

# Request For Proposal (RFP) For Centralized monitoring of Solar Pump Sets

**Ref.No.: NREDCAP/SE/SPVPS/Cntrl Monitoring/17 /2018-19, Dt. 02-01-2019**

**CLOSING DATE: 10-01-2019, 1:00 PM**

NAME OF FIRM: .....

**NEW & RENEWABLE ENERGY DEVELOPMENT CORPORATION OF A.P LTD.**  
(NREDCAP) 12-464/5/1, River Oaks Apartment, CSR Kalyana Mandapam road,  
Tadepalli, Guntur District Tel: 0863 -2347650/651/652/653  
Website: [www.nredcap.in](http://www.nredcap.in)

## DISCLAIMER

1. The RFP is not transferable.
2. This RFP is issued by New & Renewable Energy Development Corporation of AP Ltd (NREDCAP).
3. The information contained in this document is selective and is subject to updating, expansion, revision and amendment issued before due date. It does not, and does not purport to, contain all the information that a recipient may require. Neither NREDCAP nor any of their officers, employees nor any of its advisors nor consultants undertakes to provide any recipient with access to any additional information or to update the information in this document or to correct any inaccuracies therein which may become apparent. Each recipient must conduct its own analysis of the information contained in this document or to correct any inaccuracies therein that may contained in this document and is advised to carry out its own investigation into the proposed Project, the legislative and regulatory regime which applies thereto and by and all matters pertinent to the proposed Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the proposed Project.
4. This bid document, if includes certain statements, estimates, projections, designs, targets and forecasts with respect to the Project, such statements, estimates, projections, targets and forecasts, designs reflect various assumptions made by the management, officers and employees of NREDCAP, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this document is, or should be relied on as a promise, representation or warranty.

Authorised Person: VC & Managing Director, NREDCAP

Email: [info@nredcap.in](mailto:info@nredcap.in); [spumpsets@nredcap.in](mailto:spumpsets@nredcap.in)

Place: Tadepalli  
Date: 02-01-2019

## Information pertaining to RFP Submission

### 1. Issue of Bid document

The detailed terms and conditions for qualification of the Bidders and for Bid submission are indicated in the RFP. All those interested in obtaining the RFP may download from <https://www.nredcap.in>.

The bidders shall submit their RFP and other related documents in duplicate in a sealed cover to the office of the VC & Managing Director, NREDCAP. The bidder shall sign on the statements, documents, certificates, submitted by him, owning responsibility for their correctness/authenticity.

### 2. Receipt and Opening of RFP:

RFP must be submitted at the office of the VC & MD, NREDCAP, Tadepalli on or before dt. 10-01-2019 , 1.00 PM (last date of submission of RFP). If it is a public holiday on the last date for submission of the RFP, the submission and the receipt of the same shall be on the next working day.

Nodal Person for enquiries and clarifications

All correspondence, clarifications in respect of the Bid document and submission of the Bid shall be addressed to:

Designation:	VC & Managing Director, NREDCAP
Address:	12-464/5/1, River Oaks Apartment, CSR Kalyana Mandapam road, Tadepalli, Guntur District Tel: 0863 -2347650/651/652/653 Website: <a href="http://www.nredcap.in">www.nredcap.in</a>
E-mail id:	<a href="mailto:info@nredcap.in">info@nredcap.in</a> ; <a href="mailto:spumpsets@nredcap.in">spumpsets@nredcap.in</a>

RFP Validity Period: 90 Days from the RFP submission date

EMD Payable to NREDCAP (INR) **Rs. 50,000.00 ( Rs. Fifty thousand only )** by way of DD drawn in favour of “Vice Chairman & Managing Director ,NREDCAP, Tadepalli”

Bid closing date: 10-01-2019, 1.00 PM

RFP Opening date: 10-01-2019, 3-00 PM

Place of Tender opening: O/o. VC & MD, NREDCAP, 12-464/5/1, River Oaks Apartment, CSR Kalyana Mandapam road, Tadepalli, Guntur District Tel: 0863 -2347650/651/652/653 Website: [www.nredcap.in](http://www.nredcap.in)

Procedure for Bid submission :

The Bidders shall submit their eligibility and qualification details, EMD, Bid Document Fee, Technical Bid, Financial Bid etc., in the format prescribed in this RFP.

The Bidder shall sign on the statements, documents, certificates, submitted by him, owning responsibility for their correctness/authenticity.

## PART – I

### GENERAL DETAILS

#### PREAMBLE

The Government of Andhra Pradesh has identified Renewable Energy and Energy Conservation as one of the thrust areas to meet the increased energy demand in the State and many initiatives have been taken to enlighten the public on the need of Renewable Energy and Energy conservation.. Under these initiatives the department has initiated a process for design, supply, installation, commissioning and Operations and Maintenance for 5 years of 8,000 Nos. Off –Grid AC Solar PV water pumping systems (consist of solar Array, solar inverter (Controller/VFD) and AC pump ) and 2000 Nos of Off–Grid BLDC Solar PV water pumping systems (consist of solar Array, DC controller and BLDC pump) along with Remote Monitoring Unit, Surface/Submersible Pump, Mounting Structure, Tracking, Cables, HDPE Pipe, lightening arrester etc. as per MNRE Specifications of 2015–16 and other applicable guidelines and Insurance for 5 years on turnkey basis anywhere in Andhra Pradesh state for agricultural purpose . In order to facilitate and centralized monitoring of the both AC and BLDC Pumpsets, NREDCAP intends to integrate with its existing toll free number for real time support and preventive maintenance of solar Pumpsets. Bidder shall integrate the Controller of Remote Monitoring Unit of solar pumpset with the NREDCAP toll free number 1800-425-1718 for real-time support and preventive maintenance for beneficiaries. Incorporate Alert Management, Ticket tracker and other support facilities to existing facility to extend the support and monitoring of solar Pumpsets. Complaints received from beneficiaries of solar Pumpsets shall be communicated to respective Supplier of pumpset through SMSs and email for rectification from centralized server of NREDCAP.

On behalf of GoAP, NREDCAP calls for Request for Proposal for Implementation, Operation and Maintenance of Centralized Monitoring of Solar Pump Sets through their established Smart Centre and NREDCAP hereby invites bids for selection of bidders/ Firms established under Companies Act 1956 as mentioned in this RFP with required software and other equipment if required any to maintain the same and integrate with the existing infrastructure available with NREDCAP as detailed in this document.

NREDCAP had taken up this prestigious project for the last two years and installed over **31,000** no's of Solar Pump Sets. In order to facilitate the users / farmers with predictive maintenance and centralized support mechanism we have decided to integrate with our existing toll free number 1800-425-1718.

Bidder (authorized signatory) shall submit their offer for preliminary qualification, technical and financial proposal. However, Tender Document Fees, and Earnest Money Deposit (EMD) should be deposited as per details provided in the bid document. The bid document complete in all respect is to be deposited on or before the time of last date of submission of bid. NREDCAP will not be responsible for delay in submission due to any reason. For this, bidders are requested to submit their bids in time. The Successful Bidder(s) shall work closely with the Vendors and Representatives of NREDCAP in implementing the above work and ensure success of the program.

**Note:**

1. The Tender document can be downloaded from <http://www.nredcap.in> and the cost of tender document should be enclosed by way of Demand Draft of Rs. 1000/-plus applicable 18% GST in favor of NREDCAP Ltd, payable at Tadepalli and this D.D. is to be inserted in the technical bid of the tender document.
2. In respect of Minimum eligibility criteria, relevant copies shall be submitted along with Technical bid.
3. All relevant required documents along with evidences are to be inserted in technical bid, and only quoted rates (as per Format enclosed) is to be inserted in the financial bid.
4. Financial bid will be opened of those bidders who would duly qualify in the technical bid.
5. Bidders have to submit a Manufacturer's Authorization Letter for the existing equipment installed in NREDCAP Smart Centre from the respective OEM ( Details of the equipment along with the specifications are enclosed) for extended warranty support for the existing infrastructure and should submit along with the Technical Bid. Bidder failing to Submit the Authorization from the OEM's will be Duly rejected.

## SECTION 2

### THE TENDER DOCUMENT

#### 2.1 CONTENT OF TENDER DOCUMENT

2.1.1 The tender procedure and contract terms are prescribed in the tender document. In addition to the invitation of tender, the tender document includes the various other documents as given in the table of particulars of tender.

2.1.2 The tenderer is expected to examine all instructions, terms and conditions, specifications, forms and formats etc. as mentioned/ enclosed in the tender document. Failure to furnish all information required in the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the Tenderer's risk and is likely to result in out-right rejection of the tender.

#### 2.2 INFORMATION REQUIRED WITH THE PROPOSAL

2.2.1 The tenderer must clearly indicate the name of the manufacturer, the types and model & make of each principal of equipment proposed to be supplied. The tender may also contain details of specifications and other comprehensive descriptive materials in support of technical specifications.

2.2.2 The above information may be provided by the Tenderer in the form of separate sheets, specifications, catalogues etc.

2.2.3 Any tender not containing sufficient descriptive material to describe the proposed equipment may be treated as incomplete and hence may be rejected. Such descriptive materials and specifications submitted by the Tenderer will be retained by NREDCAP. Any deviations from these will not be permitted during the execution of contract, without specific written permission of NREDCAP.

#### 2.3 CLARIFICATION OF TENDER DOCUMENT

2.3.1 Any prospective tenderer requiring any clarification on the tender document regarding various provisions / requirements/ preparation/ submission of the tender, may contact NREDCAP in writing by letter or fax/ email before 48 hours of closing time of the tender. Queries received later shall not be entertained.

2.3.2 Verbal clarifications and information shall not be entertained in any way.

#### 2.4. AMENDMENTS IN TENDER DOCUMENT

2.4.1 At any time prior to the due date for submission of the tender or even prior to the opening of the financial bid, NREDCAP may for any reason, whether at its own initiative or as a result of a request for clarification/ suggestion by a prospective tenderer, amend the tender document by issuing a notice.

2.4.2 The amendments will be notified on the website at least 2 days before the proposed date of submission of the tender. NREDCAP will bear no responsibility or liability arising out of non-receipt of the information in time or otherwise. If any amendment is required to be notified within 2 days of the proposed date of submission of the tender, the last date of submission shall be extended for a suitable period of time.

2.4.3 In case amendments is notified after submission of the tender (prior to the opening of financial bids), all the tenders received by NREDCAP shall be returned in sealed condition to the concerned Tenderers through registered post or courier, for getting their offer revised according to the amended terms and conditions.

All the notices related to this tender which are required to be publicized shall be uploaded only on NREDCAP website <http://www.nredcap.in>

## SECTION 3

### BRIEF HIGHLIGHTS OF THE TENDER/BID DOCUMENT

- 1) The Tender is intended to select successful Bidder for Implementation, Operation and Maintenance Centralized Monitoring of the Solar Pump Sets.
- 2) The bidders are required to meet the following criteria to be eligible for participation:
  1. Bidders must have already established a similar monitoring tools and the proof for the same to be provided.
  2. For integration with the SMART Call Center :The bidders shall submit a Manufacturers Authorization letter from the OEM of the existing equipment in the center to ensure continuous maintenance support from the OEM along with the contact number of the local representative for verification.
  3. Bidders must visit the Existing Smart center to understand the setup before integration of the Pump sets.
- 3) The bidders are required to participate in the bidding process as per the following guidelines:
  - a. Quote the best price for Implementation of the Centralized monitoring of the Pump Sets along with Comprehensive Maintenance Contract for a period of 5 years from the date of integration of the data of the respective pump set to the Smart Center. This price shall be valid till the contract period of the Pump Set vendor and NREDCAP shall have the discretion to extend the validity period if so warranted and add additional pump sets if any.
  - b. The allocation principles of the bid process are as follows: The financial bids of all the technically Qualified Bidders will be opened. The bidders shall be ranked in ascending order based on the quoted price.
  - 4) The lowest financial bid received will be marked as L-1.
  - 5) The successful bidder shall enter into **agreement within 15 days** from the date of issue of the LOI.
  - 6) The tender documents can be downloaded at free of cost.
  - 7) The Tenderers have to furnish Bid processing fee (Non-refundable) of Rs. 1000/- (Rupees Forty Thousands) plus applicable 18% GST by way of DD in favour of NREDCAP. The original DD shall be furnished to NREDCAP before closing date., failing which the tender cannot be considered.
  - 8) An EMD (refundable) of Rs.50,000.00 (Rupees Fifty Thousand Only) shall be furnished by way of DD in favour of NREDCAP. The original DD shall be furnished to NREDCAP before closing date failing which the tender cannot be considered.

After successful commissioning ,integration of solar pump set with smart center and on submission of required documents ,release of payments will be as follows:

NREDCAP will release the Payment towards the 50% of the Quoted price per Pump set on receipt of report on integration of solar pump set with invoice and balance 50% will be released in five instalments @10% per year after completion of each year in 5 years or against submission of the Performance Bank Guarantee for all the integrated pump sets valid for a period of 5 years.



9) VC & Managing Director, NREDCAP is having all rights to amend/alter any clause or terms and conditions of this tender document and that will be notified in the NREDCAP website before 48 hours of the closing date of the tender.

10) Any dispute/legal issues arising out of this tender are subject to jurisdiction of High Court Judicature at Amaravati for the state of Andhra Pradesh.

11) The time schedule of the Tender is as follows:

S.No.	Particulars	Timelines
a	Bid Closing date and time	10-01-2019,1-00 PM
b	Bid Opening date and time	10-01-2019,3-00 PM

## Scope of Work

### 1. Project Objective & Scope

- Bidder shall integrate the Controller of Remote Monitoring Unit of solar pumpset with the NREDCAP toll free number 1800-425-1718 for real-time support and preventive maintenance for beneficiaries. Alert Management, Ticket tracker and other support facilities have to be integrated with the existing setup to extend the support and monitoring of solar pumpsets. Complaints received from beneficiaries of solar Pumpsets shall be communicated to respective Supplier of pumpset through SMSs and email from centralized server / cloud of NREDCAP for rectification.
- Bidder should ensure to collect the data of solar pumpset from the Remote Monitoring Unit (RMU) installed and make it available on cloud / centralised server. It should be possible to ascertain the performance parameters through Remote Monitoring Unit, which include but not limited to daily water output, the power generated by the PV array, the Up Time of the pump during the year
- Bidder has to coordinate for data collection from the RMU / Pumpset vendors cloud on a regular intervals. The Software should be able to send alerts for the irregularities in the data collection as well and provide analytical predictive maintenance, asset management, SLA monitoring and alert management solutions.
- Bidder to create a Centralized dashboard for the pumpsets and integrate it with NREDCAP Dashboard.
- Bidders should maintain the database vendor wise, user wise and location wise in their database.
- Bidders should support NREDCAP in generating dynamic reports using the available data from the RMU as and when required for its operational use.
- Bidder using its alert management should send reports to the NREDCAP authorized mail ID on the performance of the pumpsets on a daily basis.
- Bidder shall provide all installation details in the server database such as farmer Details, Integrator details, complete address, Drive Specifications, Motor Specifications, Panels Specifications, Cabling details, Installed Motor depth, rated depth, suction diameter, delivery diameter, distance between panels, pump and drive.
- Bidders Software should calculate the SLA of the pumpset vendor and report the same in the vendors Quarterly. All reporting formats and performance reports are subject to NREDCAP approval.
- Bidders upon instructions from NREDCAP should generate a Performance certificate for each pumpset within 7 days of integration of the same to the Centralized Monitoring

System. All the formats for the Performance and daily reports should be approved by NREDCAP.

- Bidders should maintain adequate Call Centre operators for real time monitoring of the Pumpsets during the working hours for vendor coordination at the Smart Centre and complaint registration from the users. Requisite permissions to be obtained from the existing centre and the cost of the same to be incorporated.

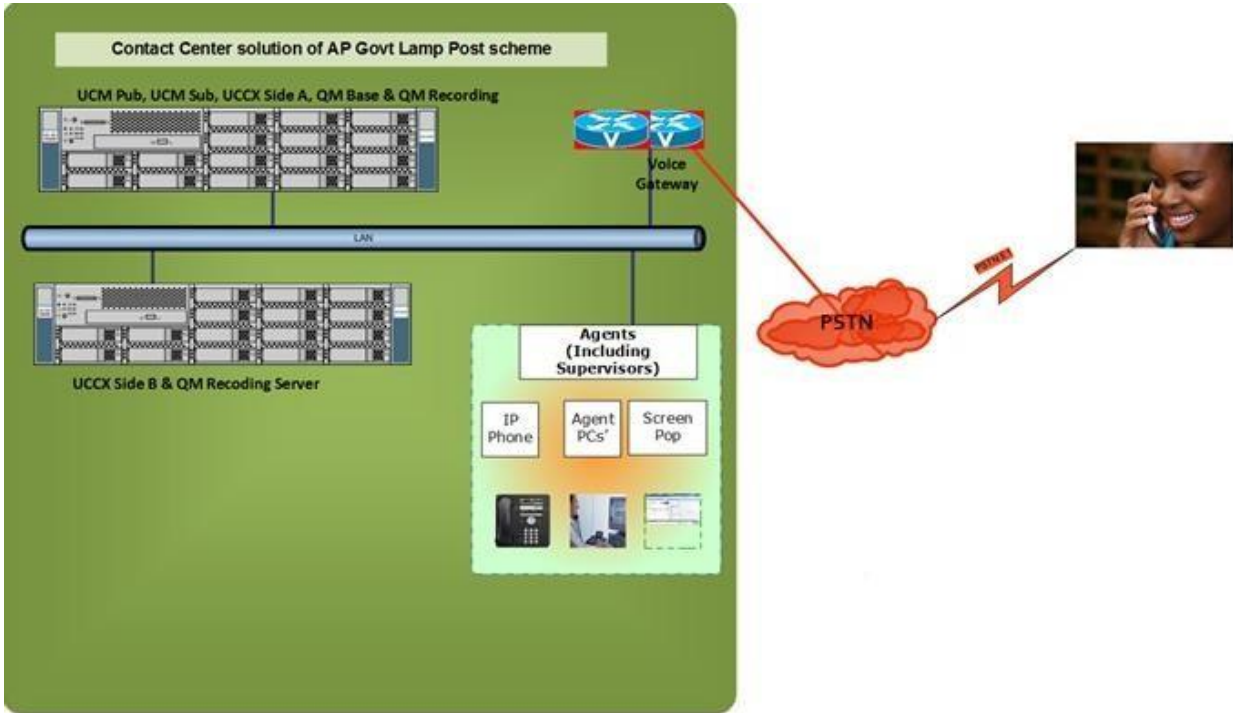
Details of the Parameters to be monitored:

The Bidders Software should be able to collect / accept the following parameters from the Pumpsets controller for monitoring the pumpset online on Dashboard :

- Solar DC Voltage in Volts
- Solar DC Current in Amps
- DC Power in KW
- DC Energy in KWh with slabs of per day, month, year
- Output AC/DC Voltage in Volts
- Output Currents in Amps
- Rotating Frequency in Hz
- Current day Power graph
- DC Energy Graph with slabs of per day, month, year
- Run Time
- All Fault/Protection Indications and alerts for Predictive maintenance
- Web page should have Fault Log and Performance Analysis page for Predictive maintenance .
- Dash board with area clusters .
- Poor MPPT efficiency
- Shadow on Solar PV modules
- Cloudy conditions
- Panels degradation with respect of time ( half yearly)
- Dirt and dust on solar PV modules
- Motor Jam / partial jamming due to aggregate particles in water (sand/silt)
- Pumping speed not reaching close to full speed despite sufficient solar insolation (primarily due to improper controller settings )
- Motor partial jamming due to Bearing malfunction Dry run, short circuit, Less rated Drive and etc .
- Repeated faults raised by the pump controller such as Motor Jam or Dry Run should be handled properly to avoid permanent damage to the system .
- On/off status
- Water output in litres per day
- Geo tagging and co-ordinates of the Solar P V pumpset

## EXISTING INFRASTRUCTURE AT THE SMART CENTER

### CISCO CONTACT CENTER



Note:

All Hardware and software core components in the central location are from M/s. CISCO SYSTEMS INDIA PVT. LTD.

### PROCESS FLOW

#### Inbound call flow

### SOLUTION COMPONENTS

#### Contact Center Solution

Existing Solution has a highly secure, available, virtual, and sophisticated customer interaction management solution for up to 400 agents. This should offer sophisticated call routing and comprehensive contact management capabilities. It includes an embedded reporting solution that offers a comprehensive view of contact center statistics at a glance. The supports customer segmentation with state-of-the-art, built-in, interactive voice response capability, and proactive customer service for a superior customer experience with integrated, outbound, call management capabilities. Multichannel

capabilities include management of voice, email, web chat, and social media inquiries. The Solution supports the following features:

- Chat
- Email
- Voice
- Finesse
- API
- Virtualization
- Social Networking
- Video
- Workforce Optimization
- Reporting
- Recording
- Ecosystem



### Routing Capabilities

It offers call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on your business rules. It enables product integration with enterprise's customer database that can help to ensure that the optimal routing decisions are made. In addition, the application gives agents extensive information on a per-contact basis through a customer-relationship-management (CRM) or other application screen pop.

## Computer Telephony Integration

The existing setup will integrate with any CRM or other application that can run on the agent's Microsoft Windows desktop. Integration is achieved by using a powerful real-time programmable CTI workflow engine that invokes keystroke-macro emulation to automate the transfer of caller-entered information, or by performing an external application action.

## IVR and Self-service Capabilities

The setup has inbuilt IVR services that provides an integrated, ready-to-use IVR solution. It provides an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual-tone multi frequency (DTMF) processing to make routing decisions or to present a screen pop to the agent.

The Contact center solution has true, sophisticated, and fully automated self-service applications integrated with agent-assisted contact interaction management.

## Reporting

The setup provides the real-time and historical data necessary for mission-critical contact center reporting. Real-time reports are provided at the supervisor level (integrated with the Supervisor Desktop) on a per-agent or per-team basis and also at the administration level, across the entire contact center.

The reporting function also provides accurate and timely reports on contact center activity, helping managers make informed decisions regarding staffing levels, contact-handling procedures, and technology investments. Standard reporting templates designed should provide automatically operational functions for common reporting needs. Custom reports can extend the standard reporting package to meet specific reporting needs. Furthermore, the solution should allow for export of reporting data in a variety of formats.

## Automatic Call Distribution (ACD)

The following table describes the requirements of Automatic Call Distribution (ACD) features available at the center

Features	Description
<b>Conditional Routing</b>	Should Support routing based on caller input to menus, real-time queue statistics, time of day, day of week, ANI, dialed number, and processing of data from XML text files.
<b>Agent Selection</b>	Should Support the longest available, linear, most handled contacts, the shortest average handle time, and circular agent selection algorithms. With Basic ACD functionality, agents are associated with one resource group only.
<b>Customizable Queuing Announcements</b>	Should Support the playing of customizable queuing announcements based on the skill group that the call is being queued to, including announcements related to position in queue and expected delay.
<b>Re-route on Ring No Answer</b>	If the selected agent does not answer within the allowed time limit, the caller retains the position in queue. Any screen pop data is to be preserved.
<b>Data driven routing using</b>	Should use data obtained from HTML or XML documents to make

<b>HTML and XML data sources</b>	routing decisions. XML document processing can also be used as a data store to access system-wide static data like a list of holidays, hours of operations, a short list of hot customer accounts, and so on.
<b>Data driven routing using SQL database sources</b>	Should have the ability to use data obtained from a JDBC compatible database via a SQL query to make routing decisions
<b>Agent Skill and Competency-Based Routing</b>	Agents to be configured with specific number of skills, each with up to 10 different competency levels. Contact Service Queues (also known as skill groups) can be configured as requiring up to specific number of skills, each with up to 10 minimum skill competency levels. The routing logic then matches the caller and contact requirements with agent skills to find the optimum match using one of the following agent selection criteria: <ul style="list-style-type: none"> <li>• Longest available, most handled contacts, or shortest average handle time</li> <li>• Most skilled, most skilled by weight, or most skilled by order</li> <li>• Least skilled, least skilled by weight, or least skilled by order</li> </ul>
<b>High Availability Failover</b>	Should have HA. Failure of the active server should be detected and the ACD subsystem should automatically fail over from the active to the standby server.
<b>Dynamic Re-skilling by Administrator or Supervisor</b>	Changes to CSQ skills and competencies and agent skills and competencies should be applied immediately.
<b>Prioritized Queuing</b>	Up to 10 levels of customer contacts to be prioritized based on call or customer data, and calls may be moved within or among queues under workflow control using priority information.
<b>Agent Routing</b>	Should select a specific agent if that agent is in Ready state.
<b>Wrap-Up and Work Modes</b>	After call completion, an agent to be configured to be automatically placed into Work state, on a per CSQ basis. The agent can also choose to enter work state if that option is provided by the agent desktop administrator. A wrap-up timer is also configurable on a per CSQ basis.
<b>Wrap-Up Codes</b>	Agents may select administratively defined wrap up codes.

## Application Server

A rack server for integration with a basic configuration with Intel Xeon processor E5-2600 product family. The system should have expandable memory of 256 GB of RAM, eight drives or solid-state drives (SSDs), and two 1 Gigabit Ethernet LAN interfaces built into the motherboard, delivering outstanding levels of density and performance in a compact package. Detailed Specifications of the minimum requirements are specified in the technical specification.

## Communications Manager for Contact center

The Solution is based on media-processing engine Architecture, extending telephony features and capabilities to packet telephony network devices such as IP phones, media-processing devices, voice-over-IP (VoIP) gateways, and multimedia applications. Additional services such as multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are to be made

available through Communications Manager open telephony application programming interfaces (APIs).

It is scalable, distributable, and highly available enterprise IP telephony call-processing solution.

Software application controls the voice gateways and IP phones, thereby providing the foundation for a Voice over IP (VoIP) solution.

- ✦ One or more servers can be grouped into a cluster to provide for scalability and fault tolerance.
- ✦ Should communicate with the gateways using standard protocols such as H.323, Media Gateway Control Protocol (MGCP), and Session Initiation Protocol (SIP).
- ✦ Communications Manager Solution should communicate with the IP phones using SIP or Skinny Call Control Protocol (SCCP).
- ✦ CM should communicate with other systems via the Java Telephony Application Programming Interface (JTAPI).

### **Voice Gateways**

The Voice Gateway is the point at which an incoming call enters the contact center. It terminates TDM calls on one side and implements VoIP on the other side. It must serve as a pivot point for extension of calls from the TDM environment to VoIP endpoints. Therefore, WAN bandwidth is conserved because no hair pinning of the media stream occurs.

## **2. Existing Bill of Material**

Contact Center:

S.No.	Item Description
1	CISCO Call Center Solution with Recording Facility, Including Servers, Storage, Phones, IVR and Other Related Equipment in High Availability Mode
2	Desktops, Furniture, AC, Networking & Electrical and other Materials
4	PRI Lines, Toll Free Number

Detailed Specifications of the equipment are available at the Smart Center established at NREDCAP, TADEPALLY Office.



### 3. Financial Bid

Proposal for Centralized Monitoring per Pumset for a period of 5 years			
S.no	Description	Unit Price in Rs.	
		3 HP	5 HP
1	Cost of Integration each individual Pumpset with Existing Smart Center along with Centralized Monitoring with require Hardware and Software Including Cost of Manpower for the Call Centre for a period of 5 years and Cost of Predictive Maintenance for Each pumpset for a period of 5 Years inclusive of all applicable GOI and State Govt. taxes		

#### Payment Terms:

The Price Quoted for the project will be paid as per the details below:

Upon integration of the pump set with the Centralized monitoring tool and connecting to the NREDCAP Dashboard and on submission of report, beneficiary wise along with invoice to NREDCAP, 50% of the Quoted price per Pump set will be released.

The bidder has to furnish Monitoring report in every Quarter to the Supplier and copies of quarter reports have to be furnished to NREDCAP also

The balance 50% will be released in five instalments @10% per year after completion of each year in 5 years on receipt of four quarterly reports per year for each Solar Pump set installed beneficiary wise along with invoice or against submission of the Performance Bank Guarantee for all the integrated pump sets valid for period of 5 years. The format for first integration report and Quarterly report will be provided by NREDCAP.

#### Duties & Taxes

The rates/ prices mentioned in the price-schedule includes all latest applicable taxes, duties of Govt. of Andhra Pradesh as well as Govt. of India and applicable taxes will be deducted at source against which necessary tax deductions certificates will be issued as and when required. No additional payments shall be made by NREDCAP LTD., on this account.

#### Right to vary quantities

NREDCAP LTD, reserves all the rights to increase or decrease the quantity of goods mentioned in the contract, at the time of placement of orders without any change in price or other terms and conditions

## **Cost of Bidding**

The bidder will bear all costs associated with the preparation and submission of its bid and the authority will in no event or circumstances be held responsible or liable for these costs, regardless of the outcome of the bidding process.

## **Clarification Regarding RFP Document**

A prospective bidder requiring any clarification about the RFP Document and Scope of Work may contact General Manager, NREDCAP, during working hours except second Saturday and Govt. Holidays.

## **Forfeiture of EMD**

EMD made by the bidder may be forfeited under the following conditions

- (a) If the Bidder withdraws the proposal before the expiry of the validity period
- (b) During the evaluation process, if a bidder indulges in any such activity as would jeopardize the process, the decision of the Department regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances
- (c) If the bidder violates any of the provisions of the terms and conditions of the proposal
- (d) In the case of a successful Bidder, if the Bidder fails to
  - Accept the work order along with the term & condition.
  - Furnish performance security
  - Violates any of the conditions of this proposal or indulges in any such activities as would jeopardize the work.
- (e) The decision of VC & MD of NREDCAP regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances. Besides, forfeiture of EMD even the Bidder could be blacklisted.

**Performance Security:** The successful bidder, before entering into the agreement shall pay an amount of Rs.1,00,000/- as performance security by Demand draft drawn in favour of NREDCAP, Tadepalli.

## **Award of Work**

- (a) Notwithstanding anything contrary to the provisions in this RFP document, NREDCAP reserves the right to accept or reject any Proposal or to annul the process fully or partially, or modify the same and to reject any/all Proposals at any time prior to the award of work, without incurring any liabilities in this regard and without assigning any reason thereof.
- (b) Prior to the expiry of the period of Proposal validity, NREDCAP shall inform the successful Bidder in writing that their Proposal has been accepted.
- (c) The Communication to successful Bidder will intimate them of the Accepted rates, terms of payments and shall enter an agreement/contract covering the terms & conditions, payment details etc.

## **Expenses for the Agreement/Contract**

All incidental expenses for the execution of the contract shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by NREDCAP.

### **Failure to abide by the Agreement/contract**

The conditions stipulated in the agreement/contract shall be strictly adhered to and violation of any these conditions shall entail immediate termination of contract without prejudice to the rights of NREDCAP with such penalties as specified in the Bid Document and the Contract.

### **Delay in the Bidder's Performance**

(a) Delivery of services/deliverables shall be made by the Bidder in accordance with the time-schedule specified by NREDCAP.

(b) The Bidder will strictly adhere to the time-schedule for the performance of Work. However, NREDCAP can relax this time limit.

(c) In case of delay in performance for reasons attributable to the Bidder, NREDCAP shall be at liberty to terminate the work order without giving any prior intimation.

### **Termination for Default**

NREDCAP may without prejudice to any other remedy for breach of terms and conditions (including forfeiture of Performance Security) terminate the work / task in whole or in part, forthwith:

(a) If the Bidder fails to deliver or complete the job assigned in time as per schedule contained in the work order.

(b) If the Bidder fails to perform any other obligations under the terms and conditions contained in the work order.

### **Compensation for Termination of Agreement/Contract**

If the Bidder fails to carry out the work or submit/give the deliverables within the stipulated period or any extension thereof, as may be allowed by NREDCAP, without any valid reasons acceptable to NREDCAP, NREDCAP may terminate the work order forthwith, and the decision of NREDCAP on the matter shall be final and binding on the Bidder. Upon termination of the work order, NREDCAP shall be at liberty to get the work done at the risk and expense of the Bidder through any other agency, and to recover from the Bidder compensation or damages.

### **Number of Proposals**

A bidder can submit one proposal at a time. Any bidder submitting more than one proposal shall be out rightly rejected.

### **Amendment of Proposals**

(a) Proposals once submitted cannot be amended. However, in case of some administrative exigencies, **NREDCAP** may decide to take fresh proposals from all the Bidders before actually opening of the Proposals.

(b) In order to afford prospective Bidder reasonable time to make amendment in their proposals, NREDCAP may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on NREDCAP.

### **Proposal Currencies**

Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes

### **Conflict of Interest**

NREDCAP requires that the bidder must provide professional, objective and impartial advice and at all times hold the authority interests supreme, strictly avoiding conflict with other assignments/ jobs or their own corporate interests and act without any consideration for future work. In case the Bidder have any subsisting interest, either by themselves or through their partners, that is likely to conflict the work specified in the Scope of Work, they shall declare such interests as part of their proposal.

### **Formats and Signing of Proposals**

The original and all copies of the Proposal shall be neatly typed or written in indelible ink and shall be signed, by an authorized signatory on behalf of the bidder. The authorization shall be provided by written authorization letter accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. Any interlineations, erasures or overwriting shall be valid only if the persons signing the RFP prior to opening of the same initial them.

### **Sealing and Marking of Proposals**

The Bidder shall seal & mark various parts of the Proposal as follows:

(a) Prequalification Proposal in one envelope super-scribed with words “**Pre-Qualification Proposal for Set-up, Operationalization & Management of Smart Center with Centralized monitoring of Solar Pumpsets**”.

(b) Technical Proposal in one envelope super-scribed with words “**Technical Proposal for Set-up, Operationalization & Management of Smart Center with Centralized monitoring of Solar Pumpsets**”

(c) Financial Proposal in one envelope super-scribed with words “**Financial Proposal for Set-up, Operationalization & Management of Smart Center with Centralized monitoring of Solar Pumpsets**”

(d) Above **three envelopes** shall be put on one envelope super-scribed with words “**Proposal for Set up, Operationalization & Management of Smart Center with Centralized monitoring of Solar Pumpsets**” and shall be addressed to VC & MD, NREDCAP, #12-464/5/1,River Oaks Apartment,CSR Kalyana Mandapam Road,Tadepalli,Guntur District-522501

(e) The envelope shall be sealed by signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures.

(f) If the envelopes are not sealed and marked as required above, **NREDCAP** will not take any responsibility for the Proposal's misplacement or premature opening.

### **Right to Accept Proposal**

The Authority reserves the right to accept or reject any proposal and to annul the proposal process and reject all proposals at the at any time prior to award of contract without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the grounds for such decision.

### **Withdrawal/ Modification of Proposal**

No modifications/ withdrawal to the proposals shall be allowed, once the bid is submitted.

### **Late Submission of Proposals**

Any proposal received by NREDCAP after the deadline for submission of proposals prescribed by NREDCAP, will not be considered and shall be rejected.

### **Withdrawal of Proposals**

- (a) Proposals cannot be withdrawn during the interval between their submission and expiry of Proposal's validity period.
- (b) Fresh proposals may be called for any additional item(s) of work not mentioned herein, if so required.

### **Completeness of Proposal**

The bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the Proposal Documents. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive in every respect to the RFP documents will be at the Bidder's risk and may result in rejection of its proposal.

The proposal is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the RFP document is not given therein, or if particulars asked for in the RFP Forms / Performa are not fully furnished

### **Right to Cancel or Withdraw the Invitation of RFP**

Notwithstanding anything else contained to the contrary in this RFP document, NREDCAP reserves the right to cancel / withdraw / modify fully or partially the "Invitation of Proposals" or to reject one or more of the Proposals without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

### **Disqualification or Rejection of Proposals**

The proposal is liable to be rejected or the Bidder disqualified at any stage on account of the following:

- (a) If the proposal or its submission is not in conformity with the instructions contained in document
- (b) If the proposal is not accompanied by the requisite Tender Fees & EMD
- (c) If it is not signed with seal, on all the pages of the proposal document
- (d) If it is not sealed or packed in the manner described in the RFP

- (e) If it is received after the expiry of due date and time
- (f) Submitted more than one proposal
- (g) If it is incomplete and required documents are not furnished
- (h) If misleading or false statements/ representations are made in pre-qualification requirements
- (i) If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced financial failures etc.

**Force Majeure**

This clause shall mean and be limited to the following in the execution of the work order placed by NREDCAP.

- War / hostilities
- Riot or civil commotion
- Earth Quake, Flood, Tempest, Lightning or other natural disaster

The Bidder shall advise NREDCAP in writing the beginning and the end of the above clauses of delay, within 7 days of occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, NREDCAP reserves the right to cancel the work order without any obligation to compensate the Bidder in any manner for whatsoever reason, subject to the provision of clause mentioned.

Annexures

Annexure -I

MANUFACTURERS' AUTHORIZATION FORM

No.

Dated

To

Dear Sir:

Tender Notice No.

We M/s. \_\_\_\_\_ who are established and reputable manufacturers of *(name and description of goods offered)* having factories at *(address of factory)* do hereby authorize M/s \_\_\_\_\_ *(Name and address of Agent)* to submit a bid, and sign the contract with you for the goods manufactured by us against the above Tender Notice No. and conclude the contract for the above goods manufactured by us, against this specific Tender. We hereby extend our full guarantee and warranty as per the Conditions of Contract for the goods and services offered for supply by the above firm against this tender.

Yours faithfully,

(Name) (Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Bidder in its bid.

\* Modify this format suitably in case where manufacturer's warranty and guarantee are not applicable for the items for which bids are invited

**Annexure – II**

**Technical Compliance**

Undertaking of Compliance				
Note: To be Submitted along with the Technical BID for all the Products Quoted				
Product:				
Make &Model:				
Sno	Technical Specifications as per the Tender	Compliance	Supporting Documents as Mentioned in the Technical Specifications of the Tender	Remarks
1		Yes / No		Deviation Higher or Lower if Not Complied
2				
3				
4				
5				

**NOTE: The supporting documents in support of above Qualification Requirement (prequalification & Technical) should be submitted along with tender document, otherwise tender will be rejected. If bidder is not meeting any Qualification Requirement as defined above, it should clearly intimate the same in deviation form or on its letter head.**

**NREDCAP reserves the right to reject a bidder if their past supply/ installation track record has been unsatisfactory and if bidder is engaged in a current project but is unable to keep up with the project schedule in quantity/ quality as prescribed by Project In-charge and if NREDCAP has sufficient reason to believe that the Bidder is unsuitable for taking up a project in this tender.**



**Annexure – III**

**BID Form**

General Particulars of the Bidder		
S No.	Particulars	To be Furnished
1	Name of the Firm / Bidder	
2	Postal Address	
3	E-mail	
4	Telephone / Fax / Mobile	
5	Name, designation, address, contact number and Email of the representative of the tenderer to whom all references shall be made.	
6	Nature of the firm (Individual/ Partnership/ Pvt. Ltd /Public Ltd. Co. /Public Sector, etc.) Attach attested copy of Registration & Partnership deed/ Memorandum of Association	
7	Amount and particulars of the Earnest Money Deposited.	
9	PAN NO (Copy of certificate to be enclosed)	
10	Service Tax Registration No., GST No. (copies of certificates to be attached)	
11	Has the Tenderer/firm ever been debarred by any institution for undertaking any work?	
12	Any other information attached by the Tenderer (Details of Annexure / page no. where its enclosed)	
13	Does Tenderer have any relative Working in NREDCAP? If yes state the Name and designation.	

Signature of the authorized person:

Name of the authorized person:

Designation:

Name and Address of Bidder

Stamp of Bidder

**Annexure – IV**

**DETAILS ABOUT THE BLACKLISTING, IF ANY**

Information on litigation history in which Bidder is involved.

- 1) Whether black listed/ Debarred/Suspended from execution of work.
- 1) Other litigations. If any including Court Litigations Arbitrations etc.

Department and concerned Officer	Other parties	Case of dispute.	Amount involved.	Remarks showing present status.
1				
2				
3				
4				
5				

Signature of the authorized person:

Name of the authorized person:

Designation:

Name and Address of Bidder

Stamp of Bidder

**DECLARATION**

**(on Rs.100/- non-judicial stamp paper)**

I / WE..... have gone through carefully all the Tender conditions and solemnly declare that I / we will abide by any penal action such as disqualification or black listing or determination of contract or any other action deemed fit, taken by, the Department against us, if it is found that the statements, documents, certificates produced by us are false / fabricated.

I / WE hereby declare that, I / WE have not been blacklisted / debarred / Suspended / demoted in any Government Department in any State due to any reasons.

**Signature of the Tenderer**

**Annexure – V**

**BIDDERS UNDERTAKING COVERING LETTER**

(Letter shall be submitted on Bidder(s) Letter Head)

Ref No :

Date:

**To**

**The V.C & Managing Director  
New and Renewable Energy Development Corporation  
Of A.P. Limited (NREDCAP)**

, #12-464/5/1, River Oaks Apartment,  
CSR Kalyana Mandapam Road,  
Tadepalli  
Guntur District-522501

**Dear Sir,**

**Sub:** Centralized Monitoring of the Solar Pumpsets with NREDCAP SMART CENTER- reg.

**Tender Reference: NREDCAP/SE/SPVPS/Cntrl Monitoring/17 /2018-19, Dt. 02-01-2019**

\*\*\*\*

1. We have examined the Tender for Centralized Monitoring of the Solar Pumpsets with the existing NREDCAP Smart center and integration with the toll free number 1800-425-1718 as specified in the Tender. We undertake to meet the requirements and services as required and as set out in the Tender document.
2. We attach our Technical Bid and Financial Bid in separate sealed covers as required by the Tender both of which together constitute our proposal, in full conformity with the said Tender.
3. We have read the provisions of Tender and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our response shall not be given effect to.
4. We undertake, if our Bid is accepted, to adhere to the requirements as specified in the Tender or such modified plan as may subsequently be agreed.
5. We agree to unconditionally accept all the terms and conditions set out in the Tender document and also agree to abide by this Bid response for a period as mentioned in the Tender from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of empanelment, shall constitute a binding contract between us and NREDCAP.
6. We affirm that the information contained in the Technical Bid or any part thereof, including its schedules, and other documents, etc., delivered or to be delivered to NREDCAP is true,

accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead NREDCAP as to any material fact.

7. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.
8. It is hereby confirmed that I/We are entitled to act on behalf of our company/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.
9. We agree to use only the product that meet the Technical specifications laid out in this tender for this project.
10. We also declare that our Company/Organization is not blacklisted by any of the State or Central Government and organizations of the State or Central Government.

Signature of the authorized person:

Name of the authorized person:

Designation:

Name and Address of Bidder

Stamp of bidder

**Annexure – VI**

**Financial Bid**

<b>Proposal for Centralized Monitoring per Pumpset for a period of 5 years</b>			
S.no	Description	Unit Price in Rs.	
		3 HP	5 HP
1	Cost of Integration each individual Pumpset with Existing Smart Center along with Centralized Monitoring with require Hardware and Software Including Cost of Manpower for the Call Centre for a period of 5 years and Cost of Predictive Maintenance for Each pumpset for a period of 5 Years inclusive of all applicable GOI and State Govt. taxes		

Signature of the authorized person:

Name of the authorized person:

Designation:

Name and Address of Bidder

Stamp of bidder