

दादरा नगर हवेली ऊर्जा वितरण निगम लिमिटेड  
(सरकार का उपक्रम)  
DNH POWER DISTRIBUTION CORPORATION LTD.  
(A GOVERNMENT UNDERTAKING)

Vidhyut Bhavan, Opp. Secretariat, Silvassa - 396230, D. & N.H.  
Tele/Fax : 0260-2642338, Web site : www.dnhpdcl.in

टेली-फैक्स नं. 0260-2642338

टेंडर नोटीस सं. : डीएनएचपीडीसीएल/2016/26/

दिनांक : /06/2016

निविदा सूचना

दा.न.ह. उर्जा वितरण निगम लिमिटेड, सिलवासा के महाप्रबंधक द्वारा प्रतिष्ठित प्रोपराइटर/ फर्म /एलएलपी कंपनी आदि से पर्याप्त अनुभव वाले से निम्नलिखित कार्य के लिए (RFP) आमंत्रित करते हैं, जिसे दिनांक :06/07/2016 के दिन या उससे पहले 15.00 बजे तक कूरियर या आर.पी.ए.डी. द्वारा निविदा अधोहस्ताक्षरी के कार्यालय में टेंडर बॉक्स में जमा किया जाय। कूरियर या डाक की देरी के लिये कंपनी जिम्मेदार नहीं हागी।

क्रम संख्या	विवरण	अनुमान लागत (रुपये में)	ई.एम.डी. (रकम रुपये में)	निविदा शुल्क /समय सीमा
1	डीएनएचपीडीसीएल के लिये व्यापार के महत्वपूर्ण प्रक्रियाओं के लिये मानक संचालन प्रक्रिया विकसीत और तैयार करने के लिये एजेंसी की नियुक्ति के लिये।	4,90,000/_	5000.00	रु.500.00 और पांच माह

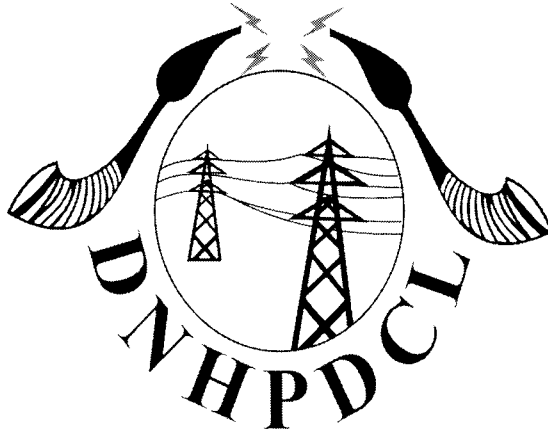
निविदा दस्तावेज निगम की अधिकृत वेब साईट [www.dnhpdcl.in](http://www.dnhpdcl.in) से डाउनलोड कि जा सकती है। आवेदक को रु. 500/- का डीडी टेंडर फीस के रूप में निविदा के साथ जमा करना है। दा.न.ह. उर्जा वितरण निगम लिमिटेड, सिलवासा के नाम से किसी भी राष्ट्रीयकृत बैंक से ई एम. डी का डी.डी. निविदा दस्तावेज के साथ संलग्न करना पड़ेगा। बिना ई.एम.डी के निविदा को ध्यान में नहीं लिया जायेगा। बिना कोई कारण बताए किसी एक या सभी निविदाओं को स्वीकार या अस्वीकार करने का अधिकार अधोहस्ताक्षरी द्वारा आरक्षित रखा है।

( किशोर बामनिया )  
जनरल मैनेजर  
(वित्त एवं मूल्य संसाधन)

सेवामें प्रेषित प्रति :-

1. मुख्य प्रचार अधिकारी, दादरा एवं नगर हवेली, सिलवासा को प्रत्येक अंग्रेजी/ गुजराती के प्रमुख समाचार पत्रों के अतिरिक्त स्थानिय समाचार पत्रों में प्रकाशित करने के लिये निविदा सूचना की प्रति।
2. निदेशक (एनआईसी), दादरा एवं नगर हवेली, सिलवासा की [WWW.DNH.NIC.IN](http://WWW.DNH.NIC.IN) वेबसाईट पर प्रकाशित करने हेतु।
3. अधीक्षक अभियंता (विद्युत)/ कार्यपालक अभियंता (प्रयोग शाळा/सतर्कता), डीएनएचपीडीसीएल, दादरा एवं नगर हवेली, सिलवासा को।
4. कनिष्ठ अभियंता (आईटी/बीलीग) विभाग को [www.dnhpdcl.in](http://www.dnhpdcl.in) पर प्रकाशित करने हेतु।
5. डीएनएचपीडीसीएल नोटीस बोर्ड पर जानकारी हेतु।

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**APPOINTMENT OF AGENCY FOR DEVELOPING AND**  
**PREPARATION OF STANDARD OPERATING PROCEDURES**  
**(SOP) FOR BUSINESS CRITICAL PROCESSES**



**DNH POWER DISTRIBUTION CORPORATION LTD**

**(A Government Undertaking)**

**Vidhyut Bhavan, Opp. Secretariat, Silvassa, Dadra & Nagar Haveli-396230**

**Tel/Fax: 0260-2642338 Website:[www.dnhpdcl.in](http://www.dnhpdcl.in)**

**CIN:U40100DN2012GOI000405**

# REQUEST FOR PROPOSAL FOR APPOINTMENT OF AGENCY FOR DEVELOPING AND PREPARATION OF STANDARD OPERATING PROCEDURES (SOP) FOR BUSINESS CRITICAL PROCESSES

## 1. INTRODUCTION:-

DNH Power Distribution Corporation Ltd., (DNHPDCL) is a Government Company registered on 13<sup>th</sup> July 2012 under the Companies Act, 1956. The registered and head office of the Company is situated at VidhyutBhavan, Opp. Secretariat, Silvassa, Dadra & Nagar Haveli-396230.

The Corporation was incorporated with the consent and approval of the Ministry of the Home Affairs and Ministry of Power with an objective to corporatize Distribution and allied division of Electricity Department, Dadra & Nagar Haveli.

The Administration of UT, DNH has notified the scheme for transferring the assets, liabilities, personnel, functions etc. of the Distribution and allied division of Electricity Department of DNH vide notification No.1-1(594)/ELE/2013/697 dt 07.03.2013. The Corporation started its commercial operations w.e.f. 1st April 2013.

The Corporation is engaged in the business of distribution of electricity in UT of Dadra & Nagar Haveli to about 65,000 consumers. The Corporation has 13 sub-stations. The annual turnover of the Corporation for FY 2014-15 was Rs. 2297 crore. The Authorised Share Capital of the Corporation is Rs. 100 crore and Paid-up Share Capital is Rs. 80 crore.

DNHPDCL intends to engage an agency for developing Standard Operating Procedure (SOPs) for its critical business operations.

## 2. AVAILABILITY OF RFP:-

The RFP document is available at DNHPDCL's website [www.dnhpdcl.in](http://www.dnhpdcl.in)

Prospective bidder desirous of participating in this RFP may view and download the RFP document free of cost from the above website.

## 3. IMPORTANT DATES:-

<b>Date of issue of RFP</b>	<b>21.06.2016</b>
<b>Last date for submission of Technical and financial bid</b>	<b>06.07.2016</b>

#### **4. ELIGIBILITY CRITERIA:-**

The participating bidder must qualify the following minimum criteria:-

<b>Sr. No</b>	<b>Particulars</b>	<b>Minimum criteria</b>
1	The proprietor/firm/LLP/Company shall have team of at least 5 IMS Consultant carrying Lead Auditor Certificate	Compulsory
2	Shall have Experience in power sector PSU – ISO Consultancy	Minimum 1 Assignment of Quality Health Safety Environment (QHSE) & Information Security Management System(ISMS)
3	The consultants team shall have at-least 1 experts from power generation/distribution/grid management activities	At least 1
4	Minimum years of existence	1 year
5	The proprietor /Firm/LLP/Company should have head office/branch office at Surat/Mumbai/Vapi.	For at least 1 years

The proprietor /any firm/LLP/Company not qualifying these minimum criteria need not apply and their proposal shall be summarily rejected.

#### **Supporting documents for eligibility criteria:-**

1. For Sr. No. 1, the proprietor/ the firm/LLP/Company must submit an attested copy of certificate respect to Lead Auditor Certificate.
2. For Sr. No. 2, the firm/LLP/Company shall submit the copy of work order.
3. For Sr. No.3, the declaration regarding the consultant team consists of 1 expert from power sector
4. For Sr. No.4, the certificate of constitution or incorporation
5. For Sr. No. 5, a declaration from the firm in the letterhead stating that they have head office/branch office at Surat/Mumbai/Vapi for at least one years.

## 5. EVALUATION CRITERIA FOR SELECTION OF AGENCY:-

### A. TECHNICAL EVALUATION:-

The evaluation criteria for selecting the agency are mentioned below:-

Sr. No	Evaluation criteria	Maximum marks
1	Number of consultants in team (1.5 marks for each additional consultant above 2)	15
2	The Firm/Company/Lead Consultant should have executed projects of ISO in last 5 years (1 project- 10 marks)	50
3	Should have executed auditing/training/consultancy project of value of Rs. 3 lakhs in single tender / order in last 3 years ( 3 marks for one project)	15
4	Presentation for SOPs	20
	<b>Total marks = ST ( Score Technical)</b>	<b>100</b>

The minimum qualifying mark is 60% on technical evaluation.

Minimum Technical score of 60% may be relaxed by the Managing Director if less than 3 firms score 60 or more out of 100.

### B. FINANCIAL EVALUATION:-

The formula for determining the financial scores (FS) is as below;-

$FS = 100 \times FM/F$  where FS is financial score, FM is the lowest price quoted by any firm/LLP and F is the price quoted by the firm.

The weights given to the Technical and financial proposal are:

T= 0.7 and F=0.3

**Total of all the score=ST × 0.7 + FS × 0.3**

## 6. SUBMISSION OF THE PROPOSAL:-

- a) The interested firm shall submit the Technical and Financial Proposal separately duly bound and containing the index/table of content with all the pages numbered
- b) The proposal in the prescribed format should be submitted **on or before 3.00 p.m. on 06/07/2016**
- c)
  - i) The outer envelope cover shall be addressed to:

**“For appointment of agency for developing SOP for business critical processes”**

To,  
The General Manager (Fin & HR)  
DNH Power Distribution Corporation Ltd  
Vidhyut Bhavan, Opp. Secretariat, Silvassa, Dadra & Nagar Haveli-396230

This envelope/cover shall contain:

- ii) The Cover 1- Technical Proposal ( Super scribed) containing all the relevant formats duly filled in, **Demand Draft of Rs. 5,000/- in favour of DNH Power Distribution Corporation Ltd and other relevant enclosures- duly sealed and Demand Draft of Rs. 500/- towards the tender fees in favour of DNH Power Distribution Corp. Ltd**
- iii) The Cover 2 -Financial Proposal (Super-scribed) containing the relevant formats duly sealed.
- iv) Both these covers-Cover 1 & Cover 2 shall be put in outer envelope/cover as stated above in (ci) and submitted duly sealed.

**7. SCOPE OF THE SOPs:-**

The scope of the business critical areas will be as per **Annexure-I** enclosed. The management reserves its right to alter the scope if need arise.

**8. TIME SCHEDULE FOR COMPLETION OF WORK:-**

The successful bidder shall develop the SOP within 5 months from date of work order. The extension for completion of work may be given for the reasons beyond the both parties.

**9. RELEASE OF PAYMENTS:-**

30% of fees will be released after receipt of the draft SOPs. Balance fees will be paid after approval of the SOPs from the Managing Director/Board/Committee.

**10. TERMINATION OF CONTRACT:-**

DNHPDCL reserves the right to cancel this tender to all or any party without assigning any reasons. DNHPDCL reserves it right to terminate the contract without assigning any reasons by giving 30 days' notice.

**11. ARBITRATION**

In case of any dispute, it shall be referred to Arbitration. The sole arbitrator will be appointed by the Managing Director. The Arbitration shall be as per Indian Arbitration and Conciliation Act, 1996 as amended up to date. The place of Arbitration shall be Silvassa and the language will be English.

12. The Corporation reserves its right to reject any firm/LLP/Company without assigning any reasons.

**On letterhead of Bidder/Firm/LLP/Company**

**TECHNICAL PROPOSAL**

Format for submission of information for appointment agency for developing SOP for  
business critical processes

<b>Sr. No.</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the proprietor/ firm/LLP/Company	
2	Registration No. and date of registration of firm/LLP/Company	
3	Registered address and Communication address:- Contact Nos/Mobile No:-	
4	No of partners/directors and number of years associated with the firm/LLP/company. Expertise of partners/directors.	
5	Details of team including IMS Consultant carrying Lead Auditor Certificate	
6	Experience in power sector PSU-ISO Consultancy	
7	Details of experts from power generation/distribution/grid management activities	
8	Details of projects executed projects of ISO in last 5 years.	
9	Details of executed auditing/training/consultancy project of value of Rs. 3 lakhs or more in single tender / order in last 3 years.	

**Signature of Authorised signatory  
Name & Designation  
Seal**

Date:  
Place:

**Note:**

1. Copies of certificates/documents in support of above details shall be attached.
2. EMD of ₹ 5,000/- in the form DD and DD of Rs. 500/- as tender fees shall be attached with the technical proposal.



(On the letter of Proprietor/ firm/LLP/Company)

PROFORMA OF FINANCIAL BID

Financial bid for engagement for developing SOP for business critical processes

Particulars	Amount in Rs
Fees	
Service tax and any other applicable expenses( <i>Please mention the expenses</i> )	
<b>Total</b>	

Note:

1. Taxes and other statutory levies will be paid on actual basis. However, present rates of applicable taxes and levies may be indicated by the tenderer.
2. The tenderer is deemed to have thoroughly studied and examined the technical specification, important instructions and general terms and conditions of the tender documents and fully informed as to nature of the work and conditions related to its performance.

Signature  
Name  
Seal

Date:  
Place:



**Scope for developing SOPs:-**

1. **Commercial Management:-** Power purchase, scheduling and billing activities in line with legal authentication including deviation charges payment, reactive energy charges payment, open access policy to control bidders, non-compliance of RPO including recovery activities.
2. Purchase of Power distribution components including contracts and service along with storage of equipment and materials management including vendor risk management.
3. **Power Distribution operation processes including**
  - a. Operations mainly planning and distribution, shutdown activities in line with business and standards of performance needs and JERC stipulations
  - b. Scheduling and maintenance of various power distribution components at sub-station and distribution components.
  - c. Customer relationship management covering complaints management
  - d. Project Management"- Design and installation of power distribution systems including land acquisition/right of way/illegal occupants and enforcement plan along with provision for technology updation along with periodic monitoring mechanisms and replacement of transformers management.
  - e. Lab testing of power distribution of components along laboratory equipment accuracy management.
  - f. Inspection of operation and project management stages including Quality Assurance.
  - g. SLDC operations, restoration of power in case of black out or contingency etc.