



### **Pre Bid Notice**

**Subject: Outsourcing of selected Metering and Billing related activities for MPPoKVCL, Jabalpur, MPMKVCL, Bhopal and MPPaKVCL, Indore.**

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**Notice: GM/RO/314**

**Date 03/09/2015**

This notice is being issued on behalf of the three Power Distribution Utilities in the state of MP. The companies are contemplating outsourcing parts of their Metering and Billing related activities to successful bidders. The suggested scope of work and full pre bid notice can be downloaded from the following website link. [www.mppmcl.com](http://www.mppmcl.com).

The Discoms are inviting interested parties and potential bidders to attend a pre bid meeting at PDTC Building, MPMKVCL, Govindpura, Bhopal on 14/09/2015 at 11:00 AM to discuss the bid as per the suggested scope of work.

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## Terms of Reference

### 1. Background

The companies wish to outsource the Metering and Billing activities via region wise tenders. The tenders shall be released region wise and as an introduction basic data shall be provided for reference.

**Table 1 Existing number of consumers**

Discom	Regions	No. of Circles	LT					HT	Total
			Domestic	Non-Domestic	Industry	Agriculture	Others		
Central Discom	Bhopal Region	7	14,55,594	1,44,279	15,874	2,53,022	6033	1266	18,76,068
	Gwalior Region	7	9,14,267	96,112	15,719	1,56,681	5460	616	11,88,855
West Discom	Indore Region	8	17,49,350	1,95,710	27,503	4,11,274	12,574	2095	23,98,506
	Ujjain Region	6	12,38,328	1,26,175	15,042	4,88,464	10,397	615	18,79,021
East Discom	Jabalpur Region	7	15,95,908	1,41,008	18,209	3,12,575	7,783	804	20,76,287
	Rewa Region	4	8,81,479	70,395	9,286	1,98,450	2,998	250	11,62,858
	Sagar Region	4	7,45,318	57,045	11,343	1,82,385	3,869	166	10,00,126
	<b>Total</b>	<b>43</b>	<b>85,80,244</b>	<b>8,30,724</b>	<b>1,12,976</b>	<b>20,02,851</b>	<b>49,114</b>	<b>5812</b>	<b>1,15,81,721</b>

**Note:-** After implementation of various ongoing and upcoming schemes , the total number of consumers may increase and therefore the target number is likely to be between 1.5 to 1.7 Core.

The statistics shown above are indicative in nature and deviations, if any, shall be notified by Company to the Agency as deemed appropriate.

The area of operation under this contract shall not include Distribution Franchisee Area, if any, already operational within the Region.

## 2. Scope of work

Installation of new meter, replacement of faulty meter (burnt/stop/defective)	Shifting of meters located inside consumer premise to call-bell location - where not present	Consumer data validation and updation in Billing System (Oracle - CC&B)
Survey and updation of consumers in existing GIS module(for R-APDRP towns only)	Procurement of meter and quality checks	Meter Reading - to be recorded with date, time and location stamp electronically
Validation of meter data and provided to Discom in electronic form	Bill Printing	Bill Distribution - including collecting PoD from customers

### 2.1. Installation of new meter, replacement of failed meter (burnt/stop/defective)

2.1.1. The Agency shall install new meters after being tested successfully (and after due approval of Company for the connections so identified) on the premises of:

- consumers with unmetered connection
- consumers with burnt/stop/defective meter
- consumers seeking new service connection

2.1.2. Agency shall ensure 100% metering of all consumers (Except Agriculture).

### 2.2. Shifting of meters located inside consumer premise to call-bell location

2.2.1. The Agency shall shift meters to call-bell location if present inside the consumer premise.

### 2.3. Consumer data validation and updation in billing system (Oracle CC&B)

2.3.1. Agency shall visit all existing consumer at field and validate consumer information available in CC&B. If any deviation found on field, same shall be reported and updated in CC&B.

### 2.4. Survey and updation of consumers and Asset mapping in existing GIS module(for R-APDRP towns only)

- 2.4.1. Validation of Survey already done for exiting consumers and change if required in survey information of consumers in GIS compatible (PGDB) format as per requirement of existing GIS module.
- 2.4.2. Only those consumers, who are not available in GIS module and available in CC&B, would be added in GIS module. The information of such consumers shall be provided by Company.
- 2.4.3. Required land base maps for mapping of consumers with asset in GIS module shall be arranged and update by agency.
- 2.4.4. Regular updation in GIS module for new connection and asset.

#### **2.5. Procurement of meter and quality checks**

- 2.5.1. Procurement of meters shall be done by the Agency maintaining the standards specified by Company (only from the meter manufacturers empanelled by the Company) which includes the guarantee/warranty clause.
- 2.5.2. Testing of all meters (type tests, acceptance test, routine tests, etc.) shall be done under the supervision of Company before installation on consumer premise. However, 100% meters must be tested at Company's laboratory before sending to field stores of Agency.

#### **2.6. Reading of meter**

- 2.6.1. 100% meter reading of all LT consumers (Except Agriculture).
- 2.6.2. All LT high value consumer meter shall be read via remote meter reading system only.
- 2.6.3. Meter reading shall be done with hand held device and all readings should have time, date and location stamp (GPS coordinates of consumer location) along with the reading.
- 2.6.4. If consumer meter has an optical port then manual reading is not allowed and meter shall be read through MRI/IR etc.
- 2.6.5. If consumer meter is non communicable, than meter reading shall be manually punch in hand held device with **photo of meter reading**.
- 2.6.6. The agency shall create a Management Dashboard for Company to monitor the progress of billing carried out by the agency.

#### **2.7. Validation of meter data before providing to Discom in electronic form**

- 2.7.1. Appropriate logic for data validation shall be finalized in tandem with Company. The same shall be embedded in the remote reading/hand-held for minimizing instances of error.
- 2.7.2. The Agency shall carry out 1<sup>st</sup> level data validation with the help of associated software systems of different meter technologies.
- 2.7.3. Agency shall provide reading data to Discom in electronic form in the compatible format of existing billing system.

#### **2.8. Bill Printing**

- 2.8.1. The Company shall process and generate bill files via existing systems like CC&B, RMS, Sybase, etc. and provide the same (in the mutually agreed format) to the Agency for printing and distribution work .
- 2.8.2. The Agency shall print bills in the format specified by the MPERC which shall contain important items such as consumer number, meter number, meter reading, amount, due date, arrear, etc. The specification of paper, ink, etc. to be used for bill printing shall be decided by the Company.

### 2.9. Bill Distribution

- 2.9.1. The Agency shall ensure distribution of bills as per schedule decided by the Company – timelines shall be strictly adhered to.
- 2.9.2. The Agency shall take acknowledgements (dated signatures) from consumers at the time of delivery of bills so as to ensure proof of delivery.

### 3. Man Power requirement

- 3.1. The indicative norm of manpower deployment to be ensured by the Agency (to carry out the scope of work) has been tabulated hereunder:

No.	Requirement at following Levels	Minimum Qualification Required	Minimum Experience Required	Minimum Count Required
1.	<u>Region Level:</u> Regional Head	Degree/Diploma in Electrical Engineering	10 years of experience in electricity distribution sector	1 at regional level and will report to Company counterpart at regional level
2.	<u>Circle Level:</u> Circle-in-charge	Degree/Diploma in Electrical Engineering	5 years of experience in electricity distribution sector	1 at circle level and will report to Company counterpart at circle level
3.	<u>Division Level:</u> Field Staff	ITI certificate in Electrical Trade (2 year course) from M.P. state or from ITI institute affiliated to NVCT	Preferably 1 year of experience in electricity consumer meter reading or meter replacement works	<b><u>In urban areas:</u></b> 1 field staff on every 1,500 consumers <b><u>In rural areas:</u></b> 1 field staff on every 1,000 consumers
4.	<u>IT team:</u>		Experience in GIS and software development	Shall be assessed by agency as per requirement

### 4. Contract period

- 4.1. Initial contract period shall be for 60 months (5 Years) which can be further extended by 24 months, on mutual agreement between both the parties.