

# **BHARAT HEAVY ELECTRICALS LIMITED**

**ESTATE OFFICE  
BHEL TOWNSHIP, SECTOR-17  
NOIDA- 201301**



**TENDER DOCUMENT  
FOR  
Hiring of one 30 Channel ISDN PRI Lines along with EPABX System at  
BHEL TOWNSHIP, SECTOR 17, NOIDA**

NIT no. 11: AA: NOI: ADMN: Tel: 112:2015-16 Dated 15.09.2015

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- Notice Inviting Single Tender

**Last date for Submission: 16.09.15 at 1500 hrs.**

**Date for opening of tender: 16.09.15 at 1530 hrs.**

भारत हेवी इलेक्ट्रिकल्स लिमिटेड

**Bharat Heavy Electricals Ltd.**

सम्पदा कार्यालय, सेक्टर - १७, नोएडा - २०१ ३०१ (उ.प्र.), भारत

BHEL Township: Estate Office, Sector-17, Noida-201 301 (UP) INDIA

फोन (का.) 6740993, 6740988 फैक्स- 6740994 Tel: 6740993, 6740988 (Fax) 6740994

## **Tender Document**

NIT no. 11: AA: NOI: ADMN: Tel.: 112:2015-16 Dated 15.09.2015

**Last date of Submission of Sealed Tender: 16.09.2015 at 1500 hrs.**

**Date of opening of Tender: 16.09.2015 at 1530 hrs.**

M/s. TATA Tele Services Ltd.  
2A Old Iswar Nagar, Main Mathura Road,  
New Delhi- 110065.

**Sub. : Hiring of one 30 Channel ISDN PRI Lines alongwith EPABX System at BHEL Township, Sector-17, Noida.**

Dear Sir,

We are pleased to invite your most competitive offer for Hiring of one 30 Channel ISDN PRI Lines alongwith EPABX System at BHEL Township, Sector-17, Noida as per following terms & conditions:

Item No.	Description of Item	Unit (A)	Quantity (B)	Unit Rate (₹) (C)	Amount (Rs.) (D)=(B) x (C)
1.	Rental per month for providing one 30 Channel ISDN Primary Rate Interface (PRI) Line and EPABX System as per tender terms & conditions. <b>(For Old System installed in respect of Work Order No. AA:NOI:ADMN.:112:ISDN PRI:2011-12 Dated 20.02.2012)</b>	No. of Months	6		
2.	Outgoing Calls	No. of Pulses	6 X 12000 = 72,000 nos.		
3.	Free outgoing calls offered with Item No. 1	No. of Pulses			
<b>Total Package Price = (Amount of Item Nos. (1) + (2) – (3) = Rs.</b>					
<b>Amount in Words:</b>					

**Note:**

- The unit rate to be inclusive of all taxes and duties, except Service tax, which will be payable extra at applicable rate.
- The no. of pulses of outgoing calls during the six months contract period have been taken as 72,000.00. However, payment will be made as per the actual quantity of outgoing calls made.
- The unit rate of all outgoing calls (including the free calls with rental shall be same).

- (d) The rates quoted by you should remain valid during the contract period of six months, increase in rates due to any reason shall not be permissible during the period.
- (e) The number of pulses of free outgoing calls to be quoted against item no. 3 should be the total free calls for 6 months. (Free calls per month X 6).
- (f) The pulses rate shall be as per Annexure- C.

**A. INSTRUCTIONS FOR TENDERER:**

1. The offer shall be submitted as per the instructions of tender document. Only one set of tender document duly signed by authorized representative of tender and signed & stamped on each page shall be submitted as detailed further. Tenderer should note specifically that all pages of tender document, including the NIT page for this particular tender shall be submitted by them (after signing/stamping on each page) as a part of their offer. In case of any clarification, bidder may contact this office.
2. No overwriting / correction in tender documents by tenderer shall be allowed. However if correction is unavoidable, the same must be signed by authorized signatory.
3. Tender must be submitted in single part. The cover envelope should be super scribed with NIT no. & due date of opening.
4. Rates must be quoted in figures as well as in words.
5. Tender documents are also available on CPP portal (<http://eprocure.gov.in/cppp/>) and the same can be downloaded and used as tender document for submission of bid.
6. BHEL reserves the right to accept or reject the offer without assigning any reason thereof. Also BHEL shall not entertain any correspondence from bidder in this matter.
7. In case any typing error/other clerical errors is noticed by the tenderer, in the tender documents, the same must be pointed out and got clarified before submission of offer, else, BHEL's interpretation shall prevail & shall be binding on the tenderer.
8. Any queries regarding this tender may be clarified from Engineer (HR-TAX) on mobile no. 8800957694/ email: [omender@bhel.in](mailto:omender@bhel.in).
9. The tenderer or their representative may attend the opening of bids if they desire to do so.
10. In case you are not submitting your offer against this enquiry, we request you to send a regret letter.

**B. SPECIAL CONDITIONS:**

1. You shall provide 01 no. Primary Rate interface ISDN during the tenure of contract.
2. The PRI Lines will be used for DID/ Outgoing calls/ Incoming calls.
3. The PRI Lines shall provide access to PSTN. The lines shall provide outgoing/ incoming facility to all subscribers of PSTN Worldwide.
4. You shall provide software/ hardware required to monitor PRI Lines without any extra charge.
5. You shall provide the last mile connectivity over an optical fiber link.
6. The PRI Lines shall facilitated reversals to facilitated call billing.
7. The ISDN PRI Lines shall provide 30 Bearer Channels with one D Channel (32 B+ D). The bearer/ Voice Channels shall be of 64 kbps each. The D Channel shall also be of 64 kbps.
8. You shall provide EPBAX System having following features to BHEL during the entire tenure of the contract without any extra charge. The equipment are remain same as provided for Old System installed in respect of Work Order No. AA:NOI:ADMN.:112:ISDN PRI:2011-12 Dated 20.02.2012.
  - DOT/ TEC approved EPBAX.
  - 75 nos. Analog Extensions with Analog phones.
9. The EPABX System should be provided alongwith one Operator Console, one FCBC with 30 Minutes power Backup and 100 Lines Krone MDF. The equipment are remain same as provided for Old System installed in respect of Work Order No. AA:NOI:ADMN.:112:ISDN PRI:2011-12 Dated 20.02.2012.
10. You shall connect the PRI Lines to EPABX System to be provided under Para 9.
11. You shall maintain and repair the equipment provided under the contract during the tenure of the contract, without any extra charges. The laying, maintenance, replacement of telecom

- cabling from MDF to Work Stations/ Cabins/ Seats (i.e. from MDF upto the point where the telephone instruments are installed) shall remain in the scope of BHEL.
12. The space, power supply and air conditioner required for installation of EPABX System shall be provided by BHEL without any charge. However, equipment installed in our premises shall be used to provide services exclusively to BHEL and not to any third party.
  13. You shall comply with all applicable Indian Standard.
  14. The equipment to be provided are remain same as provided for Old System installed in respect of Work Order No. AA:NOI:ADMN.:112:ISDN PRI:2011-12 Dated 20.02.2012.
  15. The number of outgoing pulses mentioned in Price Bid Format above or as per the average monthly outgoing pulses at BHEL Township, Noida. Payment shall however be made for the actual number of outgoing pulses dialed after deducting the free calls offered at Unit Rate.
  16. The rental and outgoing pulses shall be the only chargeable item under the contract. No charges of any kind shall be payable by BHEL under the contract. According, charges for installation, maintenance, registration, security deposit etc. shall not be payable.
  17. The pulse rate to be actually provided on ISDN PRI Lines are mentioned in Annexure – C enclosed. The rates quoted in Price Bid Format shall be strictly as per pulse rate mentioned in Annexure – C and no deviation in the pulse rate will be acceptable.
  18. The installation & commissioning of EPABX System, telephone instrument, PRI Lines etc. should remain same as installed for Old System installed in respect of Work Order No. AA:NOI:ADMN.:112:ISDN PRI:2011-12 Dated 20.02.2012 upto next six months.
  19. You should ensure the equipment to be provided under the contract against perils like fire, earthquake, theft, high voltage etc. i.e. your own cost.
  20. **L. D. Clause:** The TATA Tele Services Ltd. (TTSL) has to attend the complaint within two hours. If you failed to attend the complaint within 24 hours, the penalty of Rs X (where X= total monthly rental / 30) per day shall be imposed on you.
  21. **TERMS OF PAYMENT:** The monthly bills for ISDN PRI Lines shall be paid within 15 days of the submission of bills. However, disconnection of services due to delayed payment shall not be permissible. No late fee & advance payment shall be paid by BHEL.
  22. **CONTRACT PERIOD:** The tenure of contract for providing one 30 Channel ISDN PRI Lines along with EPABX System shall be valid for a period of 6 months w.e.f. from the date of successful installation of system by M/s TATA Tele Services Ltd.
  23. BHEL looks forward to get excellent services from the bidder.

### **C. GENERAL TERMS AND CONDITIONS:**

1. The NIT No. & due date must be legibly super scribed on the envelopes.
2. The quoted rate should be inclusive of all.
3. Late tenders or delayed Tenders (received after Due Date & time) will be rejected.
4. Price quoted shall be valid for **30 days** from the date of opening bid.
5. Price shall be quoted as per enclosed 'Price Format' only. Quotations not filled in Price Format are likely to be rejected.
6. The rate should be indicated both in words and figures. All entries in the Tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections, if any, should be attested with signature by the bidder.
7. The bidder shall accept to the technical requirements of the contract for Hiring of one 30 Channel ISDN PRI Lines alongwith EPABX System as described in the tender document by signing the tender document.
8. The bidder shall sign the **Declaration Certificate** as enclosed at Annexure-A.
9. The bidder shall sign the **No Deviation Certificate** as enclosed at Annexure-B.
10. The bidder shall sign the **Pulse RATE** as enclosed at Annexure-C.
11. **EVALUATION CRITERIA:** The order will be placed on your offer subjected to the reasonability of rates. Evaluation of bid will be on total cost to 'BHEL'.
12. If any information/documents submitted by the contractor are found false/fake at any stage, the tender will be cancelled.

13. **CORRECTION OF ARITHMETIC ERRORS:** Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors on the following basis:
- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the BHEL there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
  - If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
  - If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
  - If any bidder does not accept the correction of errors, their bids will be disqualified.
14. Any type of accommodation will not be given to the workmen deployed by the contractor.
15. No party shall be permitted to tender for work in BHEL in which any of their near relatives is an employee connected with the award and execution of the contract. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the BHEL. Any violation of this condition which comes to the Notice of the BHEL after the contract is awarded will entitle the BHEL to treat the contractors as having committed a breach of contract and to exercise all the rights and remedies available to the BHEL on account thereof.
16. **TERMINATION OF CONTRACT ON DEATH:** Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the accepting officer shall have the option of terminating the contract without compensation to the contractor's authorized survivors.
17. **POST TECHNICAL AUDIT OF SUPPLY AND BILLS:** BHEL reserves the right to carry out a post payment audit and technical examination of the services and the bills including all supporting vouchers, abstracts etc. and to enforce recovery of any sums becoming due as a result thereof in the manner provided into the proceeding sub-paragraph provided however, that no such recovery shall be enforced after three years of passing the final bill.
18. **ARBITRATION / CONCILIATION:** In the event of any dispute arising between the parties hereafter referred as BHEL and contractor in respect of or connected with this contract, General terms & conditions of tender, then the same shall be referred to Arbitration and arbitrator will be nominated by the Head of Administration of BHEL Corp. Office, New Delhi, whose decision shall be final and binding on both the parties. However, any differences or doubt pertaining to meaning interpretation of any phrase word used in terms or in the schedule of services, their nature and manner of rendering of such services shall be the excepted matter and be referred to the Head of Administration of BHEL Corp. Office, New Delhi, whose decision shall be the final and binding. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification and re-enactment thereof will apply to such arbitration provided however, in all matters the venue of proceedings will be Delhi and only Delhi or appropriate Courts will have jurisdiction over the same.

You are requested to return this offer letter duly signed and stamped on each page as a token of acceptance of above mentioned rates and T &Cs.

For & on behalf of "BHEL"

(Omender Singh)  
Engineer (HR-TAX)

**ESTATE OFFICE: BHEL TOWNSHIP: NOIDA**

**Annexure-A**

NIT No. 11: AA: NOI: ADMN: Tel.: 112:2015-16  
Dated 15.09.2015

**DECLARATION**

I / We hereby declare that no case is pending with the police/ court against the bidder/ firm/ company (Agency). Also I /We have not been suspended / blacklisted by any PSU / Government Department / Financial Institution / Court etc.

(Signature of Party with seal)

Place:

Date:

**Annexure - B**

**ESTATE OFFICE: BHEL TOWNSHIP: NOIDA**

NIT no. 11: AA: NOI: ADMN: Tel.: 112:2015-16  
Dated 15.09.2015

**No Deviation Certificate**

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of this tender. We hereby undertake and confirm that we have understood the specifications properly and shall be providing the services mentioned in this tender enquiry.

(Signature of Party with seal)#####

Place:

Date:

## Annexure – C

Tender for hiring one 30 channel ISDN PRI Line along with EPABX system for BHEL Township, Sector-17 Noida.

Type of Calls	Pulse Rate (In Seconds)
<b>Local Calls</b>	
Fixed line to Fixed lines ( Within Delhi Circle)	180
Fixed line to Fixed lines (Outside Delhi Circle but within Delhi NCR)	120
Fixed line to Mobiles of same service provider (Within Delhi NCR Circle)	180
Fixed line to Mobiles of other service provider (Within Delhi NCR Circle)	60
<b>STD Calls</b>	
Fixed line to Fixed lines within 50 Kms	60
Fixed line to Mobiles within 50 Kms	60
Fixed line to Fixed lines above 50 Kms	60
Fixed line to Mobiles above 50 Kms	60
<b>ISD Calls</b>	
USA, Canada, UK	8
Singapore, Indonesia, Hong Kong, Malaysia, Thailand	8
Rest of Europe	8
Gulf Countries, Africa, New Zealand, Australia and SAARC	4
Rest of the World	4
<b>Note:</b>	
1. Mobile included GSM as well as WLL-M phones	
2. Fixed lines includes all landlines as well as WLL-FWP	