SUPERINTENDING ENGINEER
CONTRACTS & MONITORING

Chennai Metropolitan
Water supply
and
Sewerage Board

No.1, Pumping Station Road, Chennai - 600 002
FAX : 044-2845 4336 E-Mail:secandm@gmail.com

Lr. No. CMWSSB/CNT/WSS/NCB/TNIDB/002/2025-26 Dt:15.07.2025

To

Sir,

Sub: CMWSSB - C&M Wing – Procurement, Testing, Installation, Commissioning, Operation and Maintenance of 1.0 Lakh smart Water Meters with Associated Communication and Billing System in Chennai City under Hybrid Annuity Model (HAM) – e-Tender invited – Addendum - V has been prepared – forwarded - Reg

Ref : Tender No. CNT/WSS/NCB/TNIDB/002/2025-26

-o0o-

With reference to the above work, the Addendum - V has been prepared and enclosed herewith. You are requested to take these Addendum - V into due consideration while submitting your bid. All the other terms and conditions already stipulated remain unaltered.

The bid documents will be available for submission up to 3.00 P.M. on 22.07.2025. The Tender can be uploaded up to 3.00 P.M. on 22.07.2025. The Tender will be opened on 23.07.2025 from 3.30 P.M. onwards.

You are requested to acknowledge the receipt of this letter.

SUPERINTENDING ENGINEER (C&M)

Encl : 1. Confirmation Letter – Pg. 2
2. Addendum – IV - (Pg. 3-7)

ADDENDUM - V

Name of Work: Procurement, Testing, Installation, Commissioning, Operation and Maintenance of 1.0 Lakh smart Water Meters with Associated Communication and Billing System in Chennai City under Hybrid Annuity Model (HAM).

Tender No: CNT/WSS/NCB/TNIDB/002/2025-26

-o0o-

We have taken into due consideration of the Addendum - V while submitting our bid.

Signature of the bidder

Name and Address of the bidder

CHENNAI METROPOLITAN WATER SUPPLY & SEWERAGE BOARD

ADDENDUM V

TO
BIDDING DOCUMENT

For
TENDER NO: CNT/WSS/NCB/TNIDB/002/2025-26

PROCUREMENT, TESTING, INSTALLATION, COMMISSIONING, OPERATION, AND MAINTENANCE OF 1.0 LAKH SMART WATER METERS WITH ASSOCIATED COMMUNICATION AND BILLING SYSTEM IN CHENNAI CITY, UNDER HYBRID ANNUITY MODEL (HAM)

ADDENDUM V

<table>
<tr><th>Sl. No</th><th>Document</th><th>Clause /Sub Clause (Section and Page No.)</th><th>Original Clause As Existing in Bid Document</th><th>As Amended</th></tr>
<tr><td colspan="5"></td></tr>
<tr><td>37.</td><td>Request for Proposal Volume II</td><td>Request for Proposal Data Sheet</td><td>
<table>
<tr><td colspan="3">DATA SHEET</td></tr>
<tr><td>4.</td><td>Bid Security</td><td>Rs. 5,00,00,000 (Rupees Five Crore only) through online transfer on e-procurement portal or in the form of Electronic Bank Guarantee</td></tr>
</table>
</td><td>
<table>
<tr><td colspan="3">DATA SHEET</td></tr>
<tr><td>4.</td><td>Bid Security</td><td>Rs. 2,50,00,000 (Rupees Five Crore only) through online transfer on e-procurement portal or in the form of Electronic Bank Guarantee</td></tr>
</table>
</td></tr>
<tr><td>38.</td><td>Request for Proposal Volume II</td><td>SCHEDULE C: KEY PERFORMANCE INDICATORS</td><td>(1) Efficiency in Redressal of Complaints:
<table>
<tr><td>Rationale</td><td>Responsive to consumer needs</td></tr>
<tr><td>Frequency</td><td>Monthly</td></tr>
<tr><td>Required Service Level</td><td>95% of complaints should be resolved within the time period provided for respective category of complaint.
Complaints to be resolved within 48 hours: Complaints relating to functioning of smart water meters including wrong readings, non functioning and other issues relating to the meter.
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				7 days: Complaints related to errors or problems in billing information (resulting from issues in communication infrastructure), change in customer database, other complaints connected to customer database or billing. Complaints for which Redressal beyond the control of the Concessionaire to be listed separately and to be certified by the Independent Engineer. In the event a complaint is not redressed within twice the time period provided for such redressal period, the same shall be considered as an additional complaint by the same Complainant. The accumulation of complaints shall continue till it has been resolved.		**7 days**: Complaints related to errors or problems in billing information (resulting from issues in communication infrastructure), change in customer database, other complaints connected to customer database or billing. Complaints for which Redressal beyond the control of the Concessionaire to be listed separately and to be certified by the Independent Engineer. In the event a complaint is not redressed within twice the time period provided for such redressal period, the same shall be considered as an additional complaint by the same Complainant. The accumulation of complaints shall continue till it has been resolved.
			Measured by	Percentage of total number of customer requests resolved during the month under review, including those resolved until the 7th of the succeeding month (where the time period allowed is 7 days) over the total number of customer requests received and recorded during that month under review.	Measured by	Percentage of total number of customer requests resolved during the month under review, including those resolved until the 7th of the succeeding month (where the time period allowed is 7 days) over the total number of customer requests received and recorded during that month under review.
			Data Requirements	Total number of smart water meter complaints received per month and	Data Requiremen	Total number of smart water meter complaints received per month and

Sl. No	Document	Clause /Sub Clause (Section and Page No.)	Original Clause As Existing in Bid Document		As Amended	
				total number of smart water meter complaints redressed within 48 hrs and 7 days. Where the complaints have been resolved beyond the stipulated time, the actual time taken for the resolution.	ts	total number of smart water meter complaints redressed within 48 hrs and 7 days. Where the complaints have been resolved beyond the stipulated time, the actual time taken for the resolution.
				Calculation	Total number of complaints redressed within the stipulated time for the respective category Total number of complaints received in a month in the respective categories	Calculation	Total number of complaints redressed within the stipulated time for the respective category Total number of complaints received in a month in the respective categories
				Monitored by	An electronic registry maintained by the Concessionaire, the registry shall include detailed database and summary tables including: • Time and Date • Complaint Number • Consumer Name • Consumer Identification Number • CMC Number • Nature of Complaint • Time and Date at which Consumer is provided with response • Action Taken Report • Time and Date of resolution of Complaint	Monitored by	An electronic registry maintained by the Concessionaire, the registry shall include detailed database and summary tables including: • Time and Date • Complaint Number • Consumer Name • Consumer Identification Number • CMC Number • Nature of Complaint • Time and Date at which Consumer is provided with response • Action Taken Report • Time and Date of resolution of Complaint
				Allowable	Period in which no water is	Allowable	Period in which no water is

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Sd/-14.07.2025
Managing Director