

Tender Notice

Subject:- e-Tender for a Two year Annual Maintenance Comprehensive Contract of EPABX System.

Ministry of Earth Sciences invite Online tenders from reputed firms of Delhi / NCR in two bid system (**Technical and Financial**) for Comprehensive Maintenance Contract of EPABX System on annual basis .this is an e- Tender & Technical & Financial bids are to be submitted on-line only.

2. Estimated cost of the work is Rs.1,20,000/-.

2.1 Tender should be accompanied by Earnest Money Deposit in the form of a bank draft or FDR or Banker's Cheque or Bank Guarantee of Rs.5,000/- (Rupees five thousand only) from any Indian commercial banks drawn in favour of DDO, Ministry of Earth Sciences, New Delhi.

2.2 In place of bid security (EMD) the firms can submit a declaration that if they withdraw or modify their Bids during the period of validity ,or if they are awarded the contract and they fail to sign the contract or to submit a performance security before the deadline defined in the request for bids documents , they will be suspended for the period of 2 year from being eligible to submit bids for contract with the entity that invited the bids.

2.3 Last date of receipt of tender is 28/12/2017 by 3.00 p.m. sharp. Technical Bid will be opened 29/12/2017 at 3.30 p.m. in the presence of representatives of the firms, if any. Date of opening of Financial Bid will be intimated later only to those bidders who qualify the Technical bid evaluation criteria. Ministry reserves the right to reject any or all the tenders received without assigning any reason.

2.4 The Contract shall be for a period of 2 years.

Eligibility Criteria:-

(i) The firm should have 3 (Three) years experience in undertaking the work relating to Comprehensive Annual Maintenance Contracts of Matrix EPABX System (relevant copies of documents be attached).

(ii) The firm should have undertaken Comprehensive AMC in any Govt./PSU/State Govt's office involving Rs. 96,000/- in one CAMC or Rs.72,000/- in two such works or Rs.48,000/- in three such works during the last 3 years.

(iii) The firm should have qualified personnel on their rolls so that they may provide required service.

(iv) EMD of Rs.5,000/- (Five thousand only) should be dropped in the box kept in the General Section on or before the last date, i.e. 3:00PM on 28/12/2017. Firms claiming exemption from submission of EMD should submit documents in support of their claim.

(v) The firm should be in a position to acquire genuine parts of the EPABX System from MATRIX, Original Equipment Manufacturer (OEM). The Authorization Certificate for sales and services of current date from OEM in Original in Ink should be attached along with Technical Bid.

(vi) The average Annual turnover of the firm should be Rupees Ten Lakh (Rs.10,00,000/-) during the last 3 years, i.e. 2014-15, 2015-16 , 2016-17 The bidders should enclose relevant documents in support of their turnover.

4. Under comprehensive maintenance, the firm shall take care of replacement of parts without any charges.

5. Instructions to Tenderers:-

F. No. MoES/02/03/2017 – Genl.

1. The details of equipment's are as under:-

Sl. No.	Items	Qty
1.	EPABX system with inbuilt 4 part voice mail configuration – compatible ISDN & Networking with 128 extensions: 24 Junctions: 512 expandable ports and 01 operator's console	01
2	Float cum boost charges current rating: 50A, Voltage rating 48V	01
3	Digital line card 16 lines	10
4.	Line card to extend the number of lines by 16	10
5	Digital / IP Phone	60
6	Push Button CLI phone	100
7	Hot standby card for CPU	01

Technical Bid Opening date and time 29.12.2017 at 3.30 P.M.

- i) A list of offices where such jobs have been undertaken with documentary proof of having performed them satisfactorily should be furnished with the tender as required in Annexure –III
- ii) Any Cutting / Overwriting / Erasing in the rates in Price Bid will render the entire tender invalid.
- iii) **Bid Security (EMD) :** The tender should be accompanied by an Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five Thousand Only) or Bid Security declaration in Annex-II. The earnest money shall be refunded to the unsuccessful tenderers after finalization of the Contract and to the successful tenderer after submission of performance security.
- iv) Submission of tender will signify the acceptance of all Terms and Conditions of the Contract contained in this Tender Document.
- v) This office reserves the right to reject/any/all tender (s) without assigning any reasons whatsoever, Canvassing in any form will be considered as disqualification for award of contract.
- vi) In case the Lowest Bidder backs out after award of the contract, this Ministry reserves the right to forfeit the EMD and also to black list the firm for a period of 3 years.
- vii) Please fill all Annexures. Leaving any Annexure unfilled may render the bid invalid.

I hereby accept all the terms and conditions mentioned above,

Date

Signature of the Tenderer with seal.

Terms & Conditions

The CAMC shall be governed by the following terms and conditions:-

- (i) The terms "maintenance" shall include keeping the system in perfect working condition at all times, and covers the telephone instruments (single and twin sets) backup system. Maintenance also includes on – call corrective as well as periodic preventive maintenance service visits by the service engineer of the AMC holder. Replacement / repair of any of the part of the EPABX system and telephone instruments during the currency of the contract shall be at the exclusive risk, responsibility and the cost of the contractor. All un-serviceable / replaced parts shall have to be returned to the dealing assistant.
- (ii) The EPABX systems shall be inspected by the successful tenderer before being taken over for maintenance under the "Maintenance Contract" and missing /non functional parts may be listed out and brought to the notice of Under Secretary (GA), within two days of the award of contract, failing which the contractor shall be deemed to have taken over the EPABX system of this office complete in all respects. In case such missing/non functional parts are reported as above, the same shall be repaired through a separate quotation process and the EPABX system taken over for CAMC once the repair work is over. The period of the contract shall be deemed to begin once the EPABX system is taken over for CAMC.
- (iii) The successful Contractor has to reply within 24 hours to any problem occurred in respect of the work awarded in the CAMC contract. If the contractor fails to serve within stipulated time limit, he shall be penalized @ 0.5% per day of the bill amount as raised in the bill submitted by the contractor. If the failure continues, contract would be cancelled & performance security will be forfeited.
- (iv) MoES shall be within its competence to take the services of the CAMC holder on Sundays, holidays and beyond the office hours without payment of any additional remuneration, shall any eventually arise, during the currency of the contract.
- (v) The repair and maintenance work shall be carried out in the premises of this office and only such work which is not possible for execution in the premises of this office shall be permitted to be taken out put not without formal / written permission of US(GA). No transportation labour charges in this account will be paid. The parts / equipment taken away will have to be brought back within one week's time failing which the cost of machine / parts / equipment will be recovered from the firm and if considered necessary, the contract may be terminated without further notice apart from forfeiting the performance security.
- (vi) The contractor shall be required to do the work, during the entire period of two year of CAMC as per the approved rates on the basis of the quotation. If for any reason, the firm is not able to do so, the work shall be got done from some other firm from the open market at the cost of the contractor and the expenditure incurred therein shall be recovered from the CAMC holder firm. If the failure continues , this office may take action (s) viz. forfeiture of performance security, cancellation of contract, blacklisting of firm etc. as deemed fit by this office against the firm.
- (vii) The CAMC charges and rates of other items shall be mentioned in figures and in words. There should not be any erasing or over-writing whatsoever.
- (viii) This office reserves the right to reject or to accept any quotation, in whole or in part without assigning any reason there for. This office also reserves the right to renew or extend the

contract for one more year as it may deem necessary, taking into account the satisfactory services rendered by the contractor during previous year.

- (ix) The earnest money of the firms, whose quotations are not approved, shall be released after the award of the contract to the successful tenderer. The earnest money of the the successful tenderer shall be returned on submission of performance security equal to 10% of the contract value for one year in the shape of Fixed Deposit Receipt (FDR)/ Bank Guarantee from an Indian Commercial Bank. The performance security should be furnished within 15 days of awarding the contract with validity beyond 60 days of the expiry of the contract.
- (x) Payment of the CAMC charges that depends solely on the performance shall be made in four equal installments. The first installment shall be paid only after successful completion of 3 month period of the Contract. Rest of the installments shall be paid after completion of subsequent 3 month periods of satisfactory performances. This is only a tentative schedule for payment and does not confer any legal or other right on the contractor to proceed against this office in the event of payment getting delayed due to budgetary and other unforeseen reasons.
- (xi) Any dispute arising out of the contract shall be referred to Sole Arbitrator of MoES, New Delhi who shall be appointed as Arbitrator by the Secretary, MoES. The award of the Arbitrator shall be final and binding on both the parties. Arbitration shall be done in terms of the Arbitration and Conciliation Act, 1996.
- (xii) If any dispute takes place and a case is to be filed before an Hon'ble Court, the case shall be filed,) in a Court having its jurisdiction in Delhi. The Contractor shall be governed by all applicable Indian Laws.
- (xiii) **In case of any dispute the Jurisdiction of the case shall in Delhi Court Only.**
- (xiv) **Force Majeure** – Notwithstanding the provisions stated above , service provider shall not be liable for forfeiture of its performance security , penalty or or termination for default, if and to the extent that, its delay in performance or other failure to perform obligation under the contract is the result of an event of Force Majeure.
- (xv) For purposes of this clause Force Majeure means an event beyond the control of the Service Provider and not involving Service Provider fault or negligence and not foreseeable . Such events may includes, but are not be limited to, acts of God wars, revolutions, fires , flood, epidemics, quarantine restrictions and freight embargoes.
- (xvi) If a Force Majeure situation arises, Service Provider shall promptly notify the Ministry in writing of such conations and the cause thereof Unless otherwise directed by the Ministry in writing, Services Provider shall continue to perform its obligation under the contract as far is reasonably practical and shall seek all reasonable alternative means for performances not prevented by the Force Majeure events.
- (xvii) Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>.) by clicking on the link “**Online Bidder Enrollment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificated with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g.Sify/TCS/nCode/eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to other which may lead to misuse.
6. Bidder than logs on to the site through the secured long-in by entering their user ID/password and the password of the DSC/ e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the requirement documents/ tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in

which the bid documents have to be submitted, the number of documents- including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard document which are required to be submitted as part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.)has been provided to the bidders. Bidders can use “My Space” or “Other important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender documents.
3. Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender documents. The original should be dropped in the Drop Box kept in General Section of MoES, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has given as a standard BoQ format with the tender documents, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it only online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is

subjected to symmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender documents and the terms and conditions contained therein should be addressed to the Tender inviting Authority for a tender or the relevant contract person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CCP Portal in general may be directed to the 24×7 CPP Portal Helpdesk. The contact number for the helpdesk is 180030702232.

CHECK LIST OF THE TENDER ENQUIRY

S.NO.	Document	Page No.	Remarks (To be filled by office)
1	EMD (Draft/pay order)		
2	Forwarding letter of the firm		
3	Duly signed Tender Enquiry		
4	Annexure – II of T.E. (Duly filled, signed and sealed)		
5	Annexure – III of T.E. (Duly filled, signed and sealed)		
6	A copy of PAN, TIN, Service Tax No.		
7	3 Year Experience certificate of Matrix EPABX (relevant copies of documents)		
8	Any other documents		

All the documents should be having running page number say if the total documents have 50 pages, the first document should be page numbered as 01 and the last document should be page numbered as 50.

Signature of the Tenderer with seal

BID SECURITY DECLARATION

(Undertaking in place of EMD)

I/We hereby accept that if I/We withdraw or modify my own bids during the period of validity, or if my our firm is awarded the contract and I/We fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids documents, my/our firm will be suspended for a period of 2 years from being eligible to submit bids for contracts with the Ministry of Earth Sciences.

Signature of Tenderer
With full address

PARTICULARS TO BE FURNISHED BY THE AGENCY

1. Name of the Agency :-
2. Address of the Agency ;-
3. Name of the proprietor/partner/Director of the Agency :-
4. Telephone No. of Agency and Proprietor/partner/Director :-
5. Details of Ministry/Department in which the Agency has provided CMC of EPABX System mentioned in this Tender:-

S.No.	Name of the Ministry/Department (attach copy of Contract)	Year	Name/contact no. of the Officers of Client Ministry/Department.

6. PAN/TIN Number of the agency:-
7. Registration for GST_
8. EMD'S Draft number, Date and name of the Bank:

This is certified that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that this Agency is not black listed by any Government Department nor any criminal case is registered/pending against the Agency/Firm or its owner/partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of the **Tender Notice No MoES/02/03/2017-Genl, date 06.12.2017** and will abide by them till the completion of the contract period.

Dated
Place

Seal of the firm/agency

Signature of proprietor

Financial Bid:-

S. NO.	Particulars	Rates (In Rs.)	
		In Figure	In words
1.	Rates for Comprehensive Annual Maintenance Contract (CAMC) of Matrix EPABX exchange & equipment's installed in MoES Hqr.		

I	Cable rates (Delton) (per meter) includes installation	In Figure	In words
a	Single Pair		
b	Two Pair		
c	Four Pair		
d	Five Pair		
e	Ten Pair		
f	Twenty Pair		
g	Fifty Pair		
II	Associated material (Per Meter) ISI Mark includes Installation		
a	PVC Pipe ½"		
b	PVC Pipe 1"		
c	PVC Pipe 1 ½"		
d	PVC 2"		
e	PVC Channel 1"		
f	PVC Channel 1 ½"		
III	Telephone Rosset (Per Piece)		
IV	Telephone Instrument Cord (Per Piece)		
V	Telephone Coil Cord (Per Piece)		
VI	CLI Phone (PBT)		
VII	Matrix Key Phone Digital (Model : EON48S)		
		Total	

Selection Criteria – The firm which quotes the overall minimum rate shall be considered on the lowest bidder and shall be awarded the contract. In case two or more firms quote the same rates the L1 shall be decided by the tender committee based on their past experience and performance. The decision of the Tender Committee shall be final in this regard

Total Taxes (Grand Total)

Dated

Place

L1 will be decided based on the base price (total cost without taxes)

Signature of proprietor
Seal of the firm/agency