



Bhagyanagar Gas Ltd.

BHAGYANAGAR GAS LIMITED

(A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

**APPOINTMENT OF AGENCY FOR METERING, BILLING & COLLECTION
AND MAINTENANCE OF CALL CENTER FOR OPERATIONS OF
DOMESTIC PNG CONNECTIONS AT HYDERABAD, VIJAYAWDA AND
KAKINADA.**

**UNDER OPEN DOMESTIC
COMPETITIVE BIDDING**

Bid Document No.: BGL/162/2011-12

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SECTION – 7
SCOPE OF WORK



Scope of Work

PART-A

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 are visited once in 2 months by the meter reader to record the actual meter reading.

Special Meter Reading

Out of turn meter readings to be read from consumers premises generally given in smaller lots as compared to Normal Meter Reading.

VIP Meter Reading

Meter Readings of those consumers who are considered as VIP's by BGL. For all such consumers prior appointment has to be taken by Supervisor/ Manager & the same person would have to visit the consumers premise & personally record the reading.

VIP consumers generally consist of Politicians, IAS officers, Police commissioners, Film Personalities, Sportsmen etc & all such consumers considered as VIP by BGL.

Specific Intimations

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

Gas Pipe damaged

Meter damaged

Glass broken

Gas pipe rusted

Building demolished

Any damage to BGL property

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

Attachment/ Distribution of circulars with Bills

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

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

Exceptional Meter Readings

Meter readings received but considered doubtful as compared to previous consumption & sent for re-readings to consumer's premises. BGL also includes all consumers whose



meters have not been read the first time also in this list. The different reasons for exceptions are:

High Meter reading

Negative meter reading

Low Meter reading

Meters not read in first attempt.

Equal meter reading

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

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.

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.

The interested agencies should have a good office set up having adequate space in Hyderabad / Secunderabad limits having minimum 2 telephone lines in the name of the organization, 2-3 computers, dot matrix & laser jet printers, 1 dedicated telephone operator and other required basic infrastructure. Full particulars of office and Infrastructure should be provided.

Agency will be required to provide full details of current manpower including organization chart and contact numbers of senior personnel along with the tender.

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. 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.

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.

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.

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.



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A dedicated person of Supervisor/Manager cadre will be deployed for the entire work and a team leader for meter readers to be deployed for back checking the authenticity of data. Minimum 3 meter readers to be deployed and will be augmented further with increase in number of PNG customers. The overall Supervisor/ Manager will be responsible for the day to day interface with BGL's appointed representative.

In case of VIP category, Supervisor/Manager only shall take reading after taking prior appointment of the VIP's in special formats submitted by BGL.

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.

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. 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.

BGL shall be informed about the assignment of the Meter readers prior to the Meter Readers 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 be intimated to BGL well in advance or in case of changes done in emergency BGL has to be intimated as soon as readers are sent on field.

The Meter readers who represent the agency shall be minimum SSC pass & having conversant with Telugu, Hindi & English languages.

The Proper verification of credentials of all people appointed to work on BGL project will be the sole responsibility of the agency. The agency will maintain all records of people employed by them for the project for all people who are going to work on the project. Prior to their engagement brief particulars of all employees including meter readers shall have to be provided to BGL forthwith in standard formats.

Meter Readers would have to work on flexible hours (early mornings & late evenings) also on all holidays including Sundays.

The dedicated Supervisor/ Manager should liaison with the societies for smooth meter reading activity.



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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.

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.

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.

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.

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.

In case of deliberate inaccurate Meter readings found the agency will be penalized by BGL. If any type of fraudulent activities or doubtful character integrity comes to notice of BGL the person involved shall have to be immediately removed forthwith & BGL advice shall be binding in this matter. BGL may exercise its rights for recourse to other actions, legal action, if deemed necessary by BGL.

In case of consistent non performance, BGL reserves the right to reduce the work, apply penalties or terminate the contract.

A reason for meters not read has to be compulsorily reported in the covering letter to be submitted along with the completed Meter readings.

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.

Book Walk sequence to be followed for ease in meter reading.

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.

Hand held terminals to be used as provided by BGL, indemnity in formats provided to be given to BGL. Cost of Batteries would not to be borne by BGL.



Bill generation:

The agency is required to provide 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. Working space, computer, printer and stationary will be provided by BGL.

3) Essence of contract

Actual Meter readings have to be obtained.

All Meters have to be read within the time frames set by the company given.

100 % Meter reading has 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.

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.

Generally if Meter readers are not found wearing the uniforms as prescribed by BGL penalty would be applied as per such instance reported.

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.



PART-B

Scope of work for appointment of an agency for providing call center service for CGD Projects of BG in Hyderabad, Vijayawada and Kakinada

Requirement for call centre:

Objective:

- ✓ To ensure maximum number of calls answered from BGL subscribers calling up the customer care help line numbers.
- ✓ To address the complaints and clarify all the queries of the subscribers.
- ✓ To build a relationship between BGL and its customers.
- ✓ To provide best customer service to the BGL customers and maintain the quality standards.
- ✓ Coordinating among different departments to enable faster resolutions to customers.
- ✓ To provide skilled manpower to operate the call centre.
- ✓ To provide all the required infrastructure for handling the call centre.

Solutions offered:

- ✓ Outbound calling to customers and educating them about PNG, CNG.
- ✓ Interactive calling- Collecting feedback from existing users of value added services.
- ✓ Welcome calling.
- ✓ Bill reminder calling.
- ✓ Downtime in the service should be zero.

Infrastructure required specifications:

- ✓ PRI Line(Voice)
- ✓ 1800 toll free-number(will be provided by BGL)
- ✓ IVR enabled software.
- ✓ 100% Call logging/Recording Software.
- ✓ Hardware(servers + agent desk)
- ✓ Headsets (phone instruments/hands free)
- ✓ IP enabled LAN network
- ✓ Any software & Operating System should be having valid license.
- ✓ Computers used should have Core2duo processor and above or latest version prevailing in the market and of reputed well known brands like Dell, HCL, Acer, Lenovo, etc.

Computer Telephony Interface (CTI)

- ✓ The agency will provide the complete Integrated CTI application suite with IVRS.
- ✓ POP-ups and application integration
- ✓ The CTI application suite at each workstation will have the following features

Screen POP-us (on answer)



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Calling line information display (caller number, Number dialed)
On screen dialling
Onscreen phone control-Answer, hang up, hold, conference etc

Manpower requirement

- ✓ One headcount dialling outbound calls on an 8 hour, 6 days a week basis.
- ✓ 3 head count receiving calls 24/365 days.

The manpower deployed should be minimum graduate & should be fluent in Telugu, Hindi & English. CV's would be cleared by BGL prior to engagement.

Timings of centre

- ✓ Outbound support: 9.30 am to 5.30 pm(Monday- Saturday)
- ✓ Inbound support: 24 hours(Monday-Sunday)

Activity

Number of Workstations

Outbound Support
Inbound Support

1 Seat (8X 6 shift) (9.30 AM to 5.30 PM)
1 Seat (24 X 7 shift) (3 Shifts)

With the increased business activity, the inbound work stations may increase.

The bidder should get clearance from BGL for manpower, software & hardware, servers etc being provided.



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List of Machinery & Manpower details associated with this project to be provided as per the format given:

S. No	Description	Qty
A	Manpower	
1		
2		
3		
4		
5		
B	Machines	
1		
2		
3		
4		
5		
C	Software's Used	
1		
2		
3		
4		
5		
D	Others	
1		
2		
3		
4		
5		



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SECTION – 8

SPECIAL CONDITIONS OF CONTRACT



SPECIAL CONDITIONS OF CONTRACT

1. Scope of work:

PART-A

- Providing services for Metering, Billing, collection, reconciliation and report generation for supply of Piped Natural Gas (PNG) for Domestic, Commercial and Industrial segments in Hyderabad Vijayawada and Kakinada.

PART-B

- Providing services of call centre for BGL's CGD project in Hyderabad, Vijayawada and Kakinada.

2. Duration of contract:

Two years from the date of Work Order.

3. Price basis:

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

4. Validity of quoted rates:

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

5. Taxes and duties:

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

6. Payment Terms:

PART-A

Payment will be released only against bills raised and meter reading taken and on submission of all the relevant documents such as Invoice in triplicate, 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. Payment will be made through cheque. All bills have to be submitted latest by 7th of next month for the preceding month payment. The frequency of billing also can be mutually altered depending upon the load, performance & business requirements of BGL.

The bill shall be certified by OFFICER-IN-CHARGE. The bills shall be submitted along with all requisite documents.

PART-B

Payment will be released on monthly basis on submission of all the relevant documents such as Invoice in triplicate, payment would be released by the finance department at BGL



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Hyderabad within 15 days from the date of submission of acceptable and duly certified by officer in charge. Payment will be made through banker's cheque. All bills have to be submitted latest by 7th of next month for the preceding month payment.

7. Mobilization Period:

The deployment for the services shall be within 15 days or earlier from the date of issue of work order/ Letter of Intent. In case of failure, BGL reserves the right to cancel the contract.

8. 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

9. 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.

10. 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.

11. Price reduction schedule (PRS):

A ½ % (Half percent) per week of delay to a maximum of 5% (Five percent) of the total contract value shall be applicable as price reduction if the contractor fails complete the given work within the stipulated time.

For PART B providing services of call centre for BGL's CGD project in Hyderabad, Vijayawada and Kakinada Price Reduction Schedule will also be regulated as below:

In case of availability per quarter comes down below 99.97%, the payment shall be made as detailed below:

1. For availability up to 99.97%, full payment shall be made.
2. For availability from 99.97% and up to 99.50%, deduction at the rate of 20% of one month bill shall be deducted from the bill of first month of the succeeding quarter.
3. For availability below 99.50%, deduction at the rate of 50% of one month bill shall be deducted from the bill of first month of the succeeding quarter.

Non attendance of agents from the required agents as per our scope of work shall attract a penalty of Rs 500/- per agent per day. This shall be checked in random basis physically as well as over the telephone.

Note: The availability shall be calculated based upon the working of system / network which shall be monitor by any hardware / software at bidder premises. Also the responsibility to install the same is the part of tender document.



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SECTION – 9
SCHEDULE OF RATES (SOR)



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SCHEDULE OF RATES (SOR)

Part - A:

Sr. No.	Description	Qty (Nos)	Unit Rate (Rs.)	Amount (Rs)
1	Metering, Billing, Collection, Report Generation & reconciliation			
A	Hyderabad	20,000		
B	Vijayawada	10,000		
C	Kakinada	5,000		
Total Amount A (Rs.): A				

Part - B:

Sr. No.	Description	No. of Shifts	No. of Persons working / Shift	No. of Work Stations	Rate / Month (Rs.)
1	Outbound Call Centre	1	1	1	
2	Inbound Call Centre	3	3	1	
Total Amount / Month (Rs.)					
Total Amount for 24 Months (Rs.): B					

Total Amount of Part A (Rs.)	
Total Amount of Part B (Rs.)	
Grand Total (Part A+ Part B) (Rs.)	
Service Tax @ _____ %	
Grand Total including all taxes & Duties (Rs.)	

Note:

1. Quoted Rates shall be inclusive of all taxes and duties except Service tax which shall be indicated separately as above.
2. The above quantities are indicative for evaluation purpose, however payment shall be made on actual quantities executed.
3. Evaluation and comparison shall be done on overall lowest cost to the Company.