Save Energy for Benefit of Self and Nation

UGVCL
Uttar Gujarat Vij Company Ltd.

CIN – U40102GJ2003SGC042906

Uttar Gujarat Vij Company Ltd.
Registered & Corporate Office
Visnagar Road, Mehsana- 384 001 (North Gujarat)

Phone No : 02762-220080-81 **Fax No: 02762-223574**
Website : www.ugvcl.com **e-mail: cepp@ugvcl.com**

Tender Notice No: UGVCL/CCC/208/2017

RFQ: ……../ PO Req: 332059

"Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana"

Chief Engineer (P&P) invites online tenders (e-Tendering) for the following work. Tender Papers and Specification may be downloaded from website http://ugvcl.nprocure.com (for view, download and online submission) and UGVCL website www.ugvcl.com (for view and download only). Tender Fee and EMD can be paid in DD and its receipt\DD to be kept in cover containing EMD & Tender Fee for respective Tender. "All the relevant Documents of the tender to be submitted physically" will be received only by registered Post A.D. or Speed Post addressed to Chief Engineer (P&P) Uttar Gujarat Vij Company Limited Corporate Office, Visnagar Road, Mehsana-384001. "No courier service or hand delivery" will be allowed. Tenders are invited in two Bid system i.e. Technical Bid and Price Bid for "**Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana**" from experienced contractors who has executed work of similar nature successfully.

1	Tender No. :	UGVCL/CCC/208/2017
2	Description:	Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana
3	Estimated Cost:	Rs. 25,10,000/-(Twenty five Lac Ten Thousand Only)
4	Tender fees:	Rs.1,000 +Rs.180 (GST)=Rs.1180/-
5	EMD:	Rs. 40,000/-
6	Contract Period :	One Year
7	Validity of tender:	120 days from the date of opening of Technical Bid

Date: _____ **Signature & Seal of tenderer**

Place: _____

8	Last Date of on-line submission of tender:	26.10.2017 up to 16.00 hrs.
9	Date of submission of relevant documents in physical form:	On or before 01.11.2017 up to 14.00 hrs. by registered post or speed post only
10	Date of opening of cover containing EMD & verification of documents:	02.11.2017 at 14.30 hrs.
11	Date of on-line opening of Technical Bid:	02.11.2017 at 16.30 hrs.
12	Date of on-line opening of Price Bid:	10.11.2017 at 12.00 hrs. (Tentative, if possible)

Yours Sincerely,

Chief Engineer (P&P)
UGVCL, Mehsana

Date: _____ **Signature & Seal of tenderer**

Place: _____

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1. IMPORTANT NOTE, CONDITIONS & INSTRUCTION TO BIDDERS:

(1) All the relevant documents as per requirement of the Tender also to be submitted physically along with the Tender Fee, EMD in sealed cover on or before due date and time. All such documents should be strictly submitted by RPAD/speed post along with e-Tendering only. Otherwise the offer will not be considered and no further communication in the matter will be entertained. The envelope must be with heading of "**Tender No**: **UGVCL/IT/CCC/208/2017/"Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana".**

(2) Any deviation found in Data / Details / Documents between on line offer (e-tendering) and physically submitted documents (Tender document fee, EMD, Technical and commercial documents etc.) of bidder, offer of the same bidder will not be considered and no any further communication in the matter will be entertained.

(3) The Price Bid is to be submitted ON LINE only where as Technical Bid is to be submitted in both the forms i.e. On Line as well as Physical.

Note:- Bidders are requested to submit price – bid (Schedule – B) on-line only and not to submit the price bid in physical form. This is mandatory. If price bid is submitted in physical form, same will not be opened and only on-line submitted price bid will be considered for evaluation.

(4) It is mandatory for all the bidders to submit their tender documents (technical bid) by both forms viz. on – line (e – tendering) and physically in schedule time. If tender documents submitted in only anyone form, say either by on line or physically, in that case the same tender will not be considered.

(5) The Techno-Commercial bid shall be opened on-line at date and time mentioned in the tender notice, if possible. Technical and pre-qualification bid details specification will be opened first and subject to evaluation based on the qualification criteria contained in the individual bid document. Price bids of bidders who are assessed and declared as substantially technically responsive on evaluation of the technical bid will be opened for commercial evaluation.

(6)EARNEST MONEY DEPOSIT:

- E.M.D. of Rs.40,000 per bidder is payable by Demand Draft in favour of UGVCL from any Scheduled / Nationalized Banks in Mehsana.

EMD will be encashed & forfeited (i) if the tender, which it covers, is withdrawn during the validity of the offer and (ii) the Tenderer fails to furnish / deposit the Performance Guarantee towards Execution Period (security deposit).

(7) CHEQUES ARE NOT ACCEPTABLE:

No Interest will be allowed against payment of Earnest Money Deposit. DD for payment of tender fee, EMD must be placed in the Cover super scribing "EMD Cover" along with requisite documents as mentioned in the EMD condition. (EMD and Tender Fee cover should be kept as separate enclosure & should be submitted with Technical Bid.)

Date: _____ **Signature & Seal of tenderer**

Place: _____

First EMD Cover will be opened and if EMD cover documents found OK as per requirements of tender only then Technical Bid will be opened.

The tender document is to be submitted in **single cover** super scribing tender number and name of tender and containing two separate envelope namely "EMD Cover" and "Technical & Commercial bid" cover which includes commercial terms & conditions duly signed and stamped by bidder with all enclosures of the tender documents.

- Tender fee is Non-refundable.
- The Bidders are forbidden from furnishing their own printed / typed commercial and other terms and conditions.
- **The Bidders shall specifically note that the quantities of staff are likely to vary as per the actual requirement at that time and payment shall be made on the basis of actual staff provided.**
- The Bidders shall have to submit complete bound sets of their offer.
- The Bidders will ensure submission of the Tenders duly filled in before the due date and time, by R.P.A.D. or Speed Post along with e-Tender only. **Offer by Hand Delivery or by Courier will not be accepted.**
- Bidders are not allowed to transfer their offer to other firm who have not purchased the tender document nor to the firms who have purchased the tender document.
- Seal and Signature with date at all pages of all documents / Annexure are must. The bid which is not opened due to any reason/s in that case the same will not be returned to the bidder in any case / circumstances.

- **Main Envelop Must Contain two envelops as Following**:

  1. <u>One envelope containing:</u>
     The details and Documents of Tender Fee, EMD (Separate – DDs / cash receipts to be enclosed)

  2. <u>Second envelope containing:</u>
     The tender document along with all Annexures duly filled in and signed as well as stamped on each page as mark of acceptance.

In absence of any of the above, techno-Commercial bid will not be opened / the opening of tender of the party will be at the discretion of the UGVCL.

(8) <u>DELAYED AND LATE TENDERS:</u>

No tender shall be accepted / opened in any case which are received after due date and time of the receipt of tender irrespective of delayed due to postal service or any other reasons and UGVCL shall not assume any responsibility for late receipt of tender. Any correspondence in this matter will not be entertained.

- <u>Download Tender Documents in (PDF Format) as per above contents:</u>
- To view the PDF file please use "Acrobat Reader" software which can be downloaded from "Adobe" website.

Date: _____ **Signature & Seal of tenderer**

Place: _____

- **<u>In case bidder needs any clarification or if training required for participating in online tender, they can contact the following office</u>**:

  (n) Procure Cell

  (n) code solutions-A division of GNFC Ltd.,

  403, 4th Floor, GNFC Info tower, S.G. Road, Bodakdev
  Ahmedabad – 380054 (Gujarat)
  Toll Free: 1-800-233-1010 (Ext. 501, 512, 516, 517, 525)
  Phone No. 079-40007323/26857315 / 316 / 317
  Fax: 079-26857321 / 40007533
  Email: nproucre@gnvfc.net

- Other Terms & Conditions as per detailed tender document
- Any Techno-Commercial questions, information and clarifications that may be required pertaining to this enquiry should be referred to **THE CHIEF ENGINEER (P&P), UTTAR GUJARAT VIJ COMPANY LTD., CORPORATE OFFICE, VISNAGAR ROAD, MEHSANA**. For any query or correspondence please quote Tender Number.
- **Tender evaluation: L1 bidder (irrespective of new or existing agency) offer shall be considered as offer for placement of order.**
- After opening of the tender and within the validity period no reduction or enhancement in offer price by the tender invitee will be entertained. On the other hand, it will make the tender liable for rejection. However management reserves the right for negotiation of rates & terms from among the eligible bidders.
- **Conditional Offers shall not be accepted**
- The bidder should have valid PAN No, EPF Registration, GST registration and workman compensation in addition to other statutory compliances. Copy of registration to be submitted.
- **Bids are invited for the Rate contract for "Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana".**
- **The agencies which are debarred/ blacklisted/ stop deal by any State / Central Government / Public Enterprises will not be eligible for offering the bid.**
- Eligible bidders, who are fulfilling criteria, in their own interest, are advised to go through the all terms, conditions and instructions very carefully and only then submit their offer.
- Bids submitted after the time and date fixed for receipt of bids as set out in the INVITATION to Bid shall be rejected.
- **Unlawful Activities :** The contractor shall have to ensure that none of its employees are engaged in any unlawful activities (whether covered under the Scope of the present General condition of the contract or Not) subversive of the UGVCL's interest failing which appropriate action (legal or otherwise) may be taken against the contractor by the UGVCL, in accordance with the terms of the present general condition of the contract

Date: _____ **Signature & Seal of tenderer**

Place: _____

DETAILS REQUIRED TO BE FURNISHED BY THE BIDDERS

(Schedule 3: Checklist)

SRNO	PARTICULAR	
1	Whether the Bid submitted is as called for.	YES / NO
2	Whether the tender Price Bid is submitted ON LINE only.	YES / NO
3	Whether all pages of Tender Specifications / offer are sealed and signed by the Bidders.	YES / NO
4-a	Whether the Bidder is registered with UGVCL	YES / NO
4-b	In case of yes in above, please furnish following details	
4-b-i	Registration Letter No. & Date. Enclosed the copy of the same	
4-b-ii	Validity of registration.	
5-a	Whether Tender fee paid	YES / NO
5-b	In case of Yes, please furnish details M.R. No. & Date	
5-c	Whether EMD paid	YES / NO
5-d	In case of Yes, please furnish details (D.D.)	
6	Whether following documents of General terms and condition are submitted	YES / NO
6-a	Human Resources details	YES / NO
6-b	Details of experience	YES / NO
6-c	Financial capability	YES / NO
6-d	Last three years audited annual account	YES / NO
6-e	Company's Article Of Association / Partnership deeds	YES / NO
6-f	Details of Partners / Directors	YES / NO
6-g	Board Resolution / P.A. Authorizing Person to sign on behalf of firm	YES / NO

- The issuance of bid document would not mean that the bidder has qualified for the bidding. Hence bidders should ensure themselves of their credentials before submitting their offer.
- Documents towards payment of tender fee and earnest money deposit (EMD) should be kept in the EMD cover only. First the EMD cover will be opened in the presence of the authorized representative of bidder and if the documents towards payment of tender fee and EMD are found in order then only cover containing

Date: _____ **Signature & Seal of tenderer**

Place: _____

technical bid will be opened first. All those who are found technically competent to carry out the job will be considered as qualified bidders and only their financial bid will be opened.

(9) BID PRICE:

The bidder shall quote in the appropriate schedule- B of bid form Rate for scope of the works as specified separately in the schedule-B (ON LINE).

(10) AMENDMENT TENDER:

- At any time prior to the deadline for submission of bids, UGVCL may, for any reason, whether at its own initiative or in response to a clarification requested by a respective bidder, modify the bidding documents by amendments.
- The amendment will be notified on Website. UGVCL will bear no responsibility or liability arising out of non-compliance of the same in time or otherwise.
- In order to afford prospective bidder's reasonable time in which to take the amendment into account in preparing their bids, UGVCL may at its discretion, extend the deadline for the submission of bids.
- Such amendments, clarification etc. shall be binding on the bidders and will be given due consideration by the bidders while they submit their bids and invariably enclose such documents as a part of the bid.

(11) SUBMISSION OF TENDERS:

- The Bidders must ensure that all the schedules are completely filled in their tenders and the information called for is given in totality. A set of complete tender documents is required to be submitted duly signed and stamped by authority competent to sign on behalf of bidder on each page as a token of unconditional acceptance to the conditions of various clauses of tender documents. The bidder's bid and the documents attached there to shall be considered for forming part of the contract documents.
- The outside of the envelope should also indicate clearly the **name of the Bidder and his address**. In addition the left hand corner of the envelope or container should indicate the specification Number and the bid opening date and time.
- The bids will be opened at the time and date set for opening of bids, in the presence of those bidders who are present. Bidder's authorized representatives (up to two persons) may attend the bid opening.
- The UGVCL reserves the right to reject any bid, which is not deposited according to the instructions, stipulated above.

The Price Bid is to be submitted ON LINE only whereas Techno-commercial Bid is to be submitted in both the forms i.e. On Line as well as Physical.

Note:- Bidders are requested to submit price – bid (Schedule- B) on-line only and not to submit the price bid in physical form. This is mandatory. If price bid is submitted in physical form, same will not be opened and only on-line submitted price bid will be considered for evaluation.

(12) REJECTION OF TENDER:

- The Bidders is expected to examine all instructions, terms, conditions, schedules and other details called for in this specification and keep himself fully informed about all which may, in any way, affect the work, or cost thereof. Failure to

furnish the required information or submission of tender not as per the specification will be at the Bidders risk may result in rejection.

- The offer is liable to be out rightly rejected in case the bidding schedules are not filled and if the prices and particulars are not given in format prescribed in the tender documents.
- Further the offer is liable summarily rejected if it contains.

  a) Deviation and contradictions to the terms and conditions specified in this tender.

  b) Revision of prices or any commercial terms affecting the price after opening of technical bids shall not be considered and will be ignored.

(13) <u>LANGUAGE OF THE TENDER:</u>

All information in the bid shall be in English. Information in any other language shall be accompanied by its translation in English. Failure to comply with this may disqualify a bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern.

(14) <u>SIGNATURE OF BIDDER:</u>

- The bid must contain the name, residence, address and place of business of the person or persons making the bid and must be signed and sealed by the bidder with his usual signature. The name of all persons signing should also be typed or printed below the signature.
- Bid by a partnership must be furnished with full names of all partners and be signed with the partnership name, followed by the signature (s) and designation (s) of the authorized partner (s) or other authorized representative(s).
- 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.
- 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 rejected.
- Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the bid.
- The Bidder's name stated on the tender shall be exact legal name of the firm.
- Erasures or other changes in the bid documents shall be over the initials of the person signing the bid.
- Bids not conforming to the above requirements of signing shall be disqualified.

(15) <u>DOCUMENTS COMPRISING THE TENDER:</u>

- The bidder should submit the required information asked in tender document
- Oral statements made by the bidders at any time regarding quality, quantity or arrangement of the materials or any other matter will not be considered.
- Standard catalogue pages and other documents of the Bidder may be used in the bid to provide additional information and data as deemed necessary by the Bidder
- The bidder shall also submit documentary evidence to establish that the bidder meets the qualification requirement

Date: _____ **Signature & Seal of tenderer**

Place: _____

(16) POLICY FOR BIDS UNDER CONSIDERATION

Bids shall be deemed to be under consideration immediately after they are opened and until such time official intimation of award/rejection is made by the UGVCL to the bidders. While the bids are under consideration, bidders and/ or their representatives or other interested parties are advised to refrain from contacting by any means, the UGVCL and/ or his employees/ representatives on matters related to the bids under consideration. The UGVCL, if necessary, will obtain clarifications on the bids by requesting for such information from any or all the bidders, either in writing or through personal contact, as may be necessary. Bidder will not be permitted to change the substance of the bid after the bid has been opened.

(17) EFFECT AND VALIDITY OF TENDER:

- The submission of any bid connected with these documents and specifications shall constitute an agreement that the bidder shall have no cause of action or claim, against UGVCL for rejection of his bid. The UGVCL 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 UGVCL.
- The bid should be kept valid for a period of 120 DAYS from the date set for opening of Technical bids.

- UGVCL 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.

(18) SCHEDULE PRICE BID:

- BIDDER is requested to offer the price in schedule-B. No partial work to be offered and if offered same will not be considered.
- The prices quoted shall be Exclusive of GST and the GST component should be clearly mentioned in the price breakup.
- GST shall be payable as per prevailing rules.
- The quoted price of the tender shall be firmed price.

(19) The bidder must apprise himself of the laws of the land & other local bodies, all other statutory requirements and abide by such laws/rules/ regulations concerning his works. Bidder will have to furnish the undertaking for the same. Any lapse on this account shall give the UGVCL right to penalize the successful bidder on its sole discretion and prosecution for which bidder shall be solely responsible.

(20) Change / variation Order:

During execution of the contract, UGVCL reserves the rights to increase or decrease the scope of services envisaged under the contract. Such increase or decrease in the scope of services shall be governed by the rates agreed under the contract.

Date: _____ **Signature & Seal of tenderer**

Place: _____

(21) <u>Unsatisfactory Performance/ Termination:</u>

In the event of Contractor not being in a position to execute the contract or any part thereof, to the company's satisfaction, or any other similar reason, the company will be entitled to make alternative arrangements to complete the work at Contractor's costs, risks and responsibility and/or terminate the contract at its sole discretion, and claim damages as deemed fit by the UGVCL.

(22) In case due to any technical snag at bidders end or at service providers for e-tendering, the bidder could not submit their on line tender in prescribed time limit, UGVCL is not held responsible for the same and in that case UGVCL will not entertained any request / representation

(23)DD required is "CTS DD ".

2. BROAD SCOPE OF WORK:

UTTAR GUJARAT VIJ CO. LTD is one of the Electricity Distribution Companies in Gujarat State. MoP, GOI under R-APDRP has proposed to leverage strength of information technology for creation of authentic base line data and support utilities in IT enablement of their business processes. Under this IT project the Customer Care Centre for receiving of consumer requests / queries/ complaints. Mainly no-supply complaints related to supplying of electricity to consumer end, forwarding of received complaints to field staff, escalation of received complaints to UGVCL officers, closure of complaints and intimation of the same to the Consumer, is established at Mehsana. This is for improvement in the customer service by processing and resolving customer requests/ queries/ complaints in minimum possible time by taking up it at appropriate place and level.

a) The specification is for Staffing / manning of centralized and computerized Customer Care Centre created under R-APDRP scheme of MoP, GoIwith single window operation equipped with the state of art technology & multi skilled Customer Service Representatives (CSR).

b) The period of contract shall be for one years and on satisfactory performance, can be extended for a period of one year on the same terms and conditions & rates on mutual agreement. However UGVCL reserves the right to terminate the contract at any point of time after giving one month's notice.

Detailed scope of work is explained further in section III of this TENDER specification document.

Date: _____ **Signature & Seal of tenderer**

Place: _____

3. SECTION – I: INSTRUCTION TO BIDDERS:

1 General instructions

(i) UTTAR GUJARAT VIJ CO. LTD (UGVCL) or any authority designated hereinafter called 'OWNER' will receive bids in respect of services as set forth in the accompanying specification.
(ii) All bids must be prepared and submitted in accordance with these instructions.
(iii) The bidder, in his own interest is requested to read very carefully these specifications and the terms and conditions as incorporated in this document/ specification before filling the Bid proposal form.
(iv) 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 Chief Engineer (P&P), UGVCL, Mehsana in writing well in time before the specified date of opening of bids so that such doubts may be clarified.
(v) 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.
(vi) 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 Introduction:

UTTAR GUJARAT VIJ CO. LTD (UGVCL) is seeking proposals from the competent and qualified vendors for "Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana".

3 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.

4 Objectives of the proposed work:

UTTAR GUJARAT VIJ CO. LTD is one of the Electricity Distributing Company in Gujarat State. MoP, GOI under R-APDRP has proposed to leverage strength of information technology for creation of authentic base line data and support utilities in IT enablement of their business processes. Under this IT project the Customer Care Centre for receiving and recording of consumer requests / queries/ complaints. Mainly No-Supply complaints related to supply of electricity to consumer end, forwarding of received and recorded complaints to field staff, escalation of received and recorded complaints to UGVCL officers, closure of complaints and intimation of the same to the Consumer is established at Mehsana. This is for improvement in the customer service by processing and resolving customer requests/ queries/ complaints in minimum possible time by taking up it at appropriate place and level.

a) The scope is for Staffing/ managing of centralized and computerized(For 3 shifts Total 12 agent (5-Morning shift+5- Afternoon shift+2- Night shift agent)& One supervisor – for Morning/Day Shift) Customer Care Centre created under R-APDRP scheme of MoP, GoI with single window operation equipped with the latest technology & multi skilled Consumer service representatives.

In current scenario CCC shall/may be enhanced up to full capacity on the need basis after reviewing call volume of previous quarter.

b) The aim of the Customer Care Centre is Single window Customer Care Centre for the entire operational area of UGVCL and shall be available at the front end to interact with consumers, which will run through IT enabled business processes.

5 Field conditions:

(i) The bidder may in its own interest, before submitting the bid, inspect and examine the area involved and satisfy himself regarding the existing system.
(ii) For ascertaining the existing system the bidder may contact the Chief Engineer (P&P), UGVCL, Mehsana. The details of the area to be covered in the scope of the contract are available
(iii) let at Section III Part 1. For any clarification regarding this document the prospective bidder may contact the CE (P&P), UGVCL, Mehsana.
(iv) 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.

6 Amendments to bid document:

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

7 Due date extension:

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

8 Deviation from bid documents:(Schedule: 1)

(i) If the bidder has any deviations, such as deviations may or may not be accepted on its merit subject to financial and technical implications.
(ii) The bid must include a separate statement indicating all deviations from the bid documents as per format enclosed at Schedule-1.

(iii) All such deviations must be clearly mentioned in Schedule of Deviation.

(iv) 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

Date: _____ **Signature & Seal of tenderer**

Place: _____

9 Filling of bids:

(i) Bid must be submitted as per the formats attached / details desired here and all blanks in the TENDER and the annexure of the specifications must be duly filled in one original and one duplicate copy. The completed forms, annexure shall be considered as part of contract documents in the case of successful bid.

(ii) In the event, the bid is not filled in and not supplied with the supporting documents / information as desired in the TENDER, the owner reserves the right to reject the proposal and to declare the same as non-responsive.

(iii) No alteration should be made in the form of the TENDER specification and annexure. The bid must comply entirely with the specifications.

(iv) In the event, the bid does not comply with the TENDER specifications; the owner reserves the right to reject the proposal and to declare the same as non-responsive.

(v) The bid and all accompanying documents shall be in English language and shall be signed by a responsible and authorized person. The name, designation and authority of signatory shall be stated in the bid.

(vi) In the event, the bid does not have the name / designation / the authority of signatory (supported by power of attorney / board resolution); the owner reserves the right to reject the proposal and to declare the same as non-responsive.

(vii) TENDERs should be filled in only with ink or typed. No bid filled in by pencil or otherwise shall be considered and in such event, the owner reserves the right to reject the proposal and to declare the same as non-responsive.

(viii) All additions, alterations and over writings in the bid must be clearly initialled by the authorized signatory to the bidder; otherwise, the owner reserves the right to reject the proposal and to declare the same as non-responsive.

(ix) The bidder should quote the prices strictly in the manner as indicated herein, failing which bid is liable for rejection. The rate/ prices shall be in words as well as in figures. This must not contain any additions, alterations, overwriting, cuttings or corrections and any other marking.

(x) In the event, the proposal has any additions, alterations, overwriting, cutting or corrections or any other marking, the owner reserves the right to reject the proposal and to declare the same as non-responsive.

(xi) UGVCL will not be responsible towards any cost involved in the preparation or submission of the bids, on account of cancellation of TENDER.

(xii) Each page of offered documents must have a proper page number, Section number; the table of content in the beginning of an offer must be mentioned.

(xiii) The offer must be duly hard bound.

In the absence of such a pattern offer UGVCL reserves the right to declare the offer as non-responsive.

Date: _____ **Signature & Seal of tenderer**

Place: _____

10 Documents comprising the bid:

(i) Supporting documents to ascertain the eligibility / qualification as per the Qualification Requirements (QR) of the TENDER.

The bidder needs to furnish full details about organization's competence, financial strength, details of experience in accordance with the QR specified at Part 2 of Section III. The bidder must submit its proposal along with the following documents:

1. Earnest money& Tender Fee receipt as prescribed in this TENDER document
2. Cover letter on company's letter head
3. Annexure 1 to 7
4. Schedules 1 to 3
5. Power of Attorney / Board Resolution in favour of signatory of the bid
6. Documents to ascertain the QR details as per details at Section III Part -2
7. Other details as called for in the TENDER specification document or which the bidder may like to highlight.
8. Checklist as given in this document

(ii) Techno-commercial proposal in the format given in Section IV comprising detail & design of the proposed deliverables to meet out the work requirement, together with its capabilities along with commercial terms and conditions.

(iii) In this part, the bidder will submit full relevant documents substantiating the details provided in the annexure and schedules.

(iv) 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.

(v) Project organization structure

(vi) Audited balance sheet and P&L statement required to ascertain the qualification of turn over.

(vii) Copies of work order and performance report for the projects undertaken / in hand (as declared on Annexure: 5)

(viii) Approach and methodology to execute the project

11 Evaluation of Financial Offers:

The financial offers shall be evaluated to arrive at the lowest price bid. For this purpose, all the bids will be compared based on a total quoted price for the complete package including all applicable taxes and duties. If any bidder has not quoted the prices of any component of price schedule of this TENDER specification, the same will be loaded as per the highest price received under this TENDER for such a component and the evaluation will be made accordingly.

The bidders may note that UGVCL is not bound to accept the lowest financial offer.

12 Clarification or Modification of Bids:

Throughout evaluation and comparison of bids, UGVCL may ask bidders individually for clarification, in writing. No change in the substance of the bid shall be permitted except as required to confirm the correction of any typographical error. UGVCL may modify Part B of bid document even after opening of Part A.

Date: _____ **Signature & Seal of tenderer**

Place: _____

13 Revised Financial Offer:

Before opening of an original financial offer, UGVCL reserves the rights to ask the bidders probably only to the short listed 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 physical tender.
Under such a circumstance, the original financial offer will not be considered and will be superseded by the revised financial offer.

14 Signing of agreement:

The successful bidder, on receipt of a letter of award from UGVCL will enter a contract with UGVCL by jointly signing an agreement. The draft of the agreement based on the terms sheet, detailed in Section-II and Section-III will be forwarded to the successful bidder for execution. The agreement will be executed within fifteen days thereafter. The person to sign the agreement must be duly authorized by the bidding entity.

In case the agreement is not executed with in the stipulated time of 15 days by the successful bidder, the owner shall forfeit the EMD and withdraw the issued letter of award and has the right to offer the letter of award to other shortlisted entity (ies).

15 Quantities:

The quantities / items indicated in the accompanied schedules are only provisional. Further UGVCL reserves the right to delete / reduce/increase any item / quantity from scope of work. The quantities, however, may increase/decrease as per UGVCL requirement up to +/- 100 % of TENDER quantity, mentioned in the TENDER specification.

16 Preliminary Examination and Evaluation:

i. The owner will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
ii. Prior to the detailed evaluation, the owner will determine the substantial responsiveness of each bid to the bidding document. For the purpose of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding document without deviations. The Owner's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
iii. A bid determined as not substantially responsive will be rejected by the owner and shall not subsequently be treated responsive by the owner even after the correction of the non-conformity by the bidder.
iv. The "Price bids" of the bidders whose "Techno- commercial bid" found in order & responsive and meets, the qualification requirements as specified in the bidding documents, only shall be opened.
v. Bid price shall mean the total price quoted by each bidder for complete package in his proposal for the complete scope of works.
vi. The owner reserves the right to waive any minor infirmity or non- conformity or irregularity in a bid which does not constitute deviation, provided such a waiver does not prejudice or affects the relative ranking of any bidder.
vii. The owner will evaluate and compare the bids previously determined to be substantially responsive, pursuant to a manner specified above, for each package separately. No bid will be considered if the complete requirements covered in the package is not included in the bid.

Date: _____ **Signature & Seal of tenderer**

Place: _____

17 Award of Contract:

i. Notification of award of contract will be made in writing to the successful bidder(s) by the owner.
ii. The contract will be awarded to the best qualified and the substantially responsive bidder offering the lowest evaluated bid in conformity with requirements of these specifications and documents and the owner shall be the sole judge in this regard and subject to the provisions of these instructions to bidders and other terms and conditions detailed out in these documents and specifications. A responsive bid is one, which accepts all terms and conditions of these specifications and documents without any major modifications. A major modification is one, which affects in any way the prices, quality, quantity or delivery period of the equipment or which limits in any way the responsibilities or liabilities of the bidder or any rights of the owner as required in these specifications and documents. However, the owner may waive any minor formalities or irregularities in the bid.

18 General

i. Purchase of a copy of this specification by the bidder is essential for the consideration of his bid. Only one bid will be accepted against each copy of the specification purchased. This specification is not transferable. The cost of specification will not be refunded under any circumstances.
ii. 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 UGVCL.
iii. The UGVCL 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.
iv. The fact of submission of bid to the UGVCL shall be deemed to constitute an agreement between the bidder and UGVCL whereby such bid shall remain open for acceptance by the UGVCL and Bidder shall not have an 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 UGVCL, he shall be bound by the terms of agreement constituted by his bid and such acceptance thereof by the UGVCL, until a formal contract of the same bid has been executed between him and the UGVCL in replacement of such agreement.
v. The successful bidder will have to execute the contract agreement for the proper fulfilment of the contract. In case of ambiguous or contradictory terms and conditions mentioned in the bid, interpretations as may be advantageous to UGVCL may be taken, if satisfactory clarification is not furnished within the prescribed period.
vi. UGVCL will not be responsible for any cost or expenses incurred by the bidder in connection with preparation or submission of bids.
vii. Telex, Telegraphic, e-mailed or Fax bids shall not be acceptable.
viii. UGVCL reserves the right to:
   - Amend the scope of the proposed contract
   - Reject or accept any bid.
   - Cancel the bid process and reject all proposals.
   - Vary the area

UGVCL 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.

Date: _____ **Signature & Seal of tenderer**

Place: _____

4. SECTION – II: GENERAL TERMS & CONDITIONS:

The terms and conditions of the contract shall prevail and shall be binding on the Agency and any change or variation expressed or impressed howsoever made shall be in operative, unless expressly sanction by the UGVCL.

The Bidder shall be deemed to have fully informed himself and to have precise 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 in consistent with such construction.

1.1.1 The "UGVCL" shall mean the UTTAR Gujarat Vij Co. Ltd. represented by Chairman / Managing Director and shall include their legal personal representative, successors and assignees. The "Customer" or "Owner" or "Purchaser" shall mean "UGVCL".

1.1.2 The "Bidder"/ "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 "Agency"/ "Vendor"/ "Bidding entity" / Contractor shall mean the bidder who's TENDER has been accepted by the "UGVCL" 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, UGVCL, Mehsana.

1.1.5 The "Engineer" shall mean the Chief Engineer, Additional Chief Engineer, Executive Engineer, Deputy Engineer & Junior Engineer, UGVCL, Mehsana or other Engineer or Officer, for the time being, or from time to time suitably authorized and appointed in writing by the customer to act as engineer or Inspector for the contract. In case where no such engineer has been so appointed, the word "Engineer" shall mean the UGVCL or his suitably 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 bidders (ITT)
- iii) TENDER form including schedule of prices
- iv) Earnest Money Deposit (EMD)

v) Letter of Intent (LoI) and it's acknowledgement
vi) Security Deposit / Bank Guarantee (SBG)
vii) Formal Work Order (WO)
viii) Guaranteed Test Performance (GTP) and Penalty
ix) General Conditions of Contract (GCC)
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 as per the 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 consumer / customer management system is the system for consumers and prospective customers of the DISCOM.

1.2.4 The Month shall mean, English calendar month i.e. period of 31/30 days and week shall mean a period of 7 days.

1.2.5 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.

1.2.6 "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.

1.2.7 The "Contract Price'' shall mean the sum named in or calculated in accordance with the provisions of the contract purchase or any amendment thereto.

1.2.8 Formal work order shall mean the customer's letter which will be issued as a 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 Gujarat 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 Gujarat.

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).

1.2.14 Rs. symbol stands for Rupees.

1.2.15 CSR- Customer service representative and CCE – Customer care executive,

2. SECURITY AND PERFORMANCE BANK GUARANTEE /DEPOSIT:

2.1 A Security deposit equivalent to 5% of contract value shall be deposited by the successful bidder within 15 days from date of LOA/LOI in form of DD with the Accounts Officer, Cash Section, R&C Office, UGVCL, Mehsana or in the form of Bank Guarantee from scheduled Bank on non-judicial stamp papers of appropriate value as intimated by UGVCL in the prescribed format addressed to the Chief Engineer (P&P), UGVCL, for satisfactory work performance before receipt of the detailed order. This Bank Guarantee (Performance Bank Guarantee) shall remain valid for a period of 13 monthsfrom the date of commencement of contract and may have to be extended if desired by the purchaser.

2.2It would be preferred that the bidder furnish the requisite bank guarantee for 13 months periods. The vendor will be required to give extended Bank Guarantee for the period as required under the contract if the contract is extended for further Period.

2.3 The above BGs are to be furnished in whole Rupees with validity up-to last day of a required calendar month. Bank commission charges or any other charges, if any, shall be on to the vendor's account.

2.4 The Bank guarantee must be from any Scheduled Bank in the prescribed Performa given by UGVCL on a Gujarat State Non Judicial Stamp paper of Rs.100/- duly authenticated by a first class Magistrate or Notary Public or directly confirmed by the issuing Banker.

2.5 Unless otherwise specifically required to be retained / forfeited by the UGVCL, the security deposit shall be refundable on request of the contractor after three months on completion of the entire work to the satisfaction of the UGVCL.

2.6 If the contractor fails or neglect to observe or perform any of his obligations under the contract, it will be lawful for the UGVCL to forfeit either in whole or in part at his absolute discretion, the Security deposit furnished by the contractor.

2.7 If the contractor fails to provide the Security within the period specified, such failure shall constitute a breach of the Contract and the UGVCL shall be entitled to make other arrangements at the risk and expenses of the bidder and the Earnest money deposited by the bidder shall stand forfeited by the UGVCL.

Date: _____ **Signature & Seal of tenderer**

Place: _____

3. CONTRACTOR TO INFORMHIMSELFFULLY:

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 relieving the contractor from his responsibility for executing the work in terms of the contract including all details and incidental works which may not have been specifically mentioned in the contract but necessary for ensuring complete and efficient working of CCC 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 be clear 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.

4. 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) thelater shall prevail. The contract shall for all purposes be construed according to the Laws of India and subject to jurisdiction of Gujarat Courts only. For the due to fulfillment of the contract, the contractor shall execute an agreement in the prescribed form on Gujarat 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 favor 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:

i. Contract agreement along with letter of intent/Award.
ii. Work order and its Annexure.
iii. Complete specifications.
iv. Bid proposal form and its schedules including price schedule and completion schedule
v. Power of Attorney in favour of the signatory on non-judicial paper of Rs.100

5. CHANGE OF QUANTITY:

The owner reserves the right to delete any item from the scope as specified in the accompanying technical specifications, at the time of award of contract or during the execution of the contract. In case any item is deleted from the scope of work, the value of contract will be reduced accordingly.

Date: _____ **Signature & Seal of tenderer**

Place: _____

6. RULES& REGULATIONS:

The Agency will also follow the labour regulations and the directions of Government and other authorities enforcing the regulations and comply with any other relevant legislation in force from time to time. The owner reserves the right to place the order for any quantity or extend the TENDER quantity.

7. 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.

8. COMPLIANCE OF LABOUR LAGISLATION:

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 Wags 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 a 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 a breach of any legislation.

9. OPERATION OF SYSTEM:

The agency shall be fully responsible for Operation of System provided by UGVCL.

10. INSURANCE:

The agency at his cost shall arrange, secure and maintain all insurance as may be pertinent to their scope of works and obligatory in terms of law to protect its interest and interest of the UGVCL against all perils. The form and the limit of such insurance in all cases shall be acceptable to the UGVCL. However, irrespective of such acceptance, the responsibility to maintain adequate insurance coverage at all time during the period of contract shall be of agency alone. The agency'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 agency shall be in a joint name of the UGVCL and the agency. The agency 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 a freely convertible currency.

Date: _____ **Signature & Seal of tenderer**

Place: _____

11. REMEDY ON AGENCYS FAILURE TO INSURANCE

If the Agency shall fail to affect and keep in force insurance referred to in clause 11 hereof or any other insurance which he may be required to affect under the terms of contract then the responsibility arising out of not taking insurance will lie with Agency.

12. MAINTENANCE OF FACILITIES AND PERSONNEL:

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

NODAL OFFICER: To interact between the Supervisory officer and Agency, The Chief Engineer (P&P) or any other personnel from the UGVCL side will act as a Nodal Officer. Similarly, the agency shall communicate the name of the authorized person(s) that would act as a Nodal Officer(s) from its side.

SUPERVISORY OFFICERS: The Nodal Office (CCC), UGVCL will be the supervisory officers for monitoring the services provided by the agency, and they shall be authorized to inspect the work carried out by the agency.

13. CONTRACT AGREEMENT:

The agency will have to enter an agreement with UGVCL to be known as "Contract Agreement" setting out all terms and conditions including those mentioned in these 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.
Agency shall indemnify UGVCL against any claims, demands, costs and expenses whatsoever, which may be made against it, because of failure of the Agency or its representatives in the performance of their duties and negligence, any accident or injury to any person.

14. FALL BACK ARRANGMENT:

In the event of failure of the agency to fulfill its obligations, duties and responsibilities as per the agreement terms, UGVCL shall inter-alia have the right, at any time to resort to fall back arrangement. Under this plan, UGVCL 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 Agency shall pay the difference to UGVCL failing which UGVCL shall have the right to recover the sum through legal or other means.

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

Date: _____ **Signature & Seal of tenderer**

Place: _____

15. GOVERNING LAWS AND JURISDICTION:

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

16. 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 Mehsana (GUJARAT) INDIA. All disputes, differences questions whatsoever arising between the UGVCL and the agency upon or in relation to or in connection with the contracts shall be deemed to have arisen at Mehsana only and no court other than court at Mehsana, Gujarat shall have jurisdiction to entertain or try the same.

17. SETTLEMENT OF DISPUTES:

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

18. CONDUCT OF AGENCY'SSTAFF:

If any of the Agency's employees shall be in the opinion of UGVCL is guilty of any misconduct or incompetence or negligence, then if so directed by UGVCL, the Agency shall at once remove such an employee and replace him by a qualified and competent substitute. It is being clarified that the vendor will have to deploy its manpower who will be having the highest degree of integrity and will at no time keep data / database / corporate information under their possession. While attending to the IT complaints, the vendor's personnel will not access any data residing on the machine / any equipment.

19. LIEN:

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

20. TENDERFORMS AND ACCEPTANCE OF PROPOSAL:

Each bidder must prepare and submit his bid strictly according to the procedure laid down in the instructions to a bidder annexed herewith. The bidder may if he deems 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 the 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 prices quoted.

Date: _____ **Signature & Seal of tenderer**

Place: _____

21. FORCE MAJEURE CONDITIONS:

Due consideration will be given for waivel/levi of penalty only for the reasons absolutely beyond suppliers control (e.g. Force Majeure conditions as laid down in the DGS &D, clause reproduced hereunder) for which documentary evidence will have to be provided.
The request for extension in delivery giving reasons and supporting documents shall have to be made within one month on completion of the supply only.
The request made after one month on completion of the supply shall not be entertained and rejected out rightly without any correspondence.
No request for waivel/levy of penalty will be entertained /reviewed during execution of order.

"If, at any time during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, civil commotion, sabotage fires, floods, explosion, epidemics, quarantine restrictions, strikes lockouts or acts of God (hereinafter referred to as event)", then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence there of neither party shall by reason of such event be entitled to terminate this contract nor shall either party shall have any claim for damages against the other in respect of such non-performance of delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to end or ceased to exist, and the decision of the Managing Director as to whether the deliveries have been so resumed or not shall be final and conclusive.
Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Contractor at a price to be fixed by the Managing Director of the UGVCL, which shall be final, all unused undamaged and acceptable materials brought out components, and stores in course of manufacture in the possession of the Contractor at the time of such termination or such portion thereof as the Purchaser may be deem fit excepting such materials, brought out component and stores as the contractor may with concurrence of the Purchaser elect to retain".

22. 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 UGVCL in connection with the works or shall contravene 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 a 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 an 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 the guarantee period.

23. Goods and Service Tax (GST):

As per GST Act, UGVCL is in the process of amending various Commercial Terms & Conditions of tender. The terms and conditions to be amended are given below:

Name of Terms & Conditions	To be Added/ Amended
Tender Fee	Plus applicable GST
Prices	Replace Excise Duty, VAT/Sales Tax by GST
Excise Duty	Replace Excise Duty, Service Tax/Sales Tax/ VAT by GST
Service/Sales/VAT	
Octroi	To be deleted

The present tender is floated with pre GST regime. The modification in line with GST Act will be bound to all the bidders.

The payment of GST shall be made only on furnishing the GST certificate, which may be affixed on the bills preferred, or the material supplied.

Goods and Service Tax (GST):

The F.O.R. Destination prices are excluding GST and Cess as applicable which will be paid extra on a given taxable goods and/or services within the original contractual delivery period. The amount of GST and Cess as applicable should clearly be indicated separately. (GST/Cess means all applicable Tax/Cess under GST Laws. GST Laws means IGST Act, GST(Compensation to the State for Loss of Revenue) Act, CGST Act, UTGST Act and SGSCT Act, 2017and all related ancilliary legislations).

You shall have to submit a C.A Certificate & duly authorized Signatory of successful bidder, certifying that you have not claimed Refund of any applicable GST and Cess, charged to COMPANY or shall not claim any such Refund, on a future date, from the concerned Authorities and if, any Refund, in respect of such GST and Cess, is claimed by you, it will be immediately passed on to the COMPANY, without COMPANY making any specific Claim, for the same, either from the Department or from you.

The offers having price INCLUSIVE OF GST and Cess is likely to be rejected if the rate of GST and Cess is not mentioned clearly unless the bidder has opted for Composition

Scheme under GST Act, which should be clearly indicated in the price bid. COMPANY may at its discretion consider such offer with presumption of highest applicable rate of GST/Cess prevailing when the price quoted is inclusive of GST and Cess.

If the Supplier/Contractor has opted for the Composition scheme of GST, the same must be clearly specified with valid Declaration & Certificate from Department. In the event of withdrawal/cessation of the Supplier from Composition scheme during the tenure of the contract, the rate mentioned in the price bid shall be final and any additional GST will have to be borne by the tenderer. In no case additional amount towards tax or otherwise will be paid / reimbursed to supplier/contractor. Further Statutory Variation clause will not be applicable in case of Supplier / Contractor has opted for Composition Scheme under GST.

Supplier/Contractor should charge GST in Invoice at the rate as agreed to / mentioned in acceptance of tender only and any deviation in the same shall not be accepted. Further, any additional liability of GST (later on due to wrong mentioning of GST rate, mis-interpretation of HSN/SAC Code, etc.) over and above as charged in the invoice shall be borne by the Supplier/Contractor. However, any refund received by the supplier / contractor on account of GST charged from the company; such refund shall have to be passed on to the company, along with interest if any. Such refund along with interest needs to be passed on suo-moto by the supplier / contractor.

Further, the Company has a right to recover the amount of GST along with penal interest at the rate of 15% per annum if GST charged is not paid / short paid to the government or fail to upload the details or uploads inaccurate particulars on GSTIN portal by the Supplier / Contractor within the stipulated time limit.

In case, Govt. revises the rate of GST rate / Code during the tenure of the contract, the provision of GUVNL's statutory variation clause shall apply.

INPUT TAX CREDIT BENEFIT

In the event of any statutory increase in the rate of Input Tax Credit and / or due to inclusion of any other additional item of their inputs / input services under the ambit of the Input Tax Credit provisions under the GST Act, subsequent to the date of submission of the offer, the same should be passed on to COMPANY and you should inform such changes to COMPANY from time to time.

24. MODE OF PAYMENT:

The monthly invoices shall be correctly prepared in quadruplicate in the name of Uttar Gujarat Vij Co. Ltd. duly counter signed byconcernedsenior officer and shall be submitted to The Nodal Officer, CCC, UGVCL for verification &certification who will submit thebill to the finance section, R&C Office (Dy.CAO, Bills) with mentioning e-urjarelease and receipt number duly recorded in work measurement book if work found satisfactory.The Dy.CAO, Bills, UGVCL after receiving the verified bills will arrange the payment within 30 days through RTGS/NEFT.

Date: _____ **Signature & Seal of tenderer**

Place: _____

Following documents shall be submitted along with the invoice:

A certificate / undertaking to the effect that proof of GST at actual has been claimed and other relevant documents for reimbursement of charges paid by the supplier on behalf of the purchaser, have been enclosed with the original invoice.

25. TERMS OF PAYMENT:

a. The contractor shall submit the monthly invoice within a first week of the next month, to the Customer Care Center In charge. The payment will be verified by the In-charge officer /Nodal officer (CCC), UGVCL, Mehsana. The contractor would be required to fulfil the terms and conditions of the provision of EPF & Misc., Provision Act 1952 and employees provident Fund Scheme 1952 in respect of Agents / supervisors engaged by him for performing the works of UGVCL. Each bill claim of the contractor should accompany the following information:
b. List showing the detail of Agents / supervisors engaged.
c. Duration of their engagement.
d. Amount of EPF contribution (both employer & employees contribution) for a duration of engagement in question, paid to the EPF authorities.
e. Copies of authenticated documents of payments of such a contribution to EPF authorities, if any.
f. Declaration from the contractor regarding compliance of conditions of EPF Act-1952.
g. Income tax will be deducted from bills at prevailing rates.
h. The contractor shall mention, in each bill, the rate and amount of GST and other taxes/levies, if any, charged in the bill.
i. The payment shall be released on or within 30 days from the date of receipt of verified invoices / challan on Account section. The payment shall be made only after a successful Customer Care Centre operation certificate from the Nodal officer, CCC UGVCL, Mehsana.The original copy of the certificate will have to be submitted along with the invoice for release of payment.
j. If the said reports and services are not provided in time then it shall be construed that the services related to that period was not provided satisfactorily by the vendor and necessary LD / penalties shall be imposed or the balance payment for that period shall not be released.

26. SUSPENSIONS OF WORKS:

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

27. 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 contract subject to his or their providing such as guarantee as may be required by the purchaser but not exceeding the value of the work, for the time being, remaining to 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 the name of the bidder / supplier at any stage after TENDER, 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 a determination the purchaser may affect the purchase of the material not supplied from elsewhere at the risk and cost of the bidder /supplier.

28. FAILURE TO EXECUTE THE CONTRACT:

Contractor failing to execute the order placed on them to the satisfaction of the UGVCL under terms and conditions set forth therein, will be liable to make good the loss sustained by the UGVCL, consequent on the placing of fresh orders elsewhere at a 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 the security deposit.

29. NON- ASSIGNMENT:

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

30. 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 the UGVCL from this Contract as well as from other contracts.

31. 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.

32. LIQUIDATED DAMAGES AND PENALTY:

The following penalties shall be applicable.

The contractor shall ensure to arrange for a suitable person(s) against the absence of Agents / supervisors. In case the number of call Agents / supervisors engaged by the successful bidder is shorter than the agreed number, a penalty of Rs. 230/- per

Agents per day and Rs. 260/- per Supervisor per day, in addition to non-payment of charges for the period of absence on pro-rata basis for the month, will be levied. This includes the short absence of Agents / Supervisor from duty. This shall be evaluated by the Customer Care Canter In charge or the UGVCL authority.

In case the contractor fails to provide the quality of service for Customer Care Centre activities, penalty as mentioned below will be imposed. Quality of service will be defined for every month, based on total calls landed on the Call Agents (as per system log of Customer Care Centre).

Average query handling capacity by call agents – 18 Nos. per hour.

Further the penalty of Rs. 5 (Five) will also be imposed for every unattended call If in case of failure to fulfil the requirement as per Clause No:15 of Section- III and Clause No:14 of Section-IV, penalty will be levied over and above existing terms on pro rata basis of contract value per day

33. Extension of Time Limit:

If the UGVCL shall desire an extension of work order then it will be decided on mutual understanding basis between both parties, UGVCL and Contractor. The final decision of work order extension will be taken by competent authority of UGVCL for reasonable time period.

Work order extension will be given with same rate and conditions of existing work order in case of none finalization of New Work order – tender process to carry out smooth & continuous operation of customer for 24 X 7 X 365 days.

Date: _____ **Signature & Seal of tenderer**

Place: _____

5. SECTION-III PART-1 GENERAL INFORMATION

SCHEDULE OF REQUIREMENT

1 GENERAL INFORMATION AND GEOGRAPHICAL AREA UNDER SCOPE

UTTAR Gujarat Vij Co. Ltd (UGVCL) is a registered company as per the Company Act (1956) and is entrusted to supply electricity in 4 O&M circles, 21 Nos. Divisions, 135 Nos. Sub-divisions spread in the jurisdiction of the DISCOM. UGVCL was earlier a part of Gujarat Electricity Board (GEB) and with the unbundling of the companies (generation, transmission and distribution) on 1 April 2005 it became an independent entity.

The distribution company is also referred as DISCOM and is headed by Chairman / M.D.

The complaints will be received from All Customers/non customers belonging Circle Offices/Division Offices/Sub Division Offices that fall in the jurisdiction of the DISCOM.

6. SECTION-III PART-2 PRE QUALIFICATION REQUIREMENTS

The bidder must possess the following requirements -

1. Mode of Bidding Single party / Consortium:

The proposal may be submitted by an individual firm (single party) meeting all the requirements or by a valid consortium of not more than 2 parties.

If the bidder forms a Joint Venture / Consortium, the qualification requirement mentioned specifically for a lead members should be met by the lead member entirely and these shall not be collectively evaluated for ascertaining the qualification requirement.

Original consortium agreement on **Non Judicial stamp paper** of Rs.100/- stamp value must be submitted along with the proposal.

The JV agreement / consortium agreement must have the following:

The lead member shall be the authorized provider of the staff quoted in this specification.

Names of all partners in the JV agreement / consortium

Name of the lead member

Authorization in favour of the lead member from all the members. (A separate power of attorney signed by legally authorized signatories of all the partners is required)

The lead member is authorized to incur liabilities and receive instructions for and on behalf of any partner of the Joint Venture / Consortium and the entire execution of the contract including payment shall be done exclusively with the lead member.

All partners of the Joint Venture / Consortium shall be liable jointly and severally for the execution of the contract in accordance with the contract terms.

In the event of any default by any partner / partners of Joint Venture / Consortium, the other partner / partners shall accept the liability and execute the contract in full.

The agreement must provide details of roles and responsibilities of each member of the consortium (the bidder is expected to write this explicitly in the case of JV / Consortium)

Overall responsibility in respect of execution of TENDER work is with the lead member.

The Joint Venture / Consortium agreement shall not be cancelled or amended unilaterally without consent of the purchaser after opening of the bid and a statement to this effect should appear in the JV agreement.

A firm can submit only one bid in the same bidding process, either individually as a bidder or as a partner of a Joint Venture / Consortium. A bidder (any member of the consortium) who submits or participates in more than one bid will cause all the bids in which the bidder has participated to be disqualified.

Bids from agents are not acceptable in the case of Joint Venture / Consortium, and such bids will be treated as non-responsive.

The change in consortium /JV after opening / submission of TENDER shall not be entertained, in the event the consortium / JV is altered then such proposals shall be treated as rejected.

NOTE

- In case of non-furnishing of original consortium/ JV agreement along with the bid the bid will be considered as bid without consortium and evaluation shall be made based on credentials of a lead members only.
- The JV/ consortium agreement should be TENDER specific i.e. signed specifically for this TENDER.
- General MOU/ MOA already existing or signed before a date of publication of NIT will not be considered.
- The JV and Consortium shall be considered at par.
- The Bidder and each member in case of Consortium shall disclose details pertaining to all claims, disputes, matters in appeal & in court and any pending litigation against the bidder or any member of the Consortium.

2. Relevant Experience:

All the following requirements must be met by the bidder

The bidder (lead member in case of consortium) must be an established reputed and reliable organization in the field of operation of a minimum 10 seater Customer Care Centre in utility services like telecom / banking / electricity / insurance in India during last three years (with respect to the date of opening of TENDER) having the total service cost of Rs. 8 Lacs per month out of which the value of at least one single contract should be more than Rs. 2 lacs per month. The bidder should attach relevant attested copies of PO / WO / Contract and completion certificate.

(1) The bidder must submit an undertaking on its letter head that it has not been blacklisted by any State / Central Government / Public Enterprises. This undertaking should be on Non JudicialStamp Paper of appropriate value.
(2) The bidder shall preferably have a valid quality certification.
(3) Intending bidders must be registered under the GST and must be having valid registration with PF and ESI organization.

Date: _____ **Signature & Seal of tenderer**

Place: _____

NOTE:

- The bidder is required to furnish the copy(ies) of order(s) and relevant performance certificate(s). In case of the project is in hand, the status of execution from the client is required to be furnished along with the bid.
- In case of non-furnishing of requisite document along with the bid the same may be rejected.

3. Turnover requirements:

Annual turnover of the bidder/consortium should not be less than RS. 100 lacs in any one year of last three financial years (From April 14 to March 17).

In case of the consortium, the lead member should meet 50% requirement of annual turnover. Certified balance sheet for the same has to be attached. In case of a bidder having financial year closing other than March, then details of last 36-month turn-over shall be furnished.

Turn over shall have the meaning as the gross receipt through regular operation only, the receipts through other incomes and GST paid to government will not be considered while arriving the total turnover.

The bidder is required to submit a copy of the balance sheet for last 3 financial years.

The bidder is required to submit a statement from a CA on his letter head (mentioning his ICAI registration number) that "the annual turnover of the <name of the bidder> is not less than RS. 100 Lacs in any one year of last three financial years (From April 14 to March 17). The turnover has been calculated as per the meaning of turnover mentioned in this TENDER specification."

The proposal shall be considered as non-responsive in the event of.

- Requisite balance sheet / auditor's report is not submitted along with the bid.
- The statement from a CA on his letter head is not submitted.

4. Existence of bidder:

The bidder (the lead member in case of the consortium) should be in Customer Care Centre operation business, at least continuously for the past 3 years. The supporting document like certificate of incorporation, balance sheet, etc. shall be furnished along with the bid, and in the absence of the supporting documents, the proposal may be rejected.

5. Requisite Man-power:

The bidder must have the capacity to provide required Man-power for carrying out the operation of Customer Care Centre services as required in the scope of work.

Bidder shall furnish a brief write-up on the facility of Man-power, available with him that are generally used in facility management. The bidder should confirm on non-judicial stamp paper that he will own or have assured access to [through permanent appointment or temporary appointment on contract basis, or other legitimate means] enough Man-power adequate for smooth execution of all activities of the proposed work. In case of non-furnishing of requisite undertaking along with the bid will be considered as non-responsive proposal.

Date: _____ **Signature & Seal of tenderer**

Place: _____

7. SECTION III PART-3: REQUIREMENTS OF SYSTEM:

TECHNICAL SPECIFICATIONS

1. Introduction:

Uttar Gujarat Vij Co. Ltd. [hereinafter to be referred to as UGVCL is a distribution Utility entrusted with the distribution of electricity. It caters for power to more than 35 Lacs consumers.

2. Objectives of this bid:

The objective of the Customer Care Centre is the receipt of consumer requests / queries/ complaints, mainly complaints related to supplying of electricity, Billing,Metering, Payment ect.to consumer end, forwarding of receipted complaints to field staff/office staff, escalation of receipted complaints to UGVCL officers, closure of complaints and intimation of the same to the Consumer.

The specification is for Staffing/ manning of centralized and computerized Customer Care Centre with single window operation equipped with the latest technology & multi skilled Consumer service representatives. The one point contact service shall relieve the Consumer from the inconvenience of visiting or contacting different offices of UGVCL.

3. Detailed scope of work:

Uttar Gujarat Vij Co. Ltd. is one of the Electricity Distributing Company in Gujarat State. MoP, GOI under R-APDRP has proposed to leverage strength of information technology for creation of authentic base line data and support utilities in IT enablement of their business processes. Under this IT project the Customer Care Centre for receipt of consumer requests / queries/ complaints.Mainly the complaints related to supplying of Electricity, Billing,Metering, Payment etc. forwarding of receipted complaints to field staff/office staff, escalation of receipted complaints to UGVCL officers, closure of complaints and intimation of the same to the Consumer is established at Mehsana for improvement in the customer service by processing and resolving customer requests/ queries/ complaints in minimum possible time by taking up it at appropriate place and level.

a) The scope is for Staffing/ manning of centralized and computerized (With three shifts) Customer Care Centre created under R-APDRP scheme of MoP, GoI with single window operation equipped with the latest technology & multi skilled Consumer service representatives.

The aim of the Customer Care Centre is Single window Customer Care Centre for all the operational area of UGVCL shall be available at the front end to interact with consumers, which will run through linking of back end business processes.

The various other services in addition to no-supply complaints that shall be extended by the Customer Care Centre to the Consumer of UGVCL is mentioned below:-

1) **Consumer Information** - Providing information to Consumer queries relating to metering and billing data. Information about how to avail various Consumer services offered by UGVCL, FAQ, etc.
2) **New Services Connection** - Provide status and information for new service connection.
3) **Handle Metering & Billing related and other Complaints** – Receive, register, forward and escalate all complaints relating to metering, billing, disconnection, dismantlement, etc., forward the registered complaints to the respective office of UGVCL for timely redressal. Follow up until the complaint is successfully resolved.
4) **Handle Service Request** - Accept register, forward and escalate various service requests relating to status of title transfer, change of consumer data, change of contracted load, energy theft enumeration, line shifting, etc. Forward the registered complaints to the respective offices of UGVCL for timely redressal. Follow up until the complaint is successfully resolved.

Main Features of the Customer Care Centre:-

- Available 24-hours a day, 365 days a year.
- Multi-lingual (Hindi, English, Gujarati languages)
- Multi-Skilled Consumer Service Representatives
- Single touch-point for no supply, billing complaints, fire & shock complaints, all other queries and assistance, etc.

Link of Customer Care Center to maintenance staff:

The Customer Care Centre shall be linked through CUG mobile to breakdown staff / mobile maintenance vans of UGVCL. Immediately, upon receipt of a complaint, Customer Care Centre representative will call to the breakdown staff/mobile maintenance vans of UGVCL for fault restoration. After restoration of the fault, the breakdown staff will report back to close the complaint at the Customer Care Centre.

Following functional shall be available on the executive desktop in the following fashion:

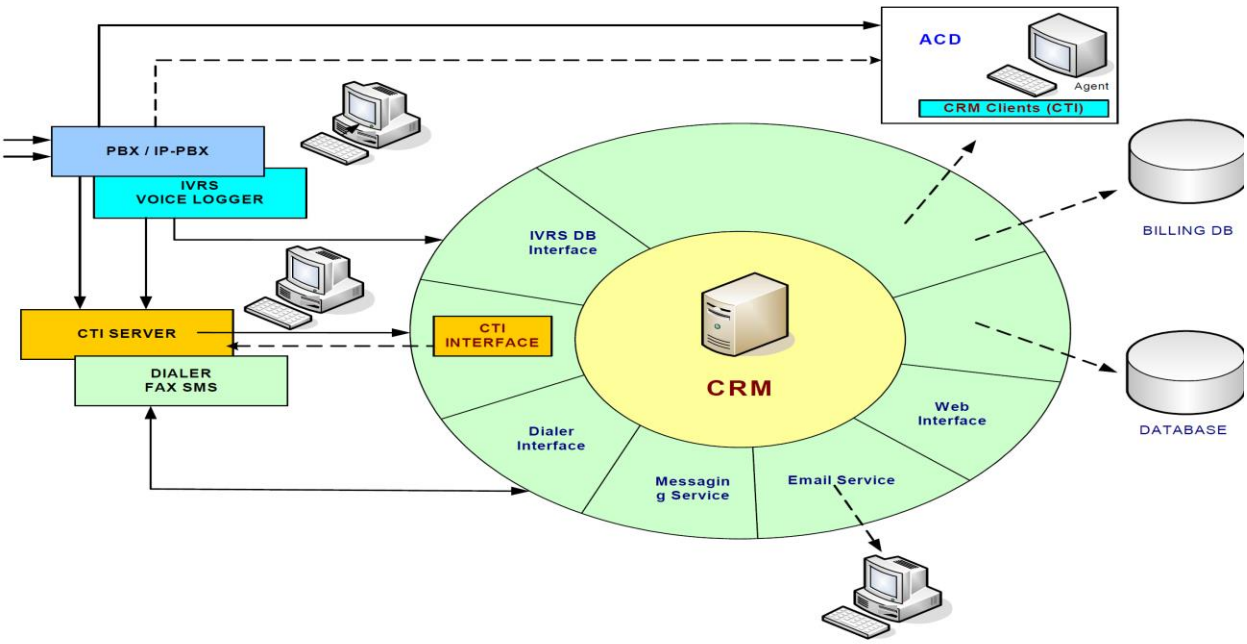
1. The existing screens, features & functional of the Billing, Consumer Indexing and Asset Mapping & Call Solution shall be popped up appropriately.

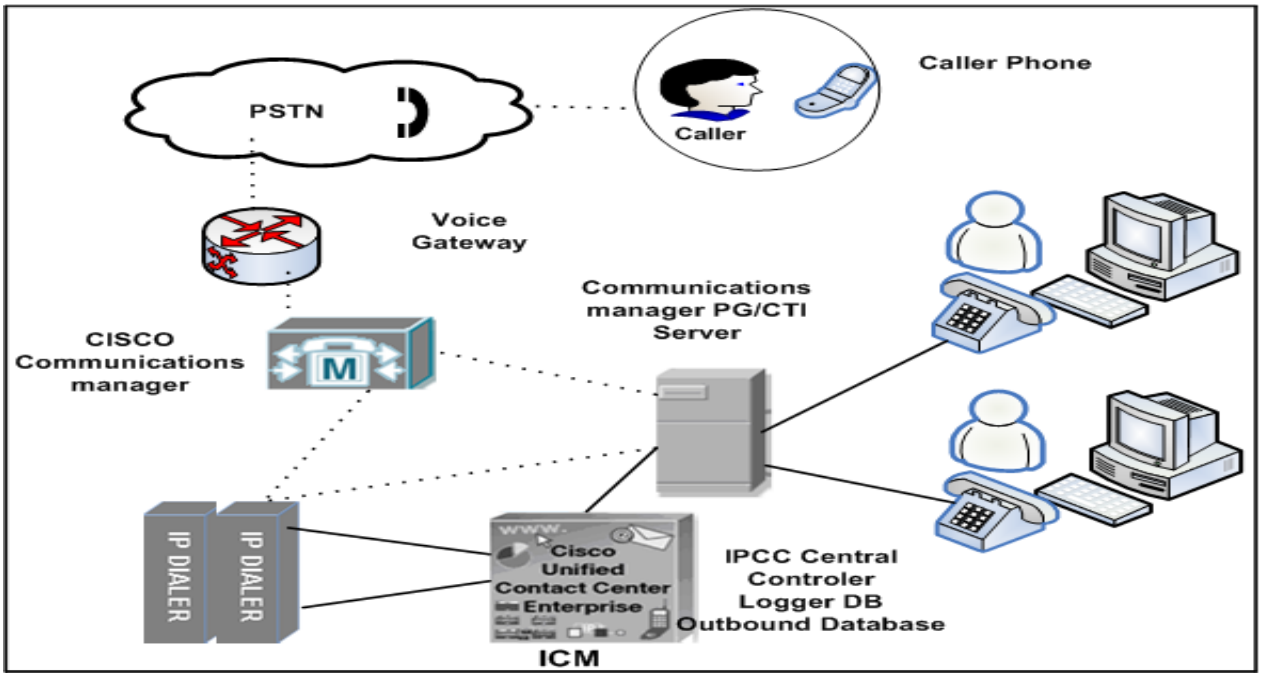
2. For the data, which is generated & maintained in the Customer Care Centre itself such as Customer Care Centre performance, voice recording, etc., the local database will be accessed. All other information like a billing, collection, other Consumer service functions will reside over the central server. The Customer Care Centre will provide a facility not only for receiving calls, but also outbound calls. The Agents would be asked to make outbound calls for informing Consumers about the various power supply positions, payment reminders, etc.

The workstations is connected to each other through a LAN (Local Area Network) connection (provided by UGVCL).

High Tech Facilities shall be available at Customer Care Centre to be provided by UGVCL **and to be operated as per requirement (By Customer Care Centre Agents and supervisors):**

- Unified Contact Center Enterprise 7.5
- Cisco Unified Communications Manager 7.1
- Cisco IP IVR
- Cisco CTI OS Agents.
- IP Phones
- Cisco Unity connection for voice mail.
- Cisco Fax server





Scope of Service:

1. UGVCL would have the right to change the location of the Customer Care Centre within Mehsana Town, even completely stop the Customer Care Centre and vary quantities (i.e., no. of seats/ shifts in the Customer Care Centre), at the time of award of the contract and/or subsequently at any time during the contract period with a notice period of one month in writing by the CE (P&P), UGVCL, Mehsana.

2. The Customer Care Centre will be accessible by all the consumers of UGVCL of all categories viz. domestic, non-domestic, industrial, agriculture, street light, etc. on toll free Telephone Number or any other telephone number provided by UGVCL.

3. During normal office timings, Customer Care Centre operators will act as a first level of support, and it is envisaged that majority of queries will be replied by these first level operators or Customer Care Centre executive. In case, these Customer Care Centre Agents are unable to answer the queries, the caller will be referred to experts in a conference call along with the information collected by the Customer Care Centre supervisor or to the Operation & Maintenance Engineers and Staff of the UGVCL.

4. The office hours for the Customer Care Centre would be around the clock (24 hrs.X7 days) and the Customer Care Centre would operate on all days including Sundays and Holidays.

5. Practices supported by the database build up using the Frequently Asked Questions, other queries and their answers being provided by the Customer Care Centre supervisor/ Shift In charge will be maintained by the successful bidder in the form of documentation and shall be provided to the UGVCL as and when asked.

Date: _____ **Signature & Seal of tenderer**

Place: _____

6. Various MIS data/ reports generated from the call data recorded by the Customer Care Centre is required to be provided to UGVCL on pre-defined regular intervals to optimize the operations of the Customer Care Centre.

7. UGVCL is also in the process of developing SCADA (Supervisory Control and data acquisition system) in UGVCL, which shall be linked with the Customer Care Centre. The SCADA will be implemented in other towns of the UGVCL which shall be linked to the Customer Care Centre module.

8. The approved bidder would be expected to man, the Customer Care Centre of UGVCL, Mehsana by deploying the required number of Call Agents /Supervisor/ Shift In charge as mentioned above.

9. One Customer Care Centre Supervisor/Shift In-charge means one Customer Care Centre Supervisor/Shift In-charge for "8 hour duty per shift". The "8 hour duty" includes 30 minutes break. The cost of shift reliever will not be given extra.

10. Distribution of duties and their timings shall be decided by Agency under supervision of UGVCL through a monthly schedule prepared in advance of each month based on traffic and business requirements. There will be a break for 30 minutes in each duty as per the schedule prepared by Agency in such a way that the services are not affected. The Customer Care Centre will be manned 24 hours on all 7 days of the week, throughout the year (without any off / holiday).

11. Call Agents shall be required to handle calls / queries related to various services provided by UGVCL over the phone and provide solutions to their problems, to the utmost satisfaction of the customers of UGVCL.

12. The Customer Care Centre supervisor/Shift In-charge should be of minimum 21 years age and preferably below 30 years. They should have computer knowledge. Minimum qualification shall be "Graduation" for Supervisor/Shift In-charge and Call Agent. They should have been typing speed of 40 wpm in English and computer operator with work experience along with good communication skills. There will be screening of the staff by UGVCL Mehsana. For this purpose, the manpower deployed by the contractor has to be trained, courteous, suitably qualified and fluent in Gujarati,Hindi as well as in English conversation.

13. The Customer Care Centre Agents / Shift In charge shall work in the UGVCL Customer Care Centre premises at Mehsana and no any record shall be moved out of the UGVCL premises by the agents.

14. In case any loss to the UGVCL Property is caused by the contractor (or his employees) during the performance of the awarded work, the contractor shall be responsible to make it good at his own cost, failing which the charges will be recovered from the bills/performance security of the contractor.

15. If any of the information's furnished by the bidder is found to be incorrect, the contract is liable to be terminated and earnest money/security lying with UGVCL will be forfeited.

16. In case there is no any clause on any issue, prevailing UGVCL rules shall apply.

17. The contractor or his employees shall not temper the hardware / software of Customer Care Centre network, in any way.

Date: _____ **Signature & Seal of tenderer**

Place: _____

18. The UGVCL data, in any form, shall not be kept/ stored by the contractor / his employees.

19. The contractor shall adhere to labour laws and contract act-1970 and any other labour law as may be applicable now and in the future. The contractor shall also have valid registration with PF and ESI organizations. The documents in support of it shall be submitted with the bid. Any violation in this regard will empower UGVCL to terminate the contract forthwith.

20. The contractor should be able to increase staff as and when required by UGVCL within 7 days of demand at the same approved rate and terms and conditions.

21. While listening to customers over the phone, call Agents has to navigate the screen of UGVCL Database and answer the queries of customers.

22. If the complaint is received against any of the call centerAgents or the performance of a particular call centerAgent is found to be lacking in the opinion of UGVCL, then the contractor will be informed about the complaint(s) / performance deficiency, and they would be required to take necessary remedial action immediately to avoid recurrence of such an event. Repetition of a complaint of same nature within 2-month times may attract a penalty of Rs. 1000/- and occurrence of a similar complaints for more than 2 times may force UGVCL to terminate the contract.

23. It is expected that the contractor with its trained staff will be able to man the Customer Care Centre efficiently. However, UGVCL shall provide the Customer Care Centre Agents / Supervisors a **7-**day training (to be counted in their duty) as may be required before the start of the assignment.

24. The manpower deployed, for all practical purposes, will be the responsibility of the contractor alone and under no circumstances they would claim to be the employees of UGVCL. The contractor will nominate **oneperson** who will take care of the persons deployed for UGVCL Customer Care Centre at Mehsana, for their welfare and duties and mentioned person will have his/her local office nearby Customer Care Centre.

25. The manpower to be supplied by the contractor will be purely on the contract basis with the contractor. No one shall claim for absorption in UGVCL.

26. It will be binding on the persons manning the Customer Care Centre not to possess and divulge internal system information to any outsider. If any such activities are observed, it will be binding on the part of the contractor to remove the person from the Customer Care Centre. UGVCL shall have the right to file a legal case against the contractor / Agents in such cases.

27. The persons manning the Customer Care Centre will have to update themselves about the relevant activities/services of UGVCL for which they will be briefed by UGVCL from time to time.

28. UGVCL reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against contracts, entered into with UGVCL.

29. The contractor shall obtain a valid labour license under the contract labour (R&A) act 1970 and the contract labour (Regulation and abolition) central rules 1971,

before commencement of the awarded work and continue to have a valid license until the completion of the work. The contractor shall also abide by the provisions of the child labour (Prohibition and regulation) act 1986. Any failure to fulfil the requirement shall attract the penal provisions of the contract arising out of the resultant non-execution of the work.

30. The Customer Care Centre agents shall be treated under the category of "skilled" and the Supervisors shall be treated under the category of "highly skilled" for minimum wages to be paid to them by the contractor. Documentary proof of the same shall be submitted by the contractor. The payment of minimum wages shall be ensured with EPF contribution.

31. The contractor shall make, at his own cost, if situation demands so, arrangement for transportation of Agents / Supervisors from central locations of the city to the Customer Care Centre and back, arrangement of refreshment to the working Agents / Supervisors during their working hours and security arrangements of contractor employees. (UGVCL in no case will be responsible for above)

32. The manpower supplied by the contractor will not be allowed for continue shift duties.

33. **The Procedure for handling the Call is as given below:**

Conduct the end to end process in customer care management - The CCC will act a

Single point of contact for all end users (subscribers) of UGVCL and will beresponsible.

For initial communication with end users and will owns the ticket to resolution.

i. Receive all calls

ii. Create tickets in Incident Management System by asking relevant information to user

iii. Issue a ticket number/problem ID to the problem reporter & provide the current status of the ticket that existing in the system

iv. Initial analysis of problem, solve if it is within the scope of their (CCC agency) boundary else escalate the problem to the relevant team thought the systems or by other means decided by UGVCL.

v. Follow up with the Sub Division/Division to ensure resolution

vi. Close ticket post confirmation from Sub Division/Division that the problem has been resolved.

vii. Communicate problem resolution to the problem reporter and seek feedback

a) The Customer Care Centre shall receive the queries of UGVCL Consumers through the toll free number or other telephone/ mobile numbers. UGVCL shall bear the call charges of the Toll Free Numbers by the UGVCL. The calls shall be escalated by the system itself and if required, the Customer Care Centre Agentwill communicate to the concerned officials/ maintenance staff of UGVCL with CUG Mobiles.

Date: _____ **Signature & Seal of tenderer**

Place: _____

b) The Customer Care Centre executive with the prescribed minimum academic qualification as given in this TENDER document and excellent communication skills in respective local language shall attend these calls. These Customer Care Centre Agents are considered as Level 1 (L1) support of Customer Care Centre. The Customer Care Centre executive must have fluency in the local language/ dialect (Hindi, English, Gujarat).

c) The Customer Care Centre Agents shall record the name, address, account number, sex, contact details, queries, status of the calls, type/ subject of the query, etc. in a suitable format which is approved by UGVCL. The Customer Care Centre Agent shall answer the query of the consumer. The information including the query asked and the answer given shall be recorded in a database and shall be used for preparing MIS reports. The information shall also be sent to UGVCL on the regular basis at predefined intervals (present requirement is every third day). Further details in this respect would be worked out with the successful bidder.

d) The Customer Care Centre executive would be required to access the SCADA Application System being implemented in UGVCL.

e) The Customer Care Centre executive would also be required to refer to some relevant websites maintained by Central/ State Government agencies as well as other popular and reliable websites to answer some of the queries like availability of power, Schedule of power cuts, frequency of the Grid, etc. The Customer Care Centre Agent must, therefore, have on-line access to these sites over the Internet.

f) In case, the Customer Care Centre Agent (Level 1 Support) is not able to answer the query, he/ she shall refer the caller in a conference call to the designated expert for Level 2 support. Simultaneously, the information given by Customer Care Centre Shift In charge, Supervisor shall also be recorded in the MIS Database at the Customer Care Centre by the L1 Agents.

g) The expenditure incurred for carrying out the conference call will be reimbursed by UGVCL to the successful bidder on a monthly actual basis.

h) The Experts at Level 2 Support shall try to answer the calls. In case, Experts at Level 2 Support are not able to answer the Calls than the Call will remain pending. These will be compiled by the Customer Care Centre and sent to the concern field office format for Level 3 support.

i) The Customer Care Centre shall operate around the clock on all days including Sundays and Gazetted Holidays on 24x7 basis.

8. SECTION III PART-4: TECHNICAL REQUIREMENTS OF SYSTEM:

Customer Care Centre Staffing

1. **Minimum qualification of a Customer Care Centre executive will be as follows:**
   a) Graduation in any discipline with computer knowledge and good communication skill.
   b) Graduation degree should preferably be from the Gujarat state.
   c) The Customer Care Centre executive must have fluency in the local language/ dialect i.e., the languages spoken in the area of operation of UGVCL viz. Hindi, English, Gujarati, etc...

2. **Prescribed Remuneration of Customer Care Centre Agents**

   As per clause no 8 of Section-II.

9. SCHEDULE OF COMPLETION:

Providing of manpower as per TENDER is required to be done as per the following schedule.

1.	Staffing of man-power according to schedule approved by the CE (P&P), UGVCL, Mehsana.	After 7 days from the date of execution of agreement.

10. SECTION IV: TECHNO COMMERCIAL AND GENERAL DETAILS:

Part A of the proposal shall have the following:

1. Cover letter (To be submitted on the letter Head of the bidder)
2. Annexure 1 to 7
3. Schedules 1 to 3
4. Details of mandatory certificate & proof thereof.

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

To be submitted complete with all enclosures

Chief Engineer (P&P),
UGVCL, Regd. & Corporate Office, Visnagar Road,
Mehsana-384001

SUB: Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana

Date: _____ **Signature & Seal of tenderer**

Place: _____

Dear Sir,

We have procured TENDER specification TENDER No:xxxxxx "Appointment of Customer Care Center Agency for Centralized Customer Care Centre of UGVCL at Mehsana"

We hereby agree to supply Man-Power as per the schedule given in the TENDER specifications.

We also agree that:

1. The prices as mentioned in "Financial offer (furnished online)" is firm in all respect.
2. The prices quoted are valid for a period of 120 days from the date of opening of "Techno-Commercial bids" or 60 days from the date of opening of "Price Bids" whichever is later.
3. The quoted / agreed prices are inclusive of the following charges:
   Mention only the details of taxes included in the prices.
4. We also understand that the quantities mentioned in the price schedule shall be meant for bid evaluation. However, payment shall be made us based on the actual number of Customer Care Centre staff arranged.
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 a work completion schedule as given by us. In case we fail to complete the work as indicated therein we shall pay a penalty as per "liquidating damages" clause of the specification.
8. The staff arranged for Customer Care Centre by us shall conform to your guide line.
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 along 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.

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

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

Enclosed:

1. Annexure 1: General profile of the bidder
2. Annexure 2: Collaboration / Consortium / JV details
3. Annexure 3: Organizational Capabilities
4. Annexure 4: Financial Details
5. Annexure 5: Experience summary
6. Annexure 6: Details of CVs
7. Annexure 7:Draft Agreement
8. Schedule 1: Schedule of deviations

Date: _____ **Signature & Seal of tenderer**

Place: _____

9. Schedule 2: Supporting documents to substantiate meeting of QR
10. Schedule 3: Checklist

Thanking you,

Yours faithfully,

Name: _____

Designation: _____

Signature: _____

Seal / common seal

Date:

Place:

11. Annexure 1: GENERAL PROFILE OF THE BIDDER

Kindly attach a copy of latest RoC for all the members of the consortium to substantiate the information furnished against general profile of the bidder.

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

12. Annexure 2: COLLABORATION/CONSORTIUM/JV DETAILS:

Particulars	Responses
Details of collaboration or consortium arrangement envisaged, if any, with a copy of agreement on non-judicial stamp paper of appropriate value	
Name of the lead member	
Name & address of Collaborators, Licensers or Consortium or consortium Member	
Period of collaboration envisaged	
Details of involvement and responsibility of Collaborator or each consortium member.	

Date: _____ **Signature & Seal of tenderer**

Place: _____

13. Annexure 3: ORGANISATION CAPABILITIES

Particulars	Responses
Total number of permanent employees in the firm	
The bidder has more than 25 permanent employees with skill on Customer Care Centre operation on the payroll of the firm for at least 1 year in past 36 months.	Your response in Yes or No
Field organization and resources to be deployed for the proposed job.	Kindly provide a chart in separate sheet
Qualification and experience of personnel at different levels to be deployed for the proposed job.	Kindly provide in separate sheet
Details of the consultants if employed for the proposed job.	Kindly provide in separate sheet.

14. Annexure 4: FINANCIAL DETAILS

Sr. No	Particulars	Response
1	Turnover FY 16 -17 in INR	
2	Turnover FY 15 -16 in INR	
3	Turnover FY 14 -15 in INR	
4	Total Turnover 14 to 17 in INR	

Enclose audited Balance Sheet of the aforementioned FYs

Enclose certificate from the CA.

15. Annexure 5: EXPERIENCE SUMMARY

Particulars	Experience
Give detailed write-up on experience / order executed, with supporting papers like the work order, completion certificate, performance certificates	Write the name of the clients here
Enclose copies of order so executed / orders in hand.	

Date: _____ **Signature & Seal of tenderer**

Place: _____

16. Annexure 6: QUALIFICATION OF STAFFS:

S. No	Particulars	Qualification of Call Agents, Manager& shift in charge	Compliances as per the specification
	A	B	C
1.	Customer Care Centre Agent		Yes / No
2.	Supervisor		Yes / No

Note: Attach detail CV of proposed staff

Date: _____ **Signature & Seal of tenderer**

Place: _____

17. Annexure 7: DRAFT AGREEMENT:

CONTRACT AGREEMENT

This agreement is made at the …… day of …… in the Christian year Two thousand fifteen ….……(herein after referred to as "THE CONTRACTOR" which expression shall unless excluded by or repugnant to the contract include its successors or permitted assigns) on the one part and the Uttar Gujarat Vij Company Limited having their Registered & Corporate Office, Visnagar Road, Mehsana-384001 (herein after called "UGVCL" which expression shall unless excluded by or repugnant to the context include the successors or assigns) of the other part. WHEREAS the aforesaid UGVCL has accepted the tender of the aforesaid contractor for ……As per UGVCL'S Order No……..herein after called "the Works" and more particularly described enumerated or referred to in the specification, terms and conditions prescribed in the Order letter, covering letter and other letters and schedule of price which for the purpose of identification have been signed by Shri……on behalf of the Contractors and by …… ……. On behalf of the UGVCL a list whereof is made out in the schedule hereunder written and all of which said documents are deemed to form part of this contract and included in the expression "the Works" wherever herein used, upon the terms and subject to the conditions hereinafter mentioned.

AND WHEREAS THE COMPANY has accepted the tender of the contractors for the said work for the sum of Rs. ---------- (Rupees:----------) upon the terms and subject to the conditions here in mentioned.

NOW THIS AGREEMENT WITNESSES AND IT IS HEREBY AGREED AND DECLARED THAT:

1. The contractors shall do and perform all works and things in this contract mentioned described or which are implied therein or. There from respectively or are reasonably necessary for the completion of the works as mentioned and at the times, in the manner and subject to the terms, conditions, and stipulations contained in this contract, and in consideration of the due provision , execution , construction , and completion of the work agreed to by the contractors as aforesaid , the UGVCL doth hereby covenant with the contractor to pay all the sums of money as and when they become due and payable to the contractors under the provision of the contract .such payments to be made at such times and in such manners as is provided by the contract.

2. The conditions and covenants stipulated herein before in this contract are subject to and without prejudice to the rights of the UGVCL to enforce penalty for delays and / or any other rights whatsoever including the right to reject or cancel on default or breach by the contractors of the conditions and the covenants as stipulated in the general conditions, specification, forms, or tender schedule, drawing, etc. attached with UGVCL's order No. ----------

The contract value, extent of supply delivery dates, specifications, and other relevant matters may be altered by mutual agreement and if so altered shall not be deemed or construed to mean or apply to affect or alter other terms and conditions of the contract and the general conditions and the contract so altered or revised shall be and shall always be deemed to have been subject to and without prejudice to said stipulation.

Date: _____ **Signature & Seal of tenderer**

Place: _____

SCHEDULE

List of documents forming part of the contract:

1. Tender No : _____

2. Work Order No: _____

3. Price : Rs. _____

In witness whereof the parties here to have set their hands and seals this day and month year first above written.

1. Signed, sealed and delivered by:

(Signature with Name, designation and official seal)

For and on behalf of M/S. ----------

In the presence of name. Full Address & Signature:

(1) ---------- (2) ----------

---------- ----------

---------- ----------

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2. Signed, sealed and delivered by:

(Signature with Name, Designation & official seal)

For and on behalf of Uttar Gujarat Vij Company Limited.
Visnagar Road, Mehsana-384 001.

In the presence of Name, Full Address & Signature:

(1) ---------- (2) ----------

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---------- ----------

---------- ----------

Date: _____ **Signature & Seal of tenderer**

Place: _____

18. Schedule: 1

(Schedule of Deviation)

(i) If the bidder has any deviations, such as deviations may or may not be accepted on its merit subject to financial and technical implications.

(ii) The bid must include a separate statement indicating all deviations from the bid documents as per format enclosed at Schedule 1.

(iii) All such deviations must be clearly mentioned in Schedule of Deviation.

(iv) 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

19. Schedule: 2

(Supporting documents to substantiate meeting of QR)

As mentioned in SECTION-III PART-2 PRE QUALIFICATION REQUIREMENTS

Date: _____ **Signature & Seal of tenderer**

Place: _____

20. Schedule: 3

(Checklist)

DETAILS REQUIRED TO BE FURNISHED BY THE BIDDERS

SRNO	PARTICULAR	
1	Whether the Bid submitted is as called for.	YES / NO
2	Whether the tender Price Bid is submitted ON LINE only.	YES / NO
3	Whether all pages of Tender Specifications / offer are sealed and signed by the Bidders.	YES / NO
4-a	Whether the Bidder is registered with UGVCL	YES / NO
4-b	In case of yes in above, please furnish following details	
4-b-i	Registration Letter No. & Date. Enclosed the copy of the same	
4-b-ii	Validity of registration.	
5-a	Whether Tender fee paid	YES / NO
5-b	In case of Yes, please furnish details M.R. No. & Date	
5-c	Whether EMD paid	YES / NO
5-d	In case of Yes, please furnish details (D.D.)	
6	Whether following documents of General terms and condition are submitted	YES / NO
6-a	Human Resources details	YES / NO
6-b	Details of experience	YES / NO
6-c	Financial capability	YES / NO
6-d	Last three years audited annual account	YES / NO
6-e	Company's Article Of Association / Partnership deeds	YES / NO
6-f	Details of Partners / Directors	YES / NO
6-g	Board Resolution / P.A. Authorizing Person to sign on behalf of firm	YES / NO

Date: _____ **Signature & Seal of tenderer**

Place: _____

21. Price Schedule: Schedule: B

(To be submitted online only)

Form No P-1: Commercial Bid (Price Bid)

Bidder should quote the net cost of services to be provided by him for the CCC as per the given format here under. Any incidental or other expenses towards their services for CCC shall be borne by the Bidder. However taxes as per the applicable rates shall be paid in addition to the CTC. Quote rates in number and words.

Sr. No.	Description of service	Nos. of services	HSN / SAC Code of the Services	GST Rate with Cess, if any	Cost per Service per month (Without GST)	Total Per month Service Cost (Without GST)	Total Per month Service Cost (With GST)	Total Per annum Service Cost (With GST)
1	Supervisor	1						
2	Agent	12						
Total service cost for Supervisor and Agent (in Rs.)								

Rs.....

Note:-

(1) Service will be provided 24hours and muster roll will be maintained for engaged persons.
(2) Payment will be made monthly on actual man power/services provided during the Month.
(3) The Bidders shall quote total price for services exclusive of all taxes and duties. The Owner will not be required to pay and/or reimburse anything over and above the price quoted except GST, which will be payable as per the rate prevailing at the time of payment.
(4) The prices shall remain FIRM till completion of the Assignment.
(5) Payment of services shall be made on the basis of cost quoted and the progress of work separately on monthly basis.

Remarks:

1). Applicable GST rates to be mentioned in price bid

2). I / We agree to supply the articles noted above at the rates herein tendered by me / us subject to the condition of tender and supply at the Tender Inquiry which I / We have carefully read and which I / We have thoroughly understood and to which I / We agree.

3). I / we hereby agree to keep this offer open for 120 days from the date of opening of Technical Bid of the tenders and shall be bound by communication of acceptance dispatched within the prescribed time.

Chief Engineer (P&P)
UGVCL, Mehsana

Date: _____ **Signature & Seal of tenderer**

Place: _____