

## CORRIGENDUM-2

Date: 21.12.2020

Ref.: Bid Document No. CUGL/C&P/TEN2021/20,219,026 dated 17.11.2020 for the Hiring of agency for Domestic Meter Reading collection and Bill Distribution for Kanpur, Unnao and Bareilly.

### Sub.: Corrigendum-2

Please note the following corrigendum-2

Read As	For
Clause No. 8.0 of IFB : Bid Due Date with Time - 31.12.2020; up to 15:00 Hrs	Clause No. 8.0 of IFB: Bid Due Date with Time - 22.12.2020 up to 15:00 Hrs.

The Bid Evaluation Criteria has been revised which is given below against the subject tender:

### BID EVALUATION CRITERIA

#### 1.0 TECHNICAL CRITERIA – KANPUR INCLUDING UNNAO LOCATION

- 1.1 Bidder should have successfully completed utility Billing/Bill Distribution/Collection (Electricity/PNG/Water/Banking/Telecom Company) of minimum value of Rs. 44.96 lacs (Inclusive of GST) under single work order/ contract in any of the City Gas Distribution Company/Central Government/State Government/Utility Company/Bank/Telecom Company in any of the last 07 years reckoned from bid due date. If bidder is submitting experience of collection agency, then he should have minimum experience of 6 months in CGD company is last two years from the date of bidding.
- 1.2 Bidder should be required to submit the following supporting documentation and proof for the above-mentioned requirement.
  - a. Copy of detailed Work order related to Point No. 1.1
  - b. Completion/ Execution Certificate related to Point No. 1.1

For running contract if the actual executed Value (for partially executed contract) is equal to or more than the value indicated above one day prior to the due date of bid Submission, the same shall also be considered for meeting the single order value criteria, for which a certificate from the client showing executed Value prior to the due date of bid submission shall be submitted by

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the bidder along with copy of work order/ agreement. The copies of work order / agreement and execution certificate from client should be duly certified/ attested by notary public/Chartered Accountant with legible stamp.

## **TECHNICAL CRITERIA – BAREILLY LOCATION**

1.1 Bidder should have successfully completed utility Billing/Bill Distribution/Collection (Electricity/PNG/Water/Banking/Telecom Company) of minimum value of Rs. 26.83 lacs (Inclusive of GST) under single work order/ contract in any of the City Gas Distribution Company/Central Government/State Government/Utility Company/Bank/Telecom Company in any of the last 07 years reckoned from bid due date. If bidder is submitting experience of collection agency, then he should have minimum experience of 6 months in CGD company is last two years from the date of bidding.

1.2 Bidder should be required to submit the following supporting documentation and proof for the above-mentioned requirement.

- a. Copy of detailed Work order related to Point No. 1.1
- b. Completion/ Execution Certificate related to Point No. 1.1

For running contract if the actual executed Value (for partially executed contract) is equal to or more than the value indicated above one day prior to the due date of bid Submission, the same shall also be considered for meeting the single order value criteria, for which a certificate from the client showing executed Value prior to the due date of bid submission shall be submitted by the bidder along with copy of work order/ agreement. The copies of work order / agreement and execution certificate from client should be duly certified/ attested by notary public/Chartered Accountant with legible stamp.

In absence of requisite documents, CUGL reserves the right to reject the bid without making any reference to the bidder. Owner reserves the right to get direct feedback from user on satisfactory operation.

## **2.0 FINANCIAL CRITERIA**

### **Annual Turnover**

The minimum annual turnover achieved by the Bidder as per their audited financial results during any one of the preceding three (03) financial years should be as below:

Minimum annual turnover shall be as follows:

Kanpur including Unnao location : Rs. 44.96 Lacs  
Bareilly Location : Rs. 26.83 Lacs



**Net worth**

Net worth of the Bidder should be positive as per the last audited financial statement.

**Working capital**

The minimum working capital of the Bidder as per the last audited financial statement should be as below:

Minimum Working Capital shall be as follows:

Kanpur including Unnao location : Rs. 8.99 Lacs

Bareilly Location : Rs. 5.36 Lacs

*If the bidder's working capital is inadequate, the bidder shall supplement the shortfall with letter issued by his Banker, having a net worth not less than INR 100 Crores confirming the availability of line of credit to meet the specified working capital requirement.*

In case of tenders having the bid closing date up to 30th September of the relevant financial years and audited financial results of immediate 3 (three) preceding financial years being not available, the bidder has an option to submit the audited financial results of three years immediately prior to that relevant financial year. Wherever, the bid closing date is after 30th September of the relevant financial year, bidder has to compulsorily submit the audited financial results of immediate preceding three financial years.

Bidder shall meet the qualification criteria as stated Bid Evaluation Criteria. Bidder shall furnish following documents along with the bid, to justify meeting the stipulated qualification criteria.

- Annual audited reports including Balance Sheets and Profit & Loss account statement for which the data to be provided so that the data provided above can be verified. In case, Audit is not mandatory as per the Statutory Norms for Bidder, it is required to submit a copy of his Annual Accounts duly certified by a Chartered Accountant along with the copy of Income Tax Return.
- Owner reserves the right to get direct feedback from user on satisfactory performance.

In case the bidder quotes for more than one location, the requirement of financial criteria & technical criteria shall be on cumulative basis for the quoted location.

Price evaluation shall be done on location wise for the respective locations.

If bidder fails to provide the requisite documents, CUGL reserves the right to reject the Bid.



**Award Criteria:**

- The SOR is divided in two Groups i.e. Group A (Kanpur & Unnao) and Group B (Bareilly) and bidder may quote for any of the group or all the groups.
- Each Group consisting of Meter reading, Bill distribution and Collection of payment.
- Bidder has to compulsory quote for all items of Individual Group. If any of the item is not quoted, then bid offer will be rejected.
- If Bidder quotes for more than one Group, then requirement of Technical & Financial Criteria shall be on cumulative basis.
- If Bidder quotes for both the Groups and their bid found to be considered as L-1 for both the Group then bidder will be awarded for Group A (Kanpur Location) being large volume and for Group -B Next ranked bidder will be called for matching the L-1 rates for Group B, if not accepted by the next ranked bidder then this process will continue till all options are exhausted. If no bidder is accepted /matched the L-1 bidder rate for Group B location, then whole job (Group A & B) will be awarded to the same bidder.

**Bidder's are required to submit their quote on Revised Schedule of Rates (SOR) as attached at annexure-1.**

**The additional point has been added in the Scope of Work for the subject tender which is attached at annexure-2.**

**Note :** All other terms & conditions of the tender shall remain same.

This corrigendum-2 is to be treated as part of the original bid document and while submitting your offer, corrigendum-2 shall also be signed and stamped along with bid document.

Thanking you

For, Central U.P. Gas Limited

  
(K. K. Gupta)  
Sr. Manager (C&P)



SOR for Domestic Meter Reading, Bill Distribution & Collection Agency for Kanpur & Unnao- GROUP (A)									
Section- A: Meter Reading & Bill Distribution									
Sr. No.	Item	Duration of period	Location	No. of Customers	Unit Price Fixed by CUGL for Meter Reading & Bill Distribution (in Rs.)	% (+/-) to be quoted by the Bidder for Meter Reading & Bill Distribution	Unit Price Fixed by CUGL for Bill Distribution (in Rs.)	% (+/-) to be quoted by the Bidder for Bill Distribution	Total Cost for Meter Reading & Bill Distribution in Kanpur & Unnao
				A	B	C	D	E	F
1	Domestic meter reading collection through Android app & Bill Distribution as per the Scope of Work	(Six Billing cycle)	Kanpur	207600	18.00		N/A	N/A	
2	Domestic meter reading collection through Android app & Bill Distribution as per the Scope of Work	(Six Billing cycle)	Unnao	5688	18.00		N/A	N/A	
3	Bill distribution as per scope of work for Domestic AMR meter	(Six Billing cycle)	Kanpur	78234	N/A	N/A	9.00		
4	Bill distribution as per scope of work for Domestic AMR meter	(Six Billing cycle)	Unnao	8588	N/A	N/A	9.00		
Sub Total (Rs.) - Section A									Rs.

Section -B (Collection)							
Sr. No.	Item	Duration of period	Location	Total Billed Amount (In Rs.)	Incentive for Collection fixed by CUGL (In %)	% (+/-) to be quoted by the Bidder for Collection	Total Cost for Collection In Kanpur & Unnao
				G	H	I	J
1	Collection of the amount of bills having Arrears	(Six Billing cycle)	Kanpur	142917000	2%		
2	Collection of the amount of bills having Arrears	(Six Billing cycle)	Unnao	7138000	2%		
Sub Total (Rs.) - Section B						Rs.	
Total amount (Rs.) - Section A + Section B							
GST (-----)							
Grand Total (Rs.) for Group A							

- The bidder shall read these SOR (s) in conjunction with the Scope of Work detailed in this Bid Document and quote accordingly
- Bidder to mandatory quote the taxes applicable above, the evaluation of the price bid shall be done accordingly (Inclusive of GST)
- In case the bidder does not indicate/quote the rate & amount of applicable taxes in the SOR or makes any other statement (e.g., "NIL", "Inclusive", "Kept as Blank", "Extra at actual" etc.), their quoted price shall be considered inclusive of all applicable GST.
- Bidder can quote +/- 10% of the unit rates on fixed by CUGL for all items mentioned in SOR beyond this tolerance limit bid offer shall be rejected.

Signature of  
Authorized signatory:

NAME :  
DESIGNATION:  
SEAL:

DATE :  
PLACE:

SOR for Domestic Meter Reading, Bill Distribution & Collection Agency for Bareilly----- GROUP (B)									
Section - A: Meter Reading & Bill Distribution									
Sr. No.	Item	Duration of period	Location	No. of Customers	Unit Price Fixed by CUCL for Meter Reading & Bill Distribution (In Rs.)	% (+/-) to be quoted by the Bidder for Meter Reading & Bill Distribution	Unit Price Fixed by CUCL for Bill Distribution (In Rs.)	% (+/-) to be quoted by the Bidder for Bill Distribution	Total Cost for Meter Reading & Bill Distribution in Bareilly
1	Domestic meter reading collection through Android app & Bill Distribution as per the Scope of Work	(Six Billing cycle)	Bareilly	122136	18.00		N/A	N/A	
2	Bill distribution as per scope of work for Domestic AMR meter	(Six Billing cycle)	Bareilly	59400	N/A	N/A	9.00		
Sub Total (Rs.) - Section (A)									

Section - B (Collection)									
Sr. No.	Item	Duration of period	Location	Total Billed Amount (In Rs.)	Incentive for Collection fixed by CUCL (In %)	% (+/-) to be quoted by the Bidder for Collection	Total Cost for Collection in Bareilly		
1	Collection of the amount of bills having Arrears	(Six Billing cycle)	Bareilly	90768000	2%				
Sub Total (Rs.) - Section B									
Total amount (Rs.) - Section A + Section B									
GST (-----)									
Grand Total (Rs.) for Group B									

1. The bidder shall read these SOR (s) in conjunction with the Scope of Work detailed in this Bid Document and quote accordingly
2. Bidder to mandatory quote the taxes applicable above, the evaluation of the price bid shall be done accordingly (Inclusive of GST)
3. In case the bidder does not indicate/quote the rate & amount of applicable taxes in the SOR or makes any other statement (e.g. "Nil," "Inclusive", "Kept as Blank", "Extra at actual" etc), their quoted price shall be considered inclusive of all applicable GST.
4. Bidder can quote +/- 10% of the unit rates ~~in~~ fixed by CUCL for all items mentioned in SOR, beyond this tolerance limit bid offer shall be rejected.

DATE :  
PLACE :

Signature of  
Authorized signatory:  
NAME :  
DESIGNATION:  
SEAL:

## **ADDITIONAL POINTS OVER AND ABOVE EXISTING SCOPE OF WORKS**

### **A. Scope of Work -Spot Billing**

Scope of Work under this contract includes providing the services of Spot billing for domestic PNG consumers of CUGL in cities of Kanpur, Bareilly and Unnao. Work under this contract shall be allotted to service provider after completion of first or second Bill Cycle as per trailing Terms and conditions.

1. Allotting work of spot billing to service provider shall be solely on discretion of CUGL's EIC/management.
2. Service provider's meter reading software bundle shall be capable for back end integration with CUGL's SAP platform for spot billing. If such provision is present in service provider's solution same shall be tested and approved by CUGL's IT team and accordingly work under this head shall be allotted.

Scope of work under this head shall be broadly as per following details:

1. The service provider shall obtain the part/portion wise relevant data from CUGL i.e. list of customers for spot billing activity. Details shall be collected 03 days prior to start of meter reading. Service Provider shall then further upload the data to its Web based software/ portal.
2. CUGL shall provide SAP details of its domestic consumers such as:
  - a. CRN NO.
  - b. Customer Name
  - c. Address
  - d. Meter no.
  - e. Last Meter Reading
  - f. Current Outstanding
  - g. Arrear Amount (if any)
  - h. Current Price of Domestic PNG Gas

Any other detail required by service provider for spot billing shall be provided after consent of CUGL's EIC/ management.

3. Service provider shall sync the application installed in android based mobile handsets with the data uploaded in web software/portal before each spot billing with the help of GSM network remotely.
4. service provider shall design its web software in such a way that it could be

integrated with CUGL's SAP so that customer data could be downloaded by service provider after access is granted by CUGL.

5. Meter reading scope shall be same as per point no: B of Domestic Meter Reading.

Additional scope of work under Spot Billing shall be as per below points:

a. After successful capturing of current domestic meter reading along with photograph, service provider shall generate invoice in prescribed format prepared and finalized mutual agreement with CUGL. Invoice/ Bill hard copy shall be generated automatically from software through handheld devices with minimal human interference.

b. Soft copy/ hard copy of invoices shall be provided to CUGL on daily basis or as per frequency mutually agreed.

c. The meter reading and spot billing shall be treated completed if both meter reading punched and meter photograph captured is correct and clear. If any incoherence is observed between the two, or any one of the details is missing such case shall be considered as wrong meter reading cases. In such cases service provider shall submit the correct reading/ clear photograph within 02 days from date of intimation from CUGL.

d. Cost of software development/ handheld devices/ manpower/ transportation shall be in the scope of service provider.

6. Unit charges quoted for Meter reading and bill distribution shall be considered for payment against spot billing.

### **E. Scope of Work- Payment Collection**

Scope of Work under this contract includes providing the services of amount collection against current gas consumption Invoice/ bill including arrears from domestic PNG consumers of CUGL in cities of Kanpur, Bareilly and Unnao broadly as per following details:

1. Payment collection activity to start along with the successful delivery of Invoices/ bill of current bill cycle.

2. Payment Collection Activity to be concluded within 50 days from the date of generation of Invoices/ bills.

3. The service provider's scope for collection shall only include those cases where there is arrear amount along with the current billing amount. However, it shall be on sole discretion of CUGL's EIC/



management to make any changes in the scope.

4. The amount collected by the service provider should not be less than the amount of current billing cycle to be eligible for incentive.

5. Mode of payment collection shall be through Cheque/ Demand Draft/Online Payment/POS Machine.

6. Cheque/Demand Draft received from customers or collected from drop boxes already installed or to be installed at the strategic places along with the CNG stations shall be deposited in the bank.

7. Service provider shall maintain proper records of deposit slip issued by bank/online payment receipts throughout the entire contract period and same should be provided to CUGL along with monthly service Invoice.

8. Service provider shall provide details in excel sheet of the payment receipt through POS on daily basis to CUGL throughout the contract period. Service provider will maintain the hard copy with itself.

9. Initially, CUGL shall provide 05 nos. of POS machines to facilitate payment collection through debit/credit cards. Based on payment collection performance of service provider through POS machines, CUGL may further provide additional POS machines. Providing additional POS will be on sole discretion of CUGL's EIC/ management. CUGL shall have the authority to recall the POS machines as and when desired by EIC during the entire contract period.

10. Safe Custody of POS machines provided by CUGL shall be the sole responsibility of service provider. Service provider shall ensure the POS machines are not mishandled/ misused and are properly stored till the end of contract. If Any physical damage/ malfunctioning/theft/loss of POS machine is observed due to mishandling/improper operation/ misuse/ improper storage, service provider shall be liable for the same. Cost implication for rectification of POS machine / issue of new POS machine shall be debited from monthly invoice of service provider.

11. If the POS machine is malfunctioning or not operational due to reasons not attributed to point no: 10, same shall be immediately brought to knowledge of CUGL in written for further corrective action.

12. Service provider shall provide reconciliation detail of payment collection to CUGL on daily basis. Service provider will be required to collect customer acknowledgement & proof of payment receipts for all payments collected under this tender. If customer raises any complaint for chargeback / refund, necessary adjustment will be made for service provider payments.

13. Invoice against payment collection to be generated separately and submitted to CUGL on monthly basis with all relevant documents by service provider.

14. Rates for all the activities are fixed bidder shall quote maximum tolerance of +/- 10%.

S. No.	Service	Fixed Charges
1	Meter Reading Collection & Distribution of Bills	Rs. 18
2	Distribution of Bills	Rs. 9
3	Payment Collection	2%

**Note:** Collection of amounts in cash against Invoice/ bill generated for domestic gas consumption is strictly prohibited by CUGL. Service provider to ensure that amount is collected through methods mentioned above. If any instance of cash collection by service provider's representative is brought to knowledge of CUGL, service provider shall be liable for penal/ legal action as per tender terms & conditions. Furthermore, it would be service provider's liability to settle any dispute arising from such instances.

1. SMS, WhatsApp and Email Alert

- a) Bidder shall make a provision to send an alert through SMS, WhatsApp message & Email to customer before start of meter reading.
- b) Just after meter reading collection, a SMS, WhatsApp message & Email must be sent to customer's mobile no. that meter reading has been successfully collected.
- c) If in case of house lock or customer refusal, a SMS WhatsApp message & Email shall be sent to the customer about the status.
- d) Bidder shall procure/arrange SMS pack, WhatsApp & Email account required for above mentioned service.
- e) Body of SMS, WhatsApp message & Email which will be sent to the customer shall be finalized in consultation with CUGL.