

1.0 Event Information

1.1 Scope of work

Open Tenders are invited in e-tender bidding process from interested Bidders for entering into a Rate Contract valid for a period of 2 Years as defined below:

S. No.	Description	EMD Amount (Rs.)	Tender Fee (Rs.)
1	IT Service Desk (SAHAYAK) and Data Centre Operations	5,40,000	5,000

NB: Bidders are requested to furnish the EMD amount of Rs. 5,40,000/- (Five Lakh Forty Thousand Rupees Only), instead of Rs. 54,000/- (Fifty Four Thousand Rupees only) as mentioned in the NIT published in the Newspaper(s), dated 18th December 2020.

1.2 Availability of Tender Documents

Non-transferable tender documents may be downloaded by interested eligible bidders from tender section of our website <https://www.tpcentralodisha.com>. Same will also be sent to bidder through ARIBA e-procurement system after payment of tender fee as mentioned in "Process for bidding" in the tender above. Bidder can participate in the tender only through ARIBA e-procurement platform.

Bidders are requested to visit TPCODL website <https://www.tpcentralodisha.com> regularly for any modification/ clarification to the bid documents

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1.3 Calendar of Events

(a)	Date of sale/ availability of tender documents from TPCODL Website	From 18 Dec 2020 to 23 Dec 2020, 17:00 Hrs
(b)	Date & Time of Pre-Bid Meeting (If any)	Not applicable due to COVID-19. Queries to be answered through email/TPCODL Tender Website
(c)	Last Date of receipt of pre-bid queries, if any	24 Dec 2020 up to 15:00 Hours

(d)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	01 Jan 2021 up to 17:00 Hours
(e)	Last date and time of receipt of Bids	08 Jan 2021 up to 17:00 Hours

Note :- In the event of last date specified for submission of bids and date of opening of bids is declared as a closed holiday for TPCODL, Bhubaneswar office, the last date of submission of bids and date of opening of bids will be the following working day at appointed times.

1.4 Mandatory documents required along with the Bid

- 1.4.1 EMD of requisite value and validity
- 1.4.2 Tender Fee in case the tender is downloaded from website
- 1.4.3 Bidder / OEM must have service center in Odisha.
- 1.4.4 Requisite Documents for compliance to Qualification Criteria mentioned in Clause 1.7.
- 1.4.5 Drawing, Type Test details along with a sample of each item as specified at Annexure I (as applicable)
- 1.4.6 Duly signed and stamped 'Schedule of Deviations' as per Annexure III on bidder's letter head.
- 1.4.7 Duly signed and stamped 'Schedule of Commercial Specifications' as per Annexure IV on bidder's letter head.
- 1.4.8 Proper authorization letter/ Power of Attorney to sign the tender on the behalf of bidder.
- 1.4.9 Copy of MSME, PAN, GST, PF and ESI Registration (In case any of these documents is not available with the bidder, same to be explicitly mentioned in the 'Schedule of Deviations')

Please note that in absence of any of the above documents, the bid submitted by a bidder shall be liable for rejection.

1.5 Deviation from Tender

Normally, the deviations to tender terms are not admissible and the bids with deviation are liable for rejection. Hence, the bidders are advised to refrain from taking any deviations on this Tender. Still in case of any deviations, all such deviations shall be set out by the Bidders, clause by clause in the 'Annexure III - Schedule of Deviations' and same shall be submitted as a part of the Technical Bid.

1.6 Right of Acceptance/Rejection

Bids are liable for rejection in absence of following documents:-

- 1.6.1 EMD of requisite value and validity (If Applicable)
- 1.6.2 Tender fee of requisite value (If Applicable)
- 1.6.3 Price Bid as per the Price Schedule mentioned in Annexure-I