

“Deployment of Fault Rectification Teams (FRT) in various sub-divisions of Ajmer Discom”

Ajmer Vidyut Vitran Nigam Limited
Office of the Superintending Engineer (IT)
Opp. 220 kV GSS, Naka Madar, Ajmer – 305 001 (Rajasthan)



Last date for submission of Proposal is **17-10-19 up to 3 PM**

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AJMER VIDYUT VITRAN NIGAM LIMITED
IT CELL

TENDER SPECIFICATION # IT-32

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Important events and dates

Important Dates

S. No.	Event	Date
1	Last date & time of submission of tender at http://eproc.rajasthan.gov.in	17-10-19 upto 15:00 Hrs.
2	Date and time of opening of part A of tender at http://eproc.rajasthan.gov.in	18-10-19 at 15:00 Hrs.

Important Notes

- (1) This tender document contains specification for deployment of Fault Rectification Teams (FRT) in various sub-divisions of the Discom. The FRTs shall be integrated with the Centralized Call Center of Discom already functional at IT Cell, Ajmer.
- (2) Furnishing of earnest money as per this specification is essential otherwise the tender will not be accepted.
- (3) Deposition of tender cost is essential for participation in the tender.
- (4) The tender specification#IT-32 providing detailed terms and condition and technical details can be downloaded from our website www.energy.rajasthan.gov.in/avvnl and <http://eproc.rajasthan.gov.in>.
- (5) Bid Validity: 180 Days from the date of Financial Bid Opening.
- (6) EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.
- (7) The bid security provision in RPPP Rules 2013 shall be applicable for various participators in bid.

SUPERINTENDING ENGINEER (IT)
AVVNL, AJMER

Salient Features:

Name of the Work	Deployment of Fault Rectification Teams (FRT) in various sub-divisions of Ajmer Discom
Cost of Tender Document (non-refundable)	Rs. 5900/- (Rupees Five Thousand Nine Hundred Only)
e-Tender Processing Fee (non-refundable)	Rs.1180/- (Rupees One Thousand One Hundred Eighty only)
Contract period	18 months, further extendable for one year
Estimated Project Cost	Rs. 539784000/- (Rs Fifty Three Cr Ninety Seven Lac Eighty Four Thousand Only)
Earnest Money Deposit (EMD)	Rs. 10795680/- (Rupees One Cr Seven Lac Ninety Five Thousand Six Hundred Eighty Only in form of DD / BG)
Document Download / Sale Start Date	From 18-09-2019 , 15:00 Hrs onwards at http://eproc.rajasthan.gov.in
Bid submission Start Date/Time & Place of submission of bids	01-10-2019, 15:00 Hrs onwards at http://eproc.rajasthan.gov.in
Bid submission Last Date/ Time	Upto 17-10-2019, 15:00 Hrs
Submission of Tender Fee, EMD, and Processing Fee	Up to 17-10-2019, 14:00 Hrs at Office of Sr. Accounts Officer (EA & Cash), Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer
Date, Time and Place of Pre-Bid Meeting	26-09-2019, 3:00 PM at Conference Hall, Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer
Date, Time and Place of Opening of Technical Bids	18-10-2019, 15:00 Hrs at http://eproc.rajasthan.gov.in
Date & Time of Opening of Financial Bids	Will be intimated later to the Technically qualified bidders
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	www.energy.rajasthan.gov.in/avvnl https://eproc.rajasthan.gov.in https://sppp.rajasthan.gov.in
Bid & EMD Validity	Bid Validity: 180 Days from the date of Financial Bid Opening. EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended. The bid security provision in RTPP Rules 2013 shall be applicable for various participators in bid.

SECTION-I : Introduction

AJMER VIDYUT VITRAN NIGAM LIMITED IT CELL

TENDER SPECIFICATION NO. IT-32

1. Introduction :

Ajmer Vidyut Vitran Nigam Ltd (Erstwhile RSEB) [hereinafter to be referred to as AVVNL] is a distribution Utility entrusted with the distribution of power. It caters power to more than 45 Lac consumers under control of Twelve distribution circles.

AVVNL intends to increase the customer satisfaction level and enhance image of the company and thus is looking forward for deployment of Fault Rectification Teams (FRT) in its various sub-divisions along with appropriate infrastructure for rectification of 'No - Current Complaints' of LT consumers as well as rectification of various types of faults occurring on LT and HT lines (up to 11 KV). The system would provide better service and convenience to the consumers through a customer friendly environment, highly responsive fault rectification team and extended service hours.

Ajmer Vidyut Vitran Nigam Limited (AVVNL) invites sealed tenders from competent agencies Deployment of Fault Rectification Teams (FRT) in various sub-divisions of AVVNL, initially for a period of 18 months, extendable for another one year, subject to satisfactory performance and mutual agreement.

2. Present complaint handling system:-

1. Consumers of entire jurisdiction of AVVNL have the facility to register their complaints at the 24x7 Centralized Call center through various means as under:
 - A. Toll free no. 18001806565/ 1912.
 - B. Web Self Service (WSS) on Discom's Website
 - i. (<http://energy.rajasthan.gov.in/avvnl>).
 - C. SMS on the mobile No. 9414000783.
 - D. Whatssapp at 9414000783
 - E. E-mail on ID: ccavvn@gmail.com.
 - F. Facebook on ID: AVVNL Ajmer (Facebook Messenger: CCC Avvnl).
 - G. Twitter on ID: @cccavvn.
 - H. Mobile App (Urja Sarthi)



2. As soon as a complaint is received at the CCC, consumer is given a complaint number through SMS on its mobile number.
3. Immediately upon receiving the complaint, the same is forwarded to the concerned sub-division / FRT for earliest rectification.
4. In 72 towns of AVVNL, Fault Rectification teams are deployed for rectification of No-Current complaints. In the remaining areas, Discom team handles the complaint.
5. The consumer is again intimated through SMS regarding forwarding of its complaint to the concerned rectification team.
6. The concerned rectification team at sub-division level (FRT / Discom team) attend the complaint at the earliest possible and intimates the same to the CCC for its closure.
7. The CCC upon receiving feedback from the field staff contacts the consumer and obtains its feedback regarding solution of its complaints.
8. Only if the consumer is satisfied with the resolution, the complaint is closed. Upon closure, intimation is again given to the consumer through SMS.

SECTION-II : Scope and Objective of work

**AJMER VIDYUT VITRAN NIGAM LIMITED
IT CELL
TENDER SPECIFICATION NO.IT-32**

1. Scope of work:

The work involves deployment of Fault Rectification Teams in various sub-divisions of the Discom along with appropriate infrastructure for rectification of 'No - Current Complaints' of LT consumers as well as rectification of various types of faults occurring on LT and HT lines (up to 11 KV).

2. Objectives

Ajmer DISCOM intends to achieve following major objectives through establishing the Fault Rectification System

- a. Provide assured and timely services to the customers as per the stipulated time frames (Service Levels mentioned in the RERC regulations)
- b. Enhancing customer satisfaction levels by continually improving the service standards and thereby the image of the utility in the eyes of the customers
- c. Bringing customer centric approach to the customer service processes
- d. Ensuring effective trouble calls management system for speedy resolution of complaints.
- e. Immediate forwarding the 'Electric complaints' to mobile commercial vehicles for quick resolution.
- f. Reduction in complaint resolution time with the a view to extend the call center services up-to the consumer doors

3. Detailed scope of work

The scope of work shall be as under:

- a. The system shall be designed on BOOR (Build, Own, Operate and Retain) basis.
- b. Initially the period of contract shall be 18 months, further extendable for one year.
- c. The prevailing CCC application / module developed for all three Discoms under R-APDRP shall be utilized for complaint registration, forwarding to FRTs, feedback from consumers and closure.
- d. The vendor will have to deploy a fleet of vehicles like LCV (for example Mahindra Max) (through ownership / hire purchase / lease / contract / or any other legitimate means) for attending and removing the electrical fault falling under the scope of type of complaint on 365 x 24 x 7 basis. All the operating expenditure like fuel, lubricants and maintenance etc. shall be in the scope of vendor.
- e. Each vehicle shall be equipped with trained manpower along with necessary T&P, safety apparatus, mobile phone under CUG scheme, Smart Mobile Phones / Tablet capable for acknowledgement of consumer after complaint resolution, GPS based navigation and vehicle tracking system to be linked with master system at call center established at Ajmer under the R-APDRP project of the MoP, GoI.
- f. The vendor shall ensure prescribed minimum remuneration for the manpower engaged.
- g. The vendor will have to generate various MIS reports as per the requirements of AVVNL.
- h. Since the system is designed on BOOR basis, entire hardware deployed by the vendor shall be taken away by the vendor after expiry of the contract period.

In order to enable AVVNL to meet aforementioned objectives, AVVNL proposes to avail the services of competent agency who will deploy Fault Rectification Teams along with appropriate infrastructure for rectification of 'No - Current Complaints' of LT consumers as well as rectification of various types of faults occurring on LT and HT lines (up to 11 KV) on BOOR basis, initially for a period of 18 months, further extendable for one year.

4. Scope of Service for Fault Rectification System

Deployment of Fault Rectification Teams in various sub-divisions of the Discom for rectification of 'No - Current Complaints' of LT consumers as well as rectification of various types of faults occurring on LT and HT lines (up to 11 KV).

This means that the agency will have to cater to the following points:

- a. The No current complaints lodged by consumers will be received by the call centre and then forwarded to the concerned FRT / centralized complaint centre of the agency through intranet/web/ mobile services. The No-current complaints as well as information of faults on LT / HT lines may also be received directly by the concerned sub-divisional JEn / AEn.
- b. Received complaints will be forwarded by contractor complaint centre executive to the mobile commercial vehicle's FRT (Fault removal team) for rectification of complaints.
- c. Contractor will deploy a fleet of vehicles¹ (through ownership / hire purchase / lease / contract / or any other legitimate means) equipped with GPS navigation system for attending and removing the electrical fault related to LT as well as HT side.
- d. Mobile commercial vehicles equipped with ladder, hand gloves, necessary T&P like insulated combination pliers, Hydraulic Lugs Crimping tools (from 2.5 sq.mm to 400 sq.mm), conductor vice, rope pulley, cutter, tester, hammer, helmet, safety shoes, rope, fuse wire, M seal, testing bulb, power torch, safety belt, earthing chain with rod, insulating tape and any other T&P or any other safety item as may be necessary to undertake the work effectively.
- e. Each vehicle shall also be with trained manpower along with necessary T&P, safety apparatus, mobile phone under CUG scheme, Smart Mobile Phones / Tablet capable for acknowledgement of consumer after complaint resolution, GPS based navigation and vehicle tracking system to be linked with master system at call center established at Ajmer under the R-APDRP project of the MoP, GoI.
- f. The FRT Team shall rush to the consumer premises and rectify the complaints and obtain acknowledge from the consumers on Smart Phone / Mobile Tablet itself. Such acknowledge shall transmit to central system, where the open complaint shall be closed and SMS / Push message shall be sent to the consumer.
- g. The fault removal team will inform contractor complaint centre staff / CCC on rectification of the fault and the contractor complaint centre executive will enter the details regarding closure of complaints in AVVNL web based module provided by AVVNL. The fault removal team shall take acknowledgement on Smart phone / mobile Tablet after rectification of the fault. The team will also request consumer to speak to the contractor complaint center staff through its available communication mode (mobile phone under CUG connection) in the vehicle for confirmation of rectification of the complaints.
- h. Each mobile commercial vehicle will also carry a log book for taking the acknowledgement from the consumer. The consumer may be requested to enter his land line / mobile number on rectification of the fault and the same shall be updated by contractor complaint centre executive in the AVVNL database.
- i. In the event the fault is not in the scope of the contractor, then the fault removal team will inform the complaint center staff regarding the nature of complaint and other technical details including the location and landmark of the consumer's premises / fault location.
- j. The contractor will ensure that the faults (within the scope of complaints) are removed within the stipulated time of 3 hours (which may be changed from time to time based on RERC

guidelines, which will be intimated by AVVNL) of them being registered else the delayed charges will be applicable as mentioned in this specification.

The required infrastructure is as follows:

- a. Mobile commercial vehicles equipped with ladder, hand gloves, necessary T&P like insulated combination pliers, Hydraulic Lugs Crimping tools (from 2.5 sq.mm to 400 sq.mm), conductor vice, rope pulley, cutter, tester, hammer, helmet, safety shoes, rope, fuse wire, M seal, testing bulb, power torch, safety belt, earthing chain with rod, insulating tape and any other T&P or any other safety item as may be necessary to undertake the work effectively.
- b. Four technical people other than driver for each vehicle who will remove the fault.
- c. One trained driver with legal and valid driving license issued by competent authority
- d. GPS based navigation and vehicle tracking system equipped in all the vehicles in the fleet.
- e. Mobile phone or any other mode of communication in AVVNL CUG, Smart phone / tablet.

The call center agent of the Discom level Call center at Ajmer should be able to locate the mobile vehicle, which is nearest to the location of complaint, through GPS based vehicle tracking system or by any other way. The vehicle tracking system along with inbuilt vehicle unit and connectivity will be provided by the contractor.

5. Rectification of the fault

The contractor's fault removal team shall rectify the fault within 3 hours from the time the fault is registered. The contractor shall be allowed to cut the terminal cover / box seals of the consumer meter if required to rectify the complaint.

Record of all such cutting of seals shall be maintained in the web based system of AVVNL which would be available to the contractor for entering such details of particular complaints for further resealing by the respective AENs.

The contractor shall attend and rectify the electric complaint in the manner described hereunder

- i. Loose connection from meter side.

Note: In case loose connection from the supply/load terminals of push-fit meter

- a. During office hours of any day-
In case loose connection from the supply/load terminals of push-fit meter, the position of the meter is to be reported to the concerned JEN/ AEN and the meter shall be replaced departmentally to restore the supply.
- b. During Non-office hours of any day-
In case loose connection from the supply/load terminals of push-fit meter, the connections to be made after by-passing the supply and load wires after seeking permission from the concerned AEn/JEn. The same should be escalated to the concerned AEn/JEn for replacement of meter. The time of meter by-pass is to be reported by the FRT personals to the AEn/JEn concerned as well as Call Centre executive and time of supply restoration is to be recorded by the person replacing the meter in order to charge the electricity consumed during by-pass period.
- ii. Consumer side fuse blown
- iii. Loose connection from service line / pole i.e. at termination point of service line from AVVNL mains that may be Pillar Box, Junction box, Pole etc.
- iv. Earth not available from pole
- v. Neutral not available from pole

- vi. Service line burnt (service line shall be provided by the consumer/ Nigam (as the case may be) and to be replaced by the contractor)
- vii. Any other

The contractor is required to resolve these complaints as a permanent measure.

Other types of LT / HT complaints that Fault Removal Team will have to attend along with its level of remedy that FRT will have to do:

S. No	Fault type	Level of Remedy
1.	Lug / bushing rod burnt	Temporary reconnection in consultation with concerned AEN / JEN
2.	LT / HT main cable fault	Looping if possible in consultation with concerned AEN / JEN
3.	Knife switch / main switch faulty	By- pass in consultation with concerned AEN / JEN
4.	Cable lug damage	Reconnection / binding in consultation with concerned AEN / JEN
5.	Circuit fuse blowing, circuit MCB trip / Burnt	Re wiring, restore / bye pass as per the instructions of AEN / JEN
6.	Circuit cable faulty	Looping in consultation with concerned AEN / JEN
7.	LT / HT OH Line damage (i) Broken conductor (ii) Burning of section jumper wires (iii) Pole breakage (iv) Insulator failure	Restore power supply in consultation with concerned AEN / JEN (i) Restranging / remove & looping (ii) Replacement / repair (iii) Isolating faulty section and intimate the concerned AEn/JEn (iv) Replacement
8.	LT / HT U/ G line fault	Restoring power supply from alternate source in consultation with concerned AEN / JEN
9.	Transformer failure	Restoring power supply from alternate source in consultation with concerned AEN / JEN
10.	Earthing not available	Reconnect if earth point available in consultation with concerned AEN / JEN
11.	Priority services (The priority services shall be rendered on bypassing the routine priority)	On request from AEN / XEN or above Emergency conditions Fire / Broken lines

It is clarified in the interest of the bidder that in general the fault rectification in the LT system does not entail the shutdown of electric line and the contractor has to rectify the fault on live wires (while using proper safety devices and measures), except in case of line crossings and / or composite lines where utmost care must be ensured for taking shutdown of appropriate line. However, in case of fault rectification in the HT system, it is mandatory to take proper shutdown as per prevalent norms in the Discom. The contractor shall ensure that all personnel use proper safety measures while working on the lines. The Discom shall not be liable for any type of fatal / non fatal electrical accident occurred due to negligent working of the FRT personnel.

It is further clarified that irrespective of their quantum, all the consumer complaints as well as faults on LT / HT line of entire jurisdiction of the Sub-Divisions included in this specification are to be handled by the contractor.

6. Acknowledgement of rectification

The FRT will take an acknowledgement from the consumer after rectification of the complaint. The fault removal team shall take acknowledgement on Smart phone / mobile Tablet after rectification of the fault. The contractor will also take signature and landline number / mobile number of consumer in logbook maintained in the vehicle.

The team will also request consumer to speak to the contractor complaint center staff through its available communication mode (mobile phone under CUG connection) in the vehicle for confirmation of rectification of the complaints.

7. Mobile commercial vehicles

- a. The vehicles should not be older than three years.
- b. The contractor may take the vehicles on hire / purchase, contract or on outright purchase. It is important to note that the vehicles are not to be transferred to AVVNL by the contractor after expiry of the contract period.
- c. The contractor will install GPS based vehicle navigation and tracking system on each vehicle and access shall be given to concerned Nigam Officers through mobile app.
- d. All the vehicles will have a board both on front and back side having “On AVVNL emergency services” written with bright fluorescent color.
- e. The driver will always be in uniform and drive safely and will follow the traffic rules and regulations.
- f. Members of fault removal team (FRT) will be in uniform, each having a badge and identity card which will be displayed at all times.
- g. This is responsibility of contractor that vehicles has all legal documents and driver is having valid driving license
- h. The FRT will be polite and courteous to the consumer
- i. On removal of fault, FRT will request the consumer to speak to complaint centre executive to inform the closure of complaint. Kindly note that the call will be dialed from the CUG mobile of the FRT and not from the consumer’s mobile.
- j. FRT will give the priority to the call made by an officer of AVVNL of the rank of XEN or above. Faults of such calls shall be rectified immediately
- k. The vehicles may be parked at the locations as per the convenience of the contractor. The contractor shall keep AVVNL informed of the locations where vehicles will be parked during the idle time
- l. Before commencement of work, the contractor will intimate AVVNL the list, type and vehicle registration number along with name of driver. Any subsequent change in the same will also be intimated accordingly.

8. Requirement of FRTs (Quantity)

The sub-divisions where FRTs are to be deployed are having urban as well as rural area. It is clarified that irrespective of their quantum, all the consumer complaints as well as faults on LT / HT line of entire jurisdiction of the Sub-Divisions included in this specification are to be handled by the contractor.

Initially, the deployment of FRTs shall be as under which may be increased or decreased any time as per requirement of AVVNL:

No. of sub-divisions	Type	Total Quantity
150	Urban Rural Mix	196 per shift

As per requirement received from various circles, the sub-division wise deployment shall be as under:

S. No.	Name of circle	Name of Sub-division	FRT existing Yes/No	If Yes, No. of FRTs operational	FRT reqd Yes/No	If Yes, No. of FRTs reqd
1	Banswara	AEN (O&M) Ghatol	No	0	Yes	1
2	Banswara	AEN (Rural) Banswara	No	0	Yes	1
3	Banswara	AEN (O&M) Chhoti Sarwan	No	0	Yes	1
4	Banswara	AEN (O&M) Bagidora	No	0	Yes	1
5	Banswara	AEN (O&M) Garhi	No	0	Yes	1
6	Banswara	AEN (O&M) Anandpuri	No	0	Yes	1
7	Banswara	AEN (O&M) Sajjangarh	No	0	Yes	1
8	Pratapgarh	AEN (O&M) Arnod	No	0	Yes	1
9	Pratapgarh	AEN (O&M) Dalot	No	0	Yes	1
10	Pratapgarh	AEN (O&M) Peepalkhunt	No	0	Yes	1
11	Pratapgarh	AEN (Rural) Pratapgarh	No	0	Yes	1
12	Pratapgarh	AEN (Rural) Chhotisadari	No	0	Yes	1
13	Pratapgarh	AEN (O&M) Dhariyawad	No	0	Yes	1
14	ACC	AEN(O&M-I,Beawar)	NO	0	YES	1
15	ACC	AEN(O&M-II,Beawar)	NO	0	YES	1
16	ACC	AEN(O&M, Jawaja)	NO	0	YES	1
17	ACC	AEN(O&M, Masuda)	NO	0	YES	1
18	ACC	AEN(RIICO, Beawar)	NO	0	YES	1
19	ACC	AEN(O&M, Saradhana)	NO	0	YES	1
20	ACC	AEN(O&M, Madar)	NO	0	YES	1
21	ACC	AEN(O&M, Pushkar)	NO	0	YES	1
22	ACC	AEN(O&M, Pisangan)	NO	0	YES	1



23	ADC	AEN(O&M, Kishangarh)	NO	0	YES	2
24	ADC	AEN(Rural, Kishangarh)	NO	0	YES	1
25	ADC	AEN(RIICO, Kishangarh)	NO	0	YES	1
26	ADC	AEN(O&M, Rupangarh)	NO	0	YES	1
27	ADC	AEN(O&M, Arain)	NO	0	YES	1
28	ADC	AEN(O&M, Sawar)	NO	0	YES	1
29	ADC	AEN(O&M, Nasirabad)	NO	0	YES	1
30	Sikar	AEN (O&M, Kanwat)	No	0	Yes	1
31	Sikar	AEN (O&M, Patan)	No	0	Yes	1
32	Sikar	AEN (Rural, Neem Ka Thana)	No	0	Yes	1
33	Sikar	AEN (O&M, Thoi)	No	0	Yes	1
34	Sikar	AEN (O&M, Ajeetgarh)	No	0	Yes	1
35	Sikar	AEN (O&M, Palsana)	No	0	Yes	1
36	Sikar	AEN (O&M, Dhod)	No	0	Yes	1
37	Sikar	AEN (O&M, Piparali)	No	0	Yes	1
38	Sikar	AEN (O&M, Kudan)	No	0	Yes	1
39	Sikar	AEN (Rural, Sikar)	No	0	Yes	1
40	Sikar	AEN (Rural, Laxmangarh)	No	0	Yes	1
41	Sikar	AEN (O&M, Nechhawa)	No	0	Yes	1
42	Sikar	AEN(Rural, Fatehpur)	No	0	Yes	1
43	Sikar	AEN (O&M, Dantaramgarh)	No	0	Yes	1
44	Sikar	AEN (O&M, Khachariyawas)	No	0	Yes	1
45	Sikar	AEN (O&M, Khatushyamji)	No	0	Yes	1
46	Rajsamand	Kankroli	No	0	Yes	1
47	Rajsamand	Gilund	No	0	Yes	1
48	Rajsamand	Railmangra	No	0	Yes	1
49	Rajsamand	Khamnore	No	0	Yes	1
50	Rajsamand	Bheem	No	0	Yes	1
51	Rajsamand	Janawad	No	0	Yes	1
52	Rajsamand	Delwara	No	0	Yes	1
53	Rajsamand	Kelwara	No	0	Yes	1
54	Rajsamand	Kelwa	No	0	No	1
55	Chittorgarh	AEN (Rural) Chiottor	No	0	Yes	4
56	Chittorgarh	Gangrar	No	0	Yes	4
57	Chittorgarh	Sawa	No	0	Yes	2
58	Chittorgarh	Bassi	No	0	Yes	3
59	Chittorgarh	(Rural) Nimbahera	No	0	Yes	1
60	Chittorgarh	Bhadesar	No	0	Yes	2
61	Chittorgarh	Mangrol	No	0	Yes	2
62	Chittorgarh	Dungla	No	0	Yes	2



63	Chittorgarh	Bhoplasagar	No	0	Yes	2
64	Chittorgarh	Rashmi	No	0	Yes	2
65	Nagaur	Nagaur (Rural)	No	0	yes	1
66	Nagaur	Mandwawa (O&M)	No	0	Yes	1
67	Nagaur	Khinvsar (O&M)	no	0	Yes	1
68	Nagaur	Deh (O&M)	no	0	Yes	1
69	Nagaur	Mertacity (Rural)	no	0	Yes	1
70	Nagaur	Gotan (O&M)	no	0	Yes	1
71	Nagaur	Riya Bari (O&M)	no	0	Yes	1
72	Nagaur	Makrana (Rural)	no	0	Yes	1
73	Nagaur	Dambol (O&M)	no	0	Yes	1
74	Nagaur	Bagot (O&M)	no	0	yes	1
75	Nagaur	Molasar (O&M)	no	0	yes	1
76	Nagaur	Khatu Khurd (O&M)	no	0	yes	1
77	Nagaur	Jayal (O&M)	no	0	yes	1
78	Nagaur	Ladnun Rural	no	0	yes	1
79	Nagaur	Nimbi Jodha (O&M)	no	0	yes	1
80	Nagaur	Kuchaman (Rural)	no	0	yes	1
81	Nagaur	Chitawa (O&M)	no	0	yes	1
82	Nagaur	Nawa City (O&M)	no	0	yes	1
83	Nagaur	Degana (O&M)	no	0	yes	1
84	Nagaur	Sanjoo (O&M)	no	0	yes	1
85	Nagaur	Bherunda (O&M)	no	0	yes	1
86	Udaipur	AEN (PH-I) Udaipur	no	0	yes	1
87	Udaipur	AEN (PH-II) Udaipur	no	0	yes	1
88	Udaipur	AEN (O&M) Ambamata	no	0	yes	1
89	Udaipur	AEN (O&M) Madhuban	no	0	yes	1
90	Udaipur	AEN (Sector-4) udaipur	no	0	yes	3
91	Udaipur	AEN (O&M) Ashoknagar	no	0	yes	2
92	Udaipur	AEN (O&M) madari	no	0	yes	1
93	Udaipur	AEN (O&M) savina	no	0	yes	1
94	Udaipur	AEN (O&M) Badgaon	no	0	yes	1
95	Udaipur	AEN (O&M) Gogunda	no	0	yes	1
96	Udaipur	AEN (O&M) Kotra	no	0	yes	1
97	Udaipur	AEN (O&M) Jhadol	no	0	yes	1
98	Udaipur	AEN (O&M) Mavli	no	0	yes	2
99	Udaipur	AEN (O&M) Girwa	no	0	yes	3
100	Udaipur	AEN (O&M) Debari	no	0	yes	1
101	Udaipur	AEN (Rural) Salumbar	no	0	yes	1
102	Udaipur	AEN (O&M) Sarada	no	0	yes	1

103	Udaipur	AEN (O&M) Kherwara	no	0	yes	1
104	Udaipur	AEN (O&M) Rishabhdev	no	0	yes	1
105	Udaipur	AEN (O&M) Vallabhnagar	no	0	yes	1
106	Udaipur	AEN (O&M) Kurabad	no	0	yes	1
107	Udaipur	AEN (O&M) Lasadiya	no	0	yes	1
108	Udaipur	AEN (O&M) Veerpura	no	0	yes	1
109	Udaipur	AEN (O&M) Bhatewar	no	0	yes	1
110	Dungarpur	AEN (R) Dungarpur	no	0	Yes	3
111	Dungarpur	AEN (U) Dambola	no	0	Yes	3
112	Dungarpur	AEN (O&M) Bichhiwara	no	0	Yes	4
113	Dungarpur	AEN (R) Sagwara	no	0	Yes	3
114	Dungarpur	AEN (O&M) Chhitri	no	0	Yes	3
115	Dungarpur	AEN (O&M) Aspur	no	0	Yes	3
116	Dungarpur	AEN (O&M) Sabla	no	0	Yes	2
117	Jhunjhunu	AEN(Rural) Jhunjhunu	no	0	yes	1
118	Jhunjhunu	AEN(O&M) Baragaon	no	0	yes	1
119	Jhunjhunu	AEN(O&M) Malsisar	no	0	yes	1
120	Jhunjhunu	AEN(O&M) Sultana	no	0	yes	1
121	Jhunjhunu	AEN(O&M) Chanana	no	0	yes	1
122	Jhunjhunu	AEN(Rural) Nawalgarh	no	0	yes	1
123	Jhunjhunu	AEN(O&M) Gudhagorji	no	0	yes	1
124	Jhunjhunu	AEN(Rural) Gudhagorji	no	0	yes	1
125	Jhunjhunu	AEN (O&M) Khetrinagar	no	0	yes	1
126	Jhunjhunu	AEN (O&M) Buhana	no	0	yes	1
127	Jhunjhunu	AEN (O&M) Babai	no	0	yes	1
						162

Further, requirement have also been received for various sub-divisions where FRT is already operational under TN-17. The list of such sub-divisions is as under:

S. No.	Name of circle	Name of Sub-division	FRT existing Yes/No	If Yes, No. of FRTs operational	FRT reqd Yes/No	If Yes, No. of FRTs reqd
1	Bhilwara	AEN ONM RAIPUR	YES	1	YES	1
2	Bhilwara	AEN RURAL-I, BHILWARA	YES	1	YES	2
3	Bhilwara	AEN RURAL-II , BHILWARA	YES	1	YES	1
4	Bhilwara	AEN ONM KOTRI	YES	2	YES	1
5	Bhilwara	AEN ONM BIGOD	YES	1	YES	1
6	Bhilwara	AEN ONM MANDALGADH	YES	1	YES	1
7	Bhilwara	AEN ONM SHAHPURA	YES	1	YES	1

8	Bhilwara	AEN ONM JAHAJPUR	YES	1	YES	1
9	Bhilwara	AEN RURAL JAHAJPUR	YES	1	YES	3
10	Bhilwara	AEN ONM PHULIYA	YES	1	YES	1
11	Bhilwara	AEN ONM BANERA	YES	1	YES	2
12	Bhilwara	AEN ONM MANDAL	YES	1	YES	2
13	Bhilwara	AEN ONM KAREDA	YES	1	YES	1
14	Bhilwara	AEN ONM BADNORE	YES	1	YES	1
15	Bhilwara	AEN ONM BIJOLIYA	YES	1	YES	1
16	Bhilwara	AEN ONM ASIND	YES	1	YES	1
17	Chittorgarh	Rawatbhata	Yes	1	Yes	3
18	Chittorgarh	(O&M) Nimbahera	Yes	1	Yes	1
19	Chittorgarh	Badisadri	Yes	1	Yes	2
20	Chittorgarh	Kapasan	Yes	1	Yes	1
21	Udaipur	AEN (O&M) Bhindar	yes	1	yes	2
22	Dungarpur	AEN (U) Dungarpur	Yes	1	Yes	2
23	Dungarpur	AEN (O&M) Sagwara	Yes	1	Yes	2
				24		34

The contractor shall re allocate the peak shift/ morning shift / night shift vehicles in order to rectify the faults. In the event there is additional load on the FRT due to which its existing strength is not able to rectify the faults, AVVNL reserves the right for re allocation of vehicles from one shift to another to provide the prompt rectification of the faults. Any additional cost due to re allocation of vehicles will be borne by the contractor.

Not limited to the number of average complaints / faults as per records, the contractor has to resolve all complaints / faults received which are under scope within the ordered price.

AVVNL may ask to deploy more FRTs beyond the sanctioned numbers for a period for at least one month on giving 48 hours notice which will be deployed by the contractor on the unit rate basis as per the price schedule.

The meaning of FRT here means the vehicle with requisite T&P and manpower, i.e. four technical persons and one driver in each shift of eight hours.

In order to arrive at the total quantity of FRTs to be deployed, requirement has been received from various circles. However, at the time of LoI or any time during the period of contract, Nigam reserves the right to increase or decrease the number of FRTs. Nigam also reserves the right to reallocate FRTs among the sub-divisions or even change the sub-divisions. Upon deployment of FRTs in sub-divisions where FRTs are already operational under TN-17, Nigam may divert the FRTs operational under TN-17 to other sub-divisions. **It may be noted that the increase in number of FRTs shall not exceed 50% of the tendered quantity i.e 196.**

Number of FRT in a sub-division may also be increased due to reasons like large number of consumers, vast jurisdiction, sensitive area or any other special / extra-ordinary reason. In any of the situation mentioned above, the quantity of FRT shall be increased by the order issuing authority i.e SE (IT), but only upon requisition of the concerned AEn / XEn (O&M) and duly recommended by the concerned Superintending Engineer (O&M).

9. Technical Requirements of the system:

(i) Commercial Vehicle with GPS navigation system

Type: 4 wheeler with carriage space
Cubic capacity: =>1000 cc
Model: Not more than 3 years old

Note:

- a. Vehicle should be in good condition
- b. All the relevant documents including RC, permit, insurance, pollution certificate, etc should be valid and available.
- c. Vehicle should display a placard with Ajmer Vidyut Vitran Nigam Limited in bright fluorescent color on both sides of the vehicle.
- d. The vehicles so deployed shall not be transferred to AVVNL on termination of contract.

(ii) T & P and Safety equipment Requirement

Each vehicle will contain following T&P and Safety equipments

- (i) Fiber/Wooden Ladder (24 ft.) : One No. (May be folding)
- (ii) Rope (small size) : one no.
- (iii) Conductor Vice
- (iv) Rope Pulley
- (v) Hydraulic Lugs Crimping tool (with complete range from 2.5sq.mm to 400sq.mm)
- (vi) Power Torch : One no.
- (vii) Hand Gloves : 4 pairs.
- (viii) Helmet: 4 nos
- (ix) Safety shoes: 4 pairs
- (x) Safety belt: 2 nos
- (xi) Insulated Combination Pliers : 4 Nos.
- (xii) Cutter : One No.
- (xiii) Hammer : One No.
- (xiv) Screw Driver : 4 Nos.
- (xv) Spanner Set : 2 Nos.
- (xvi) Testing (Discharge) Rod : One No. with chain
- (xvii) Phase Tester: 4 Nos.
- (xviii) Hacksaw : One No.
- (xix) Insulation Tape: One No.
- (xx) Earthing Chains
- (xxi) M-Seal : as per requirement
- (xxii) Any other item required as per field condition

10. Manpower requirements

Field personnel for FRT – (04 Nos. per FRT per shift of 8 hrs)	
Educational qualification	At least two out of four members of the FRT must be ITI (Electrician/wireman trade)
Additional requirements:	At least two out of four members of the fault removal team should be below 40 years of age. However age of any member should not be more than 50 years.
Experience	All the FRT members must have Minimum experience of 2 years and should have adequate work knowledge

Driver for fault removal team	
Educational qualification	XII pass (in order to understand and use GPS navigator)
Experience	Minimum 2 years experience of commercial driving and should be a holder of commercial license for minimum 2 year

11. Minimum Prescribed Remuneration of Employees

The minimum remuneration for the employees shall be as per minimum wages prescribed by the GoR for skilled labour. As and when the minimum wages are increased by the GoR, the same shall be adopted by the agency. Any extra cost that may be incurred towards any statutory contributions by the successful bidder towards the employees will be to the account of the successful bidder. The successful bidder is; however, free to pay higher remuneration, extra facilities and allowances to the employees on their own for their own reasons.

12. Schedule of Completion

The FRT operations shall commence within 30 days from the date of awarding the contract.

SECTION-III : Pre Qualification Requirements

AJMER VIDYUT VITRAN NIGAM LIMITED

IT CELL

TENDER SPECIFICATION NO.IT-32

1. The RFP intends to consider only those organizations that have the requisite capability and competency, in terms of technical strengths, expertise in electrical utility sector, experience of carrying out similar project and financial stability to address the requirements of this project - and to provide the proposed services.
2. Keeping this requirement in mind, eligibility criteria have been formulated to select the service organizations/companies who have the requisite experience, competence and financial strength.
3. Eligibility Criteria will be used for assessing the capability and competence of the bidders.
4. The bids of only those bidders who meet the eligibility criteria will be evaluated further.
5. The technical and financial bids will not be considered for evaluation for those bidders who fail to meet eligibility criteria.
6. The invitation to bid is open to all bidders who qualify the eligibility criteria given below.

QR No.	Criteria	Supporting Documents Required
1.	Bids can be submitted by a Company incorporated under applicable Companies Act/ Proprietary Firm/ Partnership Firm incorporated under applicable Partnership Act, existing from at least 5 years	Self-Declaration along with the following: Copy of Self-Attested incorporation certificate, MOA & AOA in case of Company Copy of Self-attested Partnership Deed
2.	The bidder shall possess Class “ A” or Class “B” electrical contractor license issued by Electrical Inspectorate of Govt. Of Rajasthan.. If the above certificate is not furnished at the time of bidding, bidder may furnish Bank Guarantee of Rs. 5.0 Lacs with undertaking to furnish the above license within 2 months from the date of award of contract. However the date of Implementation schedule shall not be	Copy of self attested Class “ A” or Class “B” or higher Electrical license issued by Electrical Inspectorate of Govt. Of Rajasthan. In case the required license is not available with the bidder, the bidder shall furnish an undertaking along with Bank Guarantee of Rs. 5 Lacs (proforma enclosed) that the same shall be furnished within 2 months from the date

	extended on these grounds failing which the said BG shall be invoked.	of award of contract.
3	The bidder should have minimum average Annual Turnover of INR 50 Crores in the last three financial years (i.e. FY 2016-17 to FY 2018-19).	A) Audited Profit and Loss Statement and Balance sheets. B) Statutory Auditor Certificate or Certificate from the Company Secretary / Chartered Accountant of the Bidder clearly specifying the Annual Turnover for the specified years.
4	The bidder should have executed / under execution / handled one or more contract of power sector for deployment of fault rectification teams including vehicles for at least one year during last 03 FY (i.e. FY 2016-17 to FY 2018-19) in any electrical utility in India.	Copy of PO / WO and contract copy along with performance certificate
5	The bidder should have experience of O&M of HT lines / network for at least one year during last 03 FY (i.e. FY 2016-17 to FY 2018-19) in any electrical utility in India.	Copy of PO / WO and contract copy along with performance certificate
6	The Bidder should have positive Net Profit / Net worth in last three financial years (i.e. FY 2016-17 to FY 2018-19)	1. Audited Financial Statement 2. Statutory Auditor Certificate or Certificate from the Company Secretary / Chartered Accountant of the Bidder clearly specifying Net profit for the specified years.
7	The bidder should not have been black listed by any power utility in India in last 3 years.	Self-Declaration for No Blacklisting on the appropriate stamp paper.
8	The Authorized Signatory signing the Bid on behalf of the Bidder should be duly authorized by competent Authority to sign the Bid and the Contract/ Agreement on their behalf	Power of Attorney
9	The bidder should be registered with EPF Organization and ESI Corporation. The	Copy of EPF and ESI registration certification and list of 1500 employees

	bidder should have at least 1500 manpower on his payroll continuously for 02 years in last 03 FY (i.e. FY 2016-17 to FY 2018-19	with PF and ESI nos along with challans including the list of employees for 1500 employees continuously for any 02 FY in last 03 FY (i.e. FY 2016-17 to FY 2018-19)
10	The bidder should have valid GSTIN	Copy of GSTIN

SECTION – IV: Instructions to Bidders

**AJMER VIDYUT VITRAN NIGAM LIMITED
IT CELL
TENDER SPECIFICATION NO.IT-32**

1. General Instructions

- 1.1** Ajmer Vidyut Vitran Nigam Ltd. or any authority designated hereinafter called 'OWNER' will receive bids in respect of services as set forth in the accompanying specification.
- 1.2** All bids shall be prepared and submitted in accordance with these instructions.
- 1.3** The Bidder, in his own interest is requested to read very carefully these instructions and the terms and conditions as incorporated in General Conditions of Contract and Technical specification before filling the Bid proposal form.
- 1.4** If the bidder has any doubt as to the meaning of this specification or any portion thereof, he shall before submitting the Bid, may refer the same to the Superintending Engineer(IT), Ajmer Vidyut Vitran Nigam Limited, Ajmer in writing well in time before the specified date of opening of Bids so that such doubts may be clarified.
- 1.5** Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his Bid.
- 1.6** Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the bidders.

2. Successful Implementation and Good Performance

Any work if specifically not mentioned but reasonably implied for the successful implementation and good performance of the proposed work is deemed to be included and is to be executed within the ordered price.

3. Field conditions

- a. The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy himself regarding the existing system.
- b. For ascertaining the existing system, the bidder may contact the concerned Circle SE / SE (IT) of AVVNL. For any clarification regarding this document the prospective bidder may contact the SE (IT), AVVNL, Ajmer.
- c. No claim for change in the bid or terms & conditions of the contract shall be entertained on the ground that the conditions are different than what were contemplated.

4. Amendments to bid document

At any time prior to the date of submission of bid as well as up to opening of Part-B price bid, AVVNL may for any reason, modify the bid document by issue of amendment(s) which shall form part of it.

5. Due date extension

Extension of the due date, if considered necessary may be done by AVVNL.

6. Deviation from bid documents

- a) The offer must have ‘No Deviation’ certificate as per Schedules given in this tender document.
- b) If the bidder has any deviations, such deviations may or may not be accepted on its merit subject to financial and technical implications.
- c) The bid must include a separate statement indicating all deviations from the bid documents as per format enclosed at Schedule 1.
- d) All such deviations must be clearly mentioned in Schedule of Deviation
- e) The bidder has to submit clause – by clause compliance in the following template.

Table: Template for clause by clause compliance statement

Clause No	Sub Clause No	Page No	Clause Details	Compliance status		
				Yes	No	Alternate proposal

7. PREPARATION OF BIDDING DOCUMENT

7.1 EARNEST MONEY DEPOSIT (EMD):

- I. The bidders shall furnish an Earnest Money Deposit of **Rs. 10795680/-** (Rupees One Cr Seven Lac Ninety Five Thousand Six Hundred Eighty Only) in form of DD or Bank Guarantee on Rajasthan State Non Judicial Stamp Paper of appropriate value, duly authenticated either by a first class Magistrate or Notary Public or directly confirmed by the issuing Bank, valid for a period of at least 180 days excluding the grace period of 90 days. The receipt of deposit of EMD as bank guarantee shall accompany with the bid as per instructions given in this bidding document. “In case of invocation of Bank guarantee issuing Bank must authorize for entertaining the case at the sister branch located in Rajasthan”. The Bank guarantee must be from any Nationalized/Scheduled Bank.
- II. The bidders shall deposit the EMD in above said format to the Sr. Accounts Officer (EA & Cash), AVVNL, Ajmer up to stipulated date & time, and obtain a receipt, thereof. The Sr. Accounts Officer (EA & Cash), AVVNL, Ajmer will be the custodian of the EMD.

- III. Any tender not accompanied with a copy of the Receipt for Earnest Money/Crossed Bank Draft / BG shall be rejected and the tender will not be accepted.
- IV. In case of unsuccessful bidders, the Earnest money will be refundable on production of the original receipt within a fortnight after finalization of the tender. In case of successful bidder, the Earnest Money will be taken into account in arriving at the amount of the security cum performance guarantee (as per clause no 3 section 2) if vendor desires to furnish cash security deposit. However if the security cum performance guarantee is furnished through bank guarantee (BG) the EMD will be released consequent to acceptance of such BG.
- V. Request for adjustments/proposals for acceptance of Earnest Money deposits, if any, already lying with the AVVNL in connection with some other tenders/orders shall not be entertained.
- VI. No interest shall be payable on such Deposits.
- VII. AVVNL reserves the right to forfeit Earnest Money Deposit or a part thereof in circumstances, which according to it indicate that the bidder is not earnest in accepting/executing order placed under the specification.

7.2 TENDER SPECIFICATION COST & TENDER PROCESSING FEE

The bidders are permitted to download the bid document from websites <https://eproc.rajasthan.gov.in>, www.energy.rajasthan.gov.in but must pay the cost of tender/bidding document Rs. 5900/- (Rs. Five Thousand Nine Hundred only) [non-refundable] by DD/Banker's Cheque in favour of Sr. Accounts Officer [EA & Cash], AVVNL, Ajmer and tender processing fee amounting to Rs. 1180/- (Rs. One thousand One Hundred Eighty only) by DD/Banker's Cheque in favour of M.D, RISL payable at Jaipur up to stipulated date & time in the office of Superintending Engineer (IT), AVVNL, Ajmer and obtain acknowledgement thereof. The processing fee will be sent to RISL by the SE (IT) AVVNL, Ajmer.

8. CLARIFICATIONS AND AMENDMENTS & DEVIATION FROM BIDDING DOCUMENT

8.1 CLARIFICATIONS TO THE BID DOCUMENT

- 8.1.1 If the prospective bidder has any doubts as to the meaning of any portion of the bidding document, then he is allowed to refer the same to the tendering authority and get clarifications. He may do so by contacting the tendering authority in writing at the tendering authority's address indicated in the NIT.
- 8.1.2 The Tendering authority shall forward copies of its response to all Bidders who have acquired the Bidding Document directly from it and shall also place it on the website of AVVNL, including a description of the inquiry but without identifying its source.
- 8.1.3 Should the Tendering authority deem it necessary to amend the Bidding Document as a result of a clarification or otherwise, it shall do so by issuing a revised bidding document and/ or Addendum/ Corrigendum. If need be, the deadline for submission of Bids may also be extended in order to give reasonable time to the prospective Bidders to take into account the amendment.

8.2 AMENDMENT OF BIDDING DOCUMENT

- 8.2.1 At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/Addendum.

- 8.2.2** Any Corrigendum/Addendum issued shall be a part of the Bidding document and shall be communicated in writing to all, who have purchased the Bidding document.
- 8.2.3** To give prospective Bidders reasonable time in which to take a Corrigendum/Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- 8.2.4** Any change in date of submission and opening of bids would be published in appropriate manner including the websites mentioned in the NIT.
- 8.3 DEVIATION FROM BID DOCUMENTS:**

The bid offer must include a separate statement indicating all deviations from the bid documents as per format enclosed at Schedule-1. All such deviations shall be clearly mentioned in Schedule of Deviations. AVVNL reserves the right to accept the deviation with financial implication or reject out rightly. Unless the deviations from the bid documents are specifically mentioned, it will be understood and agreed that the proposal is based on strict conformity to AVVNL's specifications in all respect and it will be assumed that all terms & conditions are acceptable to the Bidder.

9. SUBMISSION AND OPENING OF BIDS

9.1 COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the tendering authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

9.2 LANGUAGE OF BIDS

The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the tendering authority, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

9.3 BIDS ARE TO BE SUBMITTED IN TWO PARTS

- 9.3.1 Part- A:** will contain (i) Tender Cost (ii) Tender processing fee (iii) EMD (iv) Supporting documents to ascertain the eligibility / qualification as per the QR requirements of the tender (v) Technical offer comprising details & design of the proposed system(s) to meet out the work requirement together with its capabilities.
- 9.3.2 Part- B:** will contain the financial offer for carrying out the scope of work defined for this project

9.4 SUBMISSION OF PROPOSALS

- 9.4.1** Bidder shall submit their bid in electronic format, digitally signed and stamped on each page by a responsible and authorized person. Bidder shall procure Digital Signature Certificate (DSC) as per IT act - 2000.
- 9.4.2** Physical submission of bids is not allowed.

9.5 FILLING OF BIDS

- 9.5.1** Tenders shall be submitted online in the electronic format attached here to and all blanks in the tender and the schedule to the specification shall be duly filled in. The completed forms, schedule(s) shall be considered as part of the contract documents in the case of successful bidder(s).
- 9.5.2** No alteration should be made to the format of the tender specification and schedules. The bidder must comply entirely with specification.
- 9.5.3** The tender and all accompanying documents shall be in Hindi/English Language and shall be signed digitally by a responsible and authorized person. The name, designation and authority of the signatory shall be stated in the tender.
- 9.5.4** Tender should be filled in only with ink or typed and must be submitted online after signing digitally.
- 9.5.5** All additions, alterations and over-writing in the bid must be clearly signed by the signatory of the bidder otherwise bid will be summarily rejected.
- 9.5.6** The bidder must quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/prices shall be entered in words as well as in figures. These must not contain any additions, alterations, over-writing, cuttings or corrections and any other marking which leave any room for doubt.
- 9.5.7** The Purchase Authority will not be responsible to accept any cost involved in the preparation or submission of bids.
- 9.5.8** Any printed conditions of sale on the bid shall not be accepted by the purchase Authority. The bidder shall incorporate their conditions of sales, if any, in the text of the bid itself.
- 9.5.9** All bids and accompanying documents shall be addressed to the Ajmer Vidyut Vitran Nigam Limited.
- 9.5.10** The tenders/quotations given in the form other than prescribed form will not be considered.
- 9.5.11** The bidder shall clearly indicate the deviation such as Technical Deviation & Commercial Deviation in the prescribed format only. The deviation indicated elsewhere in the bid shall not be accepted.
- 9.5.12** The tender offer shall be submitted in time specified on <https://eproc.rajasthan.gov.in> in electronic format in the following manner:
- 9.5.12.1 COVER – I** Fee (to be filed in pdf format)
- I) Proof of depositing EMD in the prescribed form as defined hereunder at Clause “Earnest Money Deposit (EMD)” i.e. the acknowledgement issued by the SE (IT), AVVNL, Ajmer on account of depositing the EMD.
- II) Proof of submitting RISL Processing Fee i.e the acknowledgement issued by the SE (IT), AVVNL, Ajmer on account of depositing the processing fee of RISL through DD/Banker’s Cheque in favour of M.D, RISL payable at Jaipur.
- III) Proof of submitting Tender document cost i.e the acknowledgement issued by the Superintending Engineer (IT), AVVNL, Ajmer on account of depositing tender document cost through DD/Banker’s Cheque in favour of Sr. Accounts Officer(EA & Cash), Ajmer Discom payable at Ajmer.
- 9.5.12.2 COVER – II** Techno-Commercial Bid (to be filed in pdf format)

In this part of bid, bidder will have to furnish Guaranteed Technical Particulars in regard to all requirement details of Technical Specification (Section-IV) and confirmation of commercial terms and conditions of GCC (General Conditions of Contract) and its addendum/corrigendum, if any, along with details required in various/schedules “EXCEPT THE PRICE SCHEDULE” so

that the purchaser may be able to examine whether the offer submitted is technically acceptable and also confirm to our commercial terms and conditions or not.

9.5.12.3 COVER – III Financial/Price Bid/BOQ (to be filed in xls format).

This price bid shall include submission of details of prices as per “**Financial Offer guiding note**” of the specification. The price bid will be opened only after being satisfied with Technical and Commercial Bid as per qualifying requirement stipulated in the Specification and bid of such qualified bidders will only be opened. The date of opening of such price Bids will be intimated in due course of time.

9.6 DOCUMENTS COMPRISING THE BID

- 9.6.1** The tender shall be accompanied with the schedules, documents mentioned in the specification.
- 9.6.2** The tender which is not accompanied by any or all mentioned schedules, documents or is accompanied by incomplete Schedules/ schedules is liable for rejection.
- 9.6.3** The purchaser may advise any bidder to furnish the documents in original or copy duly attested by Notary as the case may be for verification, in physical form on short notice of three days.

9.6.4 Techno-Commercial Bid as detailed below:

- 1** The bidder needs to furnish full details about organization’s competence, financial strength, details of experience in accordance with the QR specified at Section III. The bidder must submit its proposal along with the following documents.
- 2** Proof of depositing EMD in the prescribed form as defined hereunder at Clause “Earnest Money Deposit (EMD)” i.e. the acknowledgement issued by the SE (IT), AVVNL, Ajmer on account of depositing EMD in favour of Sr. Accounts Officer (EA & Cash), Ajmer Discom, Ajmer.
- 3** Proof of submitting tender processing fee i.e. the acknowledgement issued by the SE (IT), AVVNL, Ajmer on account of depositing the processing fee of RISL through DD/Banker’s Cheque in favour of M.D, RISL payable at Jaipur.
- 4** Proof of submitting Tender document cost i.e. the acknowledgement issued by the SE (IT), AVVNL, Ajmer on account of depositing tender document cost through DD/Banker’s Cheque in favour of Sr. Accounts Officer(EA & Cash) payable at Ajmer.
- 5** Cover letter on company’s letter head
- 6** Annexures
- 7** Schedules
- 8** Power of Attorney/Board Resolution in favor of signatory of the bid
- 9** Supporting documents to ascertain the eligibility/ qualification as per the Qualification Requirements (QR) of the tender as per details at Section III.
- 10** Other details as called for in the tender specification document or which the bidder may like to highlight

- 11 Check lists as given in this document.
- 12 Techno-commercial proposal in the format given in Section-6(Annexure & Schedule) comprising details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.
- 13 In this part the bidder will submit full relevant documents substantiating the details provided in the annexure and schedules
- 14 The bidder will substantiate details of the company (as declared on Annexure-1) in the form of Certificate of Incorporation, MoU, registration certificate or any other relevant document as the case may be
- 15 Controlling offices that would be established to undertake the proposed work
- 16 Project organization structure
- 17 Names of the key resources that would be deployed along with their proposed position
- 18 CVs of the key proposed resources as mentioned in point 18 above.
- 19 Audited balance sheet and P&L statement required to ascertain the qualification of turn over
- 20 Copies of work order and performance report for the projects undertaken / in hand (as declared on schedule -5)
- 21 Approach and methodology to execute the project
- 22 Details of guaranteed and other reports.
- 23 Project implementation plan
- 24 Details of the system proposed; a write up on the system that would be installed / developed to meet the requirements as specified in scope of work

9.7 ALTERNATIVE BIDS

Alternative bids shall not be considered at all.

9.8 BID PRICES

9.8.1 All the prices should be quoted only in Indian Rupees (INR) Currency.

9.8.2 Prices/ Rates shall be written both in words and figures. There should not be errors and/ or over-writings. Corrections/ alterations, if any, should be made clearly and initialed with dates by the authorized signatory.

9.8.3 The prices quoted in BOQ.xls should be exclusive of all taxes and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offer declaration (MS Word Format). All the taxes as per Government norms shall be on AVVNL account.

9.8.4 The bidder will furnish the break-up of the quoted price in financial offer according to the SECTION-VI indicating rate and type of each tax clearly, as per the prevailing rate on the bid date. Any statutory variation and imposing new tax by government subsequently during the currency of contract shall be on AVVNL account.

9.8.5 Duties and taxes: Ajmer Vidyut Vitran Nigam Limited is registered dealer under Rajasthan VAT and Central Sales Tax Act Reg No. 08140003143 (TIN) and is entitled to concessional rate of Central/State sales tax as per rules in force.

9.9 PERIOD OF VALIDITY OF BIDS

9.9.1 The submission of any bid connected with these documents and specification shall constitute an agreement that the Bidder shall have no cause of action or claim, against the owner for rejection of his bid. The owner shall always be at liberty to reject or accept any bid or bids at his sole discretion and any such action will not be called into question and the Bidder shall have no claim in that regard against the owner.

9.9.2 The bids shall be valid as under:

Bid Validity: 180 Days from the date of Financial Bid Opening.

EMD Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.

The bid security provision in RTPP Rules 2013 shall be applicable for various participators in bid.

9.9.3 Owner may ask for extension in validity period. The Bidder will be at liberty to accept it or not. In case Bidder agrees to extend the validity period without changing his original offer, he will be required to extend validity period of the Bank Guarantee (Submitted against the EMD) suitably.

9.10 FORMAT AND SIGNING OF BID

9.10.1 The bidder has to submit Earnest Money Deposit, Tender document fee and e-tender processing fee before opening of Technical bid as given in the NIT. The Technical bid and financial bid shall be submitted on the website <https://eproc.rajasthan.gov.in>.

9.10.2 All copies of the bid shall be typed or clearly hand written and shall be signed (all the pages) by a person duly authorized to sign on behalf of the bidder, in token of acceptance of all the terms and conditions of the bidding document. This authorization shall consist of a written confirmation as specified in the bidding document and shall be attached to the bid.

9.10.3 Any amendments such as interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the authorized person signing the bid.

9.11 SIGNATURE OF BIDDER

9.11.1 The bid must contain the name, address and place of business of the person or persons making the bid and must be signed and sealed by the Bidder under his usual signature. The name(s) of all the persons signing should also be typed or printed below the signature.

9.11.2 Bid by a partnership must be furnished with full names of all partners and be signed with the partnership firm name, followed by the signature (s) and designation (s) of the authorized partner (s) or other authorized representative (s).

- 9.11.3** Bids by corporation/ company must be signed with the legal name of the corporation/ company by the President, Managing Director or by the Secretary or other person or persons authorized to bid on behalf of such corporation/company in the matter.
- 9.11.4** A bid by a person who affixes to his signature the word 'President', 'Managing Director' 'Secretary', 'Agent' or other designation without disclosing his principal will be liable to be summarily rejected.
- 9.11.5** Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the bid.
- 9.11.6** The Bidder's name stated on the proposal shall be exact legal name of the firm.
- 9.11.7** Erasures or other changes in the bid documents shall bear the initials of the person signing the bid.
- 9.11.8** Bids not conforming to the above requirements of signing shall be disqualified.

9.12 DEADLINE FOR THE SUBMISSION OF BIDS

- 9.12.1** Bids must be submitted by the bidders on the website <https://eproc.rajasthan.gov.in> at the address and no later than the date and time indicated in the NIT.
- 9.12.2** Any change in date of submission and opening of bids would also be placed on the AVVNL websites immediately. However, if the modifications in bidding document, specifications of goods and service are substantial, fresh publication of original bid inquiry may also be issued.
- 9.12.3** The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the tendering authority and bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

9.13 DELAYED/ LATE BIDS

The tendering authority shall not consider any bid that arrives after the deadline for submission of bids as indicated in the NIT. Any bid received by the tendering authority after the deadline for submission of bids shall be declared as late and returned unopened to the Bidder.

9.14 RECEIPT OF TENDERS/ BIDS

- 9.14.1** Access to the bids is strictly restricted and will be provided only to the concerned officers of AVVNL doing the evaluation.
- 9.14.2** Bids received by modes other than submission on <https://eproc.rajasthan.gov.in> website will not be considered.

9.15 WITHDRAWAL, SUBSTITUTION AND MODIFICATION OF BIDS

A Bidder may substitute or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process but bidder cannot withdraw his bid after submitting it once.

9.16 BID OPENING

- 9.16.1** The designated Procurement Committee will perform the bid opening, which is a critical event in the bidding process.
- 9.16.2** The tendering authority shall conduct the bid opening at the address, date and time specified in the NIT.

- 9.16.3** All the bids received up to the specified time and date in response to all the bid inquiries shall be opened by the members of the designated Procurement Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://eproc.rajasthan.gov.in> at the specified place, date and time in the presence of bidders or their authorized representatives who may choose to be present.

10. EVALUATION AND COMPARISON OF BIDS

10.1 GUIDING PRINCIPLE FOR EVALUATION OF BIDS

- 10.1.1** The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and substantially responsive bid is qualified to perform the Contract satisfactorily.
- 10.1.2** The determination shall be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- 10.1.3** An affirmative determination shall be a prerequisite for award of the Contract to the bidder. A negative determination shall result in disqualification of the bid, in which event the tendering authority shall proceed to the next best bid to make a similar determination of that bidder's capabilities to perform satisfactorily.
- 10.1.4** The tendering authority/ procurement committee, in observance of best practices, shall: -
- i) Maintain the bid evaluation process strictly confidential as per the details below.
 - ii) Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - iii) Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

10.2 CONFIDENTIALITY

- 10.2.1** Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract award.
- 10.2.2** Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his bid.
- 10.2.3** From the time of bid opening to the time of Contract award, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

10.3 CLARIFICATION OF BIDS

- 10.3.1** The bidder is required to carefully examine the specifications and documents and fully inform himself as to all the conditions and terms matters which may in any way affect the Work or the cost thereof.
- 10.3.2** If any Bidder finds discrepancies or omissions in the specifications and documents or is in doubt as to the true meaning of any part, he shall at once request in writing for an interpretation/ clarification by the owner.
- 10.3.3** The Owner, then, will issue interpretation and clarifications as he may think fit in writing. After receipt of such interpretations and clarifications, the Bidder may submit

his bid but within the time and date as specified in the Invitation to Bid. All such interpretations and clarifications shall form a part of the specifications and documents, and accompany the bidder's proposal.

- 10.3.4** Verbal clarifications and information given by the owner or his employee(s) or his representative(s) shall not in any way be binding on the owner.
- 10.3.5** To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
- 10.3.6** Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.
- 10.3.7** No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Commercial/ Financial Bids.

10.4 FINANCIAL OFFER

The rates are to quoted in the following format:

Item	Base rate excluding all taxes / surcharge etc. (INR)	Qty as per the specification for entire contract period of 18 months (196*3*18)	Total cost for 18 months (INR) excluding all taxes / surcharge etc.
Rate per FRT per shift (of 8 hrs) per month		10584	
Total			

All the taxes as per Government norms and statutory variation in tax slab at later stage shall be on AVVNL account.

10.5 REVISED FINANCIAL OFFER

- 10.5.1** Before opening of original financial offer , AVVNL reserves the rights to ask the bidders probably only to the shortlisted bidders to furnish revised sealed financial offer, instead of opening the original financial offer, on account of any changes (Technical or commercial) to be incorporated in the specifications subsequent to the opening of part A and presentation.
- 10.5.2** Under such circumstances the original financial offer will not be considered and will be super ceding by the revised financial offer.

10.6 DETERMINATION OF RESPONSIVENESS

- 10.6.1** The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- 10.6.2** A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
- ❖ "Deviation" is a departure from the requirements specified in the bidding document.
 - ❖ "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document.

- ❖ “Omission” is the failure to submit part or all of the information or documentation required in the bidding document.

10.6.3 A material deviation, reservation, or omission is one that,

- i) If accepted, would: -
 - a. Affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the bidding document; or
 - b. Limits in any substantial way, inconsistent with the bidding document, the tendering authority’s rights or the bidder’s obligations under the proposed Contract; or
- ii) If rectified, would unfairly affect the competitive position of other bidders presenting responsive bids.

10.6.4 The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.

10.6.5 The tendering authority shall compare all responsive bids to determine the best bid, in accordance with the provisions of this bidding document.

10.7 EVALUATION OF BIDS

10.7.1 The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be substantially responsive.

10.7.2 To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in section: “Evaluation of technical bids” of this bidding document.

10.7.3 To evaluate a bid, the tendering authority shall consider the following: -

- ❖ The bid price as quoted in accordance with bidding document.
- ❖ Price adjustment for correction of arithmetic errors in accordance with bidding document.

10.8 EVALUATION OF TECHNICAL BIDS

10.8.1 The initial technical evaluation shall be completed by the designated Procurement Committee as early as possible after opening of technical bids.

10.8.2 The number of firms qualified in technical evaluation, if less than three, and it is considered necessary by the tendering authority to continue with the bid process, reasons shall be recorded in writing; otherwise fresh bids will be invited.

10.8.3 After approval of the technical evaluation by tendering authority, the firms which qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial bids.

10.8.4 The firms which could not qualify in technical evaluation will be informed about this fact. Their financial bid will not be opened and EMD refunded after completion of the bid process i.e. award of the contract to the best/ successful bidder.

10.8.5 The Tendering Authority will carry out a detailed evaluation of the bids as per criteria in Eligibility Criteria mentioned in RFP on the basis of documentation enclosed along with the technical bid.

10.8.6 In order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents the Tendering Authority will examine the information supplied by the Bidders.

10.9 EVALUATION OF FINANCIAL BIDS

10.9.1 The financial bids of bidders who qualified in technical evaluation shall be opened at the notified time and date at <http://eproc.rajasthan.gov.in> by the members of the designated Procurement Committee.

10.9.2 Conditional bids are liable to be rejected.

10.9.3 The offers shall be evaluated and marked L1, L2 and L3 etc. L1 being lowest offer and then others in ascending order

10.9.4 EVALUATION OF TECHNO COMMERCIAL OFFER:

The evaluation of bids will be made in the following two stages:

1st stage: Qualification Requirement (Part 'A')

All the received bids will be evaluated first on the basis of qualification requirement prescribed in Section III, part-2 "Qualification Requirement" of this specification and on the basis of adherence to conditions given in this document.

The bidders who meet all the requirements laid in this section shall be selected for considering/ evaluating the Techno commercial offer. The bidders who do not qualify the QR as per this specification and other conditions, shall be considered as "not Qualified Bidder" and no further correspondence in this regard shall be entertained and no clarifications on reasons of not qualifying will be intimated. It may be noted by the bidders that by merely meeting the qualification requirement does not mean that the bidder has been short listed for opening of financial offer

The bidders who qualify the stage 1 shall be short listed for opening of financial offer.

10.10 CORRECTION OF ARITHMETIC ERRORS

10.10.1 Provided that the bid is substantially responsive, the competent Procurement Committee shall correct arithmetical errors on the following basis: -

- (i) 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 tendering authority 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;

- (ii) 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; and
- (iii) 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 point (i) and (ii) above.

10.11 NEGOTIATIONS

10.11.1 Negotiations shall be conducted with the bidder having highest financial offer only and by information given in writing with a minimum period of 3 days (in case of a local bidder) and 7 days (in case of an outstation bidder) shall be given for response in writing and in sealed cover. In case of urgency the tender sanctioning PC may reduce the notice period for negotiations, provided the bidder receives the information regarding holding negotiations.

10.11.2 In case the lowest / best bidder does not reduce his rates in response to negotiations or the rates so reduced are still considered to be higher, the tender sanctioning Procurement Committee may decide to make a written counter offer to the lowest/ best bidder. If the lowest/ best bidder does not accept the counter offer given by the Procurement Committee, the Procurement Committee may recommend rejecting the bid or may repeat the process to make the same counter offer to second lowest/ best bidder and so on to third, fourth lowest/ best bidder, etc. till any bidder accepts it.

10.12 DISQUALIFICATION

10.12.1 Tendering authority may at its sole discretion and at any time during the processing of bid, disqualify any bidder/ bid from the bid process if the bidder: -

- i) Any action on the part of the bidder to revise the rates/prices and modification in technical or commercial substance of original offer, at their own.
- ii) Submission of any supplementary information unless & otherwise asked for at his own instance after the opening of the Bid may result in rejection of the Bid and also debar him from submission of Bid to the NIGAM at least for one year.
- iii) The Bidder has been disqualified from any other DISCOM for technical incompetence or any violation of code of conduct.
- iv) In case of bidder not furnishing the desired information in the desired format the bid/offer may be rejected/non-responsive.
- v) In case of bidder not able to produce the original certificate as asked by AVVNL, the bid/offer may be rejected/non-responsive.
- vi) In case of bidder not furnishing the original physical bid before opening of financial bid in the desired format the bid/offer may be rejected/non-responsive.
- vii) In case of bidder not adhering to the format of financial offer given with this document the bid/ offer may be rejected/ non-responsive.
- viii) In case of any foot note or explanatory statement in the financial offer the bid/offer may be rejected/non-responsive.
- ix) In case of any cover letter with financial offer comprising any supplementary statement or discount or any condition the bid / offer may be rejected / non-responsive.
- x) In case of any calculation mistake in the price bid the bid / offer may be rejected / non-responsive.

- xi) In case of any miss apprehension at bidder level which consequent to wrong price bidding , AVVNL reserve the right to reject the bid or take necessary loading / unloading to arrive the correct price as per aspersion of AVVNL / tender specification. Accordingly the bidders are advised to ask to clarify about any mis-apprehension before bidding. No excuse shall be considered in this regard.
- xii) The zero priced or null value price bid / bid component, offer may be rejected /non-responsive.
- xiii) Does not meet the minimum eligibility criteria as mentioned in the bidding document.
- xiv) During validity of the bid or its extended period, if any, increases his quoted prices.
- xv) Has imposed conditions in his bid.
- xvi) Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- xvii) Has submitted the bid after due date and time.
- xviii) Is found to have a record of poor performance such as abandoning work, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- xix) Has submitted bid which is not accompanied by required documentation and Earnest Money Deposit (EMD).
- xx) Has failed to provide clarifications related thereto, when sought.
- xxi) Has submitted more than one bid. This will cause disqualification of all bids submitted by such bidders including forfeiture of the EMD.
- xxii) Who is found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification shall be disqualified from the process at any stage.

Note: Bidders may specifically note that while processing the bid documents, if it found expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay/ holding up the processing of bids then the bidders so involved are liable to be disqualified for the contract as well as for a further period of two years from participation in any of the bids floated by any department, Govt. of Rajasthan. It may also be clarified that if need arises then Tendering authority would go in for appointment of outside party(s) to undertake the work under the captioned bid.

10.12.2 Tendering authority's Right to accept/ Reject any or all of the Bids. The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the bidders or any obligation to inform the affected bidder or bidders of the grounds for the owner's action.

11. AWARD OF CONTRACT

11.1 ACCEPTANCE OF THE TENDER/BID AND NOTIFICATION OF AWARD

- 11.1.1** Prior to the expiration of the period of bid validity, the tendering authority shall notify the successful bidder, in writing, that its bid has been accepted.
- 11.1.2** The tendering authority shall award the Contract to the bidder whose offer has been determined to be substantially responsive and technically qualified as per the bidding document, and is L1 provided further that the bidder is determined to be qualified to perform the Contract satisfactorily.

- 11.1.3** The tender sanctioning Procurement Committee after due consideration of bids, their conditions, financial implications, seeing samples, test reports, if any, discussions with the bidders about important features of their articles, etc., shall take decision regarding acceptance or rejection of the bid.
- 11.1.4** Decision on bids shall be taken within original validity period of offers which shall be kept up to 180 days from the date of opening of financial bids. If the decision on acceptance or rejection of a bid cannot be taken within the original bid validity period due to unavoidable circumstances, all the bidders shall be requested to extend validity period of their bids up to a specified date.
- 11.1.5** As soon as a bid is accepted by the tendering authority, its written intimation would be sent to the concerned bidder. If the issuance of formal Work Order is likely to take time, a Letter of Intent (LOI) may be sent in the meanwhile. In the same intimation the bidder may be asked to execute an agreement in prescribed format on a non-judicial stamp of prescribed value and deposit the amount of prescribed performance security deposit within 15 days from the date of issue of acceptance.
- 11.1.6** The acceptance of an offer is complete as soon as the letter of communication is posted to the correct address of the bidder.
- 11.1.7** The acceptance of the bid shall also be placed on website of AVVNL for general information to all.
- 11.1.8** The EMD of the bidders whose bids could not be accepted shall be refunded soon after the agreement with the successful bidder is executed and his performance security deposit is obtained. Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

11.2 SIGNING OF CONTRACT

- 11.2.1** The successful bidder will, on receipt of Letter of award from AVVNL enter into a contract with AVVNL by jointly signing an agreement.
- 11.2.2** The draft of the agreement based on the terms sheet, detailed in Section-VI and Section-II will be forwarded to the successful bidder for execution.
- 11.2.3** The agreement will be executed within fifteen days thereafter. The person to sign the agreement must be duly authorized by the Bidding entities

11.3 SECURITY DEPOSIT CUM PERFORMANCE BANK GUARANTEE

- 11.3.1** Within fifteen (15) days of the receipt of notification of award from the tendering authority, the successful Bidder shall furnish the Security Deposit and Performance Bank Guarantee in accordance with the provisions under the “Terms & Conditions” of the Contract as mentioned in this bidding document.
- 11.3.2** Failure of the successful bidder to submit the aforementioned Security cum Performance Bank Guarantee or sign the Contract Agreement shall constitute sufficient grounds for the annulment (cancellation/ termination) of the award and forfeiture of the EMD. In that event the tendering authority may award the Contract to the next best bidder whose

offer is substantially responsive and is determined by the tendering authority to be qualified to perform the Contract satisfactorily.

11.4 RESERVATION OF RIGHTS

11.4.1 To take care of unexpected circumstances, AVVNL shall reserve the rights for the following:

- i. Extend the closing date for submission of the bid proposals.
- ii. Amend the bidding requirements at any time prior to the closing date, with the amendment being notified to prospective bidders.
- iii. Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.
- iv. To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the articles for which bid has been invited or distribute items of stores to more than one bidder.
- v. Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bid proposals.
- vi. Seek the advice of external consultants to assist AVVNL in the evaluation or review of proposals.
- vii. Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.
- viii. Reproduce for the purposes of the procedure the whole or any portion of the proposal despite any copyright or other intellectual property right that may subsist in the proposal.
- ix. **Note:** Direct or indirect canvassing on the part of the bidder or his representative would be a disqualification.

11.5 MONITORING OF CONTRACT

- 11.5.1 An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by tendering authority to monitor the progress of the contract during its delivery period.
- 11.5.2 During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of service delivery is in proportion to the total delivery period given.
- 11.5.3 If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- 11.5.4 Any Change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the tendering authority and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- 11.5.5 No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the tendering authority through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- 11.5.6 The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of tendering authority.

11.6 RE-INVITATION OF TENDERS/ BIDS

Re-invitation of bids would generally be avoided by the tendering authority. However, in case, higher prices than prevalent market rates have been received in the bidding process or considerable changes in specifications, terms and conditions are required to be made as a result of discussion in pre-bid conference or otherwise, re-invitation of bids shall be done.

11.7 LACK OF COMPETITION:

A situation may arise where, after evaluation of bids the tendering authority may end-up with one responsive bid only. In such a situation, the contract may be placed to that bidder by the tendering authority, provided the quoted price is reasonable.

11.8 GENERAL:

- 11.8.1** Only one bid will be accepted against cost of specification paid. This specification is not transferable. The cost of specification will not be refunded under any circumstances.
- 11.8.2** The bidder shall treat the details of the specification and other Bid documents as private and confidential and shall not reproduce without the written authorization of the NIGAM.
- 11.8.3** The NIGAM does not bind itself to accept the lowest or any bid or any part of the bid and shall not assign any reason(s) for the rejection of any bid or a part thereof.
- 11.8.4** The fact of submission of bid to the NIGAM shall be deemed to constitute an agreement between the bidder and NIGAM whereby such bid shall remain open for acceptance by the NIGAM and Bidder shall not have option to withdraw his offer, impair or derogate the same. If the Bidder is notified during the period of validity of bid that his bid is accepted by the NIGAM, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the NIGAM, until formal contract of the same bid has been executed between him and the NIGAM in replacement of such agreement.
- 11.8.5** The successful bidder will have to execute the contract agreement for the proper fulfillment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the bid, interpretations as may be advantageous to AVVNL may be taken, if satisfactory clarification is not furnished within the prescribed period.
- 11.8.6** AVVNL will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
- 11.8.7** Telex, Telegraphic or Fax bids shall not be acceptable.
- 11.8.8** AVVNL reserves the right to:
- i. Amend the scope of the proposed contract.
 - ii. Reject or accept any bid.
 - iii. Cancel the bid process and reject all applications.
 - iv. Vary the area / quantity

AVVNL shall neither be liable for any action nor be under any obligation to inform the bidders of the grounds for any of the above actions.

Section V : General Terms & Conditions

AJMER VIDYUT VITRAN NIGAM LIMITED IT CELL TENDER SPECIFICATION NO.IT-32

The Terms and Conditions of the contract shall prevail and shall be binding on the Contractor and any change or variation expressed or impressed howsoever made shall be in operative unless expressly sanctioned by the AVVNL. The Bidder shall be deemed to have fully informed himself and to have specific knowledge of the provisions under terms and Conditions of this specification mentioned hereunder:

1. DEFINITION OF TERMS

- 1.1 In constructing these general conditions and the annexed specification, the following words shall have the meaning here in assigned to them unless there is anything in the subject of context inconsistent with such construction.
- 1.1.1 The “AVVNL” shall mean the AJMER VIDYUT VITRAN NIGAM LIMITED represented by Chairman/ Managing Director and shall include their legal personal representative, successors and assignees. The “Customer” or “Owner” or “Purchaser” shall mean “AVVNL”.
- 1.1.2 The “Bidder” shall mean and include one or more persons or any firm or any company or body in corporate who has submitted the tender in response to “Invitation of Tender”.
- 1.1.3 The “Contractor”/“Contractor”/ Contractor shall mean the Bidder who’s tender has been accepted by the “AVVNL” and shall include the Bidder heirs, legal representative, successors and assignees approved by the purchaser.
- 1.1.4 The “Chairman/Managing Director” shall mean the Chairman/Managing Director, AVVNL, Ajmer.
- 1.1.5 The “Engineer” shall mean the Chief Engineer, Dy. Chief Engineer, Superintending Engineer, Executive Engineer, Assistant Engineer, AVVNL, Ajmer or other Engineer or Officer for the time being or from time to time duly authorized and appointed in writing by the customer to act as engineer or Inspector for the purpose of the contract. In case where no such engineer has been so appointed, the word “Engineer” shall mean the AVVNL or his duly authorized representative.
- 1.2 “Works” mean and include the work or works to be done by the contractor under the contract.
- 1.2.1 The “Contract” shall mean and include the following:
- i) Invitation of tender.
 - ii) Instructions to Bidder
 - iii) Tender form including schedule of prices

- iv) Earnest Money Deposit
 - v) Letter of Intent and it's acknowledgement,
 - vi) Security Deposit/Guarantee.
 - vii) Formal Work order,
 - viii) Guaranteed Test Performance and Penalty,
 - ix) General Conditions of Contract,
 - x) Special Instructions,
 - xi) Site Conditions,
 - xii) Specification, specific conditions, schedules and annexure.
 - xiii) Addenda that may hereafter be issued by the purchaser to the contractor in the form of letter and covering letters and schedule of prices as agreed between the contractor and the purchaser.
 - xiv) The agreements to be entered into under clause 5 and 17 of these General terms & Conditions.
- 1.2.2 The "Specification" shall mean the specification (This complete Document); specific conditions annexed to the General Conditions, the contract schedule, and the annexure thereto, if any.
- 1.2.3 The Month shall mean, English calendar month i.e. period of 31/30 days and week shall mean a period of 7 days.
- 1.2.4 The "Site" shall mean the place or places named in the contract and include, where applicable, the lands and buildings upon or in which the works are to be executed.
- 1.2.5 "Letter of Intent" shall mean the customer's letter conveying his acceptance of the tender subject to such reservations as may have been stated therein.
- 1.2.6 The "Contract Price shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendments thereto.
- 1.2.7 The termination of service line means, the location of electric main of AVVNL like pole, Junction box, running wire, pillar box or any other source from where the consumers service line is emanated.
- 1.2.8 Formal work order shall mean the customer's letter which will be issued as detailed work order containing detailed terms and conditions of the work and such other particulars which the customer may like to convey to the contractor pending execution of a formal written agreement.
- 1.2.9 "Writing" shall include any manuscript type written or printed statement under or over signature or seal as the case may be.
- 1.2.10 The Work "Codes" shall mean the Indian Electricity Act/Electricity Supply act and Indian Electricity Rules and the rules made there under applicable in the State of Rajasthan on the date of letter of intent with such special modification thereof as may be specially stipulated by competent State Authorities i.e. Chief Electrical Inspector of Rajasthan.

- 1.2.11 Works importing “PERSON” shall include firms, Companies, Corporations and other bodies whether incorporated or not.
- 1.2.12 Words importing the singular only shall also include the plural and vice version where the context requires.
- 1.2.13 Terms and expressions not herein defined shall have the same meaning as one assigned to them in the Indian Contract Act (Act IX of 1872) and falling that in the General Clause Act, 1897).

2. **CONTRACT PERIOD**

The contract period shall be initially for **18 months**, from the date of commencement / complete roll out, but may be extended upto next one year subject to satisfactory performance of the contractor and mutual agreement. The performance of the contractor will be reviewed half yearly (i.e. after completion of every six months). The contract for awarded work may be rescinded at any time after giving 3 months notice if the performance regarding achievement of the objective and scope of works as illustrated under Section 2 of this specification is not found satisfactory [no compensation will be paid] or the contractor breaches any of the terms and conditions, or the contractor will be advised for improvement. After expiry of the contract the contractor shall transfer all documents and database to AVVNL except hardware, vehicles and manpower deployed for the work.

2.1 **HANDING OVER ON TERMINATION:**

The contractor shall retain and take away all capital goods and vehicles deployed to construct the system to AVVNL after expiry of contract. AVVNL shall not be bound in case to employ / compensate the manpower deployed by the vendor. The contractor will have to cooperate in handing back the facilities, including computer systems, peripherals, networking equipments, software legal licence, records, complete database and documents, latest source code with documentations, manuals etc in good working order to AVVNL after termination of agreement.

Upon termination of the agreement, the contractor's authority to act in the area shall immediately cease. In order to smoothen the handing over process and not hampering the work, AVVNL shall arrange to award the contract to other firm or may execute the work departmentally at-least 3 months before expiry of this contract, the contractor/ Discoms staff may require to work along with the new contractor for remaining period of contract to understand the process by new contractor.

3. **SECURITY CUM PERFORMANCE BANK GUARANTEE /DEPOSIT:**

A Performance Bank Guarantee equivalent to **5% (Five percent) of annual Contract (One year)** value shall be provided by the Successful Bidder within 15 days of receipt of Work Order from Discom.

Performance security shall be solicited from all successful bidders except the-

- (i) Departments/Boards of the State Government or Central Government;
- (ii) Government Companies as defined in clause (45) of section 2 of the Companies Act, 2013;



(iii) Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013; or

(iv) Autonomous bodies, Registered Societies, Cooperative Societies which are owned or controlled or managed by the State Government or Central Government. However, a performance security declaration shall be taken from them.

In case of Small Scale Industries of Rajasthan it shall be one percent (1%) of the amount of Awarded order and in case of sick industries, other than Small Scale Industries, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be two percent (2%) of the amount of supply order.

Other terms & condition regarding performance security shall prevail as per RTPP Act-2012 & Rules-2013 made there under.

It may also be noted that:

- I. Such Bank Guarantee should remain valid for 3 months after expiry of entire contract period.
- II. It would be preferred that the contractor furnishes the bank guarantee for 2 years period at first instance but if the contractor furnishes the BG for less period (not less than 18 months at first instance) at first instance it will be the sole duty of contractor to get the BG extended well in time to maintain its validity as desired. AVVNL may invoke the BG without giving any information if validity of BG expires before 4 years.
- III. Even if required by AVVNL, the validity of the Bank guarantee shall have to be further extended for such period as desired.
- IV. The B.G. is to be furnished in whole Rupees with validity up-to last day of required calendar month. Bank commission charges or any other charges, if any, shall be to the Contractor's account.
- V. The Bank guarantee must be from any Nationalized/Scheduled Bank. The contractor may furnish Bank Guarantee on stamp paper of native state provided the contractor shall furnish a certificate of Banker that the stamp duty has been paid as per prevailing rules of that state, and furnish difference of stamp duty as per Rajasthan Stamp act on Rajasthan NJ stamp.
- VI. Unless otherwise specifically required to be retained/forfeited by AVVNL, the Security deposit shall be refundable on request of the contractor after three months on completion of the entire work to the satisfaction of AVVNL.
- VII. If the contractor fails or neglect to observe or perform any of his obligation under the contract, it will be lawful for AVVNL to forfeit either in whole or in part at his absolute discretion, the Security deposit furnished by the contractor.
- VIII. If the contractor fails to provide the Security within the period specified, such failure shall constitute a breach of the Contract and AVVNL shall be entitled to make other arrangements at the risk and expenses of the contractor and the Earnest money deposited by the Contractor shall stand forfeited by AVVNL.

4 **CONTRACTOR TO INFORM HIMSELF FULLY**

The Contract shall be considered to have come into force from the date of the issue of Letter of Intent / Letter of Award. The contractor shall be deemed to have carefully examined the General Conditions, specifications, schedules and drawings also to have satisfied himself as the nature and character of the work to be executed and where necessary, of the site conditions and other relevant matters and details. Any information thus had or otherwise



obtained from the owner or the Engineer shall not be in any way relieve the contractor from his responsibility for the supplying of the plant and equipment and executing the work in terms of the contract including all details and incidental works and supply all accessories or apparatus which may not have been specifically mentioned in the contract but necessary for ensuring complete erection and safe and efficient working of the plant and equipment if he has any doubt as to the meaning of any portion of the general and any special conditions of contract and specifications, he shall before offering his bid proposal, set- forth the particulars thereof and submit them to the Engineer in writing in order that such doubt, misunderstanding, misconceptions, whatsoever could be allied.

5 CONTRACT DOCUMENTS AND AGREEMENTS

The order placed under this specification shall be governed by the terms and conditions as incorporated in this Specification and as given in the detailed work order and its annexure(s). The terms and conditions as specified in this section if differ from the terms indicated in the detailed work order and its annexure(s) the latter shall prevail. The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Rajasthan Courts only. For the due fulfilment of the contract, the contractor shall execute an agreement in the prescribed form on Rajasthan State Non- judicial stamp paper bearing stamp duty as applicable. The expenses of completing and stamping the contract agreement shall be borne by the Contractor. Such agreement shall be executed and signed by the competent authority of the contractor on each page thereof. The original copy is only to be executed on the stamp paper. The remaining two copies may be executed on simple paper. Such complete agreement form along-with the contract documents together with a "Power of Attorney" in favour of the Executants shall be required to be returned to the owner within a period of 15 days from the receipt of order duly signed on each page. One copy of the executed agreement duly signed by the purchaser/owner shall be sent to the supplier for his reference. The contract documents shall mean and include the following:

- a. Contract agreement along with letter of intent.
- b. Work order and its Annexure.
- c. Complete specifications.
- d. Bid proposal form and its schedules including price schedule and completion schedule
- e. Power of Attorney in favour of the signatory

6 CHANGE OF QUANTITY

The owner reserves the right to decrease or increase the scope / quantity of FRTs as specified in the accompanying technical specifications, at the time of award of contract or during the execution of the contract. It is intimated that all the consumers and LT /HT line of entire under jurisdiction of the Sub-Divisions included in this specification are to be handled by the contractor. In case any module is deleted from the scope of work, the value of contract will be reduced accordingly.

7 RULES & REGULATIONS:

The job shall be carried out as per the rules, regulations and other details for Consumer services/ satisfaction / complaint handling as prevailing in AVVNL, which shall be made available to the contractor. These rules and regulations may be modified by AVVNL from time to time and would be intimated to the Contractor for incorporating the same.

The Contractor will also follow the labour regulations, provisions as applicable under the Indian electricity Act, 2003 & the Indian Electricity Rules, 1956 and the directions of

Government and other authorities enforcing the regulations and comply with any other relevant legislation in force from time to time.

8 DEDUCTION FROM CONTRACT PRICE

All costs, damages or expenses which the owner may have paid, for which under the contract the contractor is liable, will be claimed by the owner. All such claims shall be billed by the owner to the contractor regularly as and when they fall due. Such bills shall be supported by appropriate and certified vouchers or explanations, to enable the contractor to properly identify such claims. Such claims shall be paid by the contractor within fifteen (15) days of the receipt of the corresponding bills and if not paid by the contractor within the said period, the owner may then deduct the amount, from any payment due or becoming due by him to the contractor under the contract or may be recovered by actions of law or otherwise, if the contractor fails to satisfy the owner of such claims

9 COMPLIANCE OF LABOUR LEGISLATION

The Bidder shall discharge its liability of employer/ contractor in respect of personnel to be engaged for service, as said out in EPF and MP Act, 1952 ESI Act, 1948 (in ESI implemented area), workmen's compensation act, 1923 (in non ESI implemented area) contract labour (R&A) Act, 1970, Payment of Wages Act, 1936, Minimum Wages Act, 1948 etc. The Bidder is required to get separate code under the provision of EPF and ESI Acts, if not already taken and deposit the employer's contribution along with employee subscription, as per rule and submit copy of challans at the time of claiming payment, failing which an amount equivalent to employer's contribution and employees subscription shall be deducted from his each bill and deposited with the concerned authorities. The Bidder shall be solely responsible for any consequences arising out of breach of any legislation.

10 SAFETY OF SYSTEM

The Contractor shall be fully responsible for operation and maintenance of hardware, software, documents, data and other documents and records handed over to it and developed later. These documents and records shall be maintained in updated condition and handed over back to AVVNL in good working order on completion of the contract or time to time as per scope of works as and when required by the AVVNL. Contractor shall make well to AVVNL any loss suffered by it due to default of the contractor in this respect.

11 INSURANCE

- I. The contractor at his cost shall arrange, secure and maintain all insurance as may be pertinent to the works and obligatory in terms of law to protect its interest and interest of the AVVNL against all perils detailed herein. The form and the limit of such insurance as defined herein together with the under-writer in each case shall be acceptable to the AVVNL. However, irrespective of such acceptance, the responsibility to maintain adequate insurance coverage at all time during the period of contract shall be of contractor alone. The contractor's failure in this regard shall not relieve him of any of his contractual responsibilities and obligations. The insurance covers to be taken by the contractor shall be in a joint name of the AVVNL and the contractor. The contractor shall, however, be authorized to deal directly with Insurance Company or companies and shall be responsible in regard to maintain of all insurance covers. Further the insurance should be in freely convertible currency.

- II. The contractor shall obtain accident liability insurance for its employees for payment of compensation on account of injury, fatal or otherwise due to accident during course of operation carried out by him for the purpose of complying with his contractual obligations thereof. It shall indemnify AVVNL against any claim from such employees or damage to property what- so- ever while these arise out of or in consequences of the execution of works, operation and all activities to be performed till the successful completion of contract shall be to the account of the contractor. The contractor shall be responsible for preference of all claims and make good the damages or loss by way of repairs and/or replacement of the equipment, damaged or lost. The transfer to title shall not in any way relieve the contractor of the above responsibilities during the period of contract. The contractor shall provide the AVVNL with copy of all insurance policies and documents taken out by him in pursuance of the contract. Such copies of documents shall be submitted to the AVVNL immediately after such insurance coverage. The contractor shall also inform the AVVNL in writing at least sixty (60) days in advance regarding the expiry/cancellation and/or change in any of such documents and ensure revalidation, renewal etc., as may be necessary well in time. All costs on account of insurance liabilities covered under the contract will be on contractor's account.
- III. The Clause entitled 'Insurance' under this section covers the additional insurance requirements for the portion of the works to be performed at the site.
- IV. The contractor shall take necessary insurance against loss, damage, theft, pilferage, fire, accident and damages during transit from stores to site for all the materials/good either belonging to him or issued to him by AVVNL for the purpose of execution of work. The insurance shall also cover for loss, damage, accidents occasioned by the contractor in the course of operation carried out by him for the purpose of complying with his contractual obligations thereof. The insurance shall cover the entire cost of materials.
- V. The contractor shall take necessary insurance against loss, damage, fire, accidents and damages occasioned by the contractor in the course of operation carried out by him for the purpose of complying with his contractual obligations thereof.
- VI. The insurance as per this specification shall be in the joint names of the AVVNL and the contractor so that the AVVNL and the contractor are covered for the entire period of contract from the commencement of the contract and shall remain valid up to 30 days from the date of handing over all the works completed in all respects AVVNL.
- VII. It will be the responsibility of the contractor to lodge, pursue and settle all claims (for all the equipment and items provided by AVVNL) with the insurance company in case of any damage, loss, or fire and the AVVNL shall be kept informed about it. The losses, if any, will have to be borne by the contractor if the claims are not lodged and pursued properly in time or if the insurance company does not settle the same.
- VIII. The contractor shall replace the lost/-damaged materials promptly irrespective of settlement of the claims by the underwriters and ensure the work progresses as per the agreed schedule(s).
- IX. The contractor shall also ensure the following: -
- i) Deductible franchise should be minimum as per insurance rules. In case of any loss to the extent of deductible franchise, the same shall be borne by the contractor.

- ii) The insurance should be valid from the date of start of work and shall remain valid up to 30 days from the date of handing over of the work to the concerned superintending Engineer (O&M).
- iii) Insurance policy shall be in joint name of Ajmer Vidyut Vitran Nigam Limited and contractor.
- iv) The contractor shall furnish computerized and stamped insurance policy. Insurance cover shall not be acceptable.
- v) A copy of insurance policy shall invariably be furnished to the SE (IT), Ajmer Vidyut Vitran Nigam Limited, Ajmer.

12 THIRD PARTY INSURANCE

The contractor shall if and so far as the contract provides indemnify the AVVNL against all losses and claims in respect of injury or damage to property what- so- ever while these arise out of or in consequences of the execution of works and against all claims proceedings, damages, costs, charges, expenses what- so- ever in respect of or in relation thereto. Accordingly the contractor shall before commencement of execution of the works insure against his liability for material or physical damage, loss or injury which may occur to property including that of the AVVNL, or to any person including any employee of the AVVNL, by or arising.

- 13 **REMEDY ON CONTRACTORS FAILURE TO INSURANCE:** If the Contractor fails to effect and keep in force insurance referred to in clause 11 hereof or any other insurance which he may be required to effect under the terms of contract then the AVVNL may effect and keep in force any such insurance and pay such premium(s) as may be necessary for that purpose and from time to time deduct the amount so paid by the AVVNL as aforesaid from any money due or which may become due to the Contractor or recover the same as debt from the Contractor.

14 LIABILITY FOR ACCIDENTS AND DAMAGES

- i) The Contractor shall be liable for and shall indemnify the AVVNL in respect of all injury to public person, contractor's worker /staff or damage to property resulting from the negligence of the Contractor or his workman or from defective work but not from any other cause.
- ii) Provided that the Contractor shall not be liable for any loss or profit or loss of Contract or any other claim made against the AVVNL not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the AVVNL or of any other person or due to circumstances over which the contractor has no control, not shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.
- iii) The Contractor will indemnify and save harmless the AVVNL against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the AVVNL or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the contractor on the work, whether at common law or under the workman's compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to over such indemnity.

- iv) The contractor shall insure against such liabilities with an insurer approved by the Engineer and shall continue such insurance, during the whole of the time that any person(s) are employed by him on the works and shall when required produce to the Chief Engineer (O&M- II), Ajmer and concerned superintending Engineer (O&M) such policy of insurance and the receipt for payment of the current premium

14.1 **Grafts and commissions etc** Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the owner, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the owner resulting from any cancellation. The owner shall then be entitled to deduct the amount so payable from any moneys otherwise due to the contractor under the contract.

15 MAINTENANCE OF FACILITIES AND PERSONNEL

The Contractor shall maintain all requisite facilities of its own as required to carry out the work as per the specification.

The Contractor shall provide and maintain a controlling office / centralized complaint center with requisite infrastructure at Ajmer with proper staff, & IT infrastructure facilities which shall remain open on on 24X7 basis to receive communications.

The contractor shall also maintain communication equipments like telephone with fax, mobile phone, Internet etc. for interaction with AVVNL and others

The contractor will be required to take mobile connections under CUG scheme of AVVNL. Currently AVVNL has taken mobile connections under CUG from BSNL. The cost incurred on taking the mobile phone instruments, connections, recurring expenses will be borne by the contractor. AVVNL will only facilitate in providing the mobile connections under its CUG scheme.

In the current scheme of CUG from BSNL, there is no call cost if the call is made to the Mobile under AVVNL's CUG connection.

Person in-charge or an alternate shall be available for communication during all business hours.

Contractor shall not change the office in charge / nodal officer, frequently.

The contractor will furnish documents regarding the experience of the key personnel proposed to be employed by him. AVVNL has right to verify the above at any time.

Contractor shall issue dress code and identification cards to all its personnel engaged in the work under the contract. The identification card along with name and logo of the contractor duly signed by Officer- In-Charge of the contractor accompanied by Bio-Data and photograph of the concerned personnel will be forwarded to the Superintending Engineer (IT) / concerned circle Superintending Engineer (O&M) for countersigning these identification cards. The identification cards shall be handed over to the concerned Superintending Engineer (IT) / Superintending Engineer (O&M) after the completion of work under the contract and in case of contractors employee is relieved from the services of the contractor.

- (i) **NODAL OFFICER:** To interact between the Supervisory officer and contractor, The Superintending Engineer (IT) Ajmer will act as Nodal Officer. Similarly, the contractor shall communicate the name of the authorized person(s) for each circle that would act as a Nodal Officer(s) from its side.

- (ii) **SUPERVISORY OFFICERS:** The concerned SE (O&M) for FRT will be the supervisory officers for successful execution / operation of works as per scope and shall be authorised to inspect the work carried out by the contractor.

16 NOTIFICATION

AVVNL shall complete formalities towards due notifications to all parties involved in customer information services from concerned circle Superintending Engineer (O&M) and the authority of the Contractor to act on behalf of AVVNL.

17 CONTRACT AGREEMENT

The contractor will have to enter into an agreement with AVVNL to be known as “Contract Agreement” setting out all terms, and conditions including those mentioned in this terms & conditions for the proposed work.

The agreement shall set out specific events of default that will entitle the innocent party to terminate the agreement. The party committing an event of default, which is capable of being remedied, will be given a reasonable opportunity to remedy the default.

The agreement can however be otherwise terminated by either party by giving six-month notice and on terms to be mutually agreed which may include payment of suitable compensation for losses suffered by the other party due to such termination. These terms shall be included in the Contract Agreement.

Contractor shall indemnify AVVNL against any claims, demands, costs and expenses whatsoever which may be made against it, because of failure of the Contractor or its representatives in the performance of their duties and negligence, any accident or injury to any person.

18 FALL BACK ARRANGMENT

In the event of failure of the contractor to fulfill its obligations, duties and responsibilities as per the agreement terms, AVVNL shall interalia have the right, at any time to resort to fall back arrangement. Under this plan, AVVNL shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the security deposit the losses suffered due to such failure. If the security deposit is insufficient, the Contractor shall pay the difference to AVVNL failing which AVVNL shall have right to recover the sum through legal or other means.

The AVVNL shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other contractor as it may deem fit and no claim of Contractor for compensation in this respect shall be entered. This provision shall be made in the agreement.

19 GOVERNING LAWS AND JURISDICTION

The Indian Law shall govern the agreement. Only appropriate courts in Ajmer shall have exclusive Court Jurisdiction to deal with any matter arising out of or relating to the agreement or otherwise.

20 JURISDICTION FOR LEGAL PROCEEDINGS

The contract shall be governed by the laws of India for the time being in force and be subject to the court of competent jurisdiction at AJMER CITY (RAJASTHAN) INDIA. All disputes, differences questions whatsoever arising between the AVVNL and the contractor upon or in relation to or in connection with the contracts shall be deemed to have arisen at AJMER

CITY only and no court other than court at Ajmer, Rajasthan shall have jurisdiction to entertain or try the same.

21 SETTLEMENT OF DISPUTES

In any time any question, dispute or difference what so ever which may arise between the AVVNL and the contractor, the same shall be decided by the MD, AVVNL, Ajmer or by the settlement committee constituted by him and shall be final and binding on both the parties.

The AVVNL has constituted settlement committee to settle the disputed cases. For the disputed amount up to Rs. 2.5 Lac the case may be referred to the CE level settlement committee and if the disputed amount is more than Rs.2.5 Lac the case shall be referred to the corporate level settlement committee. The non refundable fees for referring the case to the settlement committee are as given below or prescribed time to time:

- i) Reference fee for CE level settlement committee - Rs.1000/-
- ii) Reference fee for corporate level settlement committee-Rs.3000/-
- iii) Fee for review of cases by corporate level settlement committee- Rs 5000/-

The settlement committee fees as shown above or prevailing at that time shall be deposited in cash with the Sr. AO (EA&Cash), AVVNL Ajmer / AO(O&M) of concerned circle.

22 CONDUCT OF CONTRACTOR'S STAFF

If any of the Contractor's employees shall in the opinion of AVVNL is guilty of any misconduct or incompetence or negligence, then if so directed by AVVNL, the Contractor shall at once remove such employee and replace him by a qualified and competent substitute. It is clarified that all the persons including the field persons deployed by the contractor for entire Customer Management system including the driver of vehicle shall be in uniform (will be prescribed by AVVNL) with badge & shall have identify card to be issued by AVVNL on contractor's recommendation. The contractor shall submit / intimate all records of the field staff to nearest police station and acknowledgement thereof to AVVNL, to avoid any mis-happenings. The I-card will be issued only after furnishing a list of persons duly acknowledged by the police station.

23 LIEN

In case of any lien or claim pertaining to the work and responsibility of the contractor for which AVVNL might become liable, it shall have right to recover such claim amount from the contractor.

24 TENDER FORMS AND ACCEPTANCE OF TENDER

Each Bidder must prepare and submit his tender strictly according to the procedure laid down in the instructions to bidder annexed herewith. The Bidder may if he deemed it essential submit in the envelope with his tender short and concise memorandum or any letter accompanying the tender as to form part of the tender. Any Bidder wishing to submit descriptive matter for consideration must enclose it in a separate envelope marked and addressed in the same manner as the tender with the addition of the word "descriptive matter".

The purchaser is not bound to accept the lowest tender or any tender or assign any reason for the rejection of a tender. The purchaser also reserves the right to either call for fresh tenders or to accept either the whole or a part of tender or to place orders for any increased or decreased quantity on the basis of prices quoted.

25 FORCE MAJEURE CONDITIONS

If at any time during the currency of the contract the performance in whole or in part be prevented or delayed by reason of any war hostility acts of public enemy, civil commotion, sabotage, fire floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as Events) then provided Notice and adequate proof of the production/dispatch having suffered on account of these events is given within 21 days from the date of occurrence thereof the provision of penalty Clause of this specification shall not be invoked by the purchaser provided further that the deliveries under the contract shall be resumed, as soon as practicable after such event (s) has ceased to exist and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive provided further that in case the strike/lockout prolongs beyond a period of seven days, the supplier shall immediately inform about to the purchaser in which case the purchaser reserves the right to procure the material equipment on order or part thereof from any other source at the risk and cost of the supplier. SE (IT) / concerned SE (O&M) will have the powers to decide the occurrences of such events for providing relaxations in the work conditions and penalties due to delay in or not adhering the service levels by the contractor. SE (IT) / concerned SE (O&M) will consult the concerned authorities to decide the occurrence of such events.

26 CONTRACTOR'S DEFAULT

- I. If the contractor shall neglect to execute the works with the diligence and expedition or shall refuse or neglect to comply with any reasonable orders given to him, in writing by the nodal officer/ representative of Discom in connection with the works or shall contravenes the provisions of the contract, the owner may give notice in writing to the contractor make good the failure, neglect or contravention complained of. Should the contractor fail to comply with the notice within thirty (30) days from the date of service thereof, then and in such case the owner shall be at liberty to employ other workmen and forthwith execute such part of the works as the contractor may have neglected to do or if the owner shall think fit, it shall be lawful for him without prejudice to any other right he may have under the contract, to take the works wholly or in part out of the contractor's hands and re - contract with any other person or persons complete the works or any part thereof and in that event the owner shall have free use of all contractor's equipment that may have been at the time on the site in connection with the works without being responsible to the contractor over the same, and the owner shall be entitled to retain and apply any balance which may be necessary, the payment of the cost of executing the said part of the works or of completing the works as the case may be. If the cost of completing the works or executing a part thereof as aforesaid shall exceed the balance due to the contractor, the contractor shall pay such excess. Such payment of excess amount shall be independent of the liquidated damages for delay, which the contractor shall have to pay if the completion of works is delayed.
- II. In addition, such action by the owner as aforesaid shall not relieve the contractor of his liability to pay liquidated damages for delay in completion of works. The termination of the contract under this clause shall not entitle the contractor to reduce the value of the performance bank guarantee nor the time thereof. The performance guarantee shall be valid for the full value and for the full period of the contract including guarantee period.

27 COMPLETENESS OF CONTRACT

The infrastructure shall be complete in every respect with all standard accessories normally supplied with such system even though not specifically detailed in the specification unless included in the list of excluded items. The contractor shall not be eligible for any extra payment in respect of such mounting, fittings, fixtures and standard accessories etc. Which are needed for the safe operation of the system as required by applicable codes only as per contract, through and they may not have been included specifically in the contract.

28 MODE AND TERMS OF PAYMENT

The invoices shall be correctly prepared in triplicate in the name of Nodal officer and shall be submitted as under:

I. The contractor shall furnish the monthly bills for operation of the module to the Nodal Officer by 7th of each month for the work carried out during the last month. The invoice must be accompanied by the following:

- (i) Employee wise monthly wages statement
- (ii) EPF statements and challan
- (iii) ESI statements and challan
- (iv) Certification from concerned AEn (O&M) regarding attendance / works carried out by each FRT during the month, clearly indicating deduction applicable, if any.

The Nodal officer, after verification of the same will send to the Sr. A.O (CPC) for payment by 10th of each month. The payment shall be paid on or within 30 days from the date of receipt of verified invoices in accounts section / or as per the prevailing payment policy in AVVNL.

The Sr. A.O. (CPC) after receiving the verified bills from the officer designated, will arrange the payment accordingly.

Following documents shall be submitted along with the invoice

- (i) A certificate/undertaking to the effect that proof of excise duty/ Service charges at actual as has been claimed and other relevant documents for reimbursement of charges paid by the supplier on behalf of the purchase, have been enclosed with the original invoice.
- (ii) Acceptance letter of contract agreement, BGs and clearance from SE (IT) about commencement of payment (one time only).
- (iii) Copy of the circulars/notification pertaining to the applicable index rate of diesel and skilled labour issued by GoR or any other competent authority.

The PV invoices shall be correctly prepared (as per PV formula in AnnexureA) in triplicate for each month and submitted to the tendering authority i.e. SE (IT) for verification. The SE (IT) after verification shall arrange payment through the Sr. AO (CPC), AVVNL, Ajmer.

30 SUSPENSIONS OF WORKS

The purchaser shall not be liable to pay the contractor any compensation whatsoever arising from suspension or for idle labour.

31 DEATH BANKRUPTCY ETC.

If the contractor shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wound up except for reconstruction purpose or carry on hits, business under a receiver, the executors successors, or other representatives in law of the state of the contractor or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall Forth with given notice thereof in writing to the purchaser and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the contractor subject to his or their providing such guarantee as may be required by the purchaser but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above said shall be deemed to relieve the contractor or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may by terminated by the purchaser by notice in writing to the contractor and the same power and provisions reserved to the purchaser in the event of taking the work out of the contractor's hand's shall immediately become operative.

Change of name of the Bidder/supplier at any stage after tendering, the purchaser shall deal with the contractor only in the name and at the address under which he has submitted the tender. All the liabilities/responsibilities for due execution of the contract and if in circumstances he shall be relieved of any obligation under the contract. The purchaser may, however at his description deal with Agents / Representatives / Distributors / Manufacturers / Associates Principals / Sister Concerns and such dealing shall not absolve the supplier(s) from his responsibilities/obligations/liabilities so the purchaser under the contract. Any change/alteration of name/constitution/organization of the supplier shall be duly notified to the purchaser, and the purchaser reserves the right to determine, the contract, in case of any such notification in the event of such determination the purchaser may effect the purchase of the material not supplied from elsewhere at the risk and cost of the Bidder/supplier

32 PRICE

The Tenderers are requested to quote the price as follows

- I. The Tenderers are required to quote their prices in excel file of BOQ.
- II. The price quoted should be variable without any ceiling as per formula annexed at Annexure- 'A'.
- III. The prices quoted should be exclusive of all Tax and other Government levies as applicable.
- IV. Price variation shall be calculated separately.
- V. The prices quoted in BOQ.xls should be exclusive of all tax and other government levies as applicable but have to explicitly specify applicable rate of taxes in financial offer (MS Word Format). These rates of applicable taxes and Govt. Levies shall be revised as and when updated.

33 GUARANTEE

The entire system including computer hardware, Software, if any should be guaranteed for satisfactory operation and good workmanship for at least period of 2(Two) years from the date of commencement of Operation. Successful Bidder shall furnish documents related to the hardware and license certificates of the standard software an undertaking for the above, as well as all the related documents of the custom software. The vendor shall also submit OEM installation certificate.

34 FAILURE TO EXECUTE THE CONTRACT

Contractor failing to execute the order placed on them to the satisfaction of AVVNL under terms and conditions set forth therein, will be liable to make good the loss sustained by AVVNL, consequent to the placing of fresh orders elsewhere at higher rate, i.e. the difference between the price accepted in the contract already entered into and the price at which fresh orders have been placed. This is without prejudice to the imposition of Liquidated Damages and forfeiture of security deposit.

35 NON- ASSIGNMENT

The supplier shall not assign or transfer the contract or any part thereof to any contractor/ personal during the currency period.

36 EFFECTING RECOVERIES

Any loss, arising due to non-fulfillment of this contract or any other contract, will be recovered from the Security & Performance Deposit/ Guarantees held and or any other amount due to the supplier from AVVNL from this Contract as well as from other contracts.

37 RESPONSIBILITY

The Bidder is responsible for safe operation of the and secured protection of the men and material so as to avoid damages or loss during this contract period if required at any time at the contractors cost.

38 ACCEPTANCE OF CONTRACT

The successful bidder will be forwarded three sets of work order, two of which will be signed (each page) by him/his authorized representative in token of his accepting the contract and returned to the authority placing the order within 15 days of its issue, failing which, his EMD is liable to be forfeited.

39 LIQUIDATED DAMAGES AND PENALTY

Following liquidated damages are applicable:

A. PENALTIES ON ACCOUNT OF DELAY IN COMMENCEMENT

The following penalties shall be applicable if delay is happened in execution/ commencement of operation of individual module:

Rs. 10000/- per day of delay subject to maximum of Rs 2,00,000/-.

If the delay is occurred for more than 30 days from the schedule, the contract may be cancelled without any compensation to vendor and BGs will be forfeited

B. PENALTY ON ACCOUNT OF OPERATIONAL DEFICIENCIES

After commencement of complete system the defaults in efficient running will attract penalties as under:

S.No.	Item	Penalty	Verification mode
1.	If consumer complaint is not resolved by FRT within 3 hour from the time of registration of complaint	Rs 20/- per complaint per hour	System generated report
2.	False closing of complaint. If the complaint is closed without rectifying the problem and taking confirmation from consumer	Rs. 25 on each default	AVVNL observations

S.No.	Item	Penalty	Verification mode
3.	Not deputing mobile vans in requisite numbers in desired times / shift	Rs 500/- per FRT, in addition to non-payment of charges for the period of absence on prorata basis for the month	System generated report / Manual verification by AVVNL or vehicle tracking report.
4.	Not attending the LT / HT line fault upto the satisfaction of AVVNL	Rs 200/- on each default	AVVNL observations
5.	If fault removal team not found in prescribed uniform.	Rs 100/- per personnel per instance	AVVNL observations

The total penalties on account of operational deficiencies during a month will not exceed 20% of total monthly bill.

40 COMPLETENESS OF TENDER

The tender should be complete with all details of illustrative and descriptive literature and drawings. The Bidder shall furnish the complete technical details of the equipment. Information regarding the country of manufacture or origin of materials used in the manufacture of the articles should be furnished. The tender should include all minor accessories even though not specifically mentioned in this specification but which are essential for the complete functioning of the entire work as specified in the scope of the work. The bidder shall not be eligible for any extra charges in respect of such minor accessories though not included in the tender and shall be handed over to AVVNL on the expiry/ termination of the contract.

SECTION –VI: PART- A: TECHNICAL OFFER

**AJMER VIDYUT VITRAN NIGAM LIMITED
IT CELL**

**TENDER SPECIFICATION NO.IT-32
Annexure and schedules**

TECHNICAL OFFER & GENERAL DETAILS SECTION – 6 PART – A

Part A of the proposal shall have the following:

1. Cover letter
2. All Annexures
3. All schedules

TECHNICAL OFFER TO BE FURNISHED BY THE BIDDER ON THE COVER LETTER

To be submitted complete with all enclosures.

**The Superintending Engineer (IT)
Ajmer Vidyut Vitrana Nigam Limited
IT Cell, Naka Madar,
Ajmer-305001**

SUB: We submit our technical offer for the work of “Deployment of Fault Rectification Teams (FRT) in various sub-divisions of Ajmer Discom” against TN-32.

Dear Sir,

We have procured tender specification no 32: “Deployment of Fault Rectification Teams (FRT) in various sub-divisions of Ajmer Discom”

We are submitting our proposal for with complete set of enclosures.

We agree for execution of tendered work on ‘BOOR’ basis as per the terms & conditions mentioned in the tender specifications and the commercial rates agreed by us.

We also agree that:

- 1) The prices as mentioned in “Financial offer as per excel file of BOQ.
- 2) The prices quoted are valid for a period of 180 days from the the date of opening of “Price Bids” .
- 3) The quoted / agreed prices are exclusive of taxes.
- 4) We also understand that the quantities mentioned in the price schedule shall be meant for bid evaluation; however payment shall be made us on the basis of actual work.
- 5) We have noted the standard terms of payment and undertake to abide by the same.
- 6) We understand that conditional offers are likely to be rejected
- 7) The execution of work shall strictly be in accordance with work completion schedule as given by us. In case we fail to complete the work as indicated therein we shall pay penalty as per “Delay in Completion” clause of the specification.
- 8) The material supplied by us shall conform your specification
- 9) We confirm that we agree to adhere to all the commercial terms and conditions as well as the technical stipulation of your specification and there is no deviation. Such acceptance has also been confirmed in prescribed schedules.
- 10) We confirm that we are qualified for bidding in terms of Qualification Requirements specified in the bidding documents and have submitted the requisite qualification Certificate & data / documents with the bid.
- 11) Until a formal contract is prepared and executed, this together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
- 12) We understand that the quantity mentioned in the financial schedule is just for evaluation purpose and except the fixed monthly charges all charges shall be paid on actual work basis and there is no minimum assured quantity.

We understand that AVVNL reserves the right to invite detailed proposals from any private entrepreneur-company; irrespective of the fact whether the company or entrepreneur has been pre-qualified.

We also understand that the AVVNL reserves the right to reject any or all of the bids without assigning any reason thereof.

We agree to abide by all the conditions governing the proposals and decisions of the AVVNL.

Enclosed:

1. Annexure 1: General profile of the bidder
2. Annexure 2: Organizational Capabilities
3. Annexure 3: Financial Details

4. Annexure 4: Experience summary
5. Annexure 5: Approach & Methodology for executing this project
6. Schedule of Implementation
7. Schedule 1: Schedule of deviations
8. Schedule 2: Confirmation of “No deviation” in commercial terms and conditions of this tender
9. Schedule 3: Confirmation of “No deviation” in technical terms and conditions of this tender
10. Schedule 4: Supporting documents to substantiate meeting of QR
11. Schedule 5: Experience summary
12. Schedule 6: Financial Offer Declaration.
13. Power of Attorney/Board Resolution in favor of signatory of the bid
14. Documents to ascertain the QR details as per details at Section III.
15. Other details as called for in the tender specification document or which the bidder may like to highlight
16. Techno-commercial proposal in the format given in Schedule IV part A comprising details & design of the proposed system(s) to meet out the work requirement, together with its capabilities along with commercial terms and conditions.
17. In this part the bidder will submit full relevant documents substantiating the details provided in the annexure and schedules
18. The bidder will substantiate details of the company (as declared on Annexure – 1) in the form of Certificate of Incorporation, MoU, registration certificate or any other relevant document as the case may be
19. Controlling offices that would be established to undertake the proposed work
20. Project organization structure
21. Names of the key resources that would be deployed along with their proposed position
22. CVs of the key proposed resources as mentioned in point (iv)
23. Audited balance sheet and P&L statement required to ascertain the qualification of turn over
24. Copies of work order and performance report for the projects undertaken/ in hand (as declared on schedule -5)
25. Approach and methodology to execute the project
26. Details of the system proposed; a write up on the system that would be installed / developed to meet the requirements as specified in scope of work
27. Details of equipments, data sheets/ compliances sheets/ and hardware that would be deployed.
28. Details of GPS/ GIS based web enabled vehicle tracking system.
29. Details of vehicles
30. Details as sought

Thanking you,
Yours faithfully,

Designation _____

Date:

Place:

ANNEXURE – 1: GENERAL PROFILE OF THE BIDDER

Kindly attach a copy of latest RoC to substantiate the information furnished against general profile of the bidder

Details	Responses
Full legal name of the firm	
Year of establishment	
Registered Office Address	
Address for Correspondence	
Telegraphic Address	
Authorized person(s) to be contacted	
Telephone number(s)	
Email id	
Fax number	
Names and Addresses of the Proprietors/ Partners.	
Type of the firm Private limited/Public limited/Government sector /other	
Whether registered under companies act or any other Act	
Registration Number & Date	

ANNEXURE – 2: ORGANIZATIONAL CAPABILITIES

Particulars	Responses
Total number of permanent employees in the firm	
The bidder has more than 1500 permanent employees on the payroll of the firm for atleast 1 year in past 36 months.	Your response in Yes or No
Field organization and resources to be deployed for the proposed job	
Qualification and experience of personnel at different levels to be deployed for the proposed job	
Details of the consultants if employed for the proposed job	

ANNEXURE – 3: FINANCIAL CAPABILITIES

S. No	Particulars	Response
1	Turnover FY 16-17 in INR	
2	Turnover FY 17 -18 in INR	
3	Turnover FY 18 -19 in INR	
4	Total Turnover in INR	

Enclose audited BS of the aforementioned FYs

ANNEXURE – 4: EXPERIENCE SUMMARY

Particulars	Experience
Give detailed write-up on the related experience	Write name of the clients here
Enclose copies of order so executed/orders in hand	



ANNEXURE – 5: APPROACH & METHODOLOGY FOR EXECUTING THIS PROJECT

Provide detailed approach and methodology for executing this project.

Kindly explain the approach in details

SCHEDULE – 1: SCHEDULE OF DEVIATIONS

Technical Deviations

S. No	AVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		
5		

Commercial Deviations

S. No	AVVNL'S specification clause	Deviation sought by the bidder
1		
2		
3		
4		

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE-2 : CONFIRMATION OF " NO DEVIATION IN COMMERCIAL TERMS AND CONDITION S OF THIS TENDER

Commercial Terms & Conditions

Bidder's Name & Address:

To

**The Superintending Engineer (IT)
Ajmer Vidyut Vitran Nigam Limited
IT Cell, Naka Madar,
Ajmer-305 001**

Dear Sirs,

Sub: Confirmation for "No Deviation" in Commercial terms & conditions of package No. AJMER/SE/IT/ TN-32

We hereby confirm that there is no deviation in commercial terms & conditions stipulated in the bidding documents and we agree to adhere to the same strictly.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE:3 CONFIRMATION OF "NO DEVIATION IN TECHNICAL TERMS AND CONDITIONS OF THIS TENDER

Technical Terms & Conditions

Bidder's Name & Address:

To

**The Superintending Engineer (IT)
Ajmer Vidyut Vitran Nigam Limited
IT Cell, Naka Madar,
Ajmer-305 001**

Dear Sir,

Sub: Confirmation for "No Deviation" in Technical terms & conditions of package No. AJMER/SE(IT)/ TN-32

We hereby confirm that there is no deviation in technical terms & conditions stipulated in the bidding documents and we agree to adhere to the same strictly.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE-4: SUPPORTING DOCUMENTS TO SUBSTANTIATE MEETING OF QR

Bidder's Name & Address:

To

**The Superintending Engineer (IT)
Ajmer Vidyut Vitran Nigam Limited
IT Cell, Naka Madar,
Ajmer-305 001**

Dear Sirs,

We hereby declare that we are qualified for bidding in reference to “Qualification Requirements” of the bidding document TN IT-32 and submit the following certificate(s) /documents in support of the above :-

- 1.
- 2.
- 3.

Note: Furnishing of certificate of a registered Chartered Accountant certifying fulfillment of specified qualification requirements is essential.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE – 5: EXPERIENCE SUMMARY

Bidder's Name & Address:

To

The Superintending Engineer (IT)
Ajmer Vidyut Vitran Nigam Limited
IT Cell Naka Madar,
Ajmer-305 001

Dear Sirs,

We have completed /executed the orders as per details given hereunder:-

S. No.	Details of ordered work	Order No. & Date	Name & details of ordering utility	Date of commencement
1	2	3	4	5

Date of completion	Contract value of ordered/executed work	Whether order executed as per stipulated work completion schedule or not	Remarks
6	7	8	9

Note: Certificate(s) of competent authority of the utility for satisfactory execution of stated works are to be furnished along-with this schedule.

(Signature).....

Date :

Place :

(Name).....

(Designation).....

(Common Seal).....

SCHEDULE-6: FINANCIAL OFFER DECLARATION

**The Superintending Engineer (IT)
Ajmer Vidyut Vitran Nigam Limited
IT Cell, Naka Madar,
Ajmer- 305 001**

SUB: We submit our financial offer for the work of “Deployment of Fault Rectification Teams (FRT) in various sub-divisions of AVVNL” *against TN-32*.

Dear Sir,

We have procured tender specification No 32. We are submitting our financial proposals, the detailed quoted price in accordance with the specification are as per financial offer submitted by us excel file of BOQ.

The prices w.r.t each module is exclusive of taxes and duties. The details of applicable taxes in the above modules are as under:-

S. No	Name of Tax	Applicable Rate of tax
1		
2		
3		

We declare the following:

- The rates for all modules are independent of traffic of consumer’s calls and complaints. We will cater all calls and complaints calls and complaints within the quoted prices.
- The rates mentioned in price bid are valid up-to 180 days from the opening of financial offer
- We declare that our total quoted price for complete package for 18 months on the terms and conditions of the specification are as under. We understand that evaluation of lowest bids will be based upon the financial offer prices. These prices are exclusive of all applicable taxes and duties. All taxes and any statutory variation and imposition of new tax by government shall be on AVVNL account.

Signature

Designation

Date:

Place:

Name: _____

[Authorized Signatory with seal of Company / bidder]

Annexure 'A'

PRICE VARIATION FORMULA

For these activities, percentage increase/decrease in price variation shall be worked out for each monthly invoice raised by the bidder as under:

$$\left[0.1 + 0.45 \left[\frac{P_{D1}}{P_{D0}} \right] + 0.45 \left[\frac{A_{V1}}{A_{V0}} \right] - 1 \right] * 100$$

P_{D0} = Base index price of diesel in Rs. Per Ltr, as per Ajmer city rates respectively, as on first day of one month prior to opening of Tender.

P_{D1} = price of diesel in Rs. Per Ltr, as per Ajmer city rates respectively, as on first day of one month prior to corresponding applicable month for which price variation is to be allowed to the bidder.

A_{V0} = Base index rate of skilled labour for the month prior to one month of opening of Tender, as published by the Govt of Rajasthan for minimum wages to Labour per days, as per Act 1948.

A_{V1} = Labour rate per day of skilled labour as published by Govt of Rajasthan for the one month prior to applicable month for which price variation is to be allowed to the bidder.

Example: - If tender is opened in the month of Oct 2019, in case base price index of rate diesel and labour shall be applicable for the month of Sep 2019.