



Single Tender Enquiry to M/s Tata Teleservices Ltd

Due date of Submission of tender on 10-07-2026 by 03:00 PM
Due date for opening on 10-07-2026 at 03:30 PM

Sub: Tender for Provision of Outgoing Call Facility through Fixed Line Telephone Services comprising 30 SIP Trunk Lines and 100 DID Numbers at BHEL House

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

1.0 TERMS & CONDITONS OF TENDER:

- 1.1 The contract for providing outgoing call facility through fixed line telephone services comprising **one SIP Trunk (30 Channels) with 100 DID Numbers** at BHEL House, Siri Fort, New Delhi-110049 shall be valid for a period of **five (05) years**.
- 1.2 The successful bidder shall provide service for providing **one SIP Trunk comprising 30 channels with 100 DID Numbers** integrated with the existing EPABX system installed at BHEL Corporate Office, Siri Fort, New Delhi throughout the contract period.
- 1.3 The successful bidder shall ensure uninterrupted operation of the SIP Trunk services throughout the contract period and shall maintain the allocated 100 DID Numbers during the currency of the contract.
- 1.4 The existing telephone numbers presently in use at BHEL shall continue without any change during the contract period.
- 1.5 The SIP Trunk shall provide seamless outgoing and incoming calling facility through the existing EPABX system and shall support Direct Inward Dialing (DID).
- 1.6 The service provider shall provide connectivity to the Public Switched Telephone Network (PSTN) for incoming and outgoing calls.
- 1.7 The bidder shall provide all hardware, software, interfaces, licences and accessories, if required for commissioning, monitoring and smooth operation of the SIP Trunk services without any additional cost to BHEL.
- 1.8 The equipment installed at BHEL premises for providing the services shall be used exclusively for BHEL and shall not be utilized for any third party.
- 1.9 The successful bidder shall comply with all applicable guidelines, regulations, licences and standards issued by DoT, TRAI and other statutory authorities governing telecom services.

Sanjay
101-07-26
Bharat Heavy Electricals Limited



1.10 **Taxes & Duties:**

- a) To enable BHEL to avail GST Input tax credit, Contractor shall submit GST compliant Tax invoice containing all the particulars as stipulated under Invoice Rules of GST Law. Payment shall be made to the Contractor only after submission of GST complaint Tax invoice. The Contractor shall raise GST compliant invoice affixing GSTIN of BHEL Corporate Office, BHEL House, Siri Fort, New Delhi.
- b) To enable BHEL to avail GST input tax credit, vendor shall submit GST compliant invoice containing all the particulars as stipulated under Invoice Rules of CGST Rules, 2017 as amended from time to time. Such invoice shall be submitted within prescribed time limit in the name of BHEL Corporate Office, BHEL House, Siri Fort, New Delhi.
- c) BHEL reserves the right to protect its interest against any loss on account of availability of GST credit. In case of any loss to BHEL on account of non-compliance by vendor, the same shall be to vendor's account. BHEL has a right to take necessary steps to protect its interest at the time of release of payment.
- d) GSTIN of BHEL will be provided to the Contractor along with the work order.
- e) Any new/change in statutory levy as and when made applicable by the Government shall become applicable against documentary evidence.
- f) Payment to the Contractor will be subjected to TDS as per rules in force from time to time. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act & GST, as amended from time to time and a certificate to this effect shall be provided to the Contractor by BHEL.
- g) Invoice submitted should be in the format as specified under GST Laws viz. all details as mentioned in Invoice Rules like GSTIN registration number, invoice number, quantity, rate, value, taxes with nomenclature – CGST, SGST, IGST mentioned separately, HSN (Harmonized System of Nomenclature) Code / SAC (Services Accounting Code) Code etc.
- h) The successful bidder must comply to all statutory regulations applicable to this contract. Any obligations on account of above will be liability of the successful bidder.

1.11 The quoted rates shall remain firm throughout the contract period. No escalation on any account whatsoever shall be admissible during the currency of the contract.

1.12 The contract shall initially be for providing one SIP Trunk comprising 30 Channels with 100 DID Numbers. However, during the currency of the contract, BHEL reserves the right to increase or decrease the number of SIP Channels in multiples of ten (10) channels, depending upon its operational requirements. The 100 DID Numbers shall remain unchanged. Payment shall be made based on the actual number of SIP Channels in service at the accepted unit rates under the contract.

1.13 The monthly rental quoted shall include unlimited outgoing Local, STD and Mobile calls under the subscribed plan. No separate charges towards such calls shall be payable by BHEL. ISD call charges, if any, shall be payable separately at the applicable tariff.

1.14 The quoted monthly rental shall be inclusive of all charges except GST, which shall be payable extra as applicable.

Sandip
21-07-2016
Bharat Heavy Electricals Limited



- 1.15 No separate charges towards activation, installation, commissioning, migration, testing or integration shall be payable by BHEL.
- 1.16 ISD call charges, if not covered under the subscribed plan, shall be payable at the applicable tariff quoted by the bidder.
- 1.17 The successful tenderer shall comply with all applicable Indian standards.
- 1.18 The tenderers should accept all terms & conditions of the tender unconditionally.
- 1.19 The rate should be quoted in the price bid format **Annexure-A** (enclosed).
- 1.20 **Payment Terms:**
- a) Monthly bills for ISDN PRI lined & DELs complete in all respect along with all the requisite documents submitted by the Contractor will be paid within 45 Days for MSEs, 60 days For Medium Enterprises, 90 days for Non MSME of its receipt.
 - b) No late fee shall be paid by BHEL.
 - c) No interest shall be payable for delay in making the payment.
- 1.21 BHEL shall be under no obligation to accept the lowest or any other tender and reserves the right to accept or reject any or all tenders, wholly or partly, without assigning any reason whatsoever.
- 1.22 Tenders shall be received and opened on the due date and time indicated above. Tenders received after the stipulated date and time shall be liable for rejection.
- 1.23 BHEL may terminate the contract by giving not less than thirty (30) days' written notice if the successful bidder fails to remedy any default in performance of contractual obligations within thirty (30) days after receipt of such notice.

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** duly signed by the tenderer.
- 2.2 No deviation statement duly signed & stamped as per **Annexure-B** (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.





भारत हेवी इलेक्ट्रिकल्स लिमिटेड Bharat Heavy Electricals Limited

- 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.

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. The tender is also acceptable before stipulated time through email/hard copy (email: corp_admin@bhel.in). Also, to save processing time, the tender shall be opened as & when received.

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.

Prepared By




Sarvdeep Malhan
Engineer (HR-GAX)
Corporate Office, BHEL House,
Siri Fort, New Delhi-110049.
Phone No -011-66337421
Mobile: 8006600142
E-mail: sarvdeep@bhel.in

Approved By



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



भारत हेवी इलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited

Annexure-A

Price Bid

Tender for Provision of Outgoing Call Facility through One SIP Trunk (30 Channels) with 100 DID Numbers at BHEL House, Siri Fort, New Delhi

S. No.	Chargeable Item	Unit	Quantity	Monthly Rate (Excluding GST) in Figures (₹)	Monthly Rate (Excluding GST) in Words	Amount for 60 Months (Excluding GST)
A	B	C	D	E	F	G = D x E
1	Monthly Rental for One SIP Trunk comprising 30 Channels with 100 DID Numbers	Per Month	60			To be calculated by BHEL
2	NET TOTAL AMOUNT (Excluding GST)					
3	Applicable GST (in %) – Figures					
4	Applicable GST (in %) – Words					
5	GRAND TOTAL (Including GST)					
	To be calculated by BHEL					
	To be calculated by BHEL					
	To be calculated by BHEL					
	To be calculated by BHEL					

Please Note: The contract shall initially be for providing one SIP Trunk comprising 30 Channels with 100 DID Numbers. However, during the currency of the contract, BHEL reserves the right to increase or decrease the number of SIP Channels in multiples of ten (10) channels, depending upon its operational requirements. The 100 DID Numbers shall remain unchanged. Payment shall be made based on the actual number of SIP Channels in service at the accepted unit rates under the contract



Handwritten signature

Signature
With name, designation & seal of the firm



भारत हेवी इलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited

Annexure-B

No Deviation Certificate

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

Signature

With name, designation & seal of the firm

