

# **NEW TOWN ELECTRIC SUPPLY COMPANY LIMITED**

FINANCE CENTRE, 2<sup>nd</sup>FLOOR, BLOCK- 'A'AA-II CBD, NEW TOWN, RAJARHAT  
KOLKATA-700156

## **e-Tender Notice No. 138/ MD / NTESCL OF 2017-18**

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# e-TENDER NOTICE

N.I.T. NO-138./MD/ NTEESC of 2017-18

Sealed tenders are invited from experienced agencies for providing expert services towards **Operation & Maintenance Activities as well as Commercial Activities** associated with supply of power to Low & Medium Voltage and High Voltage consumers under **Customer Care Centre –IC&Customer Care Centre –IIC** at New Town, Rajarhat , Kolkata – 700 156 for **1(one) year** as detailed below :

<b>Item No.</b>	<b>Description of items</b>	<b>Estimated involvement (Rs. in lakh)</b>
<b>1.</b>	To provide <b>expert services</b> towards Operation & Maintenance Activities as well as Commercial Activities associated with supply of power to Low and Medium Voltage and High Voltage consumers at <b>Customer Care Centre –IC&amp;Customer Care Centre –IIC</b> under <b>New Town Electric Supply Company Limited (NTEESCL)</b> .	<b>15.00 lacs</b>
<b>Tender Fee :Rs. 6000.00</b>		
<b>Note:</b> i) All the bidders needs to submit Earnest Money Deposit @ 2½% of the above Estimated involvement ii) If the offer is submitted with inadequate Earnest money i.e. less than 2½% of the above Estimated value, the bid will not be opened.		

<b>Sl. No.</b>	<b>Activity</b>	<b>Date &amp; Time</b>
1	Publishing Date	01.09.2017 at 12=00 hrs.
2	Document Download start date	01.09.2017 at 12=00 hrs.
3	Date of Pre-bid Meeting	05.09.2017 at 14=00 hrs. (Suggestions/queries, if any, should be submitted to this office within 2 P.M. of 04.09.2017)
4	Bid submission start date	06.09.2017 at 12=00 hrs.
5	Bid submission end date	09.09.2017 at 12=00 hrs.
6	Last date of physical submission of Tender Fee and EMD	11.09.2017 upto14=00 hrs.
7	Technical Bid opening date	12.09.2017 after14=00 hrs.
8	Financial Bid opening date	The date & time will be intimated after evaluation of Technical Proposal

Intending bidders desirous of participating in the tender are to log on to the website <https://wbtenders.gov.in> for the tender. The tender can be searched by typing NTESCL in the search engine provided in the website.

Bidders willing to take part in the process of e-tendering are required to obtain Digital Signature Certificate (DSC) in the name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. n-Code Solution, Safescrypt, e-Mudhra). DSC is given as a USB e-Token. After obtaining the Class 2 or Class 3 Digital Signature Certificate (DSC) from the approved Certifying Authority they are required to register the fact of possessing the Digital Signature Certificates through the registration system available in the website.

Tenders are to be submitted online and the intending bidders are to download the tender documents from the website stated above, directly with the help of the e-Token provided. This is the only mode of collection of tender documents. Details of submission procedure are given in “**Instructions to Bidders**”.

## **Instructions to Bidders**

### **1. Basic Criteria for participation:**

Any Agency having experience for at least 3 (Three) years prior to the date of NIT in connection with providing **expert services** towards the **Operation & Maintenance Activities** as well as towards the **Commercial Activities** associated with supply of power to Low & Medium Voltage and High Voltage consumers will only be eligible in the Tender.

### **2. General guidance for e-Tendering :**

Instructions/Guidelines for electronic submission of the tenders have been mentioned below for assisting the bidders to participate in e-Tendering.

### **3. Registration of bidder :**

Any bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the e-Procurement system, through logging on to <https://wbtenders.gov.in>.

### **4. Digital Signature certificate (DSC) :**

Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.

5. The bidder can search and download NIT & Tender Documents electronically from the website mentioned in Clause 4 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
6. At the time of placement of order, the Service / Service Personals mentioned in the Tender Document may vary up to  $\pm 25\%$ .
7. **Submission of Tender :**

### **7.1 General process of submission**

Tender is to be submitted online through the website <https://wbtenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. Tenderers are required to upload all the tender documents along with the other documents, as asked for in the tender, through the above website within the stipulated date and time as given in the Tender. Tenders are to be submitted in **two folders** - one is **Technical Proposal** and the other is **Financial Proposal**. The tenderer shall carefully go through the documents and prepare the required documents and upload the scanned documents in **Portable Document Format (PDF)** to the portal in the designated locations of Technical Bid.

The bidder needs to download the Forms / Annexures, fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid. He needs to download the BOQ, fill up the rates of items in the BOQ in the designated Cell and upload the same in the designated location of Financial Bid.

The documents uploaded shall be virus scanned and digitally signed using the Digital Signature Certificate (DSC). Tenderers should take note of all the addendum/corrigendum related to the tender and upload the latest documents as part of the tender.

### **7.2 Technical Proposal**

The Technical Proposal shall contain scanned copies and/or declarations in the following standardized formats in two covers (folders).

#### **A. Statutory Cover**

##### **a) To be submitted in "Drafts" folder**

##### **i. Tender Fee**

Scanned copy of Demand Draft (DD)/Banker's Cheque (BC) towards tender fee as prescribed in the NIT, in favour of New Town Electric Supply Company Limited payable at Kolkata.

##### **ii. Earnest Money Deposit (EMD)**

Scanned copy of Demand Draft (DD) / Banker's Cheque (BC) / Bank Guarantee (BG) towards EMD as prescribed in the NIT, drawn in favour of New Town Electric Supply Company Limited payable at Kolkata.

**b) To be submitted in "Annexures" folder**

- i. Application for Tender (*Vide Annexure -I*)
- ii. Price Schedule in unpriced condition(*Vide Annexure -II*)

**c) To be submitted in "NIT" folder**

- i. Notice Inviting Tender (NIT)
- ii. Addenda/ Corrigenda: if published.

*Note: Bidders are to keep track of all the Addendum/Corrigendum issued with a particular tender and upload all the above digitally signed along with the NIT. Tenders submitted without the Addendum/Corrigendum will be treated as informal and liable to be rejected.*

**d) To be submitted in "Forms" folder**

- i. Form - I

The bidder needs to download the form *Form-I* and fill up the particulars in the designated Cells and upload the same in the designated location of Technical Bid. Submission of incomplete "Schedule of Bids" will render the tender liable to summary rejection.

- ii. *Form-II*(Declaration Sheet), *Form-III*(Deviation Sheet),*Form-IV*(*Check List*), *Form-VII*(Proforma for undertaking to be submitted by the Bidders and *Form-VIII*(Format of Letter of Bid).

- iii. *Form-V* (Summary

statement of average annual turnover for a period of the last three financial years to be certified by the Auditor appointed under Companies Act, 2013. In case the bidder is not a company, certificate of Tax Auditor may be submitted.

- iv. *Form-VI* (Statement of orders executed during last three financial years)

(Only downloaded copies of the above documents are to be uploaded, virus scanned and digitally signed by the bidder)

**Note: Tenders will be summarily rejected if any item in the statutory cover is missing.**

**B. Non-Statutory Cover (My Document)**

- i. Company Details:
- ii. Certificates:

- 1) PAN Card
- 2) P.T Registration no. & Current Professional Tax (PT) Challan Application for such addressed to the competent authority may also be considered
- 3) Trade Licenses
- 4) Labour License
- 5) IT clearance Certificate
- 6) Contractor License and Supervisory Certificate of competence.
- 7) Service Tax Registration No. and with all supporting documents.
- 8) P.F. Registration/Labour License etc.
- 9) The knowledge & abide by the M.P. Act & Minimum Wages Act
- 10) Experienced Persons having knowledge & adequate experience in Computer using MS Office, Oracle as well as SAP etc.
- 11) Average Business Turn Over not less than **Rs. 1(One) Crore** (Audited Reports for last three Financial Years are to be submitted in support of the same.
- 12) G.S.T. Registration No

## **A. Operation & Maintenance Activities**

### **1. Requirement of Manpower**

Sl. No	Category of Manpower	Duty Schedule	No. of Manpower		Remarks
			Against Customer Care Centre - IC	Against Customer Care Centre - IIC	
<b>A.</b>	<b>O&amp;M Purpose</b>				
1.	Supervisor (High Skilled)	9-30 AM to 5-30 PM	1	1	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act
2.	Technical Support for General Shift Skilled Unskilled	9-30 AM to 5-30 PM	4 4	4 4	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act
3.	(24x7) Mobile Technical Service Skilled Unskilled	In 3 Shifts	6 12	6 12	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act

## **2. Eligibility Criteria related to Operation & Maintenance Activities:**

### **General:**

The Agency shall have the appropriate personnel to be accommodated for carrying out the related job, as detailed below, Round-the-Clock, under this category, are to be stated incorporating qualification of personnel.

The Agency shall have to provide the competent personnel keeping in view the existing installations shown below and probable increase during the next one year for routine maintenance and petty break down work. For major break down work, repair work is to be undertaken as per approved rate of WBSEDCL.

Space for sitting arrangement of technical personnel will be provided by the Company in the at Customer Care Centre –IC & Customer Care Centre –IIC under New Town Electric Supply Company Limited (NTESCL) at New Town, Rajarhat.

### **Scope of Work :-**

- 1) To maintain high voltage equipment like 11 KV VCB, RMU(excluding metering VCB associated with supply of power to H.V Consumers), 11/.433 KV distribution transformers, battery and battery charger etc. and detect / attend fault /breakdown therein and arrange for restoration.(Major materials/ spares will be supplied by the Company).
- 2) To maintain 33 KV & 11 KV cable and 11 KV overhead line and detect / attend fault /breakdown therein and arrange for restoration.(Major materials like cable, straight through / end termination joints will be supplied by the Company).
- 3) To maintain Low and medium voltage equipment like LT panel, ACB,MCCB,SFU, FPB,DB and other associated equipments and detect / attend fault /breakdown therein and arrange for restoration (Major materials/ spares will be supplied by the Company).
- 4) To maintain low and medium voltage cable and detect / attend fault /breakdown therein and arrange for restoration.(Major materials/ spares will be supplied by the Company).
- 5) To replace the faulty meters.
- 6) To perform any other allied job.
- 7) To effect Disconnection/Reconnection physically when asked for by the Station Manager/ GeneralManager (Maintenance), NTESCL.

## **Detailed Scope of Work**

### **1. 11 kV Switchgear**

To maintain healthiness of 11 kV switchgears for trouble free service to consumers, the following points are to be checked,recordedand for such condition.

- a) To check & record operation of OCBs/VCBs-Quarterly.
- b) To check IR values of CT, PT, Bus, Breaker etc and record, if required, IR values are to be improved by heating as per standard practice following ISS , technical condition or any other process- Half yearly.
- c) To check & record quality and quantity of oil –Half yearly.
- d) To check control circuit, indication lamps, fuses, selectors switches etc.- Quarterly.
- e) To replace defective components only (major items will be supplied by the Company).
- f) To check healthiness of cable termination joints.
- g) To attend defect/problem as and when informed by consumer/Station Managerand within the time schedule as specified.
- h) To restore power supply after repair/replacement.
- i) To clean external/internal parts, contact, etc. under supervision of Station Manager.

### **2. 11/0.4 kV Distribution Transformer**

To maintain healthiness of operation of transformers installed by the Company or by the Developers so as to ensure trouble free power supply to consumers. The following activities are to be checked and recorded.

- a) To check oil level/oil seepage and record-Quarterly
- b) To check healthiness of silicagel breather, temp. meters, valves etc. andrecord-



- on quarterly
- c) To check and record IR values of the transformer-Quarterly
- d) To check BDV of oil and record-Yearly.
- e) To check HT & LT cable terminations-Yearly.
- f) To intimate any abnormality
- g) To attend defect/problem as and when informed by consumer/StationManager within the time schedule as specified.
- h) To restore power after repair of defects.
- i) To replace/ reactivate Silicagel of breathers

### **3.11 kV & 33 kV cable**

- a) To attend fault in cable line as and when informed and to identify and isolate the faulty cable. To restore power supply after isolating faulty cables.
- b) To replace fuse, 11 kV pin and pin insulator, 12 kV L.A. 11 kV & 33 kV T.P.G.O. Isolator and its component, terminations etc. in DP, 4 pole, 6 pole structures and restore structures and restore power supply.
- c) To inform breakdown of the faulty cable to the Station Manager so that action for repair action for repair be taken immediately after identification of fault.
- d) To restore power supply after repair.

### **4. 11 KV OVERHEAD LINES**

- a) To maintain healthiness of the line so that power interruption is avoided.
- b) To replace 11 kV pin and pin insulator, 11KV TPGO Isolator, 12 kV L.A, conductor, earthing, etc. in case of breakdown.
- c) To arrange trimming of trees, bushes, etc.
- d) To restore power supply after repair.

### **5. 11 KV VCB**

To maintain high voltage equipment like 11KV VCB (excluding metering VCB associated with supply of power to high voltage consumers) and RMU, spares will be supplied by the company.

Preventive maintenance schedule and work thereof are to be carried out under this part. Preventive Maintenance of all the Equipment are to be carried out at least twice in a year according to schedule submitted by the G.M ( Maintenance). Reports thereof are to be submitted to the G.M (Maintenance) according to format submitted by concerned GM within 15 days from the date of carrying out the related job.

### **6. L.T. PANELS & NETWORKS**

- a) To maintain healthiness of LT net work comprising of LT panel, LT kiosk, Feeder Pillar Box, Junction/Distribution box, LT cable upto the Meter Board
- b) To replace fuses, HRC fuse, cut out, MCBs, MCCBs, SFUs ACBs, indication lamp, cable termination, selector switches, meters etc. whenever fault is reported/detected.
- c) To check IR values of the LT network and record-Quarterly-if required IR values are to be improved.
- d) To identify and isolate fault in cable and to inform Station Manager. The cable fault is to be attended.
- e) To clear Bus Bar terminals of ACB, MCCB, MCB etc. of LT panel, FPBs, JB's etc.

All interruption of power supply arising out of different eventualities shall be restored within the time frame stipulated by the Hon'ble West Bengal Electricity Regulatory Commission in Clause 9 of the West Bengal Electricity Regulatory Commission.

(Standards of Performance of Distribution Licensees Relating to Consumers Services) notified by the Hon'ble WBERC vide Notification No. 46/ WBERC dated 31.05.2010 published by the Kolkata Gazette in suppression the Notification No.24/WBERC dated 18.10.2005

**7.List of existing installation as on 30.06.2017 & proposed work for the Year 2017-1815**

Sl. No.	Description	Existing as on 30.06.2017		Proposed addition during 01.07.17 to 31.03.18	
		CCC - IC	CCC - IIIC	CCC - IC	CCC - II IC
1	33 KV underground Cable (in KM)	<b>90</b>	<b>60</b>	<b>24</b>	<b>14</b>
2	11 KV underground Cable of different Capacity(in KM)	<b>120</b>	<b>90</b>	<b>30</b>	<b>22</b>
3.	11/0.433/0.415 KV Dist. Transformer of different capacity	<b>144</b>	<b>96</b>	<b>36</b>	<b>24</b>

4	12 KV RMU with VCB :	<b>120</b>	<b>70</b>	<b>30</b>	<b>15</b>
5	LT Kiosk	<b>36</b>	<b>24</b>	<b>10</b>	<b>5</b>
6	LT Feeder Pillar Box	<b>240</b>	<b>170</b>	<b>60</b>	<b>40</b>
7	LT Distribution Box	<b>720</b>	<b>500</b>	<b>185</b>	<b>115</b>
8.	1.1 KV, LT Underground Cable (in KM)				
9	11 KV overhead Line (in KM)				

The above estimate is not exhaustive and in real time operation the number of equipment and the length of line may increase or decrease.

The Agency shall work under the overall control and supervision of the Station Manager and shall not enjoy any discretionary power and authority

### **8. . Consumers' service**

To ensure proper consumer's service, arrangement shall be made by the Agency **through 2(two) Mobile Van services for 24 hours, one for Customer Care Centre – IC & other for Customer Care Centre – IIC**. The above estimate is not exhaustive and in real time operation the number of equipment and the length of line may increase or decrease.

The Agency shall work under the overall control and supervision of the Station Manager and shall not enjoy any discretionary power and authority. The above estimate is not exhaustive and in real time operation the number of equipment and the length of line may increase or decrease.

33KV, 11KV & 400V cable line maintenance and 11 KV Overhead line along with maintenance of Distribution Sub-Stations with their equipment at 3 shifts i.e. Morning (6 AM to 2 PM), Evening(2 PM to 10 PM), Night (10 PM to 6 AM) by engaging 4 nos. skilled labours, 4 nos. unskilled labours and 1 no. Supervisor are to be provided by the successful bidder for the purpose of Morning, Evening and Night shift at Electric Supply Office of NTESCL in Action Area-I with 1 no.(one)Vehicle and 1 (one) Diver. Depending on the future consumers' growth, another 1 (one) no. Vehicle with 1 (one) Driver at each shift be provided by the successful tenderer for the purpose of Morning, Evening and Night shift for carrying out technical part of the work to be stationed at the Supply office.

### **9. Replacement of defective meter**

The Agency shall replace the defective meters immediately on receipt of advice from the Station Manager. A monthly report on replacement of defective meters , showing therein (i) Number of replacement of defective meter remained pending during the previous month, (ii) Number of meters reported to be defective during the current month, (iii) Number of defective meters replaced during the current month and (iv) the Number of defective meters remained pending on the last day of the current month, shall be submitted to the Station Manager . Burnout/ faulty meters shall be replaced within the time frame stipulated by the Hon'ble West Bengal Electricity Regulatory Commission in Clause 11 of the West Bengal Electricity Regulatory Commission (Standards of Performance of distribution Licensees Relating to Consumers Services ) notified by the Hon'ble WBERC vide Notification No. 46/ WBERC dated 31.05.2010 published by the Kolkata Gazette in suppression the Notification No.24/WBERC dated 18.10.2005.

### **10.Disconnection/Reconnection/Surprise Checking of Meters**

#### **(a)Disconnection of defaulting consumers**

Physical disconnection of defaulting consumers to be made within 24 hrs. following the last date of payment as specified in the Disconnection Notice.Status Reports of the Disconnection Notices, Disconnection Order issued, actual physical Disconnection effected vis-à-vis the payments received against theDisconnection Notices & physical Disconnections effectedin case of L&MV Consumers / Bulk Consumers respectively are to be generated & submitted to the to the Station Manager/the General Manager (Comml.) respectively at the end of the day.

One monthly reconciled Status Report of Disconnection Notice is to be submitted within 1<sup>st</sup> week of next month while that of Disconnection Order is to be submitted.

#### **(b) Reconnection of consumers**

The Agency shall work under the overall control and supervision of the Station Managerand shall not enjoy any discretionary power and authority.Reconnection to be effected after compliance of all formalities within one day .

#### **©Surprise Checking of Defective meters and Running Meters**

The Agency shall remain liable to check the Meters installed and reportimmediately after detection of anyinstance of slow or irregular or stoppage or by-passing of energy meter or any other unlawful consumption of power on the part of the consumers incident to the Station Manager/G.M(Maintenance). The agency shall have to take corrective action as per the advice of the Station Manager/G.M(Maintenance). In case any such irregularity is detected by the NTESCL which was not reported by the Agency, penal action will be taken against the Agency .

In case of accumulation of energy charges as a result of irregular meter reading, the loss suffered by the company will have to be borne by the agency. The quantum of such loss will be decided as per existing rules and regulation and direction issued by State Regulatory Commission from time to time .

## **11. Maintenance of Registers**

The Agency shall maintain the following registers in the format to be provided by the Company and the same shall be shown to the Station Manager, NTESS daily and get it countersigned by him.

- a) Registers for routine maintenance of line/equipment e.g. 11 kV switchgear, Transformers,LT panel.
- b) Registers for fuse call
- c) Registers for breakdown/restoration of line and equipment.
- d) Registers for consumers' complaint with time of complaint, time of restoration, nature of fault, etc.
- e) Meter movement Register

## **12. AGENCY SHALL HAVE**

- i) Personnel having appropriate competency certificate issued by the Licensing Board, Directorate of Electricity, Govt. of West Bengal in relevant parts.
- iv) Adequate, technical experience including workmen's permit as required under Electricity Rules.
- v ) Should have working knowledge of recent Electricity Act. 2003 and the regulations made by the Appropriate commission thereunder .
- vi) Mobile telephone with their supervisor for establishment of contact with him when he will not be the office.
- vii) The Tools and Instruments (with valid Calibration Certificates/Test Certificate) as listed below:
  - a) Screw Driver(small, medium and large sizes).
  - b) Insulated Pliers (nose pliers, cutting pliers and ordinary pliers.)
  - c) Megger( one 2500 volts & another 500 volts).
  - d) Hand Gloves of 33 kV & 11 kV grade
  - e) Multi meter
  - f) Clip-on ammeter
  - g) Dowell's crimping tools
  - h) Safety belts
  - i) Box, double ended & ring type spanner.
  - j) Any other tools/instruments as and when necessary
  - k) Ladder
  - l) Helmet
  - m) Discharge Rod & Earth Chain (of Brass)
  - n) Gum Boot
  - o) Rain coat

- p) Umbrella
- q) First-aid-Box

### **13. Accidental Risk**

The agency shall be wholly responsible for any accident sustained by any personnel, working under him under any circumstances whatsoever. The Company in no way will be held responsible in connection with any accident which may occur during the execution of any part of the work as detailed in the scope of the work.

### **14. Insurance**

The Agency will have to take Group Insurance against the persons to be deployed for rendering O&M Activities.

### **15. FACILITIES TO BE PROVIDED/ NOT TO BE PROVIDED BY THE COMPANY**

#### **a. NTESCL will provide**

- i) Space for sitting of Technical personnel along with associated furniture.
- ii) Equipment for sealing of meters
- iii) Telephone connection and electricity on chargeable basis

#### **b. NTESCL will , however , not provide**

- i) Any stationery.
- ii) Any tools and tackles, instrument for attending fuse calls other routine maintenance and breakdown work.
- iii) Any transport / vehicle for any purpose whatsoever.

### **B. Commercial activities**

#### **General**

**The Agency should also have the competent personnel for carrying out the related job, as detailed below, from 09-00 Hrs to 18-00 Hrs in all the Working days at Customer Care Centre – IC & at Customer Care Centre – IIIC. The qualification of each personnel are to be stated in the Bid.**

The offer shall be made on consolidated basis with consumer base of 34,000 approx. at present juncture for Customer Care Centre – IC & Customer Care Centre – IIIC. At least 4,000 consumers may be added for next one year. For every additional increase of 340 no consumer, over the Consumer base of 34000, an additional 1% shall be allowed over the calculated amount of Commercial Activities. Computer systems, billing software, pre-printed stationery and Space for sitting arrangement of commercial personnel will be provided by the Company. No other facilities will be provided by the Company.

## **1. Requirement of Manpower**

Sl. No	Category of Manpower	Duty Schedule	No. of Manpower		Remarks
			Against Customer Care Centre - IC	Against Customer Care Centre - IIC	
1.	Engineering Asstt.	General Shift	1	X	<b>Support Professional</b>
2.	Office Supervisor	General Shift	1	1	<b>Support Professional</b>
3.	Commercial Support for HV Connection	General Shift	1	X	<b>Special Support Personnel</b>
4.	Commercial Support for L&MV Connection	General Shift	1	X	<b>Special Support Personnel</b>
5.	Cashier				
	Pre-paid Counter (Skilled)	9-30 AM to 5-30 PM	3	5	<b>As per Minimum Wages Act with coverage of P.F, ESI &amp; Bonus Act</b>
	Post-paid Counter(Skilled)	9-30 AM to 5-30 PM	2	3	
	Bulk Counter (Skilled)	9-30 AM to 5-30 PM	1	X	
6.	CRM Trained Personal (Skilled)	9-30 AM to 5-30 PM	2	X	<b>As per Minimum Wages Act with coverage of P.F, ESI &amp; Bonus Act</b>

Sl. No	Category of Manpower	Duty Schedule	No. of Manpower		Remarks
			Against Customer Care Centre - IC	Against Customer Care Centre - IIC	
7.	Office Personnel (Unskilled)	9-30 AM to 5-30 PM	2	1	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act
8.	Grievance Redressal Assistant (Skilled)	9-30 AM to 5-30 PM	1	X	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act
9.	Bill Section Supervisor (Skilled)	9-30 AM to 5-30 PM	1	X	Special Support Personnel
10.	Meter Reading Support Assistant (Skilled)	9-30 AM to 5-30 PM	2	1	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act
11.	Call Facilitating Officer (C.F.O) (Skilled)	24X7	3	3	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act
12.	Office Support Establishment(Skilled)	9-30 AM to 5-30 PM	X	1	As per Minimum Wages Act with coverage of P.F, ESI & Bonus Act



## **2. Scope of Work**

### **1. Processing of Application towards effecting physical connection to M & LV Consumers**

- New Connection Management through Oracle - CRM System
- Payment Solution through SAP viz.
  - (i) On-line Billing & Payment
  - (ii) e-payment
- Payment Solution of Pre-paid Meter
  - (i) On-line re-charging of coupons & any other future development through e-payment system.
  - Necessary report on that aspect is to be placed at the end of each day to the Station Manager with a copy to the G.M(Accounts) stating the name of applicants, location of proposed supply point, amount of Earnest money deposit etc.

### **2. Meter Reading**

- Physical meter readings of all the post-paid consumers under category Domestic, Commercial, Water Works & Street Light etc; taking supply at Low & Medium voltage on monthly or quarterly basis and for all as applicable should be taken by the persons duly authorized by the Agency and authenticated by the Station Manager.
- The meter reading of post paid L&MV consumers as per meter reading cycle for the consumers under NTESCL as per guideline of the WBERC Regulation No. 36, Sub Clause 3.3.7.
- To record all such meter reading in proper Meter reading Book duly authenticated by the meter reader with reasons for discrepancy, if any.
- To report the statement of slow-running/stop post-paid meters to the Station Manager within 24 hours.
- Taking of meter readings of prepaid L&MV consumers on six monthly or annually as may be advised by the Station-in-Charge, NTESCL/competent authority of WBSEDCL if asked for.

### **3. Raising of Energy Bills**

Raising of Energy Bills of the existing L&MV consumers through SAP as per billing cycle. The inclusion of the newly connected consumers in the regular billing cycle is to be taken care of as per staggering system.

Raising of Energy Bills of High Voltage Consumers either through Legacy System or through SAP on the basis of the meter reading taken by the WBSEDCL

### **4. Despatch of Energy Bills**

- Energy Bills of the Bulk Consumers are to be delivered by hand to all the consumers

- within 1 ( one) day from the date of raising the bills against dated receipt of the consumers
- Energy Bills of the L&MV consumers are to be delivered by hand to all the consumers within 3 (three)days from raising the bills against dated receipt of the consumers. Confirmation regarding delivery of the Bills within Scheduled time should be submitted by the Agency to the Station Manager immediately of the Bills. If any complaint is received from the consumer regarding delayed delivery/non-delivery of the Bills & if it is found that such delayed delivery/non-delivery is on the part of the Agency, penal measure, as deemed fit, may be taken on the score.

#### **5.Collection of Payment against Energy Bills raised**

Necessary arrangement to be made for collection of the EnergyBills at the collection centre on all working days from 09-30 A.M. to 3-30 P.M. (Monday to Friday) & upto 12-30 on all Saturdays. Such timings are subject to changes if so required . If two counters are operative, each cashier will furnish their respective cash collection statement with clear details and identification of person and clubbed statement will be furnished to the Station Manager .

Re-charging of coupons i.r.o. the Pre-paid Meters, the counters should be kept opened upto 5 PM on all working days.

Moreover any modern system, if introduced by WBSEDCL, for pre-paid meter, the same shall have to be implemented at New Town and the Agency shall provide training to their personnel to handle the new/ changed system.

Daily collection statement to be prepared at the close of the daily transaction and to submit to the Station Manager

#### **6.Deposit of collection to Bank**

All collections (Cash &Cheque) to be deposited in the specified Bank on the day of collections without fail. The agency shall adhere to the instruction of the Station Manager in this regard. The agency shall arrange for a suitable deposit of collection in the Bank. The Agency shall have to arrange for Transit Insurance of requisite amount for this purpose.

Daily Cash Statement is to be furnished to G.M (Acctts), NTESCL through GM.(Commercial) at the end of day.

#### **7. Updating of Billing and Collections**

All the bills and receipts to be reconciled immediately. Action may be taken from the NTESCL-end for any discrepancy.

#### **8. Issuance of Disconnection Notice/Disconnection Order**

Disconnection notice for non-payment is to be issued positively by the next working day of the last payment date under the signature of the Station Manager in case of L&MV consumers and under the signature of G.M.(Comml.) in case of Bulk Consumers. Reports of Non-payment should accordingly be submitted to the Station Manager & the G.M.(Comml.) in time.

Disconnection Orders, for non-payment within the period specified in the Disconnection Notice, are to be issued positively on the next working day

## **9. Operation of Vending Station associated with prepaid energy meters**

The Agency shall operate the vending station associated with prepaid energy meter. The work includes processing of option forms submitted by consumers for prepaid meters, installation of prepaid meters at the consumers' premises, collection of advance from prepaid consumers, issue of token to the consumers, preparation of daily collection statement in respect of prepaid consumers.

The vending station, for the time being, shall remain open from 09-30 hrs to 17-00 hrs from Monday to Saturday excluding Sunday & Holidays. Operating hours of the vending station, if changed or enlarged by WBSEDCL/NTESCL subsequently, the same shall be binding on the agency.

## **10. Energy Accounting**

The Agency shall take readings of the meters on monthly basis in HT & LT at 33 KV Substations, and Distribution Substations, Housing Estates with Boundary Metering and submit the same to the Station Manager for the purpose of Energy Audit.

## **11. The Agency shall have to provide –**

- i) One Degree / Diploma Engineer, having qualification of conversant with Computer Science/IT/Electrical or an MCA, as the Engineer -in-Charge, to satisfy the authorities of WBSEDCL/NTESCL, who will act on behalf of the total support service both for Customer Care Centre –IC & Customer Care Centre –IIC. Who shall have to satisfy the authorities of WBSEDCL/NTESCL **related to O&M Activities.**
- ii) One Addl. Supervisor, having experience related to the Operation & Maintenance activities under WBSEDCL/NTESCL, shall act under the Engineer-in-charge
- iii) Personnel having appropriate competency certificate issued by the Licensing Board, Directorate of Electricity, Govt. of West Bengal in relevant parts for both the shifts. Documentary Evidence of competency against each person is to be furnished.
- iv) List of persons having Workmen's permit of Part IV and Part VI(a) &(b) issued by the Directorate of Electricity, Govt. of West Bengal (for Part-I) only and also persons holding supervisory competency certificate who will be posted on shift.
- v) All the personnel having adequate experience for **at least for two years**.in undertaking similar type of job **at least for two years.**

For carrying out computer related jobs, as mentioned above, the bidder should provide Computer Savvy personals with adequate experience according to requirement.

- i) Adequate experience including knowledge in Computer Hardware and Software package including Oracle, SAP and other. Data- based programs . Should have working knowledge of recent Electricity Act.2003 and the regulations made by the Appropriate

- commission thereunder .
- ii) Competent personals to carry out the Activities specified in this Tender.

**12. Reports to be generated and submitted :**

- i) Status Report of existing L&MV & Bulk (Centralized & Decentralized) consumers – monthly.
- ii) Status Report showing the Application Received, Earnest Money received, Quotation Served, Pending Quotation, S.C. Charge Deposited, Pending Connection, Connection effected etc. covering Service Connection Procedures under WBSEDCL Procedures-A & B i.r.o. both Pre-paid & Post-paid consumers on monthly basis.
- iii) Demand Raised vis-à-vis collection periodically.
- iv) (a) Demand Vs Collection report both in MU &Rs. for Decentralized & Centralized Bulk consumers on monthly Basis.
- (b) Demand Vs Collection report both in MU &Rs. for L&MV consumers on monthly Basis.
- v) Monthly Demand Raised Details
- vi) Monthly collection Report
- vii) Monthly Demand Raised vis-à-vis Outstanding
- viii) Periodic deposition in Bank Account
- ix) Daily Collection Statement for both revenue and capital receipts in separate reports. i.r.o. M&LV & Bulk consumers.
- x) Consumer-wise Total of cash security deposit and interest accrued.
- xi) Consolidated Demand Journal i.r.o. of Bulk consumers
- xii) Consolidated Payment Journal i.r.o. of Bulk consumers
- xiii) Consolidated Demand Journal i.r.o. M&LV consumers' Journal Type (R) & Type (P)

Reports under Sl.No. (i) to (v) & (vii) above should be submitted to G.M(Commercial) with copy to G.M(Maintenance) and G.M.(Accts). Other reports under Sl.No. (vi) & (viii) to (xiii) should be submitted to G.M.(Accts.) as stated. In addition to above, any type of reports in connection with consumers related to NTESCL, Board meeting etc. should be submitted to the competent authority of NTESCL, as and when required & asked for.

**13. Facilities to be provided :**

**NTESCL will provide**

- i) Computer system with Server, printers, computer spares etc. However, the agency may have to process the billing and other allied jobs in one of the nearby DCCs of WBSEDCL, if occasion so arises.
- ii) Pre-printed stationery.
- iii) Space for accommodation of billing personnel along with associated furniture.
- iv) Comprehensive Software for billing and monitoring of service connection.
- v) Equipment for sealing, if required.

**NTESCL will however not provide :**

- i) Any other stationery.
- ii) Any other transport / vehicle for any purpose whatsoever.

**14. Custody of Office Equipment & office**

The Agency shall be liable for safe custody of the office as a whole. The Agency shall take necessary care to keep the equipment e.g. Computer system, Printers etc. in working condition. In case of system breaking down / malfunction the Agency shall immediately contact the inform to the G.M(Maintenance)/ Station Managers. Such system breakdown shall not be the valid reason from discharging of the responsibility of the Agency.

**15. Insurance**

The Agency shall have to take comprehensive insurance for all the equipment under their custody as well as for the Transaction of Cash from **Customer Care Centre –IC(CCC – IC)&Customer Care Centre –IIIC(CCC – IIIC)**, inclusive of the Cash Collection Centre at the Utility Building of the WBHIDCO at IIC, to Bank and Cash in hand at the **Customer Care Centre –IC&Customer Care Centre –IIIC**(as well as the Cash Collection Centre at the Utility Building of the WBHIDCO at IIC ). At present the Insurance premium is payable on total Cash on Transit to Bank from CCC - IC & CCC – IIIC (including Cash Collection Centre at the Utility Building of the WBHIDCO at IIC) have been assessed as Rs. 22.0 Lacs( Rs 15.00 lacs for CCC-IC and Rs 7.00 lacs for CCC-IIIC ) & Rs.12.0 Lacs( Rs8.00lacs for CCC-IC andRs 4.00 lacs for CCC-IIIC ) respectively. The Insurance Policy may be enhanced in time to time subject to enhancement of the Collection amount

The Agency shall have to take Group Insurance against the persons to be deployed for rendering Commercial Activities.

**C. Security Deposit**

**The successful Tenderer shall have to deposit Rs.9,00,000.00 (Rupees Nine Lacs only) as Security Deposit either in the form of Cash i.e. Bank Draft/Pay Order drawn in favour of the Company(NTESCL) or in the form of Bank Guarantee.**

**In case of termination of Contract, any outstanding amount payable by the Agency will be adjusted from the Security Deposit. The Security Deposit will not attract any interest.**

**D. Other Cost of Expenses per Month**

**(i) Hiring Car Charges**

**(a) Hiring Car Charges (For Mobile Van Service for 24 Hours including Sunday & Holiday (As per W.B. Govt. approved rate for Pull Car) @ Rs...../Month Including Driver & Fuel Charge - for Customer Care Centre –IC&Customer Care Centre –IIC (per 8 hours X 3 shifts X 30/31 days** .....

**(b) Hiring Car Charges (For Maintenance Vehicle) for 10(Ten) Hours per day (10 AM to 8 PM) including Driver & Fuel Charges (separately for CCC -IC & CCC - IIC** .....

**© Hiring Car Charges (For Cash Van) ) including Driver & Fuel Charges (separatelyforCCC -IC & CCC - IIC) .....**

**(ii) Miscellaneous Charges**

**(a) Courier Service @ Rs.....for 3500 nos. Consumers per Month for distribution of Bills/Notices etc.) .....**

**(b) Local conveyance for Meter Reading of Meter Reader (Rs. .... per 3 persons for 20 days.) .....**

**E. Risk & Cost of leaving from work during Contract Period**

Should the agency fail on receipt of the order/contract for the execution of the job, to take up the work within 15 days of acceptance of the order, or leave the work within the contract period, the Company shall be entitled to get the work done by any other agency at the risk and cost of the agency. On cancellation of the contract, the agency shall be liable for any loss or damage which the Company sustain by reason of such failure on the part of the agency.

**E. Compensation.**

The NTESCL will neither be responsible nor liable to any compensation for any

interruption of work due to natural calamities. Similarly, the Company will also not be responsible nor liable for compensation for stoppage of work arising out of resistance from the local public.

## **F. Termination of the Contract**

Serving the consumers on a defined time frame is the essence of the job. The Agency shall abide by the time schedule strictly specifically in respect of serving quotation to consumer, effecting service connection, proper meter reading, preparation of bill, dispatch of bill, making arrangement for collection of bill at collection centre and banking in collection on the same, within a specified time, issuance of disconnection notice and preparation of all the related statement and MIS regularly.

In case, the agency fails in complying with any one function, this will be brought to the 30 ( thirty ) days from the date of such notice for any one or more of the following reasons , the company will have the authority to terminate this contract on the following grounds by giving a further notice of 14 days to the Agency

- a) Any violation of any of the terms and conditions of the contract would be construed as breach of contract and would make the agency liable to suffer the termination of contract .
- b) In case of any report that the agency is involved in such action , commissions or omission for which the company suffered or likely to suffer financial loss , the agency shall remain liable to be penalized as per the law including the termination of the contract .
- c) Any failure on the part of the agency to report to the concerned authority any instance of damage or theft of power and / or power equipment would tantamount to negligence of duty and would lead to termination of the contract .
- d) Without the explicit and written permission of the Station Manager of the company the agency will not have any right to offer or effect any sort of connection to any consumer for any purpose whatsoever . Any such detection would be a gross violation of the terms of contract which shall perforce warrant termination of agreement in addition to other penal measures as per law .

In case of such termination of contract , the Security Deposit kept with the Company will be forfeited / Bank guarantee en-cashed and all the amount otherwise payable to agency will be frozen.-

The Agency shall, however , have the right to terminate the contract after giving three months' notice. In such a case, the Agency will be discharged only after they have satisfactorily handed over the job to their replacement and final settlement of all receivables / payables with the company.

**MINUTES OF THE PRE BID MEETING  
REFERENCE-136/MD/NTESC of 2017-18**

**During the pre bid meeting, the following points were discussed and decided**

- 1. Tender no in the website of NTESCL to be read as-136/MD/ NTESC of 2017-2018 instead of-136/MD/ NTESC of 2016-17.**
- 2. In last para of A8 (consumer service) in line no 4 “at each shift” to be deleted. In line no 9 starting from “ the maintenance.....NTESCL” to be deleted.**
- 3. In B “Commercial Activities” in second para consumer base which is shown as blank to be read as 33035 and in second line of second para at least 4000 consumers may be added for next 1 year to be considered. For every additional increase of 330 nos consumer over the consumers base of 33000, an additional 1% shall be allowed over the calculated amount of Commercial Activities.**
- 4. In serial no B15 line no 8 “..... Have been assessed as Rs.22.00 lacs and Rs.8.00 lacs” to be read as Rs.22.00 lacs (15.00 lacs for CCC-IC and Rs. 7.00 lacs for CCC-IIC) and Rs. 12.00 lacs instead of Rs.8.00 lacs out of which Rs.8.00 lacs for CCC-IC and Rs.4.00 lacs for IIC respectively.**



