months after last date of receipt of tenders.
Earnest money given by all the bidders who are not technically qualified or techno commercially qualified except the lower bidder shall be refunded within 8 (Eight) weeks after award of the work.

The amount of EMD by the lowest bidder shall be returned on submission of CPBG as per tender terms.

The EMD may be forfeited in case of:

- (I) If the Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form

OR

- (II) In the case of a successful Bidder, if the Bidder does not
 - (i) Accept the Purchase Order, or

(ii) Furnish the required performance security BG.

OR

(III) In the case of misrepresentation of facts influencing the bidding process.

OR

(IV) If the bidder is found to have submitted false or forged any of the documents/certificates/ information.

10.0 BID PRICES

10.01 Bidders shall quote for the entire Scope of work with prices for individual items. The tenderer is required, at his expense, to obtain all the information he may require to enable him to submit his tender including necessary visits to the site to ascertain the local conditions, procurement of necessary materials, labour, etc., requirements of the local/government/public authorities in such matters.

Prices quoted by the Bidder shall be “**Firm**” and not subject to any price adjustment during the performance of the Contract. **A Bid submitted with an adjustable price/PVC will be treated as non-responsive and rejected.**

11.0 BID CURRENCIES

Prices shall be quoted in Indian Rupees Only.

12.0 PERIOD OF VALIDITY OF BIDS

12.01 Bids shall remain valid & open for acceptance for a period of 120 days from the date of opening of the Bid.

12.02 Notwithstanding Clause 12.01 above, the Company may solicit the Bidder's consent to an extension of the Period of Bid Validity. The request and the responses thereto shall be made in writing and sent by Fax/post/courier.

13.0 ALTERNATIVE BIDS

Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered. The attention of Bidders is drawn to the provisions regarding the rejection of Bids in the terms and conditions, which are not substantially responsive to the requirements of the Bidding Documents.

14.0 FORMAT AND SIGNING OF BID

14.01 The original Bid Form and accompanying documents(as specified in Clause 9.0),clearly marked "Original Bid", must be received by the Company at the date, time and place specified pursuant to Clauses 15.0 and 16.0.

14.02 The original copy of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. Such authorization shall be indicated by written Power-of-Authority accompanying the Bid.

14.03 The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the Bid.

D. SUBMISSION OF BIDS

15.0 SEALING AND MARKING OF BIDS

15.01 Bid submission: One original (hard copies) of all the Bid Documents shall be sealed and submitted to the Company before the closing time for submission of the bid.

15.02 The Technical Documents and the EMD shall be enclosed in a sealed envelope and the said envelope shall be superscribed with —Technical Bid & Commercial Terms & Conditions “. The price bid shall be inside another sealed envelope with superscribed —“Financial Bid “. Both these envelopes shall be sealed inside another big envelope. All the envelopes should bear the Name and Address of the Bidder and marking for the Original. The envelopes should be superscribed with —“Tender Notice No. & Due date of opening“.

15.03 The Bidder has the option of sending the Bids in person. Bids submitted by Email/Telex/Telegram /Fax will be rejected. No request from any Bidder to the Company to collect the proposals from Courier/Airlines/Cargo Agents etc shall be entertained by the Company.

16.0 DEADLINE FOR SUBMISSION OF BIDS

16.01 The original Bid must be timely received by the Company at the address specified in Section-I.

16.02 The Company may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents in accordance with Clause 9.0, in which case all rights and obligations of the Company and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

17.0 ONE BID PER BIDDER

Each Bidder shall submit only one Bid by itself. No Joint Venture/Consortium is acceptable. A Bidder who submits or participates in more than one Bid will cause all those Bids to be rejected.

18.0 LATE BIDS

Any Bid received by the Company after the deadline for submission of Bids prescribed by the Company, pursuant to Clause 16.0, will be declared "Late" and rejected and returned unopened to the Bidder.

19.0 MODIFICATIONS AND WITHDRAWAL OF BIDS

19.01 The Bidder is not allowed to modify or withdraw its Bid after the Bid's submission.

E. EVALUATION OF BID

20.0 PROCESS TO BE CONFIDENTIAL

Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the Company's processing of Bids or award decisions may result in the rejection of the Bidder's Bid.

21.0 CLARIFICATION OF BIDS

To assist in the examination, evaluation and comparison of Bids, the Company may, at its discretion, ask the Bidder for a clarification of its Bid. All responses to requests for clarification shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.

22.0 PRELIMINARY EXAMINATION OF BIDS / RESPONSIVENESS

22.01 Company will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.

22.02 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected.

22.03 Prior to the detailed evaluation, Company will determine the substantial responsiveness of each Bid to the Bidding Documents including production capability and acceptable quality of the Goods offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation.

22.04 Bid determined as not substantially responsive will be rejected by the Company and/or the Company and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

23.0 EVALUATION AND COMPARISON OF BIDS

23.01 The evaluation of Bids shall be done based on the delivered cost competitiveness basis.

23.02 The evaluation of the Bids shall be a stage-wise procedure. The following stages are identified for evaluation purposes: In the first stage, the Bids would be subjected to a responsiveness check. The Technical Proposals and the Conditional ties of the Bidders would be evaluated.

Subsequently, the Financial Proposals along with Supplementary Financial Proposals, if any, of Bidders with Techno-commercially Acceptable Bids shall be considered for final evaluation.

23.03 The Company's evaluation of a Bid will take into account, in addition to the Bid price, the following factors, in the manner and to the extent indicated in this Clause:

- (a) Work completion schedule
- (b) Conformance to Qualifying Criteria
- (c) Deviations from Bidding Documents

Bidders shall base their Bid price on the terms and conditions specified in the Bidding Documents.

The cost of all quantifiable deviations and omissions from the specification, terms and conditions specified in Bidding Documents shall be evaluated. The Company will make its own assessment of the cost of any deviation for the purpose of ensuring fair comparison of Bids.

23.04 Any adjustments in price, which result from the above procedures, shall be added for the purposes of comparative evaluation only to arrive at an "Evaluated Bid Price". Bid Prices quoted by Bidders shall remain unaltered.

F. AWARD OF CONTRACT

24.0 CONTACTING THE COMPANY

24.01 From the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Company on any matter related to the Bid, it should do so in writing.

24.02 Any effort by a Bidder to influence the Company and/or in the Company's decisions in respect of Bid evaluation, Bid comparison or Contract Award, will result in the rejection of the Bidder's Bid.

25.00 THE COMPANY'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Company reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action.

26.0 AWARD OF CONTRACT

The Company will award the Contract to the successful Bidder whose Bid has been Determined to be the lowest-evaluated responsive Bid, provided further that the Bidder has been determined to be qualified to satisfactorily perform the Contract. Company reserves the right to award order other bidders in the tender, provided it is required for progress of project & provided the bidder agrees to come to the lowest rate.

Please note that abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BRPL on this shall be final and bound on the bidders.

“Nil/Zero” Margin or Administrative Service Charges of Bidders will be considered as “Unresponsive”. Abnormally higher or abnormally lower bids shall not be considered with respect to estimated cost. The criteria decided by BRPL on this shall be final and binding on the bidders and will not be open for discussion under any circumstances. Therefore, the bidding firms are advised to quote their Margin / Administrative Service Charges accordingly.

27.0 THE COMPANY’S RIGHT TO VARY QUANTITIES

The Company reserves the right to vary the quantity i.e. increase or decrease the numbers/quantities to any extent without any change in terms and conditions during the execution of the Order.

28.0 LETTER OF INTENT/ NOTIFICATION OF AWARD

The letter of intent/ Notification of Award shall be issued to the successful Bidder whose bids have been considered responsive, techno-commercially acceptable and evaluated to be the lowest (L1). The successful Bidder shall be required to furnish a letter of acceptance within 7 days of issue of the letter of intent /Notification of Award by Company.

29.0 CORRUPT OR FRAUDULENT PRACTICES

29.01 The Company requires that the Bidders observe the highest standard of ethics during the procurement and execution of the Project. In pursuance of this policy, the Company:

(a) Defines, for the purposes of this provision, the terms set forth below as follows:

"Corrupt practice" means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution;

"Fraudulent practice" means a misrepresentation of facts in order to influence a award process or the execution of a contract to the detriment of the Company, and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non -competitive levels and to deprive the Company of the benefits of free and open competition.

(b) Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question ;

(c) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.

29.02 Furthermore, Bidders shall be aware of the provision stated in the Terms and Conditions of Contract.

SECTION – III: TERMS AND CONDITIONS

1. Definition

The following terms & expressions as used in this order shall have the meaning defined and interpreted hereunder:

1.0 COMPANY: The terms "Company" shall mean BSES Rajdhani Power Ltd. having its office at BSES Bhawan, Nehru Place, New Delhi-110019, Corporate Identification Number : U74899DL2001PLC111527, Telephone Number : +91 11 3009 9999, Fax Number : +91 11 2641 9833 , Website : www.bsedelhi.com and shall include its authorized representatives, agents, successors and assigns

1.2 Contractor: The term "Contractor" shall mean successful bidder, and shall include its authorized representatives, agents, successors and assigns.

1.3 Order Rate: The terms Order Rate shall mean the rate as mentioned at Annexure for in this work order and payable to the contractor for the full and proper performance of the jobs covered under this work order.

1.4 Site: The term "Site" shall mean the working location in South & West Circle of BRPL

1.5 ENGINEER IN CHARGE: "Engineer In-charge" means the Company's authorized representative for the purpose of carrying out the work. For this Work Order Engineer In-charge shall be Head IT or their nominated representatives.

2. EXAMINATION OF SITE AND LOCAL CONDITIONS:

The contractor is deemed to have visited the site of the work under the order and ascertained therefore all site conditions and information pertaining to his work. The company shall not accept any claim whatsoever arising out of the difficult site/terrain/local conditions, if any.

3. LANGUAGE AND MEASUREMENT:

The order issued to the contractor by the company and all correspondence and documents relating to the order placed on the Contractor shall be written in English language. Metric System shall be followed for all dimension, units etc.

4.0 SCOPE OF WORK:

As per section – IV of this tender document.

5.0 CONTRACT PRICE:

The contract is on unit rate basis .Unit Rate shall be as finalized through this tender and this rate will be remain firm and final for the period of contract and are not subject to any escalation and variation for any reason whatsoever.

Contractor shall, at no point of time, claim or have the right to claim any additional fees, expenses or charges of any nature whatsoever, other than the rates set out above . In the event that Contractor is at any time in material breach of any provision of this Contract, then

notwithstanding any provision to the contrary contained herein, and without prejudice to any of its rights under this Contract or under any applicable law, BRPL shall have no obligation to make payments to Contractor in respect of the Services until such material breach is cured to the satisfaction of BRPL in accordance with the provisions of this Contract.

Any change in the minimum wages during the contracting period, the impact only in the wages of the employees will be effected in the contract on actual basis. There will be no change on margin amount on account of revision in minimum wages.

6.0 TAX & DUTIES:

Prices shall be inclusive of all taxes and duties (Except GST). However, IT as per applicable rate will be deducted from your bills as Tax Deduction at Source (TDS).

GST at actual shall be paid on submission of GST Registration and self declaration on your letter head stating that you have deposited/or will deposit the Tax as per the applicable GST laws. You shall furnish your GST registration number.

Any statutory variations i.e. increase/decrease in Taxes / Duties introduced by central Govt. / State Govt. of shall be reimbursed/recovered to/from Contractor against documentary evidence and proof.

7.0 TERMS OF PAYMENT:

The payment shall be made as under:

100% payment shall be released on milestone basis on submission of bill and duly verified by Officer In-charge.

Total Order value will be split in the ratio of 60:40 between BRPL & BYPL.

Mile stone payment basis

- Payment will be split into 4 Phases.
- Each phase will have 20% payment
- Balance 20% will be released after completion of post go live support

The contractor shall submit the invoice along with the checklist duly filled in. Invoice shall be processed and payment shall be made to contractor on certification of Officer in Charge for compliance to check Point's given in check list. The check list shall be provided by Officer in Charge.

8.0 CONTRACT PERFORMANCE SECURITY BANK GUARANTEE:

8.1 CONTRACTOR shall furnish the Contract Performance Bank Guarantee in the prescribed format (Appendix I) within 15 days from the date of issue of Order for due performance of the provisions of Work Order.

8.2 The Contract Performance Bank Guarantee shall be of 10% of the total value of order and shall be valid till contract validity, plus three (3) months towards claim period.

8.3 The Contract Performance Bank Guarantee shall be issued from any nationalized/scheduled bank as per company format.

8.4 The Company shall reserve the right to invoke the bank guarantee unconditionally and without recourse to the Contractor, if there is failure to perform any part of the Contract for whatsoever reason. This clause is pertaining to performance of contractual obligations and the decision of Company shall be final in this regard.

8.5 In the event, in Company sole judgment, the Contractor has fulfilled all its obligations under this Contract, Company shall release the Contract performance bank guarantee without interest, within seven (7) days from the last date up to which the performance bank guarantee is to be kept valid or if it is assessed by the Company that Contractor has not fulfilled its obligation then the performance bank guarantee shall be extended by the Contractor till that period as requested by the Company.

9.0 STATUTORY PERMISSION/ APPROVALS:

The Contractor shall take all steps as may be necessary to comply with the various applicable laws/rules including the provisions of contract labour (Regulation & Abolition Act) 1970 as amended, minimum wages Act, 1984, Workman Compensation Act, ESI Act, PF Act, Bonus Act and all other applicable laws and rules framed there under including any statutory approval required from the Central/State Govt. Ministry of Labour. Broadly, the compliance shall be as detailed below, but not limited to :

The Contractor must submit the following before awarding First Order and these shall be renewed time to time:

- a) PF Code No. and all employees to have PF A/c No. under PF Act, 1952.
- b) All employees to have a temporary or permanent ESI Card as per ESI Act.
- c) ESI Registration No.
- d) GST registration number, if applicable.
- e) PAN No.

Before commencing the work it would be mandatory for the Contractor to furnish the Company the permanent PF code no and ESI of the employees.

10.0 SAFETY CODE:

The Contractor shall ensure adequate safety precautions at site as required under the law of the land to facilitate safe working during the execution of work and shall be entirely responsible for the complete safety of their workmen as well as other workers at site and premises during execution of contract.

The contractor shall observe the safety requirements as laid down in the contract and in case of sub-contract (only after written approval of company), it shall be the responsibility of main contractor that all safety requirements are followed by the employees and staff of the sub-contractor.

The contractor employing two hundred employees or more, including contract workers, shall have a safety coordinator in order to ensure the implementation of safety requirements of the contract and a contractor with lesser number of employees, including contract workers, shall

nominate one of his employees to act as safety coordinator who shall liaise with the safety officer on matters relating to safety and his name shall be displayed on the notice board at a prominent place at the work site.

The contractor shall be responsible for non-compliance of the safety measures, implications, injuries, fatalities and compensation arising out of such situations or incidents.

In case of any accident, the contractor shall immediately submit a statement of the same to the owner and the safety officer, containing the details of the accident, any injury or casualties, extent of property damage and remedial action taken to prevent recurrence and in addition, the contractor shall submit a monthly statement of the accidents to the owner at the end of each month.

11.0 RISK & COST:

If the Contractor fails to execute the work as per specification / as per the direction of Engineer's In-charge within the scheduled period and even after the extended period, the contract shall get cancel and company reserves the right to get the work executed from any other source at the Risk & Cost of the Contractor. The Extra Expenditure so incurred shall be debited to the Contractor.

12.0 ENVIRONMENTAL, HEALTH & SAFETY PLAN:

Contractor will make ensure that the Environment, Health & Safety (EHS) requirements are clearly understood and faithfully implemented at all levels at site as per instruction of Company. Contractors must comply with these requirements:

- (i) Comply with all of the elements of the EHS Plan and any regulations applicable to the work
- (ii) Comply with the procedures provided in the interests of Environment, Health and Safety
- (iii) Ensure that all of their employees designated to work are properly trained and competent
- (iii) Ensure that all plant and equipment they bring on to site has been inspected and serviced in accordance with legal requirement and manufacturer's or suppliers' instructions
- (iv) Make arrangements to ensure that all employees designated to work on or visit the site present themselves for site induction prior to commencement of work
- (v) Provide details of any hazardous substances to be brought onsite
- (vi) Ensure that a responsible person accompanies any of their visitors to site

All contractors' staff is accountable for the following:

1. Use the correct tools and equipment for the job and use safety equipment and protective clothing supplied, e.g. helmets, goggles, ear protection, etc. as instructed
2. Keep tools in good condition.
3. Report to the Supervisor any unsafe or unhealthy condition or any defects in plant or equipment
4. Develop a concern for safety for themselves and for others
5. Prohibit horseplay
6. Not to operate any item of plant unless they have been specifically trained and are authorized to do so.

To the best of their ability, the parties here to shall endeavor to resolve amicably between themselves all disputes arising in connection with this work order. If the same remain unresolved within thirty (30) days of the matter being raised by either party, either party may refer the dispute for settlement by arbitration. The arbitration shall be undertaken by sole arbitrator jointly appointed by the parties. In case failure by the parties in appointing the sole arbitrator, the same shall be appointment under the provisions of Arbitration and Conciliation Act 1996 and the award of the said sole arbitrator shall be final and binding upon the parties. The arbitration proceeding shall be conducted in accordance with the provisions of the Indian Arbitration&ConciliationAct,1996 and the venue of such arbitration shall be in the cityof Delhi only. The language of Arbitration shall be English.

14.0 FORCE MAJEURE:

The conditions of Force Majeure shall means the events beyond control of the parties effected such as act of God, Earthquake, Flood, Devastating fire, War, Civil Commotion, Cyclone, Industrial Lockout and Statutory Act of the Government having bearing on the performance of the Contract.

The party affected by Force Majeure shall be obliged to notify the other party within 48 hours, by fax/cable, of the commencement and the end of the Force Majeure circumstances preventing its performance of all or any of its obligations under this order.

If performance of obligations under this order is delayed for more than one months due to a continuous Force Majeure, the party not affected by Force Majeure may at any time thereafter while such Force Majeure continues, by notice in writing forth with terminate all or any part of the unperformed portion this order.

15.0 SECRECY CLAUSE:

The technical information, drawing and other related documents forming part of order and the information obtained during the course of investigation under this order shall be the Company's exclusive property and shall not be used for any other purpose except for the execution of the order. The technical information drawing, records and other document shall not be copied, transferred, or divulged and/or disclosed to third party in full/part, not misused in any form whatsoever except to the extent for the execution of this order.

These technical information, drawing and other related documents shall be returned to the Company with all approved copies and duplicates including drawing/plans as are prepared by the Contactor during the executions of this order, if any, immediately after they have been used for agreed purpose.

In the event of any breach of this provision, the contractor shall indemnify the Company against any loss, cost or damage or claim by any party in respect of such breach.

16.0 TERMINATION: in case the Contractor;

- a) becomes bankrupt or insolvent, has a receiving order issued against it compounds with its creditors, or if the Contractor is a corporation a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction) a receiver is appointed over any part of its undertaking or assets or if the Contractor takes or suffers any other analogous action in consequence of debt.
- b) Assigns or transfers the Contract or any right or interest therein in violation of the provision of given work to sub-contractor.
- c) In the judgment of the Company, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this Sub-clause

“Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in Contract execution.

“Fraudulent practice” means misrepresentation of facts in order to influence a procurement process or the execution of a Contract detriment to Company and includes collusive practice among Tenderers (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

- d) Has abandoned or repudiated the Contract.
- e) Has without valid reason failed to commence work on the Facilities promptly or has suspended days after receiving a written instruction from the Company to proceed.
- f) Persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause.
- g) Refuses or is unable to provide sufficient materials, services or labour to execute and complete the Facilities in the manner specified in the program furnished and at rate of progress that give reasonable assurance to the Company that the Contractor can attain completion of the Facilities by the time for completion.

The Company may, without prejudice to any other rights it may possess under the Contract, give a notice to the Contractor stating the nature of the default and requiring the Contractor to remedy the same. If the Contractor fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice the Company may terminate the Contract forthwith by giving a notice of termination to the Contractor.

In case, Contractor fails to carry out the work as specified in the schedule or left in between, it will be got done through any other agency at contractors’ risk and cost, the same shall be recovered from the amount payable to the Contractor.

In case the Contractor fails to start work / to carry out the work within the specified period i.e. mutually agreed schedule and the work is not found to be satisfactory, the Company reserves the right to terminate the contract, at any stage without assigning any reasons thereof. In such case, the Company shall have the right to forfeit the entire / part amount of EMD / Security Deposit.

17.0 Termination by Employer for Convenience

The Employer shall, in addition to any other right enabling it to terminate the Contract on nonperformance or any other statutory compliance, have the right to terminate the Contract at any time by giving a written notice to the Contractor. The Contract shall stand terminated on receipt of such notice but such termination shall be without prejudice to the rights of the Parties accrued on and before the date of termination.

18.0 EFFECTIVE DATE AND VALIDITY:

The Rates will become effective for all purposes from the releasing of LOI and shall remain valid for a period of 6 months from date of award of order.

This order shall become effective for all purposes from date of issuance and continue to remain in force for a period of 06 months.

After expiry of the validity period, it may be extended/renewed/replaced for such further period on such terms and conditions as may be mutually agreed to between the COMPANY and the CONTRACTOR. If no agreement is reached between the parties before the expiry of this Agreement, the said Agreement shall automatically lapse after expiry of the contract.

25.0 ACCEPTANCE:

Acceptance of this order implies and includes acceptance of all terms and conditions enumerated in this work order in the technical specification and drawings made available to you consisting of general conditions, detailed scope of work, complete scope of work and the Contractors and Company's contractual obligation are strictly limited to the terms set out in the order. No amendments to the concluded order shall be binding unless agreed to in writing for such amendment by both the parties.

The Company reserved the right to instruct to change the Engineer, Supervisor, skilled / unskilled worker in case the workmanship or speed of work is not satisfactory.

26.0 VENDOR CODE OF CONDUCT:

Vendor confirms to have gone through the Policy of BRPL on legal and ethical code required to be followed by vendors encapsulated in the "Vendor Code of Conduct" displayed on the official website of BRPL (www.bsesdelhi.com) also,

which shall be treated as a part of the contract/PO/WO. Vendor undertakes that they shall adhere to the Vendor code of Conduct and also agrees that any violation of the Vendor Code of Conduct shall be treated as breach of the contract/PO/WO.

In event of any such breach, irrespective of whether it causes any loss/damage, Purchaser (BRPL) shall have the right to recover loss/damage from Vendor.

The Contractor/Vendor hereby indemnifies and agrees to keep indemnified the Purchaser (BRPL) against any claim/litigation arising out of any violation of Vendor Code of Conduct by the Contractor/Vendor or its officers, agents & representatives etc.

SECTION-IV: SCOPE OF WORK

Analytics Dashboard Development and Implementation

1. Scope of Works

1.1. **Company Profile**

BSES is the leading utility company having presence across the entire value chain of power businesses i.e. distribution of power. BSES is India's largest private power distribution company, serving over ~4 million consumers with 24 x 7 uninterrupted, reliable and quality power spread over 950 sq. km with a customer in 35 districts across East, West, South, North and Central areas. The entire life cycle of a customer starting with new connection till meter installation is mapped in SAP ISU system. Monthly bills are generated from the SAP ISU system and further tracking of payments, collection and overdue also happens through this system.

1.2. **Overview of IT systems in BSES**

Following are the detailed list of IT Systems that have been implemented in BSES:

Sr. No	Business System	Product	Database	Year of Implementation	System Type	Status / Remark
1	Billing/FICA/C S & DM	SAP – ISU-CCS	Oracle	2009	OLTP	Being used for Meter Reading, Billing & Consumer Information
2	Enterprise Resource Planning (ERP)	SAP – ECC (MM, PM, AM, SD,	Oracle	2004	OLTP	Modules are integrated as per end-to-end business

		FI, CO, HR)				requirements
3	Enterprise Data Warehouse	SAP- BI 7.3 (P96)	Oracle	2011	OLAP	Transformation & Consolidation (ETL) of Business information from various Business/operational systems Enterprise Reporting tool (Mainly takes data from SAP ISU/ECC/OMS/NM S)
4	Geographical Information System (GIS)	ESRI – ArcGIS 10.2 ArcFM 10.2 (.Net)	Oracle	-	OLTP	Distribution network is mapped & updated regularly from incoming supply points till service points
7	Outage Management System (OMS)	Schneider – Responder 10.2	Oracle	2003	OLTP	Currently being used for Outage management for LT & HT (11kV) network. Integrated with GIS, SAP-PM & SCADA/DMS
8	Customer Portal	Customised .Net portal (having integrations with SAP IS-U)	Oracle		OLTP	Suffice the requirement of display of Billing information to all Customers

9	SCADA/DMS	ABB - Network Manager ORMap	Oracle	2008	OLTP	@1600 substations are DMS automated.
10	Network Analysis	Cyme – Cymdist	Oracle		OLTP	Integrated with GIS (ArcFM) for feeder network data.
11	Meter Data acquisition System (MDAS)	HES	-		OLTP	- Currently it has only AMR capabilities limited to KCC
12	Meter Data Management (MDM)	-	-	-	OLTP	- Keeps record of 15min interval electricity usage data for 3 mn meters (including Consumers, DT, Feeders) - To be implemented
13	Smart Meter	Secure, Genes, Kaifa, Analogics	-	-	OLTP	At present all Customer meters are conventional static meters Same will be replaced gradually by Smart Meters in next 5 years
15	Mailing	IBM Lotus Notes			OLTP	
16	Business Applications	.Net, JAVA, Lotus Notes	-		OLTP	
17	Enterprise Management System	Motadata			OLTP	

	(EMS)					
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1.3. Business Objectives for Advanced Analytics: Dashboard will be developed for BSES as a whole.

1.3.1. Scope of Work: Functional Requirements

The Following are the business processes that shall be part of the Scope of work.

1. AT & T Loss Trend
2. Energy Billed
3. Peak Demand
4. Collection
5. Breakdowns
6. Complaints
7. Payment Habit
8. Dashboard sourcing of data for BSES as a whole

1.3.2. Scope of Work: Technical requirements

A. General Features

- i. Solution should provide an easy to use, web based portal as well as in-memory visualization capabilities for users to access overall information collated from the multiple operational sources for enhanced decision making. The information in the form of various visualizations (interactive graphs, charts, tables etc.) should be available.
- ii. Solution to provide power users the capability to perform ad-hoc analysis on the data and distribute the results on mobile/ tablet devices
- iii. Solution should have Alert Notification - support alert management and exception based reporting for technical exception viz., repository errors, connection errors, generation of report errors etc.
- iv. Solution should have parameterized calculations that enable dynamic filtering, ranking, calculations and display rules.
- v. Solution should have precision layout capabilities to provide flexibility in report layout and design., Custom Theme Preparation Capabilities
- vi. Solution to provide variety of charts including bar/3-D bar with multiple lines, pie/3-D pie, line, scatter, heat map, , tabular data formats, etc.
- vii. Conditional Formatting & Display Rules, Adding Information Windows
- viii. Data should be interactively prepared for analysis, including joining tables, defining custom calculated columns and creating custom expressions.
- ix. The reporting solution should be a part of integrated solution framework preferably from single vendor support for better connectivity and seamless integration.
- x. Trends ,Clusters and Exceptions detection
- xi. Descriptive ,Diagnostic ,Predictive & Prescriptive Analytics
- xii. Text Analytics
- xiii. Support and Structured, and unstructured data types

B. Mobility Features

- i. Solution should provide Interactive Reports and Dashboards viewing on Tablets and Smartphones for iOS and Android without requiring any redesign.
- ii. Solution should provide analysis / explorations / reports to be pushed for online or offline viewing on mobile devices
- iii. Solution to Provide collaboration support with Annotation on Tablets

C. Platform Support for all Office applications

- i. Solution should have seamless integration with Microsoft Office tools.
- ii. Solution should support Excel integration with ability to leverage native Excel charts
- iii. Print to PDF, Export Data in CSV with proper data rights management

D. Reporting Tool Security

- i. Solution should define screen layouts according to allowed security permissions
- ii. User, group, object and folder security should be configurable
- iii. Security be managed from within the solution for data restrictions
- iv. Security be defined at row / column / connection level

1.4. Scope of Deliverables

- 1.4.1. *The scope of this RFP is to design and implement an Advanced Analytics solution including- configuration, development, customization, conducting testing, end-to-end system operational acceptance testing, including data extraction/migration from source either on form of structured/unstructured, provide support during 'Go Live', technical training, user training, documentation- technical and user manuals etc. for successful implementation of Advanced Analytics system at BSES..*
- 1.4.2. *The system should be an end-to-end Analytical platform (handling Data Ingestion/Integration, Data Preparation, Data Analytics, Data Visualization and Dash boarding), all shall be provided in single platform.*
- 1.4.3. *As a minimum it should provide integration to HES, DAM, OMS, Analytics, SCADA and also provide facility of Real Time Streaming Analytics,*
- 1.4.4. *The solution should be completely compatible with SAP BIW enterprise system/tools portfolio and thus able to map, convert and store, data from discrete sources along with BIW, OMS, DAM and other legacy applications.*
- 1.4.5. *The solution should provide both in-memory and live data connection along with a hybrid data strategy support of both live and extract on single dashboard*
- 1.4.6. *The system should be capable of handling all input formats of data also like structured, semi-structured (json, xml), un-structured and binary format.*
- 1.4.7. *The vendor shall identify number of gaps, if any, in data quality, comprehensiveness and integrity that must be remedied to ensure successful implementation of the Data Analytics Platform in future date*
- 1.4.8. *The vendor needs to provide minimum 1 month post Go-Live support.*
- 1.4.9. *The Vendor is expected to design and develop the desired outputs from the Data Analytics Platform based on stakeholder requirements supporting robust knowledge transfer processes for all aspects of the solution*
- 1.4.10. *The solution should allow the report to be accessed over web*
- 1.4.11. *The solution should be completely compatible with BSES's SAP BIW system and other*
- 1.4.12. *Enterprise system/tools portfolio as mentioned*
- 1.4.13. *System should allow summarized data to be drilled down to give a complete detailed insight to the business domain allows business information to pass through the entire business giving consistent, accurate and speedy reports.*
- 1.4.14. *System should allow summarized data to be changed frequently and rapidly and reflect that in a quick visual representation to provide an agile way of experimentation to uncover insights.*
- 1.4.15. *System should provide a user friendly interface.*
- 1.4.16. *Enable the real-time communication and collaboration necessary to coordinate actions and resolve issues in an efficient manner*
- 1.4.17. *Perform validations/views to ensure data integrity, Incident reporting and tracking*
- 1.4.18. *Platform and Standard Support: The system should support end-user device operating systems Windows, Linux etc. Support browser like Internet Explorer, Mozilla, Google Chrome The system should support MAC platforms as well as virtualized environments.*
- 1.4.19. *Data administration: The solution should allow the administrator to control access at the application level. The system should centrally manage all user information, credentials and permission (e.g. user name, address, password, phone number, email address, language, role, title, organization unit, etc.)*
- 1.4.20. *The solution should support detailed tracking/ audit facilities*

1.5. Training

- Solution Integrator shall impart necessary training to BSES Team operating and maintaining the systems.
- Personnel nominated by BSES will be trained to a level that will make them competent to operate and maintain the system continuously.
- Solution Integrator shall use instructional aides based on the technical documentation that has been prepared for the system.
- Solution Integrator will conduct training and certification for technical/functional/system administrator users to facilitate them in using functionality of the proposed solution at BSES's premises.

Following are Key Features and some of the identified use cases which need to be delivered as a minimum through the Analytics platform. These are some of the basic requirements and final list and formats will be compiled at the stage of detailed engineering

Key Features

- **BSES Dashboard** shall be accessed through a dedicated portal with backend computations on the previously proposed holding layer and visualization in Tableau
- The landing page can be accessed by every individual in the organization for staying updated with the key
- numbers/ KPIs
- The login-ids for the dashboards shall be for CEOs and department head, where in addition to the
- department-wise KPIs the CEO will have access to a special page as snapshot (CEO dashboard) of KPIs
- The KPIs mapped can be considered for revision during the project based on suggestions/ recommendations received from user-groups
- The dashboards gives an option to print the visuals as-is or in an excel sheet which could be predetermined
- The data flow into the dashboard shall be as per the data flow framework and an identified personnel from each department shall be responsible for monitoring it

Used Cases for Energy Accounting and Analytics:

ADM Project	
Dashboard	Total KPIs
Business	41
Customer Care	10
O&M	17
PMG & REGULATORY	12
FINANCE	37
CAPEX	6
Total	123

Phase I

CEO Dashboard		Total : 26					
Sl.	Key Parameters	Department	Duration	Representation 1	Representation 2	Drill Down L1	Drill Down L2/L3
Landing Page							
Business Tile							
1	Input Energy			MUs	The KPIs in the header ribbon will have the following representation and data can be toggled through the filter tabs 1. Actual vis-à-vis AOP 2. YTM and YTD 3. LY vs CY 4. Percentage Increase 5. Category / Segment wise 6. Circle / Division wise		
2				MUs			
3				Rs. Cr			
4				Rs. Cr			
Operations Tile							
1	Peak Demand			MW or MUs	The KPIs in the header ribbon will have the following representation and data can be toggled through the filter tabs 1. Actual vis-à-vis AOP 2. YTM and YTD 3. LY vs CY 4. Percentage Increase/ Decrease 5. Category / Segment wise 6. Circle / Division wise		
2	Outages / Breakdowns			No.			
2.1	EHV			No.			
2.2	HT			No.			
3	Complaints			No.			
3.1	NCC			No.			
3.2	NCC > 2hr			No.			
3.3	Others			No.			

Business TAB

1	<i>Sale of Power (Billing Mus)</i>	Business	Weekly & Monthly	AOP vs Actual vs LYSM	Cumulative till last month vis-à-vis last year	Segment/Category wise	At Circle & Division level	-
2	<i>Billing Analysis</i>	Business	Weekly & Monthly	AOP vs Actual vs LYSM	Cumulative till last month vis-à-vis last year	Segment/Category wise	At Circle & Division level	-
3	<i>Average Billing Rate (ABR)</i>	Business	Weekly & Monthly	Segment/Category wise (Monthly)	Circle & Division (Monthly)	Segment/Category wise (MTY and LY)	Circle & Division (MTY and LY)	-
4	<i>Payment mode</i>	Business	Current month	break-up of payment mode (cash/cheque/online)	category-wise payment mode break-up	At Circle & Division level	-	-
5	<i>Distribution Loss</i>	Business	YTM	Benchmark with target	Circle / Div level	Comparison over last 5 years	Circle & Div level last 5 years and year to date	-
6	<i>Collection Efficiency</i>	Business	Monthly & YTM	AOP vs Actual vs LYSM	YTM collection efficiency	Circle/Div level	Category / Segment wise	-
7	<i>Provisional bills</i>	Billing	Monthly & YTM	Number of consumers each month	Units and amount of provisional bills	Circle/Div level	-	-
8	<i>Connections</i>	Business	Monthly	number of new connection vis-à-vis last months	Number of pending connection at end of each month	Category wise	At Circle & Division level	-

Customer Care TAB

1	<i>Complaint management</i>	Customer Care	Monthly/ YTM	Type of Complaints (Registered / unregistered complaints)	Mode of complaints	Category/ segment wise	At Circle & Division level	-
2	<i>Complaint type</i>	Customer Care	Monthly/ YTM	Category wise complaints received (billing, new connection, meter, etc.)	Mode of complaints	Category/ segment wise	At Circle & Division level	
3	<i>Complaints</i>	Customer Care	Monthly/ YTM	Number of new Complaints category-wise	Number of outstanding complaints MOM	At Circle & Division level	Category wise	-
4	<i>Power outage complaints</i>	Customer Care	Daily	number of complaints day basis for the month	Division level complaints			-
5	<i>Complaint Ageing</i>	Customer Care	Monthly	Trend vis a vis last year	-			-

6	Social Media Footprint	Customer Care	Monthly	Complaints and Posts	Website	Share of BSES / BYPL out of total	-	-
7	Consumer engagement/ awareness program	Customer Care	Monthly	target vs actual	mode of engagement/awareness			

CEO Dashboard		Total : 50					
Sl.	Key Parameters	Department	Duration	Representation 1	Representation 2	Drill Down L1	Drill Down L2/L3
Finance TAB							
1	Revenue	Finance	Monthly & YTM	-Comparison with last year same month -Cumulative upto date	Revenue Break-up - Sale of power - RA recovered - PPAC recovered - Revenue from Sale of Power	Category wise	At Circle & Division level
2	Subsidy	Finance	Monthly & YTM	MOM comparison last year	Billed vs received	At Circle & Division level	-
3	RA billed	Finance	Monthly & YTM	Increase with respect to last year same month	MOM comparison last year	Circle & Div level	-
4	EBITDA	Finance	Monthly & YTM	Comparison to last 3 months	Comparison to YTM with target	-	-
5	Loan Repayment	Finance	Monthly & YTM	Comparison to last 3 months	Comparison to YTM with target	-	-
6	PBT	Finance	Monthly & YTM	monthly as compared to AOP	comparison with previous month / LYCM	-	-
7	PAT	Finance	Monthly & YTM	monthly as compared to	comparison with previous	-	-

				AOP	month / LYCM		
8	<i>Debtors Outstanding</i>	Finance	Current	Comparison to last 3 months	Age-wise debtor outstanding	Category wise	At Circle & Division level
9	<i>Default Amount</i>	Finance	Current	Default amount by major category	Default amount by circle /division	top 10 defaulters in each category	break-up of principal and LPSC
10	<i>Regulatory Assets</i>	Regulatory	Quarterly	Break-up of pending RA (DERC/ APTEL/ SC)	Break-up of principal and interest	Key parameter-wise (PPC, O&m ,etc.) break-up of principal and interest	-
11	<i>Power procurement arrears</i>	Finance	Current	Central and State	Principal and interest	Station-wise detail	-

Network Operations TAB								
1	Meter Replacement/ installed	Operations	Monthly	Month wise total meters installed	Break-up of new connection / burnt meter/ defective meter	Circle & Div level	-	-
2	Breakdown	Operations	Weekly	Number of breakdown at various voltage level	Break-up at EHV/HT/LT (for outage duration <1 hr, 1-2 hr and >2hr)	Circle & Div level	-	-
3	DT failure	Operations	Weekly	number of DT faults	average loading of various DTs	Circle & Div level	-	-
4	DT Health	Operations	Monthly	Overload and Unbalanced across TF capacity	Overload and Unbalanced across Loss bands	Comparison with previous month and LYSM		-
5	SAIDI	Operations	Monthly and YTM	Division wise SAIDI as compared to last year	Segment / category wise SAIDI compared to last year			
6	Details of Outage	Operations	Weekly	Hours of Planned, Un-planned and Emergency shutdowns	Divisions with highest duration of shut-down	At Circle & Division level	Frequency of outage	-
7	Load Shedding	Operations	Daily/ Monthly	Areas Affected and No. of Consumers	Areas affected for more than 2 hours	Avg Duration of outage across areas	Division/ Segment wise load shedding	
6	Accidents	Operations	Monthly	Number of near miss incidents and accidents	Reason for accidents	At Circle & Division level	-	-

7	Smart Meters	Operations	Monthly	No. of meters installed	Energy Consumption	Category wise	At Circle & Division level	-
8	Loss Trend	Operations	Monthly and YTM	AOP vs Actual Loss Percentage	MUs Loss	LY vs CY	At Circle & Division level	Top 5-10 loss divisions
9	Faulty Cable	Operations	Daily/ Monthly	Rectified vs Pending	EHV and HT	At Circle & Division level	-	-

Demand and Scheduling TAB								
1	Demand	PMG	Daily / Monthly	Max-min demand in the current month vis-à-vis last year same month		movement in peak and average demand over last 5 years	-	-
2	Energy Input	PMG	Daily / Monthly	Increase compared with last year same month	Cumulative till last month vis-à-vis last year	Input each month compared with last year same month	At Circle & Division level	-
3	Demand vs Procurement Schedule	PMG	Previous Day/ Current/ Next day	15 min time-block wise demand vs Scheduled power	Deviation and Penalty	-	-	-
4	Deficit / Surplus	PMG	Daily / Monthly	Deficit /surplus during the day / MTD	UI amount against over/under drawal on daily basis during the	-	-	-

					month				
5	Short-term Purchase	PMG	Daily & MTD	source-wise Mus & amount					
6	Short-term Sale	PMG	Daily & MTD	source-wise Mus & amount					
7	Daily Demand-Supply Report	PMG	Daily	Actual Availability and Actual Demand	NR Frequency and DSM Rate (Rs./Unit)	-	-	-	-
8	Renewable Customers	RE/ PMG	Monthly	Net Meter Installed vs Under Process	Solar Generation and Settlement	Impact on T&D loss	Benefits in RPO	CO2 Emission Reduction	
Phase IV									
Power Procurement TAB									
1	Long-term Sources	Power Procurement	Last month/ YTM	Units and Amount	break-up across Central /State procurement	Plant-wise information	comparison with last year	comparison with last year	
2	Short-term sources	Power Procurement	Last month/ YTM	Units and Amount for each month in CY	% of short-term power procurement as total procurement	comparison with last year	-	-	
3	Short-term sale of power	Power Procurement	Last month/ YTM	Units and Amount for each month in CY	average rate of short-term sale as compared to previous months	comparison with last year	-	-	
4	Transmission cost	Power Procurement	Last month/ YTM	Monthly transmission cost for CY	comparison with previous year	-	-	-	
5	RPO Details	Power Procurement	Last month/ YTM	Solar and non-solar procurement vis-à-vis target	Average cost of procurement	source-wise details	Penalties due to non-compliance		
6	RE procurement	Power Procurement	Last month/ YTM	Average procurement rate for solar	-	source wise procur	-	-	

		rement		and non-solar		ement	
7	Net meter Installed	Power Procurement	Last month/ YTM	monthly capacity and nos of solar net metered under installation/ process	actual generation	category-wise net metered installed	
Capital Expenditure TAB							
1	Total CAPEX (Planned vs Actual)	Capex	Quarterly	Quarterly expenditure	Expenditure vis-à-vis target	At Circle & Division level	last 5 years capital expenditure across major categories
2	Details of Transformation Capacity	Capex	Yearly and Current YTM	no. of PT and DT	PT and DT capacity	At Circle & Division level	At Circle & Division level
3	Network Details	Capex	Yearly and Current YTM	Line length	HT :LT ratio	At Circle & Division level	At Circle & Division level
4	Scheme Progress and Delays	Capex	Yearly and Current YTM	Months and Amount	Delay trend vis.a vis LY	At Circle & Division level	At Circle & Division level
5	DT Completion	Capex	Monthly and YTM	Actual vs Target division level	Actual vs Target circle level	At Circle & Division level	
6	Meters	Capex	Monthly and YTM	Actual vs Target division level	Actual vs Target circle level	single phase / three phase / smart meters	At Circle & Division level

Enforcement and Surveillance								
1	Enforcement	E&S	Monthly	Number of Cases Booked (including Load and amount)	-	Category wise	At Circle & Division level	-
2	Enforcement Booking	E&S	Monthly	No. and Load (MW)	YTD and MTD	LY vs CY	At Circle Level	-
3	Surveillance Spot booking	E&S	YTM	Circle/ division level	segment wise			
4	Theft Pilferage	E&S	YTM	Circle/ division level	segment wise			
	ATR against surveillance leads	E&S	YTM	leads generated & % ATR	Quality / safety/ theft	Division /Circle wise		

1.6. Roles and responsibilities

Bidder's Responsibility	BSES Responsibility
<ul style="list-style-type: none"> i. Overall head of functional and technical Project team and will provide day-to-day supervision of the entire Project. ii. Requirement capturing and analysis. iii. Prepare and monitor detailed project plans iv. Ensure that the project direction is consistent with Implementation methodology. v. Prepare and send weekly project status report to team leads and project management team vi. Manage resources in line with project requirement. vii. Review and escalate Integration issues ix. Help resolve contractual issues if any, coordinate on commercial matters x. ETL process from Source DB/CSV File into Intermediate Oracle DB Table for Dashboard xi. Manage execution of System unit testing and integration, data migration, data formatting and data cleaning 	<ul style="list-style-type: none"> i. Overall head of BSES technical and functional Project teams and will provide day-to-day supervision of the entire Project ii. Review Project activities, project status, specify actions to complete pending /delayed activities iii. Responsible for milestone deliverables and Project delays (from BSES side) iv. Control Project Scope v. Resolve or Escalate Integration issues vi. Responsible for getting End-users in time for Training vii. Help resolve contractual issues if any, coordinate on commercial matters viii. Provide all Project and technical infrastructure on time ix. Responsible for identification of source data

1.7. Service Level Agreement

The vendor shall carry out the project for the above mentioned activities within a stipulated time period of 5 month and one month post go-live support. The vendor shall provide the requirement in detail before starting the project for which BSES would be responsible to share the same before starting the project. Any delay in completing the

project shall be pure responsibility of the vendor and BSES shall levy penalty based on the extended time taken for completing the project. The vendor shall provide the details of escalation matrix from their side for this project.

1.8. Implementation Services

1. The infrastructure readiness (hardware readiness, network readiness, installation of software) etc. will be done by the BSES IT team. However some minor support may be required from the implementation partner for the review and fine tuning of the installation.
2. The configuration & Development of the platform including integration with the back end will be in scope of the implementation partner.
3. It is expected that overall program management and responsibility for executing the project will be with the implementation partner and will closely interact with Project Manager from BSES.
4. The BSES IT Team will work closely with the implementation partner team to implement the solution. The implementation partner team will provide all the requisite training and knowledge transfer to the BSES IT team as part of the implementation process. The training need to be carried out during initial phase so that the team can learn & understand the concepts very well during actual implementation.
5. The supplier shall provide all technical/system documentation including system overviews, configuration design (high level & detailed), flowcharts, file layouts, training manuals etc. to BSES.
6. BSES reserves the right to conduct interview of the consultants placed on site for this project and may request a replacement in case candidate is not found suitable.
7. The proposal will include complete Training on architecture, administration, configuration/customization, development & process. This should be comprehensive classroom training of at least 5 days.
8. Bidder has to do data migration for both the companies i.e. BRPL & BYPL.

1.9. Post Go Live Support Requirement

The support requirement is as below:

1. The bidder shall provide onsite support for a period of 1 month from the date of project acceptance for any issues observed in successful working of the system.
2. The response time during the post Go-live period shall be 4 hours and resolution time shall be one business day from the date of intimation. Any delay in the resolution will attract penalty of ---- per day delay subject to a maximum of 10% of the contract value. The proposal should include the SLA and escalation matrix for support requirement
3. Bidder shall ensure that at-least one of the resources involved during the project execution is also available for the post Go-live period as well during Onsite-offsite support.

1.10. Acceptance Criteria

The Project shall be deemed to be accepted on successful working of the system for a period of one month post Go live without any reported error. The errors may be on account of (but not limited to) error in bid submission, evaluation etc, Incorrect document flow or errors in report generation.

1.11. Implementation Timeline

The project timelines shall be **5 months and 1 month post go live support**

1.12. Training

Training to the User Groups on Train the Trainer Basis to be covered as part of work

1.13. Reports

Existing reports in Analytics reports shall be replicated along with additional new functionality as per BSES formats.

2. RFP Information & Guidelines**2.1. RFP Processes****2.1.1. Schedule of RFP activities**

The expected time-frame for the milestones of the RFP processes is mentioned below table:

Sr.No	Activity	Time	Scheduled Date
1	RFP Release	T	
2	Receipt of the queries by vendors	T+3	
3	Clarification of queries by BSES	T+6	
4	Submission of Proposal (Technical & Commercial bids)	T+10	
5	Clarification of BSES queries by Vendor	T+13	
6	Technical Evaluation & TER Submission	T+15	
7	Opening of the Commercial bids	T+20	
8	Selection of Vendor & Approvals	T+25	
9	Release of the Contract Order	T+30	
10	Project kickoff & site mobilisation	S =T+40	
11	Project Completion	P= S+110=150	
12	Post Go Live Support	R = R+30	

2.1.2. Confidentiality Clause

- 2.1.2.1. All information contained in this RFP/Tender is confidential and shall not be disclosed, published or advertised in any manner without written authorization from BSES. This includes all bidding information submitted to BSES.
- 2.1.2.2. All RFP/Tender documents remain the property of BSES and all suppliers are required to return these documents to BSES upon request. Suppliers who do not honour these confidentiality provisions will be excluded from participating in future bidding events.
- 2.1.2.3. The RFP/Tender and all supporting documentation / templates are the sole property of BSES and violation of this will be a breach of trust and BSES would be free to initiate any action deemed appropriate. All suppliers are required to return these documents to BSES upon request. Suppliers who do not honour these confidentiality provisions will be excluded from participating in future bidding events.
- 2.1.2.4. The proposal and all supporting documentation submitted by the Bidder shall become the property of BSES.
- 2.1.2.5. The Bidder shall treat all documents, information, data and communication of and with BSES as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. Subsequently, at the time of the execution of the contract, the bidder will be required to execute detailed Non-disclosure Agreement, the format for which will be provided later.

Following format to be used to furnish the details:

Company background (including global presence, turnover, key executives, global clients)	India Presence (offices, staffing, Indian projects – both commissioned and won/in-process)	Client References

Implementation Experience (Client Names & High Level Scope of Work)			
Sr.No	Client Name	High Level Scope of work	Sourcing (Yes/No)

- i. Bidder project team should have experts with exposure in at least 2 end to end implementation projects. Also integration experience with SAP-MM & SAP PI shall be preferred. Bidder shall also submit team matrix and skill matrix of project manager and team members proposed to be deployed in this project.
- ii. Consultant resumes along with case studies delivered to be enclosed in this regard. Following format to be used to furnish the details of the resources to be deployed on the project.

1. <Photo>
2. Name:
3. Role:
4. Profile Summary:
5. Education:
6. Technical Skills:
7. Professional Experience:

2.1.3. Enquiries

All technical queries & clarification request must be received no later than **7 days after the issue date of the RFP**. All Request for RFP Clarification to be submitted to kuber.bhatia@relianceada.com, bhaskar.chattopadhyay@relianceada.com. Response to all the clarifications will be provided by email to all Bidders simultaneously.

2.1.4. Submission of Proposals

- 2.1.4.1. Offer should be divided into two parts (one commercial, one technical) with superscription as "IT Analytic Dashboard Services for Development, Implementation and Support " for BSES Rajdhani Power Limited - Technical / Commercial bid", as applicable. Both bids to be submitted to the commercial contact in Contacts & Material department of BSES.
- 2.1.4.2. Technical bid should address the following:
 - a. Scope of Work
 - b. Technical requirements
 - c. Service Level Agreements
 - d. Details of project team consultants - Competence & strength etc of personnel
 - e. Assumptions, Dependencies
 - f. Exclusions to be explicitly stated.
- 2.1.4.3. Commercial Bid will give the Total Price with item level breakup indicating the unit rate where applicable. It will include the following:
 - g. Software Cost – License Cost – Annual Subscription
 - h. Software Installation Set up & hosting Cost
 - i. Software implementation cost
 - j. Software Integration Cost
 - k. Software Support cost post go live.

Bidders shall quote for the entire Scope of Supply/ work with a break up of prices for individual items and Taxes & duties. The bidder shall complete the appropriate Price Schedules included herein, stating the Unit Price for each item & total price with taxes, duties & freight as applicable. The all-inclusive prices offered shall be inclusive of all costs as well as Duties, Taxes and Levies paid or payable during the execution of the supply work, breakup of price constituents.

The bidder shall ascertain himself regarding material required for completeness of the entire work. Any items not indicated in the price schedule but which are required to complete the job as per the Technical Specifications/ Scope of Work/ SLA mentioned in the RFP/tender, shall be deemed to be included in prices quoted.

Prices shall be quoted in Indian Rupees Only. The proposal should be submitted in hard copy as well as soft copy via email. Bidder submitted proposal will be valid for 120 days from date of submission. Notwithstanding clause above, the BSES may solicit the Bidder's consent to an extension of the Period of Bid Validity. The request and responses thereto shall be made in writing. The bidder is not allowed to modify or withdraw its bid after the Bid's submission.

Note:

1. One (1) copy of technical bid and One (1) copy of priced commercial offer (Priced offer shall be sent in a separate sealed envelope) to our Office at the following address:
Head C&M, BSES Rajdhani Power Limited.
1st Floor, C-Block, Nehru Place.

- ii. Proposal Format: Proposals shall be submitted in the format as specified in this RFP. It is the sole responsibility of the bidder to assure that they have received the entire Request for Proposal. Proposers will be notified in writing of any change in the specifications contained in this RFP. No verbal or written information which is obtained other than through this RFP or its addendum shall be binding to the company.
- iii. Post submission of the techno-commercial proposal the short listed bidders may be called to make presentation on their proposed solution.
- iv. Under the second stage, the Commercial Bids of bidders, who had been successfully and technically found suitable / acceptable, shall be considered.
- v. The Bids will be evaluated based on the criteria set forth. The decision of BSES shall be final and binding on all bidders.

2.1.5. Documents required along with the Bid

- 2.1.5.1. Requisite Documents for compliance to Qualification Criteria mentioned in Clause 1.7.
- 2.1.5.2. Drawing, Type Test details along with a sample of each item as specified at Annexure I (as applicable)
- 2.1.5.3. Proper authorization letter/ Power of Attorney to sign the tender on the behalf of bidder.
- 2.1.5.4. Duly signed and stamped 'RFP' as acceptance of scope of works with company seal.
- 2.1.5.5. Duly signed and stamped 'Schedule of Deviations' as per Annexure III on bidder's letter head.
- 2.1.5.6. Duly signed and stamped 'Schedule of Commercial Specifications' as per Annexure IV on bidder's letter head.
- 2.1.5.7. Copy of PAN, TIN, Service Tax, PF and ESI Registration (In case any of these documents is not available with the bidder, same to be explicitly mentioned in the 'Schedule of Deviations')

Please note that in absence of any of the above documents, the bid submitted by a bidder shall be liable for rejection.

2.1.6. Deviation from Tender

Normally, the deviations to tender terms are not admissible and the bids with deviation are liable for rejection. Hence, the bidders are advised to refrain from taking any deviations on this Tender. Still in case of any deviations, all such deviations shall be set out by the Bidders, clause by clause in the 'Annexure III - Schedule of Deviations' and same shall be submitted as a part of the Technical Bid.

2.1.7. Price Variation Clause:

The prices shall remain firm during the entire contract period.

2.1.8. Vendor/Partner Presentation

Vendor/partner oral presentations shall be requested / permitted if they are necessary to properly clarify compliance with the requirements of this RFP. BRPL will not be liable for any costs associated with the presentation.

2.1.9. Evaluation Criteria

The proposal will be evaluated based on criteria and priorities set by BRPL and which is best suited in the interest of organization.

The Evaluation criteria will be based on following points.

1. Availability of required functionalities as per scope of works.
2. Market Status & Implementation experience of the partners.

3. Availability of Certified and experienced Consultants & Developers for implementation.
4. Project plan and scope document that provides details on the steps that will be taken to implement & deploy the solution.
5. Customer References.

2.1.10. General Clause

- 2.1.10.1. BSES reserves the right not to accept any bid, or to accept or to request clarification of information or reject a particular bid at its sole discretion without assigning any reason whatsoever and the decision of BSES will be treated as final. The bids not submitted in the prescribed format or incomplete in any aspect are likely to be rejected.
- 2.1.10.2. Prior to the final selection, bidders may be required to submit additional information and show a demonstration.
- 2.1.10.3. The acceptance of a Bid will be communicated in writing at the address furnished by the bidder in the RFP response. Any change of address of the Bidder, should therefore be promptly notified to BSES.
- 2.1.10.4. The bidder shall have the legal license, rights, permit to provide this service & shall declare the above in the proposal and take responsibility of the providing the service & shall provide necessary legal guidance to BSES for this hosting requirement.
- 2.1.10.5. In the case that BRPL accepts the proposal, the selected bidder response to the RFP will be considered to be binding on the Vendors/partners and will be used in whole or in part, in the contract between BRPL and the Vendors/partners.
- 2.1.10.6. BRPL shall have direct access to personnel of the selected Vendors/partners(s) who have full authority to make commitments on behalf of the Vendors/partners. The Vendors/partner shall include, as part of their proposal, any restrictions under which their primary negotiations will operate.

Annexures**Annexure-1(For Compliance To RFP)**

Provide compliance to various requirements (functional, technical, training, interface, warranty, AMC etc) and describe how compliance is envisaged alongwith module names:

Req. #	Requirement details	Compliance (Y/N/Partial)	How is compliance met (for Y & Partial)	Modules used to achieve the compliance

Annexure-5(For Project Experience Details)

Sl No	Name of project	Brief Scope necessarily including role played by the Bidder, modules implemented, sector classification	Owner of Project assignment(Client name)	Cost of assignment	Date of Awarded commencement	Was assignment satisfactorily completed

SECTION-V: PRICE FORMAT

Cost as per SCOPE WORK

S.No.	Item Description	QTY	RATE (in Rs.)	AMOUNT (in Rs)
1	IT Analytic Dashboard Services for Development, Implementation and support	1 LS		
	TOTAL WITHOUT GST			
	GST (in %)			
	GST (In Rs.)			
	TOTAL WITH GST			

Note:

- 1) Rate for the scope of work as defined in Section – IV-Scope of work.

Bidder Person's Name

Bidder Contact No

Bidder's Company Name

ANNEXURE – II

TERMS & CONDITIONS FOR REVERSE AUCTION

In a bid to make our entire procurement process more fair and transparent, BRPL intends to use the reverse auctions through SAP-SRM tool as an integral part of the entire tendering process. All the bidders who are found as techno- Commercially qualified based on the tender requirements shall be eligible to participate in the reverse auction event. Reverse auction shall be governed by following terms and conditions:

- 1) BRPL shall provide the user id and password to the authorized representative of the bidder. (Duly signed Authorization Letter in lieu of the same shall be submitted along with the bid).
- 2) BRPL will make every effort to make the bid process transparent. However, the award decision by BRPL would be final and binding on the bidder.
- 3)The bidder agrees to non-disclosure of trade information regarding the purchase, identity of BRPL, bid process, bid technology, bid documentation and bid details.
- 4)The bidder is advised to understand the auto bid process to safeguard themselves against any possibility of non-participation in the auction event.
- 5) Bidders are further advised to ensure availability of the entire infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs; power failure or any other reason shall not be the responsibility of BRPL.
- 6) In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be out rightly rejected by BRPL.
- 7) The bidder shall be prepared with competitive price quotes on the day of the bidding event.
- 8) The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at BRPL site/ store
- 9) The prices submitted by a bidder during the auction event shall be binding on the bidder.
- 10) No requests for time extension of the auction event shall be considered by BRPL.
- 11) The bidder shall submit a detailed price breakup sheet of the final prices in the format as required by BRPL within two days of completion of the auction. In the detailed price breakup; in case, the bid for any line item is more than that submitted in the initial bid (received as a part of tender), the item rate as mentioned in the initial price bid shall be binding on the bidder.
- 12) In case RA is not conducted/concluded for any reason, a "final no regret" financial bid in a sealed envelope will be called for from all qualified bidders.

ANNEXURE- III - BID FORM

To

Head of Department

Contracts & Material Deptt.

BSES Rajdhani Power Ltd

I Floor, "C" Block, BSES Bhawan

Nehru Place, New Delhi-110019

Sir,

1. We understand that BRPL is desirous of carrying out in its licensed distribution network area in Delhi
2. If our Bid is accepted, we undertake to provide our services as per completion schedule mentioned in the tender document from the date of award of work order/letter of intent
3. .If our Bid is accepted, we will furnish a performance bank guarantee as mentioned in the RFQ for due performance of the Contract in accordance with the Terms and Conditions.
4. We agree to abide by this Bid for a period of 120 days from the due date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Unless and until Letter of Intent is issued, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
6. We understand that you are not bound to accept the lowest, or any bid you may receive.

There is provision for Resolution of Disputes under this Contract, in accordance with the Laws and Jurisdiction of Contract.

Dated this..... day of..... 2023
Signature..... In the capacity of
.....duly authorized to sign
for and on behalf of(IN BLOCK

CAPITALS).....

ANNEXURE-IV

PROFORMA OF CONTRACT PERFORMANCE BANK GUARANTEE

PROFORMA OF CONTRACT PERFORMANCE BANK GUARANTEE

(TO BE ISSUED ON RS 100/- STAMP PAPER)

Bank Guarantee No.

Place:

Date:

To

BSES Rajdhani Power Limited

Whereas BSES RAJDHANI POWER LTD (hereinafter referred to as the "Purchaser", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) has awarded to M/s. with its Registered/ Head Office at (hereinafter referred to as the "Supplier" which expression shall unless repugnant to the context or meaning thereof, include its successors administrators, executors and assigns), a contract no. dated (the Contract);

And whereas the value of the Contract is Rs. (The Contract Value).And whereas it is a condition of the Contract that the Supplier shall provide a Performance Bank Guarantee for the due and faithful performance of the entire Contract for a sum equivalent to - % of the Contract Value to the Purchaser on or before

And whereas the Bank under instructions from the Supplier has agreed to guarantee dle due performance of the Contract.

Now it is agreed as follows:

1. we (Name of the Bank) having its Head Office at

(hereinafter referred to as the Bank, which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) shall indemnify and keep indemnified the Purchaser for, and guarantee and undertake to pay to the Purchaser immediately on written demand, a sum equivalent to % of the Contract Value

as aforesaid at any time upto (day/month/year) without any demur, reservation,

contest, recourse or protest and/or without any reference to the Supplier, against all losses, damages, costs and expenses that may be caused to or suffered by the Purchaser by reason of any default on the part of the Supplier in performing and observing any and all the terms and conditions of the Contract or breach on the part if the Supplier of terms or conditions of the Contract.

2. The demand shall consist only of an original letter issued by Purchaser stating that the Supplier has failed to fulfill its obligations under the Contract. Such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference or dispute between the Purchaser and the Supplier or any difference or dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3. The Bank undertakes not to revoke this guarantee during its currency without previous written consent of the Purchaser and further agrees that the guarantee herein contained shall continue to be enforceable during the period that would be taken for satisfactory performance and fulfillment in all respects of the Contract or in the event of any dispute between the Purchaser and Supplier until the dispute is settled (provided that the claim/ demand under this guarantee is lodged /referred during the currency of this guarantee) or till the Purchaser discharges this guarantee whichever is earlier.

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

5. The Bank agrees that the Purchaser and its option shall be entitled to enforce this guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Supplier and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Supplier's liabilities.

6. Notwithstanding anything contained hereinabove the liability of the Bank under this guarantee is restricted to a sum equivalent to % of the Contract Value i.e. Rs.(Rupees) and it shall remain in force upto and including . Unless a demand to enforce a claim under this guarantee is made against the Bank within 3 months from the the above date of expiry i.e. up to all the rights of the Purchaser under the said guarantee shall be forfeited and the Bank shall be released and discharged from all liabilities thereafter.

7. This Performance Bank Guarantee shall be governed by the laws of India.

Dated this Witness

day of 2023 at

1. For Bank

2. Signature Name

Power of Attorney No:

Banker's Seal

BSES RAJDHANI POWER LIMITED

ANNEXURE-V

FORMAT FOR EMD BANK GUARANTEE

(To be issued in a Non Judicial Stamp Paper of Rs.50/-purchased in the name of the bank)

Whereas [name of the Bidder] (herein after called the "Bidder") has submitted its bid dated [date of submission of bid] for the supply of [name and/or description of the goods] (here after called the "Bid").

KNOW ALL PEOPLE by these presents that WE [name of bank] at [Branch Name and address], having our registered office at [address of the registered office of the bank] (herein after called the "Bank"), are bound unto BSES Rajdhani Power Ltd., with its Corporate Office at BSES Bhawan, Nehru Place, New Delhi-110019, (herein after called —the "Purchaser") in the sum of Rs. (Rupees..... only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this _____ day of _____ 2023_____.

THE CONDITIONS of this obligation are:

- 1 If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form ; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:
 - (a) Fails or refuses to execute the Contract Form, if required; or
 - (b) Fails or refuses to furnish the performance security, In accordance with the Instructions to Bidders/ Terms and Conditions;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that is its demand the purchaser will note that amount claimed by it is due to it, owing to the occurrence of one or both of the two condition(s), specifying the occurred condition or condition(s).

This guarantee will remain valid for 6(six) months after last date of receipt of tenders, and any demand in respect thereof should reach the Bank not later than the above date.

(Stamp & signature of the bank)

Signature of the witness

ANNEXURE-VI

Communication Details

Bidder should furnish the below details for future communication:-

<u>GENERAL INFORMATION</u>	
NAME OF COMPANY	
POSTAL ADDRESS	

FOR TECHNICAL QUERY:		
CONTACT PERSON & DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO

FOR COMMERCIAL QUERY:		
CONTACT PERSON & DESIGNATION	NAME	DESIGNATION
E-MAIL	MOBILE NO	TELEPHONE NO

ANNEXURE-VII

Pre – Bid Query Format

S.No	Query Type Technical/ Commercial	Page No	Clause No	BRPL Clause	Bidder Query	Bidder Company Name	Bidder Contact Person	Bidder Contact No	Bidder Email ID
1									

**APPENDIX - VIII
LITIGATION HISTORY**

Year	Name of client	Details of contract & date	Cause of Litigation/ arbitration and dispute	Disputed amount

**APPENDIX - IX
CURRENT CONTRACT COMMITMENTS/ WORK IN PROGRESS**

Year	Name of client	Details of contract & date	Value of outstanding work	Estimated completion date

APPENDIX - X

FINANCIAL DATA

(Duly Certified by Chartered Accountant)

	Actual in previous 5 financial years				
	FY 21-22	FY 20-21	FY 19-20	FY 18-19	FY 17-18
Total assets					
Current assets					
Total Liability					
Current Liability					
Profit before taxes					
Profit after taxes					
Sales Turnover					

Annexure - XI
COMMERCIAL TERMS AND CONDITIONS

Sl No	Item Description	AS PER BRPL	BIDDER'S CONFIRMATION
1	Validity	120 days from the due date of submission or amended due date of submission.	
2	Price basis	a) Firm , FOR Delhi store basis. Prices shall be inclusive of GST, freight up to Delhi stores. b) Unloading at stores - in vendor's scope c) Transit insurance in BRPL scope	
3	Payment terms	Total Order value will be split in the ratio of 60:40 between BRPL & BYPL. Mile stone payment basis - Payment will be split into 4 Phases. - Each phase will have 20% payment - Balance 20% will be released after completion of post go live support	
4	Contract Period	6 Months from date of award of order.	
5	Liquidated damages	Penalty 0.5% per week delay applicable, after two weeks from date of completion of specific phase.	
6	Performance Bank Guarantee	As per Page no 21 of this Tender	

CHECK LIST

Sl No	Description	Compliance	Page No
1	INDEX	YES/NO	
2	COVERING LETTER	YES/NO	
3	BID FORM (UNPRICED) DULY SIGNED	YES/NO	
4	BILL OF MATERIAL (UNPRICED)	YES/NO	
5	DOCUMENTS IN SUPPORT OF QUALIFICATION CRITERIA	YES/NO	
6	TECHNICAL BID	YES/NO	
7	ACCEPTANCE TO COMMERCIAL TERMS AND CONDITIONS	YES/NO	
8	FINANCIAL BID (IN SEALED ENVELOPE)	YES/NO	
9	EMD IN PRESCRIBED FORMAT	YES/NO	
10	DEMAND DRAFT OF RS 1180/- DRAWN IN FAVOUR OF BSES RAJDHANI POWER LTD	YES/NO	
11	POWER OF ATTORNEY/AUTHORISATION LETTER FOR SIGNING THE BID	YES/NO	
12	FINANCIAL DATA IN TABULAR FORMAT	YES/NO	
13	LIST OF CURRENT COMMITMENTS/ WORK IN PROGRESS	YES/NO	
14	BANK SOLVENCY CERTIFICATE	YES/NO	
15	NO LITIGATION CERTIFICATE	YES/NO	