



**Principal Accountant General (A&E) Haryana,**  
Plot No. 4 & 5, Sector 33B, Chandigarh-160 020.  
[www.aghry.nic.in](http://www.aghry.nic.in)

**REQUEST FOR EXPRESSION OF INTEREST (EOI)**

**TITLE OF THE EOI:**

Enhancement of Telecommunication Services within various State Government offices in Haryana.

**Date of EOI :** 30th June 2020

**Closing date for receipt of EOI:** 14<sup>th</sup> July, 2020

**EOI Number:** Admn-IV/Communication/EOI/2020-21/48

**EOI response to the Attention of :** Deputy Accountant General (Admn)  
O/o Pr. Accountant General (A&E) Haryana  
Plot No. 4 & 5, Sector-33B,  
Chandigarh-160 020.

On behalf of the President of India, sealed Expression of Interest (EOI) are invited for enhancement of telecommunication services within various offices of Government of Haryana from eligible companies/firms/agencies; in the office of the **Principal Accountant General (A&E) Haryana, Chandigarh** hereinafter referred to as "Department".

**1. Basic Information**

- 1.1. **Department** invites responses to this Expression of Interest (EOI) from companies/ Agencies for enhancement of its telecommunication services to various Government offices in the state of Haryana.
- 1.2. Responses must be received not later than the time and date mentioned in the fact sheet. Responses received after the deadline WILL NOT be considered.
- 1.3. Interested companies/Agencies may download the EOI document from the official website of this office [www.aghry.nic.in](http://www.aghry.nic.in) or [www.cppp.gov.in/publish](http://www.cppp.gov.in/publish)
- 1.4. **Department** reserves the right to reject any or all the responses in whole or in part, without assigning any reason.
- 1.5. The EOI document is not transferrable

## 2. Eligibility Criteria

- 2.1. The company/firm/agency should be registered under Indian Companies Act/Indian Partnership Act/Proprietorship (**Please attaché self attested copy of certificate of incorporation**)
- 2.2. Company/firm/agency should be registered under various tax authorities (**Please attach the self attested copies of PAN and GST Certificate**)
- 2.3. Company/firm/agency should be financially sound (**Please attach self attested copies of balance sheet for last 3 years**). Company/firm/agency should have minimum annual turnover of Rs.25,00,000/- in the last 3 years.
- 2.4. Company/firm/agency should have the technical capability to complete the work as per the satisfaction of the **Department**.
- 2.5. The company/firm/agency should not be blacklisted by any Central Government/ State Government/Public Sector Undertakings or local bodies (**Please attach a self declaration in this regard**)

## 3. Scope of work

- 3.1. **Department** is having an IVRS based toll free number toll free number from BSNL for redressal of grievances of pensioners of Haryana State.
- 3.2. **Department** is also having three independent telephone numbers attached to this toll free number.
- 3.3. All incoming calls to toll free numbers are assigned to any of these three independent telephones (according to nature of grievance)
- 3.4. **Department** intends to develop a mechanism, where the operator attending to any of these three handsets can make a conference call with the State Government offices. This mechanism will include
  - 3.4.1. Un-interruptible conversation between the caller, operator and the office of the State Government of Haryana.
  - 3.4.2. Detailed call listing for each telephone number in electronic form suitable for data processing like txt, xls and csv etc (where pdf is not considered as electronic form).
  - 3.4.3. Creation of Closed User Group with free calls within the CUG.
  - 3.4.4. Service reliability should be ensured and overall uptime should not be less than 99%.

## 4. Deliverable

- 4.1. Equipments such as servers and telephony devices
- 4.2. Recording device

4.3. Software Solutions

4.4. Operational Training

4.5. Onsite technical support during warranty

4.6. Any other hardware or software item (if required)

5. **Operation and Maintenance:** Initially the project will be awarded for operation and maintenance for three years. Routine staff required for operation and maintenance will be provided by the **Department**. However, in case of any troubleshooting company/firm/agency shall provide the onsite support during contract period.

6. **Submission of Response:** Company/firm/agency shall submit the following items along with their response:

6.1. Duly filled, signed and stamped response form as per Annexure-I (to be printed on the letterhead of the company/firm/agency)

6.2. A copy of EOI document with signature and stamp on each page, as a token of acceptance of terms of this document.

6.3. All supporting documents as mentioned in para 2.1 to 2.5 of this EOI document

6.4. Proposed Technical Solution

6.5. Timelines for commencement of services.

6.6. Financial bid as per Annexure-II (in a separate sealed envelope)

7. **Evaluation & Selection Criteria**

7.1. Proposed technical solution for all the eligible companies/firms/agencies will be examined.

7.2. Financial bid of all the technically qualified responses will only be opened.

7.3. On the basis of the technical solution, timelines and financial; L-1 will be declared.

7.4. At this stage, a counter offer will be given to all other responses, if they can quote below L-1.

7.5. Lowest of these as per para 7.4 will be offered to the earlier L-1 as counter offer. If original L-1 matches the new lowest in para 7.4, original L-1 will be awarded or else new lowest offer at para 7.4 will be awarded.

7.6. Finally, the L-1 will be declared.

8. **Service Level Agreement**

8.1. Agency will carry out the work strictly as per the timelines mentioned in the response or as mentioned in the award letter (whichever is earlier).

8.2. Work will be awarded on Operation and Maintenance basis for a period of three years from the date of commencement of services.

- 8.3. Either party shall have right to terminate the contract with six months notice from the either side.
- 8.4. Capital expenditure to be incurred on the project may be borne by the **Department**.
- 8.5. Regular staff required for operation will be provided by the **Department**. In case of any troubleshooting, onsite technical support will be provided by the company/firm/agency.
- 8.6. Service reliability is of utmost importance. Hence overall uptime should not be less than 99%

**9. Instruction to bidders:**

- 9.1. A meeting will be held on 09.07.2020 to discuss the detailed scope of work. Interested may send their participation request to Deputy Accountant General (Admn) through email at dhanlaxmic@cag.gov.in latest by 07.07.2020.
- 9.2. The bidders shall bear all costs associated with the preparation and submission of bid and the **Department** will in no case be responsible or liable those costs, regardless of the conduct or outcome of the tendering process.
- 9.3. Company/firm/agency should give the following details in Financial bid
- 9.3.1. Detail of hardware items along with price breakup
  - 9.3.2. Operation and maintenance charges (including taxes) for a period of 3 years, to be paid on monthly basis.
  - 9.3.3. Department may incur the amount of capital expenditure involved in the work allotted.
- 9.4. Work will initially be awarded for a period of 3 years under O&M. However, both the parties will have the right to terminate the contract by giving six months notice from either side.
- 9.5. Successful agency will be asked to submit a performance guarantee of Rs.50,000/- in form of bank guarantee/bank draft.
- 9.6. Responses shall be valid for 180 days. Any response valid for a shorter period may be rejected by the **Department** as non responsive.
- 9.7. No bidders shall contact **Department** on any matter relating to its bid, from the time of the bid opening to the time of contract awarded. If
- 9.8. If a bidder wishes to bring additional information to the notice of **Department**, he should do it in writing. **Department** reserves the right as to whether such additional information should be considered or not. Any effort made by the bidder to influence the **Department** in its decision on bid evaluation, bid comparison or contract award may result into disqualification of the Bidder's bid.

9.9. **Department** requires that selected bidder must observe the highest standards of ethics during the performance and execution of awarded contract. The undue use of information related to work process may result in termination of the contract. In case the Agency is found guilty for the same, criminal proceedings may also be initiated against the Agency.

- 10 **Force Majeure:** Notwithstanding anything contained in the EOI, the agency shall not be liable for liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure. For the purpose of this clause “Force Majeure” means an event beyond the control of the agency and not involving the agency’s fault or negligence and which was not foreseeable. Such events may include war or revolutions, fire, floods, epidemics and quarantine restrictions. The decision of the **Department** regarding Force Majeure shall be final and binding on the Agency. If a Force Majeure situation arises, the Agency shall promptly notify to the **Department** in writing of such conditions and the cause thereof. Unless otherwise directed by the **Department** in writing, the Agency shall continue to perform its obligation under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 11 **Legal Jurisdiction:** All legal disputes between the Agency and the **Department** shall be subject to jurisdiction of the courts in Chandigarh, Union Territory only.

Sd/-

**Deputy Accountant General (Admn)**

## ANNEXURE-I

(To be printed on the letter head of the company/firm/agency)

To

Deputy Accountant General (Admn)  
O/o the Principal Accountant General (A&E) Haryana,  
Plot No. 4 & 5, Sector-33B,  
Chandigarh-160 020.

**Subject: Enhancement of telecommunication services as per EOI No. Admn-IV/  
Communication/EOI/2020-21/48 dated 30.06.2020**

Respected Madam,

We hereby submit our response in reference to EOI No. Admn-IV/  
Communication/EOI/2020-21/48 dated 30.06.2020.

### COMPANY INFORMATION

Name of the Company/firm/agency :

Constitution of the Company/Firm/Agency :

Address of the Company/Firm/Agency :

PAN Number :

GST Number :

Turnover during 2019-20 : Rs.

Turnover during 2018-19 : Rs.

Turnover during 2017-18 : Rs.

Name of the Contact person :

Mobile Number of the Contact person :

Email ID of the Contact person :

Technical Solution attached : (Y/N)

We declare that our company/firm/agency meet the eligibility criteria as mentioned in para 2 of the EOI document.

Signature of the Authorized Signatory with seal.

Name & Title \_\_\_\_\_

## ANNEXURE-II

### FINANCIAL BID (To be printed on the bidder's letterhead)

To

Deputy Accountant General (Admn)  
O/o the Principal Accountant General (A&E) Haryana,  
Plot No. 4 & 5, Sector-33B,  
Chandigarh-160 020.

**Subject: Submission of Financial Bid**

Respected Madam,

We hereby submit financial bid in reference to EOI No. Admn-IV/  
Communication/ EOI/2020-21/48 dated 30.06.2020 as under:

#### Part-A

<u>Hardware required</u>	<u>Rate (inclusive of all taxes)</u>
1. _____	:
2. _____	:
3. _____	:
4. _____	:

#### Part-B

Operation & Maintenance charges for 3 years :

#### PART-C

Any other charges :

Signature of the Authorized Signatory with seal.

Name & Title \_\_\_\_\_