



Bhagyanagar Gas Ltd.

BHAGYANAGAR GAS LIMITED

(A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

TENDER TO APPOINT AN 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/390/2017-18

VOLUME-II of II



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

VOLUME II OF II

SECTION - 7

SCOPE OF WORK

SECTION - 8

SPECIAL CONDITIONS OF CONTRACT (SCC)

SECTION - 9

SCHEDULE OF RATES (SOR)



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**
Bid Document No. BGL/390/2017-18

VOLUME
II OF II

SECTION - 7
SCOPE OF WORK



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

Scope of Work

Scope of work for appointment of an agency for 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 consumer's 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
Low Meter reading
Equal meter reading
Negative meter reading
Meters not read in first attempt.

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



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

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 500 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 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 specifically before 0800 Hrs and after 1900 Hrs. 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



BHAGYANAGAR
GAS LIMITED

Tender to appoint an agency for carrying Meter Reading, Bill Generation, Bill Distribution and collection activities for PNG Domestic customers at Hyderabad, Vijayawada and Kakinada

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

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 represent BGL 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 with in 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 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.
29. Successful bidder have to set up a local office at Hyderabad for the day today activities.

Billing By Hand-held Devices:

30. BGL may decide to 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.

31. 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.
32. 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.
33. 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.
34. 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.

The agency should provide a dedicated person to generate bill along with Working space, computer, printer etc. BGL shall provide bill printing stationary material (i.e. preprinted invoice formats). The office setup has to be mandatorily located at Hyderabad with necessary infrastructure as stated ..

3) Essence of contract

35. Actual Meter readings have to be obtained.
36. All Meters have to be read within the time frames set by the company given.
37. 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.
38. 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.
39. Generally if Meter readers are not found wearing the uniforms as prescribed by BGL penalty would be applied as per such instance reported.
40. 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.
41. 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 given by BGL C&P department in favor of Bhagyanagar Gas Limited, Hyderabad for a value of 5% (Five 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.



**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

Incentive Based Activity:

The vendor shall be awarded incentives for carrying out the following activities:

- 1) Tracing of unknown connections: The vendor shall arrange to discover the illegal connections which are not registered with BGL and send complete details to BGL. The vendor shall be awarded Rs 5,000 per such connection for reporting to BGL.
- 2) Tracing of active connections which are not included in PNG user list. The connections which are registered with BGL but for which billing has not been initiated due to any reasons and these customers are not being billed. The vendor shall trace & report such connections whose commissioning date is more than 2 months (60 days) prior to reporting date of the case. The vendor shall arrange to obtain the relevant data from BGL to carry out such activities. The vendor shall be awarded RS 3,000/- per such discovery.
- 3) Marketing of domestic connection i.e. collection of registration forms, submission of the KYC documents and payment cheque as per the prevailing scheme of BGL in the contemporary times. The activity shall only be allowed if the accuracy of the deliverables is above 90% in the 2 consecutive billing cycle. This activity however can be performed upon instructions of OIC in writing if any need arises to increase the marketing activities. The payment of such cases shall be done as per the prevailing rates (taxes extra) of DMA appointed in the city.
- 4) Marketing of commercial connections: i.e. initial talks with the commercial customer, signing of the agreement (agreement to be obtained from BGL HO), collection of payment cheque/BG towards the equipment security and gas consumption security. The payment towards such cases shall be incentivized based upon the volume of the customer agreement signed i.e. Rs 1500 (excluding taxes) per case for customers upto 15 SCMD and Rs 3000 (excluding taxes) per case for customer above 15 SCMD.
- 5) Identification of cases where there is misuse of PNG domestic gas for commercial purpose. For identifying such cases the agency shall be incentivized after submission of photographic evidence of such cases observed. Agency shall be rewarded with Rs 3,000 (excluding taxes) per case.

Penalty Clause:

- 1) The vendor shall not be paid for wrong meter reading on receipt and/or verification of wrong meter reading.
- 2) In case meter readings provided by the vendor to BGL in the desired format are found to be fictitious/erroneous then such meter readings shall be considered as wrong meter reading.
- 3) In case the photos received (in case photographic meter reading system in incorporated) from the vendor & corresponding reading aren't coherent, then the case would be considered as wrong meter reading case.
- 4) Maximum penalty imposed: 20% of monthly billing value.
- 5) In case of basic meter reading, if photographs are not provided to BGL, than even if the readings are provided subsequently they won't be considered for payment purpose.

If the vendor is unable to meet the desired performance for 2 consecutive months, BGL may issue a two months period notice to the vendor for termination of services 'or' at its sole discretion offload the part work to the other vendor without any notice.



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

Deliverables:

Apart from submitting a daily/fortnightly/weekly report to the designated officer from BGL, the vendor will ensure the timely submission of "Exception Reports" as deliverables. Few major exception reports are listed below:

- 1) Premises locked.
- 2) Billing not done.
- 3) Zero consumption cases.
- 4) Details of defective meters.
- 5) Details of meters with seals broken and glass broken, meter illegible.
- 6) Details of same or less meter reading as compared to previous meter reading.
- 7) Details of meter number different at site.
- 8) Details of customers with meter changed.
- 9) Permanent disconnection (PD) / Temporary Disconnection (TD) cases.
- 10) New connection- First time bills.
- 11) Theft/ malpractices observed.
- 12) Misuse cases.
- 13) Any digging near the transition fitting.
- 14) Number of leakage cases observed in a fortnight with current status.
- 15) Any new construction done by customer near the Transition fitting.



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

SECTION – 8

SPECIAL CONDITIONS OF CONTRACT



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

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 / 12 BILLING cycles of 2 months.

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, Goods & Service tax(GST) 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/ digital transfer.
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.

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



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

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



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

SECTION – 9
SCHEDULE OF RATES (SOR)



BHAGYANAGAR
GAS LIMITED

Tender to appoint an agency for carrying Meter Reading, Bill Generation, Bill Distribution and collection activities for PNG Domestic customers at Hyderabad, Vijayawada and Kakinada

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

SCHEDULE OF RATES (SOR)

| Meter Reading with Billing (Including Application Development) | | | | | | |
|---|------------|---|----------------------|--------------------------|---|---|
| Sr. No | City | Particulars | No. Of customers (a) | No of Billing Cycles (b) | Unit Rate Per Customer per billing cycle (Rs) (c) | Total Rate for 12 billing cycle excl. GST(Rs) d=(a*b*c) |
| 1 | Hyderabad | Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes | 7000 | 12 | | |
| 2 | Vijayawada | Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes | 3000 | 12 | | |
| 3 | Kakinada | Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes | 8000 | 12 | | |
| Goods & Service Tax(GST) @....%, Rs. | | | | | | |
| Total amount incl. of all taxes & duties (Rs)(I) | | | | | | |

| Meter Reading and Bill Distribution (Billing by BGL in house Software) | | | | | | |
|---|------------|---|----------------------|--------------------------|---|---|
| Sr. No. | City | Particulars | No. Of customers (a) | No of Billing Cycles (b) | Unit Rate Per Customer per billing cycle (Rs) (c) | Total Rate for 12 billing cycle excl. GST(Rs) d=(a*b*c) |
| 1 | Hyderabad | Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes | 7000 | 12 | | |
| 2 | Vijayawada | Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes | 3000 | 12 | | |
| 3 | Kakinada | Meter Reading, Bill Generation, Bill Distribution and collection from cheque drop boxes | 8000 | 12 | | |
| Goods & Service Tax(GST) @....%, Rs. | | | | | | |
| Total Amount incl. of all taxes & duties (Rs): II | | | | | | |
| Grand Total Amount incl. of all taxes & duties (Rs)(III) =(I) + (II) | | | | | | |

Note:

1. The current number of customers in Hyderabad, Vijayawada and Kakinada are 1300, 250, 2900 respectively.



BHAGYANAGAR
GAS LIMITED

**Tender to appoint an agency for carrying Meter
Reading, Bill Generation, Bill Distribution and
collection activities for PNG Domestic customers at
Hyderabad, Vijayawada and Kakinada**

Bid Document No. BGL/390/2017-18

VOLUME
II OF II

-
- 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.**