



Single Tender Enquiry to M/s Tata Teleservices Ltd

Due date of Submission of tender on 16-05-2024 by 02:00 PM
Due date for opening on 16-05-2024 at 02:30 PM

Sub: Tender for fixed line telephone services 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 tenure of contact for providing fixed line telephone services (i.e. ISDN PRI Lines & DELS) at BHEL House, Siri Fort, New Delhi-110049 shall be for a period of five (05) years.
- 1.2 Bidder shall provide the services for existing connection of the PRI lines & DELs to EPABX system of BHEL installed at BHEL Corporate Office, Siri Fort, New Delhi.
- 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 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.
- 1.5 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 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.
- 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 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 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** 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**).
- 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. 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.

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



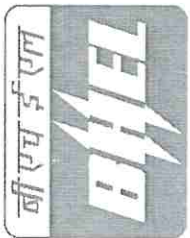
भारत हेवी इलेक्ट्रिकल्स लिमिटेड Bharat Heavy Electricals Limited

Annexure-A

Price Bid

S.No.	Chargeable items	Unit	Total Quantity	Call Rate excluding GST in Figures	Call Rate excluding GST in Words	Amount excluding GST
				(Rs. Per pulse)	(Rs. Per pulse)	
		(A)	(B)	(C)	(D)	E = B X C
1	Local (Landlines) Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	252000			To Be Calculated by BHEL
2	Local (Mobile) Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	960000			To Be Calculated by BHEL
3	Others Call (e.g Customer Care).	No. of pulse	1200			To Be Calculated by BHEL
4	STD (Landline) Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	156000			To Be Calculated by BHEL
5	STD (Mobile) Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	546000			To Be Calculated by BHEL
NET TOTAL						To Be Calculated by BHEL
Applicable GST on above (in %) in Figures						
Applicable GST on above (in %) in Words						
GROSS TOTAL						To Be Calculated by BHEL


 Signature
 With name, designation & seal of the firm



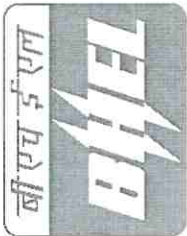
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Bharat Heavy Electricals Limited

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
With name, designation & seal of the firm



भारत हेवी इलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited

Annexure-C

S.No.	Chargeable items	Unit	Approx. Total requirement of BHEL House for five years
		(A)	(B)
1	Local Landlines		
	Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	252000
2	Local (Mobile)		
	Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	960000
3	Others Call (e.g Customer Care)	No. of pulse	1200
4	STD (Landline)		
	Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	156000
5	STD (Mobile)		
	Outgoing calls (Pulse rate as per Annexure-B)	No. of pulse	546000


Bharat Heavy Electricals Limited
New Delhi

Signature

With name, designation & seal of the firm



भारत हेवी इलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited

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

