

ಚಾಮುಂಡೇಶ್ವರಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು
ನಿಗಮ ನಿಯಮಿತ

(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)
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ಚಾವಿನಿನಿ, ಮೈಸೂರು-570017
Telephone No: 0821-2544963



CHAMUNDESHWARI ELECTRICITY
SUPPLY CORPORATION LIMITED

(A Government of Karnataka Undertaking)
Corporate Office,
CESC, Mysuru-570017
Web Site: cescmysore.karnataka.gov.in
E-Mail: gmproj@cescmysore.org
projectscesc@gmail.com

Company Identity Number[CIN]:- U40109KA2004SGC035177

No: CESC/DGM(TL)/AGM(TL-A/c)/M-3/2020-21/ **CYS-1825**

Date: **26 MAR 2021**

LETTER OF INTENT

To,
M/s BCITS Pvt Ltd.,
#86, 3rd cross, Bhoopasandra Main road,
RMV 2nd stage,
Bengaluru -560094

Sir,

Sub: Comprehensive Maintenance, Support & Enhancements of CESC Web Based PGRS Application, Android Mobile App, Integration with Govt Web Portal, G-Suite E-Mail Services and Development of Fast Track New Service Connection, other Associated Services etc.,

- Ref: 1. T.O. Enq. No. CESC/GM(Proj)/202-21/175 Dated: 27-11-2020
2. Techno-commercial bid opened on 16-01-2021 and Price bid opened on 21-01-2021
3. Negotiation held on 25.03.2021
4. Note approved by Hon'ble MD, CESC vide para No. 150 dated 26.03.2021

Chamundeshwari Electricity Supply Corporation Limited is pleased to issue the Letter of Intent (LoI) to Award the services of Comprehensive Maintenance, Support & Enhancements of CESC Web Based PGRS Application, Android Mobile App, Integration with Govt Web Portal, G-Suite E-Mail Services and Development of Fast Track New Service Connection, other Associated Services etc., subject to the following terms and conditions.

1 SCOPE OF WORK (SW)

The scope of services are limited for Comprehensive Maintenance, Support & Enhancements of existing CESC web based Public Grievances Redressal Solution application (PGRS), On-line HT application, On-line LT application and Android Mobile App for consumer information system, Integration with Govt web portal. Existing E-Mail services have to be upgraded at par with G-Suite of Google. Fast track new service connection, other Associated services are to be developed.

1.1 PGRS Software

The PGRS software has been developed by a third party vendor and has been implemented as per the input provided by CESC from time to time. Support, maintenance, enhancement, training, related new development of existing software covering all the current functionalities has to be provided by the bidder.

1.2 Android Mobile App for CIS

The mobile app for facilitating Customer Information System/Services has been developed and implemented by a third party vendor based on inputs and approvals

provided by CESC from time to time. Support, maintenance, enhancement, training, related new development of existing mobile app covering all the current functionalities has to be provided by the bidder.

1.3 **CESC Corporate Email Services**

The existing Email offered from Zimbra platform shall be upgraded to G-Suite Platform. Provision for 750 numbers of users shall be made and all the existing Email Ids shall be ported to the new platform including the data existing in the present mail server. Requirement of any additional user as per the request of GM (Technical), Corporate Office, CESC shall be provided. The price shall be arrived by taking per user per month of contract value for the remaining period of contract.

1.4 **Fast Track New Service Connection**

New software is to be developed for handling Fast Track New Connection (FTNC) for entire CESC jurisdiction for Residential (LT2A) and Commercial (LT3) tariff for both Single and Multiple connection in CESC WSS portal of RAPDRP/IPDS and LT application of PGRS up to 7.5KW. After rollout to the entire CESC the same shall be maintained till the end of contract period free of cost.

1.5 **Other Services to be Provided During the Contract Period**

- 1.5.1 Dedicate support to be made available during all working hours of CESC.
- 1.5.2 24 X 7 uptime of all the application.
- 1.5.3 Quick turnaround time in resolving issues.
- 1.5.4 On-site Training of new users as and when required
- 1.5.5 The Web Site/Applications/Portals/Email servers are to be hosted at minimum MeitY approved 3-tire data centers.
- 1.5.6 Proper backup and recovery procedures to be implemented.
- 1.5.7 Fail over and DR services to be configured in case of downtime of main servers for web portal etc.,
- 1.5.8 Security to prevent unauthorized access, hacking, firewall, spam filtering etc., as per industry standards need to be implemented and maintained.
- 1.5.9 Periodic backup of the application source code and database has to be taken and is to be provided as and when required by CESC.
- 1.5.10 One project manager who will act as a single point of contact for CESC shall be provided.
- 1.5.11 Provisioning of the required bandwidth at all the servers for providing Industry Standard response times.
- 1.5.12 Configuration and renewal of associated domain names, third party services, SSL certificates etc.
- 1.5.13 Providing the required SMS gateway with the required SMS packs.
- 1.5.14 Any other incidental services not explicitly mentioned above but required and related to current scope and applications.
- 1.5.15 Integration of PGRS with DTLMS - This is essential to track whether the docket numbers are getting closed on time and whether the power supply is being restored on time as per the KERC guidelines.
- 1.5.16 Incorporating Workforce Management Module to optimize the productivity of its CCCD employees. This helps in effectively forecasting labor requirements and managing staff schedules to accomplish daily tasks.

2 PRICES

Sl No	Particulars	Base Price	GST	Total Cost
1	Comprehensive Maintenance, Support & Enhancement of CESC web based PGRS application and Associated Services, Android Mobile App etc.,	60,00,000	10,80,000	70,80,000
2	Upgradation of Email services to G-Suite Services	60,00,000	10,80,000	70,80,000
3	Cost for Development and Maintenance of Fast Track New Service Connection	87,28,814	15,71,186	1,03,00,000
TOTAL				2,44,60,000

Rupees Two crore forty four lakhs sixty thousand only

3 DELIVERABLES

The following deliverables are to be provided to CESC:

Access Control: Access control to server shall be given to CESC after engagement period.

- **Version Control and Backup:** The changes to Software/website code and content shall be version controlled and each previous version should be retained and reverted to if required by CESC. Backup of all the pages in the website and database to be taken on monthly basis to ensure that there is no data loss. Scheduled backup is to be maintained for restoration of contents on CESC request or for restoration in case of data loss. Up to one year of backup, twelve monthly backups must be maintained and handed over to CESC.
- **Integration:** The system should be capable to integrate with existing Metering, Billing and Collection system for smooth data transfer between the system.
- **Documentation:** The firm shall provide the document comprising of application features/ Process flow, modification and enhancement of application software, database migration and data backup procedures.
- **Training:** The firm shall provide the effective training to the end users to work on the application after implementation whenever there is a modification/enhancement in the application features. The activities related to training are as follows:
 - i. Providing user manuals in PGRS applications and as per the requirement of CESC.
 - ii. Providing operation training to end users.
 - iii. Frequent training shall be held once in Six months at each circle level.
- **Knowledge Transfer:** The firm shall ensure that if CESC requires the entire data and application software along with source code in workable condition is smoothly transferred to the new agency at the end of the contract period. Necessary technical support should be ensured by contractor in such an event for smooth functioning of application software at CESC.
- **Source Code:** The firm shall ensure that if CESC requires the application software along with source code in workable condition is to be handed over to CESC on quarterly and annual basis.
- **MIS Report:** MIS requirements to meet the information access needs of the management at all levels. Reports to be generated in PDF, CSV and Excel formats. Provide the system that gives a hierarchical view of all the type of information so that

each officer can have its own view of data at each level of hierarchy with drill down facility. The level is defined as any of CESC's operational unit, namely Corporate office, Zonal office, Circle office, division, subdivision and sections.

4 CONTRACT PERIOD

Initially the period of Contract is for five years extendable by further period of three years on mutually agreed terms and conditions.

5 NODAL OFFICER

General Manager (Technical) CESC Mysuru will be the Nodal Officer for the monitoring the PGRS application software including upgraded Email services. Project section shall monitor the implementation of Fast Track New Service Connection services and hand over to General Manager (Technical) after the software is rolled out to entire CESC for monitoring and obtaining MIS reports and certifying the bills etc.

6 TERMINATION OF CONTRACT

In case the firm fails to carry out the work satisfactorily in the contract period, the company shall exercise its discretionary powers on any or all the following:

- i. To avail service elsewhere, after giving due notice to the service provider on account and the risk of the service provider such services not so delivered or others of a similar description without cancelling the contract.
- ii. To cancel the work award.
- iii. To forfeit performance guarantee.
- iv. To blacklist or not to consider future offers for a specified period.

7 EXIT MANAGEMENT

As the duration of contract is for Five years, it is expected that technology change/new policies that may warrant major changes/ cancellation of certain services being offered in this contract. CESC reserves the right to partially or fully cancel the certain services/software of this contract by serving a notice of three months prior to such cancellation. M/s BCITS shall be bound to accept changes and offer reduction in service cost on mutually agreed terms and conditions.

8 INTELLECTUAL PROPERTY RIGHTS (IPR)

The software is entirely the property of CESC and it should not be replicated anywhere else without obtaining the prior permissions from CESC. CESC reserves the right to change/modify the existing procedure to suit the future requirement/best practices in the industry and benchmark at the addresses mentioned herein above.

9 PENALTY

9.1 Penalty for Maintenance and Support

- i. A penalty of Rs. 1000 per day shall be levied if the PGRS Application/Email Server/FTNC is continuously down for more than one working day.
- ii. Any bugs/errors if reported through the Ticketing system are not resolved within 3 working days then a penalty at the rate of Rs. 1000 per day shall be levied.
- iii. However the maximum penalty amount that can be levied per annum shall not exceed more than 5% of the contract value.

9.2 Penalty for Roll out of Fast Track New Service Connection

If the service provider defaults in complying all the assigned requirements as per tender documents penalty at the rate of 0.5% per week subjected to maximum of 10% of contract value for FTNC will be levied till the same is complied.

This shall be estimated by General Manager (Projects) based on the delay in roll out by the vendor excluding the delay on behalf of CESC like necessary inputs/data and approval etc.

10 PAYMENT

The firm has to be submit invoice for the services provided towards the scope of the work. The invoices have to submit in triplicate to General Manager (Technical), CESC Corporate office, Mysuru. The payments shall be made in the following manner:

10.1 Payment for comprehensive Maintenances and support.

- (a) Invoices shall be raised at 5% of contract value for Comprehensive Maintenance each quarter after the completion of every 3 months from the date of award which amounts to 20% per year and 100% of contract value for 5 years.
- (b) The invoices shall be certified by Assistant General Manager, CCCD, MIS and Deputy General Manager (MIS) and counter signed by General Manager (Technical). The submitted invoice shall be processed in Corporate Office Internal Management section duly observing the DWA Clauses.

10.2 Payment clause for G-suite services.

- (a) Invoices shall be raised at 5% of contract value for Email services each quarter after the completion of every 3 months from the date of award which amounts to 20% per year and 100% of contract value for 5 years.
- (b) The invoices shall be certified by Assistant General Manager, MIS and Deputy General Manager (MIS) and counter signed by General Manager (Technical). The submitted invoice shall be processed in Corporate Office Internal Management section duly observing the DWA Clauses.

10.3 Payment Clause for Fast Track New Connection Service.

Sl.No.	Project Delivery Stage	% of Payment
1	As is study & to be processed.	40% of contract value
2	Customization of FTNC software.	40% of contract value
3	Pilot Run Completion at selected one Accounting unit and Rollout to all Accounting units of CESC.	20% of contract value

- (a) Invoices shall be raised stage wise.
- (b) The invoices shall be certified by Assistant General Manager (TL) and Deputy General Manager (TL) and counter signed by General Manager (Projects). The submitted invoice shall be processed in Corporate Office Internal Management section duly observing the DWA Clauses.

- (c) The successful bidder has to maintain FTNC software free of cost till the completion of contract period.

11 PERIOD OF ACCEPTANCE OF OFFER

Please acknowledge the receipt of this letter of intent and convey your acceptance within (15) days from the date of this letter.

12 CONTRACT AGREEMENT

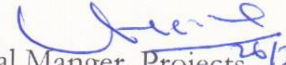
You shall have to enter into agreement on stamp paper of Rs. 200/- in the prescribed proforma (annexed with this letter) within 15 days from the date of this letter failing which CESC may cancel the offer. The contract agreement shall be executed at the office of the General Manager, Projects, Corporate Office, CESC, Mysuru.

13 CONTRACT PERFORMANCE GUARANTEE

You are requested to furnish the Bank guarantee towards contract performance guarantee issued by any Nationalized Bank/Scheduled Commercial bank for an amount of Rs. 12.23 Lakhs for the project being 5% of the Contract Value along with Contract Agreements, which shall be valid up to 90 days beyond contract period.

14 JURISDICTION OF CONTRACT

The laws applicable to the contract shall be laws in force in India. The courts of Mysuru shall have exclusive jurisdiction in all matters arising under this contract.


General Manger, Projects, 26/3/20
CESC, Mysuru

Copy submitted for kind information to:

1. The Chief General Manager (Internal Audit), Corporate Office, CESC, Mysuru.

Copy to complement:

1. The General Manager (Technical), Corporate Office, CESC, Mysuru.
2. All Superintending Engineer (Ele), CESC, O & M Circle.

Copy to

1. The Deputy General Manager (MIS), Corporate Office, CESC, Mysuru.
2. The Deputy General Manager (Tracklead), Corporate Office, CESC, Mysuru.
3. All Executive Engineer (Ele), CESC, O & M Division.
4. The Assistant General Manager (IM), Corporate Office, CESC Mysore.
5. PS/TA to MD/DT/CFO for information and bring it to the kind knowledge of Hon'ble MD/DT/CFO.
6. Manager-Projects, Corporate Office, CESC Mysuru.
7. OC/MF.