



Ajmer Vidyut Vitran Nigam Limited
Corporate Identification Number (CIN) - U40109RJ2000SGC016482
Registered Office: Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004
Office of The Superintending Engineer (IT)
IT Center, Opp. 220KV GSS, Naka Madar, Ajmer
Phone/Fax : 0145-2671860 ; e-mail: seitavnajmer@gmail.com ;
Website - www.avvnl.com and <http://energy.rajasthan.gov.in/avvnl>

NO.AVVNL/SE (IT)/Ajmer/F. TN-IT-46/2021-22 / D. 629

Date: 7/9/22

NOTICE INVITING TENDER (TN-IT-46)

AVVNL invites Technical & Financial e-Bids for "For Establishment of Customer Care Helpdesk Operations at Sub-Division Level as service under Ajmer Discom for 2 Years against TN-IT-46" from the firms meeting minimum eligibility criteria as specified in the bid document.

Mode of Bid Submission	Online through e-Procurement/e-Tendering system at http://eproc.rajasthan.gov.in
Tendering Authority	Superintending Engineer (IT) Ajmer Vidyut Vitran Nigam Ltd. Opp. 220 kV GSS, Naka Madar, Ajmer - 305001 (Rajasthan)
Estimated cost of Project (Approx.)	Rs.8.16 Crore
Contact Persons	V.K. Sancheti, SE (IT) E-mail - seitajm.avvnl@rajasthan.gov.in Phone: 0145-2671860
Submission of Banker's Cheque/ Demand Draft for Tender Document Fee (including GST@ 18%) with Sr. AO (EA & Cash) in favour of Sr. AO(EA & Cash), AVVNL, Ajmer (non-refundable), payable at Ajmer, Rajasthan	Rs. 2950/- (Rupees Two Thousand Nine Hundred Fifty Only) OR Rupees 1475/- (Rupees One Thousand Four Hundred Seventy Five Only) for MSME situated in Rajasthan classified under Section 7(1) of MSME Development Act 2006.
Submission of Demand Draft for e- Tender Processing Fee (including GST@ 18%) with SE(IT), AVVNL, Ajmer in favour of M.D, RISL payable at Jaipur (non- refundable)	Rs. 1180/-
Submission of Bid Security in the name of SE (IT), Ajmer of declaration value i.e 2% of estimated project cost (relaxation as per RTPP act to SSI/MSME of Rajasthan).	Declaration is to be submitted in Annexure-10 on Rs.50/- Rajasthan Non- Judicial Stamp Paper as per GoR Order No.F.2(1) Finance/G&T-SPFC/2017, Jaipur dated 23.12.2020.
Publishing Date/Time	07-09-2021 at 18:00 Hrs.

[Handwritten signatures]

Last date of receipt of clarification/queries	Up to 14-09-2021; 18:00 Hrs.
Pre- Bid Meeting	On 15-09-2021 at 11:00 Hrs.
Submission Date for Banker's Cheque/ Demand Draft / BG for Tender Fee, Bid Security, and Processing Fee.	The deadline for submission of these instruments is Bid submission deadline. The Bidder can submit these instruments before the deadline. The Bidder has to submit the same in hard copy and attach the scan of receipts with online bids.
Document Download / Sale Start Date	07-09-2021 at 18:30 Hrs. onwards at https://eproc.rajasthan.gov.in , https://energy.rajasthan.gov.in/content/raj/energy-department/avvnl/en/home.html#
Bid submission Start Date/Time & Place of submission of bids	04-10-2021 at 11:00Hrs onwards at https://eproc.rajasthan.gov.in
Document Download / Sale End Date/Time	11-10-2021 at 15:00Hrs
Bid submission Last Date/ time	11-10-2021 at 15:00Hrs
Last date & Time for Submission of Banker's Cheque/ Demand Draft/BG for Tender Fee and Bid Security	11-10-2021 at 14:00Hrs in the Office of Sr. Accounts Officer (EA & Cash), Ajmer Vidyut Vitran Nigam Ltd, Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004
Date & Time of Opening of Technical Bids	12-10-2021 at 15:00Hrs on https://eproc.rajasthan.gov.in
Date & Time of Opening of Financial Bids	To be intimated later
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	http://eproc.rajasthan.gov.in , https://energy.rajasthan.gov.in/content/raj/energy-department/avvnl/en/home.html#
Bid Validity & Bid Security Validity	Bid Validity: 90 Days from the date of Financial Bid Opening Bid Security Validity: 180 days from date of Technical Bid opening. If required, the same shall be requested to be extended.

The prospective bidder should have the necessary competence, adequate financial standing, sufficient experience and expertise as per Qualification requirement detailed in this document.

Before bidding under this bid, bidder should ensure that: -

1. They are qualified as per QR mentioned in this document.
2. The offered solution/services shall meet the technical and scope of work requirement laid down in this document.


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NOTES:

1. The bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
2. Bidders who wish to participate in this tender will have to register on <https://www.eproc.rajasthan.gov.in> To participate in online tenders, Bidders will have to procure Digital Signature Certificate (Type – II or Type – III) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e. TCS, Safecrypt, Ncode etc. or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan for future assistance. Bidders who already have a valid Digital Certificate need not to procure a new Digital Certificate.
Contact No. 0141 – 4022688 (Help desk of RISL - 10.00 AM to 6.00 PM on all working days)
E-mail: eproc@rajasthan.gov.in
Address: e-Procurement Cell, RISL, YojanaBhawan, TilakMarg, C-Scheme, Jaipur.
3. Bidders should go through the website <https://www.eproc.rajasthan.gov.in> should refer to the website and go through the link “Help For Contractors”, “Information About DSC”, “FAQ” and “Bidders Manual Kit” and **Section-I** to know the process for submitting the electronic bids at the website.
4. The ‘Instructions to bidders’ and other terms and conditions of this tender pertaining to the bidding process generally follow the guidelines of e-tendering system of the government of Rajasthan, available at URL <https://www.eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this tender document and the GoR e-tendering system, the latter shall be final.
5. The complete tender document has been published on the websites, <https://energy.rajasthan.gov.in/content/raj/energydepartment/avvnl/en/home.html#and> <https://www.eproc.rajasthan.gov.in> for the purpose of downloading.
6. The downloaded tender document shall be considered valid for participation in the bid process subject to submission of required Tender fees, e-Tender Processing Fee & Bid Security Declaration as mentioned in the NIT Section table. A copy of receipt of the tender fees, e-Tender Processing Fees & Bid Security Declaration must be enclosed along with the Technical bid/ proposal failing which the bid will be summarily rejected. The last date of submission of these Original instruments is mentioned in the NIT Table. The Bidder must take due care in submitting the instruments and collecting receipts from Ajmer Discom so that the Originals are submitted in hard copy and receipt scans are uploaded with the Technical Bid, before the Bid Submission Deadline.
7. All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally by the Bidder. The Technical and Financial Bid which is uploaded on eproc portal must be signed and stamped on each relevant page by the designated Authorized Representative of the bidder. The name, designation and authority of the designated Authorized Representative of the Bidder shall be stated in the Bid.

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8. No contractual obligation whatsoever shall arise from the tender document/bidding process unless and until a formal contract is signed and executed between the Ajmer Discom and the successful bidder(s).
9. AVVNL disclaims any factual/ or any other errors in this tender document (the onus is purely on the individual bidders to verify such information) and the information provided herein are intended only to help the bidders to prepare a logical bid.
10. Bids will be considered only in the prescribed manner. Bids not submitted in the prescribed format will be summarily rejected without further evaluation.
11. Copies of various documents to be enclosed along with the bids must be legible and be self-attested by the authorized signatory with official seal. Claims made by bidder related to the project experience and other requirements shall be considered only when appropriate supporting documents are provided.
12. All the communication/correspondence including the Bid (Technical and Financial Bid) must be signed and stamped on each page by the designated Authorized Representative of the bidder failing which the bid will be summarily rejected.
13. The Bids can be submitted up to date and time given as specified in the NIT Table.
14. The complete bidding process is defined in the tender document.
15. In case, a bidder imposes conditions which are in addition or at variance or in conflict with the terms and conditions as specified in this tender document, all such bids will be summarily rejected.
16. Tendering Authority reserves the complete right to accept or reject in part or full any or all the bids without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the tendering authority.
17. In case, a dispute arises with regard to interpretation/ omission/ error in this tender document, bid submitted, other documents; the decision of SE (IT), AVVNL, AJMER will be final and binding upon the bidders.
18. Interested bidders may obtain further information from the office of The Superintending Engineer (IT), Ajmer Vidyut Vitran Nigam Ltd, IT Cell, Opp. 220 KV GSS, Naka Madar, Ajmer- 305001.


(V.K. Sancheti)
Superintending Engineer (IT)
AVVNL, Ajmer

Copy submitted/ forwarded to the following for information and needful action:

1. The Chief Engineer (IT-M&P), AVVNL, Ajmer.
2. The PA to Managing Director, AVVNL, Ajmer for kind perusal of MD Sb.
3. The PA to Director (Fin. /Tech.), AVVNL, Ajmer for kind perusal of Director Sb.


Superintending Engineer (IT)
