



**RATE CONTRACT FOR
Annual Maintenance of Emergency Call Boxes
(ECBs) along the Mega Highways Project roads in
Rajasthan developed by RIDCOR/RIPL**

**BID DOCUMENT FOR
OPEN COMPETITIVE BIDDING**

701-706, 7th Floor, ARG Corporate Park, Gopalbari, Ajmer Road,
Jaipur-302001, Rajasthan
Tel. (0141) 2747001/2, Fax : 0141 - 2747010
E-Mail : office@ridcor.in

May, 2026

ONLINE BID INVITATION

RIDCOR invites online post qualification competitive bid for “Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL” from eligible bidders. Bid shall only be submitted through online bidding system of www.eproc.rajasthan.gov.in. The interested bidders shall have to be enrolled/registered with portal of www.eproc.rajasthan.gov.in for participating in the bidding process.

The schedule of dates is as follows: -

S. No.	Schedule	Date	Time
1.	Document Download Start Date	08.05.2026	5.00 p.m.
2.	Bid Submission Start Date	08.05.2026	5.00 p.m.
3.	Bid Submission End Date	24.05.2026	6.00 p.m.
4.	Technical Bid Opening Date	25.05.2026	11.30 a.m.
5.	Financial Bid Opening Date	To be conveyed later	

Detail of Bid:

Sr. No.	Name of work	Estimated Cost (Rs. in Lac)	Bid Security (Rs. in Lacs)	Bid Fee
1.	Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL	37.23	0.75	Rs. 1,180/- (incl. GST) as bid fee (non-refundable) and Rs. 500/- as processing fee

* Complete bid document can be viewed / downloaded from official website www.eproc.rajasthan.gov.in.

Terms & conditions of Bid

Bidders should read these terms and conditions and the complete bid document (including Technical part and financial part) carefully and comply strictly with these terms and conditions during the submission of bids.

1. Bid shall be submitted online only through www.eproc.rajasthan.gov.in. Bid and any other mode of submission of Bid shall not be entertained.
2. No physical/offline bid shall be accepted by the RIDCOR.
3. The Bid Security, Bid Fee and Processing Fee of RajCOMP Info Services Ltd. (RISL) shall only be accepted through electronic mode of payment like RTGS/NEFT/Inter Bank Transfer. The details of bank account of RIDCOR for payment of Bid Security, Bid Fee and Processing Fee through Electronic mode of payment are as under :
 - a) Beneficiary Name : RIDCOR Ltd.
 - b) Account No. : 2164002100008369
 - c) Beneficiary Bank : Punjab National Bank
 - d) Beneficiary Branch : Large Corporate Branch, Tolstoy House, New Delhi-110001
 - e) Branch IFSC Code : PUNB0216400
4. Bidder should specifically mention UTR No. (Unit Transaction Reference) at the time of submission of his bid.
5. The AMC period for the works shall be 12 months. RIDCOR (Employer) reserves the right to reduce the scope of work and the period of Contract Agreement by giving 30 days prior notice without any compensation or loss of profit etc. and the contractor shall not be eligible to submit any claim for early termination of the Contract.
6. Director/Manager/Head-IT, RIDCOR reserves right to accept, reject or cancel the Bid without assigning any reason whatsoever, to the Bidder or anyone else.
7. Conditional Bid and casual letters sent by the contractors about the bid will not be accepted.
8. Any representation on the procedure of bidding after opening of bids shall not be considered or dealt with. Such parties may be disqualified and debarred from bidding in future for a period of 1 year.
9. Bidders are requested to read the instructions in the Bid Document carefully and visit the project site before submitting the Bid online.
10. RIDCOR reserves the right to finalize the bid in a fair and transparent manner which is in

the best interest of the Company (RIDCOR) and such decision shall be final and binding on the bidders.

11. Director/Manager/Head-IT (RIDCOR) reserves the right to accept any bid not necessarily the lowest bid and reject any or all bid/bids without assigning any reason thereof.
12. The bidder shall not transfer, assign or subcontract or any part thereof to any other agency without prior written approval of Director/Manager/Head-IT or authorized representative of RIDCOR.
13. GST registered agencies/individuals shall only be allowed to participate in this bidding and the bidders shall submit the GST registration certificate along with the technical proposal. If, the bidder is not GST registered or its GST registration is in inactive status as on date of submission of bid, his bid shall be rejected.
14. The bidder shall indicate Permanent Account Number issued by the Income Tax Authority. The successful bidder has to submit KYC in the prescribed format appended herewith and shall submit required KYC documents before signing of the contract agreement.
15. The bidder has to quote item rate in Financial Proposal of the online bidding for this work. The rates quoted would be binding upon the bidder. The rates shall be inclusive of all the material, transportation of all the material to the site, manpower, scaffolding, tools, plants and equipment and other incidentals required for fabrication, erection and fixing of the same at site. Any deviation from the same shall be specifically mentioned in the offer of the Agency to work out the total cost for the item accurately.
16. **All the enclosed documents, Performa's, annexures, appendices, certificates etc. should be digitally signed by the bidder & must be submitted online at www.eproc.rajasthan.gov.in**
17. **Release of Bid security:**
 - (i) Bid security of the bidder except L1 & L2 shall be released immediately upon opening of the financial bids.
 - (ii) Bid security of the L2 bidder shall be released only after execution of contract agreement with the L1 bidder or within 30 days from the date of issuance of Letter of Acceptance (LOA) to L1 bidder or after the expiration of bid validity period, whichever is earlier.

Bid security of the L1 bidder shall be released after submission of Performance Security and execution of contract agreement by the L1 bidder. The bid security of L1 bidder may be adjusted against performance security on request of L1 bidder.

18. **Forfeiture of Bid Security:** The Bid Security may be forfeited:
 - (i) When bidder withdraws or modifies or amend or impairs or derogates its bid during the period of bid validity specified by the bidder in the bid.

- (ii) When bidder fails to submit the undertaking that the bidder will not abandoned any of their contracts without completing the work, or fails to submits the declaration declaring that he is not ineligible or blacklisted for corrupt, fraudulent and coercive practices or works of poor quality / delayed implementation of any work by the Government of India (GoI), Government of Rajasthan (GoR), other State Governments and Union Territories, RIDCOR and/or Statutory Authorities like National Highways Authority of India. The bidder is obligated to submit the declaration that he is not convicted or involved in any criminal /anti national activities under the laws of India. These declarations and undertakings are mandatory and should be deposited by the bidder within the specified time. Any absence of such undertakings and declarations will result in forfeiting the bid of the bidder.
19. Successful bidder will have to execute the contract agreement on requisite non-judicial stamp papers as per norms of GoR.
20. **Performance security:**
- (i) The successful bidder shall submit performance security amounting to 5% of total cost of work as per work order in the form of FDR/TDR/DD/Bank Guarantee issued from a Nationalized/Scheduled bank within 14 days of issuance of Letter of Acceptance (LOA). If, performance security is not submitted within the prescribed time, then a penalty of Rs. 5,000 per day shall be levied on the successful bidder upto 30 days (penalty period) beyond specified time of 14 days. If the performance security fails to submit the Performance security within 60 days beyond specified time, Director/Manager/Head-IT, RIDCOR reserves the right to levy the penalty for the delay of Rs 10,000 per day beyond 30 days thereafter.
- The performance security may also be accepted through electronic mode of payment like RTGS/NEFT/Inter Bank Transfer in the name of RIDCOR Ltd.
- (ii) The bid security deposited at the time of bid in the form of RTGS/NEFT/IMPS will be adjusted towards performance security amount on written request of successful bidder.
- (iii) No Interest will be paid by RIDCOR on the Bid Security or Performance security.
- (iv) The performance security shall be released only after satisfactory completion of work. If, the bidder fails to deposit the required performance security or to execute the contract agreement within the specified period, such a failure will be treated as a breach of the terms and conditions of the bid and will result in forfeiture of the Bid Security. The successful bidder shall pay all the expenses such as stamp duty and other expenses incurred for the execution of the agreement. The forfeiture of the Bid Security or failure to execute the agreement and to submit performance security within the specified period shall result in cancellation of LOA. Such bidders may be disqualified and debarred from bidding in RIDCOR for 1 year.
21. Agency is advised to visit the tentative Locations on the Project Package before quoting their rates for the work and fully satisfy themselves regarding the Condition of Site and

- availability of Water, Electricity and other resources required for the execution of work.
22. Bids shall be valid for a period of 120 days from the date of opening of technical bid.
 23. **Risk & Insurance:** -The Agency shall take all necessary insurance cover at its own cost against any damages/injuries to its employees, equipment or any other third party who may be affected due to the fault of the service provider.
 24. General Conditions & Specifications for Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL are enclosed at Appendix-1 and locations for the work attached at Appendix-2. The Agency has to quote their rates accordingly. Any deviation from the same shall not be accepted without approval of RIDCOR.
 25. The successful bidder shall provide Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL.
 26. **Eligibility Criteria:**
 - a) The bidder must have optimum experience in such work and have successfully completed (at least for a year) work of installation/maintenance of Emergency Call Boxes in any department/company in last five (5) years. The bidder must attach such Certificate/Statement to this effect with technical bid. RIDCOR will not consider any bid which is without the Certificate/Statement of Experience in installation and maintenance of Emergency Call Boxes in last five years.
 - b) The firm should have annual turnover of minimum 26 lacs (70% of Estimated Cost) during any one of last 3 financial years (2022-23, 2023-24, 2024-25) duly certified from a reputed chartered accountant firm along with UDIN number. Bid will be rejected, if the certificate does not have UDIN Number.
 27. The contractor shall comply with all the statutory provisions as laid down under various labour laws/acts/rules in force from time to time at his own costs. In case of violation of any such statutory provisions under labour laws or any such statutory provisions under labour laws or any other law applicable by the contractor, the RIDCOR will not be liable for any such violations or non-compliance of laws. It is to be noted that the contractor shall be debarred in case of instances of three such non-compliances/violations.
 28. The successful bidder shall provide the Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL as per the requirement of the Company.
 29. In the event of disagreement between RIDCOR and the approved Contractor, the matter will be referred to the Director/Manager/Head-IT, RIDCOR, whose decision shall be binding and final.
 30. In case of any discrepancy whatsoever, the decision of the Director/Manager/Head-IT, RIDCOR shall be final and binding for the Contractor. All the matters/disputes shall be resolved through conciliation. In case the issue is not resolved through conciliation then the Arbitration shall be the next recourse for dispute resolution. The contractor shall not

file any case in any court before the final arbitration award/conciliation order is passed.

31. Any grievance related to bid may be resolved as per the procedure laid down in Annexure-C. In case the dispute is not resolved as per procedure stipulated in Annexure-C, then in that case, for any and all disputes arising out of this bid, the courts in Jaipur shall have exclusive jurisdiction to try and entertain the dispute.
32. All taxes including GST are inclusive in the rates.
33. Head-IT will be administrator of this contract agreement. Work shall be executed under the control and supervision of RIDCOR representatives and payment shall be released based on the certification by the Project Manager/Manager (IT).
34. Director/Manager/Head-IT, RIDCOR is empowered to approve all the time extensions, variations in the contract, waiving off penalty and approval of change of scope as per site requirement depending upon the merits of the case. The Director/Manager/Head-IT, RIDCOR is also empowered /authorized to award the work on any other stretch also in RIDCOR/RIDCOR Infra Projects Ltd. (RIPL) on the same terms & conditions to any Agency.
35. All RIDCOR and RIPL roads are State Highways and works are to be executed strictly as per specifications laid down by the Central and State Govt. The inspection by Independent Engineer will be done on regular basis and the Contractor will be duty bound for all necessary compliances.
36. Any Contractor which is debarred or blacklisted by any department of Govt. of India/Rajasthan or any other States/Union Territories are not eligible to bid.
37. Any Contractor who left the work awarded by RIDCOR/RIPL as incomplete or unfinished at any point of time, are not eligible to bid.

Director
RIDCOR, Jaipur

CERTIFICATE

I/We have carefully read, understood and accepted all the above terms & conditions. No additional conditions will be imposed by us. No conditions of the bid have been altered/changed.

Date:

Signature of the Bidder (S)
along with the stamp of the firm/company.
Also address of the Local office with phone/Fax numbers

BID FORM

Subject: Bid for “Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL”.

1. Name and full postal address of the firm submitting the bid:

.....
.....

Contactor’s Name: Designation of the person signing the contract

Tel. No. Fax E-Mail

Mobile No.

PAN No. of firm..... GST Reg. No.

2. Reference of the Bid Notice: -

3. Address to: - Director, RIDCOR

4. Last Date for submitting bid online through **www.eproc.rajasthan.gov.in**: **24/05/2026 (6:00 P.M.)**

5. We agree to abide by all the terms and conditions mentioned in the above referred bid notice, issued by RIDCOR, and also the terms and conditions of the said Bid document (for Technical and Financial Part) given in the attached sheets, all pages of which are signed by us in token of acceptance of the Terms and Conditions mentioned therein.

6. All the information required for Technical part as per the bid document with regard to eligibility, are also attached herewith. We are neither debarred from any department nor convicted by any agency in any civil or criminal case. We are not involved in any matters which is civil or criminal in nature or against the laws of land.

7. The financial bids of only those bidders will be opened who are found responsive and technically eligible in evaluation of technical bids.

The Financial part of the bid is to be submitted online in the BOQ specified on www.eproc.rajasthan.gov.in, which shall be opened after evaluation of technical bid that shall be opened on 25/05/2026. Date of opening of financial bid shall be notified at www.eproc.rajasthan.gov.in

Date:

**Signature of the Bidder(s)
along with the stamp of the firm/company**

FORM OF AGREEMENT

GENTLEMEN

This agreement, made the _____ day of _____ 2026 between Road Infrastructure Development Company of Rajasthan Ltd. (RIDCOR), 701-706, 7th Floor, ARG Corporate Park, Gopalbari, Ajmer Road, Jaipur-302001, Rajasthan, India (hereinafter called “the Employer” which expression shall unless the context otherwise requires, include its successors and assigns) of the one part and _____ [name and address of contractor] (hereinafter called “the Contractor” which expression shall unless the context otherwise requires, include its successors and assigns) of the other part.

Whereas the Employer is desirous that the Contractor to execute the works “**Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL**” (hereinafter called “the Works”) and the Employer has accepted the Bid by the Contractor for the execution and completion of such Works and the remedying of any defects therein, at a contract price as given in this Contract.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract Agreement hereinafter referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the Contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein the Contract Price or such other sum as may become payable under the provisions of the Contract Agreement at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - i) Letter of Acceptance;
 - ii) Contractor’s Bid
 - iii) General Conditions of Contract Agreement;
 - iv) Specifications;
 - v) Any other document forming part of the Contract.

In witness whereof, the parties thereto have caused this Agreement to be executed the day and year first before written.

Signed, Sealed and Delivered by the said Employer through his authorized representative and the said Contractor through his Power of Attorney Holder:

FOR AND ON BEHALF OF
Road Infrastructure Development
Company of Rajasthan Limited
By

Witness:
1) Signature _____
Name _____

Address _____

AUTHORIZED REPRESENTATIVE

2) Signature _____
Name _____
Address _____

FOR AND BEHALF OF
M/s _____
By

1) Signature _____
Name _____
Address _____

AUTHORIZED REPRESENTATIVE

2) Signature _____
Name _____
Address _____

SELF-DECLARATION

To,

Director
RIDCOR

In response to the NIB Ref. No. _____ dated _____ for {Project Title}, as an Owner/Partner/Director/Auth. Sign. of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding, :-

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) 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/ UT/RIDCOR/SPV.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -
Date: __
Place: _____

PROFORMA-III

Date: , 2026

CERTIFICATE

I/ We hereby declare that all the information made in various Proforma's of the bid documents, in certificates, annexures, appendices, documents etc. are true & complete. At any stage during the bid/contract, if any information, statement, certificate etc. is found false, incomplete etc. then my/our bid shall be treated cancelled with immediate effect, and earnest/security money shall stands forfeited.

“Signature & Seal of the Bidder”

Note: No other format of certificate shall be accepted.

PROFORMA-IV

Check list for submission of Technical bid

Sr. No.	Conditions	Enclosed Yes/ No	Remarks
1.	Earnest Money		
2.	GST Registration Number		
3.	Proforma I, II, III		
4.	Annexure A, B, C, D		
5.	Turnover certificate from CA for any one of the last five financial years		
6.	Performance/Experience Certificates		

Signature of the bidder(s) along with the
stamp of the firm/ company

Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall:

- (a) not offer any bribe, reward of gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process.
- (b) not misrepresent or omit the misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation.
- (c) not indulge in any collusion, Bid rigging or anti-competitive behaviour to impair the transparency, fairness and process of the procurement process.
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process.
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or its property to influence the procurement process.
- (f) not obstruct any investigation or audit of a procurement process.
- (g) disclose conflict of interest, if any; and
- (h) disclose any pervious transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:

The Bidder participating in a bidding process must not have a Conflict of Interest. A Conflict of interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited:

- a. have controlling partners/shareholders in common; or
- b. receive or have received any direct or indirect subsidy from any of them;
- c. have the same legal representative for purposes of the Bid; or
- d. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the procuring Entity regarding the bidding process; or
- e. the Bidder participates in more than one bid in a bidding process. Participation by a Bidder in more than one bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as Bidder, in more than one Bid; or
- f. the Bidder or any of its affiliates participated as consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/consultant for the contract.

Signature of Bidder

Declaration by the Bidder regarding Qualifications

Declaration by the Bidder

In relation to my/our Bid submitted to the Company for Annual Maintenance of Emergency Call Boxes (ECBs) along the Mega Highways Project roads in Rajasthan developed by RIDCOR/RIPL in Rajasthan in response to their Notice Inviting Bids No.....
Dated I/we hereby declare, that:

1. I/we possess the necessary professional, technical, financial and managerial resource and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we/ have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our Directors and Officers not have, been convicted of any criminal offence related to my/our professional conduct or the marking of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict to interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:
Place:

Signature of Bidder
Name:
Designation:
Address:

Grievance Redressal during Procurement Process

The designation and address of the First Appellate Authority is Manager, RIDCOR Ltd., Rajasthan, Jaipur.

The designation and address of the Second Appellate Authority is Director, RIDCOR Ltd., Rajasthan, Jaipur/

Filing an appeal:

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

- (1) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall Endeavour to dispose it of within thirty days from the date of the appeal.
- (2) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(3) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:

- (a) Determination of need of procurement;
- (b) Provisions limiting participation of Bidders in the Bid process;
- (c) The decision of whether or not to enter into negotiations;
- (d) Cancellation of a procurement process;
- (e) Applicability of the provisions of confidentiality.

(4) **Form of Appeal**

- (a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or by authorized representative.

(5) **Fee for filing appeal**

- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non- refundable.
- (b) The fee shall be paid in the form of Bank demand draft or Banker's Cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(6) **Procedure for disposal of appeal**

- (a) The First Appellate Authority or Second Appellate Authority, as the case may be upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- (b) On the date fixed hearing, the First Appellate Authority or Second Appellate Authority, as the case may be shall,- (i) hear all the parties to appeal present before him; and (ii) peruse or inspect documents, relevant records or copies thereof relating to the matter.
- (c) After hearing the parties, perusal or inspection of documents and relevant records or copies there of relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.

Signature of Bidder

Additional Conditions of Contract

1. Correction of arithmetical errors

Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following bases:

- a. if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price shall govern and the unit price shall be corrected;
- b. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

2. Procuring Entity's Right to Vary Quantities

- i. At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions of the Bid and the conditions of contract.
- ii. If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- iii. In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and condition of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the Supplier.

3. Dividing Quantities among more than one bidder at the time of award

As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital natures, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

Signature of Bidder

General Conditions during AMC

1. The Agency shall provide preventive maintenance service to all ECBs location at least once in a month.
2. The Agency shall depute technical staff whenever required for breakdown maintenance within 48 hours of reporting
3. The Agency shall provide comprehensive maintenance to all above-mentioned parts of the ECB including replacement of faulty part whenever required. However, the damaged caused due to theft, accident and sabotage are not covered under AMC
4. The Agency shall do replacement of battery whenever required at own cost.
5. If any ECB remains fully faulty for more than a week time than a penalty of Rs. 100/- per ECB per week shall be deducted from payment. However, no deduction shall be done for the ECBs which remain faulty due to theft, accident, sabotage.

SPECIFICATIONS FOR ECBs

The Emergency SOS/ ECB system implementation should be designed keeping in mind following requirements: -

- A. **Tamper Proof:** - Since these telephones are along the highways and are unmanned, the system should be tampering proof.
- B. **Easy to operate:** - The highway is used by all kinds of persons and some of them are not so educated, so its operation should be simple preferably Single Button.
- C. **Weather Proof:** - The designed solution should be able to work under all extreme weather conditions.
- D. **Full duplex Conversation:** - The system provide full duplex conversation between the user and the control room operator. Moreover the control room operator can invoke the conference mode and can include in conversation the third person/agency so that the user gets his grievance resolved online.
- E. The GSM based system will consist of One FCT (Fixed Cellular Terminal) which will convert the Cellular signals into telephone speech signals. This system will draw power from a battery which is to be charged by the Solar Cells.

The Cellular Emergency (SOS) Telephone System will have two main portions:

- a) **Wayside Equipment:** -
It is to be installed at every alternate KM or any other distance as decided by the Client. It will be used to make emergency calls to the Control room equipment.
- b) **Control Room Equipment:** -
It will receive the call from wayside Equipment and keep a record of call received. Call needs to be attended manually by an operator, who will convey this to the authorities concerned for the action.

DETAILS OF THE EQUIPMENT

- a) Way Side Equipment-

The Way side equipment will consists of following parts/modules

- 1) GSM- FCT Module
- 2) Antenna
- 3) Solar panel with charging control Circuit
- 4) Battery
- 5) Mike and Speaker
- 6) Operating Switch
- 7) Time out cut off circuit
- 8) Pole with suitable mountings
- 9) Weather proof Box to house equipment's
- 10) Retro reflective Display Board indicating SOS/Emergency Phone.

- b) Control Room Equipment- The Control room equipment will consists of following parts:-
- 1) GSM-FCT
 - 2) P.C.
 - 3) Voice Recording Unit
 - 4) Laser Printer
 - 5) UPS

Module details and Specifications

GSM-FCT -

The GSM FCT is a single line PSTN simulation made available from GSM /GPRS network. This gadget performs the task of converting GSM calls to normal analog telephone line with an output similar to existing PSTN environment with all the basic features of Voice.

Specifications

GSM Module - Tri-Band GSM/GPRS 900/1800/1900 MHZ
GPRS multi-slot class 10

GPRS mobile station class B

SIM Interface : External SIM 3V, 1.8V

Output Power - GSM 900MHz : 2 watts
GSM 1800/900MHz : 1 watt

Power Supply - 12V/5V. 750ma

Environment Operating
Temperature range - (-)10°C to 60°C
Storage temperature

Range - (-) 10°C to 80°C

Line Parameters - Line voltage 48V/28mA
Line impedance - 600Ω
Line equivalence - 3Kms
Antenna - Omni Antenna with Max.5 Meter cable

Antenna

Omni Antenna suitable for GSM Circuit and should catch signal upto 10km from last cell tower.

Technical Specifications

Frequency Range 800/900/1800MHz
Bandwidth 70MHz
Gain 10dBi
Connector Suitable for GSM module
Element Material Aluminum Alloy/Steel /Iron
Wind Velocity 150 km/hr

Solar Panel:-

- High efficiency monocrystalline Silicon Solar Cells connected in series.
- Lamination using TEDLAR, Crane glass and EVA provides environmental protection.

- Solar cells laminated between UV resistant polymer (EVA) and high transmittivity toughened glass surface.
- Rugged weatherproof nylon terminal box for output connections.
- Anodized aluminum frame providing structural support for mounting and shock resistance.
- Manufactured with stringent quality standards and tested to withstand adverse environmental conditions.
- SEC/DoT/ RDSO approved photovoltaic modules. Preferable REIL make.

Technical Specification:-

Peak Power output (Watt)	20 Watt/ 12V
Current at Peak Power O/p	1.12 Ampere
Voltage at Peak Power O/p	18 volts
Short Circuit current at peak power O/p	1.2Ampere
Open Circuit Voltage at Peak Power O/p	22 Volts
Type of Cell	Cut Cell

Battery

- Type - Standard Sealed Maintenance Free
 Volts - 12 Volts
 AH - 7 AH
 Make - Exide/ Standard/AMCO

MIKE & SPEAKER

Mike should be fitted at Height of 5 ft to 5'3"so that a normal height person can easily speak into it. It should be sensitive to human voice frequency and should not pick up noise.

Speaker should be fitted at suitable place should provide loud and clear voice without any disturbance. There should be minimum echo feedback through the mike.

OPERATING SWITCH

- Type - Round Switch
 Contact - Push Button
 Application - Outdoor
 Life - one million operations

TIME OUT CIRCUIT

It cuts off the power to the FCT after1 Minutes of call termination to save the power.

POLE

- Type - Hollow
 Diameter - 100 cms.
Material - Mild Steel (Medium ISI)

Height Meter)	-	3.25 Mtr above the finished road level edge. 0.75 Below Road Level (Total 4)
Base	-	Circular Cement Concrete Platform of Dia 60 cms. and height of 1 m and top of the foundation shall be 15 cm above the road level.
Fixtures	-	Suitable for mounting the Box, Display Board, Antenna, Solar panel
Paint	-	weatherproof Enamel Paint

Pipe should be welded with the anchor plate of 30 cm dia and 4 mm thick in the bottom

EQUIPMENT PANEL BOX

Size	-	315mm x 250 mm x 150mm With Suitable canopy
Material	-	Mild Steel
Thickness	-	18 Gauge
Paint	-	Weatherproof Enamel Paint
Locking	-	Lock of reputed company such as Godrej/Link etc.
Box Cover	-	It should have two cover, on the internal cover Switch, mike, Lock etc. should be fitted. and the External Cover should have Ridcor logo and retroreflective sheet indicating Telephone of Size Appx 5" X 7". The External Cover should close automatically.

SOS (EMERGENCY) TELEPHONE Display Board

It is made up to retro reflective sheet having coefficient of retro-reflection in accordance with type 8 ASTM D 4956_01 Standards on 2 mm aluminum sheet on MS angle iron frame of size 40 X 40 X 3 mm

Size	-	600mm x 800 mm
Visibility	-	200 Mtrs.

CONTROL ROOM COMPUTER PHONE

PC- Intel P4 3.0 Ghz or more with 80Gb HDD, 512Mb RAM and DVD writer.

(IBM/COMPAQ/DELL)

Suitable Circuit to connect the GSM- FCT for attending, dialing and speech. (4 Port)

Voice recording facility (4 Port)

Report and details of call received and dialed.

Laser printer black & white - Printer, Scanner. Copier, Fax (make HP all in one 3055 or equivalent)

UPS

One KVA UPS with two hours backup. (make APC/Numeric/TATA LIBERT)

Safety Provisions

Alarm Provision in the ECB if someone try to remove the Solar Panel or forcefully open the ECB Box.

BOQ for ECBs Annual Maintenance

S. No.	Item	Name of Package	Quantity
1	Emergency Call Boxes (ECBs)	PR1	23
2		PR2	36
3		HK2	64
4		HK1	47
5		LJ1	41
6		LJ2	24
7		AS	26
8		AB	21
9		HS	8
10		RNB	35
11		MB	4
12		GB	14
	Total		343
13	Control Room Operator [(3 Nos (1 in each shift)]	Toll Plaza Km 55	36