

TENDER SPECIFICATION # IT-17

Cost of tender specification: Rs.2500/-

“To establish and operate 24x7 Centralized Call Center and Fault Rectification System on BOOR (Built, Own, Operate & Retain) basis”

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



Last date for submission of Proposal is **17-08-2017 up to 2 PM**

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AJMER VIDYUT VITRAN NIGAM LIMITED
IT CELL

TENDER SPECIFICATION # IT-17

Contact Details	
Contact Person	Superintending Engineer (IT)
Telephone:	(0145) 2671860
☎:Fax	(0145) 2671860
✉:Email	seitavvnajmer@gmail.com

Important events and dates

Important Dates

S. No.	Event	Date
1	Last date & time of submission of tender at http://eproc.rajasthan.gov.in	17-08-2017 upto 14:00 Hrs.
2	Date and time of opening of part A of tender at http://eproc.rajasthan.gov.in	18-08-17 at 15:00 Hrs.

Important Notes

- (1) This tender document contains specification for establishment and operation of Centralized Call Center and Fault Rectification System in integrated manner. The Call Center shall be established at Ajmer to cater to the complaints of entire Discom area. Fault Rectification System shall be established for Udaipur, Bhilwara and Sikar and later on, may be extended to all district headquarters of the Discom area.
- (2) Furnishing of earnest money as per this specification is essential otherwise the tender will not be accepted.
- (3) Deposition of tender cost is essential for participation in the tender.
- (4) The tender specification#IT-17 providing detailed terms and condition and technical details can be downloaded from our website www.energy.rajasthan.gov.in/avvnl and <http://eproc.rajasthan.gov.in>.
- (5) Validity of the proposals will be upto 120 days from date of opening of part-A bid or 60 days from the date of opening of price bid whichever is later.
- (6) GSTIN No, of AVVNL is 08AACCA8562E1ZP

SUPERINTENDING ENGINEER (IT)
AVVNL, AJMER