



PUNJAB STATE POWER CORPORATION LTD
Expression of Interest (EOI)

Expression of Interest (EOI) for shortlisting of bidders for provision of Mobile phone services along with smart phone Mobile handsets in PSPCL

Department Name	IT Department, PSPCL
EOI No.	01/DIT-1147 Dated: 29.12.2025
EOI Issuing Authority	Dy. CE/IT (A&PM)
Address details of issuing authority	Dy. CE /IT (A&PM), PSPCL, H.O. Building, The Mall Patiala
Place	Dy. CE /IT (A&PM), PSPCL, H.O. Building ,The Mall Patiala
Short Description	EOI for Shortlisting of bidders for Providing 4G (LTE/ VoLTE) mobile phone services in Punjab State Power Corporation Limited under corporate plan and provision of Android Mobile phone handsets (compatible with 4G/ 5G SIMs) for multiple PSPCL locations across Punjab
EOI Publication	EOI can only be downloaded from website www.pspcl.in and no hard copy of the same will be issued by this office.
Eligibility Criteria	As specified in EOI
Start date for downloading EOI specification/EOI documents	Date of uploading of EOI
Last date for EOI Submission	05.01.26 upto 5:00 PM
Contact person names	Er. Deepanshu Goyal, ASE/IT (CRM)
Contact phone no.	96461-01251
Contact Email ID	ase-it-erp@pspcl.in ;
Mode of Submission	The EOI can be submitted either manually in O/o CE/IT. PSEB Head Office, The Mall, Patiala or through email at ce-it@pspcl.in and ase-it-erp@pspcl.in ;
Information regarding corrigendum	It is informed that no corrigendum will be published in newspapers. Details regarding corrigendum may be seen on official PSPCL website www.pspcl.in
Save Electricity To Avoid Power Cuts	

Based on this EOI, a Limited Tender Enquiry shall be floated in which bids shall be invited only from the eligible bidders of this EOI (who gives a practical & workable solution as per PSPCL requirement) and in which bidders will have to submit their final commercial bid. The opening of price bid shall be followed by Reverse Auction (RA).

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1.0

Background

PSPCL intends to procure around 20,000 4G (LTE/ VoLTE) Mobile phone services pan-Punjab along with compatible 5,000 no. android based smart phone handsets. The handsets are required to be used at multiple PSPCL locations spanning pan-Punjab. The mobile services currently running in PSPCL are without smart phones. At present various consumer services and PSPCL operations are being carried out in online mode and through Apps. To carry out these functionalities and to facilitate efficient consumer services; the mobile phone services and integrated smart phones are required to be procured.

2.0

Requirement

To explore the best techno-economic solution available in the market, an Expression of interest (EOI) is hereby floated. The solution must clearly specify the schema comprising hardware/software and mobile services etc. as well as the technical details to meet the requirement of PSPCL. The estimated duration of contract is 3 years with data plans in two slabs of 25 GB and 50 GB 4G data per month with carryover of unused data to next month and throttling in case of excess usage. The firms desirous of providing both SIMs and mobile handsets may specify the details of currently available solution in market. The details are as per various Annexures of this EOI and bidders are requested to quote as per these details. In the various Annexures of the EOI, the clauses/ provisions relating to contract, SLA, penalty etc. pertains to the bidder who is L-1 in the subsequent Limited Tender Enquiry to be floated and on whom work order shall be placed for carrying out the work. The clauses are mentioned in the EOI for intimation of bidders and for agreement by all bidders before proceeding with the subsequent Limited Tender Enquiry.

3.0

Disclaimer

PSPCL reserves the right:

- i. To reject any / all applications without assigning any reasons thereof.
- ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of PSPCL without assigning any reasons thereof.

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Annexure-I

GENERAL TERMS & CONDITIONS

The following instructions must be carefully observed by all bidders. Bids not strictly in accordance with these instructions are liable to be rejected.

1. The EOI must be complete in all respects. Telegraphic quotations will not be accepted.
2. Bidders should submit their offer in unambiguous wording failing which PSPCL's interpretation will be final.
3. The officer inviting EOIs, contracting/purchasing agency/PSPCL (here-in-after referred to as Purchaser) reserve the right to modify the schedule of requirement, technical particulars and the specifications at any time, to increase or decrease the indicated quantity and to place the order as a whole or in parts and to reject any or all the EOIs received without assigning reasons. He will not be responsible for and will not pay for expenses or losses that may be incurred by the Bidder in the preparation of the EOIs.
4. If at any time competent authority desires, the contract to be placed as per subsequent Limited Tender Enquiry can be short closed at any time by giving one-month notice. No claim on this account shall be entertained.
5. Bids received after the due date and time shall be rejected.
6. Bidders must carefully study the technical specification and general terms & conditions before preparation of EOI.
7. Bidders must register themselves on PSPCL e-tendering portal <https://eproc.punjab.gov.in> during the processing this EOI to be able to participate in subsequent Limited Tender Enquiry.
8. **The self-attested copy of following documents are required to be submitted by the bidders:**
 - i. Certificate of Incorporation of the firm.
 - ii. GSTIN registration of the firm.
 - iii. Valid Income Tax PAN of the firm
 - iv. Details of at least one authorized representative along with their specimen signatures, duly attested on the firm's letter head, authorizing them to represent the firm and sign the documents submitted against this EOI/ subsequent Limited Tender Enquiry to be floated.
 - v. Documentary evidence (Latest copy of memorandum of Micro Small & Medium Enterprises filed under section-8 of the MSMED Act, 2006, duly acknowledged by the competent authority) of being a Micro, Small & Medium Enterprise. In case the bidder fails to submit the MSME proof at the time of bid submission, the bidder shall be treated as a Large Enterprise.
 - vi. Copy of Unified access service license (UASL) in Punjab and copy of license to provide 4G services in Punjab.



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vii. The following particulars are also required to be provided along with EOI:

a) Constitution and Composition of the Firms:

- If a Joint Stock Company- copy of its Memorandum and articles of Association and other particulars.
- If a partnership, a copy of the partnership deed and particulars of partners.
- If a proprietary concern, the standing of the proprietor and if registered with the Registrar of Companies/Firms, their registration No.

b) In case of authorized representatives of Mobile Phone providers:

- Name and particulars of manufacturers
- Certified copy of the instrument of authorization of the Supplier/Manufacturers.
- Experience and standing in the market.

c) Particulars of the Purchase/ Work order(s)/ Contract(s) executed with PSPCL and/or performance certificates of having executed Purchase/ Work Order (s)/Contract(s) of other State/Central utilities.

d) Financial Position

- i. Balance Sheet for the last 3 financial years (FY 2022-23, 2023-24, 2024-25), including Trading, Manufacturing, Profit and Loss Account should be duly certified by chartered accountant.
- ii. IT returns of last 3 years (FY 2022-23, 2023-24, 2024-25)

- viii. Undertakings as per Annexure-VI are required to be submitted.
- ix. The town-wise Network coverage area details in Punjab.
- x. The number of Base Transmission System (BTS) in each district of Punjab and sites which are 5G/4G (LTE/ VoLTE) / 3G / 2G enabled may be indicated.
- xi. List of latest Subscriber Database in Punjab and in India (duly certified from TRAI).
9. Any deviation in Technical and General Terms & Conditions must be indicated in Annexure-V, otherwise it would be assumed that the services offered is entirely as per enclosed Scope of Work and General terms & conditions are acceptable to the Bidder in totality. Any deviation found elsewhere in hard copy/soft copy but not explicitly mentioned/referred in Annexure-V will be ignored and no communication regarding the same shall be entertained later on.
10. All terms and conditions of PSPCL Works Regulations, 1997 (amended up to date) and PSPCL Purchase Regulations, 2017 (amended up to date) will be applicable.

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Annexure-II

GENERAL INSTRUCTIONS TO BE OBSERVED BY BIDDERS

1. SUBMISSION OF EOI

Notwithstanding anything contained to the contrary in the specifications or EOIs or in subsequent exchange of correspondence, these conditions shall be binding on the bidder and any change or variation, expressed or implied, however, made in the said conditions shall not be valid or operated unless expressly approved by the competent authority.

2. SCOPE OF WORK and SCHEDULE OF REQUIREMENT

The scope of work and schedule of requirement is as per Annexure-III.

3. PRICES

- i) The prices should be 'Firm' and should be quoted strictly in the Price Bid format only (Annexure-IV).
- ii) Percentage/specified amount of taxes & duties should be clearly mentioned.
- iii) The total cost of the entire job should be inclusive of all prices as mentioned in the enclosed Price Bid format.
- iv) No extra cost, other than that mentioned in Price Bid would be taken into account.
- v) The unit rates should be quoted F.O.R. destination through road transportation which will be treated at par with F.O.R. destination.
- vi) PAN no. of PSPCL is AAFCP5120Q.

4. SECURITY

The total security will be 5% of the Work Order cost which will be converted/deducted from the running bills in the following manner:

- i) The EMD deposited at the time of subsequent limited Tender enquiry shall be converted into partial security deposit.
- ii) The balance security amount due, after adjusting EMD, will be deducted from the running bill payment so that the total security amount becomes 5% of the WO value. No interest shall be payable to the contractors on the amount of security deposit. On faithful execution of contract in all respect the security deposit shall be refunded after the expiry of warranty/defect liability i.e. which is six months from the date of issue of completion certificate or payment of final bill which is later.

In the event of default on the part of Contractor in the faithful execution, the security deposit shall be forfeited by an order of the Contracting Agency under intimation to other departments of PSPCL. The forfeiture of security deposit shall be without prejudice to any other rights arising or accruing to the PSPCL under relevant provisions of the contract like penalty/ damages for delay in delivery or risk execution of work including suspension of business dealings with PSPCL for a specific period.

Any amount due against the contractor shall be recoverable from pending amount of the concerned Work Order or any other Purchase Order/Work Order/Contract of the firm with PSPCL. If no payment of the firm is pending with PSPCL against any other Purchase Order/Work Order/Contract then the same shall be deducted from any security/EMD or PEMD lying with PSPCL. In case the total amount of EMD, PEMD, Security of all Purchase Order/Work Order/Contract is less than the recoverable amount, action shall be taken by PSPCL as admissible under the law e.g. filing of recovery suit & lodging of



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FIR etc. Moreover, the performance of the firm regarding the same shall be given due importance while placing future order on such firm.

2. DELIVERY SCHEDULE

The work of providing mobile services shall be completed within 21 days from the date of award of contract (awarded as per subsequent Limited Tender Enquiry). Any time taken by PSPCL and existing service provider for documentation and for allowing Mobile Number Portability (MNP) shall not be counted towards delivery period.

The mobile handsets shall be delivered in the office of CE/IT, PSPCL, Patiala within 15 days of date of award of contract (awarded as per subsequent Limited Tender Enquiry).

3. PENALTY/ DAMAGES FOR DELAY

The time allowed for carrying out the work as entered in the contract shall be strictly observed by the contractor and shall be reckoned from the date on which the order to commence work is given to the contractor. The work shall throughout the stipulated period of the contract be proceeded with all due diligence (time being deemed to be the essence of the contract on the part of the contractor) and the contractor shall pay as penalty an amount equal to one half percent (0.5%) of the estimated cost of the whole work as shown in the contract for every week, the work remains unfinished after the contract completion period, provided always that the entire amount of compensation to be paid under the provisions of this clause shall not exceed 10% (Ten percent) of the estimated or actual cost of work whichever is higher.

The clause shall be applicable treating each connection as a separate work.

4. SERVICE LEVEL AGREEMENT (SLA) AND PENALTY FOR UNSATISFACTORY SERVICES

The service provider shall take all necessary measures to ensure proper signal strength at all PSPCL locations as per TRAI regulations and other applicable laws/ regulations of Centre/ State Government. The following SLA shall be applicable to the service provider in the contract to be placed as per subsequent Limited Tender Enquiry:

a) A centralized ticked logging system/portal shall be provided free of cost by the bidder to facilitate PSPCL personnel to report any SIM/ network/mobile handset related issue.

b) The complaint shall be resolved by the service provider within 7 calendar days from the date of ticket raised. The ticket shall be deemed closed after getting satisfactory remarks of PSPCL personnel in the system.

c) If the complaint is not resolved within 7 calendar days from the date of ticket raised, then no payment shall be made for that connection from the date of raising of ticket till the resolution of complaint.

In addition, for every day of default beyond permissible 7 days, a penalty of 0.5% of monthly payment of that respective connection shall be deducted subject to a maximum of 10% for that month. The above penalty shall be deducted every month till the complaint is resolved.

d) If for 3 consecutive months, the no. of such cases where maximum penalty of 10% has reached exceeds 5% of the total tickets logged in that month, then suitable action shall be initiated as per the other provisions of the work order including cancellation of order and suspension of business dealing etc.



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e) In case the performance of the service provider is not satisfactory, then PSPCL has the option to place the complete order at L-1 rates on the service provider next in order of merit as per subsequent Limited Tender Enquiry.

5. ASSIGNMENT OR TRANSFER OF CONTRACT

The contractor shall not without prior written approval of the Accepting Authority assign or transfer the Contract or part thereof, any share, or interest therein to any other person.

6. DEDUCTION OF AMOUNTS DUE TO PSPCL

Any excess payment made to the contractor inadvertently or otherwise under this contract on any account whatsoever and any other sum found to be due to PSPCL by the contractor in respect of this contract or any other contracts or work order or on any account what-so-ever may be deducted from any sum whatsoever payable by the PSPCL to the contractor either in respect of this contract or any work order of contractor or on any other account by any other office of the PSPCL.

7. CONTRACT DURATION

The period of contract shall be **3 (three) years** from the date of award of contract (awarded as per subsequent Limited Tender Enquiry). However, PSPCL reserves the right to increase/decrease the period of contract based on the satisfactory performance to be evaluated at the end of each year.

8. EXTENSION OF TIME

- i) If the contractor shall desire an extension of the time limit for completion of the work on the ground of his having been unavoidably hindered in execution or of any other ground, he shall apply in writing to the Engineer – in charge and the Engineer – in- charge may, if in his opinion there are reasonable grounds for granting extension, allow such extension as he thinks necessary or proper. The decision of the Engineer - in - charge in this regard shall be final and binding.
- ii) For any delay in work on account of act of omission or commission at the part of the PSPCL, viz. delay in issue of material alterations, omission, additions, substitutions in original specifications, drawings, design etc., only extension of time will be agreed for the period so lost and no compensation would be given on this account.

9. TERMS OF PAYMENT

For Mobile Handsets: 95% payment of contract value pro-rata for each consignment of operationally complete equipment dispatched after approval of Inspecting Authority/Test Certificate etc. along with taxes & duties and Other Statutory levies as per contract shall be paid within 45 days against receipted challans & submission of requisite documents. Remaining 5% payment shall be released after 3 months of successful operation of the Mobile Handsets.

For Mobile SIMs: 100% payment along with applicable taxes and duties shall be payable on monthly basis as per the service provided. The firm will raise bills/invoices within 7 days after the end of each month and payment will be made within 45 days from the date of



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presentation of bills along with all relevant documents required for payment.

Note: In both the above cases, in case the due date of payment in terms of payment schedule falls on a holiday including Sunday or holiday is subsequently declared on that date, the payment shall be released on the first working day falling next to the due date. Also, no advance payment shall be made.

10. ACTION ON UNSATISFACTORY PROGRESS

If the progress of a particular portion of work is unsatisfactory, the Engineer-in-charge whose decision shall be final, shall notwithstanding that the general progress of work is satisfactory be entitled to take action as per following paras after giving the contractor 10 days-notice in writing and the contractor will have no claim for compensation of any loss sustained by him owing to such action.

(i) To rescind the contract (of which rescission notice of 15 days in writing to the contractor under the signature of Engineer-in-Chief shall be conclusive evidence and in that case the security deposit of contractor shall stand for forfeited and be absolutely at the disposal of PSPCL.)

(ii) To employ labour paid by the PSPCL to supply materials to carry out the works or any part of the works debiting the contractor with the cost of the labour and the price of the material (as to the correctness of which cost and price, the certificate of the Engineer-in-charge shall be final and conclusive against the contractor) and crediting him with the value of the work done, in all respects in the same manner and at the same rates as if it had been carried out by the contractor under the terms of the contract and in that case the certificate of the Engineer-in-charge as to the value of the work done shall be final and conclusive against the contractor.

(iii) To order that the work of the contractor be measure up and to take such part there of as shall be unexecuted out of his hands and to give it to another contractor to complete in which case any expenses which may be incurred in excess of the sums which would have been paid to the original contractors if the whole work had been executed by him (as to the amount of which expenses, the certificate in writing of the Engineer-in-charge shall be final, conclusive) shall be borne and shall be paid by the original contractor and shall be deducted from any money due to him by the PSPCL under the contract or otherwise or from his security deposit or the sale proceeds thereof or a sufficient part thereof.

In the event of the above courses being adopted by the Engineer-in-Charge the contractor shall have no claim to compensation for any loss sustained by him by reasons of his having purchased or procured any materials or entered into any engagements made any advance on account of or with a view to the execution of the work or the performance of the contract. And in case the contract shall be rescinded under the provision aforesaid the contractor shall not be entitled to recover or be paid any sum for any works there of actually performed by him under the contract unless and until the Engineer-in-charge have certified in writing performance of such work and the amount payable to him in respect thereof and he only be entitled to be paid the amount as certified. In any case in which the power conferred by clause referred to above, shall have become exercisable and the same shall not be exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions thereof and such powers shall be exercisable in



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the event of any future case of default by the contractor when he is declared liable to pay compensation amounting to the whole of his security deposit and the liability of the contractor for past and future compensation shall remain unaffected.

In the event of the person conferred the power by clause referred to above putting in force by any of the alternatives (i) to (iii) above vested in him under the preceding clause he may, if he so desires take possession of all or any tools plant, materials & stores in or upon the work or the site thereof or belonging to the contractor or procured by him and intended to be used for the execution of the work or any part thereof paying or allowing for the same in account at contract rates or in case of these not being applicable at current market rates to be certified by the Engineer-in-charge may by notice in writing to the contractor or any of his authorized agent required him to remove such tools, plants, materials or stores from the premises (within a time to be specified in such notice) and in the event of the contractor failing to comply with any such requisition, Engineer-in-charge may remove them at the contractor's expenses or sell them by auction or private sale on account of the contractor and at his risk in all respects and the certificate of the Engineer-in-charge as to the expense of any such removal and the amount of the proceeds and expense of any sale shall be final and conclusive against the contractor.

11. FORCE MAJEURE

If at any time during the continuance of the work the performance in whole or in part by either party of any obligation under this contract, shall be prevented or delayed by reasons, of any war, hostility, acts of public enemy, Civil Commotion, Sabotage, floods, explosion, epidemics, fires or other acts of GOD, strikes and lockout (hereinafter referred to as 'eventualities') then, provided notice of the happening of any such eventuality is given by either party to the other within 15 days from the date of occurrence thereof neither party shall by reason of such eventuality be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance and construction of work under this contract shall be resumed as soon practicable after such eventuality has ceased. Appropriate extension in time of completion shall be granted.

12. GOODS AND SERVICE TAX

PSPCL is registered centrally in the state under GSTIN 03AAFCP5120Q1ZC.

- i) GST, as applicable, will be paid as per prevailing provisions of GST Act & Laws against submission of documentary proof at rate(s) prevailing during the contracted delivery period on the basis of actual. The following certificates shall have to be furnished along with invoice -cum- gate pass duly signed by the authorized agent /signatory. The first invoice should accompany the specimen signatures of the authorized signatory duly attested by the Managing Director of the factory with a copy of orders regarding his appointment as authorized signatory.

- Certified that the transaction on which the GST is claimed has been/shall be included in the return submitted / to be submitted to the GST Authorities and the amount claimed from the Punjab State Power Corporation Ltd. has been / shall be paid to the GST Authorities.
- Certified that the goods on which GST has been charged have not been exempted under GST Act or rule made there under and that the GST charged on



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these goods is not more than what is payable under the provisions of relevant act.

- Certified that we shall indemnify the Punjab State Power Corporation Ltd. in case, it is found, at a later stage that wrong or incorrect payment had been received on account of GST; the same will be refunded.
- Certified that we are registered dealer under the GST Act and our Registration No. is

- ii) In case the GST is applicable and is required to be paid extra as referred to Para-(i) above, the Bidder should clearly indicate HSN code of item along with present rate (in percentage) applicable to their company.
- iii) The maximum rate (in percentage) up-to which the GST may become leviable/ payable under the prevailing Rules & Regulations applicable to their company, should also be clearly indicated in their EOI.
- iv) In case the GST is applicable /payable, necessary certificate of GST claimed/GST Gate Pass duly authenticated by the authorized representative of GST Authorities, shall however, be furnished by the supplier along with each consignment. The supplier should, therefore, clearly indicate in their EOI that whether such GST Gate Passes/Certificates shall be furnished by them or not.
NOTE: The firms indicating nil or concessional rate of GST in their EOIs (if any) will have to absorb GST up to the full rate applicable at the time of EOI.
- v) FURTHER any loss due to non-availability of ITC or levy of penalty/interest payable by PSPCL on account of non-filing of return or non-compliance or any miss-statement given under the provisions of GST ACT by the firms shall be recoverable from them.
- vi) Further GST at applicable rates on principal supply shall be payable on Freight and Insurance.

13. INVOICING

The invoices along with other required documents should be submitted in duplicate to PSPCL, Patiala. Soft Copy of bills of all the connections along with duplicate copy of system generated consolidate bill clearly indicating No. of handsets delivered, no. of calls, No of SMS, other services used and discount provided along with other documents required should be submitted to the office of Dy. Secy. / General, Head Office, The Mall, PSPCL, Patiala.

14. CHANGES

No variation or modification or waiver of any of the terms and provisions shall be deemed valid unless mutually agreed upon in writing by both the Purchaser and the Contractor.

15. CANCELLATION

The purchaser reserves the right to cancel the subsequent work order as a whole or in part at any time in the event of default on the part of the contractor.
During the pendency of the subsequent Work order/ contract, if lower rates are received against the subsequent Tender Enquiry/Enquiries, then the supplier, whose overall contractual delivery period has expired, shall be offered to supply the material at either of the following rates, whichever is lower, along with any other terms and conditions at variance from the conditions as contained in the original work order, if any:



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- a) Rates payable as per the terms and conditions of the Purchase/work Order less penalty as applicable
 - b) Rates received against subsequent Tender Enquiry/Enquiries
- In case the supplier refuses to accept the offer, then the work order shall be cancelled without any financial liability on PSPCL.

16. JURISDICTION

All legal and arbitration proceeding in connection with the contract shall be subject to the territorial jurisdiction of the local courts at Patiala only.

17. TAXES

Income tax and any other taxes imposed by the Govt. /Central Govt. /local bodies will be deducted from the running bills as per rules.

18. ARBITRATION

- a) If at any time any question, dispute or difference, whatsoever, shall arise, between the Purchaser/PSPCL and the Contractors/Suppliers, upon or in relation, to or in connection with the Purchase Order/Contract, either party may forthwith give to the other, notice in writing of the existence of such question dispute or difference and the same shall be referred for sole arbitration as per the provisions of the Indian Arbitration Act, 1996 (amended up to date) who shall give a reasoned/speaking awards. The award of the Sole Arbitrator shall be final and binding on the parties under the provisions of the Indian Arbitration Act, 1996 (amended up to date) and of the rules there-under. Any statutory amendment, modification or re-enactment thereof for the time being in force, shall be deemed to apply to and be incorporated in the Contract/Purchase Order.
- b) Upon every or any such reference, the cost and incidental expenses to the reference and award shall be at the discretion of the Sole Arbitrator so appointed who may determine the amount thereof or direct the same to be taxed as between Solicitor and Client or as between party and party shall direct by whom and to whom and in what manner the same is to be borne and paid.
- c) The work under the Contract shall, if reasonably possible, be continued during the proceedings of the arbitration and no payment due/ payable to the firm by the Purchaser/PSPCL shall be with-held on account of such proceedings.

19. RESCISSION OF CONTRACT

The contract shall not be assigned or sublet without the written consent of the Engineer-In-Charge and if the Contractor assigns or sublets his contract or attempts to do so without consent of the Engineer or by any proceedings is adjudicated as insolvent or makes any composition with creditors for their benefits or attempts to do so or if Engineer-In-Charge shall certify in writing that in his opinion contractor: -

- a) Makes default in concerning the work within a reasonable time from the date of handing over the site and continue in that state after a reasonable notice from Engineer-In-Charge.
- b) In the opinion of the Engineer-in-charge at any time, whether before or after the date or extended date for completion, make default in proceedings with the work, with due diligence and continue in that state after a notice of seven days from Engineer-In-



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Charge.

- c) Fails to comply with any of the terms and conditions of the contract or after 7 days notice in writing with orders properly issued there-under.
- d) Fails to complete the work, work order and items of work on individual dates for completion and cleans the site on or before the date of completion or fails to achieve the progress as set out in the contract.
- e) If contractor commits breach of any terms/conditions envisaged in the contract.
- f) Any bribe, gratuity, gift, loan, perquisite, records, or advantage, pecuniary or otherwise shall either directly or indirectly be given, promised or offered by the contractor or any of his servants or agents to any public officer or person in the employment of PSPCL in any way relating to his officer or if any such officer or person of PSPCL shall become in any way directly or indirectly interested in the contract.

In such case the PSPCL may, notwithstanding any previous waiver, after giving 10 days notice in writing to Contractor, terminate the contract and the security deposit of the contractor shall thereupon stand forfeited and in addition the contractor shall not be entitled to recover or be paid for work theretofore actually performed under the contract and further, PSPCL may enter upon and take possession of the works and all plant, tool, scaffolding, sheds, machinery etc. and use the same as his own property or may employ the same by means of his own servants and workmen in carrying on and completing the works and Contractor shall not in any way interrupt or do any act, matter or thing to prevent or hinder such other Contractor or other person or persons employed for completing the finishing or using the material and plant for the works, when the work shall be completed or as soon thereafter as convenient, Engineer shall give a notice in writing to contractor to remove his surplus materials and plant and should Contractor fail to do so within a period of 14 days from issue of the notice by him, PSPCL may sell the same by Public Auction. The amount so realized shall be adjusted against any money due to the PSPCL by the contractor.

20. All other General terms & conditions of Works Regulations, 2017 (amended up to date) and PSPCL Purchase Regulations, 2017 (amended up to date) shall also be applicable. However specific terms & conditions provided in the Specifications shall overrule the General terms & conditions in case of any dispute.

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SCOPE OF WORK AND SCHEDULE OF REQUIREMENT OF SERVICES

a) Unlimited Mobile Phone Services are required in three Levels i.e.:

• **Level 1 (AE/AEE/AO and above)**

Approximately 2500 Mobile Connections.

(Mobile Phone Service having unlimited services and 50 GB unlimited data plans with rollover to 300GB)

• **Level 2 (Employees of PSPCL who are allowed mobile services except Level-1).**

Approximately 14000 Mobile connections

Mobile Phone Service having unlimited services and 25GB unlimited data plans with rollover subject to a maximum of 200 GB)

• **Level 3 (Complaint Centres/ Substations etc.)**

Approximately:3500 Mobile Connections.

(Mobile Phone Service having unlimited services and 25GB unlimited data plans with rollover subject to a maximum of 200 GB)

b) Mobile Handsets (Android) required= 5000 no.

The prospective bidders can propose one or two different make & models. Bidder shall provide Minimum Two Demo phone of each quoted model within one week of submission of EOI for sample testing by PSPCL. The models which pass the sample testing shall be intimated to the bidders. The bidders shall quote their bid in subsequent Limited Tender Enquiry taking into consideration supply of these models only. Further, the Mobile phones shall remain as property of PSPCL and will become assets of PSPCL on expiry of Contract.

c) The following terms and conditions will be applicable:

- I. PSPCL reserves the right to increase or decrease the ordered quantity against each type/ category of connection mentioned in tender specification. In case the performance of the service provider is not satisfactory, then PSPCL has the option to place the complete order at L-1 rates on the service provider next in order of merit as per tender enquiry to be floated. However, the payment shall be made on actual usage basis.
- II. Bidder should provide 4G (LTE/ VoLTE) services in the above plans. In case of 4G LTE the service should have fallback option to 3G/2G in case of non-availability of 4G.
- III. The bids offering CDMA technology will be outrightly rejected.
- IV. The SIMs and Mobile Phones are required to be delivered at PSPCL Head Office only.
- V. If a bidder other than the current service provider, M/s Reliance Jio Infocomm, is awarded the work order, then the supplier shall ensure seamless bulk Mobile Number Portability (MNP) free of cost. In case the same is not possible then service provider will issue new series of numbers keeping the last five digits of the existing numbers intact. If for some reason it is not possible to keep last five digits intact then the service provider can provide new series of numbers with permission of PSPCL. A nodal officer shall be appointed by

PSPCL and if personal details of any employee is required for allowing MNP, then the same shall be provided of only the nodal officer and no personal details of any other employee of PSPCL shall be provided.

- VI. It shall be ensured by both the current and new service providers that no data of any employee is shared with any third party, including during bulk MNP.
- VII. If during pendency of the contract, the service provider gives/ makes any facility free of cost to its consumers in the open market, like 5G services incl fallback to 4G/3G/2G / Free data/ enhanced data plan etc. then the same shall also be passed on to PSPCL connections free of cost.
- VIII. If any SLA/ Statutory order/ instruction is issued subsequently by TRAI, DOT/ Any other authorized Govt. Body for Telecom to ensure reliability, quality and continuity of mobile services (including internet), then the same shall be applicable.
- IX. The activation of Mobile connections (SIMs) would be regulated as per directions from Dy. Secretary/General from time to time and no rental /Other charges would be charged till the Mobile Phone Connection(s) is/are activated.
- X. The successful bidder should provide 5 no. persons 12x7 (8 AM to 8 PM) to troubleshoot and resolve day to day problems across PSPCL. The 5 no. personnel are required to be remotely available on call/ email etc. 12x7 (8 AM to 8 PM) to attend to problems faced by PSPCL. Only one resource shall sit in PSPCL Head Office during working hours. However, if need be, other resources should be able to come to PSPCL Head office in order to resolve the issue. Further, any seating space and basic infrastructure for seating of 1 no. resource at Head Office shall be provided by PSPCL.
- XI. If the signal is not available/ weak at a particular location in Punjab, then the service provider shall take adequate measures to strengthen signal within 7 days of intimation of defect else penalty shall be deducted as per Clause 8 of Annexure II.
- XII. The PSPCL officers availing official numbers outside Punjab like in New Delhi (about 4 nos.) and Himachal Pradesh (about 30 nos. in Joginder Nagar, Kangra etc.) will also be covered under unlimited calling and data plans. However, the count of officers/ officials may vary as per actual site conditions and requirements.
- XIII. The services to be provided are as under:

Sr. No.	Description	Remarks/ Charges
1.	ONE TIME CHARGES a) SIM Cards for mobiles b) Activation Charges	Free of Cost
2.	SECURITY DEPOSITS a) Basic b) STD c) ISD d) Regional Roaming e) National Roaming f) International Roaming	Free of Cost
3.	Unlimited services incl. calling, roaming, STD, landline, SMS, MMS, VMS etc. in own network and out of own network.	Free of Cost
4.	Value Added Services like (CLIP (Caller Line ID)), Itemized Bill, Call waiting/Call hold/ Call Forwarding, Calling, National Roaming Rental, SMS, MMS, VMS, STD, Landline etc. in own and Out of own network.	Free of Cost

5.	4G (LTE/ VoLTE) Connectivity along with unlimited calling plans and unlimited data usage and calling conferencing facility will be provided to all Levels	Free of Cost
6.	Other facilities that SIMs should support: i) Fax data Transmission ii) Fixed Cellular Terminals (if required)	Free of Cost
7.	Unlimited Mobile Phone Services are required in three Levels i.e.: 1) <u>Level 1 (AE/AEE/AO and above)</u> Approximately 2500 Mobile Connections. (Mobile Phone Service having unlimited services and 50 GB unlimited data plans with rollover subject to a maximum of 300 GB) 2) <u>Level 2 (Employees of PSPCL who are allowed mobile services except Level-1)</u> Approximately 14000 Mobile connections (Mobile Phone Service having unlimited services and 25GB unlimited data plans with rollover subject to a maximum of 200 GB) 3) <u>Level 3 (Complaint Centres/Substations etc.)</u> Approximately 3500 Mobile Connections. (Mobile Phone Service having unlimited services and 25GB unlimited data plans with rollover subject to a maximum of 200 GB)	Chargeable

Schedule of Prices

Bidders shall submit a tentative commercial budgetary quote as per format below:

Sr. No.	Description	Tariff/Cost (in Rs.) per unit
1.	Monthly Rental (Rs. Per month)	
2.	4G Internet services- 50GB unlimited Rental/ Month for 2500 no. Level-1 Connections for PSPCL management Level with rolling plan i.e. unused data should be rolled over to next month subject to a maximum limit of 300 GB	
3.	4G Internet services- 25GB unlimited Rental/ Month for 17500 no. Level- 2 and Level 3 connections with rolling plan i.e. unused data should be rolled over to next month subject to a maximum limit of 200 GB	
4.	5000 no. Android Mobile phones with 1-year warranty (Cost per phone)	

Note: The above is indicative purpose only. The actual price bid is to be filled by eligible bidders in subsequent Limited Tender Enquiry to be floated based on this EOI.

The following certificate needs to be given along with the price bid:

- 1 Certified that I/We (M/S _____) have read and understood the terms and conditions of the EOI specification including scope of work & I/We undertake to abide by the same.
- 2 Certified that I/We have quoted the above rates after fully satisfying myself /ourselves about the job involved and time frame in which the same has to be executed. All the statutory levies such as GST and any other charges have been included in the above rates.

Signature _____

Name _____

Designation _____

Seal of Company

ANNEXURE-V

STATEMENT OF DEVIATIONS
(To be filled by Bidder)

Bidder shall carefully state below any and all points in this proposal which are not in accordance with PSPCL's Technical Specification and the General Instructions:-

Sr. No.	Para no.	Technical Deviation, if any.
1.		
2.		
3.		
contd...		

Sr. No.	Para no.	Commercial Deviation, if any.
1.		
2.		
3.		
contd...		

Sr. No.	Para no.	General Deviation, if any.
1.		
2.		
3.		
contd...		

We hereby certify that the above mentioned are the only deviations from Purchaser's aforesaid specifications and general conditions.

Dated.

Authorized Signatory

Name: _____

Designation: _____

Address and Seal of the firm

Note: The Bidder is to clearly indicate any deviation in technical & general terms and conditions in this Annexure only. In case, the Technical Specification as well as General conditions of EOI are acceptable in totality, the word 'NIL' shall invariably be put in the above Columns. In case, nothing is mentioned here then it shall be presumed that there is no deviation in the offer and terms and conditions of the specifications are acceptable to the bidder in totality. **Any deviation found elsewhere in hard copy/soft copy but not explicitly mentioned/referred above will be ignored and no communication regarding the same shall be entertained later on.**

PERFORMA FOR UNDERTAKINGS
<LETTER HEAD OF FIRM>

Reference No./Letter no. _____

Dated: _____

To

Dy. CE/IT (A&PM),
PSPCL, Patiala

Subject: Undertaking in reference to the offer submitted against EOI dated: .12.25 for provision of Mobile SIMs along with smart phone handsets and subsequent Limited Tender Enquiry as follows this EOI

We M/s _____ in reference to our offer submitted against the subject cited EOI/Limited tender enquiry undertake/certify as follows:

1. That we will not pay any commission etc. or engage any commission Agent or Liaison Agent for dealing with the PSPCL in any matter including purchase of specification etc.
2. That in case during the processing of tender or during pendency of Purchase Order, if due to any modification in GST Scheme, any benefit in shape of exemptions/refund is extended to Suppliers, then the same shall be passed on to PSPCL. Otherwise, if at later stage it is found that such accrued benefit has not been passed on to PSPCL, we (Our Firm) shall be liable to compensate PSPCL with requisite amount along with applicable interest at that time. Also, PSPCL shall be free to take action as per various clauses of PO for breach of contract.
3. That our firm has not been blacklisted by PSPCL, PSTCL or any other Govt. Department till the extended date of submission of subject EOI. In case any blacklisting occurs during processing of EOI, the same shall be intimated in writing to the tender issuing authority.
4. That before submitting bid/tender, we have read all the terms and conditions of subject cited EOI and are fully aware of all terms & conditions of the said tender enquiry.
5. That we agree to all the specifications and terms & conditions subject cited EOI and any corresponding amendment thereof, in toto.
6. That we undertake to certify that they have:
 - a) Own seamless Network Connectivity or tie-up with the Service Providers in all Telecom Circles in India.
 - b) Seamless connectivity across highways in Punjab.
 - c) Network coverage throughout Punjab particularly in Rural/ Border areas.

I/We hereby undertake that if any of the above undertaking is found to be false/incorrect at any later stage, then PSPCL is at liberty to take any action against our firm.

Authorized Signatory
Name: Designation
Address and Seal of the firm

<u>Android Mobile Phone Specifications (Tentative)</u>	
Processor	Snapdragon/Dimensity/Exynos/Spreadtrum with 4nm/ 9nm architecture, Clock speed of 2GHz or higher
Storage	128GB or higher
RAM	4GB or higher
OS	Android 14 or higher
Display	HD+, 90-120 Hz refresh Rate and brightness 500 nits+
Camera	50 MP or Above Back Camera and 5 MP or above Front Camera
Battery	5000 mAH or above
Charger	18W or above
Mobile Band	4G and 5G compatible
Warranty	1 year
Updates	Min 3-year OS and security updates.

Note:

- a) The prospective bidders can propose one or two different make & models. Bidder shall provide Minimum Two Demo phone of each quoted model within one week of submission of EOI for sample testing by PSPCL. The models which pass the sample testing shall be intimated to the bidders. The bidders shall quote their bid in subsequent Limited Tender Enquiry taking into consideration supply of these models only.
- b) The Mobile phones shall remain as property of PSPCL and will become assets of PSPCL after successful testing and delivery.
- c) The offered mobile sets should not reach End of Life (EOL) in 5 years from date of supply.