



Bhagyanagar Gas Ltd.

BHAGYANAGAR GAS LIMITED

(A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

APPOINTMENT OF AGENCY FOR CARRYING METER READING, BILL GENERATION, BILL DISTRIBUTION AND COLLECTION ACTIVITIES FOR PNG DOMESTIC CUSTOMERS AT HYDERABAD, VIJAYAWDA AND KAKINADA.

UNDER LIMITED DOMESTIC COMPETITIVE BIDDING

Bid Document No.: BGL/275/2014-15

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SECTION – 7
SCOPE OF WORK



Scope of Work

Scope of work includes carrying out meter reading, bill distribution, payment collection and Bill generation activities of PNG Customers for CGD Project of BGL, Hyderabad, Vijayawada and Kakinada

1) GLOSSARY OF WORDS

Normal Meter Reading

Meter Readings to be read from consumers premises as per scheduled time table. In Normal Meter reading, the consumers premises is visited once in 2 months by the meter reader to record the actual meter reading.

Specific Intimations

Specific intimations would mean giving additional information to BGL by visible inspection done by the Meter reader

Gas Pipe damaged
Meter damaged
Glass broken
Gas pipe rusted
Building demolished
Any damage to BGL property

Any other intimation as notified or mutually agreed from time to time.

Attachment/ Distribution of circulars with Bills

Attachments of circulars: BGL from time to time prints various informative brochures, circulars to be sent to consumers. These are attached along with the bills in their respective billing cycles & sent to consumers.

Distribution of circulars: Circulars are printed from time to time to be sent to our consumers. Distribution of circulars can either happen while obtaining meter readings of the consumers or as a separate exercise.

Exceptional Meter Readings

Meter readings received but considered doubtful as compared to previous consumption & sent for re-readings to consumer's premises. BGL also includes all consumers whose meters have not been read the first time also in this list. The different reasons for exceptions are:

High Meter reading	Negative meter reading
Low Meter reading	Meters not read in first attempt.
Equal meter reading	



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2) Scope of Work (Meter Reading, bill distribution, payment collection and Bill generation)

1. Geographical area for meter reading would cover any of the existing areas where BGL gas supply is presently available as well as in future when BGL covers new areas.
2. Generally same areas are maintained for a year unless there are any quality issues found in work allocated. However, BGL will have discretion to modify the work as per Business requirement.
3. The interested agencies should have a good office set up having adequate space in Hyderabad/Vijayawada/Kakinada limits. Full particulars of office and Infrastructure should be provided.
4. Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender.
5. The Meter readers have to visit each & every consumers premise in person & record the reading from the Meter in the prescribed format. All the mandatory fields would have to be filled up while visiting consumers premise. The meter reading has to be written by the meter reader in space provided in the format, signature & telephone number of the consumer also has to be taken. The relevant data will have to be updated simultaneously.
6. While visiting the consumers premises the agency representative must wear the complete set of uniform, caps, i-card etc as approved by BGL. I-cards must be worn in such a manner which is easily displayed to the consumers. Bags may be carried in addition to the above to accommodate meter reading accessories.
7. The dates, timelines and geographical areas for each cycle will be informed to agency from time to time. BGL reserves the right to vary terms & conditions depending upon the requirements from time to time.
8. The customer data base will be provided by BGL to the agency. Agency has to finish Meter readings within specified dates and the same to be provided back to BGL in formats specified by BGL (Electronic & Hard format) from time to time along with a covering letter.
9. BGL may require that meter readings carried out by the agency be submitted to BGL on a daily basis or any other periodicity. Agency shall deploy different teams for Normal Meter readings & Exceptional Meter readings.
10. A dedicated supervisor and one meter reader per 1000 customers has to be appointed by the agency.
11. Customer signature along with telephone numbers & date of reading taken (Persons name wherever signature is refused) is to be obtained on Meter Readings taken as mentioned above.
12. In cases where consumers premises is found locked at the time of visit of meter reader or if the meter reading could not be taken for any other reason, minimum 3



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attempts to be made for obtaining meter reading at different times & different dates. A documented log containing details like date & time of each attempt along with the meter readers name & signatures to be maintained for every visit to the consumer's residence. The visits should generally be in minimum gaps of not less than 8-12 hours per visit. The meter readers will have to maintain individual log sheets wherever required containing date & time of all meter readings whether taken or not taken. **'Sorry to have missed you'** cards to be left at locked flats. Meter readings shall be submitted to BGL on or before 5th day of the month for the respective billing cycle. The information will be provided in electronic form and hard copy.

13. BGL shall be informed about the assignment of the Meter readers prior to the Meter Readings sent on field. Every meter reader will have an alternate meter reader. If any change is done in the assignment of the meter reader it has to be intimated to BGL well in advance or in case of changes done in emergency BGL has to be intimated as soon as readings are sent on field.
14. The Meter readers who represent the agency shall be minimum SSC pass & having conversant with Telugu, Hindi & English languages.
15. The Proper verification of credentials of all people appointed to work on BGL project will be the sole responsibility of the agency. The agency will maintain all records of people employed by them for the project for all people who are going to work on the project. Prior to their engagement brief particulars of all employees including meter readers shall have to be provided to BGL forthwith in standard formats.
16. Meter Readers would have to work on flexible hours (early mornings & late evenings) also on all holidays including Sundays.
17. The dedicated Supervisor should liaison with the societies for smooth meter reading activity.
18. The Meter Readers should be polite & courteous with consumers In case of any complaint received from BGL consumer on misbehavior etc of meter reader; the Supervisor/Manager has to visit the consumer's house along with the concerned meter reader to resolve the entire situation & handover the incident report within 24 hours to BGL. In all such cases the agency concerned will be solely responsible for the incident.
19. Uniforms & 'Sorry to Have Missed You' cards would have to be provided by agency to Meter Readers as prescribed by BGL from time to time.
20. Meter readers shall collect the bills generated from BGL office and distribute the same to the individual consumer within two days of date of issue of bill.
21. Meter readers shall collect the cheques from drop boxes/ consumers/ other locations as specified by BGL and submit the same in stipulated time along with a covering letter in soft and hard form to BGL.
22. The Supervisor/ Manager shall be able to answer about the meter reading activity status with respect to queries of BGL. Person from the agency office shall be available for any kind of reconciliation, related internal, external co-ordination & administrative work as per the requirement of BGL.



23. In case of deliberate inaccurate Meter readings found the agency will be penalized by BGL. If any type of fraudulent activities or doubtful character integrity comes to notice of BGL the person involved shall have to be immediately removed forthwith & BGL advice shall be binding in this matter. BGL may exercise its rights for recourse to other actions, legal action, if deemed necessary by BGL.
24. In case of consistent non performance, BGL reserves the right to reduce the work, apply penalties or terminate the contract.
25. A reason for meters not read has to be compulsorily reported in the covering letter to be submitted along with the completed Meter readings.
26. Payment will be made only against Meter readings received. All Bills have to be submitted latest by 10th of next month for the preceding month payment of which will be made by the next 15 days. The frequency of Billing also can be mutually altered depending up on the load, performance & business requirements of BGL.
27. Book Walk sequence to be followed for ease in meter reading.
28. MIS formats to be given along with the handing over of Meter reading slips/Data giving clear reasons for Readings not obtained such as house lock, customer not staying etc. Also a meter reader wise compliance of no misbehavior with any consumer shall be submitted by the agency.

Billing By Hand-held Devices:

1. BGL shall issue Hand Held (Provided by BGL) device containing Domestic Consumer data prior to 3 days of start of billing cycle. Accordingly, Agency shall take meter reading at consumer's premises.
2. If due to any reason SPOT Billing is not working then agency has to provide service for manual billing till SPOT billing application get restored.
3. Bidder shall submit the meter readings collected through Hand held device in (soft copy and hard copy both) at BGL's local office in case of Vijayawada, Kakinada and corporate office in case of Hyderabad.
4. For Meter readings which are out-sorted and Implausible, re-reading has to be carried out and same has to be re submitted and distribute the Invoice before the completion of billing cycle.
5. In case a customer house is found continuously close or meter reading is not possible for any of the reason than meter reader should inform the reason of same by writing in meter reading sheet to concerned BGL officer/EIC at Site.

Bill generation:

The agency is required to provide a customized software for bill generation. The input requirement for the software (fields) will be as per BGL requirement. The software should generate bill as per the format provided by BGL, further all reports such as details of the customer (CRN No, address, meter number and payment details) should be generated by the software. Further the software should be able to generate all MIS reports as per BGL requirement.



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The agency should provide a dedicated person to generate bill. Working space, computer, printer and stationary will be provided by BGL.

3) Essence of contract

1. Actual Meter readings have to be obtained.
2. All Meters have to be read within the time frames set by the company given.
3. 100 % Meter readings have to be attempted by visiting the consumers premise & recording the reading the only exceptions being genuinely locked flats despite repeated attempts or building demolished cases shall be considered while identifying the total number of Meters read.
4. In case actual number of meters read are less than 80-85 % continuously for 3 events (shall not include disconnected/building demolished) then BGL reserves the right to terminate the contract and/or levy appropriate penalties in the form of rate of actual meters read being reduced by 5 % of the rate agreed.
5. Generally if Meter readers are not found wearing the uniforms as prescribed by BGL penalty would be applied as per such instance reported.
6. Meter readers will have to be vigilant to visually keep watch on BGL property in case of any damage to be reported to BGL immediately.
7. The successful bidder within 15 working days of award of work has to submit a contract performance guarantee in the form of Demand Draft or Bank Guarantee as per the format enclosed at Form F-4 in favour of Bhagyanagar Gas Limited, Hyderabad for a value of 7.5% (seven and half percent) of the contract value (excluding taxes & duties) from a nationalized or scheduled banks of India. The deposit shall be released within a period of one month after completion of contract.
8. Considering the nature of job there is no inclusion of penalty as the job is based on actual number of meter readings done. However BGL shall deduct the amount of wrong meter reading cases, on a pro rata basis from the periodic RA bills at it's own discretion if such cases are observed for two continuous billing cycles and there is no specific reason for the wrong meter reading.
9. A 0.25% per week of delay to a maximum of 2.5% (Two and half percent) of the total contract value shall be applicable as price reduction if the contractor fails complete the given work within the stipulated time.



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SECTION – 8

SPECIAL CONDITIONS OF CONTRACT



SPECIAL CONDITIONS OF CONTRACT

1. Scope of work:

Scope of work includes carrying out meter reading, bill distribution, payment collection and Bill generation activities of PNG Customers for CGD Project of BGL, Hyderabad, Vijayawada and Kakinada as per Section-8 of tender document.

2. Duration of contract:

The agency shall be engaged for a period of two years from the date of Work Order i.e upto 31.03.2017.

3. Price basis:

Bidders to quote on the basis of **FIRM** prices inclusive of all applicable taxes and duties as per scope of work defined above. No additional payment shall be admissible over and above the quoted price.

4. Validity of quoted rates:

The rates quoted and accepted shall remain valid for the entire period of contract and no escalation whatsoever permissible after the award of contract.

5. Taxes and duties:

The rates quoted and accepted shall include all taxes, duties, service tax and other charges as applicable. BGL shall not entertain any such claim whatsoever on this account.

6. Payment Terms:

1. Payment will be released only against meter readings received, bills generated and distributed on submission of all the relevant documents such as Invoice in triplicate, Proof of delivery (POD) in case of manual billing, Analog and Digital data logs from Handheld devices (in case of billing by handheld devices) etc.
2. Payment would be released by the finance department at BGL Hyderabad within 15 days from the date of submission of acceptable and duly certified by officer in charge.
3. Payment will be made through banker's cheque.
4. All bills have to be submitted latest by 7th of next month for the preceding month payment.
5. The frequency of billing also can be mutually altered depending upon the load, performance & business requirements of BGL.
6. The bill shall be certified by Officer/Site-Incharge and Manager Marketing. The bills shall be submitted along with all requisite documents.
7. In case of house lock cases full payment shall be released only if proper proof of inaccessibility such as "Apology card snap" or average/door lock bill POD is produced.



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7. Rejection of tender:

BGL reserves the right to accept or reject the tender and to waive irregularities and formalities at its own discretion. Any attempt for canvassing shall debar the tender resulting in summarily rejection of the tender

8. Contract Performance Security:

In pursuant to clause no. 24 of GCC The successful bidder within 15 working days of award of work has to submit a contract performance guarantee in the form of Demand Draft or Bank Guarantee as per the format enclosed at Form F-4 in favour of Bhagyanagar Gas Limited, Hyderabad for a value of 7.5% (seven and half percent) of the contract value (excluding taxes & duties) from a nationalized or scheduled banks of India. The deposit shall be released within a period of one month after completion of contract.

9. Contract Agreement:

The bidder has to execute a Non Disclosure Contract Agreement as per the format enclosed at Form – F5 within 10 working days of the award of the work as per the format enclosed.

10. Price reduction schedule (PRS):

A 0.25 % per week of delay to a maximum of 2.5% (Two and half percent) of the total contract value shall be applicable as price reduction if the contractor fails complete the given work within the stipulated time.

11. Bidder should have PF or ESIC, PAN number in its name.



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SECTION – 9

SCHEDULE OF RATES (SOR)



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SCHEDULE OF RATES (SOR)

Billing Without Handheld

Sr. No.	City	Particulars	No. Of customers (i)	Unit Rate Per Customer per billing cycle (Rs) (ii)	Amount per billing cycle(Rs) iii=(i X ii)
1	Hyderabad	Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes	3100*		
2	Vijayawada	Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes	1600*		
3	Kakinada	Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes	4200*		
Service Tax @ 12.36%					
Total Amount for 1 billing cycle(Once in Two months) (Rs): (A)					
Total Amount for 12 billing cycles (Rs): (B)					=12 X (A)
Grand Total Amount for12 billing cycles (Rs)					

Billing Without Handheld

Sr. No.	City	Particulars	No. Of customers (i)	Unit Rate Per Customer per billing cycle (Rs) (ii)	Amount per billing cycle(Rs) iii=(i X ii)
1	Hyderabad	Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes	3100*		
2	Vijayawada	Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes	1600*		
3	Kakinada	Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes	4200*		
Service Tax @ 12.36%					
Total Amount for 1 billing cycle(Once in Two months) (Rs): (A)					
Total Amount for 12 billing cycles (Rs): (B)					=12 X (A)
Grand Total Amount for12 billing cycles (Rs)					



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Note:

- 1. The current number of customers in Hyderabad, Vijayawada and Kakinada as on 31.03.2015 are expected to be 1100, 600,2200 respectively.**
- 2. * The number of customers mentioned in SOR format are completely based on BGL's future growth plans and may vary i.e may tend to go higher or lower than mentioned. The payment shall be release based on actual bills generated.**
- 3. Evaluation shall be done on overall lowest cost to the Company.**