

Arvind Kumar
General Manager (Revenue)



South Bihar Power Distribution Co. Ltd.
(A Govt. of Bihar Undertaking)
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Letter No:.....1371.....
Rev/Bharat Connect/3071/2024

Dated.....05/11/2024.....

To, All Biller operating units
Bharat Connect
(List attached)

Sub: Request for Quotation (RFQ) for energy bill payment through Bharat Connect (earlier known as Bharat Bill Payment System) from consumers under SBPDCL & NBPDCCL from Sponsored/ Nationalised/ Scheduled/ Payment Banks.

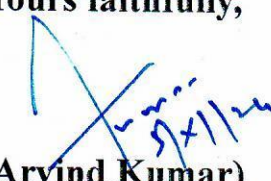
Ref : RFQ no. 105/PR/SBPDCL/2024

Sir,

While enclosing the documents for the limited quotations for energy bill payment through Bharat Connect from consumers of SBPDCL & NBPDCCL from Sponsored/ Nationalised/ Scheduled/ Payment Banks, it is requested to submit a sealed offer with full details in the enclosed form latest by 15th November, 2024 upto 04.00 PM.

Encl.: As above

Yours faithfully,


(Arvind Kumar)
General Manager (Revenue)

RFQ No. 105/PR/SBPDCL/2024

REQUEST FOR QUOTATION (RFQ) FOR ENERGY BILL PAYMENT THROUGH BHARAT CONNECT (earlier known as BHARAT BILL PAYMENT SYSTEM) FROM CONSUMERS UNDER SBPDCL & NBPDC FROM SPONSORED/ NATIONALISED/ SCHEDULED/ PAYMENT BANKS

The General Manager (Revenue)

SOUTH BIHAR POWER DISTRIBUTION COMPANY LIMITED

2ND FLOOR, VIDYUT BHAWAN, BAILEY ROAD, PATNA -21

For any query, Email : southbiharrevenuecell@gmail.com

1. Introduction

South Bihar Power Distribution Company Limited (SBPDCL) currently serves around 74.11 Lakh effective consumers across its jurisdiction. The electricity distribution has been divided into 11 (nos.) electric supply circles, 47 (nos.) electric supply divisions, 131 (nos.) electric supply sub-divisions and 390 (nos.) electric supply sections.

North Bihar Power Distribution Company Limited (NBPDCCL) currently serves around 130.12 Lakhs effective consumers across its jurisdiction. The electricity distribution has been divided into 9 (nos.) electric supply circles, 46 (nos.) electric supply divisions, 148 (nos.) electric supply sub-divisions and 502 (nos.) electric supply sections.

SBPDCL and NBPDCCL collectively are termed as DISCOMs. In both the DISCOMs, presently computerized OCR based billing is carried out by various third-party agencies/ individuals and by DISCOM employees as well for certain consumer categories. DISCOMs have initiated spot billing and collection activity as a part of their performance improvement and loss reduction strategy. SBPDCL, on behalf of both the DISCOMs, invites offers from Sponsored/ Nationalized/ Scheduled/ Payment Banks for facilitating online payment of energy bills through **Bharat Connect** (earlier known as Bharat Bill Payment system) from consumers of SBPDCL & NBPDCCL.

At Present, Bharat Connect (erstwhile BBPS) facilitates approximately eleven (11) Lakh nos. monthly online transactions amounting Rs. 135 crore in SBPDCL. Similarly, In NBPDCCL, monthly online transactions are 10.70 lakh, amounting Rs. 110 crore. Out of which approx 85% mode of payment is UPI, 5% credit card, 4% net banking and rests others in both the DISCOMs.

2. Scope of Work:

The detailed scope of services to be provided by the entity is as follows:

- A.** Integration of DISCOMs energy billing system with Bharat Connect for energy bill payment, money receipt generation and further posting of receipts in consumer account through Application Programming Interface (API) provided by DISCOMs;
- B.** To integrate the same with portal/ apps or other collection modes of all Customer Operating Unit (COU) registered with Bharat Connect;
- C.** To Collect payment against energy bill of DISCOMs through all collection channels of successful bidder;
- D.** On successful transaction, issuance of online receipt of respective DISCOM in the prescribed format with unique transaction number. The format shall be shared at the time of integration;
- E.** To remit the consolidated collected amount to the designated bank account of respective DISCOM on T+1 day basis;
- F.** To have highly secured system for transaction from approved certifying agency;
- G.** To facilitate energy bill payment through Net Banking, Debit or Credit Card, IMPS, Mobile, e-wallets, Kiosks, mPOS, Collection Center (Collection should include the facility of acceptance of payment through POS, mPOS and cash collection) etc. and all registered modes of collection through Bharat Connect;

- H.** In case of failed transaction at COU/NPCI end and amount gets debited from consumer's account, refund of Money to be processed immediately in consumer's A/c (maximum within 3 days or as per guideline of RBI). This transaction should not be tried for posting;
- I.** All successful transactions need to be posted to DISCOM server on real time basis. In the event of a transaction posting issue, the transaction shall be retried for posting every 3 hours for a period of 72 hours or until it gets posted. If the issue persists after 72 hours, DISCOM shall be contacted to investigate and resolve the matter. No refunds shall be issued for successful transactions without the prior consent and approval of DISCOM;
- J.** For chargeback cases raised by a consumer, DISCOM shall provide an interface to the bidder to check the status of the transaction. However, in such cases also, DISCOM consent will be mandatory before issue any refund, if a transaction is found to be not posted.
- K.** DISCOM has no provision to insert online transactions manually and in no case such request shall be entertained. Transactions can only be posted through the designated API provided. No other methods of transaction posting will be accepted.
- L.** Grievances related to consumer complaint communicated by SBPDCL/ NBPDCCL should be resolved within seven (7) days.
- M.** Auto reconciliation facility should be provided for better monitoring purpose.
- N.** MIS report of bill payments shall be submitted to SBPDCL/ NBPDCCL in the prescribed format on daily basis containing following information but not limited to:-

Division	Sub-division	Consumer Name	CA Number	Amount Paid	Transaction Date
1	2	3	4	5	6
Transaction Ref No.	Bank Ref. No	Payment Mode	Card No. (masked)	Card Holder Name	Mobile No.
7	8	9	10	11	12
Email Address	IP Address	Status of transaction	Refund Transaction Ref No.	Refundable Amount	Comment
13	14	15	16	17	18
RRN	Receipt No. (SBPDCL)	Auth Code	User Name	Service ID	Service Name
19	20	21	22	23	24
Service Code	Application Label	Response Code	Response Message	Agent ID	
25	26	27	28	29	30

3. **Eligibility Criteria:**

Only those entities (sponsored Banks/ Nationalized/ Scheduled/ Payment Banks) who meet the following requirements for facilitating payment of electricity bill would be eligible:

Sr. No	Eligibility Criteria
A	Technical Requirement
1	The bidder should be authorized from Reserve Bank of India (RBI) to provide Electronic/ Other Payment Services.

Sr. No	Eligibility Criteria
2	The entity should be registered as BOU with the National Payment Corporation of India (NPCI) on or before the date of signing of contract with DISCOM.
3	The bidder should be one of the current BOU's under Bharat Connect.
4	The payment service must be offered with at least 128-bit encryption SSL (Secure Sockets Layer) for transaction security.
5	Bidder must have prior experience of working as BBPOU in at least one Government Utility or PSU (Supporting documents like LoA/ Work Order/ Contract shall be submitted as proof)
6	The entity dealing with services that allow the consumers to pay bills (Electricity, Telephone, Mobile, Water etc.) through any electronic mode i.e. Net Banking, Debit or Credit Card, IMPS, Mobile, e-wallets, Kiosks, POS, Collection Center etc.
B	Financial Requirement
1	The bidder should have minimum average Annual Turnover of Rs 500 Crores (Rupees Five hundred crore) only from on-us and off –us payment system in the last three financial years i.e. from FY 2021-22 to FY 2023-24. (Audited Balance Sheet & P&L Account of the related period needs to be enclosed as proof)
C	General Requirement
1	The bidder should not be blacklisted by any organization or public company as on date of bid opening. (Notarized affidavit should be submitted by the bidder to the effect)
2	The participant should not be debarred by BSPHCL and its subsidiaries as on date of bid opening. (Notarized affidavit should be submitted by the bidder to the effect)
3	GSTIN Certificate
4	PAN Card of the Bidder

4. Instruction to Bidders:

The bidder is instructed to follow the following parameters while bidding:

A. Bidders are requested to quote for the service by completing, signing and returning the following documents:

- i. Quotation submission sheet (Form I)
- ii. Activity schedule (Form II)
- iii. Supporting documents as envisaged under this RFQ for enhancing its eligibility

The standard forms in this RFQ may be re-typed for completion, but the bidder is responsible for their accurate reproduction.

B. Validity of Proposal:

- The validity period of proposal should be a minimum of 180 days from the last date of bid submission.

C. Sealing and Marking of Proposal

- The proposal should be sealed in single envelope, clearly marked with the reference above, along with name of the bidder/implementing agency

D. Submission of Proposal

- Last date of Submission : **15th November' 2024**
- Time of Submission : **upto 4.00 PM**
- Submission Address : **General Manager (Revenue), SBPDCL, 2nd floor, Vidyut Bhawan, Bailey Road, Patna-800021.**
- Date of Opening of Bid : **15th November' 2024 at 4:30 PM**

Any queries should be addressed to the nodal person at the given address. Any resulting contract shall be subject to the general terms and conditions of contract of services.

5. Slabs for Transaction charges

The slabs for Transaction charges to be quoted under activity schedule are defined below:

Sr. No	Transaction Volume Slabs	Transaction charge (INR per Transaction)
1.	Transaction Charges (per successful transaction) which includes all fixed and operational cost of the transaction	

Note: Existing and all previous rates are/were NIL.

6. Selection of lowest price offer

- A.** Bidder shall bid for transaction charges per successful transaction along with other charges (if any) and applicable taxes in the FORM-II (Activity Schedule)
- B.** If Total Price quoted by two or more bidders is same, the bidder with highest average turnover of last three years as mentioned in financial requirement under eligibility criteria would be declared the L1 bidder.
- C.** However, the L1 rates as arrived after evaluation of the financial bid as per procedure outlined above need not be accepted by DISCOMs outright.

7. Award of work

- A.** Including the L-1 bidder, work may be awarded to a maximum 2 agencies from the technically qualified bidders, subject to acceptance of work at the L-1 rate (Lowest price offer), on the same terms & condition of L-1 bidder, as per DISCOM's discretion.

8. General Terms and Conditions of Contract of Services

A. Payment Terms

- i. The monthly service invoice in triplicate shall be submitted to General Manager (Revenue), HQ, Patna of respective DISCOM latest by 10th of the following month.
- ii. Invoice shall be verified by **Sr. Manager (Revenue), HQ** on the basis of report downloaded from DISCOM's system, rates and terms and conditions of agreement/LoA and settlement report and counter signed by DGM (Revenue)/ ESE (Revenue) of respective DISCOM.

- iii. The verified bill would be sent to **Senior Manager (Finance)** of respective DISCOM for release of payment within seven (7) working days.

B. Penalty

Amount of energy bills collected from the consumers' needs to be credited to the designated account of the DISCOMs on T+1 basis, failing which the bidder will pay interest at RBI bank rate for the delayed period.

C. Contract Period

The contract period initially will be for 2 (two) years. However, the same may be extended after satisfactory review of performance based on mutual consent on the same terms and conditions.

D. Agreement

The successful bidder will have to execute an agreement for execution of the works allotted to them with General Manager (Revenue), SBPDCL & NBPDCCL, Patna in the prescribed format within 15 days from the date of LoA.

E. Termination of Contract Agreement

The DISCOM will have the authority to terminate the contract and shall reserve the right to allot the same to any other willing eligible bidder in case of unsatisfactory performance of the successful bidder or switching over to new system.

F. Jurisdiction of the Court

In case of any legal dispute arising out of this offer, the jurisdiction shall be the Courts at Patna only.

G. General

- i. The successful bidder shall maintain a complete backup of the data from the start of the assignment till the very end of the contract. DISCOMs, at its discretion can call for any information regarding any consumer for the contract period;
- ii. All data shall be hosted within India, utilizing either cloud services provided by Ministry of Electronics and Information Technology- MeitY empanelled cloud service providers or the organization's own data center located within India;
- iii. SBPDCL would not be held responsible for any postal delay, non-receipt/ delivery or late receipt of tender document;
- iv. SBPDCL reserves the right to extend the date of submission, opening of the tender document and/or reject any or the entire tender without assigning any reason thereof;
- v. In the event of any dispute or difference arising during the carrying of the contract hereby touching any clause, matter, interpretation or things herein contained or of the operation of contract hereof or the right, duties or liabilities of either party under or in connection therewith, then and in every such case except wherein otherwise stated, the decision of the Managing Director, SBPDCL or NBPDCCL (as applicable) upon such dispute or differences shall be final and conclusive and binding upon each of the parties thereof;

- vi.** The successful bidder has to bear the cost of the integration, providing interface for gateway for payment of bills;
- vii.** If the bidder is found guilty of omission/ commission/ any kind of irregularities or in respect of the contract or shall offer any bribe of gratitude other personally or by means of any of his employee to any person of DISCOMs, the contract would be terminated;
- viii.** If the successful bidder becomes insolvent or apply for any relief as an insolvent debtor, then in every such case, DISCOMs shall be at liberty to terminate such contract;
- ix.** If the successful bidder fails to deliver any assigned work or part thereof in accordance with the instructions of General Manager (Revenue) of both the DISCOMs, the contract shall be terminated;
- x.** The successful bidder would follow all the norms and guidelines issued by RBI from time to time.

Form I: Quotation Submission Sheet

Complete this form with all the requested details and submit it as the first page of your quotation, with the supporting documents as required. Each page of your proposal should be duly signed and stamped to avoid rejection. Ensure that your quotation is authorized and duly signed which would confirm that the terms and conditions of this RFQ prevail over any attachments.

Quotation Addressed to	South Bihar Power Distribution Company Limited
Date of Quotation	
Procurement Reference No	
Subject of Procurement	Energy Bill Payment through Bharat Connect from the consumers of SBPDCL and NBPDCCL

We offer to provide the service detailed in the scope of work, in accordance with the terms and conditions stated in your request for quotations referred above.

The validity period of our quotation is _____ days/ weeks/ months from the time and date of the submission deadline.

We confirm that the prices quoted in the activity schedule are fixed and firm for the duration of the validity period and will not be subject to any revision or variation.

The service would commence within _____ days/ weeks/ months from date of contract.

Form II: Activity Schedule

Complete the unit and total prices for each item listed below. Authorize the prices quoted in the signature block below:

Items of the service for which No Rate /NIL price has been entered it will not be paid for by the employer and shall be deemed covered by other rates and prices in the contract.

Sr. No	Description of Services	Transaction charge (Rs/ transaction)
1	Per Transaction charge for services availed	
2	Other additional costs (if any)	
3	Sub-Total	
4	GST @ ____%	
5	Total Price	

Total Price (in Words): _____

The charges should be comprehensive.

A. Quotation authorized by:

Name: _____

Signature: _____

Position: _____

Date: _____

Authorized for and on behalf of: _____

Company: _____

Note:

- *On-Us: Consumer Bill Payment made directly through collection modes of selected bidder*
- *Off-Us: Consumer Bill Payment made at portal or other collection mode of other COU registered with Bharat Connect.*

Bharat Connect

Biller Operating Units

2024-25 : JULY

Sr. No.	Biller Operating Unit	OU ID
1	Airtel Payments Bank	AT21
2	Airtel Payments Bank	AT41
3	AU Small Finance Bank	AU11
4	AXIS BANK LIMITED 05	AX91
5	Axis Bank	AX41
6	Bill Avenues (Infibeam)	BA01
7	Bank of Baroda	BB51
8	India Ideas Com Limited (Bill Desk)	BL01
9	Canara Bank	CA21
10	Corporation Bank	CO11
11	CSB Bank Ltd.	CY21
12	Common Service Centres	CS51
13	DOMBIVLI NAGRI SAHAKARI B ANK LIMITED	DN21
14	ESAF Small Finance Bank	ES41
15	EQUITAS SMALL FINANCE BANK LIMITED	EQ11
16	Euronet – BOU	EU51
17	THE FEDERAL BANK LIMITED 03	FE51
18	The Federal Bank	FE11
19	HDFC Bank	HD51
20	Indian Overseas Bank	IB51
21	ICICI Bank	IC11
22	ICICI Bank	IC51
23	IDBI Bank	ID51
24	IDFC Bank	IF11
25	IndusInd Bank	IN51
26	Indian Overseas Bank	IO21
27	Ebix Payment Services	IT51
28	JIO Payments Bank	JI21
29	Jammu & Kashmir Bank	JK11
30	Jana Small Finance Bank	JA11
31	Kotak Mahindra Bank	KM11
32	NSDL Payments Bank	NS11
33	PUNJAB NATIONAL BANK 02	PN51
34	PayU Payments Pvt. Ltd.	PU51
35	THE SARASWAT CO-OPERATIVE BANK LIMITED	SA11
36	STATE BANK OF INDIA	SB51
37	THE SOUTH INDIAN BANK LIMITED 02	SI51
38	Thane Janata Sahakari Bank	TB51
39	Ingenico ePayments India	TP01
40	UCO BANK	UC21
41	YES Bank	YB31