

TO BE PUBLISHED ON WEBSITE

Jaipur Vidyut Vitran Nigam Ltd.
Office of the Superintending Engineer (IT)
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E-PROCUREMENT TENDER NOTICE

E-tenders are invited for work of "To establish and operate 24x7 Customer Complaint Centre (CCC) on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to "No - Current Complaint"" against TN-46.

All details regarding tender will be available on website www.jaipurdiscom.in and www.eproc.rajasthan.gov.in w.e.f 5.12.2012.

Pre-bid conference will be held on 12 Dec 2012, 1:00 PM at Conference Hall, Jaipur Vidyut Vitran Nigam Ltd, Old Power House Premises, Ram Mandir, Banipark, Jaipur.


P.K.JAMINI

SUPERINTENDING ENGINEER (IT)

SHORT TERM NIT TN- 46

JVNL invites Technical & Financial eBids/proposals for the work of "To establish and operate 24x7 Customer Complaint Centre (CCC) on BOOR basis for a period of 3 years in the cities of Jaipur and Kota comprising two independent but integrated modules (1) Call center, (2) Fault Rectification Teams along with appropriate infrastructure for rectification of fault related to "No - Current Complaint" from experienced firms meeting minimum eligibility criteria as specified in the bid document.

The contract period shall be initially for three years renewable for such period or periods as mutually agreed.

Cost of Tender Document (non-refundable)	Rs. 5000/- (Rupees Five thousand Only)
e-Tender Processing Fee (Separate fee for Jaipur and Kota CCC) non-refundable	Rs.1000/- (Rupees One thousand only)
Estimated Project Cost Jaipur Package Kota Package	Rs. 15 crore (Rupees Fifteen crore only) Rs. 5 crore (Rupees Five crore only)
Earnest Money Deposit (EMD) Jaipur Package Kota Package	Rs. 30 lac (Rupees Thirty lac only) Rs. 10 lac (Rupees Ten lac only)
Publishing Date/Time	5 Dec 2012 , 12:00 hrs
Document Download / Sale Start Date	From 5 Dec 2012 , 13:00 hrs onwards at https://eproc.rajasthan.gov.in
Document Download End Date/Time	20-Dec-12 , 11:00 hrs onwards
Bid submission Start Date/Time & Place of submission of bids	5 Dec 2012 , 13:30 hrs onwards at https://eproc.rajasthan.gov.in
Bid submission Last Date/ Time	20-Dec-12 up to 11:00 hrs
Submission of Banker's Cheque/ Demand Draft for Tender Fee, EMD, and Processing Fee	Up to 19-Dec-12 upto 15:00 hrs at Office of Sr. Accounts Officer(TW), Jaipur Vidyut Vitran Nigam Ltd, Old Power house, Banipark, Jaipur
Date, Time and Place of Opening of Technical Bids	20-Dec-12 , 12:00 hrs at https://eproc.rajasthan.gov.in
Date & Time of Opening of Financial Bids	Will be intimated later to the Technically qualified bidders
Websites for downloading Tender	www.jaipurdiscom.in ,

Document, Corrigendum's, Addendums etc.	https://eproc.rajasthan.gov.in
Date, Time and Place of Pre-bid conference	12 Dec 2012, 13:00 to 14:30 Hours at Conference Hall, Old Power house, Ram Mandir, Banipark, Jaipur
Bid & EMD Validity	120 days from date of opening of part-A bid or 90 days from the date of opening of part-B bid whichever is later

Important Notes

- (1) This tender document contains two separate packages, package 1 for Jaipur city and Package 2 for Kota city i.e., the Customer Complaint Centre (CCC) is to be implemented independently.
- (2) The tender/bid shall only be submitted through online tendering system of www.eproc.rajasthan.gov.in.
- (3) Bidders who wish to participate in this tender will have to register on <http://eproc.rajasthan.gov.in> (bidders registered on eproc.rajasthan.gov.in before 30.09.2011 needs to register again). 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, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur.
- (4) Bidders should go through the website <https://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 BID DETAILS to know the process for submitting the electronic bids at the website.
- (5) 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 <http://eproc.rajasthan.gov.in>. However, wherever there is any anomaly between the conditions referred to in this document and the GoR e-tendering system, the latter shall be final.

- (6) The complete bid document has been published on the websites, www.jaipurdiscom.in and <http://www.eproc.rajasthan.gov.in> for the purpose of downloading.
- (7) The downloaded bid document shall be considered valid for participation in the bid process for both packages subject to submission of required Bid document fee of Rs. 5,000/- only (Rupees Five thousand only) and e-Tender Processing Fee (Separate fee for Jaipur and Kota CCC): Rs. 1,000/- (Rupees One thousand only) in Cash/ Demand Draft in favour of M.D, RISL payable at Jaipur. A copy of the bid document fee receipt must be enclosed along with the Technical bid/ proposal failing which the bid will be summarily rejected.
- (8) All the communication/ correspondence including the bid document (Technical and Financial Bid) should be signed digitally and stamped on each page by the designated authorized representative of the bidder.
- (9) No contractual obligation whatsoever shall arise from the RFP/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder(s).
- (10) JVVNL disclaims any factual/ or any other errors in this 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-proposal.
- (11) Bids will be considered only in the prescribed form/ document. Bids not submitted in the prescribed format will be summarily rejected and EMD submitted along with the bids shall be forfeited. Also, bidders should refrain from providing the information which is not relevant.
- (12) Copies of various documents to be enclosed along with the bid-proposals 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.
- (13) All the communication/correspondence including the bid document (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.
- (14) The Bids can be submitted up to date and time given as specified in the NIT.

- (15) The complete bidding process is defined in BID DETAILS and Section-I of this RFP document.
- (16) 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 RFP document, all such bid-proposals will be summarily rejected and EMD submitted along with the bids will be forfeited.
- (17) Tendering Authority reserves the complete right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No further discussion/ interaction will be held with the bidders whose bids have been disqualified/ rejected by the purchaser/ tendering authority.
- (18) In case, a dispute arises with regard to interpretation/ omission/ error in the RFP document, bid submitted, other documents; the decision SE (IT), JVVNL, JAIPUR will be final and binding upon the bidders.
- (19) Interested bidders may obtain further information from the office of the Superintending Engineer (IT), Jaipur Vidyut Vitran Nigam Ltd, Old Power House, Banipark, Jaipur on any working day between From 5-Dec-12 to 18-Dec-12 from 10:00 AM to 6:00 PM.
- (20) The tender document is common for both the package and the bidder needs to pay tender specification cost once to submit its proposals for one or both the packages.


04/12
SUPERINTENDING ENGINEER (IT)

J.V.V.N.L., JAIPUR