

# HYDERABAD METROPOLITAN WATER SUPPLY & SEWERAGE BOARD

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O/o. Chief General Manager(Engg),  
Revenue Circle, HMWS & SB  
Khairtabad, Hyderabad-500004.

Tender Notice No: 01/CGM(E)/Rev.Circle/2020-21/

Dated. 05.08.2020

Sealed Tenders will be received from the Registered Contractors on LS-Contract system by the Chief General Manager (Engg), Revenue Circle, Khairtabad, Hyderabad – 500004 till 3.00 PM (IST) on the date of closing of tenders i.e **on 07.08.2020@ 3.00 PM**. The Tenders will be opened on the same date at 03.30 PM (IST) by the Chief General Manager (Engg.), Revenue Circle, Khairtabad, Hyderabad or his nominee for the following works.

Sl. No	Name of the Work	Approximate value of the work (Rs.)	E.M.D @ 2 ½ % (1 % at the time of application for purchase of tender schedules at 1 ½% at the time of agreement) (Rs.)	Class of Contractor As per G.O Ms. No.521 & 178. 94, 130	Cost of Tender Schedule incl 12.36% sales tax	Time limit for completion of work
1	Supply, delivery and installation of customer care software, customer care server on rental basis for a period of two months with integration including all taxes, duties, transportation and transit risk up to destination etc. Complete as directed by the HMWSSB Officials.	4,19,915/-	4119/-	/Regd. Contractors	Rs.500/-	Half Month.

- 1 The last date of receipt of applications for purchase of tender documents is **07.08.2020@02.00 PM**
- 2 The Contractor shall be required to pay the E.M.D at the time of purchase of Tender Schedules in the form of Crossed Demand Draft only drawn in favor of **H.M.W.S & S. Board, Hyderabad.**
- 3 The Tender schedules will be issued up to **07.08.2020 up to 12.00 noon.** The supply of Tender schedules by post will be at the risk and responsibility of the contractor.
- 4 The cost of tender schedules will not be refunded under any circumstances. The E.M.D shall be refunded to the unsuccessful tenderer soon after deciding the tenders.
- 5 The application for tender schedules received late or without E.M.D will summarily be rejected.
- 6 The contractor who buys the tender schedule and decides subsequently not to submit the tender for any reason whatsoever should return the tender schedules within (7) days from the date of purchasing the schedules. If the contractor does not tender for the work but at the same time fails to return the tender schedules within (7) seven days, he will be blacklisted.
- 7 The tenderer must keep his tender valid for a period (3) three months. If the tenderer withdraws his offer within the validity period the E.M.D will be forfeited.
- 8 The contractor shall not, without the written consent of the General Manager (Engg), concerned assign the contract or sublet any portion of the same to any other person.
- 9 The payment towards the cost of tender schedules and E.M.D should be in the form of separate crossed demand drafts only drawn in favor of the **H.M.W.S. & S. Board, Hyderabad.** The cost of tender schedules and E.M.D in currency notes or interest bearing securities, bank guarantee or insufficient deposits will not be accepted.
- 10 Tenderer should quote their percentage both in words as well as in figures, the percentage quoted in words shall prevail. If the contractor fails to quote his percentage both in figures or words the tender will be treated as incomplete and rejected.
- 11 Income Tax clearance certificates obtained from appropriate income tax authorities should be enclosed to the tender.

- 12 If any of the dates notified above happens to be a holiday, then the next working day will hold good in lieu of the date/dates mentioned.
- 13 The tenderer can submit the tender either personally or through his agent or by post. In case of submission of tender by post, the risk and responsibility for either loss or delays in transit of the same is to be borne by the tenderer and the tender opening authority will not consider any tender received by him after expiry of date and time fixed for receipt of tender.
- 14 Along with the application for purchase of tender schedules, the tenderers are requested to furnish the following information.
- a) Registration Certificate
  - b) Demand Draft copy EMD and Tender schedule
  - c) GST form-06 Registration certificate
  - d) Affidavit on Non Judicial stamp paper worth of Rs. 100
  - e) Statement showing works onhand
  - f) Details of Arbitration & Litigation
  - g) Details of History of Criminal cases,
  - h) Copy of Provident Fund Registration
  - i) Copy of ESIC Registration
  - j) Bidder shall furnish the bio data of Technical persons
  - k) Copy of PAN CARD
  - l) The bidder shall have past experience of supply and delivery and installation of call center software and call center server in any one organization in telangana state in the past ten years.

Any wrong declaration in this regard if comes to notice at a later date will disqualify him for tendering. The Chief General Manager (Engg.), Revenue Circle, Khairtabad, Hyderabad reserves the right to reject any or all the tenders without assigning any reasons thereof.

For other details the Tenderers are requested to contact Chief General Manager (Engg.), Revenue Circle, Khairtabad,, Khairatabad, Hyderabad on any working days from 10.30 AM to 5.00 PM.

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**Chief General Manager (Engg)**  
**Revenue Circle**

1. Copy to all Chief General Manager's (E), HMWS&SB for information.
2. Copy to General Manager(IT), EDP Wing, for vide publication in board website
3. Copy to the Notice Board.