

Request for Proposal (RFP)

for

Appointment of ‘IT Consultant’

to assist

Meghalaya State Electricity Board (MeSEB)

in preparation of

Detailed Project Report, Bid Documents & Programme Management

for

Implementation of IT infrastructure of Electricity Distribution

from concept to commissioning

Under MoP GoI’s R-APDRP Programme

Tender Enquiry No. _____

(Single Stage – Two Envelope Procedure)

Last date for submission of the RFP: _____

Total Number of Pages: _____

Issued by



R-APDRP
An initiative
of



**Ministry of Power,
Government of India**

Office of the Chief Engineer (Distribution)

MeSEB, Lumjingshai

Short Round Road, Shillong-793001

Meghalaya

www.meseb.gov.in

Nodal Agency:



**Power Finance
Corporation Ltd.**

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DEFINITIONS AND ABBREVIATIONS

The following words and expressions shall have the meanings hereby assigned to them:

- (a) **“Applicable Law”** means the laws and any other instruments having the force of law in the Government country, as they may be issued and in force from time to time.
- (b) **“Bank” or “Banks”**, refers to all scheduled Indian Banks as per the RBI current list (Schedule-II).
- (c) **“Contract”** means the Agreement entered into between the Purchaser (MeSEB) and the IT Consultant (Supplier), together with the Contract documents referred to therein, including all attachments, appendices and all documents incorporated by reference therein.
- (d) **“Contract Documents”** shall mean the following documents listed, including any amendments thereto, be read and construed as part of this Agreement, viz.:
 - i. the Detailed Award of Contract;
 - ii. the Service Level Agreement;
 - iii. the Special Conditions of Contract;
 - iv. the General Conditions of Contract;
 - v. the Schedule of Supply;
 - vi. the Instructions to Bidders;
 - vii. the Purchasers Notification to the Supplier for Award of Contract;
 - viii. Vendors response (proposal) to the RFP, including the Bid Submission Sheet and the Price Schedules submitted by the Supplier;
 - ix. Section VIII – Contract Forms;
 - x. Acceptance of purchasers notification
- (e) **“Contract Price”** means the price payable to the Supplier as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- (f) **“Day”** means calendar day.
- (g) **“Delivery”** means the transfer of the Goods and / or Services from the Supplier to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- (h) **“Completion”** shall mean the completion of the related services by the Supplier in accordance with the terms and conditions set forth in the Contract.
- (i) **“Effective Date”** means the date on which the Contract comes into force and effect pursuant to Clause 8 of GCC;
- (j) **“GCC”** means the General Conditions of Contract.
- (k) **“Goods”** means all hardware, software, networking equipment and / or other equipment accessories and materials that the Supplier is required to supply to the Purchaser under the Contract.

- (l) **“Government”** means the Government of India unless the context implies the Government of the State of the Utility
- (m) **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, service marks, brands, propriety information, whether arising before or after the execution of this Contract and the right to ownership and registration of these rights
- (n) **“Party”** means the Utility or the IT Consultant, as the case may be;
- (o) **“Personnel”** means persons hired by the IT Consultant as employees and assigned to the performance of the Services or any part thereof; “Foreign Personnel” means such persons who at the time of being so hired had their domicile outside India; and “Local Personnel” means such persons who at the time of being so hired had their domicile inside India.
- (p) **“Project”** means all activities covered under the present Contract
- (q) **“Purchaser’s Country”** shall mean India.
- (r) **“Purchaser”** means the entities purchasing the Goods and / or Services, as specified in the Contract Agreement. It has been used to mean Owner / Utility in this document.
- (s) **“Related Services”** means the services to be provided as per the requirements / conditions specified in the Contract. In addition to this, the definition would also include other related / ancillary services that may be required to execute this Contract.
- (t) **“Starting Date”** means the date referred to in Clause 8 of GCC;
- (u) **“SCC”** means the Special Conditions of Contract.
- (v) **“Services”** means the work to be performed by the IT Consultant pursuant to this Contract for the purposes of the Project, as described in the Scope of Work hereto;
- (w) **“Sub-contractor”** means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the Services is subcontracted by the Supplier.
IT Consultant shall not sub-contract any part of its obligation under the present contract.
- (x) **“Supplier”** means the natural person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Utility and is named as such in the Agreement, and includes the legal successors or permitted assigns of the Supplier. Supplier has been used to mean “IT Consultant” in this document.
- (y) **“The MoP”** is the Ministry of Power, Government of India.
- (z) **“The Site,”** shall mean all identified locations within the State of Meghalaya, where the Supplier carries out any installation of Goods or is required to provide any Services.

- (aa) **“Third Party”** means any person or entity other than the Government, the Utility, the IT Consultants or any other party as implied by the usage and context
- (bb) **“OEM”** means the Original Equipment Manufacturer of any equipment / system / software / product.
- (cc) **“Kick Off Meeting”** means a meeting convened by the Purchaser to discuss and finalize the work execution plan and procedures with the ITC.
- (dd) **“in writing”** means communicated in written form with proof of receipt.
- (ee) **“Utility”** means the Utility calling for RFP or, in this case the Meghalaya State Electricity Board.
- (ff) **“Owner”** means the **“Utility”** calling for RFP.
- (gg) **“IT Consultant”** means the agency appointed to perform services for the Utility under this contract
- (hh) **“MeSEB”** means the Meghalaya State Electricity Board (MeSEB).

BACKGROUND

About R-APDRP

The Ministry of Power, Government of India initiated Power Sector reforms in the 1990s to invite private investments for setting up additional generating capacity to bridge the wide gap between demand and supply. Numerous investors, both Indian and foreign, came forward to set up new generating capacity but little progress could be achieved due to serious inefficiencies and losses in the electricity distribution business in almost all states of the country.

The Government of India (GOI) initiated reforms in the distribution sector in 2000. Distribution sector provides the last mile connectivity for power supply and deals with large number of consumers. As a part of distribution reforms, GOI launched APDP (Accelerated Power Development Program) in 2001 which was later rechristened as APDRP (Accelerated Power Development and Reforms Program) during the 10th Five Year Plan.

To continue the support to distribution reforms during the 11th Five Year Plan, GOI has continued R-APDRP (Restructured APDRP) with revised terms and conditions. The R-APDRP primarily aims at reducing Aggregate Technical and Commercial (AT&C) losses in urban areas. It is a necessary condition of the scheme that the utilities would need to demonstrate performance improvement for availing financial benefits provided under the scheme. This would require collection of accurate data and measurement of loss reduction performance. Data integrity and performance measurement pose many challenges for the state power utilities. This problem can be surmounted only by: (i) setting up reliable and “no manual touch” systems for data collection; and (ii) adoption of Information Technology in the areas of energy accounting.

IT based systems and solutions that measure the loss levels reliably will be essential before regular distribution strengthening projects are implemented under the next phase of R-APDRP. Once the benefits of the investments can be measured, the investments would justify themselves.

Projects under the R-APDRP program shall be taken up in Two Parts. Part-A shall include the projects for establishment of baseline data and IT applications for energy accounting/ auditing & IT based consumer service centers. Part-B shall include regular distribution strengthening projects.

The R-APDRP program will cover urban areas – towns and cities with population of more than 30,000 (10,000 incase of special category states).

MOP, GOI has appointed Power Finance Corporation as the Nodal Agency for implementing this program.

About MeSEB

The Meghalaya State Electricity Board was constituted under section (5) of the Electricity (Supply) Act, 1948 by the Government of Meghalaya vide notification no. PE304/74 dated 21.12.74. Consequently, the Board came into existence from 21st January 1975. The Board is responsible for the coordinated development of Generation, Transmission and Distribution of electricity in Meghalaya in a most efficient, reliable and economical manner. In the discharge of this duty the Board operates its own generating plants and transmission and distribution network with the help of about 3691 employees of all ranks.

The Board, at its highest level, is presently organized on functional lines. One Member each heads the functions of Generation, Transmission & Distribution; Civil Wing & Projects and Finance & Accounts. In addition, there are two additional Members, viz. Principal Secretary (Power) and Principal Secretary (Finance), Government of Meghalaya. The Chairman heads the Board. At the field level, the Board is organized functionally with Chief Engineers at the head, and under whom there are the Additional Chief Engineers, Chief Executive Officers / Superintending Engineer, Executive Engineer and Assistant Executive Engineer/Assistant Engineer. The area of responsibility for each unit is all activities within the respective geographical territory. At present, in the distribution system there are 2 Zones, 6 APDRP Circles, 35 Divisions and approximately 65 Sub Divisions with a 5 tiered organizational structure.

In the recent past, drastic changes have taken place in the field of computerization and information technology. For taking timely decisions and for imparting better consumer service, reliable and timely information is the need of the hour. Meghalaya State Electricity Board has set a major focus on the improvements of their work processes in terms of efficiency and information flow among all the activities right from sub division level to top management level. It is also aware of the changing economic and business environment and wants to prepare itself for the challenges by initiating major change processes in its working.

MeSEB had embarked upon a comprehensive IT initiative in 1989. It has a legacy Billing system based on COBOL and UNIX operating system which is now being developed on ORACLE platform with new web-enabled billing software. Beside this MeSEB has also initiated several standalone/ pilot IT initiatives to meet the regulatory, business and customer requirements which are under various stages of implementation. These initiatives are –

- Computerized energy billing
- Store Inventory management
- Internet Payment Service for on-line payment of electricity bills by consumers
- SCADA
- Customer Care Centres and Electricity Call Centres at select cities.

Further to the above, MeSEB has engaged consultants to prepare an IT road map, to enable implementation of a comprehensive IT plan for on-line computerization of its offices. In view of the impending process of implementation of IT in MeSEB under R-APDRP guidelines as formulated by the GoI/MoP, MeSEB intends to appoint the IT consultant to undertake specified tasks as specified under R-APDRP as well as herein after.

SECTION-I: INSTRUCTION TO BIDDERS

1. Purpose of the RFP - Appointment of IT Consultants for Part-A of R-APDRP

2. Name of the Utility - Meghalaya State Electricity Board (MeSEB)

3. Website of the Utility: The web-site is: www.meseb.nic.in.

4. Address for Submission of Bids – The address for submission and opening of bids is specified in the Data Sheet.

5. Venue for Pre-Bid Conference – The address for pre-bid conference is specified in the Data Sheet.

6. Period of Engagement - Till the successful completion of all responsibilities by the IT Consultant as per the engagement contract for the utility or a maximum period of 4 years from the date of Appointment. In case there is spill over of work beyond 4 years, utility can continue to avail services of IT consultant with mutual agreement between them. The cost of all such services however shall be borne by utility.

7. Cancellation of Appointment - The period of appointment is subject to cancellation of appointment due to any of the reasons mentioned hereunder.

- If the IT Consultant is found to have submitted false particulars / fake documents for securing empanelment as IT consultant or for the award of assignment.
- The IT Consultants performance on the job will be constantly monitored for quality, commitment to delivery period mentioned in contract with the Utility, adherence to the guidelines, statutory regulations, conduct / discipline etc., while executing jobs. Any deviations from stated conditions can lead to appropriate deterrent action as deemed fit by Utility.
- If the IT Consultant refuses to execute the job at his agreed scope / quoted rates, after the Utility issue the Letter of Award (LOA)
- Manipulation of rates by cartelization shall be viewed very seriously by the Utility. If such a situation comes to the notice of the Utility and / or there are reasons / circumstances for the Utility to believe so, the concerned IT Consultants will be called in to give justification of proposals / rates quoted by them. If they are not able to give a proper or satisfactory justification of their quoted proposals / rates, their appointment is liable to be cancelled.
- If empanelment has been cancelled by Nodal Agency
- Any other reason deemed fit by the Utility for cancellation

Such IT Consultants, whose appointment is cancelled due to any of the above reasons, will not be considered for subsequent assignments for a period of three years.

8. Language of the RFP - English

9. Number of Copies of the RFP - 4 Hardcopies and 1 Softcopy in CD should be submitted. Each technical proposal should be marked “Original” or “Copy” as appropriate. If there are any discrepancies between the original and the copies of the Proposal, the original governs. In the event of any discrepancy between the hard copy and soft copy, the hard copy shall prevail.

10. Purchase of RFP - A demand draft amounting to INR 6000/- (six thousand) in favour of “Principal Account, MeSEB, Shillong” payable at Shillong as cost of the printing, binding, etc. of the document

shall be furnished at the time of purchase of document or at the time of submission of RFP document if downloaded from website. Only sold RFP document will be accepted.

11. Eligible Bidders – A Bidder shall be a party or consortium empanelled by the Nodal Agency, Power Finance Corporation, as IT Consultant under the Restructured Accelerated Power Development and Reforms Programme (R-APDRP) of Government of India.

No firm or consortium can submit more than one RFP..

12. Conflict Of Interest – The IT consultant and any of its affiliates/consortium members hired to provide services for the proposed assignment in a particular utility, will not be eligible to work as any of the empanelled implementation agencies/ consultants in that utility i.e. the IT Consultant and affiliates cannot

- Directly or through its consortium partners bid as IT Implementation agency for R-APDRP, in the utility for which they are the IT consultants
- Get associated as Consultant / Advisor/ Implementation Agency or in any other capacity with any of the agencies taking part in the bid process of the concerned Utility during the implementation of the R-APDRP

The Utility considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice. This may include but not limited to circumstances leading to:

- (a) Conflict between consulting activities and procurement of goods, works or services (other than consulting services as ITC under R-APDRP):- A firm that has been engaged by the Utility to provide goods, works, or services (other than consulting services as ITC under R-APDRP) for a project, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services (other than consulting services as ITC under R-APDRP) resulting from or directly related to the firm's consulting services for such preparation or implementation.
- (b) Conflict among consulting assignments:- Neither consultants (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultants.
- (c) Relationship with Utility's staff:- Consultants (including their personnel and sub-consultants) that have a business or family relationship with a member of the Utility's staff (or of the project implementing agency's staff) who are directly or indirectly involved in any part of: (i) the preparation of the ToR of the contract, (ii) the selection process for such contract, or (iii) supervision of such contract may not be awarded a contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the PFC throughout the selection process and the execution of the contract.

IT consultant for a Utility cannot participate in the bidding process of IT implementing agency by the same Utility. An IT Consultant and IT implementation agency may be considered to be in a conflict of interest with one or more parties in this process if they have controlling shareholders in common.

Participation by Bidder(s) with a conflict of interest situation will result in the disqualification for both

13. Sub-contracting- The IT Consultant shall not be permitted to sub-contract any part of its obligations under the Contract with the Utility.

14. Corrigendum - Should the Utility deem it necessary to amend the RFP Document, it shall do so by uploading the corrigendum in the website. At any time prior to the deadline for submission of the RFP, the Utility may amend the RFP Document by issuing corrigenda.

In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Utility may, at its discretion, extend the last date for the receipt of RFPs.

Any corrigendum issued shall be part of the RFP Document and shall be communicated in writing through registered letter and/ or Email to all who have obtained the RFP Document directly from the Utility.

15. Cost of preparation of the RFP - The Bidder shall bear all costs associated with the preparation and submission of its RFP and the Utility shall not be responsible or liable for those costs, regardless of the conduct or outcome of the RFP process.

16. Submission of the RFP - The Bidder shall submit the RFP using the appropriate Submission Sheets provided in Section IX – Response Formats. These forms must be completed without any alterations to their format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

The RFP must be submitted in a separate sealed envelope with covering letters as per the Form No.F-1 (with respective markings in bold letters) in accordance with the format / schedules given in Section IX – Response Formats. The envelope shall be marked as “RFP for Appointment of IT Consultants for R-APDRP during XI Plan”.

The sealed envelope should be placed in a sealed cover, duly signed, and handed over at the address mentioned in the Data Sheet up to the date & time mentioned in the Data Sheet. RFPs received late, on any account and for any reason whatsoever, will not be considered.

17. RFP Opening

The Utility shall conduct the opening of RFPs in the presence of Bidders' representatives who choose to attend, at the address, date and time specified in this document. All other envelopes holding the RFP shall be opened one at a time, and the following read out and recorded:

- (a) the name of the Bidder;
- (b) whether there is a deviation, modification or substitution (if any);
- (c) any other details as the Utility may consider appropriate.

Only RFPs read out and recorded at opening stage, shall be considered for evaluation. No RFP shall be rejected at the opening stage, except for late bids or bids not accompanied with proof of having purchased the document.

18. Rights of Use - All rights of use of any process, product, service or facility developed or any other task performed by the IT Consultant during execution of the engagement for the Utility would lie exclusively with the Utility and PFC in perpetuity free from all liens, encumbrances and other third party rights and the IT Consultant shall, wherever required, take all steps that may be necessary to ensure the transfer of such ownership in favour of the Utility and PFC.

19. **Intellectual Property** - The Utilities and Ministry of Power, Government of India through Nodal Agency shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of the Contract that will be awarded further by the Utility and or Ministry of Power, Government of India, including but not limited to all templates, reports, designs, records, reports, designs, application configurations, data and written material, products, specifications, drawings, source code and object code and other documents which have been newly created and developed by the IT Consultant solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The IT Consultant should undertake to disclose all such Intellectual Property Rights arising in performance of the Related Services to the Utility and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Utility. To the extent that Intellectual Property Rights are unable by law to so vest, the IT Consultant assigns those Intellectual Property Rights to Utility on creation.

The IT Consultant shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / service provided by the IT Consultant, the same shall be acquired in the name of the Utility, and the same may be assigned by the Utility to the IT Consultant solely for the purpose of execution of any of its obligations under the terms of the Contract. However, subsequent to the term of the Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Utility.

The IT Consultant shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the IT Consultant shall keep the Utility indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the IT consultant or its personnel or personnel of any of its consortium members or sub-contractors during the course of performance of the Related Services. In case of any infringement by the IT Consultant, the IT Consultant shall have sole control of the defense and all related settlement negotiations.

Subject to above sub-clauses on intellectual property, the IT Consultant shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the IT Consultant that existed before the effective date of the contract.

20. **Area of Work** – The IT consultant may be required to work any where in the State of Meghalaya within the license area of the Utility.

21. **Confidentiality** - The IT Consultant / Consortium and the personnel of any of them shall neither during the term nor within two (2) years after the expiration of this contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Owner's business or operations without the prior written consent of the owner. The Utility will ensure confidentiality of the bids submitted.

22. **Bid Security** – The Bidder shall furnish as part of its Technical Proposal, a Bid Security in original form and in the amount and currency specified in the Bid data Sheet. The value of Bid Security would be as specified in the Data Sheet.

23. Price Offer - The Bidder may provide multiple solutions as part of the technical bid but ONLY ONE Financial bid. In case of more than one financial bid, the submission will be considered non-responsive. Prices will be firm – and inclusive of all cost minus taxes (*which should be indicated separately*) – and no change / alternate / conditional financial offers shall be allowed.

24. Performance Security – Within twenty-eight (28) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Section VIII, Contract Forms. The value of Performance Security would be 10% of the bid value. The Performance Security would be valid till the completion of the assignment or any such extended period as decided by the Utility.

25. Bid Validity Period - Bid should be valid for a period as specified in the Data Sheet.

26. Acceptable Banks - All bank related documents should be submitted only from a bank listed in Schedule-II of Reserve Bank of India (RBI).

SECTION-II: DATA SHEET.

1.1	The name of the Assignment is:	IT Consultancy Services for R-APDRP works during XI Plan in Meghalaya State Electricity Board involving handholding the Utility for implementation from concept to commissioning of the project under Part A of the scheme. The activities would involve customizing the model bid document, assist in preparation of DPR, answering any queries raised by Nodal Agency, selection & appointment of IT implementing agency and program management of the implementation till complete go live.
1.2	The name of the Owner is:	Meghalaya State Electricity Board, Office of The Chief Engineer (Distribution) MeSEB, Lumjingshai, Short Round Road, Shillong-793001, Meghalaya.
1.3	The description of the assignments:	<ul style="list-style-type: none"> • Handhold the utility for implementation from concept to commissioning of the project under Part A of the R-APDRP scheme. • Assist utilities in customizing the model bid document to deliver utility specific bid document • Assist utilities in filling in the DPR, and answering any queries raised by Nodal Agency/ MoP • Conduct the end to end process in selecting the IT implementation agency (NIT->Pre-bid conference->Bid submission->Technical and Commercial Evaluation-> Final Vendor Selection->Contractual assistance->appointment) • Program management of the implementation, till complete go-live
1.4	The Owner will provide the following inputs:	Any information or assistance required for the successful completion of the assignment subject to availability and conformity with the existing legal system at that time.
1.5	The documents enclosed are	<ol style="list-style-type: none"> 1. Data Sheet 2. Instruction to Bidders 3. Scope of Work 4. Formats for Submission of RFP 5. Evaluation Criteria 6. General conditions of contract 7. Special conditions of contract 8. Payment Terms
1.6	Consortium:	The consultancy firms empanelled as consortium / joint ventures should submit financial capability of the consortium members and their role and responsibility for the above assignment. However, no firm can submit more than one bid (either individually or as a member of consortium/ joint ventures).
1.7	The address for submission of Bids and pre-bid conference	Office of The Chief Engineer (Distribution) MeSEB, Lumjingshai, Short Round Road, Shillong-793001, Meghalaya.
1.8	Bid Security / Ernest Money Deposit (EMD)	Earnest Money Deposit of Rs. One Lakh in the form of Bank Demand Draft payable to “Principal Account, MeSEB” at Shillong to

		accompany the Technical Proposal.
1.9	The date and time for submission of Bid.	The bids shall be received up to 2:30 PM on 30th July 2009.
1.10	Bid Opening Date	(i) Technical Proposal shall be opened on 30th July 2009. at 3.00 pm. (ii) Financial / Price Proposal shall be opened after evaluation of the Technical Proposal at the date and time to be notified by MeSEB.
1.11	Validity period of Bid:	Ninety (90) Days from the date of opening of proposal.
1.12	Bid Evaluation	<p>The Technical Proposal will be evaluated on the basis of the following:</p> <ol style="list-style-type: none"> 1. Qualification and Competence of key personnel 2. The firm's relevant past experience 3. Adequacy of the proposed methodology and work plan in response to the TOR 4. Size and age of the firm <p>The financial proposal of the firms whose offer have been declared technically responsive shall be opened. For comparison of the combined technical and price score of all firms following formula will be used:</p> <p>Total score = (Technical score x 0.70) + (LP /FP x 100 x 0.30) Where LP is the lowest price offer and FP is the price offer of the firm being evaluated.</p>
1.13	Commencement of the Assignment:	As per the Letter of Award/ Letter of Intent

SECTION-III: TECHNICAL REQUIREMENT

The bidder is an entity already empanelled by Power Finance Corporation to bid for appointment as ‘IT Consultant’ to assist the State Electricity Distribution Utilities in India. Only those bidders empanelled by Power Finance Corporation are eligible to bid for a role as IT consultant. The Empanelled entities were those which met the following Qualifying Criteria:

Financials:			
<ul style="list-style-type: none"> Should have a turnover of at least INR 75 crore (USD15 million) in each of the last three audited financial years. Should have positive net worth in the last three audited financial years 			
Experience:			
<ul style="list-style-type: none"> Should have worked with at least one Utility (Power / Gas / Water / Telecom sectors) company or one infrastructure (rail / road / port / airport) company in providing IT consulting (Strategy, Advisory, Efficiency Improvements, Implementation, Program Management) Engagements, in the last three financial years. The total worth of projects executed in this domain for the last three years should be at least INR 50 crore (USD10 million) Must have provided DPR assistance or procurement assistance or implementation or program management engagement for software/network/hardware solutions in the last three audited financial years for a utility company. The team personnel proposed for this project must have relevant consulting or implementation experience in their respective area of work, and the following minimum employee count. 			
No	Module	Minimum resume count that needs to be submitted with 5 year experience	
		Qualifying Requirement (QR)	Utility Requirement
1.	GIS (Customer Indexing / Asset Mapping / Integrated Network Analysis)	3 employees	Minimum one expert for each of 5 modules
2.	Meter Data Acquisition / Energy Audit	3 employees	
3.	Billing / Collection / New Connection / Disconnection	5 employees	
4.	Web Self Service / Security / MIS	5 employees	
5.	Customer Care	5 employees	
Others:			
<ul style="list-style-type: none"> IT Consultant should give an undertaking that they will open an office in Shillong, Meghalaya, should they become the successful in the bidding process, within 30 days, if not already existed. IT consultant for a Utility cannot participate in the bidding process for IT implementation in the same Utility. 			

SECTION-IV: SCOPE OF WORK

The scope of work shall include technical and financial consultancy services for the entire duration of the assignment. The IT Consultant shall carry out the following tasks:

1. Role of IT Consultant:

1. Assist utilities in preparation of the DPR
2. Assist the Utility in deciding the scope of work for ITIA and Assessment, in discussion with the Utility, of the areas in which experts would be required from the ITIA and estimation of the minimum number of experts in each area.
3. Assist utilities in customizing the model bid document to fulfill utility specific requirements as per R-APDRP.
4. Handhold the utility for implementation from concept to commissioning of the project under Part A of the scheme.
5. Assist utility in responding to queries raised by Nodal Agency/MoP.
6. Conduct the end to end process in selecting the IT implementation agency (NIT->Pre-bid conference-> Technical Evaluation of the Bids->Vendor Approval->Contractual assistance).
7. Program management, including participation in testing and commissioning of the project till complete go-live.

2. Physical Area of Work

Anywhere in the State of Meghalaya. The below mentioned towns / project area (having population above 10,000) would be covered under present assignment –

Shillong, Jowai, Tura, Nongpoh, Nongstoin, Sohra, Mairang, Resubelpara & Williamnagar.

Brief details of the towns/project area to be covered under present assignment is given in **ANNEXURE-I**

3. Outline of Tasks to be carried out and Deliverables

The IT Consultants may be representing the Utility post selection and appointment by the Utility. Any work, as and when required for smooth and timely execution of the project may be supported by the IT consultants. Utility may make all possible efforts to provide support and help to the extent possible; however the final responsibility of the same may rest with the consultants.

<Elaborate/Change the Tasks and deliverables in line with SRS document, if required>

Phase I - Preparation of DPR up to issue of LOA to ITIA – 12 Months.

Sl. No.	Outline of Tasks to be Carried out	Deliverable	Time from award of Contract
1.	As is' study: IT CONSULTANT to carry out the 'As is' assessment of the Utility in order to ascertain the extent of availability of existing data and systems. In addition existing IT systems usability	A report giving clear picture on: <ul style="list-style-type: none"> • Existing IT Infrastructure (hardware, software, network etc.) in the Utility including, IT applications that Utility may like to continue with & those it may like to sunset with appropriate rational • Identification of additional IT Infrastructure requirements of Utility vis-à-vis model SRS 	0-1 M

	should be studied and the compatibility of the same being integrated into the new IT system should be assessed.	<p>template</p> <ul style="list-style-type: none"> • Cost Benefit and Performance impact analysis of integrating the legacy systems 	
2.	Coordinate with the Utility in preparing customized framework for DPR and assist them in populating with required data related to assets, customers etc and to certify for suitability and viability within the framework of SRS document and R-APDRP guideline for the respective project area(s) by the IT Consultant.	<p>A report covering following</p> <ul style="list-style-type: none"> • Identification of SRS for implementation in project areas. • Recommendation on phasing of project areas for SRS implementation for staggered implementation in various towns (prioritization) • DPR for First Project Area, data center & common requirements & subsequently DPRs for other towns of Utility to be covered under R-APDRP <p>Consultant shall also:</p> <ol style="list-style-type: none"> 1. Assist in populating and submission of DPRs. Consultant shall ensure that DPRs are in line with Quadripartite Agreement, MOP / PFC issued guidelines for R-APDRP and as per format prescribed by PFC. 2. Certify the DPR for suitability and viability within the framework of SRS document and R-APDRP guideline for the respective project area(s) 	0-1 M
3.	The IT consultant should ensure that identified legacy systems are integrated with the final solution implemented by ITIA, and are capable of generating enterprise-wide MIS reports. The IT consultant should ensure that legacy systems and the new solutions lined up by ITIA are tightly integrated and do not remain stand-alone and perform on real time basis as envisaged in SRS document.	Ensuring integration of identified legacy systems with the final solution implemented by ITIA.	0-22 M.
4.	Customizing model bid document: Consultant while customizing model SRS bid document should ensure that the offered solution is seamlessly integrated with existing as well as upcoming IT applications i.e. SCADA /	<p>IT consultant shall customize the biddable SRS document as per the existing business processes, volume of consumers / assets etc. without modifying the broad scope and content. Every Utility may have its own business process and IT consultant shall customize the bidding document in line with individual Utility's business process.</p> <p>Consultant to ensure open systems and protocols</p>	1-2 M

	quality assurance plan, pre dispatch test procedures & testing in vendor's / owner's premises for adherence to contractual documents	<p>specs / LOA</p> <ul style="list-style-type: none"> • Bring out non-compliance and assist Utility in its disposal • Review design, drawings submitted by ITIA & assist Utility for approving the same 	
10.	<p>Testing:</p> <p>IT Consultant to be responsible for supervision of testing done by the implementation agency in areas such as planning (preparing test plans and defining roles and responsibilities), preparation (consists of preparing test specification, test environment and test data) and execution (includes testing at unit level, integration level, system level and production). The IT Consultant will also ensure proper testing of all hardware / software and related equipment is done by the implementation agency. The IT Consultant will assist the Utility in assessing and approving the testing plans submitted by the implementation agency.</p>	<ul style="list-style-type: none"> • Preparation of test specifications. Finalizing Quality Assurance Plan / inspection / check points etc. during implementation stage • Supervision and monitoring of tests & assistance in conductance of tests • Bring out non-compliance and assist Utility in its disposal • Provide certification on level of success achieved / need of re-test 	4-22 M
11.	<p>Program Management:</p> <p>IT Consultant to supervise the implementation process carried out by the ITIA. IT Consultant need to review the implementation plan and the timelines submitted by the ITIA and ensure that the same are as per the guidelines directed by the Nodal Agency. Overseeing successful commissioning / testing / training and go-live of the solutions may be carried out by the IT</p>	<p>IT Consultants to:</p> <ul style="list-style-type: none"> • Review of implementation plan of ITIA. • Identify / Foresee risks and identify activities on critical path along with risk mitigation strategies • Shall also ensure that Utility holds regular project review meets at project level, division / circle level & head office level. • Shall also assist Utility in monitoring the implementation and report exceptions to Utility for feedback & timely correction. • Shall also help Utility in successful rollout of Part-A programme 	4-22 M

	<p>Consultants. The IT Consultants will ensure proper plan is prepared and executed by the implementation agency for training of the core users, end-users and administrator of the system.</p>		
12.	<p>Utility Management Team: The IT Consultants may also provide periodic status update reports including escalations. IT Consultant may provide certification for completion of all work at site as per the scope of work for the implementation agency.</p>	<ul style="list-style-type: none"> • Submission of status reports on progress of work of ITIA to the Utility • Escalation report for senior management for resolution of key issues impacting implementation 	Ongoing
13.	<p>Any information (progress report etc.) as and when sought by the Nodal Agency / Ministry of Power will be furnished by the IT Consultant</p>	<ul style="list-style-type: none"> • Information shall be submitted in form of a report as and when required • Regularly enter & update data on APDRP's dedicated web site maintained by Nodal Agency to keep it current 	Ongoing

SECTION-V: BID EVALUATION METHODOLOGY

The following is the Bid process / evaluation methodology that will be adapted by Utility for appointment of IT consultants.

- RFP documents will be circulated only to the IT Consultants empanelled by Nodal Agency and published on their Web-site (www.pfcindia.com) on the date of opening of the RFP.

- **Single Stage – Two Envelope Procedure:** Bidders should submit two sealed envelopes simultaneously, one containing the Technical Proposal and the other the Price Proposal, enclosed together in an outer single envelope. Initially, only the Technical Proposals are opened at the date and time advised in the Bidding Document. The Price Proposals remain sealed and are held in custody by the utility. The Technical Proposals are evaluated by the utility. No amendments or changes to the Technical Proposals are permitted. The objective of the exercise is to allow the utility to evaluate the Technical Proposals without reference to price for transparency.

Following the approval of the technical evaluation, and at an address, date and time advised by the utility, the Price Proposals will be opened. The Price Proposals are evaluated and, following approval of the price evaluation, the Contract is awarded to the Bidder whose Bid has been determined to be successful based on the formula given below.

- Alternate bids will not be allowed. Alternate technical modules, methodologies, approach, project plan or timelines that deviate from the defined scope and the SRS document will be considered as alternate bid and will be considered as non responsive.
- Since the bids are floated only to empanelled IT consultants, no further technical disqualification is permitted, except on the ground of bid being non responsive.
- **Preliminary Evaluation:** The technical proposals will be reviewed for deviations, acceptance of terms and conditions, adherence to scope of work, formats required, purchase of bid document etc. In case of non compliance on any of the above, bids will be considered as technically non-responsive.
- **Technical Evaluation:** The Approach & Methodology, the project experience CV credentials of the team etc., would be evaluated and scores would be given (out of 70). The technical evaluation for the role of IT Consultant by the Utility should be in line with the Section-III: Qualifying Requirements. The number of dedicated and shared resources that would be deployed by the vendor would be evaluated. Dedicated resources will be given preference over shared resources and will be awarded higher marks during the technical evaluation. In Project experience, weightage would be given for experience in the following modules: GIS, MIS, Web Self Service, Asset Management, Maintenance Management, Billing, Metering, Energy Auditing / Accounting, Customer Care, Network, Hardware. Successful completion of projects and proof in terms of performance certificates by the client will be given suitable preference / weightage.
- **Price Bid Evaluation:** Financial Proposals of only such firms will be opened whose offers have been declared Technically Responsive. The Financial Proposals of Technically Responsive Bidders in separate sealed envelope will be opened after evaluation of the Technical Proposals. Financial Proposal of unsuccessful Bidders will be returned back unopened. Financial proposal should be un-conditional, failing which the bid shall be summarily rejected.
- For comparison of the combined Technical and Financial Score of all Firms, following formula will be used: $\text{Total Score} = (\text{Technical Score} \times 0.70) + (\text{LP} / \text{FP} \times 100) \times 0.30$. Where LP is the lowest price offer and FP is the price offer of the firm being evaluated.

Contracts shall be awarded only to the bidder with the highest Total Score.

Detailed Technical Evaluation Methodology:

Technical Evaluation would be conducted on for parameters as shown in the table below:

EVOLUTION PARAMETERS	PARAMETERS DETAILS	WEIGHT	TOTAL
Approach & Methodology (A&M)	Overall A&M – a. Understanding of the Utility and its requirements (Also provide prior interaction with Utility, if any) b. Details of methodology c. Project management office structure d. Resource planning and estimation e. Risk management	1.00 each	5.00
	Timelines (Detailed Work-plan to be provided) {No deviation – 5 marks}	5.00	5.00
	TOTAL		10.00
Project Experience	Relevant IT Experience: Modules Implemented (GIS, MIS, Web Self Service, Asset Management, Maintenance Management, Billing, Metering, Energy Auditing / Accounting, Customer Care, Network Hardware) with suitable performance certificate / completion proofs	1.00 each for up to 5 modules and 2.00 for each additional module (Maximum Limit to 15 points)	15.00
	a. IT Experience in Power Sector	5.00	10.00
	b. cumulative projects worth between INR 1 crore to INR 2 crore in power sector	2.00 (additional)	
	c. cumulative projects worth more than INR 2 crore or more in power sector	3.00 (additional)	
	TOTAL		25.00
CV	Relevant CVs as listed in QR Section- III A minimum of 5 CVs – {1 each from the categories • GIS (Customer Indexing / Asset Mapping / Integrated Network Analysis) • Meter Data Acquisition / Energy Audit • Billing / Collection /New Connection / Disconnection • Web Self Service / Security / MIS • Customer Care with qualifications as specified in Section – III Eligibility Criteria} – must be supplied. Up to another 10 CVs may be supplied for resources which meet the QR as in Section-III.	2.00 each for the mandatory CVs (one from each area of expertise as defined in Section – III) 2.00 for each additional CV above the 5 mandatory CVs up to 5 CVs 1.00 for each additional CV beyond the above 10 up to a maximum of 5 additional CVs	25.00
Firm Details <over and above Rs 75 Cr T/O (or	Cumulative T/O of firm (X Cr) (X = Cum T/o Rs Cr in last 3 FY) {0 for cumulative turnover of Rs 225 crore, increasing linearly till 10 for	10.00	10.00

Rs 225 Cr in 3FY)submitted for empanelment to Nodal Agency	cumulative turnover of Rs 500 crore in the last 3 FY). The points allotted shall be rounded off to the nearest integer.}		
		GRAND TOTAL	70.00

Approach and Methodology:

This shall evaluate the Bidder on various parameters like details of understanding of the Utility and its requirements, methodology, resource planning and estimation, project management office structure, project related risk management plan and adherence to timelines and tenability of reasons for deviation. Points shall be allotted as shown in the table above.

Project Experience:

The bidder is required to submit details of projects with relevant work involved with certification on client’s letterhead as proof of the scope of work, value and completion. The documentary proof of all projects needs to be furnished.

The summary may be submitted for projects done for a Utility (Power / Gas / Water / Telecom sectors) company or one infrastructure (rail / road / port / airport) company in providing IT consulting (Strategy, Advisory, Efficiency Improvements, Implementation, Program Management) Engagements, in the last three financial years or should have provided DPR assistance or procurement assistance or implementation or program management engagement for software / network / hardware solutions in the last three audited financial years for a Utility company. For these projects, the bidder should specify the modules implemented and performance certificate related to his assignments under this evaluation. Points shall be allotted for these as shown in the table above. The bidder should also specify the total worth of power sector projects executed in the last three years. Points shall be allocated as shown in the table above.

Resumes (CVs)

A minimum of 5 CVs – {1 each from the categories – GIS (Customer Indexing/Asset Mapping/Integrated Network Analysis), Meter Data Acquisition/Energy Audit, Billing/Collection/New Connection/Disconnection, Web Self Service /Security/MIS, Customer Care – with qualifications as specified in Section –III Eligibility Criteria} – must be supplied.

Up to a maximum of 10 additional CVs may be supplied for resources which meet the QR as in Section-III. Any replacement of the existing resource during the life of the consultancy can be done only by a person of similar / higher experience and qualification and in agreement with the Utility.

For each proposed resource, the responsibility areas and proposed period on the engagement (in Man-months / Man-hours) shall be provided by the bidder. In case this information is not provided for any resource, the resume of that person shall not be considered for evaluation.

The names and details of the resources submitted by the successful bidder shall be published on the website of PFC as well as Utility and bidder shall provide the scheduling of the personnel, CVs of whom have been used in the proposal. The resource scheduling should be suitably linked with activity chart proposed by bidder. If the personnel whose CV has been used is not available at the time of award of contract, same can be suitably replaced with a person of similar / higher experience and qualification and in agreement with the Utility.

Firm Details

This section captures Financial aspect such as the turn over of the firm for last 3 financial years for which the Annual Accounts of last 3 Financial Years are to be submitted.

SECTION-VI: GENERAL CONDITIONS OF CONTRACT

1. Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

2. Corrupt Practices

The Purchaser requires bidders, suppliers, and contractors to observe the highest standard of ethics during the execution of such contracts.

(a) The following definitions apply:

“corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of any thing of value, to influence the action of any party in the procurement process or the execution of a contract;

“fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

“collusive practices” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Meghalaya State Electricity Board, designed to influence the action of any party in a procurement process or the execution of a contract;

“coercive practices” means harming or threatening to harm, directly or indirectly, persons, or their property, to influence their participation in a procurement process, or affect the execution of a contract;

(b) The Purchaser will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract.

3. Interpretation

3.1. In this Contract unless a contrary intention is evident:

(a) the clause headings are for convenient reference only and do not form part of this Contract. The headings shall not limit, alter or affect the meaning of this Contract;

(b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;

(c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;

(d) a word in the singular includes the plural and a word in the plural includes the singular;

(e) a word imparting a gender includes any other gender;

(f) a reference to a person includes a partnership and a body corporate;

(g) a reference to legislation includes legislation repealing, replacing or amending that legislation;

(h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;

(i) in the event of an inconsistency between the terms of this Contract and the Bid document and the proposal, the terms of this contract hereof shall prevail.

3.2. Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

3.3. Amendment

No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

3.4. Non-waiver

Subject to GCC Clauses 32 and 34 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.5. Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

4. Language

4.1. The Contract as well as all correspondence and documents relating to the Contract exchanged by the IT consultant and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4.2. The IT consultant shall bear all costs of translation to English and all risks of the accuracy of such translation.

5. Joint Venture, Consortium or Association

If the IT consultant is a joint venture, consortium, or association of persons, all of the members of such joint venture, consortium, or association of persons shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract. The members shall designate one party to act as a Lead Member with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

(a) For the purposes of fulfillment of its obligations as laid down under the Contract where the Purchaser deems fit and unless the context requires otherwise, Supplier shall refer to the Lead Member who shall be the sole point of interface between the Purchaser and the Consortium and would be absolutely accountable for the performance of its own, the other members of Consortium and / or its Team's functions and obligations.

(b) All payments shall be made by the Purchaser in favour of the Lead Member.

(c) No amendment or modification shall be made to the MOU executed between the members of the Consortium at the time of bidding for empanelment, without the prior approval of the Purchaser.

6. Eligibility

All parties empanelled by Power Finance Corporation from time to time to bid for appointment as ‘IT Consultant’ to assist the Utilities in India for preparation of DPRs, Bid document & Program Management of implementation of IT infrastructure for Electricity Distribution from concept to commissioning are eligible to bid.

7. Location

The Services shall be performed at the specified project area(s), or at such location required by Utility.

8. Effectiveness of Contract

This Contract shall come into force and effect on the date (the “Effective Date”) of the Utility’s notice to the IT Consultants confirming that the following conditions have been met:

- a) This Contract has been approved by Utility.
- b) Requisite Advance payment Bank Guarantee has been submitted.

9. Authority of Member in Charge

The Consortium Members (if any) hereby authorize _____ to act on their behalf in exercising the entire IT Consultants’ rights and obligations towards the Owner under this Contract, including without limitation the receiving of instructions and payments from the Owner.

10. Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract, may be taken or executed:

- a) on behalf of the Utility by Chief Engineer (Distribution), MeSEB or his designated representative;
- b) on behalf of the IT Consultants by M/S _____ or his designated representative.

11. Relation between the Parties

Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between the Utility and the Consultant. The Consultant, subject to this Contract, has complete charge of Personnel performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

12. Notices

- 12.1. Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the SCC. The term “in writing” means communicated in written form with proof of receipt.
- 12.2. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered post, telex, telegram, email or facsimile to such Party at the following address:
- 12.3 For the Owner: Meghalaya State Electricity Board
Attention: Chief Engineer (Distribution) MeSEB,
Lumjingshai, Short Round Road, Shillong-793001, Meghalaya
Facsimile: 0364-2591174
- 12.4. For the IT Consultants: _____
Attention: _____
Facsimile: _____

12.5. Notice will be deemed to be effective as follows:

- (a) in the case of personal delivery or registered mail, on delivery;
- (b) in the case of telegrams, twenty four(24) hours following confirmed transmission;
- (c) in the case of facsimiles, twenty four(24) hours following confirmed transmission

12.6. A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to this Clause.

13. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India. The Courts in Shillong shall have exclusive jurisdiction with respect of the tendering process, award of Contract and execution of the Contract.

14. Settlement of Disputes

14.1. The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

14.2 If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such consultation, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the clause 1.7 of SCC

15. Scope of Work

15.1 The services to be rendered by IT Consultant shall be as per scope of work (Given in the Section IV- Scope of Work). At the time of awarding the contract, the Purchaser shall specify any change in the Scope of Work. Such changes may be due to increase or decrease in the scope of work at the time of award.

15.2 Unless otherwise stipulated in the Contract, the Scope of Work shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Delivery and Completion of Related Services as if such items were expressly mentioned in the Contract.

16. Commencement of Services

The IT Consultant shall begin carrying out the Services immediately from the effective date of issue of Letter of Award (the “Starting date”), or on such date as the Parties may agree in writing.

17. Delivery

17.1 The Delivery of services and Completion of the Related Services shall be in accordance with the milestones specified in the Section IV- Scope of Work and acceptance of the services rendered, by the Purchaser.

17.2. The IT Consultant, in relation to its deliverables, shall provide any supporting data or information required by the Utility.

18. IT Consultant’s Responsibilities

The IT Consultant shall provide the services mentioned in the Scope of Work and the Delivery and Completion Schedule, as per Section IV- Scope of Work.

19. Purchaser's Responsibilities

- 19.1. For successful completion of the assignment, as and when required by the IT Consultant, the Utility shall provide data and support based on availability of the same and without prejudice. In the event that the appropriate Utility is unable to provide the required data or support for a requirement which the IT consultant cannot be reasonably expected to procure on its own or from alternate sources, the IT Consultant's failure to deliver shall not be held against it.
- 19.2. The IT Consultant shall bear all costs involved in the performance of its responsibilities, in accordance with GCC Clause 20.
- 19.3 The CE (Distribution) or appropriate authority of MeSEB shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the ITC.
- 19.4 The CE (Distribution) or appropriate authority of MeSEB shall approve all such documents within 30 working days.
- 19.5 Purchaser may provide on Supplier's request, particulars / information / or documentation that may be required by the Supplier for proper planning and execution of Scope of Work under this contract.
- 19.6 Purchaser shall provide to the Supplier sitting space and furniture, in the Purchaser's offices at such location as may be mutually decided by the Parties.

20. Contract Price

- 20.1 The Contract Price shall be as specified in the Agreement subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- 20.2 Prices charged by the IT Consultant for the service provided under the Contract shall not vary from the prices quoted by the IT Consultant in its bid, with the exception of any price adjustments authorized in the SCC.

21. Terms of Payment

- 21.1 The Contract Price shall be paid in the manner specified in the SCC. No invoice for extra work / change order on account of change order will be submitted by the Supplier unless the said extra work / change order has been authorized / approved by the Purchaser in writing.
- 21.2 The IT Consultant's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, Services provided, accompanied by the documents submitted pursuant to GCC Clause 17. The IT Consultant shall submit the bills in triplicate to the concerned Utility.
- 21.3 Payments shall be made promptly by the Purchaser, not later than sixty (60) days after submission of an invoice along with supporting documents or request for payment by the Supplier, and the Purchaser has accepted it. But if the progress is not satisfactory and according to agreed work program / schedule the payment may be withheld.

- 21.4 The final payment under this Clause shall be made only after satisfactory completion of the activities mentioned in the Scope of Work.
- 21.5 If any excess payment has been made by the Purchaser due to difference in quoted price in proposal and Supplier's invoice, the purchaser may without prejudice to its rights recover such amounts by other means after notifying the Supplier or deduct such excess payment from any payment subsequently falling due to the IT Consultant

22. Taxes and Duties

- 22.1 The IT Consultant and the personnel shall pay the taxes, duties, fees, levies and other impositions levied under the existing, amended or enacted laws during life of this contract and the Utility shall perform such duties in regard to the deduction of such tax as may be lawfully imposed.
- 22.2 Payment of taxes / duties shall not be made separately in any case.
- 22.3 For goods / services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, duties, stamp duties, license fees, and other such levies imposed outside the Purchaser's country.

23. Performance Security

- 23.1. The Supplier shall, within thirty (15) days of the notification of Contract award, provide a Performance Security for the due performance of the Contract in the amount and currencies specified in the SCC.
- 23.2. The Purchaser shall at its sole discretion invoke the Performance Security and appropriate the amount secured thereunder, in the event that the Supplier commits any delay or default in Services rendered or commits any breach of the terms and conditions of the Contract.
- 23.3 The Performance Security shall be denominated in the currencies of the Contract, and shall be in one of the forms stipulated by the Purchaser in the SCC.
- 23.4. The Performance Security shall be discharged by the Purchaser and returned to the IT Consultant not later than thirty (28) days following the date of completion of all the Supplier's performance obligations under the Contract, unless specified otherwise in the SCC.

24. Intellectual Property

- 24.1 Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all Source code, Object code, records, reports, designs, application configurations, data and written material, Products, specifications, reports, drawings and other documents which have been newly created and developed by the Supplier solely during the performance of Related Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Supplier undertakes to disclose all such Intellectual Property Rights arising in performance of the Related Services to the Purchaser and execute all such agreements / documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser. To the extent that Intellectual Property Rights are unable by law to so vest, the Supplier assigns those Intellectual Property Rights to Purchaser on creation.

- 24.2. The Supplier shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Supplier (if any), as part of the service obligations under the present contract, shall be acquired in the name of the Purchaser, and the same may be assigned by the Purchaser to the Supplier solely for the purpose of execution of any of its obligations under the terms of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser.
- 24.3. The Supplier shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Supplier shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Supplier or its personnel during the course of performance of the Related Services. In case of any infringement by the Supplier, the Supplier shall have sole control of the defense and all related settlement negotiations
- 24.4. Subject to sub-clauses 24.4, 25.1 & 25.2, the Supplier shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the Supplier that existed before the effective date of the contract.

25. Confidential Information

- 25.1. The IT Consultant / Consortium and the personnel of any of them shall neither during the term nor within two (2) years after the expiration of this contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Owner's business or operations without the prior written consent of the owner.
- 25.2. The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the Contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- 25.3. The obligation of a party under this clause, however, shall not apply to information that:
- (a) the Purchaser or IT Consultant need to share with the institutions participating in the financing of the Contract;
 - (b) now or hereafter enters the public domain through no fault of that party;
 - (c) can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - (d) Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- 25.4. The above provisions of GCC Clause 25 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.

25.5. The provisions of GCC Clause 25 shall survive completion or termination, for whatever reason, of the Contract.

26. Subcontracting

The IT Consultant shall not be permitted to sub-contract any part of its obligations under the Contract with the Utility.

27. Service Quality

The Purchaser may reject any Service rendered or any part thereof that fail to conform to the specifications. The Supplier shall take measures necessary to meet the specifications at no cost to the Purchaser.

28. Liquidated Damages and Penalty

Except as provided under GCC Clause 32, if the Supplier fails to perform any or all of the Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the value of the Services, supplied beyond stipulated delivery schedule for each week or part thereof of delay until actual performance, subject to a maximum of 10% of value of such services.

29. Liability/Indemnity

29.1. The Supplier hereby agrees to indemnify the Purchaser, for all conditions and situations mentioned in this clause, in a form and manner acceptable to the Purchaser. The supplier agrees to indemnify the Purchaser and its officers, servants, agents (“ Purchaser Indemnified Persons”) from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter-alia during and after the Contract period out of:

- (a) any negligence or wrongful act or omission by the Supplier or its agents or employees or any third party associated with Supplier in connection with or incidental to this Contract; or
- (b) any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Goods and Services or any part thereof.

29.2. The Supplier shall also indemnify the Purchaser against any privilege, claim or assertion made by third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.

29.3. Without limiting the generality of the provisions of this article 29.4 and 29.5, the Supplier shall fully indemnify, hold harmless and defend the Purchaser Indemnified Persons from and against any and all suits, proceedings, actions, claims, demands, liabilities and damages which the Purchaser Indemnified Persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any Goods, Services, information, design or process supplied or used by the Supplier in performing the Supplier’s obligations or in any way incorporated in or related to the Project. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Supplier shall make every reasonable effort, by giving a satisfactory bond or otherwise, to secure the suspension of the injunction or restraint order. If, in any such suit, action, claim or proceedings, the Goods or Services, or any part thereof or comprised

therein, is held to constitute an infringement and its use is permanently enjoined, the Supplier shall promptly make every reasonable effort to secure for the Purchaser a license, at no cost to the Purchaser, authorizing continued use of the infringing work. If the Supplier is unable to secure such license within a reasonable time, the Supplier shall, at its own expense, and without impairing the specifications and standards, either replace the affected work, or part, or process thereof with non-infringing work or part or process, or modify the same so that it becomes non-infringing.

Survival on Termination

The provisions of this Clause 29 shall survive Termination.

- 29.4. Defense of Claims: If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Sub-Clause 29.4, 29.5 or 29.6 the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- 29.5 If the Supplier fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- 29.6. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

30. Limitation of Liability

Except in cases of gross negligence or willful misconduct:

- (a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Supplier to indemnify the Purchaser with respect to patent infringement.

31. Change in Laws and Regulations

Unless otherwise specified in the Contract, if after the date of Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in the place of the Purchaser's country where the Site / area of work is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date, then such Delivery Date shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract.

32. Force Majeure

- 32.1 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or

so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

32.2 Force Majeure shall not include:

- a) Any event which is caused by the negligence or intentional action of a Party or such Party's Sub-consultants or agents or employees, nor
- b) Any event which a diligent Party could reasonably have been expected to both (i) take into account at the time of the conclusion of this Contract, and (ii) avoid or overcome in the carrying out of its obligations hereunder.

32.3 The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

32.4 A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.

32.5 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.

32.6 The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

32.7 The decision of the Purchaser with regard to the occurrence, continuation, period or extent of Force Majeure shall be final and binding on the Supplier.

32.8 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

32.9 Not later than thirty (30) days after the IT Consultant, as the result of an event of Force Majeure, have become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

33. Change Orders and Contract Amendments

33.1 The Purchaser may at any time order the IT Consultant through Notice in accordance GCC Clause 12, to make changes within the terms and conditions of this Contract, including any modification of the scope of the Services.

33.2 If any such Change Order causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the IT Consultant for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Supplier's receipt of the Purchaser's Change Order.

33.3 No variation or modification of the terms of the contract shall be made except by written amendment signed by the parties.

34. Extensions of Time

34.1 If at any time during performance of the Contract, the Supplier should encounter conditions impeding timely completion of Services, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration and its cause. As soon as practicable, after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

34.2 Except in case of Force Majeure, as provided under GCC Clause 32 or where the delay in delivery of the Goods or completion of Services is caused due to any delay or default of the Purchaser, any extension granted under clause 34 shall not absolve the Supplier from its liability to the pay of liquidated damages pursuant to GCC Clause 28.

35. Suspension

The Utility may, by written notice of suspension to the IT Consultants, suspend all payments to the IT Consultants hereunder if the IT Consultants fail to perform any of their obligations under this Contract, including the carrying out of the Services as per schedule, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the IT Consultants to remedy such failure within a period not exceeding seven (7) days after receipt by the IT Consultants of such notice of suspension and shall invoke contract performance guarantee.

36. Termination

36.1 Termination of Contract for Failure to Become Effective

If this Contract has not become effective within seven (7) days of the date hereof, either Party may, by not less than two weeks (2) weeks' written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

36.2 Termination for Default

(a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by Notice of default sent to the IT Consultant terminate the Contract in whole or in part:

- (i) if the IT Consultant fails to provide acceptable quality of Services within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 34;
- or

- (ii) if the IT Consultant, in the judgment of the Purchaser has engaged in corrupt, fraudulent, collusive, or coercive practices, as defined in GCC Clause 2, in competing for or in executing the Contract; or
 - (iii) Any representation made by the bidder in the proposal is found to be false or misleading
 - (iv) if the IT Consultant commits any breach of the Contract and fails to remedy or rectify the same within the period of two weeks (or such longer period as the Purchaser in its absolute discretion decide) provided in a notice in this behalf from the Purchaser.
 - (v) If the IT Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 7 of SCC.
 - (vi) If, as the result of Force Majeure, the IT Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
 - (vii) If the IT Consultant has been de-empanelled by the Nodal agency due to misconduct etc.
- (b) In the event the Utility terminates the Contract in whole or in part, pursuant to GCC Clause 36, the Utility may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered or not performed, and the IT Consultant shall be liable to the Utility for any additional costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

36.3 Termination for Insolvency

The Purchaser may at any time terminate the Contract by giving Notice to the IT Consultant if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the IT Consultant, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser.

36.4 Termination for Convenience

The Purchaser, by Notice sent to the IT Consultant, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's Convenience, the extent to which performance of the IT Consultant under the Contract is terminated and the date upon which such termination becomes effective.

36.5 Consequences of Termination

Upon Termination of the Contract, the IT Consultant shall:

- (a) Prepare and present a detailed exit plan within five calendar days of termination notice receipt to the CE (Distribution) or appropriate authority of MeSEB ("Exit Plan").
- (b) The CE (Distribution) or appropriate authority and along with designated team will review the Exit plan. If approved, Supplier shall start working on the same immediately. If the plan is rejected, IT Consultant shall prepare alternate plan within two calendar days.
If the second plan is also rejected, CE (Distribution) or appropriate authority will provide a plan for Supplier and it should be adhered by in totality.
- (c) The Exit Plan should cover at least the following:
 - (i) Execute all documents that may be necessary to effectively transfer the ownership and title, including OEM warranties in respect of all leased equipment;
 - (ii) Handover all developed codes, related documentation and other Configurable Items, if any in his possession;
 - (iii) Handover the list of all IT Assets, passwords at all locations to the Purchaser.
- (d) The supplier and CE (Distribution) or appropriate authority will sign a completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan.

37. Cessation of Rights and Obligations

Upon termination of this Contract pursuant to Clause 36 hereof, or upon expiration of this Contract pursuant to Clause 49 hereof, all rights and obligations of the Parties hereunder shall cease, except

- a) Such rights and obligations as may have accrued on the date of termination or expiration,
- b) The obligation of confidentiality set forth in Clause 25 hereof,
- c) Any right which a Party may have under the Applicable Law.

38. Cessation of Services

Upon termination of this Contract by notice to pursuant to Clause 36 hereof, the IT Consultants shall, immediately upon dispatch or receipt of such notice, take all necessary steps as provided in Clause 36 hereof, to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

39. Payment upon Termination

Upon termination of this Contract pursuant to Clause 36 hereof, the Utility shall make the following payments to the IT Consultant:

- a) Remuneration pursuant to Clause 9 of SCC for Services satisfactorily performed prior to the effective date of termination;
- b) Reimbursable expenditures pursuant to Clause 9 of SCC for expenditures actually incurred prior to the effective date of termination; and
- c) Except in the case of termination pursuant failure to perform, insolvency of the IT consultant, deliberate false submission by the IT consultant or for failure to comply with the final decision of an arbitration process, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

40. Assignment

The IT Consultant shall not assign to any other party, in whole or in part, their obligations under this Contract.

41. Disclaimer

41.1 Purchaser reserves the right to share, with any consultant of its choosing, any resultant Proposals in order to secure expert opinion.

41.2 Purchaser reserves the right to accept or reject any proposal deemed to be in the best interest of MeSEB.

42. Public Disclosure

42.1 All materials provided to the Purchaser by bidder are subject to Country and Meghalaya public disclosure laws such as RTI etc.

42.2. The Vendor / ITIA's Team shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Vendor its written consent.

43. Adherence to safety procedures, rules regulations and restriction

43.1 IT Consultant shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Vendor's Team shall abide by these laws.

- 43.2 The IT Consultant shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Supplier's Team shall adhere to all security requirement / regulations of the Purchaser during the execution of the work. Purchaser's employee also shall comply with safety procedures / policy.
- 43.3 The Supplier shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- 43.4 The Purchaser will be indemnified for all the situations mentioned in this clause in the similar way as defined in GCC clause 29.

44. Removal and / or Replacement of Personnel

- 44.1 Except as the appropriate Utility may otherwise agree, no changes shall be made in the Personnel. If, for any reason beyond the reasonable control of the Consultants, it becomes necessary to replace any of the Personnel, the IT Consultants shall forthwith provide as a replacement a person of equivalent or better qualifications.
- 44.2. If the Utility –
- (a) Finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action, or
 - (b) Has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the IT Consultant shall, at the Utility's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the Utility.
 - (c) Any of the Personnel provided as a replacement under Clauses 44.2 above, the rate of remuneration applicable to such person as well as any reimbursable expenditure (including expenditures due to the number of eligible dependents) the IT consultant may wish to claim as a result of such replacement, shall be subject to the prior written approval by the Utility. Except as the Utility may otherwise agree,
- 44.3 The IT consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and
- 44.4 The remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.

45. Fairness and Good Faith

- 45.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
- 45.2 Operation of the Contract: The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with Clause 14 hereof.

46. Insurance

The IT Consultant shall take and maintain at their own cost, insurance coverage against the risks of their personnel and properties relating to this assignment.

47. Conflict of Interest

47.1 The Process Consultant shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

47.2 The IT consultant and any of its affiliates / consortium members hired to provide services for the proposed assignment in a particular Utility, will not be eligible to work as any of the empanelled implementation agencies / consultants in that specific Utility. i.e. the IT Consultant and affiliates cannot

- a) Directly or through its consortium partners bid as IT Implementation agency for R-APDRP, in the specific Utility for which they are the IT consultants
- b) Get associated as Consultant / Advisor/ Implementation Agency or in any other capacity with any of the agencies taking part in the bid process of the concerned Utility during the implementation of the R-APDRP.

47.3 The Utility considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited corrupt practice.

47.4 IT consultant for a Utility cannot participate in the bidding process of IT implementing agency by the same Utility.

47.5 For any given Utility, the IT consultant and the IT implementation agency cannot be the same. An IT Consultant and IT implementation agency may be considered to be in a conflict of interest with one or more parties in this process if they have controlling shareholders in common.

47.6 If the IT consultant is found to be involved in a conflict of interest situation with regard to the present assignment, the Utility may choose to terminate this contract as per Clause 36 of GCC.

48. Standard of Performance

The IT Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used with professional engineering and consulting standards recognized by professional bodies, and shall observe sound management, and technical and engineering practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The IT Consultants shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Owner.

49. Expiration of Contract

Unless terminated earlier pursuant to Clause 36 hereof, this Contract shall terminate when, pursuant to the provisions hereof, the Services have been completed and the payments of remuneration and reimbursable expenditures have been made.

SECTION-VII: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

SCC 1.1	The Purchaser’s country is: India
SCC 1.2	The Purchaser is: Meghalaya State Electricity Board
SCC 1.3	The web-site is: meseb.nic.in. The details regarding the RFP process shall be available on the same. The eligible bidders should visit the website from time to time and get the status updates. All details uploaded on the website from time to time shall be deemed to have been provided to all the bidders.
SCC 1.4	The language shall be: English
SCC 1.5	For notices, the Purchaser’s contact details shall be: Chief Engineer (Distribution), Meghalaya State Electricity Board, Lum Jingshai, Short Round Road, Shillong- 793001, Meghalaya Phone No. 0364-2590229, Fascimile- 0364-25911174, e-mail- cedistribution@rediffmail.com
SCC 1.6	The governing law shall be: Laws applicable in exclusive jurisdiction of competent Court in Shillong, India.
SCC 1.7	The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for resolution to the formal mechanisms, described below (The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by either party in a formal communication clearly mentioning existence of dispute or as mutually agreed): a. The mechanism for resolution of disputes for bidders shall be in accordance with the Indian Arbitration and Conciliation Act of 1996 as amended from time to time. The Arbitral Tribunal shall consist of 3 (Three) Arbitrators. Each Party shall nominate an Arbitrator and the two nominated Arbitrators shall mutually agree and nominate a third Presiding Arbitrator. b. The place for arbitration shall be Shillong.
SCC 1.8	The bidders may please note that the prices are Firm. All statutory taxes, levies, duties, etc. shall be paid on actual.
SCC 1.9	<u>General Terms and Conditions of Payment Schedule</u> 1. All payments shall be made by the Purchaser in favour of the IT Consultant (Supplier) in Indian currency 2. The release of payments will be Performance (output) based, where the payments are made for measured deliverables and outputs. 3. IT Consultant shall obtain sign-off for each milestone completed from the Purchaser and raise invoice against the same. 4. Eligible Payments against invoice submitted (accompanied with all requisite documents) shall be released within 60 days of submission of invoice. 5. Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or supply made or

service rendered by IT Consultant is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the Supplier, till such work / supply / service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the purchaser under this contract.

6. If additional work is required beyond the scope of the Services specified, the estimated periods of engagement of Personnel set forth in the appropriate Bid Response Format may be increased by agreement in writing between the Purchaser and the IT Consultants. Any such change shall be done as per Clause 31 and Clause 20 of GCC.

7. All payments under this Contract shall be made to the account of the IT Consultant with (Bank & A/c No)

Payments will be made by the Purchaser to the IT Consultant as per Contract Value quoted in the Formats for Financial Proposal and agreed in the Contract, as follows:

Payment Schedule

- Advance Payment: - 10% of the contract value shall be payable as “Initial Mobilization Advance” after signing the contract and submitting the necessary Advance Bank Guarantee. The same will be released on completion of contract / assignment.

- Milestone based payment:

Deliverable	% of Contract value
A report giving clear picture on: <ul style="list-style-type: none"> • Existing IT Infrastructure (hardware, software, network etc..) in the Utility • Identification of IT Infrastructure requirements of Utility and gaps that need to be addressed • Recommendations on total expenditure required for putting IT infrastructure with assessment of quantum that can be funded through R-APDRP • Project areas identified for implementation of IT infrastructure • Recommendation on phasing of project area for IT implementation based on readiness on towns for the same • Assist in populating and submission of DPRs 	3%
A report stating: <ul style="list-style-type: none"> • Legacy systems that can be integrated with the solutions proposed by ITIA. • Cost Benefit and Performance impact analysis of integrating the legacy systems to adapting other solutions which may be available A report stating: <ul style="list-style-type: none"> • Feasibility of proposed solutions to integrate with upcoming/existing 	7%

	<p>solutions like SCADA, DMS etc.</p> <ul style="list-style-type: none"> • Costing for the above work • Certification for suitability and viability of the Final DPR within the framework of SRS document and R-APDRP guideline for the respective project area(s) 	
	<ul style="list-style-type: none"> • Release of Customized RFP document for ITIA appointment. • Finalization of contract with selected ITIA bidder. 	10%
	<ul style="list-style-type: none"> • On receipt and installation of all the necessary software, hardware / network equipments at the 'Data Center' and after the Head / IT of the Utility issues a "Goods Received in Condition and Properly Installed" certificate 	5%
	<ul style="list-style-type: none"> • On successful commissioning of at-least half of the total number of towns to be covered. 	10%
	<ul style="list-style-type: none"> • On successful commissioning of all towns under the scope of towns to be covered 	15%
	<ul style="list-style-type: none"> • Go-Live of Towns: This amount to be paid on proportional terms based on the population of the town and Population of all the towns covered under the program. Payment shall be made after the Go-Live of each town. Population figures to be taken as per the last census data available. 	20%
	<ul style="list-style-type: none"> • On successful completion of all responsibilities and obligations under the contract 	20%
SCC 1.10	The currencies for payments shall be in Indian Rupees (INR).	
SCC 1.11	The Supplier shall provide Performance Security of ten (10) percent of the total Contract Price. The currency and amount of Performance Security shall be specified at the time of awarding the contract to successful bidder.	
SCC 1.12	The types of acceptable Performance Securities are: Bank Guarantee issued by a Scheduled Indian Bank	

SECTION –VIII: CONTRACT FORMS

1. Agreement

2. Performance Security

3. Advance - Bank Guarantee

Enclosed at Appendix



AGREEMENT

THIS AGREEMENT is made this _____ day of _____, between _____ (hereinafter called “<THE UTILITY>”), of the one part, and _____ (hereinafter called “THE Consultant”), of the other part:

AND WHEREAS the Purchaser invited bids for Related Services, viz., _____ and has accepted a Bid by the Consultant for the supply of those Related Services in the sum of _____ (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
2. The following documents (collectively referred to as “Contract Documents”) shall be deemed to form and be read and construed as part of this Agreement, viz.
 - i. the Detailed award of contract;
 - ii. the Service level agreement;
 - iii. the Special Conditions of Contract;
 - iv. the General Conditions of Contract;
 - v. the Schedule of Supply;
 - vi. Instructions to Bidders
 - vii. the Purchaser’s Notification to the Supplier for Award of Contract;
 - viii. Vendor’s response (proposal) to the RFP, including the Bid Submission Sheet and the Price Schedules submitted by the Supplier;
 - ix. Section VIII – Contract Forms
 - x. Acceptance of purchaser’s notification

In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

3. In consideration of the payments to be made by the Purchaser to the Consultant as indicated in this Agreement, the Consultant hereby covenants with the Purchaser to provide the Related Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Consultant in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of _____ on the day, month and year indicated above.

Signed by _____ (Authorized Discom official)

Signed by _____ (for the Supplier)

Performance Security Bank Guarantee

Date: _____

Contract Name and No: _____

To: _____

WHEREAS _____ (hereinafter called "the Consultant") has undertaken, pursuant to Contract No. _____ dated _____, to supply _____ (hereinafter "the Contract").

AND WHEREAS it has been stipulated by you in the aforementioned Contract, that the Consultant shall furnish you with a security _____ issued by a reputable guarantor for the sum specified therein, as security for compliance with the Consultant's performance obligations in accordance with the Contract.

AND WHEREAS the undersigned _____, legally domiciled in _____, (hereinafter called the "the Guarantor"), have agreed to give the Consultant a security:

THEREFORE WE _____ hereby affirm that we are the Guarantors and are responsible to you, on behalf of the Consultant, up to a total of RUPEES _____ and we undertake to pay you, upon your first written demand declaring the Consultant to be in default under the Contract, without cavil or argument, DEMUR OR PROTEST any sum or sums within the limits of _____ as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This security is valid until the _____ day of _____, _____.

Name: _____

In the capacity of _____

Signed _____

Duly authorized to sign the security for and on behalf of _____

Place: _____

Date _____

Advance Bank Guarantee

Ref: _____

Bank Guarantee: _____

Date: _____

Dear Sir,

In consideration of M/s _____ (Hereinafter referred as the ‘Owner’, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, and assigns), having awarded to M/s. _____ (hereinafter referred to as the ‘IT Consultants’ which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Owner’s Contract Agreement No. _____ dated _____ and the same having been unequivocally accepted by the IT Consultant resulting in a Contract valued at _____ for _____ (Scope of Work).

Contract (hereinafter called the ‘Contract’) and the Owner having agreed to make an advance payment to the IT Consultant for performance of the above Contract amounting to _____ (in words and figures) as an advance against Bank Guarantee to be furnished by the IT Consultant.

We _____ (Name of the Bank) having its Head Office at _____ (hereinafter referred to as the Bank), which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators executors and assigns) do hereby guarantee and undertake to pay the Owner immediately on demand any or, all monies payable by the IT Consultant to the extent of _____ as aforesaid at any time up to _____ @ _____ without any demur, reservation, contest, recourse or protest and/or without any reference to the IT Consultant. Any such demand made by the Owner on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the IT Consultant or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee, from time to time to vary the advance or the extend the time for performance of the Contract by the IT Consultant. The Owner shall have the fullest liberty without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Owner and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any convenience, contained or implied, in the Contract between the Owner and the IT Consultant any other course or remedy or security available to the Owner. The Bank shall not be relieved of its obligations under these present by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Owner or any other indulgence shown by the Owner or by any other matter or thing whatsoever which under law would but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the IT Consultant and notwithstanding any security or other guarantee that the Owner may have in relation to the Consultant’s liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is limited to _____ and it shall remain in force up to and including @ _____ and shall be extend from time to time for such period (not exceeding one year), as may be desired by M/s. _____ on whose behalf this guarantee has been given.

Date this _____ day of _____ 2009.
at _____

(Authorized Signatories of the Bank)

WITNESS:

1)

2)

.....

.....

(Signature)

(Signature)

.....

.....

(Name)

(Name)

.....

.....

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Dated _____

Strike out, whichever is not applicable

@ The date will be ninety (90) days after the date of completion of Contract.

Note 1: The stamp papers of appropriate value shall be purchased in the name of bank who issues the 'Bank Guarantee'.

Note 2: The bank guarantee shall be from a Nationalized Indian Bank of repute.

SECTION-IX: BIDDER RESPONSE FORMS

Form No F-1: RFP Submission Sheet

From: <Bidder>

To: <Utility>

Appointment for IT Consultancy Service, Reference Number _____

Sir,

I / we _____ Consultant / Consultancy Firm herewith enclose our Proposal for appointment of my / our firm as Consultant for _____. I / We hereby accept and abide by the scope & terms and conditions of RFP document unconditionally.

I / we _____ Consultant / Consultancy Firm also undertake that in case of the award of consultancy assignment, we and any of our affiliates, will not be eligible to work as IT Implementing Agency / TPIEA or in any other capacity with the same Utility during the currency of the R-APDRP.

I / we undertake to open office in the State of Meghalaya, at Shillong.

Yours faithfully,

Signature: _____

Full Name: _____

Address: _____

Form No F-2: Certificate as to Corporate Principal

CERTIFICATE AS TO CORPORATE PRINCIPAL

(To be signed by any of Board Directors or Company Secretary)

I _____ certify that I am _____ of the Company under the laws of _____ and that _____ who signed the above tender is authorized to bind the Company / Firm by authority of its governing body.

Signature: _____

Full Name: _____

Address: _____

Seal:

Form No F-3a: Project Experience

Kindly provide relevant project experience of the Firm’s / any member of the consortium’s relevant past experience in either:

- With Utility (Power / Gas / Water / Telecom sectors) company or infrastructure (rail / road / port / airport) company in providing IT consulting (Strategy, Advisory, Efficiency Improvements, Implementation, Program Management) Engagements, in the last three financial years; or
- In providing DPR assistance or procurement assistance or implementation or program management engagement for software/network/hardware solutions in the last three audited financial years for a Utility company.

Provide Summary of assignment including the projects submitted to Nodal Agency for Empanelment focusing on the following areas:

- Sector of the Client’s Business in which assignment was awarded
- Value and Year of award/ completion of assignments.
- Role of the Firm in assignment
- Applications / Modules worked on by the Firm

Sl. No.	Assignment	Year		Value of Assignment	Role of Firm	Client & Business	Submitted to PFC(Y/N)
		Award	Completion				

Please provide proof of completed assignments.

Signature: _____

Full Name: _____

Address: _____

Seal:

Form No F-3b: Performance Certificate

Kindly provide Client Performance Certificates for the completed projects provided for Form No F-3a stating the role, value, Year of award / completion and broad scope of work of the engaged firm and the client’s satisfaction level.

Or Copy of LoA / Work Order along with proof of release of final payment

Form No F-4: Company Information

Kindly provide the following details for the Firm and Consortium Members:

1 Name of the Firm: _____

2 Individual and Cumulative Turnover in the last three audited financial years (in INR):

Firm/ Consortium	Year 2005-06	Year 2006-07	Year 2007-08	Total
Lead	<Amount in	<Amount in	<Amount in	<Amount in
Member-1	INR>	INR>	INR>	INR>
Member-2				

(Please provide Published Annual Account for Balance Sheet and Profit and Loss statements as Proof)

Signature: _____

Full Name: _____

Address: _____

Seal:

Form No F-5: CVs

The format for submission of CVs is the following:

1. Name: _____

2. Profession / Present Designation: _____

3. Years with firm: _____ Nationality: _____

4. Area of Specialization: _____

5. Proposed Position on Team: _____

6. Key Qualification/Experience:

(Under this heading give outline of staff members experience and training most pertinent to assigned work on proposed team. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use up to half-a-page)

7. Education:

(Under this heading, summarize college/ university and other specialized education of staff member, giving names of colleges, dates and degrees obtained. Use up to quarter page.)

8. Experience:

(Under this heading, list positions held by staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience in the last ten years also give types of activities performed and Owner references, where appropriate. Use up to three quarters of a page)

9. Language:

(Indicate proficiency in speaking, reading and writing of each language by 'excellent', 'good' or 'poor').

Signature: _____

Full Name: _____

Address: _____

Date: _____

Kindly ensure that the relevant work experience and its applicability to the present assignment are clearly articulated. The CVs should be in 'Times New Roman' with 'font size 11' and should not be longer than 4 type-written pages.

Signature: _____

Full Name: _____

Address: _____

Seal:

Form No F-6: Approach and Methodology

Please provide details of methodology to be followed for successful implementation of the project.

Please provide the details of the following:

- a. UNDERSTANDING OF THE UTILITY AND ITS REQUIREMENTS (Also provide prior interaction with Utility, if any)
- b. DETAILS OF METHODOLOGY
- c. PROJECT MANAGEMENT OFFICE STRUCTURE
- d. RESOURCE PLANNING AND ESTIMATION
- e. RISK MANAGEMENT*

*Kindly provide a detailed list of all risks envisaged during the execution of the assignment and specify how the firm/consortium plans to mitigate each of them. Please also indicate the seriousness of each risk envisaged on a scale of 1 to 5 with 1 being 'Not Serious' and 5 being 'Very Serious'.

Signature: _____

Full Name: _____

Address: _____

Company Seal:

Form No F-7: Deviations/No Deviations Confirmation, Comments & Suggestions

DEVIATIONS/COMMENTS/ SUGGESTIONS OF CONSULTANT

On the Scope of Work, or any related area:

- 1.
- 2.
- 3.
- 4.

(In case of no deviations, a statement to that effect must be given)

Signature: _____

Full Name: _____

Address: _____

Date: _____

Seal:

Form No P-1: Cost of Services (To be enclosed in Financial bid envelope)

Please specify the Lump Sum Price of the assignment for each utility in case a single bid is invited for more than one utility. In case of Bid for single Utility give Lump Sum Price for one Utility only in the following table.

Please specify the Consultancy Price of the assignment in the following table.

Sl. No.	Nature of Costs	Amount (INR)	
		(In Figures)	(In words)
A.	Consultancy Cost		
	DPR Preparation		
	IT Consultancy		
	Sub-total		
B.	Value of Tax / Duty / Cess *		
C	Any other cost not covered above (Please specify)		
	Lump Sum Price		

Total Lump Sum Price for Consultancy Services in Words (A+B+C) =

INR _____

Please specify Project Area wise price schedule for A, B & C above in the following table, which shall be used for the purpose of addition / deletion, if required:

Sl. No.	Name of Town	Unit Price (INR)		Value of Tax/Duty / Cess *	
		(In Figures)	(In words)	(In Figures)	(In words)
1.	Shillong				
2..	Jowai				
3.	Tura				
4.	Ningpoh				
5.	Nongstoin				
6.	Sohra				
7.	Mairang				
8.	Resubelpara				
9.	Williamnagar.				

* Current Rate (s) of Taxes / Duties / Cess as indicated above should be indicated by the bidder.

Note:

- 1) Financial proposals will be compared based on the Total Lump Sum Price mentioned above
- 2) The Bidders shall quote lump sum price for Consultancy services inclusive of all taxes and duties. The Owner will not be required to pay and / or reimburse anything over and above the price quoted except service tax, which will be payable as per the rate prevailing at the time of payment.
- 3) The lump sum price should include overhead / out of pocket expenses, travel, boarding, lodging, visits etc.
- 4) The prices shall remain FIRM till completion of the Assignment.
- 5) Payment of services shall be made on the basis of cost quoted for each Utility and the progress of work in each Utility separately

<For purpose of allocation of IT Consultant's charges in each DPR following method will be used:

a. The 20% Cost/ Utility shall be allocated to HQ where Data Centre is installed.

b. The 80% Cost/ Utility shall be allocated for each town in proportion to total eligible towns. >

(PRICES WILL BE FIRM – AND INCLUSIVE OF ALL COST MINUS TAXES- AND NO CHANGE ALTERNATE/ CONDITIONAL PRICE OFFERS SHALL BE ALLOWED)

Signature: _____

Full Name: _____

Address: _____

Seal:

Form-1

BREAKDOWN OF RATES FOR IT CONSULTANT'S CONTRACT

Name of Project:

Name of Firm:

Serial No.	Expert Name	Position	Remuneration per month (Rs)	Total remuneration (Rs)

Form-2

BREAKDOWN OF OVERHEAD COSTS

Sl No.	Item Description	Amount per month (Rs)	Total Amount (Rs)
1.	Maintenance of office etc		
2.	Communication and Transportation		
3.	Traveling expenses		
4.	Miscellaneous expenses		
5.	Office supplies		
6.	Rent (equipment etc)		
7.	Administrative cost		
8.	Other expenses		
	Total		

Brief Details of the Towns/Project Areas to be covered under Restructured APDRP

1. Shillong. – Shillong is the capital of the state of Meghalaya, with a population of 2,67,662. Shillong covers an area of about 103 sq. km. The distance of Shillong from the nearest railway station, i.e. Guwahati, is about 97 km and from the nearest airport, i.e. Guwahati it is about 125 km. The total number of consumers in Shillong is 66139.
2. Jowai. – Jowai is the district capital of the Jaintia Hills District, with a population of 25,057. Jowai covers an area of about 64 sq. km. The distance of Jowai from the Shillong is 66 km, from the nearest railway station, i.e. Guwahati it is about 163 km and from the nearest airport, i.e. Guwahati it is about 191 km. The total number of consumers in Jowai is 5388.
3. Tura. – Tura is the district capital of the West Garo Hills District, with a population of 58,978. Tura covers an area of about 60 sq. km. The distance of Tura from the Shillong is 323 km, from the nearest railway station, i.e. Guwahati it is about 220 km and from the nearest airport, i.e., Guwahati is about 205 Km. The total number of consumers in Tura is 9943.
4. Nongstoin. – Nongstoin is the district capital of the West Khasi Hills District, with a population of 23,106. Nongstoin covers an area of about 76 sq. km. The distance of Nongstoin from the Shillong is 93 km, from the nearest railway station, i.e. Guwahati it is about 190 km and from the nearest airport, i.e. Guwahati it is about 218 km. The total number of consumers in Nongstoin is 3440.
5. Nongpoh. – Nongpoh is the district capital of the Ri Bhoi District, with a population of 13,180. Nongpoh covers an area of about 40 sq. km. The distance of Nongpoh from the Shillong is 53 km, from the nearest railway station, i.e., Guwahati it is about 44 km and from the nearest airport, i.e., Guwahati it is about 72 km. The total number of consumers in Nongpoh is 2691.
6. Williamnagar. – Williamnagar is the district capital of the East Garo Hills District, with a population of 18,251. Williamnagar covers an area of about 9.60 sq. km. The distance of Williamnagar from the Shillong is 312 km, from the nearest railway station, i.e., Guwahati it is about 182 km and from the nearest airport, i.e., Guwahati it is about 167 km. The total number of consumers in Williamnagar is 4060.
7. Resubelpara. – Resubelpara is one of the sub-divisional headquarter of West Garo Hills District, with a population of 17,660. Resubelpara covers an area of about 9.72 sq. km. The distance of Resubelpara from the Tura is 88 km, from the nearest railway station, i.e., Guwahati it is about 108 km and from the nearest airport, i.e., Guwahati it is about 93 km. The total number of consumers in Resubelpara is 2421.
8. Mairang. – Mairang is one of the sub-divisional headquarters of West Khasi Hills District, with a population of 11,492. Mairang covers an area of about 20 sq. km. The distance of Mairang from the Shillong is 44 km, from the nearest railway station, i.e., Guwahati it is about 141 km and from the nearest airport, i.e., Guwahati it is about 169 km. The total number of consumers in Mairang is 1623.
9. Cherrapunji. – Cherrapunji is one of the sub-divisional headquarters of East Khasi Hills District, with a population of 10,086. Cherrapunji covers an area of about 25 sq. km. The distance of Cherrapunji from the Shillong is 49 km, from the nearest railway station, i.e., Guwahati it is about 146 km and from the nearest airport, i.e., Guwahati it is about 174 km. The total number of consumers in Cherrapunji is 2145.