



CHHATTISGARH STATE POWER TRANSMISSION COMPANY LIMITED

छत्तीसगढ़ स्टेट पावर ट्रांसमिशन कंपनी लिमिटेड

(C.G. Govt. Undertaking) (छत्तीसगढ़ शासन का एक उपक्रम)

STATE LOAD DESPATCH CENTRE: RAIPUR (छत्तीसगढ़ राज्य भार प्रेषण केंद्र, रायपुर)

PHONE (दूरभाष): - 0771-2574172

GST No. – 22AADCC5773E1ZX

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CIN - U40108CT2003SGC015820

Web Site: www.sldccg.com

TENDER SPECIFICATION

TR -138

For

Supply, Integration & Maintenance
Web API ID Based SMS Gateway Service
&
Gmail Enterprise Mail Services For One Year

LAST DATE & TIME OF SUBMISSION OF TENDER:-

21/10/2019 (TIME 15:00 HRS.)

DUE DATE OF OPENING OF TENDER:-

21/10/2019 (TIME 15:30 HRS.)

Price: Rs. 560/-

(Basic price=500/- + GST@12%= 60/-)

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BEFORE SUBMITTING YOUR QUOTATION PLEASE ENSURE

1. That required earnest Money is enclosed. In case of exemption, necessary certificate will be required. In either case, reference of earnest money deposit is to be superscribed on the outermost envelope in details along with due Date.
2. That tender specification Number and Name of work are superscribed on the outermost envelope.
3. That technical specifications are very clear and exact as per our requirement.
4. That "Tender form" duly signed by you, is enclosed.
5. That the "Questionnaire" form duly answered and signed is enclosed. No question should remain unanswered or left blank.
6. That the performance certificate / copies of order executed for similar items/ works to reputed consumers are enclosed.

OFFICE OF THE EXECUTIVE DIRECTOR (LD)

STATE LOAD DESPATCH CENTRE, C.G. STATE POWER TRANSMISSION COMPANY LTD.

(Successor Company of CSEB)

NEW SLDC BUILDING, DANGANIA, RAIPUR, PIN – 492013, Ph. - 0771-2574172, FAX – 0771-2574174

NO. 03-02/CE/LD/E&M/TR- 138 /1051

Raipur, Dated -30 SEP-2019

NOTICE INVITING TENDER

Sealed tenders are invited from Experienced Website Developer & Service Provider for **Supply, Integration And Maintenance Of Web API ID Based SMS Gateway Service and Gmail Enterprise Mail Services For One Year** as per the details given below: -

| Sl. No. | Tender No. | Particulars | Qty. | Cost of tender doc. | EMD | Due date |
|---------|------------|--|----------|------------------------------|------------|----------------------|
| 1. | TR -138 | Supply, Integration And Maintenance Of Web API ID Based SMS Gateway Service For 2 Lakh SMS With Unlimited Validity and Gmail Enterprise Mail Services For One Year in Present SLDC CG Web Server | Lump sum | Rs. 560/- including GST @12% | Rs. 2200/- | 21/10/2019 15:00 hrs |

NOTE: -

- In case due date is declared as holiday then the same will be automatically get shifted to next working day.
- All staff members shall have adequate knowledge of website design & development along with configuration / maintenance of associated hardware & software.
- All persons shall carry valid ID card.

TERMS AND CONDITIONS

(i) The tender documents can be obtained from the office of the CE (LD) in person on payment of cost of tender documents in the form of MICR DD only made out in the name of Manager (RAO: HQ), CSPTCL, Raipur accompanied with firm's application on its letter head on any working day one day before the due date. If tender document is required by post, Rs. 100/- is to be paid along with the cost of documents. CSPTCL shall not be responsible for any postal delay regarding receipt / non-receipt of tender documents. Alternatively the tender document can also be downloaded from official website of SLDC CG (www.sldccg.com) and required tender fee in form of DD in favour of Manager (RAO: HQ), CSPTCL, Raipur payable at Raipur in separate envelope super scribed "DD containing cost of tender document" should also be submitted. The details of DD be mentioned on the outer side of the envelope also. Please note carefully in absence of aforesaid requisite tender fee further bids shall not be considered for opening.

(ii) **The documents / certificates copies of past experience for similar type of works shall be submitted with applications for purchase of Tender Form.**

(iii) The tender in the prescribed tender form with Earnest Money of **Rs. 2200/- (Rs. Two Thousand Two Hundred)** only in the form of Demand Draft payable to **The Manager (RAO-H.Q.), CSPTCL, Raipur** will be acceptable upto 15:00 Hrs. on or before **21/10/2019** and will be opened on the same day at 15:30 Hrs. in the presence of those bidders who may choose to be present. Earnest Money in any other form will not be acceptable. No offer will be accepted without Earnest Money and will be summarily rejected. Details of earnest money shall be mentioned in the corner of the tender envelope.

The duly filled tenders should be dropped in the tender box of the respective tender up to 15.00 Hrs on the due date. In case of tenders sent through post / courier, it will be responsibility of the bidder to drop / get dropped the tender in the respective tender box. No receipt of tender shall be issued in any case. The techno-commercial bids shall be opened at 15:30 Hrs on the due date. CSPTCL reserves the right to accept or reject any or all the offers, in part or full without assigning any reason whatsoever.

**EXECUTIVE DIRECTOR (LD)
SLDC, CSPTCL, RAIPUR**

OFFICE OF THE EXECUTIVE DIRECTOR (LD)

STATE LOAD DESPATCH CENTRE, C.G. STATE POWER TRANSMISSION COMPANY LTD.

(Successor Company of CSEB)

NEW SLDC BUILDING, DANGANIA, RAIPUR, PIN – 492013, Ph. - 0771-2574172, FAX – 0771-2574174

TENDER FORM

Tender NO. 03-02/CE/LD/E&M/TR- 138 /1051

Raipur, Dated 30-SEP-2019

Tender for: -

**Supply, Integration And Maintenance Of Web API ID Based SMS Gateway Service and
Gmail Enterprise Mail Services For One Year**

PRICE: - Rs. 560/- (Rs. Five Hundred Sixty) only {Non-Refundable}

Issued to: -

M/s _____

Sold vide DD No. _____ dt. _____ drawn on (the bank) _____

Branch _____ for **Rs. 560/- (Rs. Five Hundred Sixty) only. (Including GST@12%)**

NOTE: -

- 1. THIS FORM MUST BE RETURNED AT THE TIME OF SUBMITTING THE TENDER.**
- 2. TENDER BOOK CONTAINS 36 PAGES.**

**EXECUTIVE DIRECTOR (LD)
SLDC, CSPTCL, RAIPUR**

The undersigned hereby tender and offer (subject to CSPTCL's conditions of tendering), the Chhattisgarh State Power Transmission Co. Ltd. for **Supply, Integration And Maintenance Of Web API ID Based SMS Gateway Service For 2 Lakh SMS With Unlimited Validity and Gmail Enterprise Mail Services For One Year in Present SLDC CG Web Server described or referred to in the scope of work.** The contractor shall do the several works and things which are described or referred to in the Scope Of Works, Enclosures & Annexure to the specification TR ---, copies of which are annexed hereto and which under the terms thereof are to be executed and done by the contractor in a thoroughly good and professional manner, and to perform and observe the provisions and agreements or the part of the contract contained in or reasonably to be inferred from the said tender documents for the sum and at the rates set out in schedules annexed hereto.

It is confirmed that:

- Questionnaire for Commercial terms and Conditions.
- Agreement on non-judicial stamp paper worth Rs. 300/- with a revenue stamp of Rs.1/- affixed on it for Pre-Contract Integrity Pact as per **Annexure-VI**. The cost of stamp paper etc. shall be borne by the contractor.
- Questionnaire for Technical specifications of the Material, and
- All other conditions wherever described in the tender documents have been replied in full giving clear details. It may be noted that in case any reply is not given or any reply is incomplete / ambiguous the CSPTCL will have right to take the same to be advantageous for the CSPTCL. CSPTCL's decision in this regard will be final. The bidder will have no right to furnish any technical or commercial clarification after opening of the bid which may in any way alter the offered prices.

Dated, this day of

**Bidder's Signature
Bidder's Address**

PRE-BID QUALIFYING REQUIREMENTS

The bidding is open to any Web Site / portal Designing, Development & Web Hosting Company, who provides satisfactory evidence. The offer of those bidders who fulfil following criteria will only be considered. Bidders must enclose the documents in support of pre-bid qualifying conditions without which the tender will summarily be rejected and no correspondence in this regard will be made / entertained. Therefore bidder must ensure submission of relevant documents in support of pre-bid qualifying requirement along with bid as follows: -

| S.No. | Bidder Eligibility Requirements | Required Documents |
|-------|---|--|
| 1 | The Bidder should have minimum 2 years of experience for the similar type of work for any Government / Semi government / public undertakings / corporate etc. & also have experience in handling DDE & Web portals. List of all such contracts executed along with copies of order and customer's certificates regarding successful execution of contract be furnished. | List of all such contracts executed along with copies of order and customer's certificates regarding successful execution of contract be furnished along with the Bid in Part-II |
| 2 | The Bidder should have communication backbone, hardware & servers in India & adequate technically qualified work force. | Documents showing firm's technical establishment details, qualification & experience of technical personal in the firm. |
| 3 | The Bidder should have experience of implementing at least one third party corporate mail services such as Gmail for corporate & Web API based SMS solution with corporate intranet based services / modules and must have experience of providing at least 1,00,000 SMS in the year last 2 years. | Relevant Order Copies showing scope work to be attached along with the Bid in Part-II. |

SECTION – I

INSTRUCTION TO THE TENDERERS AND GENERAL TERMS & CONDITIONS

1. Sealed offers are invited by the Office of The Executive Director (LD), State Load Despatch Centre, Chhattisgarh State Power Transmission Co. Ltd., Dangania, Raipur, for the works of **Supply, Integration And Maintenance Of Web API ID Based SMS Gateway Service For 2 Lakh SMS With Unlimited Validity and Gmail Enterprise Mail Services For One Year in Present SLDC CG Web Server described or referred to in the scope of work.** as described or referred to in the scope of work..
2. Offer must be submitted in sealed envelope, addressed to the **Executive Director (LD), SLDC, CSPTCL, Raipur**, with the name of work, due date of opening and the name of the bidder superscribed on the cover / envelopes.
3. Only one offer from one firm of contractors will be accepted. If more than one offer is found. CSPTCL will have right to reject any or all offer(S) without assigning any reason and EMD may be forfeited.
4. Bidders are required to furnish an Earnest Money amounting to **Rs. 2200/- (Rs. Two Thousand Two Hundred)** only in the form Demand Draft in favour of **The Manager (RAO-HQ), CSPTCL, Raipur** drawn on the Nationalized Scheduled Bank (Cheque will not be accepted). No interest shall be paid on the Earnest Money. The Tender will be open on the same day at 15.30 Hrs.
5. When Tenders are delivered by special messenger, it should be dropped in the “**Tender Box**” kept in the office **The Executive Director (LD), SLDC CSPTCL, Dangania, Raipur** at any working day between 10:30 Hrs. to 17:30 Hrs. Nobody is authorized to receive or grant receipt for the delivered tender. In case, the tender is sent through post / courier, it will be responsibility of the bidder to drop / get dropped the tender in the tender box. Receipt of tenders shall not be given in any case. The tender should be dropped before or up to 15:00 Hrs on due date of submission. Tender box shall be sealed at 15:00 Hrs and in no case tenders shall be allowed to be dropped after **15:00 Hrs.**
6. **SUBMISSION OF OFFER:**

The tenders shall be submitted in the office of **Executive Director (LD), SLDC, CSPTCL Raipur** on or before **21/10/2019 up to 15:00** only and will be opened on the same day at 15.30 Hrs. Tender offers received without proper Earnest Money will not be considered.

The Bidders should submit their bids in four envelopes as under:-

- i) In the **First Envelope**, the required Earnest Money Deposit in proper form should be enclosed and details must be superscribed clearly as “Earnest Money for **“Tender Specification No. 03-02/CE/LD/E&M/TR-138/1051, Raipur, Dated 30/09/2019”** along with details of EMD with amount, due date of opening, and name of firm with address, telephone/mobile numbers for contact and addressed to “**Executive Director (LD), SLDC, CSPTCL, SLDC Building, Dangania, Raipur.**”

ii) The **Second Envelope** should be superscribed as “Technical & Commercial Bid for “Tender Specification No. 03-02/CE/LD/E&M/TR-138/1051, Raipur, Dated 30/09/2019” along with due date of opening, and name of firm with address, telephone/mobile numbers for contact and addressed to “**Executive Director (LD), SLDC, CSPTCL, SLDC Building, Dangania, Raipur**”. This envelope must contain all the documents in original issued from this office **except the price bid**. It shall contain: -

- a). Undertaking by bidder as per **Annexure-II**.
- b). Undertaking by the bidder for acceptance as per **Annexure-III**.
- c). Duly filled Commercial Information & Questionnaire as per **Annexure-I** along with documentary evidences mentioned therein, as per status of the bidder.
- d). Latest Income Tax clearance certificate.
- e). Past experience details, documents, certificates.
- f). Certificate regarding financial status of the bidder from nationalised bank.
- g). Copies of Profit & Loss account/Balance sheet for last Three year.
- h). List of technically qualified personnel.

If the firm wishes to enclose any other supporting documents the same must be duly signed / attested on each page and should be kept in **Envelope Number-2** only.

iii) The **Third Envelope** should superscribed as “Price Bid for Tender Specification No. 03-02/CE/LD/E&M/TR-138/1051, Raipur, Dated 30/09/2019” along with due date of opening, and name of firm with address, telephone/mobile numbers for contact and addressed to “**Executive Director (LD), SLDC, CSPTCL, SLDC Building, Dangania, Raipur**”. This envelope must contain only the price bid issued from this office attached with the tender documents in original.

iv) **Fourth Envelope:** - All the **three envelopes** shall be kept in a 4th envelope and superscribed as "Tender No..... Name Due on i.e. due date of opening of tender and Name of the firm with complete address, phone & mobile numbers for contact, firms PAN card details (Photo Copy) and must be addressed to “**Executive Director (LD), SLDC, CSPTCL, SLDC Building, Dangania, Raipur**”.

First of all, envelope of Earnest Money will be opened and verified. If this is found in order, then only second part of the tender i.e. technical & commercial bid of tender will be opened.

7. **PROCESS OF EVALUATION OF TECHNO-COMMERCIAL BID AND OPENING OF PART-III:**

After opening of Part-II, it shall be scrutinised and clarification shall be sought on techno commercial matter, if required. In case, clarification is not submitted by the bidder within the specified time, the CSPTCL, reserves the right not to open the price bid of such bidder, Further, in case, it is found that in spite of clarifications on techno-commercial matters, the offer does not come to a desired level, the CSPTCL, at its discretion may not open the price bid.

Bidder shall therefore, have to ensure that their tender/bid is in conformity with the CSPTCL's tender specifications.

If found necessary the price bid may be opened later on for which new date/time will be intimated separately. The contractor or his only one authorized representative having power of attorney will be allowed to be present during opening of tender. The date of opening of part-III (Price Bid) shall be notified to the bidders **whose bids are found to commercially & technically acceptable**. CSPTCL's decision shall be final & binding on the bidder. Supplementary price bid outside the main envelope (containing all above mentioned 4 envelopes) shall not be considered for opening and submission of any such type of Supplementary Price Bid is not allowed at the time of opening of part-III (Price Bid).

8. **EARNEST MONEY:**

Each bidder should submit an earnest money deposit of **Rs. 2200/- (Rs. Two Thousand Two Hundred) only** prior to submission of quotation in a separate envelope. The tenders not accompanied with earnest money will summarily be rejected.

Form of Earnest Money Deposit: - The Earnest Money Deposit can be furnished in the form of Demand Draft on a scheduled bank at Raipur made payable to the Manager (RAO-H.Q.), CSPTCL, Raipur. Offer accompanied with inadequate Earnest Money will be rejected and returned unopened.

Submission of Earnest Money Deposit: - A separate envelope containing the earnest money or a certificate in support of claim for exemption from this should be attached with your offer duly superscribed Earnest Money Deposit in appropriate form against **“Tender Specification No. 03-02/CE/LD/E&M/TR-138/1051, Raipur, Dated 30/09/2019”** due on **21/10/2019 at 15:30 Hrs.**, Tender for **“Supply, Integration And Maintenance Of Web API ID Based SMS Gateway Service For 2 Lakh SMS With Unlimited Validity and Gmail Enterprise Mail Services For One Year in Present SLDC CG Web Server described or referred to in the scope of work.”**. Following are exempted from payment of Earnest Money: -

- a) Fully owned State/Central Govt. units
- b) Bidder having Permanent EMD with CSPTCL.

The Bidder, who falls under above categories, should furnish documentary evidence with part-I of the Tender.

Forfeiture of Earnest Money Deposit: - It should be clearly understood that in the event of bidder failing to accept and execute the telegraphic and detailed orders, if it is placed within the validity period of the offer, the full amount of earnest money will be forfeited and Board's decision in this respect will be final and binding on the bidder.

9. **SECURITY DEPOSIT:** The successful contractor / bidder shall deposit an amount equivalent to 10% (Ten Percent) of the order value towards security deposit for the entire contract period (i.e. 12 months from the date of order) in the form of Demand Draft on a scheduled bank at Raipur. In case the security deposit is in the form of F.D.R. or BG, the same will be duly pledged in favour of “The. Manager (RAO-H.Q.), CSPTCL, Dangania, Raipur.” In case of firm registered under Small Scale Industries with Chhattisgarh State, the Security Deposit shall be applicable @ 5% of amount of the

order after submission of copy of the valid registration of the firm in Small Scale Industries department. The S.D. will be released after expiry of contract period of 12 months from the date of Agreement & successful completion of the order without liability. The liability if arises will be deducted from the S.D.

- i. The security deposit shall be deposited strictly in aforesaid manner only.
 - ii. CSPTCL may forfeit the security deposit in the event of non-execution/part execution of the order besides invoking the penalty clause.
 - iii. The security deposit shall be returned to the firm only after faithful performance of the terms and conditions of the order and on expiry of the AMC period of 12 months from the date of Agreement and if there are no claims to be recovered against the firm.
 - iv. No interest shall be paid by CSPTCL on security deposit furnished by the firm.
 - v. The security deposit shall have to be kept valid till expiry of AMC period of 12 months from the date of Agreement and also till full and final settlement of recoverable liabilities, if any against the order.
10. Bidders must fill up complete tender form and should submit in original duly signed all pages by the competent person of the firm. The document should be free from over writing. Any tender not bearing the signature in all the documents accompanying the tender shall be liable for rejection. In case of correction done in the tender, the bidder should initial the same otherwise the tenders may not be considered.
11. The bidder shall furnish latest income tax clearance certificate, return filed with the competent authority and the document of registration of firm with any government agency may also be submitted along with the tender documents. Alternatively, the bidder s shall give valid reasons for his inability to furnish such certificate with documentary proof. The Company reserves the right to reject any tender if the income tax clearance certificate or the reasons for the tender's inability to furnish such certificate is not furnished.
12. Tenders which do not fulfil all or any of the above conditions or incomplete in any respect are liable to be rejected.
13. The submission of the tender by the bidder s implies that he has read and accepted the instructions, the conditions of the contract etc, and has made himself aware of the scope of the work to be done and local conditions and other factors bearing on the execution of the work. Telegraphic offers will not be considered.
14. After acceptance of rates the CSPTCL will not pay any extra charges for any reasons whatsoever even in case the contractor late reports to have misjudged the conditions of the contract.
15. Rates shall be quoted both in words & figure in the price schedule enclosed. In case of deviation of rates in figures and words, the minimum rates quoted in words shall prevail. Bidder shall essentially indicate the breakup of prices as shown in the tender from. In case any of the charges are not included in the quoted price, the same shall be clearly shown as "Extra" indicating specifically the rate /scale of such charges.
16. It shall not be obligatory for the CSPTCL or its officer to accept the lowest tender. The authority for the acceptance of the tender will rest with the CSPTCL, which does not bind itself to assign any reason for declining to consider any particular tender or tenders.

17. **VALIDITY**: The tender offer should be valid positively, for acceptance for a period of four months (120 days) from the date of opening; otherwise liable for rejection.
18. **PRICES**: The prices should be FIRM. The charges of taxes, insurance (if any) and other charges are also to be intimated separately. No additional amount is payable for working on Holiday / Additional hours if any.
19. **PAYMENT**: 100% payment shall be made against by The Manager (RAO-H.Q), CSPTCL, Dangania, Raipur within 30 days from receipt of bill and after deducting the statutory levies and other deductions, if any and duly certified by the Engineer-in-Charge. The contractor should submit bills in quadruplicate along with details of works executed during claim period. The Payment will be done on actual measurement basis.
20. **GST**: GST registration no. of CSPTCL is **22AADCC5773E1ZX**. The contractor will mention both his GST registration no. & CSPTCL registration no. in the invoices presented for payment. The contractor shall have no claim or reason to stop work if payment is delayed. No interest on overdue payment shall be made under any circumstances.
21. **PENALTY**: If the contractor / bidder fail to complete the work ordered, within the specified time schedule, the penalty will be levied @ 0.5% per week or part thereof up to a maximum of 10% on the value of uncompleted works. In case of absence of staff from its duty, penalty will be levied on pro-rata basis and the same will deducted from contractors bills.
22. **ENGINEER-IN-CHARGE**: The Assistant Engineer (E&M: LD), SLDC, CSPTCL, Raipur will be Engineer-in-Charge for above works.
23. **DELIVERY PERIOD**: The contractor shall deliver Gmail & Web API Based SMS Services within 7 days from the date of order.
24. **SERVICE PERIOD**: The Period of the services shall be for one year from submission of order for the Gmail services, whereas service period of WEB API Based SMS Gateway Services for 2 Lakh SMS shall have Unlimited Validity till expiry of 2 Lakh SMS.
25. **INCOME TAX**: Income Tax at source as per Govt. rule will be deducted from the gross amount of each bill for which TDS may be issued once in a financial year from accounts department on request as per rule.
26. **TERMINATION OF CONTRACT**: -The work order / contract can be terminated at any time by CSPTCL on giving 15 days notice in advance without assigning any reason whatsoever. In such cases, CSPTCL will not be responsible for any loss or compensation to be paid to the Contractor.
27. **EXTENSION OF CONTRACT**: After completion of the contract, CSPTCL reserves the right to extend order for another Six (6) months at a time on the same rate, terms and conditions subject to satisfactory performance by the contractor.
28. **DELAY / LATE BID**: The tender received after the due date and time, shall not be accepted or opened. CSPTCL will not be responsible for postal or courier service delay.

29. **ACCEPTANCE**: The Company reserves the right to accept /reject any tender without assigning any reason thereof.
30. **DISPUTE**: All matters arising out of or any way connected with this contract shall be deemed to have arisen in Raipur and only the Courts in Raipur shall have the jurisdiction to determine the same.
31. **DEVIATIONS**: It would be obligatory on the part of the bidder to enclose a separate schedule of deviation in case there is any deviation from our requirement. Even if no deviations are involved, a separate schedule of deviation with particulars should be enclosed where in a certificate may be enclosed that there are no deviation from all our requirements. In the event of non-compliance of this instructions may be noted that SLDC, CSPTCL reserves the right to reject all such offers without giving any reason or without making any correspondence for obtaining any clarification.
32. **JURISDICTION**: Any dispute of difference, arising under out of or in connection with this order shall be subject to exclusive jurisdiction of competent court of Raipur (CG) only.
33. **MISCLLANEOUS**: Any changes due to change in policy announced by the State/Central Govt. will be applicable and shall be binding on the contractor for which no separate charges will be payable.
34. **AGREEMENT**: Contractor has to execute an agreement on non-judicial stamp paper worth Rs 300/- with revenue stamp of Rs 1/- for faithful execution of the work. The cost of stamp paper etc. shall be borne by contractor. The agreement is to be executed within 15 days from the date of order for execution of contract.

**Executive Director (LD),
SLDC, CSPTCL, Raipur**

SECTION - II

SCOPE OF WORK

1. OVERVIEW

Website - The State Load Despatch Centre is having its own Web Site with URL www.sldccg.com and providing various types of data & information of SLDC Chhattisgarh, its activities such as Open Access procedures, approvals, contract & agreement, OA charges, various types of power schedules & declarations, various type energy charges, Energy Accounts, Deviation Energy Charges, reports, news & information regarding Electricity Act & Grid Code etc. Pages of Real Time Data of SLDC SCADA system are also available in the website. The Website is hosted at SLDC, Raipur in dedicated servers.

Intranet – A browser based SaaS (Software as a Service) system is the part of the SLDC intranet system and at present following Services have been provided to various sections of SLDC: -

- **SMS Service** - A Web Based SMS Service has been deployed using third party SMS Gateway in the local network, which handles all the alert messages over internet. In case of failure of internet, facility of sending SMS has also been available through local modem and SIM. SMS of various events can be sent to the recipient over intranet from the various service modules itself, such as Backing Down, Load Shedding, Outage etc., as this SMS service has been integrated with all above such modules for automatic messaging to concerned offices & authorities.
- **Mail Service** – G-mail Corporate service has been deployed in the intranet system to facilitate the SLDC user for their official works. All intranet modules have been integrated with these services for automatic mail services.
- **Outage Management Service** – An Outage Management Module has been developed for helping the control room engineers for managing & maintaining the records of all types of outages (Generation & Transmission elements) which are being supervised from SLDC Control Room round the clock & sending the information in the form SMS to the concerned offices & authorities.
- **Load Shedding Service** – The purpose of the Load Shedding Module to help the control room engineers for maintaining & managing the Load Shedding activities and keeping the records intact for various reports purpose.
- **Web Scheduling Service** – A Web Based Power Scheduling module has been implemented in the present system to facilitate all the registered consumers / customer using user validation & authentication mechanism for online real time based scheduling.
- **OAC Service** – An Open Access Customer module has been developed for processing OAC application. The module comprises of Application Data Entry, its verification, automatic preparation of note sheets for various level approvals, automatic preparation letters to OA customer with remarks and simultaneously publication of OA approved / rejected / pending customer list in SLDC CG website along with details.
- **Backing Down Services** – A system has been developed for managing Backing Down Operations. The service can be accessed & operated from any terminal in the Intranet with authorised user privileges. All Operations are getting updated automatically in the

Backing Down Bulletin in home page of SLDC CG website and SMS to the concerned authorities / offices is being send, whenever a BD instruction is issued for them.

- **UNIFAM** - A Unified File Attachment Module has been deployed for uploading & display of information & attachments in SLDC CG Website.

2. SCOPE OF WORK

- SMS Services:** - The contractor shall supply & maintain similar type of Web API Based SMS Gateway services, which has been presently deployed in the intranet system & provides automatic messaging facility from each of the module. The contractor has to configure & maintain the above services as & when required for smooth & uninterrupted messaging services.
- Mail Services:** - Presently Basic G-Suite Gmail enterprise mail services for 50 users with 30 GB per user capacity is being under operation in the intranet system. The firm is responsible for Supply and O&M of the above G-mail services for a period of 1 year from the date of order including configuration, implementation & integration in existing Web Server system and regular update of patches of mailing services is also responsibility of the firm. All types of software configuration required in the event failure of Mail services & associated software shall be responsibility of the firm.

SCHEDULE - I

PRICE BID

Tender Specification No. 03-02/CE/LD/E&M/TR-138/1051, Raipur, Dated -30/09/2019 due on 21/10/2019 at 15:30 Hrs.

The undersigned hereby tender & offer to complete the following work in State Load Despatch Centre, CSPTCL, Raipur for the quantities at the rates indicated hereunder: -

| S. No. | Particulars | Qty. | UoM (unit of measurement) | Unit Rate in Rs. | GST on Unit Price in % @ | GST on Unit Price in Rs. | Total Unit Price including GST in Rs. | Total Amount including GST in Rs. |
|--------|--|-------------|------------------------------|------------------|--------------------------|--------------------------|---------------------------------------|-----------------------------------|
| A | B | C | D | E | F | G=(E*F) | H=E+G | I=(H*C) |
| 1 | (i) Supply, Integration and Maintenance Of Web API ID Based SMS Gateway Service For 2 Lakh SMS With Unlimited Validity. (ii) Basic G-Suite Gmail enterprise mail services for 50 users with 30 GB per user capacity for 1 year. | 1 12 | Lumsump Months | | | | | |

NOTE:-All works to be done as per direction of Engineer-in-Charge of SLDC or authorized person deputed by O/o The Executive Director (LD), SLDC, CSPTCL, Raipur.

Other Conditions (if any): -

The undersigned undertakes to observe and abide by the terms & conditions of the tender specifications enclosed herewith.

PLACE:

Signature of Bidder

DATE:

Designation/Status in the Company
Name & Address in full
Company Seal

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Signature of the Bidder

SCHEDULE - II

SCHEDULE OF TENDER'S EXPERIENCE

Bidder shall furnish here a list of similar jobs executed by him only to Indian power utilities. A reference may be made by the purchase to them in order be considers such a reference necessary.

| S.No. | Name & Particulars of Panels ordered | Order No. & date | Period & date of supply | Name of order placing Power utility placing authority | Person to whom reference to be made |
|--------------|---|-----------------------------|------------------------------------|--|--|
| | | | | | |

PLACE:

Signature of Bidder

DATE:

Designation/Status in the Company
Name & Address in full
Company Seal

SCHEDULE-III

SCHEDULE OF DEVIATION

I/we have carefully gone through the requirement of the tender specifications and the general conditions of the contract and I/we have satisfied myself /ourselves and hereby conforms to the requirement of the specification & general conditions of the tender except for the deviations which are given below:-

| Sr.No. | Description & clause no. of the specification & page no. | Stipulated in specification | Deviation offered | Remarks regarding justification of deviation (with document proof) |
|--------|--|-----------------------------|-------------------|--|
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

Place -

Signature of bidder

Date -

Name (in full)

Designation in the firm

Seal of the firm.....

ANNEXURE-I

COMMERCIAL INFORMATION & QUESTIONNAIRE

**(TO BE FILLED UP COMPLETELY BY THE TENDERER AND KEPT IN THE ENVELOPE
(PART-II) “(COMMERCIAL & TECHNICAL BID)”**

(i) Strike-off, whichever is not applicable. (ii) Separate sheet should be used, wherever necessary.

| S.NO. | INFORMATION REQUIRED | DETAILS |
|-------|--|---|
| 1 | BIDDER'S DETAILS | |
| a | Name and Address of the Bidder / Authorised signatory | |
| b | Name of the Company | |
| c | Address & Contact Details of the Company | |
| 2 | TENDER DOCUMENT | |
| a | Whether Tender purchased from this office or downloaded? | Yes / No |
| b | If down loaded, whether tender cost furnished? | Yes / No |
| c | Details of MICR DD for tender cost | |
| 3 | EARNEST MONEY DEPOSIT | |
| a | Earnest Money Details (Amount and full details) | Rs. /- |
| b | If exempted, state whether bidder is | SSI Unit of CG / Small scale unit registered with NSIC/ Fully owned State Central Govt. Unit. |
| 4 | VALIDITY | |
| a | Whether the offer is valid for 120 days from the date of opening of commercial / technical bid | Yes / No |
| b | If no, state validity period | |
| 5 | PRICES | |
| a | State whether the quoted prices are firm | Yes / No |
| 6 | RATE OF GST | |
| a | If exempted, state the reason | |
| b | Reference of documentary evidence regarding exemption enclosed | Yes / No |
| 7 | PAN CARD DETAILS | |
| a | Whether PAN details provided along with copy of PAN Card | Yes / No |
| b | PAN No. | |
| 8 | PAYMENT TERMS | |
| a | Whether CSPTCL's terms of payment is acceptable to the tenderer | Yes / No |
| 9 | COMPLETION PERIOD | |
| a | Commencement of works from date of order | |
| 10 | PENALTY CLAUSE | |

| | | | |
|----|---|---|----------|
| | a | Whether agreeable to CSPTCL's Penalty clause | Yes / No |
| 11 | | GUARANTEE PERIOD | |
| | a | If during the course of 12 months from the date of completion of work any of the defects is found in workmanship or develop defect in service, the same will be replaced by the contractor free of all charges. | Yes / No |
| 12 | | SECURITY DEPOSIT | |
| | a | Whether agreeable to furnish CSPTCL's Standard security deposit @ 10% of value of order for satisfactory execution of the order and to cover guarantee period | Yes / No |
| 13 | | EXTENSION ORDER | |
| | a | Whether you are agreeable to accept extension order for 6 month. on the same rates, terms & condition if any extension order is placed within six months from date of Agreement. | Yes /No |
| 14 | | RATES | |
| | a | Whether quoted rates shall remain firm even change in time (less/more) | Yes / No |
| 15 | | Whether all pages of Tender filled and signed as specified | Yes / No |
| 16 | | Whether all clauses / conditions / terms / schedules have been read carefully and taken care of while preparing bid. | Yes / No |
| 17 | | Mention Turnover of the firm for last three years (Enclose balance sheets in support) | Yes / No |

Place: -

SIGNATURE OF TENDERER:

Date: -

NAME IN FULL:

DESIGNATION/STATUS IN THE FIRM:

COMPANY SEAL:

Note: -

- i. Rates may please be quoted exclusive of GST. Goods & Service Tax, if applicable will be payable extra subject to submission of certificate of registration.
- ii. It is necessary to answer all the questions. If any question remained unanswered, it will be presumed that CSPTCL's interpretation is acceptable to the contractor for that particular question.

ANNEXURE-II

UNDERTAKING BY THE BIDDER

1. I/We Proprietor/Partner of (name of firm)hereby undertake that in case low rates is quoted by more than one firm then I/We shall have no objection in deciding successful bidder among the lowest bidder on the basis of lottery. Once the successful bidder is determined through lottery, I/We will honor the same and not lodge any claim on any matter in respect of this tender.

2. I/we _____ shall maintain the integrity & security of the place of work and abide with all the rules and regulations enforced. I/we shall keep the discipline and decorum of the place of work intact.

3. I/we shall not make damage to the SLDC, CSPTCL property.

ANNEXURE-III

UNDERTAKING BY THE BIDDER

I/we hereby tender and offer, subject to CSPTCL's terms and conditions of tendering to CSPTCL to execute work as described or referred to in the tender documents and its enclosure under the TENDER SPECIFICATION No. and which under the terms thereof are to be executed and done by contractor and to perform and observe the provisions and agreements or the part of the contract contained in or reasonable to be referred from the said tender documents for the sums of and the rates indicated in the Price (Schedule-IV) of the tender submitted herewith.

Should this tender be accepted, I/we hereby agree to abide by and fulfill all the terms and provision of the said conditions of the contract and if default thereof, authorised the CSPTCL or its successors and assigns in the office to forfeit and pay full value of Earnest Money Deposit, should I/we fail to commence the work specified and awarded or should I/we do not deposit the full amount of Security Deposit to be submitted under the conditions.

Dated th day of

Name & Address of bidder :

SIGNATURE

.....

Name of the authorised, person signing

.....

.....

.....

.....

ANNEXURE – IV

PROFORMA FOR BANK GUARANTEE TOWARDS SECURITY DEPOSIT

(To be executed on non judicial stamp paper worth Rs.250/- and Rs.1/- revenue stamps be affixed on the bank guarantee)

Bank Guarantee No. _____ Dtd. _____

In consideration of State Load Despatch Centre, Chhattisgarh State Power Transmission Co. Ltd., Raipur having agreed to accept this bank guarantee in lieu of cash deposit by way of Security for due and faithful performance required from M/s _____ herein after referred to as contractors, the bank of _____ hereby agrees unequivocally and unconditionally to pay within 48 hours on demand in writings from the CSPTCL or any officer authorized by it in this behalf, of any amount up to and not exceeding Rs. _____ (In words) Rs. _____ to the said Chhattisgarh State Power Transmission Co. Ltd. on behalf of the aforesaid M/s. _____ who have tendered and contracted for the supply of materials, equipments or services to the said CSPTCL against order No. _____ Dtd. _____ for the order value of Rs. _____.

This agreement shall be valid and binding on this bank up to and including _____ or for such further period as may hereunder be mutually fixed from time to time in writing by the CSPTCL, and the contractor, and shall not be terminable by notice or any change in the constitution of the aforesaid bank or the firm of contractors or by any other reasons whatsoever, and the banker's liability hereunder shall not be impaired or discharged by any extension of time or variation or alteration made, given, conceded or agreed to with or without the bank's knowledge or consent by or between the CSPTCL and the contractors in the existing and/ or further tenders and /or contracts.

It is agreed to by the Bank with CSPTCL that if for any reason a dispute arises concerning the Bank's liability to pay requisite amount to the CSPTCL under the terms of this guarantee the competent Court at Raipur shall have the jurisdiction to determine the said dispute and that this shall be without prejudice to the liability of Bank under the terms of this guarantee being unequivocal and unconditional as mentioned above.

The liability under this guarantee is restricted to Rs. _____ (In words _____) only. This Guarantee shall remain in force until _____ Unless a demand to enforce a claim is made under this Bank Guarantee by the CSPTCL to the Bank within six month from the date i.e. up to _____ the rights of CSPTCL under this guarantee shall be forfeited and the bank shall be relived and discharged from all liability there under.

Signature

For _____

Bank

Witnesses: -

1. _____ (Signature)

_____ (Name)

_____ (Address)

2. _____ (Signature)

_____ (Name)

_____ (Address)

ANNEXURE-V

PROFORMA OF AGREEMENT- BETWEEN THE CONTRACTOR & THE CSPTCL TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER WORTH Rs.300=00 REVENUE STAMP OF RS. 1=00 SHOULD BE AFFIXED ON IT)

This Agreement is made on this _____ day of _____ 2019 between M/s _____ being a firm partnership/ proprietor registered under Indian Companies Act. 1956 having its office at _____ (herein after called the contractor which expression shall where the context to admit, be deemed to include all and each of partners as included in the deed of partnership jointly & separated and their heirs, executors, administrators and representatives) of the one part and SLDC, CSPTCL, Raipur being the Company constituted under section 133 of the electricity ACT, 2003 (CA36of2003). (Herein after called the CSPTCL, which expression shall where the context so admits, be deemed to include its permitted assigns) of the other part.

Where as in accordance with the tender Notice No. _____ issued by the _____ CSPTCL, Raipur of the CSPTCL and the contractor has submitted his tender No. _____ Dtd. _____ and opened on _____ for

_____ more particularly described, mentioned enumerated or referred to in the general conditions, specifications, schedule, drawings form of tender, covering letters, schedules, of price and further correspondence a copy of each of which is hereto annexed and it for purpose of identification signed by Shri _____ on behalf of the contractor and Executive Director (LD), SLDC, CSPTCL, Raipur, on behalf of the Transmission Company and all of which shall be deemed to form part of this Agreement or through separately get put herein and are included in the expression “Contractor” herein used (herein after referred to be the paid work).

And where as the Transmission Company has accepted the tender of the contractor vide order No. _____ Dtd. _____ for the sum of Rs. _____ (Rupees) _____ only, on the terms and subject to the conditions herein after mentioned.

Now therefore, this agreement witness and it is hereby agreed as follows: -
The contractor shall execute the said work and do perform and carry out all matter incidental and/or ancillary thereto within the time and terms and conditions specified in the contract.

- i) For the fulfillment of the contract, the Transmission Company shall pay to the contractor Rs. _____ (Rs.) _____ only or such other sum as may become payable in accordance with the contract.

- ii) In all matters existing under out of or in relations to this agreement, the terms and conditions of the contractor order No. _____ Dtd. _____ shall apply and such matters shall be determined accordingly.
- iii) The agreement shall be deemed to be entered into at Raipur and all disputes and claims, if any, out of or in respect of this agreement are to be settled at Raipur or to the tribunal only in any competent Court situated at Raipur.

In witness where of the parties hereto have signed this agreement on the date and year mentioned against their respective signature.

NAME & SIGNATURE OF WITNESS

i) Signature

Address

SIGNATURE OF THE CONTRACTOR

ADDRESS: -

ii) Signature

Address

NAME & SIGNATURE OF WITNESS

i) Signature

Address

ii) Signature

Address

EXECUTIVE DIRECTOR (LD)
SLDC, CSPTCL, RAIPUR