THE SINGARENI COLLIERIES COMPANY LIMITED
(A GOVERNMENT COMPANY)
HYDERABAD PURCHASE DEPARTMENT
TELANGANA (STATE)

CIN:U10102TG1920SGC000571
e-mail.ID:pd_hyd@scclmines.com.
Company Web site: www.scclmines.com

SCCL GST No : 36AAACT8873F1Z1

NOTICE INVITING TENDER

SUB: QUOTATION FOR ANNUAL MAINTENANCE OF NEC BRAND MODEL SV 9300 IP READY DIGITAL COMMUNICATION SERVER, 104 SYSTEMS, 1+1 SYSTEMS AND INTERCOM TELEPHONES FOR A PERIOD OF TWO YEARS – REG.

*****

Enquiry No.	**HY126O0205**
Enquiry Date	**14.11.2026**
Mode of Enquiry	**Open Enquiry**
Number of Sources	**Single**
Due Date & Time for submission of Tenders	**23.11.2026 before 3.00 PM**
Due Date & Time for opening of Tenders	**23.11.2026 after 03.00 PM**
Mode of Tendering	**Single Cover**

1. Tenders are invited from Contractors for a period of two years and the period of contract may be extended for another six months based on satisfactory performance of the work.

2. **EMD APPLICABLE:** The approximate estimated basic value of the enquiry is Rs.3.00 lakhs for a period of two years. Bidder shall submit bids with EMD of Rs.3,000.00 (Rupees three thousand only) and EMD in original in the form of Demand Draft is to be submitted to the Singareni Collieries Company Limited payable at Hyderabad along with Bids. Otherwise bid is liable for rejection.

(A) Quotation for Annual Maintenance of NEC Brand Model SV 9300 IP ready Digital Communication Server,104 systems,1+1 systems and Intercom telephones as per scope of work, terms & conditions for a period of two years

Sl. No.	Scope of work	Quantity in Nos.	Rate/ Quarter/ Unit (Rs.)	Total AMC Cost/2 years (8 Quarters)
a	Annual Maintenance of NEC Brand Model SV 9300 IP Ready Digital Communication server with 02 PRI 08 – DIGITAL Extensions , 128 – Analog Extensions , 04 – Inbuilt Video Ports , Inbuilt Voice Mail Box, Expandable upto 2,500 and 2,560 IP extensions, with Welcome Note, flexible Numbering Caller ID, DISA, DID, DOSA, emergency paging and all features. Hardware : i) 104 Systems - 4 nos. ii) 1+1 systems – 9 nos. iii) Intercom telephones – 120 nos. Batteries Cable Preventive Maintenance for a) All junction boxes b) All cable joints c) All telephones d) Batteries	**01 Unit**		

NOTE:

1. Offers are invited from vendors located in Hyderabad/Secunderabad only will be considered.

2. The bidders are requested to quote basic rate per Quarter and total rate for two years (8 quarters).

3. **Evaluation:** The L1 status of the bidders would be arrived based on the lowest value offered.

   NOTE: *If more than one bidder stood in L1 status, the Successful Bidder will be selected through a lottery system to be drawn at O/o GM (CDN) in presence of representatives of Finance & Purchase Depts.*

4. The offered rate should be inclusive of all taxes other than the GST. The applicability of GST in % shall be clearly mentioned as extra.

5. The bidders offered without any GST, their landed cost will be arrived by taking maximum GST% quoted by other bidders.

6. Offer validity must be Four months. Those who offer the validity less than 4 months will be disqualified.

TERMS & CONDITIONS:

1) **Scope:** Maintenance service shall consist of Preventive and Comprehensive maintenance of EPABX System including replacement of spare parts (faulty/ defective cards) carrying out periodical preventive maintenance of telephones i.e. repair of defective telephones by replacing necessary spares without any additional cost.

2) AMC for the cabling covers the detection of cable faults location, rectification and jointing/ connecting pairs available etc. In case the cable becomes unserviceable SCCL will supply new cables.

3) The AMC does not cover sealed maintenance free batteries. In case the sealed maintenance free batteries are to be replaced, SCCL will procure the same. The sealed maintenance free batteries are to be connected to the system free of cost.

4) One Service personnel shall visit on every day to extend necessary service.

5) Preventive maintenance shall be extended at least once in a month apart from breakdown calls.

6) One set of SMPS unit, line card one number and one trunk cord and sufficient number of necessary spares required for Telephones and System should be kept with Service personnel in order to avoid delay in re-commissioning the systems. Standby telephones would be kept in SCCL Office to arrange immediate replacement.

7) Any complaint from C&MD's and Directors' offices should be attended and rectified immediately.

8) Any telephone complaint should be cleared within two hours or standby telephone should be provided.

9) Any cable complaint should be rectified as fast as possible.

10) The bidder is not liable for any loss or damages caused due to electric short circuit, natural calamities, God's acts, theft/ pilferage, tampering by unauthorized persons etc.

11) **Experience**: The bidder should possess minimum experience of one year in maintaining the NEC Brand Model system with specifications mentioned at Table 'A' of P.No.2.

12) Transportation and other charges to the service personnel of agency will not be paid by SCCL.

13) Any compensation for accidents/injuries to agency personnel should be paid by the agency and SCCL remains absolved of the responsibility of payment of such compensation.

14) The rates include cost of spares, accessories, salaries of service personnel. The AMC covers preventive and comprehensive maintenance. The Rate shall be firm till completion of the AMC Period. The rate quoted shall be inclusive of all applicable taxes and all other liabilities as per the labour rules amended from time to time. No claim what so ever for any extra payment will be entertained at a later date. The Agency at a later date shall not make any pleas of ignorance of relevant laws and shall not blame SCCL for any such ignorance on their part. All the statutory taxes such as Income Tax, GST, TOT, EPF, ESI, VDA, Administrative Charges, Service charges etc., must be borne by the agency and their rates applicable shall be as per the Government orders/ amendments issued from time to time. SCCL shall not be responsible for any liability of what so ever nature under this contract. In case of any such liability, the SCCL stands indemnified by the Agency.

15) If there is any increase of GST, as per Government orders, during the contract period, the enhanced portion of Tax will be paid by SCCL. If it is reduced, the same should be passed on to SCCL.

16) Shifting of telephone is to be done at free of cost. However, cable used for shifting will be provided by SCCL.

17) Any damages caused by the personnel of the Agency to SCCL property has to be make good at their cost.

18) The agency is advised to visit the SCCL Office / site before submission of their offer.

19) The written agreement to be entered into between the Agency and SCCL shall be the foundation of the rights of both the parties and contract shall not be deemed to be completed, until the agreement has first been signed by the Agency and then by the proper officer authorized to enter into contract on behalf of SCCL and a Non Judicial stamp paper of worth Rs.100/- shall be submitted by the agency on receipt of order for the same.

20) **Payment Terms:** On post Quarterly basis on submission of invoice with certification by Admn.Manager, Hyderabad.

A. GENERAL INSTRUCTIONS:

1. Bidders are advised to carefully read this NIT Document. Towards acceptance of conditions in NIT, **the tenderer is requested to sign on all pages of the Tender document towards their acceptance**.

2. SCCL reserves the right to seek clarifications in respect of the bids/ supporting documents etc. from the bidders by letter/ e-mail.

3. Sealed tenders with our enquiry number and date clearly marked on the cover can be dropped in the tender box in the Company Purchase office at Hyderabad or can be sent by post or courier before the due date and time. e-mail quotations are not accepted. M/s. SCCL will not, in any way be responsible for any postal delay.

4. From 01.11.2020 onwards all the vendors whose turnover is more than Rs.10.00 Crores or above in the financial years 2023-24, 2024-25 and 2025-26 have to submit e-invoice with QR code printed on it. If the turnover is less than Rs.10.00 Crores the firm has to declare that we are exempted from e-invoicing requirement. Therefore, the said e-invoicing provisions are not applicable to our company. Towards this, the firm is required to submit undertaking detailed in “ANNEXURE” along with Invoice.

   Bills will not be accepted without e-invoicing if the aggregate turnover in any of the three financial years 2023-24, 2024-25 and 2025-26 exceeds Rs.10.00 crores.

5. A) The terms and conditions of the tender are divided into two parts i.e. Part ‘A’ and Part ‘B’.

      a. Part ‘A’ contains technical & commercial terms and conditions.
      b. Part ‘B’ contains price BID.

B) Submission of offers:

The Tenderer shall submit bids in two parts i.e., TECHNCIAL & COMMERCIAL BID AND PRICE BID in one sealed cover as detailed below, super scribing enquiry number, due date of opening of the tender and name & address of the Tenderer.

- Part 'A' shall contain copy of the whole tender document duly signed by the Tenderer on all the pages to indicate that the Tenderer has gone through the whole tender document, to acquaint himself with the work involved and accepting to all terms & conditions mentioned in the NIT. All the required details with supporting documents are to be submitted.

- Part 'B' shall contain price BID and Annexure-I & II of NIT.

ii. The above cover super scribing enquiry number, due date of opening of the tender and name & address of the Tenderer.

iii. In case the Tenderer submits revised bid or more than one bid, the lowest bid only will be considered unless Tenderer clearly specifies which bid is to be considered.

iv. Bidders are required to quote as per the technical specifications mentioned in the NIT document. Otherwise the offer is liable for rejection.

BOTH COVERS WILL BE OPENED ON THE SAME DAY

6. **RIGHT TO REJECT THE OFFERS/CANCEL THE TENDER:**

SCCL reserves the right to reject any or all the offers without assigning any reason and to cancel the tender at any stage before release of order/ award of contract. The decision taken by SCCL in this regard shall be final.

7. **CORRESPONDENCE / DISPUTES DURING ENQUIRY STAGE:**

Correspondence/disputes will be entertained before placing order and the decision of the SCCL shall be final. However In case of any un-resolved dispute or difference of opinion arising between SCCL and the successful tenderer in respect of manner of execution or anything connected with the work, not specifically provided for hereunder or in respect of meaning of any clause of the terms and conditions of Tender document shall be resolved by arbitration.

8. **EARNEST MONEY DEPOSIT (EMD):**

a. SUBMISSION OF EMD: The EMD shall be Rs.3,000.00 (Rupees three thousand only).

Tenderer shall submit bid along with EMD. Bid submitted without EMD will be summarily rejected. The EMD shall be paid in the form of Demand Draft drawn on any Nationalized/Scheduled Banks located in Hyderabad in favour of The Singareni Collieries Company Limited, payable at Hyderabad, Hyderabad District (Telangana State).

i. No interest will be paid on the EMD. On award of the work, the EMD will be converted in to Security deposit.

ii. EMD of unsuccessful bidders will be refunded immediately after the bidder is declared unsuccessful.

iii. EMD of successful bidder will be refunded after faithful execution of the order.

iv. EMD paid against earlier enquiry (ies) will not be adjusted for the current enquiry.

There is no exemption in submission of EMD for any category of bidders.

b. FORFEITURE OF EMD: EMD of the Bidder will be forfeited in the following circumstances:

i. Withdraws the offer during validity / extended validity period.

ii. Changes the terms and conditions of the offer during validity / extended validity period.

iii. Does not accept the LOI/Order placed within the offer validity period / extended validity period, in accordance with terms & conditions of NIT, offer & negotiations.

iv. Breach of contract during execution.

v. The information/documents submitted by the bidder proved to be false/ incorrect.

c. BIDDER'S DETAILS: Bidder shall furnish the following information:

i. Name and address, Phone number, e-mail ID and Name of the contact person.

ii. Indicate clearly, the constitution of the bidder i.e., Sole Proprietorship, Partnership, limited liability Company etc., together with names of proprietor, partners and directors respectively.

iii. Indicate clearly, if it is a Government Company, SCCL ancillary unit. A copy of valid documentary proof shall be enclosed.

iv. Banker's Name and address together with Branch Code and IFSC/RTGS Code.

v. GST registration and other details to the extent applicable along with documentary evidence.

9. TERMINATION

a) Termination for not commencing the work:

SCCL reserves the right to terminate the work in case the Contractor fails to commence the work within 30 days from the date of receipt of LOI/work order. In such cases, Security deposit amount of Rs.3,000/- will be forfeited.

b) Termination of work due to poor performance:

SCCL reserves the right to terminate the work, with the service provided by the Contractor is found to be unsatisfactory at any stage during the contract period

c) Termination of work due to work stopped by firm:

The work is stopped due to the failure on the contractor's part or the contractor is not being executed to the entire satisfaction of SCCL.

d) SCCL reserves the right to terminate the contract work during the contract period at any time with 7 days notice without assigning reason.

e) The GM (Coordination) may terminate the contract with immediate effect without assigning any reasons, if he is of the opinion that the work is not conducted to his satisfaction & GM (Coordination) shall be sole judge in this regard.

10. **PENALTIES:**

a) Penalties in case of termination for not commencing work: In case of termination of contract under point no. 9 (a), the Security deposit shall be forfeited.

b) If the service provided by the Contractor is found to be unsatisfactory, a penalty of 10% from the monthly bill will be levied. Prior to this, a notice will be served for improvement. If no improvement is made in spite of levying the penalty and notices, Contract will be terminated, besides black listing of the Contractor for further business with the company and Security Deposit shall be forfeited and no claim whatsoever shall be entertained. SCCL reserves the right to evaluate the performance of the Contractor and the Contractor cannot dispute or question the decision taken by SCCL in this regard.

c) If the Contractor fails to fulfil the contract terms & conditions and services are stopped due to his failure, contract will be terminated without any prior notice and the Security deposit will be forfeited.

d) In addition to above, the following penalties will be imposed in case the breakdown/scheduled visits are not attended to make the systems in working condition as detailed below:

i) Up to 24 hours - No penalty.
ii) Delay above 24 hours - 5% of AMC cost of particular month.

11. **LAWS APPLICABLE:**
The contract shall be governed by the Laws of Indian Union for the time being in force.

12. **CIVIL COURT PROCEEDINGS**:

Normally all disputes should be settled by negotiations between the Company and the concerned parties. In case any dispute/difference is not settled through negotiations, the respective parties can seek remedy by the civil court proceedings by invoking the same within 120 days of dispute.

(a) The Arbitrator(s) will be appointed to resolve the disputes between the parties. The Chairman& M.D. of the S.C.Co.Ltd., is having absolute power to appoint a single Arbitrator or more than one Arbitrator or to refer the dispute to the Institutional Arbitration at his discretion and his decision is final and binding on the parties. The appointed Arbitrator(s) / Institutional Arbitration should pass a reasoned award.

(b) If any of the Arbitrators appointed by the Chairman & M.D. of the S.C.Co.Ltd., is unable to continue as an Arbitrator for any reasons whatsoever or if the Chairman & M.D. of the S.C.Co.Ltd., for the reasons to be recorded in writing thinks fit for appointment of a new Arbitrator in the place of existing Arbitrator, he is having a power to do so. If such a new Arbitrator is appointed, he can either continue the civil court proceedings from the stage where the earlier Arbitrator discontinued his proceedings or alternatively the new Arbitrator may start proceedings de novo if the circumstances warrant him to do so.

(c) The parties should bear the costs of the civil court proceedings equally.

(d) Failing to invoke civil court clause within 120 days of dispute, the matter is to be decided by Civil Court at Hyderabad District in TELANGANA state alone and not at any other place.

13. **RISK PURCHASE CLAUSE**:
In case the firm/Contractor fails to deliver the terms of the contract as per the order and SCCL is forced to enter into new contract for the purpose with another firm at a higher price, the firm/Contractor shall pay the difference in prices to SCCL.

14. **UNSOLICITED DISCOUNT:**
Suo-moto reduction shall not be considered for evaluation whether given before or after opening of price bids. If any Tenderer other than lowest offers Suo-moto reduction in the prices after opening of the price bid, the offer shall be rejected out rightly. However, if there is a suo-moto reduction from the lowest Tenderer adjudged on the basis of comparative statement as per price bids before such reduction, the benefit of suo-moto reduction shall be availed of at the time of placement of order on the lowest Tenderer. SCCL reserves the right not to accept the lowest bid.

15. **BRIBES & GIFTS:**
Any Bribe, Commission, gift or advantage given, promised or offered by or on behalf of the Supplier or his partner, agent or servant or any one on his or their behalf to any Officer, Servant, representative or agent of the Singareni Collieries Company Limited, or any person on his or their behalf for obtaining or executing of this or any other contract with Singareni Collieries Co. Ltd., shall in addition to any criminal liability which the Supplier may incur, subject the Supplier in the cancellation of this and all other contracts with and also to payment of any loss of damage resulting from any such cancellation to the like extent as is provided in case cancellation under clauses thereof. Any question or dispute to the commission of any offence under present clause shall be settled by the Singareni Collieries Co. Ltd., in such manner and on such evidence of information as they think it sufficient & their decision, shall be final and conclusive.

***NOTE**: In case any specific mention is made on the above clauses in special terms and conditions the same shall prevail over.*

AGM (PURCHASE)
The Singareni Collieries Company Ltd
(A Govt. Company)
Purchase Cell, 1st Floor
SINGARENI BHAVAN
HYDERABAD – 500004

SCCL Helpdesk Numbers: 040-23316964
EPBAX Numbers: 040- 23142 EXTN: 224 & 230

ANNEXURE – I

Format of Letter of Bid (LOB)
LETTER HEAD OF BIDDER

To
The AGM (Purchase)
The Singareni Collieries Company Limited,
Singareni Bhavan,
Redhills, Lakdikapool, Hyderabad.
PIN – 500004.

Sub: ANNUAL MAINTENANCE OF NEC BRAND MODEL SV 9300 IP READY DIGITAL COMMUNICATION SERVER, 104 SYSTEMS, 1+1 SYSTEMS AND INTERCOM TELEPHONES FOR PERIOD OF TWO YEARS - Reg.

Ref: HY126O0205, dt.14.11.2026.

****

Dear Sirs,

I/We offer to provide Service as per rate/price mentioned in NIT in accordance with the conditions of the NIT document.

This Bid and your subsequent Purchase Order shall constitute a binding contract between us.

I/We hereby confirm our acceptance of all the terms and conditions of the NIT document unconditionally.

If any information furnished by me/us online towards eligibility in this tender is found to be incorrect at any time, penal action as deemed fit may be taken against me/us for which I/we shall have no claim against SCCL.

Yours faithfully,

(Signature of Bidder **OR** Authorised person of bidder)

1. Name of Authorised Signatory :
2. Type of Authorisation :
3. Name of the Bidder :
4. Address :
5. e-Mail Address :
6. Mobile/Telephone Number :
7. FAX Number :
8. Place :
9. Date :

Authorised signature
Firm' Stamp

ANNEXURE - II

COPIES OF FOLLOWING DOCUMENTS TO BE ENCLOSED ALONG WITH TENDER DOCUMENT

1. E M D details (DD or Cheque):

Bank Name	
Branch	
DD / Cheque No.	
Amount	

2. Experience: The bidder should possess minimum experience of one year in maintaining the NEC Brand Model system with specifications mentioned at Table 'A' of P.No.2. The firm should submit relevant documents in proof to that effect.

3. Submit e-invoice, if turnover exceeds Rs.10.00 Crores in any of the financial years starting from 2023-24, 2024-25 and 2025-26.

   If not exceeds, Firm has to give following undertaking.

PROFORMA

Our turnover is not exceeded Rs.10.00 crores during financial years from 2023-24, 2024-25 and 2025-26.

Name:
Designation:
Company Name:

GSTIN	E-invoicing applicability	SEZ Status (Yes/No)

Any loss of ITC or discharge of interest and penalty arising to SCCL due to any misinformation from us, we are liable to reimburse the same to SCCL on the basis of this declaration.

SIGNATURE OF OWNER WITH STAMP/SEAL

Authorised signature
Firm' Stamp