

Note # 1

BHEL – PSWR – NAGPUR

PW: NGP: HRX:ADMIN

Date: 04/07/2025

NOTE

Sub: Contract of EPABX Communication System (Intercom facility) on monthly rental basis at PSWR-HQ, Nagpur.

Ref:

1. M/s Case Incorporation PO: BHE/PW/NGP/HRX/ADMN dtd. 06/07/2022.
2. M/s Case Incorporation PO: BHE/PW/NGP/HRX/ADMN dtd. 01/04/2024.
3. Approval for additional 08Nos. extension port dated 16/04/2024.
4. M/s Case Incorporation consent letter ref. CI/BHEL/RENTAL/01-25 dated 04/07/2025.

Vide Work Order Ref. No. BHE/PW/NGP/HRX/ADMN dtd. 06/07/2022 (ref-1) & BHE/PW/NGP/HRX/ADMN dtd. 01/04/2024 ([ref-2](#)), the contract for establishing EPABX Communication System (intercom facility) on monthly rental basis was awarded to M/s Case Incorporation, Nagpur for the period of 03years w.e.f. 07/07/2022. The contract is valid up to 06/07/2025. Approval for the same is taken vide note ref. PSWR-HR0ADMN(80)/26/2022-PS-WR-HRHQ dated 13/06/2022 ([enclosed](#)).

Further to it, 12Nos. BSNL landline connection established at HQ thru M/s BSNL. These connections are provided to DROs and reception for facilitating incoming/outgoing communication. For this, 08Nos. Port additionally taken from M/s Case Incorporation on monthly rental of ₹100/port extension i.e. Rs.800/- per month vide approval note dated 16/04/2024 ([ref-3](#)).

Presently, Intercom facility comprises of 128Nos extension (port) established in HQ for the following purpose:

- Establishment of Intercom facility for smooth internal communication among different departments.
- Designated official number to each employee for better correspondences.
- Fast execution in official communication.
- Dependency on Mobile phones minimized.

EPBAX system M/s Case Incorporation provided aforementioned services satisfactory. Vendor attended service calls always on time without any delay. Originally, all intercom system such as system configuration, cards, cables including comprehensive maintenance was established by M/s Case Incorporation. Since, then EPBAX communication system taken care by the Agency effectively and providing excellent services and had been resolving

any technical problem in no time.

The scope of works as mentioned in existing Work Order (ref-1) which is restated below:

1. Comprehensive maintenance (Services, Standby cards, FOC Repairs) of 128Nos. extension EPBAX system on monthly rental basis @ ₹100/extension i.e. ₹12,800/- excluding GST.
2. System Configuration for any modification as when required by BHEL – 128Nos. extension.
3. Payment terms – Advance every month.
4. Rental will cover all the spared parts, repairing, maintenance and services, standby cards/system.
5. Service call will be attended on same day or within 24hrs from the time of call raise.
6. Any further extension in multiple of 20Nos. required in future shall be additionally payable @ ₹100/Extension plus GST per port.
7. Contract can be terminated with immediate effect at the discretion of BHEL and for that no reasons may be provided to Agency.
8. For termination of the contract by Agency, 01month prior notice to be given by the Agency.

As the contract is expiring, we approached M/s Case Incorporation for continuing the services. The agency submitted its consent vide letter Ref. CI/BHEL/RENTAL/01-25 dated 04.07.2025 ([ref-4](#)) and agreed to continue the services at same rate, terms & conditions.

For providing 128Nos. extension EPBAX system on rental basis, monthly rental amount shall be ₹12,800/- plus GST. Aforementioned services taken thru OEM and also current price is reasonable as per the current market trend and also same rental amount is being charged by Agency since last 05years. Further to it, taking similar services on hiring fresh EPBAX system thru new agency shall be much costlier owing to the establishment of new system, cables, ports and configuration etc.

Therefore, total expenditure for continuing with EPBAX system from M/s Case Incorporation for 36months comes out ₹4,60,800 (₹12,800x36) plus applicable GST.

Once approved, the Work Order shall be provided to agency to start EPBAX communication on rental basis for the period of 36months w.e.f. 07/07/2025 to 06/07/2028.

In view of above, Finance may concur, and Competent authority may kindly accord the approval for following:

1. Approval for continuing 128Nos. EPBAX communication system (Intercom facility) at BHEL PSWR-HQ, Office on monthly rental of ₹ 12,800/- plus GST through M/s Case Incorporation for a period of 36 months w.e.f. 07/07/2025 to 06/07/2028 on Single tender basis under clause 6.3.1(f) of Works Policy-2016.

2. Total cost implication for the aforementioned services comes out ₹4,60,800 (₹12,800x36) plus applicable GST for the period of 36months.
3. Waive off of EMD under clause 5.1.3(d) & waive off of Security deposit under clause 5.2.3(e) of Works Policy-2016.
4. Approving Authority shall be One step higher than ordering Authority for Cost less than 05lacs as per SS&P circular no. 11 of 2024-25, [priority 4\(a\)](#) for outside GeM/NIC.

Submitted please.

Ram Kumar Ganeshia
Engineer (HR)

Manoj Kumar Shah/ Sr. Manager (HR)

Naveen Luniyal/ AGM (HR)

Naveen Malhotra/ GM (Finance)

V K Arya/ GM (Purchase, SCT & Commercial)

05/07/2025 10:56 am

**Ram Kumar Ganeshia
ENGINEER**

Note # 2

05/07/2025 11:12 am

**Manoj Kumar Shah
MANAGER(HR)**

Note # 3

05/07/2025 11:29 am

**Naveen Luniyal
SDGM**

Note # 4

Sh Pallab Sikdar - Please process

05/07/2025 06:16 pm

**Naveen Malhotra
GM(Finance)**

Note # 5

Date/period of Installation of the EPABX System by M/s Case Incorporation

may be recorded. Whether any upgradation of system is done in the system so far.

Proper compliance & certification -as required, in line with Clause-4 of SS&P Circular (ref page-22) may be placed in file.

आवश्यक उत्तर हेतु वापस भेजा जा रहा है।

07/07/2025 04:46 pm

**Pallab Sikdar
Addl_GM(FIN)**
