



Single Tender Enquiry to M/s Tata Teleservices Ltd

Due date of Submission of tender on 30-05-2022 by 02:00 PM

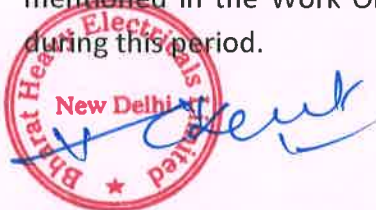
Due date for opening on 30-05-2022 at 02:30 PM

Sub: Tender for fixed line telephone services at BHEL House

You most competitive offers are invited, in sealed covers for the subject services. The terms & conditions of the tender are mentioned below: -

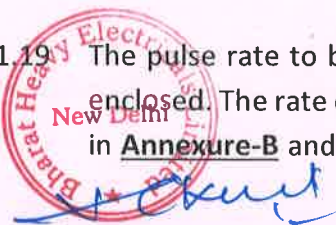
3.1 TERMS & CONDITONS OF TENDER:

- 1.1 The tenure of contact for providing fixed line telephone services (i.e. ISDN PRI Lines & DELS) at BHEL House and BHEL office at Joy Tower, Sector-62, Noida shall be as below:
 - a. The period of two (02) years w.e.f. 12.05.2022 for the location at BHEL House, Siri Fort, New Delhi
 - b. The period of four (04) months w.e.f. 12.05.2022 for the location at BHEL office at Joy Tower, Noida
- 1.2 Bidder shall provide the services for existing connection of the PRI lines & DELs to EPABX system of BHEL installed at two locations of BHEL i.e Corporate Office, Siri Fort, New Delhi and BHEL office at Joy Tower, Sector-62, Noida.
- 1.3 Bidder shall provide the services for existing 8 nos. of primary rate interface ISDN (PRI) lines during the tenure of contract. The bidder shall also maintain One Direct Exchange Line (DEL). However, BHEL reserves the right to increase the quantity of DELs at any time during the contract period.
- 1.4 Rate for outgoing pulses quoted by the tenderers should be inclusive of all taxes and duties except GST.
- 1.5 Rate quoted should remain valid during the currency of the contract i.e. contract duration as mentioned in the Work Order. Increase in rates, due to any reason, shall not be permissible during this period.





- 1.6 The number of outgoing pulses mentioned in price bid format **Annexure-A** are based on the average monthly outgoing pulses during the of previous 24 months. Payment shall however be made for the actual number of outgoing pulses dialled (Only usage charges). The break-up of tentative no. of pulses for both locations i.e. BHEL House & Joy Tower, Noida are provided in **Annexure-C**.
- 1.7 The outgoing pulses (only usage charges) shall be the only chargeable item under the contract. No charges of any other kind shall be payable by BHEL under the contract.
- 1.8 The rate quoted in the price bid format shall be strictly as per the pulse rate mentioned in Price bid (Annexure-A) and no deviation in the pulse rate will be acceptable. The tentative quantities against each item have been mentioned in the Price bid. However, these quantities may vary by $\pm 30\%$ during the currency of the contract.
- 1.9 The PRI lines will be used for DID / out-going calls / in-coming calls.
- 1.10 The PRI lines/ DELs shall provide access to PSTN. The lines shall provide outgoing/incoming call facility to all subscribers of PSTN worldwide.
- 1.11 The successful tenderer shall provide software / hardware required to monitor PRI lines, without any extra charge.
- 1.12 The PRI lines shall facilitate advice of charge (AOC) and reversals to facilitate call billing.
- 1.13 However, equipment installed at our premises shall be used to provide services exclusively to BHEL only and not to any third party.
- 1.14 The successful tenderer shall comply with all applicable Indian standards.
- 1.15 The tenderers should accept all terms & conditions of the tender unconditionally.
- 1.16 The rate should be quoted in the price bid format Annexure-A (enclosed).
- 1.17 Rate for outgoing pulses quoted by the tenderers should be inclusive of all charges and levies, except GST, which shall be payable extra as applicable.
- 1.18 Rate quoted should remain valid during the contact period. Increase in rate, due to any reason, shall not be permissible during this period.
- 1.19 The pulse rate to be actually provided on ISDN PRI lines & DELs are mentioned in Annexure-B enclosed. The rate quoted in the price bid format shall be strictly as per the pulse rate mentioned in **Annexure-B** and no deviation in the pulse rate will be acceptable. The pulse rate (in Sec.) for





Others Call (e.g Customer Care) as mentioned in price-bid shall be same as per existing/previous billing.

- 1.20 **Payment terms:** The monthly bills for ISDN PRI lined & DELs shall be paid within 15 days of their submission. However, disconnection of services due to delayed payment shall not be permissible. No late fee shall be paid by BHEL. No advance payment shall be paid by BHEL.
- 1.21 The successful tenderer shall provide Extension wise billing with complete call details.
- 1.22 BHEL shall be under no obligation to accept the lowest or any other tender and shall be entitled to accept or reject any or all tenders in part or full without assigning any reason whatsoever.
- 1.23 Tenders shall be received and opened on the due date and time as mentioned above and opening will be in the presence of tenderers or their authorized representatives who may like to be present. Tenders received after due date & time are liable to be rejected.
- 1.24 BHEL may terminate the contract by giving not less than thirty day's written notice of termination to the successful tenderer, if the successful tenderer does not remedy a failure in performance of their obligation under the contract, within thirty days after being notified.
- 1.25 ISD call charges (if any) shall be payable at actual at the rates as per the existing/previous contract.

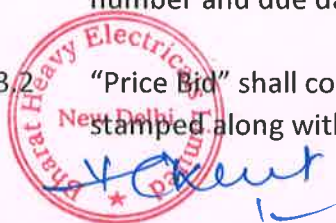
2.0 DOCUMENTS REQUIRED

The Tenderers should submit following documents in their bid:

- 2.1 A copy of tender enquiry signed and stamped on each page as a token of acceptance of terms & conditions mentioned therein including Price Bid (Annexure-A), Annexure-B & Annexure-C duly signed by the tenderer.
- 2.2 No deviation statement duly signed & stamped as per Annexure-D (enclosed).

3.0 PROCUREMENT FOR SUBMISSION OF SEALED TENDERS.

- 3.1 The offer is to be submitted in single part in sealed cover indicating on the cover the tender number and due date and time as mentioned in the tender enquiry along with the Price Bid.
- 3.2 "Price Bid" shall contain the Price bid Annexure-A with the prices duly filled in and duly signed & stamped along with the schedule of rates (Annexure-B).





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- 3.3 Tenders shall be accompanied with a covering letter giving index interlinking all the documents enclosed and all pages should be signed & stamped and should be as per the instructions given for submitting the tender.
- 3.4 Tenders for part supply/service or incomplete in any respect, are liable to be rejected.
- 3.5 Duly filled tender shall be submitted to BHEL, Corporate Office, Siri Fort, New Delhi-110049 at the tender box placed at Gate No. 3 reception area.

Clarifications, if any, of Technical / Commercial nature, can be obtained from the undersigned. Please submit your lowest offer for the above requirement subject to terms and conditions given above or before the due date & time mentioned above.

Vikrant Kumar
Manager (HR-GAX & ISMG)
Corporate Office, BHEL House,
Siri Fort, New Delhi-110049.
Phone No -011-66337438
Mobile:9759669400
E-mail: vikrantk@bhel.in



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Annexure-A

S.No.	Chargeable items	Unit	Total Quantity (*)	Call Rate excluding GST in Figures (Rs. Per pulse)		Call Rate excluding GST in Words (Rs. Per pulse)		Amount excluding GST
				(A)	(B)	(C)	(D)	
1	Local (Landlines) to TATA phones and others	No. of pulse	121426					To Be Calculated by BHEL
	Outgoing calls (Pulse rate as per Annexure-B)							
2	Local (Mobile) to TATA phones	No. of pulse	0					To Be Calculated by BHEL
	Outgoing calls (Pulse rate as per Annexure-B)							
3	Local (Mobile) to TATA non-phones	No. of pulse	491271					To Be Calculated by BHEL
	Outgoing calls (Pulse rate as per Annexure-B)							
4	Others Call (e.g Customer Care)	No. of pulse	115					To Be Calculated by BHEL
5	STD (Landline)to TATA phones and others	No. of pulse	101528					To Be Calculated by BHEL
	Outgoing calls (Pulse rate as per Annexure-B)							
6	STD (Mobile) to TATA phones and others	No. of pulse	264573					To Be Calculated by BHEL
	Outgoing calls (Pulse rate as per Annexure-B)							
7				NET TOTAL				To Be Calculated by BHEL
8				Applicable GST on above (in %) in Figures				
9				Applicable GST on above (in %) in Words				
10				GROSS TOTAL				To Be Calculated by BHEL

Evaluation Criteria: The evaluation of the price bid shall be done on the basis of amount arrived at sl. no E-7 i.e. Net Total Amount excluding GST.

*Total Qty is tentative. Payment shall be made for actual nos of outgoing calls.



Signature
With name, designation & seal of the firm



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Annexure-B

Mode of Call	Nature of Operator	LOCAL	STD
		Pulse Rate (in secs)	
Landline	Same Operator	180	60
	Different Operator	180	60
Mobile	Same Operator	180	60
	Different Operator	60	60



Signature
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Annexure-C

Beakup of No. of Pulses					
S.No.	Chargeable items	Unit	Approx. Total requirement of BHEL House	Approx. Total requirement of Joy Tower	Total Quantity
			(B)	(C)	D= (B + C)
1	Local Landlines	No. of pulse	113330	8096	121426
	Outgoing calls (Pulse rate as per Annexure-B)				
2	Local (Mobile)	No. of pulse	459723	31548	491271
	Outgoing calls (Pulse rate as per Annexure-B)				
3	Others Call (e.g Customer Care)	No. of pulse	115	0	115
4	STD (Landline)	No. of pulse	94156	7372	101528
	Outgoing calls (Pulse rate as per Annexure-B)				
5	STD (Mobile)	No. of pulse	231869	32704	264573
	Outgoing calls (Pulse rate as per Annexure-B)				



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Annexure-D

No Deviation Certificate

No deviation from tender conditions of tender enquiry and specifications mentioned therein.

Signature

With name, designation & seal of the firm

