

**TENDER NOTICE FOR “PREPAID ELECTRICITY METERING &
BILLING SOLUTION” FOR AMRAPALI SAPPHIRE-2 (AOA),
SECTOR-45, NOIDA**

1. Sealed quotations are invited from the bidders in the field of *PrepaidElectricity Metering and billing Solution*, meeting the eligibility criteria & terms and conditions as defined in the tender document. The quotes will be submitted in two parts i.e. Technical Bid and the Financial Bid. Sealed quotations should be enclosed in two separate envelopes marked as “**TECHNICAL BID**” and “**FINANCIAL BID**” to be then put in one large envelope marked as “**TENDER FOR PRE-PAID ELECTRICITY METERING AND BILLING SOLUTION**” FOR AMRAPALI SAPPHIRE-2 (AOA), SECTOR-45, NOIDA.
2. Duration of contract shall be for a period of initially two years, extendable for one more year with mutual consent on same terms & conditions and rates.
3. Parties technically qualified as per Eligibility Criteria and Terms & Conditions, defined in the Tender Form would only be eligible for opening their Financial Bids for processing. The financial bids of parties, not qualified in the technical bid will not be considered for evaluation and award processing.
4. Prescribed tender form along with Terms and Conditions can be obtained from the Maintenance Office located at Amrapali Sapphire Phase-2, GH-03, SECTOR 45, NOIDA against a tender fee of **Rs.500** which is non-refundable either via QR code available on website www.amrapalisapphire.co.in under Pay tab or through bank transfer on the following bank account:

Account Name: Amrapali Sapphire Phase-II Apartment Owners Association

Account No. 38796182323

IFSC Code: SBIN0011600

Bank: State Bank of India, sector 44 Branch Noida (UP)

Last date of sealed Tender Submission is **06-12-2024** (up to 16:00 Hrs only) and Tender Opening (Technical Bid) date is **06.12.2024** at 19:00 Hrs at AOA Office Amrapali Sapphire Phase-2, GH-03, SECTOR 45, NOIDA tentatively and subject to change with sole desecration of AOA.

TENDER DOCUMENT

A. Scope of Work for Electricity prepaid Metering and Billing system:

Contractors scope is including but not limited to the following –

1. The contractor has to provide cloud based Metering and Billing system for approx.1250 Nos. Energy Meters of various makes, already installed in 14 Towers and commercial shops in the Amrapali Sapphire Phase-2, Sector 45 Noida.
2. The existing meters are integrated with the cloud based Metering and Billing system which shall be utilized and taken in use by the bidder through bidder's own system. No additional cost shall be payable to the bidder on this account at any stage.
3. At present, existing meters are configured for meter reading through ***Automatic Meter Reading (AMR)***, which shall be continued during currency of upcoming contract as well.
4. Billing each consumer based on periodic electricity consumption like Daily, Monthly or any per requirement.
5. Provision for recovering the charges on account of Maintenance, DG and other fixed charges shall be deducted once in a month in advance by 10th of every month.
6. There should be separate indication of DG & Grid whichever is in use in live condition.
7. Recharge service should be available ***through app/website but payment settlement should be done through payment gateway with T+1settlement cycle as per RBI financial guidelines***. The Transaction charges if any for such recharges should be mentioned in the Price bid.
8. The daily ledger should be submitted for the flats and amount recharged via mobile app to AOA to reconcile the same from the system.
9. Low balance alert should be generated via SMS and mobile app notifications automatically without any extra cost to the owner i.e. AOA or the resident concerned in the society.
10. Bidder's system should have the provision in its application for Reconnection / Disconnection of power supply from system based command automatically.
11. Load setting for DG & Mains, Credit Limit setting and Tariff settings should be there in the billing solutions.
12. Provision for deduction of any charges daily, weekly, monthly or adhoc basis (one time).
13. Monthly Bill generation in pdf format containing Area of flat, Flat No, Name of owner, Number of units consumed (DG & Mains), Fixed charges, Maintenance charges along with Tariff details in the template.
14. Various MIS report should be generated as & when required at the time of implementation of the solutions.
15. There should be interactive Dashboard in app and website showing various pattern of Electricity, Total meters, Live meters, Faulty Meters, Suspicious Meters, Overloaded meters, Collection & Expense report, pie chart, bar chart, Meters health, DCU health, Flat wise average consumption for DG & Mains, Common Area consumption, Recharge report based App & AOA bank account etc.

16. There should be **Dual wallets balance** for Electricity charges (Fixed and Energy consumption) and DG/Maintenance charges for separate accounting of receipt and payment under both heads.
17. There should be different settings for weekends & Holidays.
18. Auto Disconnection in case negative balance reaches beyond credit limit.
19. Contractor will repair the faulty meters if it can be repaired at the price mentioned in the price bid.
20. If meter is not repairable, then contractor will provide **BIS approved** 3 phase 4 wire dual source 60 Amp Smart Meter, meeting the relevant standard of **IS:13779** having communication port and interface for online monitoring with AMR & centralized control with low and high voltage protection. Cost of the new meter for any new connection / shop will be borne by the concerned as per awarded rate in the contract.
21. The warranty of meter supplied will be five years onsite for any defect.
22. The vending charges will be paid as per maximum online meters in a month and any offline meter shall be rectified immediately.
23. Contractor will supply & maintain the entire Electrical infrastructure such as DCU, Modem, and Cable for communication, DG sensing Wire at the time of implementation of the Metering and Billing solutions.
24. The meters, which are faulty & cannot be repaired as on date of start of work shall be informed to AOA within 24 Hrs so that these meters can be replaced with new meters to implement the automatic billing system.
25. Once the 100 % meters are connected with online metering system then contractor has to provide the comprehensive **AMC** of all the meters and DCU under the contract and AMC charges along with vending charges for Software should be separately mentioned in the Price bids.
26. During the contract, all equipments including meters, cleaning of the meters, tightening and upkeep etc. should be maintained and executed by the contractor without any extra cost to AOA. Only meters which are burnt and having physical damages will be replaced with new meters on the payment of new meter charges.
27. Vendor will also install the check meter whenever any suspicious meter is reported by AOA to test the meter. The charges for installation and de-installation of such check meter will be **Rs 500** per instance.
28. If recharge payment via app is not credited to AOA account in T+2 days then interest at **12% per annum** will be applicable on the recharge payment till the payment settlement is done.
29. All technological upgrades of DCU, Meters and other infrastructure laid down for Electrical billing purpose shall be covered under the contract without any extra cost to AOA.
30. All Meters will be sealed by vendor after completing the proper installation and connection with billing system. Logs shall be maintained in case any change is made to the meter seal.
31. Call response time should be **immediate (24x7)** and resolution time should be **4 hours** in case of issue in Cloud based Backend system and Call response time should be **2 hours** and

resolution time should be **24 hours** in case of any hardware or field device related issue. Escalation Matrix will be provided by the contractor.

32. **Penalty of Rs 100 per day per meter** shall be imposed if any meter remains faulty and not connected with online system for more than 3 days after informing/showing in dashboard. Therefore, weekly faulty meter report shall be shared by vendor to AOA on email showing that no meter is faulty in the system. Maximum penalty will be 10% of order value.
33. All meters supplied should be calibrated and **BIS approved**. No tampering will be allowed in meter or any billing software for energy recording for all three phases.
34. The work **completion period** for Automatic Metering and Billing system shall be **15 days** from the sign of contract agreement.
35. All disputes shall be having jurisdiction of Noida (UP) only under the Arbitration Act.

B. Conditions of qualifying in Technical Bid:

Following Documents are required to be submitted in the Technical Bid and verified from checklist at Appendix-D:

1. Company Profile as per Appendix-A
2. Metering & Billing Presentation
3. ISO 27001/2022 ISMS Certificate
4. **Certificate for Prepaid Metering Solutions** which includes:
 - (a) VAPT test of the solution through CERT-In approved agency
 - (b) MEITY Approved Cloud Platform.
 - (c) RBI Financial compliances for T+1 settlement Gateway.
 - (d) NABL test of the Solution.
 - (e) BIS approved **IS 13779** compliance Dual Meter certificate.
 - (f) Dual Wallets for Mains and DG/ Maintenance recharge.
5. Should have a minimum of **3 years experience** in providing electricity prepaid metering and Billing services.
6. Bidder should have executed the work of similar nature (Providing electricity prepaid metering and Billing services) for a minimum of value Rs.12 Lakhs in past 7 years from the bid due date. Copy of Work Order and completion certificate etc. shall be submitted along with the tender.
7. The **annual turnover** of the bidder should be above **Rs.14 Lakhs** in last 3 financial years. Audited balance sheet or certificate from Chartered Accountant is required to be attached. All supporting documents for the above points to be provided essentially, failing which the technical bid will be rejected.
8. The party/company should have an office in Delhi/NCR for ease of operations.
9. **Performance Certificate** from at least three firms where the Company has provided its services to be obtained on Company Letter head and duly signed by an Authorized Signatory, to be submitted as per format attached at Appendix B. In case of non

performance, the bidder shall be disqualified technically and its price bid shall not be opened.

C. EMD:

- (a) An earnest money of amount of **Rs 25,000** in form of DD is required to be deposited with the Amrapali Sapphire Apartment Owners Association (AOA) which will be refunded on finalization of the Tender Process.
- (b) Normal processing time is about 45 days, the earnest money will be an interest free deposit.
- (c) Details of Earnest Money Deposited will be as per format attached at Appendix C

D. Financial Bid: Financial bid will be submitted as per format attached at Appendix E duly stamped and signed in a separate sealed envelope.

E. Security Deposit: Successful bidder will have to submit Security deposit at 10% of the work order value within 7 days of award of contract in the form of DD/Bank Guarantee for 2 month over the contract period (24+2 months). This Security will be refundable on termination of contract and no interest on this deposit will be paid. In case the bidder fails to deposit the amount within 7 days, then his bid will be cancelled and the next lowest party as per merit will be invited.

F. Payment Terms: Payment of AMC and Vending charges will be made monthly after completion of services and on submission of GST invoice by the vendor. However, 80% payment of the 3 phase meters to be procured will be made in advance at the time of issuing the job order and 20% after delivery & installation of meter.

G. Special terms and conditions:

- a) Amrapali Sapphire-2 AOA reserves the right to reject any or all tenders without assigning any reason.
- b) As per the work load contractor can deploy the onsite engineer to attend the faults as and when required.
- c) The contractor shall be responsible for ensuring compliance to all statutory guidelines as stipulated by the government like minimum wages act, Payment of EPF/ESIC, Bonus etc. as applicable from time to time. ***In addition, a workman compensation policy of Rs. 2 Lakhs per person shall be obtained by the contractors on its own cost, valid for entire contract period. No extra payment shall be made on this account.***
- d) There will be no interim revision of rates whatsoever during the pendency of contract except as agreed by AOA.
- e) Detailed terms and conditions will be signed in the agreement with the successful bidder before the award of job.
- f) All quotations shall have a validity of 90 days from the closure of the tender date. Parties to issue an undertaking along with the financial bid.

APPENDICES TO BE ATTACHED ALONG WITH TENDER BID.

Appendices A, B,C and D will be submitted in separate envelope as part of technical bid and Appendix E will be submitted in a separate sealed envelope marked as financial bid.

APPENDIX A

Work Profile of Last five Years

SL NO	Name of site and deployment	location	Number of meters connected	Duration of contract	Amount of contract in INR-Lakhs.

Authorized signatory

date:

stamp

APPENDIX B

Performance Certificate

It is hereby certified that M/S----- has provided us Cloud based Automatic Electricity Metering and Billing services for our location (name of company and address) from ----- period. Total numbers of meters connected with cloud based system are ----- and their performance has been satisfactory/good/excellent.

Authorized Signatory

Date

Stamp

APPENDIX C
DETAILS OF EARNEST MONEY

<u>Demand Draft No.</u>	<u>Bank</u>	<u>Date</u>	<u>Amount</u>

Authorized signatory

date:

stamp

ANNEXURE-D
CHECKLIST FOR TECHNICAL BID DOCUMENTS

SN	Description of document	Complied/ Not Complied	Document Enclosed (Yes/No)
1	Company Profile		
2	Metering & Billing Presentation		
3	ISO 27001/2022 ISMS Certificate		
4	VAPT test of the solution through CERT-In approved agency		
5	MEITY Approved Cloud Platform		
6	RBI Financial compliances for T+1 settlement gateway.		
7	NABL test of the Solution		
8	BIS approved IS 13779 compliance Dual Meter certificate		
9	Dual Wallets for Mains and DG/ Maintenance recharge undertaking.		
10	Experience Certificate		
11	Copy of Work Order		
12	Annual Turnover Certificate		
13	Office in Delhi/NCR		
14	Performance Certificate		

APPENDIX E
FINANCIAL BID

SN	Description	Qty	Rate (Rs)	Amount per year (Rs)
1	Vending Charges per meter per month	1250		
2	AMC Charges for Meter and DCU	1250		
3	Installation Charges for complete system including all infrastructure required such as cable, wiring, DCU/Modem etc. Existing as well as for new requirement (Flat / Shop).	1		
4	Meter repair charges if repairable (Port and Display faulty)	1		
5	BIS approved Three phase dual source prepaid Meter including 5 years warranty and installation	1		
6	App Recharge payment charges (T+1 methodology)	Per transaction		
Total Amount				
GST 18%				
Grand Total				

Authorized signatory

date:

stamp