

**JHARKHAND RENEWABLE ENERGY DEVELOPMENT AGENCY (JREDA)**

**NOTICE INVITING TENDER**

**NIT No. JREDA/RVE CMC MON./01/07-08**

**Date:31-10-2007**

**Monitoring & Evaluation of Comprehensive Maintenance Clauses. (CMC) in Remote Village Electrification Programme sponsored by Ministry of New and Renewable Energy, Govt. of India and Govt. of Jharkhand in 224 villages of Saraikela-Kharsawan & West Singhbhum district of Jharkhand State.**

**Background:**

JREDA is the implementing agency for various Central and State Government sponsored Schemes/projects in the area of renewable energy in the Jharkhand State. The objectives of JREDA is to explore & exploit through better planning, investigation, research, development, field testing and demonstration, the use of new and renewable energy sources, the necessity of which is being felt due to fast depletion of the conventional sources of energy.

Under the Remote Village Electrification Program, the remote un-electrified census villages and remotest hamlets of electrified census villages are being covered by Solar Home System Lights and Solar Powered Street Lights. In the year 2006-07, in districts Seraikela and West Singhbhum, a total of 224 villages spread across 14 blocks have been covered under the Programme.

**SCOPE OF WORK:-**

- The Organization will take the responsibility of Monitoring, Implementation and Evaluation of Comprehensive Maintenance Clauses. (CMC) of the contract of the supplier which had installed the system.
- The Organization shall design a master card for each beneficiary containing information regarding the details of installed Home Light System, its working condition or any other problem of the beneficiary or the system.
- The organization will co-ordinate between the Supplier, JREDA and Beneficiary.
- All beneficiaries have to be visited 4 (four) times in an year.
- All reports are to be uploaded on Website of JREDA. Hence the proforma/reporting form has to be designed as per our direction.

- All reports are to be submitted to JREDA in two Soft Copy and one Hard Copy.
- The validity of the contract will be same as of original supply contract plus six months.
- Clarification about tender will be given when asked for.
- Any discrepancy found in implementation of CMC clause by concerning supplier has to reported to JREDA & Contractor and follow up to be taken till the problem is removed.

**SCOPE OF FIVE YEAR COMPREHENSIVE CONTRACT (CMC) OF THE SUPPLIER WHICH HAS TO BE MONITORED IS GIVEN BELOW:-**

The Comprehensive Maintenance Contract shall be comprehensive which shall include servicing & replacement guarantee for parts and components (such as battery, electronics, lamps etc) of solar home lighting system and Solar Street Lighting System for five years. For PV models, the replacement guarantee is for ten years. The maintenance service provided shall ensure proper functioning of the SPV system as a whole. All preventive / routine maintenance and breakdown / corrective maintenance required for ensuring maximum uptime shall have to be provided. Accordingly, the Comprehensive Maintenance Contract (CMC) shall have two distinct components as described below:

**1. PREVENTIVE / ROUTINE MAINTENANCE:**

This shall be done by the company at least once in a every four/ six months and shall include activities such as cleaning and checking the health of the SPV system, cleaning of module surface, topping up of batteries, tightening of all electrical connections, changing of tilt angle of module mounting structure, cleaning & greasing of battery terminals and any other activity that may be required for proper functioning of the SPV system as a whole.

**2. BREAKDOWN / CORRECTIVE MAINTENANCE:**

Whenever a complaint is lodged by the user, the bidder shall attend to the same within a reasonable period of time and in any case the breakdown shall be corrected within a period not exceeding ten days from the date of complaint. If more than 10 days are taken after registering of complaint, then supplier has to pay halved money for that complain

For carrying out the CMC effectively, the Bidder supplier shall establish at least one service center for every 500 Solar PV Systems, deployed within a specified geographical area.

**3. The bidder shall maintain following facilities at the local Service Centre for ensuring highest level of services to the end user:**

- i/ Adequate trained manpower specifically trained by the bidder for carrying out the service activities.
- ii/ Adequate provisions for record keeping which shall inter-alia include the following.
  - Details of system supplied within the command area of the service station including full name and address of end user, system and sub-system serial numbers and records of routine maintenance carried out (duly signed by the end user). These

- records shall include voltage, current, specific gravity, indicator charge, CFL full glow; charge controller operation, electronics etc.
- History record sheets of maintenance done.
- iii/ Adequate spares for ensuring least down time of an individual system.
- iv/ The service center shall send summary service reports to State Nodal Agency on half yearly basis. These reports shall include the following information.
  - Number of systems covered by the service station
  - Number of systems working satisfactorily on the reporting date
  - Number of complaint received during the period of reporting
  - Number of complaint attend during period of reporting
  - Major cause of failure, as observed.
  - Major replacement made during the reporting period.
 Separate report shall be submitted for each type of systems manufacture wise in case the service center caters to the requirement of more than one manufacture.
- v/ The bidder shall ensure adequate insurance of SPV systems against robbery, theft, bulgary and acts of God such as natural calamities, flood etc.
- vi/ The records maintained at the service center shall be available for scrutiny of authorized representatives of the concerned State Nodal Agencies or MNES.
- vii/ The date of CMC maintenance period shall begin on the date of actual commissioning of the SPV systems.
- viii/ Bidder shall furnished details of infrastructure that they have presently available for establishing of repair shop .
- ix/ The supplier should pay ..... Money to the agent (appointed by Village Energy Committee) per light/month for the services of topping up and general maintenance during CMC.

**The quality / level of service provided by the bidder would form the basis for determining eligibility of the bidder to participate in the subsequent programmes of JREDA.**

### **Terms & Condition for the bidders:-**

The bidder should submit the proposal on 14-11-2007 up to 12.00 Noon. The bid shall be opened on the same day at 2.30 P.M.

### **Eligibility Criteria:**

#### **(A) Essential documents:**

1. Audited Balance Sheet of the bidder for the year 2006-07.
2. Bidder should have the PAN No.
3. Bidder should have the Service Tax No.
4. Past experience of the organization in research & evaluation works in the state with supporting documents.
5. Bidder should submit Customer Satisfaction Report.
6. Bidder has to submit registration certificate and other related documents.

**(B) Other documents:**

1. The bidders must have a registered & full-fledged Office in Jharkhand. (Submit supporting documents).
2. The organization should have prior experience of working in rural areas of Jharkhand. (Submit supporting documents).
3. Bidder should have the Service Tax No. (Except NGO's)
4. A Demand Draft of Rs. 5,000/- (Rupees Five Thousand) should be submitted along with the Technical Proposal as non-refundable cost of the Terms of Reference document. The Demand Draft should be in favour of "The Director, JREDA" on any Nationalized Bank/Scheduled Bank, Payable at "Ranchi". Technical Proposal without cost of Terms of Reference will not be considered.
5. The Technical Proposal should be accompanied with a draft of Rs.30000/- (Rupees Thirty Thousand) as earnest money (refundable). This amount to be submitted through a Demand Draft in favour of "The Director, JREDA" on any Nationalized Bank/Scheduled Bank, Payable at "Ranchi". Technical Proposals without earnest money will not be considered.
6. The Technical Proposal should contain the following:
  - I. Objectives of the Proposal
  - II. Plan & Methodology
  - III. Issues to be probed
  - IV. Data collection and processing

**The Financial Proposal:**

The bidder's should quote their rates per beneficiary house hold including all taxes, surcharges etc.

No. of beneficiary house hold	Rates per beneficiary house hold	Total Amount
12000 (Approximate)		

**The Technical and the Financial Proposal should be sealed in separate envelopes and both these envelopes should be sealed in a third envelope. The Financial Proposal of only such Organizations would be opened, who qualify in the Technical Proposal.**

**Terms of Payment:-**

**The terms of Payment for Monitoring & Evaluation are given below.**

1. 50 % (fifty percent) of the bill value after submission of detail Reports in Hard & soft Copy.
  - Commercial Bill in Triplicate.
  - Declaration Certificate from the beneficiary & Village Urja Committee for monitoring visit.
2. 40% (fifty percent) after randomly verification by JREDA officials and all reports successfully uploaded on JREDA Website.
3. 10% (ten percent) after 6 (six) months of successful completion of work.

**Last date for submission of the Tender is 14<sup>th</sup> November 2007.**

**The Director, Jharkhand Renewable Energy Development Agency (JREDA), 328/B, Road No. 4, Ashok Nagar, Ranchi, Jharkhand**

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**Director,  
JREDA, Ranchi.**