

ଓଡ଼ିଶା ବିଦ୍ୟୁତ୍ ଶକ୍ତି ସଂଚାରଣ ନିଗମ ଲି.ଠ.
ODISHA POWER TRANSMISSION CORPORATION LIMITED

(A Government of Odisha Undertaking)

Regd.Office: Janpath: Bhubaneswar-751022.

Telephone: (0674) 2540051 (EPABX), Website: www.optcl.co.in



CIN – U40102OR2004SGC007553

E-TENDER DOCUMENT FOR
IT FMS (Facility Management Support) Service for OPTCL

e- TENDER NOTICE NO TW-IT/OT/05/2022-23



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e- Tender Notice No. TW-IT/OT/05/2022-23

Dated: 30.12.2022

Office of Chief General Manager (IT), OPTCL, 3rd Floor, OPTCL TOWER, Janpath, Bhubaneswar, OPTCL invites bids in e-tender mode only from reputed eligible bidders for **“IT FMS (Facility Management Support) Service for OPTCL”** (For 2 Years) with an estimated cost of Rs. 1, 99, 68,000/- (Rupees One Crore Ninety Nine Lakh Sixty Eight Thousand only) conforming to the terms and conditions mentioned in the tender document.

The interested bidders would be required to enroll themselves on the tender portal www.tenderwizard.com/OPTCL. Complete set of bidding documents are available at the tender portal, www.tenderwizard.com/OPTCL or OPTCL’s website: www.optcl.co.in from 30-12-2022 (16.00 Hrs) up to 23-01-2023 (16.00 Hrs) for downloading the scope of supply and terms and conditions in detail. The due date & time of opening of techno-commercial bid shall be 16.30 Hrs on 24-01-2023.

N.B:- All subsequent addendums/corrigendum to the tender shall be hosted in the OPTCL’s official web site <https://www.optcl.co.in> and www.tenderwizard.com/OPTCL only.

The authority reserves the right to accept or reject any or all of the offers without assigning any reason thereof.

Chief General Manager (IT)



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For IT FMS (Facility Management Support) Service for OPTCL

Part – I

- SECTION-I : GENERAL INSTRUCTIONS TO BIDDERS
SECTION-II : DETAILED SCOPE OF WORK AND SERVICE LEVEL AGREEMENT
SECTION-III : TECHNICAL BID

Part-II

- SECTION-IV : PRICE BID
SECTION-V : TERMS & CONDITIONS.



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Part- I
SECTION -I

GENERAL INSTRUCTIONS TO BIDDERS:

The Odisha Power Transmission Corporation LTD (OPTCL) invites recognized, Registered, well established and financially sound IT FMS Service Providers for providing the IT FMS Service for use of OPTCL Corporate Office & field units. OPTCL, a Government of Odisha, Power Transmission Utility invites this FMS services for Hqrs., Field Units, SLDC and ZITCs in OPTCL across Odisha.

1. The Contract for providing aforesaid service will be for two years from the actual date of agreement or may be curtailed/ terminated before the due date owing to deficiency in service or substandard quality of personnel deployed for providing IT FMS Service by the selected service provider at the sole discretion of the corporation or because of change in the Corporation's requirements. The Corporation, however, reserves right to terminate the contract at any time after giving 7 (seven) days' notice to the selected provider, if the provider fails to provide quality of services or violates any terms of the agreement or without assigning any reason. In the event of such termination of the contract, the firm/ FMS service provider shall only be entitled for the amount for services actually provided under the contract till the termination of the contract, subject to deduction, if any, under the terms of contract. No other claims can be allowed or considered.
2. OPTCL has tentative requirement for IT FMS Service. Scope for variation of 25% in the mentioned requirement should be kept as per requirement of the Corporation.
3. The broad FMS services required are as follows:-

Broad category of IT FMS Services in Hqrs. Office

- i. IT Helpdesk Service (Minimum 32 man hours per day)
- ii. IT Maintenance Service (Minimum 16 man hours per day)
- iii. IT Network Support Service (Minimum 8 man hours per day)
- iv. VC Support Service (Minimum 16 man hours per day)
- v. Software Development Assistance Service (Minimum 8 man hours per day)

Broad category of IT FMS Services in Field Units

- i. IT Support Service at Field Units (Minimum 120 man hours per day)
(In SLDC, PTC-Chandaka, 4 Zones and 8 ZITCs i.e. base locations covering all the offices under their respective jurisdiction)

4. (A) QUALIFICATION & EXPERIENCE OF PERSONNEL TO PROVIDE IT FMS SERVICE:

- i. Minimum Educational Qualification:

Sl No	Category of IT FMS Service	Qualification & Experience	Age limit
1	Software Development Assistance Service	The FMS personnel should have passed B.E./ B.Tech (CSE, IT) or MCA from a recognized University with minimum 5 year experience in Oracle, Form Builder, Java, Oracle EBS Development etc.	Minimum: 18 years & Maximum: 50 years as on date of deployment

2	IT Support Service at Field Units	The FMS personnel should have passed B.E. / B.Tech (Any Discipline) or MCA from a recognized University with minimum 2 year experience /in similar job profile.	Minimum: 18 years & Maximum: 50 years as on date of deployment
3	IT Helpdesk Service	The FMS personnel should have passed B.E. / B.Tech (Any Discipline) or MCA from a recognized University, certificate in helpdesk professional course and having minimum 2 years' experience /in similar job profile.	Minimum: 18 years & Maximum: 50 years as on date of deployment
4	Maintenance, N/W, VC Support Service	The FMS personnel should have passed Graduation/Diploma from a recognized University with PGDCA and should have done at least one of the H/W - N/W Courses (DCHA, CCNA, and ADCHN) with minimum 2 year /experience in similar job profile.	Minimum: 18 years & Maximum: 50 years as on date of deployment

ii. Should have possessed prescribed Physical Standards.

(B) i. OPTCL shall verify the suitability of the candidates before deployment by IT FMS Service provider / agency.

ii. **The Personnel deployed for IT FMS Service will be well dressed as per the formal dress code prescribed by the FMS service provider with Identity card.**

iii. List of personnel short listed by the Firm for deployment for providing IT FMS Service containing full details i.e. date of birth, marital status, address, educational qualification etc. shall be submitted.

iv. Copies of certificates about required qualifications of individual persons shall be submitted by the Agency before deployment.

5. Validity:

The Offer should be valid for a period of 180 days from the date of opening of technical bid, failing which the tender will be liable for rejection.

6. Price:

The price quoted should be firm and should be in Indian Rupees. The details regarding quoting of price bid are indicated in Section III of price bid format. Quoting in any other form than the enclosed Bid format will make the offer liable for rejection. The rate quoted shall remain firm throughout the period of the contract.

7. Duration of Contract:

The effective date of the contract for providing the aforesaid services shall be the date of the contract agreement made and would continue till completion of 02 (Two) years, The Management of OPTCL, reserves the right to terminate the contract by giving 01 (One) months' Notice to the selected Firm / Agency (s).

8. Eligibility Criteria of Bidders:

The bidders shall meet the following minimum eligibility requirement through supporting document to qualify for participation in the bidding process:-

Technical Criteria		
	Description of Criteria	Required Supporting Document
(i)	The bidder shall necessarily be a legally valid entity, with minimum 3 (three) years of experience in providing similar services by the last date of submission of the bid.	Attested copy of Certificates of incorporation/ registration issued by the respective authority along with copy of MoA and AoA indicating business in similar services.
(ii)	The bidder shall have Quality Certificate (ISO 9001:2015) and ISO 27001 for related field, that is designing monitoring & operation of IT Infrastructure & Network, IT Security & at the time of submission of the bid (bidder has to ensure that the certificate remains valid during the life cycle of the project).	Necessary Certificate in this regard may be attached.
(iii)	Should have at least 1 (one) ongoing contract in similar service valued more than Rs.1 crore with a government / PSU/government undertaking in a single order by the date of submission of bid.	Necessary Certificate in this regard may be attached.
(iv)	The Bidder must duly authorized their signatory.	Power of attorney / authorizations must be enclosed along with the tender.
(v)	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government department/office and has no criminal case pending in any court of law as on date of proposal.	Undertaking as per Schedule . Undertaking needs to be provided in letter head of bidder.
(vi)	The registered office / Branch office of the Service provider must be located within the jurisdictional area of Corporate office of OPTCL.	Valid address proof of the office.

Financial Criteria		
(i)	The Bidder must have their own Bank Account	Attested supporting Documents
(ii)	The Bidder must be a regular IT return Filer, Copy of IT Returns for last three financial years.	Duly attested supporting documents.
(iii)	Bidder should be registered with the income Tax, Goods and Services Tax and also registered with Employees provident fund Organization,	Copies of PAN, GSTIN, IT Returns of the last 3 years, EPF Registration, ESI Registrations.

	Employees State Insurance Corporation.	
(iv)	The Bidder must have minimum average turn-over of 10 Crore for last 3 consecutive years. The net worth of the company must be positive and healthy.	Duly attested copy from the statutory auditor / chartered accountant has to be provided certifying Organizations turn over during last three financial years.
(v)	The Bidder must have provided their Bank Details along with IFS Code, Branch Code, RTGS details along with a crossed cheque.	Self-attested supporting Documents.

N.B:

1. Net Worth of the Agency as on 31st March of previous Financial Year should be positive. In case due to COVID-19, the audited balance sheet for the year 2021-22 is not available, the balance sheet of the previous year i.e. 2010-21 will be considered with undertaking from the statutory auditor.
2. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.

9. (A) Submission of Bids:

A. GENERAL INFORMATION TO THE BIDDERS

i. Name of the Project: IT FMS (Facility Management Support) Service for OPTCL

ii. The prospective bidders are advised to register their user ID, Password, company ID in the website www.tenderwizard.com/OPTCL by clicking on hyper link "Register Me".

b. Submission of Bids

- i. The bidder shall submit the bid in Electronic Mode only i.e. www.tenderwizard.com/OPTCL. The bidder must ensure that the bids are received in the specified website of the OPTCL by the date and time indicated in the Tender notice.
- ii. Bids submitted by telex/telegram will not be accepted. No request to collect the Bids in physical form will be entertained by the OPTCL.
- iii. The OPTCL reserves the right to reject any bid, which is not submitted according to the instructions stipulated.
- iv. The participants to the tender should be registered under IT Act, GST Act.
- v. The Bidder must possess Compatible Digital Signature Certificate (DSC) of Class-III mandatorily.
- vi. Contractors / Vendors / Bidders are requested to follow the below steps for registration
 1. Click "Register", fill the online registration form.
 2. Pay the amount of **Rs. 2360/-** through online in favour of KSEDC Ltd. Payable at Bangalore. This registration is valid for one year.

3. Send the acknowledgment copy for verification.
4. As soon as the verification is done the e-tender User ID will be enabled.
- vii. After viewing Tender Notification, if bidder intends to participate in tender, he has to use his e-tendering User Id and Password which has been received after registration and acquisition of DSCs.
- viii. If any Bidder wants to participate in the tender he/ she will have to follow the instructions given below:
 1. Insert the PKI (which consist of your Digital Signature Certificate) in your System (Note: Make sure that necessary software of PKI be installed in your system)
 2. Click / Double Click to open the Microsoft Internet Explorer (This icon will be located on the Desktop of the computer).
 3. Go to Start > Programs > Internet Explorer.
 4. Type www.tenderwizard.com/OPTCL in the address bar, to access the Login Screen.
 5. Enter e-tender User Id and Password, click on "Go".
 6. Click on "Click here to login" for selecting the Digital Signature Certificate.
 7. Select the Certificate and enter DSC Password
 8. Re-enter the e-Procurement User Id Password
- ix. To make a request for Tender Document, Bidders will have to follow below mentioned steps:
 1. Click "Un Applied" to view / apply for new tenders.
 2. Click on Request icon for online request
 3. Enter the required fields including details of online for tender Processing fee
- x. After making the request Bidders will receive the Bid Documents which can be checked and downloaded by following the below steps:
 1. Click to view the tender documents which are received by the user
 2. Tender document screen appears
 3. Click "Click here to download" to download the documents
- xi. After completing all the formalities Bidders will have to submit the tender and they must take care of following instructions:
 1. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender or not
 2. Note down / take a print of bid control number once it is displayed on the screen
- xii. Competitors bid sheets will be available in the website
- xiii. For any e-tendering assistance, contact help desk number: [080- 40482000](tel:080-40482000) (Bangalore)

C. SCHEDULE OF BIDDING

- 1 Type of Bidding : Two- part bidding
- 2 Tender Documents : The bidders can view the tender documents from Website "www.optcl.co.in" free of cost
- 3 Tender Cost : **14,160/-**(non-refundable) including GST.
- 4 Mode of paying Tender cost : Demand Draft payable to Drawing and Disbursing officer, Headquarters office, OPTCL, Bhubaneswar. The DD must be issued by a Nationalized/ Scheduled Commercial bank on or before the last date for sale of bidding documents, as per clause (j) below
- 5 Tender Processing Fee(Online Payment) : The bidders shall have to submit non-refundable tender processing fee of **₹5900.00/-** (including GST@18%) in the form of online payment in favor of K.S.E.D.C. Ltd, Payable at Bangalore.
- 6 Submitted Tender Cost, Tender Processing Fee : The bidders shall scan the Demand Draft towards tender paper Cost and online payment receipt towards tender processing fee and upload the scanned image in the prescribed form in .gif or .jpg format in addition to submitted original.
: The said demand draft is to be submitted in original at the office of the undersigned on or before the last date & time of submission of tender
- 7 Date of commencement of Sale of bidding document : **30/12/2022 (16:00Hrs)**
- 8 Last date of sale of bidding document : **23/01/2023(16:00Hrs)**
- 9 Last date and time for submission of bids : **23/01/2023 (16:30Hrs)**
- 10 Date of Pre-Bid meeting : **10/01/2023 (11:30Hrs)**
- 11 Time and date of opening of Techno-commercial bids : **24/01/2023 (16:30Hrs)**
- 12 Time and of opening price bids : Will be Intimated Later

- 13 Place of opening of bids : Office of Chief General Manager (IT), 3rd Floor, OPTCL Tower, OPTCL, Janpath, Bhubaneswar-751022
- 14 Address for communication : Chief General Manager (IT), 3rd Floor, OPTCL Tower, OPTCL, Janpath, Bhubaneswar-751022

The participants to the tender should be registered under ODISHA GST.

While every effort has been made to provide comprehensive and accurate background information, and requirements, Bidders must form their own conclusions about the provisions needed to meet OPTCL's requirements. Bidders and participants to this tender may consult their own legal advisers in relation to this tender before submission of Tender.

(C) Submission of Technical Bid & Documents to Accompany the Bid:

The intending Bidders are required to submit the technical Bid in the prescribed format as in section II of tender specification and also submit copy of the following documents, along with the Technical Bid, **failing which their bids shall be summarily/ out rightly rejected and will not be considered for further evaluation:**

- I. Cost of tender paper to be paid online through e-payment gateway link provided in e-tender portal (by using Net Banking, Debit Card or Credit Card).
- II. Attested copy of registration certificate of Agency / Firm / Company.
- III. Certified copy of the statement of bank account of agency for the last three years;
- IV. Attested copy of PAN / GIR Card;
- V. Attested copy of the latest IT return filed by agency;
- VI. Attested copy of GST registration certificate;
- VII. Attested copy of the E.P.F. registration letter / certificate;
- VIII. Attested copy of the E.S.I. registration letter / certificate;
- IX. Certified documents in support of the financial turnover of the agency;
- X. Copy of the Tender Document with each page duly signed and sealed in each page by the authorized signatory of the Bidder / Agency in token of their acceptance.
- XI. Annexure F.(if in form of BG)
- XII. Power of Attorney/authorization for signing the bid documents.
- XIII. An undertaking regarding blacklisting of the Firm/Agency/Company and on criminal case pending against the Director of the firm/Company/Agency participating in the tender.
- XIV. Letter of application on the Bidders letter head in Form-T1.
- XV. All required Forms & Annexures provided in the Tender.

(D) Submission of price Bid (part-II):

The tenderers are required to submit the price Bid in the prescribed format as in section V.

(E) Earnest Money Deposit:

EMD amount Nil. However bidder has to submit "bid security declaration" in Bid Security Declaration Form (**Annexure-A**) given below that if they withdraw or modify their bids during the validity period "they will be suspended/debarred for a period of three years".

(F) Conditional Offer:

Conditional offer shall not be accepted.

(G) Opening of Bids.

- i.** The part-I shall be opened on the date and time fixed by the OPTCL. Bids will be opened in tender wizard portal only on the due date of opening of tender. After scrutiny of the technical particulars and other commercial terms, clarifications, if required, shall be sought for from the bidders. The Tenderers shall be allowed 15 days' time for submission of such clarifications.
- ii.** The price bids [Part-II] of such of the Tenderers, whose tenders have been found to be technically and commercially acceptable, including those supplementary revised price bids, submitted subsequently, shall be opened through tender wizard portal on a date and time which will be intimated to all technically and commercially acceptable Tenderers.
- iii.** The price bids of the technically and otherwise acceptable bids shall only be evaluated.
It should be distinctly understood that the part-II of the bid shall contain only details/documents relating to price. Inclusion of any of the documents/information etc. shall render the bid liable for rejection.
- iv.** In the event of discrepancy or arithmetical error in the schedule of price, the decision of the Management shall be final and binding on the Tenderer.
- v.** For evaluation the price mentioned in words shall be taken if there is any difference in figure and words in the price bid.

(H) Management's Right to Reject Bids:

The Management reserves the right to reject any or all the tenders without assigning any reasons what so ever.

(I) Performance Bank Guarantee(PBG) :

The successful Bidder will have to submit PBG @ 03% of the contract (The PBG % subject to Govt./OPTCL guideline) value from any Nationalized Bank drawn in favor of CGM (IT), OPTCL, Bhubaneswar and payable / en-cashable at Bhubaneswar covering the contract period. The same shall be submitted by the agency during office hour to the CGM (IT) OPTCL, Janapath, Bhubaneswar – 751022.

(J) Evaluation of Bid: -

The Tender shall be evaluated at the Corporate Office and the job may also be split among more than one Tenderer if considered necessary in the interest of the Management. OPTCL may alter the quantity of service/ locations at the time of placing orders. Initially the order may be placed for current requirement with full freedom to place extension orders for further quantity under similar terms and conditions of the original orders.

SECTION-II

DETAILED SCOPE OF WORK AND SERVICE LEVEL AGREEMENT (SLA)

Terms:-

OPTCL: - Odisha Power Transmission Corporation Limited/ Purchaser of the FMS Service.

EA: - Executing Agency/ Firm/ Prospective selected bidder/ FM Contractor

Locations of OPTCL where FMS service required

OPTCL Hqrs. Office → 1 No.
Zone ----- → 4 Nos.
Circle ----- → 16 Nos.
Division ----- → 64 Nos.
Grid Substation/ ---- → 192 Nos.
Sub Division
Sections ----- → 79 Nos.
Zonal IT Center ----- → 8 Nos.
SLDC ----- → 1 No.
PTC, Chandaka ----- → 1 No.

Base Location where FMS Service provider's presence required during office hours

OPTCL Hqrs. Office → 1 No.
Zone ----- → 4 Nos.
Zonal IT Center ----- → 8 Nos.
SLDC ----- → 1 No.
PTC, Chandaka ----- → 1 No.

Broad category of IT FMS Services in Hqrs. Office

1. IT Helpdesk Service (Minimum 32 man hours per day)
2. IT Maintenance Service (Minimum 16 man hours per day)
3. IT Network Support Service (Minimum 8 man hours per day)
4. VC Support Service (Minimum 16 man hours per day)
5. Software Development Assistance Service (Minimum 8 man hours per day)

Broad category of IT FMS Services in Field Units

1. IT Support Service at Field Units (Minimum 120 man hours per day)
(In SLDC, PTC-Chandaka, 4 Zones and 8 ZITCs i.e. base Locations covering all the offices under their respective Jurisdiction)

SLA (Service Level Agreement)

For base locations:-

Response Time – 15 Mins

Resolution Time – 2 Hrs.

For other locations:-

Response Time – 30 Mins

Resolution Time – 48 Hrs.

Detailed Scope of IT FMS Services**1) IT Helpdesk Service**

Helpdesk service includes ensuring service through an online Helpdesk to act as a single-point-of contact, via a telephone number, email and Web Assistance for OPTCL/SLDC's End Users who require assistance in the resolution of IT related problems, concerns, and questions and to request Services.

FM Contractor will provide service through skilled Service desk personnel during agreed service window. The Users can call the centralized Service Helpdesk to log the call and get assistance through a designated person who will provide telephone support during such hours.

FM Contractor is required to develop and document service processes conforming to reasonable level or standards.

(i) Hardware & Software Help Desk Services cover

Hardware: PCs, Printer, Scanner and other IT peripherals

Software: Legacy Systems like; Financial Accounting (TF), Payroll and Cash Management.

ERP Systems (e-Shakti)/SAP modules, GIS. Digitization of Drawings

- a) Provide HIGH level support for hardware and software, including incident logging, assigning incident numbers and dispatching the appropriate support personnel or vendor to remedy a problem.
- b) Provide system status messages, as requested.
- c) Notify designated personnel of systems or equipment failures, or of an emergency, according to the Procedures Manual.
- d) Provide OPTCL with complete and timely problem status through the problem tracking system, as requested;
- e) Maintain an updated help desk personnel contact listing.

(ii). Management Services

- a) Provide "ownership-to-resolution" of all help desk calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system;
- b) Record, analyse and report on calls received by the help desk, including:
 - i. Call volumes and duration.
 - ii. Incident & Problem trends.
 - iii. Call resolution time

- c) Assign priorities to problems based on queries, and requests based on the guidelines/SLA provided by OPTCL.
- d) Monitor and report to OPTCL on maintenance vendor performance.
- e) Provide input to OPTCL on End User training requirements based on help desk call tracking and analysis
- f) Update contact list of users initially provided by OPTCL.

(iii) User Oriented Services

A). FM Contractor's Responsibilities

- a) Ensure availability for user requests, such as new user Ids, address changes, routing requests, and password changes.
- b) Advise the End User to take reasonable steps to backup information, if possible, prior to attempting to effect a resolution either by phone or hands-on during desk Side support service.
- c) Assist End Users with Office automation and e-Mail "HOW TO" and usage questions.
- d) Build FAQs and publish on help Desk so as to prompt avoidable calls.

B) OPTCL's Responsibilities

- a) Help FM Contractor define help desk call prioritization guidelines, as a one-time activity or if necessitated during periodic reviews and/or on change in requirements, problem severity codes and escalation procedures.
- b) Define FAQs on various problem areas in H/W or S/W to be incorporated in the IT tool.
- c) Provide updated contact listing, as a one-time activity for use by help desk personnel in contacting OPTCL. Appropriate personnel for assistance/notification, as specified above.
- d) Initially, ensure all OPTCL, End Users has a basic level of understanding of the new service delivery process, including the Hardware, Software and Services to be supported by the Help desk.
- e) Communicate support responsibilities and procedures to OPTCL business unit contact personnel.
- f) Assist FM contractor, as requested, in the resolution of problems outside the scope of FM
- g) Contractors responsibilities or recurring problems, which are the result of End User error.
- h) Assist FM Contractor in ensuring that OPTCL's other vendors report problem status and resolution back to the help desk.
- i) Provide an adequate level of system authority for all Hardware, Software and resources for which FM Contractor has problem resolution responsibility and communications access.
- j) Assist FM Contractor in the development of help desk operational procedures by providing input to and review and approval of such procedures. This will be a onetime exercise.
- k) Allow FM Contractor, on case to case basis, to utilize remote access capability to remotely Diagnose problems if required; and

I) Report problems and forward requests to the service desk.

2) IT Maintenance Service

Maintenance Support includes attending the calls of users assigned by helpdesk team related to issues associated with IT Peripherals like PC, Printer, Scanner and any other IT equipment at OPTCL Hqrs. and equipment brought for repair and maintenance from field units to Hqrs. OPTCL.

Desk Side Technical Support Services

This service provides maintenance for IT equipment (desktop, laptop & peripherals such as printers etc.), including Warranty service management, coordination and claims processing.

FM Contractor's Responsibilities

- i) Provide single-point-of-contact to End Users for the resolution of Desk side related problems or to request an equipment upgrade or consultation.
- ii) Provide Desktop Maintenance services, corrective maintenance to remedy a problem, and scheduled health check to maintain the Desktop in accordance with manufacturers' specifications and warranties;
- iii) Ensure issue resolution with the appropriate vendor maintenance provider for Hardware maintained under third party agreement.
- iv) Upgradation or modification of existing hardware or software on desktop machine and servers which include substitution of hard-disk driver, upgrading java, oracle database to specific version etc.
- v) Coordinate and schedule maintenance activities with the End User and OPTCL appropriate support functions, such as network support, facilities support, etc., subject to the Change Management Procedures.
- vi) Implement Recovery Procedures.
- vii) Escalate and render assistance to OPTCL for problems out of scope for FM Contractor but are affecting the services.
- vii) Identify network, operational and software related problems and escalate to respective teams.
- viii) Implement Anti-Virus/Spam/Worm/Spy tools to be supplied by OPTCL.
- ix) Support for Logical Security Control and loading of patches/signatures as available for OPTCL

OPTCL's Responsibilities

- i) Allow access by vendor maintenance personnel or FM Contractor to OPTCL's designated locations for purposes of problem diagnosis and repair.
- ii) Provide a suitable environment for machines, as specified by the machine's manufacturer;

- iii) Provide all upgrades and replacements (not provided under a warranty or maintenance agreement);
- iv) Provide secured storage area for spare parts inventory.

3) IT Network Service

- i) Network support includes works related to network passive components like CAT-6 Cable laying, crimping etc.
- ii) The overall Management and Maintenance of Networking by Checking and Managing network status and taking remedial action in case of faults. This involves active coordination with the network Service providers.
- iii) Identify network related problems and escalate to respective teams.
- iv) Management of Network links and associated testing from time to time.
- v) Installation of VPN clients in the user's pc through remote desktop login.
- vi) IP Configuration as per the requirement.
- vi) Preparation of reports related to network links, devices as per the requirement of OPTCL.
- vii) Doing 2nd level diagnosis of the user's calls related to network forwarded through helpdesk and take appropriate action as per the SOP.
- viii) Liaison with network vendors to resolve the network issues within SLA.
- ix) Maintain and report network vendors' SLA for calculation of penalty from the network contracts.

4) Video Conferencing

To provide support for day to day various meeting held through video conferencing at OPTCL.

To configure different video conferencing platforms as per the need of OPTCL users.

Installation of admin and client software for video conferencing.

Should ensure simultaneous video conferencing in different conference room of OPTCL.

Ensure work in close collaboration with the officer in charge of video conferencing in OPTCL.

5) Software Development Assistance

To assist in attending the in-house application development assigned by respective owner of the IT Application in OPTCL.

To configure and manage the current software application hosted in OPTCL.

To suggest state of the art technology in IT application development so as to enable OPTCL to migrate to the newer system to save money.

To gather requirement from user departments and suggest automation of legacy system.

To prepare MIS report from the different application environment.

6) IT Support Service at Field Units

IT Support Service at field unit shall act as the first level of diagnosis of the users' calls/issues.

i) Hardware Maintenance Support Service: PCs, Printer, Scanner and other IT peripherals

All the IT peripherals in field units of OPTCL are either under warranty/AMC or non-warranty/amc. The FM contractor shall try to resolve the issue upon analysing at the user's end or over telephonic support or through remote desktop connection. If the issue needs escalation to the next level, then the FM Contractor shall raise a ticket with the respective warranty/amc vendor through central IT helpdesk team. If the equipment is neither under warranty nor AMC then, the FM Contractor shall do market study and suggest required spare parts to be purchased and upon purchase by OPTCL the FM contractor shall perform necessary installation of the spare parts to make the system up, ready and running.

ii) Software and OS Management Support Service:

The FM Contractor shall perform OS installation, update, performance tuning by taking proper back up of users' data. The FM Contractor shall also install the required application softwares like office, adobe etc.

OPTCL shall facilitate in providing the required Operating System, application software and USB drive for taking backup.

iii) Application Management Support Service: Legacy Systems like ; Financial Accounting (TF), Payroll and Cash Management, SAP, ERP/eShakti, AMI, GIS, Digitization of Drawings etc.

The FM Contractor shall do necessary configuration changes and help the end users in operating the application hosted from OPTCL data center and through cloud.

OPTCL shall provide before hand training to the FM Contractor.

The FM Contractor shall provide HIGH level support for hardware and software, including incident logging, assigning incident numbers and dispatching the appropriate support personnel or vendor to remedy a problem.

iv) Network support Service:

The FM Contractor shall ensure the following activities related to network management.

a) Maintenance of passive components like CAT-6 Cable laying, crimping etc.

b) The overall Management and Maintenance of Networking by Checking and Managing network status and taking remedial action in case of faults. This involves active coordination with the network Service providers.

c) Identify network related problems and escalate to respective teams.

d) Management of Network links and associated testing from time to time.

e) Installation of VPN clients in the user's pc through remote desktop login.

f) Preparation of reports related to network links, devices as per the requirement of OPTCL.

g) Doing 1st level diagnosis of the user's calls related to network and try to resolve locally at the site office of OPTCL. If needs escalation, forward to network team through helpdesk and take appropriate action as per the SOP.

h) Liaison with network vendors to resolve the network issues within SLA.

i) Maintain and report network vendors' SLA for calculation of penalty from the network contracts.

j) In case of network cable cut, the FM Contractor shall do site visit to diagnose the issue and suggest OPTCL for necessary spares and paid services required to restore the connectivity. The FM contractor shall be responsible for restoration of the fault till completion.

v) VC support Service:

The FM contractor shall assist over phone/ in person/ remote desktop connection to the end user in conducting day to day meeting held through video conferencing at OPTCL.

Installation of admin and client software provided by OPTCL for video conferencing.

Should ensure simultaneous video conferencing in different field units of OPTCL under the respective ZITC jurisdiction.

vi) Training and Sensitization:

The FM Contractor shall impart training on the IT applications, SAP modules, systems etc. to the end users of OPTCL from the base locations and/or any other location decided by OPTCL from time to time.

OPTCL shall impart necessary before-hand training to the FM Contractor for further training to the users.

The FM Contractor shall act as an interface between IT dept. and end users of OPTCL to sensitize the end users on the systems and services provided by IT department which shall bridge the communication gap and save time.

vii) On Tour Support

The FM Contractor might have to give onsite support at remote locations of the respective ZITC jurisdiction when no alternative mode of support is left. Per base location, the FM contractor may have an average of 5 days of tour per month on the higher side which shall be calculated on yearly basis. The jurisdiction of each ZITC/base location may vary up to 60 units across the radius of 150KMs. Movement of the FMS personnel as per the requirement of OPTCL within the radius of 7KM of the base location of the deployed personnel shall not be considered as tour rather it should be considered as the service in the base location.

No separate payment/re-imburement shall be made to the FM Contractor for making tour. So, accordingly, the price may be quoted taking into account the tour aspect.

The tour should be initiated with a requisition from the end user where no other form of support like telephonic/ remote support is manageable then, approved by CGM (IT). The person doing the tour shall have to produce OPTCL end user request, approval mail of CGM(IT), duly signed in ITSR form having tri-party signature of OPTCL end user, FMS personnel and reporting officer of the FMS personnel after completion of the tour job successfully.

The ITSR form shall contain a field which shall mention that, necessary tour advance has been provided by the agency to the personnel doing the tour without which the tour shall be considered vague.

Reporting and Performance Certification for Invoice Processing

The FM Contractor's personnel shall report to the officer nominated by OPTCL at the respective base location on every official working day. The work shall be carried out by ITSR (IT Service Request)/Service call Forms duly signed by the FM Contractor, the end user and the reporting officer for each and every call. At the end of every month the reporting officer of OPTCL at respective base locations shall certify the work performance of the FM Contractor which shall be the primary supporting document for invoice processing. The FM Contractor may be called beyond office hours/days as per the official need and situational requirement of OPTCL.

***NB:-** The FM Contractor shall ensure service as and when required and as the need arises from time to time for any other official IT requirements not mentioned hereunder the scope of work. The same may not be treated as beyond the scope work and may not be charged extra on OPTCL as the fragments of each and every IT work shall contribute towards smooth running of IT System and Service as whole in OPTCL which is the goal of this FMS Contract.*

A. Method of Selection before deployment

The successful bidder shall provide the list of persons under the regular payroll of the firm to be deputed for providing OPTCL IT FMS service. Officer nominated by CGM (IT), OPTCL shall verify the certificates of qualification and conduct interview before deployment of the FMS personnel.

B. Alteration of deployed FMS personnel in the middle of contract

The successful bidder may change IT Personnel deployed for OPTCL FMS service in the middle of contract only after getting approval of CGM (IT), OPTCL and again following the selection criteria as mentioned for the new person to be deployed as replacement.

C. Performance Evaluation for Smooth Delivery of Service

The successful bidder shall designate one single point of contact from their side to communicate with the GM (IT) for FMS related to service delivery and performance of the FMS personnels from time to time. A meeting in every fortnight (15 days) is to be scheduled to discuss various aspect of services being rendered during the tenure of the-contract.

D. Intra OPTCL job rotation:

The FM Contractor's FMS personnel shall be deployed at different field locations of OPTCL as per the interest of OPTCL and by the approval of CGM (IT), OPTCL. The job rotation of the deployed persons can only be done upon the approval of CGM (IT) once deployed under OPTCL FMS contract.

E. PAYING OFFICER:-

Separate work orders for OPTCL & SLDC shall be placed to the L1 bidder.

The Drawing & Disbursing Officer of OPTCL & SLDC Office, Bhubaneswar shall be the paying officer for this contract.

SECTION-III

TECHNICAL BID

Providing IT FMS Service for OPTCL

TENDER SPECIFICATION NO. _____ OPTCL _____ Dated _____

Technical Compliance Sheet

Bidders need to submit the Technical Compliance Sheet or Deviations (if any) as per the Technical Specification mentioned.

Sl. No.	SERVICE DESCRIPTION	MINIMUM REQUIREMENT	Compliance (Yes/No)	Deviations if any
1	IT Helpdesk Service	Minimum 32 man hours per day		
2	IT Maintenance Service	Minimum 16 man hours per day		
3	IT Network Support Service	Minimum 8 man hours per day		
4	VC Support Service	Minimum 16 man hours per day		
5	Software Development Assistance Service	Minimum 8 man hours per day		
6	IT Support Service at Field Units	Minimum 104 man hours per day		
7	IT Support Service at Field Units (SLDC)	Minimum 16 man hours per day		

Signature with Date

Name in Block Letters

Seal of the Company

Note: In case of any deviations, specific comments are to be filled in the deviation column. If the space is insufficient, a separate sheet may be enclosed.

1. Name of the Bidder : _____
2. Name of the Proprietor / Partner / MD/Director : _____
3. Full Address of Registered Office of the Bidder : _____

 Telephone No.: _____
 FAX No. : _____
 E-Mail _____ Address: _____
-
4. Full address of Operating / Branch Office of the Bidder : _____

 Telephone No.: _____
 FAX No. : _____
 E-Mail _____ Address: _____
-
5. Name & telephone no. of Authorized officer/person to liaise with OPTCL Corporate Office : _____
6. Banker of the Bidder : _____
 (Enclose certified copy of statement of A/c for the last Two years) _____
 Telephone Number of Banker _____
7. PAN / GIR No. : _____
 (Enclose attested copy)
8. GST Registration No. : _____

(Enclose attested copy)

9. E.P.F. Registration No. : _____
(Enclose attested copy)

10. E.S.I. Registration No. : _____
(Enclose attested copy)

11. Financial turnover of the Bidder for the last three consecutive Financial Years
(Audited Account):

Financial Year	Amount (Rs. Lakhs)	Remarks, if any
2019-20		
2020-21		
2021-22		

12. Details of the the ongoing contracts shall be enclosed with the Technical Bid (if the space provided is insufficient, a separate sheet may be attached).

13. Additional information, if any:
(Attach separate sheet if space provided is insufficient)

Date:

Signature of authorized person

Place:

Name:

Seal:

FORM -T1: LETTER OF APPLICATION
(On the Bidders Letter Head)

[Location, Date]

To,

The CGM (IT)
OPTCL, Corporate Office, Janpath,
Bhubaneswar-22

Sub: - Providing IT FMS Service.

Dear Sir,

With reference to your tender dated _____, I have examined all relevant documents and understood their contents, hereby submit our Technical and Financial Proposal for the proposed service [Name of the Service]

1. All information provided in the proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective original document. This Statement is made for the express purpose of engagement as the Contractor for the aforesaid Assignment.
2. I shall make available to the Authority any additional information if any deemed necessary or required.
3. **I acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.**
4. I certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
5. I declare that:-
 - a. I have examined and have no reservations to the tender Document, including any Addendum issued by the Authority.
 - b. I do not have any conflict of interest in accordance with the prescriptions in the tender Document.
 - c. I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable

practice or restrictive practice, as defined in the Tender Document.

d. I hereby certify that we have taken steps to ensure that in conformity with the provisions of the tender, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

6. I agree and understand that the proposal is subject to the provisions in the Tender Document. In no case, shall I / we have any claim or right of whatsoever nature if the Assignment is not awarded to me / us or our proposal is not opened or rejected.

7. I agree to keep this offer valid for 180 (one hundred eighty) Days from the proposal Due Date specified in the Tender Document.

8. In the event of my firm being selected as the Contractor, I agree to enter into an Agreement in accordance with the form which shall be provided by Client. We agree not to seek any changes in the aforesaid form and agree to abide by the same.

9. I agree and undertake to abide by all the terms and conditions in the Tender Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms in the Tender Document.

Yours sincerely,

Authorized Signature [In full and initials]

Name and Title of Signatory

Name of Firm Address

FORM -T2 INFORMATION ABOUT THE BIDDER

A. BIDDER ORGANISATION

1. State the Status of the Bidders Organization.

2. State the following

- Name of the Company/Firm/Agency:
- Country of incorporation :
- Registered Address :
- Year of Incorporation :
- Year of commencement of business :
- Principal place of business :
- GSTIN :
- PAN:
- Brief description about the Organization including details of its main lines of business:
 - a) Name :
 - b) Designation:
 - c) Address:
 - d) Phone No. :
 - e) Fax No. :
 - f) E-Mail Address:

3. Details of individual (s) who will serve as the point of contact / communication for AUTHORITY within the Firm/ Agency.

- a) Name:
- b) Designation:
- c) Address:
- d) Telephone No. :
- e) E-Mail Address:
- f) Fax No. :

Date:

Place:

Signature of authorized person

Name:

Seal:

FORM -T3: POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

POWER OF ATTORNEY FOR AUTHORISED
SIGNATORY

Know all men by these present, we _____ (name and address of the registered office) do hereby constitute, appoint and authorize Mr. /Ms. _____ (name and address of residence) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for [IT FMS Service].

We do hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Executant
Signature of
Attorney

(Name, Title and Address of the Attorney) Attested.

Notes:

1. To be executed by the sole Bidder.
2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
3. Also, where required, the executants (s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
4. In case the Proposal is signed by an authorized Director of the Bidder, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the power of Attorney.

FORM-T4: EXPERIENCE OF SIMILAR WORKS

Name of Bidder:

Details of ongoing IT FMS project

Sl. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing project)	Period of Service	Description of service provided	No of Personnel deployed/provided	Total cost of work (in INR cr.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

Date:

Signature of authorized person

Place:

Name:

Seal:

SECTION – IV
PRICE BID
For IT FMS Service for OPTCL

TENDER SPECIFICATION NO.TW-IT/OT/05/2022-23 IT, OPTCL Dated._____

1. Name of the Bidder:

Sl No	Service Description	Requirement	Price for 2 years Excl. GST in Rs.	GST	Price for 2 years Incl. GST in Rs.
1	IT Helpdesk Service	Minimum 32 man hours per day			
2	IT Maintenance Service	Minimum 16 man hours per day			
3	IT Network Support Service	Minimum 8 man hours per day			
4	VC Support Service	Minimum 16 man hours per day			
5	Software Development Assistance Service	Minimum 8 man hours per day			
6	IT Support Service at Field Units	Minimum 104 man hours per day			
7	IT Support Service at Field Units (SLDC)	Minimum 16 man hours per day			

- The bids with “Nil” or very abnormally low price i.e. less than 80% of the estimated cost of the tender quoted in the price bid will be treated as “Non responsive” and will be rejected during the financial evaluation stage.
- Applicable GST is to be reimbursed by the Authority.
 - Proper justification for the quoted value is to be given by the Agency/Tenderer in writing.

Date:

Signature of authorized person

Place:

Full Name:

Seal:

NOTES:-

1. Price bids in any other format other than the prescribed one will not be considered for evaluation.
2. The total rates quoted by the tendering agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
3. **Good and Service Tax (GST) as per applicable rate shall be paid in accordance with the Rules on payment of GST as applicable.**
4. **OPTCL will out-rightly reject the bids quoting extremely low, unworkable price for FMS service (as per OPTCL's observation) that may apparently not cover and justify the legitimate expenses of the bidder including other overhead charges. Hence quoting of negligible amount by the agency towards Service charges shall be considered as irresponsible Bidder.**
5. Risk & Cost: - In case the L-1 bidder does not take up the work/abandoned in between, OPTCL shall have the right to execute the work through another agency at the risk and cost of the former.
6. The Bidder shall **undertake** not to **sublet** the work to other Firm/Agency (s).

SECTION-V
TERMS & CONDITIONS

A. GENERAL TERMS & CONDITIONS:

1. (i) The successful Bidder / FMS Service Provider Agency will be required to execute an agreement within 15 (fifteen) days of issue of work order with CGM (IT), OPTCL Head Quarters Office in a non-judicial stamp paper amounting to Rs. 100.00 (Rupees One Hundred only) before execution of work. The contract for providing the aforesaid services will be for one year from the actual date of agreement. The agreement is terminable by giving 30 days' notice from either side during the period of agreement or on completion of the agreement. In case of delay in executing the agreement by the successful bidder beyond 15 days of the award of the contract / work order, may make the letter of award / work order invalid and it stands terminated.

(ii) The Bidder / Agency shall not be allowed to **transfer, assign, pledge or subcontract its rights and liabilities** under this Agreement to any other Agency or Organization by whatever name be called **without permission** of the **Authority of OPTCL**.

(iii) The requirement of the FMS Service may further increase or decrease marginally, during the period of initial contract also and the Bidder / Agency would have to provide additional services, or some of the services in additional locations if required, on the same terms and conditions.
2. The **Bidder / Agency** will be bound by the details furnished by it to the **Authority of OPTCL** while submitting the tender or at subsequent stage. In case, any of such documents furnished by the Bidder / Agency is found incorrect, it would be deemed to as **breach of contract & liable for legal action** besides **termination of the Agreement without notice and with forfeiture of Security Deposit**.
3. The **Authority of OPTCL** reserves the right to **terminate** the Agreement during initial period also after giving **01 (One) months'** notice to the **Bidder / Agency**.
4. The **Bidder / Agency** shall nominate/arrange a **Supervisor/SPOC** at his own cost who shall be responsible for immediate interaction with the **GM (IT)-FMS** so that optimal services of the persons deployed could be availed without any disruption.
5. The entire financial liability in respect of **FMS personnel** deployed in the **Corporate Office / field units/locations under its control** will in no way be **liable to OPTCL**.
6. The **Bidder / Agency** shall be solely responsible for the **redressal of grievances or resolution of disputes** relating to **personnels deployed for rendering FMS service**. The **Authority of OPTCL** shall, in no way, be responsible for settlement

of such issues whatsoever.

7. The **Authority of OPTCL** shall not be **responsible** for any financial loss or any injury to any **personnel** deployed by the **Bidder / Agency** in the course of their **performing the duties, or for payment towards any compensation.**
8. The personnel to render FMS service deployed by the Bidder /Agency should have good police records and no criminal case should be pending against them. The agency will issue the appointment letter and for all purposes they will remain the employer of the agency only.
9. **The agency shall neither deploy nor withdraw any personnel at any time without knowledge of CGM (IT), OPTCL Hqrs, Bhubaneswar.** In case of withdrawal / leaving of any deployed person due to resignation / termination / death or any other reason whatsoever the same needs to be substituted as per eligibility criteria. The Agency shall replace immediately any of its personnel who is found unacceptable to OPTCL because of security risk, incompetent, conflict of interest, improper conduct etc. upon receiving written complaint from the concerned official of OPTCL. It will be the responsibility of the Agency to provide a suitable substitute within five working days. The delay in providing a substitute beyond three working days would attract a **penalty @ Rs. 2000/- per day per person** on the agency.
10. The **personnel to render FMS service** deployed by the Agency should be **polite, cordial and efficient** while handling the assigned work and their actions should promote good will and enhance the image of OPTCL. The **Bidder /Agency** shall be **responsible** for **any act of indiscipline on the part of the personnel** deployed by the Agency.
11. In case of any loss to OPTCL due to lapse on the part of the personnel deployed, such loss will be borne by the Agency and in this connection, the OPTCL shall have the right to recover the loss by deducting appropriate amount from the bill of agency to make good of such loss to the OPTCL besides imposition of penalty. In case of frequent lapses on the part of the personnel deployed by the agency, OPTCL shall be within its right to terminate the contract forthwith or take any other action without assigning any reason thereof.
12. The **Bidder /Agency** shall also supply Dress / **Uniforms** and **other equipment** to the deployed personnel at its **own cost** and **expenses.**
13. **The Bidder / Agency shall also install Biometric Attendance Machines for record of the attendance of the deployed personnel.**

B. PAYMENT TERMS & CONDITIONS:

- (i) Payment including GST shall be made to you after completion of each quarter of services satisfactorily.
However, the payment is subject to furnishing of:
 - (a) Invoice - 4 (four) copies.
 - (b) Original monthly performance report by the reporting officer. The performance report must be satisfactory and should record the name in full

and designation of the reporting officer along with office seal (if available) & the full name of the service personnel.

- (iii) The contractor shall submit a PBG of 3% (BPG % may vary subject to Govt./ OPTCL's Guidelines) of the total contract value for duration of 30 months from the date of receipt of work order failing which equivalent amount shall be deducted from the 1st Qtr. Invoice of the firm towards retention money and the same shall be released after completion of the contract period or 30 months whichever is later.

No advance amount shall be paid to the bidder / agency.

CHECKLIST FOR SUBMISSION OF BIDS

Manner to submit the bid

(A.) Tenders shall be in two Parts: The Tenderers are required to submit the tenders in two parts viz. Tenders shall be submitted in electronic mode only through (www.tenderwizard.com/OPTCL).

i. Part-I (Techno commercial)

ii. Part-II (Price bid)

(B) Scanned Copies to be uploaded in .pdf format

All the following supporting documents as below are to be signed and scanned, then uploaded in the tenderwizard.com.

Attachments	Document / Description
<i>Documents to be submitted as part of Techno Commercial Bid</i>	
doc1	Certificate of Incorporation and principal place of business
Doc2	Bidder Should have min 1 nos. of ongoing FMS contract having value not less than Rs. 1 Crore per year with in Central government PSU/Undertaking, State government PSU/Undertaking) Project.
Doc3	Copies of certified auditor statement on Annual Turnover and Audited Financial Statement (BS, PL) for last 3 years 2019-20, 2020-21, 2021-22. In case 2021-22 FY documents are not available, the firm has to submit documents related to the last 3 consecutive FY i.e. 2018-19, 2019-20, 2020-21.
Doc4	An undertaking that there will be no ownership change for three years from bid submission
Doc5	written power of attorney of the signatory of the bid to commit the bidder if any
Doc6	Declaration of No subcontracting of the contract shall be made
Doc7	Information regarding any current litigation in which the bidder is involved, the parties concerned, and disputed amount; Declaration to be submitted
Doc8	Declaration to provide technical consultancy and guidance at no extra cost to OPTCL for proper configuration and integration.
Doc9	Valid ISO 9001:2015/27001 series Certificate or similar Certificate.
Doc10	Photocopy of own valid PAN No. , GST REGISTRATION NO. and any other certificate
Doc11	Copy of the tender document duly stamped & signed in by the bidder as acceptance to all the terms & conditions of the tender document.
Doc12	Scanned copy of the Demand Draft towards tender paper Cost and online payment receipt towards tender processing fee
Doc13	Reverse Auction Process Compliance Form
<i>Documents to be submitted as part of Price Bid</i>	
Doc14	Bid Declaration Form
Doc15	Price Schedule (Must not be part of technical bid, strictly should be part of Price Bid only)

1. Other terms and conditions under Legal Provisions

- i.** The **Bidder / Agency** shall be **responsible** for compliance of **all statutory provisions** relating to minimum wages payable to different types of personnels deployed for FMS service with the Authority of OPTCL. The **Authority of OPTCL** shall have no liability in this regard.
- ii.** The **Bidder / Agency** shall also be **liable** for **depositing** all taxes and statutory dues etc. on account of service rendered by the Agency to the **concerned tax collection** and **statutory authorities**, from time to time, as per the rules and regulations in the matter. Self-attested photocopies of such documents shall be furnished by the firm/agency to the concerned **Authority of OPTCL**.
- iii.** The **Agreement** is **liable to be terminated** because of non-performance, deviation of terms and conditions of contract, non-payment of wages of deployed persons and non-payment of statutory dues. The **Authority of OPTCL** will have no liability towards non-payment of wages/others to the Personnel deployed by the Bidder / Agency and the outstanding statutory dues of the Bidder / Agency to statutory authorities.
- iv.** Any dispute or difference arising out of or in course of the Contract, may be referred to the **Arbitrator** appointed by the **Management of OPTCL, Janpath, Bhubaneswar-751022** and his decision in the matter shall be final and binding to both the parties.
- v.** The agency will keep OPTCL indemnified against any claims/disputes arising between the agency and its personnel deployed at various locations. The agency and the personnels shall not be permitted to involve themselves in any type of strike, rally, bandh or dharana held during the contract period and in the event of any such involvement of the Firm / Agency and their personnels in such activities, action will be taken against the agency like removal of the agency from the list of the FMS service providers/such deployed personnel will not be taken further on duty/ contract will be terminated and consequential forfeiture of bid security already deposited against the contract.

2. Price Reduction

If the service provider fails to provide uninterrupted service specified in the contract including any time extension granted thereto, OPTCL shall recover from the service provider Price Reduction/ Penalty @ **Rs. 100/- per man-hour (8 man-hour a day) per location** for the interrupted period.

If the agency failed to attend an official tour as sought by OPTCL a **penalty amount of Rs. 1000/- per day per tour shall be deducted from the invoice of the firm.**

The personnel proceeding on tour should carry the company ID card and the request mail from the end user and approver.

The agency might have to send on tour separate personnel other than the base location personnel if the base location personnel is busy with other official work of OPTCL. In case the deployed base location personnel doesn't have more important

work in the base location of OPTCL than the tour, then he may proceed on tour following the necessary official procedure.

The **Bidder / Agency** shall provide a substitute well in advance if there occurs any probability of the personnel leaving the job due to his own personal reasons. The delay in providing a substitute beyond 24 man-hours (three working days) from the date of absence of service would attract a **penalty @ Rs. 2000/- per day (8 man-hour)** on the agency.

Failing on providing satisfactory service, penalty amount of Rs. 1000/- per day as per the work performance certificate given by the respective reporting officer shall be deducted from the invoice of the agency.

D. FINANCIAL TERMS & CONDITIONS:

- 1 The **Technical Bid** should be accompanied with a **“Bid Security Declaration”** with stipulation that if the Agency withdraw or modify their bids during the validity period, they will be suspended for the time specified in the tender document.
- 2 The Tax deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Act/Rules, as amended, from time to time and a certificate to this effect shall be provided by the D.D.O Hqrs. Office OPTCL.
- 3 Tax deduction under GST shall be made.

E. FORCE MAJEURE

The agency shall have no claim whatsoever against **OPTCL** for any loss / damage caused to the contractor / Agency by reasons of **war, riot, commotion, disturbance, pestilence, epidemical sickness, strike, lockout, earthquake, fire, storm, flood, explosion or any change in the nature, breakdown of plant or machinery for whatever reasons.**

The contractor / Agency shall resume the work as soon as such accountability has ceased to exist of which the Management of OPTCL shall be the sole judge. If the performance in whole or part of any terms / obligations under the contract is prevented or delayed by any such eventuality for a period exceeding **seven days**, the contract may be terminated at the discretion of the executants of **OPTCL**.

F. OTHERS:

1. **The Authority of OPTCL reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.**
2. In the event of any dispute arising out of or in relation to the FMS Service contract, the same shall be referred to the CGM (IT), OPTCL Ltd., Bhubaneswar whose decision shall be final and binding. Suits, if any arising out of the contract can be filed by either parties in a court of law at Bhubaneswar.

e-Reverse Auction (As per DoP of OPTCL)

Strategy for e-Reverse Auction	
1	Bidders are required to go through the guide lines given below and submit their acceptance to the same.
2	e-Reverse Auction (eRA) will be conducted in e-tender portal of OPTCL on specified date and time, while bidders shall quote from their own offices/ places of their choice. Internet connectivity shall be ensured by the respective agencies/bidders themselves.
3	Demonstration/ training (if not trained earlier) of bidder's nominated person(s), shall be done to explain all the rules related to e-Reverse Auction/ Business Rule document to be adopted.
4	The strategy to be used for reverse auction shall be "DYNAMIC TEMPLATE BIDDING".
Procedure for electronic Reverse Auctioning (e-RA):	
5	<ul style="list-style-type: none"> a) The e-RA shall be conducted on www.tenderwizard.com/OPTCL only. b) Bidder has to submit letter towards agreement to the Process related Terms & Conditions for e-Reverse Auction, as per (Reverse Auction Process Compliance Form at respective Annexure). In non-receipt of the same, vendors will not be allowed to participate in e-RA. c) e-RA shall be carried out after opening of Price bids and completion of Price bid evaluation, which will be intimated only to the techno-commercially qualified bidders by OPTCL as per procedure given below. d) OPTCL reserves the right to conduct e-RA and it is obligatory on part of bidder(s) invited to participate in e-RA process once they have responded to the techno-commercial bid.
6	<ul style="list-style-type: none"> a) Prior intimation/ Notice for RA invitation will be given to techno-commercially qualified bidders regarding the date & time of opening of the e-RA. b) The start bid price (SBP) for e-Reverse Auction of each bidder under a particular package shall be the L1 evaluated price for the subject package including Taxes & Duties for the total scope for subject Package. Taking the above discovered L1 price as the upper limit e-RA will be conducted to determine the lowest possible price. c) Reverse Auction will be conducted amongst first 50% of the technically qualified bidders arranged in order of prices from lowest to highest, as L1, L2,L3-----Ln, and L1 price will be discovered. Minimum of 3 bidders shall be eligible for e RA. (eg. If 4 bidders are financially evaluated then the L1, L2 and L3 bidders shall be eligible for e-RA). Number of bidders eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L1 to L4). d) However, in case only two bidders are found to be responsive, e-RA would be carried out with both the parties without any elimination. However, OPTCL reserves the right to invite the evaluated L1 bidder for negotiation without conducting the e-RA. e) In case of price submitted by any bidder is found to be abnormal, OPTCL reserves the right to reject the bid of the bidder(s).

	<p>f) Rank of bidders would be displayed as per the total cost to OPTCL, i.e including Taxes and Duties payable by OPTCL as per the provisions of the bidding document & after e-RA process is over.</p>
7	<p>Names of bidders/ vendors shall not be disclosed during the e-RA process. Names of bidders/ vendors shall be anonymously masked in the e-RA process.</p> <p>a) In case of RA, start/ reference price and step value of decrement shall be indicated to the bidders at the start of the auction. Any participating bidder can bid one or multiple step decrement lower than the prevailing lowest bid at that time. The Bidder shall be able to view Bid Start Price, Bid Decrement Value, Prevailing Lowest Bid value, last Bid Placed by him and time left for bidding.</p> <p>b) The step value of decrement in a package to be offered by bidder (the minimum amount of reduction in the total bid price including all taxes & duties during auction) , shall be kept at 0.15% and multiples of 0.15% of L1 bidder's final evaluated price (or) at approved amount as decided by OPTCL.</p> <p>c) Bidders can only quote any value lower than their previous quoted price. However, at no stage, increase in Price will be permissible.</p> <p>d) At any point during Reverse Auction, bidding Price field (Total price) shall remain enabled for the bidders. The initial auction period (1st slot) will be of thirty (30) minutes with provision of auto extension by (10) ten minutes from the schedule/ extended closing time, if any fresh lower bid is received in last ten minutes of initial auction period or extended auction period. If no fresh bid is received in the last 10 minutes slot, the reverse auction process shall get closed automatically without any extension.</p> <p>e) However, bidders are advised not to wait till the last minute or last few seconds to enter their bid during the period of e-reverse auction to avoid complication related with internet connectivity, network problem, system crash down, power failure etc.</p>
8	<p>a) After conclusion of e-Reverse Auction i.e (Closing Price in Reverse Auction will be taken as offered price by the L1 bidder), decrease in price of individual head of the template shall be considered proportionately on all individual line items of the respective head of the price schedule of the successful L1 bidder.</p> <p>b) Any bid received at the tender wizard server end subsequent to closure of the e-RA shall be summarily rejected and shall not be considered as a valid bid under whatsoever circumstances. For this purpose, tender wizard server log shall prevail.</p> <p>c) The bidder shall not involve himself or any of his representatives in price manipulation of any kind directly or indirectly by communicating with other bidders.</p> <p>d) During Reverse Auction, If no bid is received within the specified time, OPTCL, at its discretion, may decide to close the reverse auction process/ proceed with conventional mode of tendering [Evaluation of Part-II (price bid) submitted by bidders earlier].</p>
9	<p>a) Consequent upon completion of e-Reverse Auction, OPTCL's decision on award of contract shall be final and binding on the bidders.</p>

	<p>b) OPTCL shall be at liberty to call the L1 bidder for further process/ negotiation and also at liberty to cancel the e-reverse auction process/ re-tender at any time, without assigning any reason thereof. OPTCL can decide to reschedule or cancel any reverse auction: the bidders shall be informed accordingly.</p> <p>c) OPTCL/ Service Provider shall not have any liability to bidders for any interruption or delay in access to the e-Tender site/ Reverse Auction link irrespective of the cause.</p>
10	Reverse Auction Process Compliance Form as per ANNEXURE - I

ANNEXURE - A
BID SECURITY DECLARATION FORM

To,
The CGM (IT),
OPTCL, Hqrs. Office,
Bhubaneswar

Ref: Tender for Providing IT FMS Service for OPTCL.

Dear Sir/Madam,

In response to the Tender Document for providing IT FMS services

I/We further declare that, we will not modify/withdraw the bid after opening of techno-commercial bid (i.e. part-I bid) during its validity period and in such an event we agree that OPTCL would be free to debar us from participating in the tenders floated by OPTCL for a period of three years.

Thanking you,

Yours faithfully,

Date:

Place:

**Signature of authorized
person**

Full Name:

Seal:

Annexure B

BIDDER'S INFORMATION

1.0 General Information

All individual firms bidding for the package are requested to complete the information in this form. Nationality information to be provided for all owners or Bidders who are partnerships or individually owned firms.

1.	Name of firm	
2.	Head office address	
3.	Telephone.	Contact
4.	Fax	Telex
5.	Place of incorporation/registration	Year of incorporation/registration

Nationality of owners		
	Name	Nationality
1.		
2.		
3.		

3.0 Banker Information

Name of Bidder:

Bidders shall provide financial information to demonstrate that they meet the requirements stated in the Instructions to Bidders. Each Bidder must fill in this form. If necessary, use separate sheets to provide complete banker information.

Name of Banker	
Address of Banker	
Telephone No. Fax No. Contact Name & Title	

4.0 Litigation History

Name of Bidder	
Name of client, cause of litigation and matter in dispute	Disputed amount (Current Value in Indian Rupees)

Date :

Place :
Name).....

.....

.....

(Signature)

(Printed

(Designation)

(Common Seal)

ANNEXURE C

Price Bid

(C) KEY-IN on the Schedules (.XLS) in the Tender Portal:

Following are the schedules in .XLS format to be downloaded, filled in and uploaded by the Bidder as per the OWNER format in the www.tenderwizard.com/OPTCL portal.

1. File Name: Technical_Schedule.xls

Sl.	Particulars	Sheets in .XLS format
1.	Bidder Information and Deviations	Sheet-I

2. File Name: Price_Schedule.xls

Price schedules in XLS format to be downloaded filled in and uploaded by the Bidder as per the OWNER format and to be uploaded on the official tender portal of the OWNER: www.tenderwizard.com/OPTCL.

N.B Notwithstanding anything stated above, OPTCL reserves the right to review the Bidder's capability and capacity to perform the contract at the time of award and reserves the right to accept or reject any or all tenders without assigning any reason thereof.

Sl No	Service Description	Requirement	Price for 2 years Excl. GST in Rs.	GST	Price for 2 years Incl. GST in Rs.
1	IT Helpdesk Service	Minimum 32 man hours per day			
2	IT Maintenance Service	Minimum 16 man hours per day			
3	IT Network Support Service	Minimum 8 man hours per day			
4	VC Support Service	Minimum 16 man hours per day			
5	Software Development Assistance Service	Minimum 8 man hours per day			
6	IT Support Service at Field Units	Minimum 104 man hours per day			
7	IT Support Service at Field Units (SLDC)	Minimum 16 man hours per day			

ANNEXURE D
SELF-DECLARATION-NO BLACKLISTING

(Date:)

To,
The CGM (IT),
OPTCL, Hqrs. Office,
Bhubaneswar

Dear Sir/Madam,

Ref: Tender for Providing IT FMS Service.

In response to the Tender Document for providing IT FMS services

I/We hereby declare that presently our Company/ firm/Agency _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body. We further declare that presently our Company/ firm/Agency _____ is not blacklisted/debarred and not declared ineligible for reasons of corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our **security deposit** may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Date:

Place:

Signature of authorized person

Full Name:

Seal:

ANNEXURE E
TECHNICAL DEVIATION STATEMENT FORM

The following are the particulars of deviations from the requirements of the tender specifications as mentioned in the technical specification.

Ref. of Specificati on Table	Requirements in the Bid Document	OPTCL's Specification.	Bidder's Specificati on.	Bidder's justificati on

The technical specification furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Dated:

Signature and seal of the Tenderer

Note

- :
1. Where there is no deviation the statement should be returned duly signed with an endorsement indicating 'No Deviations'.
 2. The purchaser has the right to accept or reject the deviations if any as above.

Annexure - F

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE (CPBG)

(To be stamped in accordance with Stamp Act and the Non-Judicial stamp paper of appropriate value should be in the name of the Issuing Bank.)

Ref No:

Bank Guarantee No.

Date:

BG Amount:

Validity Period:

This Guarantee Bond is executed this..... day of by us the..... Bank at , P.O..... , Dist....., State..... and Code No.....

Whereas the ODISHA POWER TRANSMISSION CORPORATION LIMITED, Janpath, Bhubaneswar, a company constituted under the Companies Act-1956 (hereinafter called OPTCL) has issued Letter of Award (LOA) No..... Dated..... for the purpose of work under Package No..... (herein after called "the Agreement") to M/s. / Sri. , Address..... (herein after called the "Contractor") for IT FMS Service for OPTCL under the above LoA and to release payment of the cost of the Contract Price to the Contractor on furnishing by the Contractor to OPTCL a Contract Performance Bank Guarantee (CPBG) of the value of 3% of the Contract Price of the said Agreement.

1. Now therefore, in accordance with the terms and conditions of LOA No. _____ dated _____ for the due fulfilment by the said Contractor of the terms and conditions contained in the said agreement, on production of a Bank Guarantee for Rs. _____ (Rupees _____) only, we the bank _____ [Indicate bank Name , Address & Code] (hereinafter referred to as "the Bank") at the request of M/s. / Sri. _____ contractor do hereby undertake to pay to OPTCL, an amount not exceeding Rs. _____ (Rupees _____) only .
2. We, the _____ Bank [indicate the name of the Bank, Address & Code] do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from OPTCL. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees----- in Words).
3. We, the Bank also undertake to pay to OPTCL any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceeding instituted / pending before any court or tribunal relating thereto, our liability under this present being absolute and irrevocable. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Contractor shall have no claim against us for making such payment.
4. We, the _____ Bank further agree that the guarantee herein contained shall remain in full force and effect during the aforesaid period of _____ days and it shall continue

to be so enforceable till all the dues of OPTCL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till OPTCL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharges this guarantee.

Unless a demand or claim under this guarantee is made on us or our Branch Office at Bhubaneswar <Mention Name, Address & Code of the Branch Office at Bhubaneswar of issuing Bank> in writing on or before (Date), we shall be discharged from all liability under this guarantee thereafter.

5. We, the _____ Bank [indicate the name of the Bank, Address & Code] further agree with the Board that OPTCL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Bid or to extend time or performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by OPTCL against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Bid and we shall not be relieved from our liability by reason of any such variation postponement or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of OPTCL or any indulgence by OPTCL to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.

6. This guarantee will not be discharged due to the change in the name, style or constitution of the Bank and/or of the contractor(s).

7. We, the _____ Bank [indicate the name of the bank, Address & Code] lastly undertake not to revoke this guarantee during its currency except with the previous consent of OPTCL in writing.

8. We, the _____ Bank (Name, Address & Code) further agree that this guarantee shall also be invocable at our place of business at **Bhubaneswar** (indicate Name, Address & Code of the Branch at Bhubaneswar) in the State of Odisha.

“Notwithstanding anything contained herein”

a) Our liability under the bank guarantee shall not exceed Rs. ----- (Rupees in words-----) only.

b) This Bank guarantee shall be valid up to -----.

c) We or our Branch at **Bhubaneswar**<Mention Name, Address & Code.....> shall be liable to pay guaranteed amount or any part thereof under this guarantee only if you serve upon us at----- Branch of Bhubaneswar a written claim or demand on or before,

The Bank Guarantee is issued in paper form and Advice transmitted through SFMS with required details to the beneficiary’s advising bank (**ICICI Bank Bhubaneswar**, IFSC Code ICIC0000061).

Dated, the _____ Day of _____

For _____ [Indicate name of Bank]

Signature.....

Full Name.....

Designation.....

Power Of Attorney.....

Dated.....

Seal of the Bank.....

WITNESS: (SIGNATURE WITH NAME AND ADDRESS)

1. Signature.....

Full Name.....

2. Signature.....

Full Name.....

N.B.:

1. Name of the Contractor:

2. BG No & Date:

3. Amount (In Rs.):

4. Validity up to:

5. LOA No.....

6. Package No.....

7. Name, Address & Code of Issuing Bank:

8. Name, Address & Code of Bhubaneswar Branch of the Issuing Bank:

The Bank Guarantee shall be accepted after getting SFMS advice as per details below.

Format for SFMS details

(The Unique Identifier for field 7037 is "OPTCL541405793")

Sl. No	PARTICULARS	TYPE	DETAILS
1	Type of Bank Guarantee	Mandatory	Contract Performance
2	Currency & Amount	Mandatory	
3	Validity Period(from—to --)	Mandatory	
4	Effective Date	Mandatory	
5	End date of lodgement of Claim	Mandatory	
6	Place of lodgement of claim	Mandatory	Bhubaneswar, Branch Name----- of Bhubaneswar

			Branch code----- of Bhubaneswar Branch Address ----- at Bhubaneswar
7	Issuing Branch IFSC Code	Mandatory	
8	Issuing Branch name & address	Mandatory	
9	Name of applicant and its details	Mandatory	
10	Name of Beneficiary and its details	Mandatory	
11	Beneficiary's Bank/Branch and IFSC Code	Mandatory	ICICI Bank Ltd IFSC Code-ICIC0000061
12	Beneficiary's Bank/Branch name and address	Mandatory	ICICI Bank Ltd Bhubaneswar Main Branch, Bhubaneswar
13	Sender to receiver information	Mandatory	
14	Purpose of Guarantee	Mandatory	Contract Performance
15	Reference/Description of the underlined tender/contract	Mandatory	NIT No----

Note:

- 1. Contractor shall furnish single CPBG for the contract (IT FMS Service for OPTCL).**
- 2. Strikeout the portion which are not required.**
- 3. In case a Contractor is a Joint Venture/Consortium, The CPBG shall be submitted by the Lead Partner mentioning the Name & Address of the Lead Partner & Other Partner.**

Annexure G
Reverse Auction Process Compliance

(To be incorporated in the bid document).

(To be submitted on letter head of the bidding company with sign and stamp and along with Technical bid)

To,

Chief General Manager (IT),
Odisha Power Transmission Corporation Limited.
Janpath, Bhubaneswar-751022, Odisha.

Sub: Agreement to the Process related Terms & Conditions for e-Reverse Auction.

Dear Sir,

This letter is to confirm that:

- The undersigned is authorized representative of the company.
- We have studied the Commercial Terms and the Business rules governing the Reverse Auction as mentioned in your tender and confirm our agreement to that.
- We also confirm that we have gone through the auction manual and have understood the functionality of the same thoroughly.
- We, hereby, confirm that we will honour the Bids placed by us during the tendering/ e- Reverse auction process as called as e-RA.
- We also confirm that we will accept our Rank / Position that will be displayed when the Bidding Time for the Online Reverse Auction is over.

With regards,

Signature with Designation with company seal Name & Address

Person having power of attorney for the subject package.

ANNEXURE-H

ODISHA POWER TRANSMISSION CORPORATION LIMITED		
Acceptance of Important Terms & Conditions		
Tender Notice No.		TW-IT-OT/05/2022-23
Tender Specification No.		
NAME OF THE WORK		IT FMS SERVICE FOR OPTCL
NAME OF THE BIDDER		
SL NO	DESCRIPTION	TO BE FILLED BY THE BIDDER (CHOOSE OPTION) YES/NO
1	Whether the bidder agrees to all the general terms & conditions of the contract for this tender?	
2	Documentary proof of Registration with Tender Wizard	
3	Whether submitted the tender processing fee on or before date and time of opening of technical bid?	
4	Whether the tenderer has submitted the bid in electronic mode only?	
5	Whether validity of the bid mentioned for a minimum period of 180 days from the date of opening of tender?	
6	Whether the tender has been submitted in two parts as specified?	
7	Whether the schedule of prices have been filled up fully. Incomplete submission of this schedule will make the tender liable for rejection.	
8	Whether the tenderer has quoted ' FIRM ' price only.	
9	Please confirm you agree to all clauses specified the bid document	
10	Please confirm submission of tender using all Forms and Documents as per tender	
11	Technical proposal along with all Forms & Supporting documents.	
12	Please confirm submission of price proposal	
13	Please confirm you would submit the bank guarantee as per Section - V	
14	Please confirm that all services have been included in the price proposal and is complete in all respects without any deviation/missing items.	
15	Please confirm that you have not submitted alternate proposal	
16	Please confirm you have responded to all the functional specification, technical specification and scope of work.	