

No. MoES/2/27/2010 – Genl.
Government of India
Ministry of Earth Sciences

Prithvi Bhawan, Lodi Road,
New Delhi-110003,
Dated 08/12/2014

Tender Notice
Annual Maintenance Contract

Ministry of Earth Sciences, Prithvi Bhawan, Lodi Road, New Delhi invites sealed tenders from reputed firms of Delhi / NCR in two bid pattern (**Technical and Financial**) for Comprehensive Maintenance Contract of EPABX System on annual basis. Both the bids should be separately sealed and should be contained in a single sealed cover and superscribed as QUOTATION FOR AMC FOR EPABX SYSTEM. Tender should be accompanied with Bid Security in the form of a bank draft or FDR or Banker's cheque or Bank Guarantee of ₹10,000/- (Rupees ten thousand only) from any commercial banks drawn in favour of DDO, Ministry of Earth Sciences, New Delhi.

2. **Last date of receipt of tender is 30 December, 2014 by 2.30 p.m. sharp.** Technical Bid will be opened on the same day at 3.00 p.m. in the presence of representatives of the firms, if any. Date of opening of Financial Bid will be intimated later on 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.

3. Eligibility Criteria:-

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

(ii) The firm should have undertaken Comprehensive AMC in any Govt./ PSU/State Govt's office involving Rs. 4.00 lakh in one CAMC or Rs.2.5 lakh in two such works or 1.5 lakh 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.10,000/- (Ten thousand only) should be enclosed with Technical Bid.

(v) The firm should be in a position to acquire genuine parts of the EPABX System from Original Equipment Manufacturer (OEM).

(vi) The average Annual turnover of the firm should be Rupees Ten lakh (Rs.10,00,000/-) during the last 3 years. The bidders should enclose relevant documents in support of their turnover.

4. The details of terms & conditions of the maintenance contract are in Annexure – I and the details of EPABX System are in Annexure – II attached herewith.

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



(Rishi Kumar)

Deputy Secretary to the Govt. of India

Tel. 24669509

F. No. MoES/2/27/2010 – Genl.

1. Duly sealed tenders are invited on behalf of the President of India for Comprehensive Servicing / Repairing / Maintenance (CAMC) of EPABXA Exchange installed in Ministry of Earth Sciences for the period of one year from the date of award of CAMC. The details of equipments 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 charger 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

2. In case you are interested in undertaking the said work and have the capacity and competence to perform it **and experience of at least three year (to be supported with documentary evidence) without which tender will be ignored**, you may please submit your lowest quotation in a sealed envelope to Under Secretary (GA) Ministry of Earth Sciences, Prithvi Bhawan, Lodhi Road, New Delhi – 110003. The quotations in sealed cover should be dropped in the “Tender Box” kept at the Room No. 01 of this office, before 2.30 p.m. on 30 **December, 2014**. The cover containing the quotation should be super scribed as under”.

“F. No. MoES/2/27/2010 – Genl.

Quotation for servicing/Repairing /Maintenance (CAMC) of EPABX Exchange installed in MoES Hqrs. Prithvi Bhawan, New Delhi -03

Technical Bid Opening date and time 30 December , 2014 at 3.00 PM.

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 - II.

ii) Any Cutting / Overwriting / Erasing in the rates in Price Bid will render the entire tender invalid.

iii) The tender should be accompanied by an Earnest Money Deposit (EMD) OF Rs. 10.000/- (Rupees ten thousand only) in the form of Demand Draft/Pay Order/FDR/Bank Guarantee from a Commercial Bank Drawn in favour of DDO, MoES. In the absence of EMD the tender shall be rejected summarily. 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) Interested parties are requested to visit the site and inspect the system, before quoting the rates by taking permission from General Administration Section of this Ministry at Prithvi Bhawan, Lodhi Road, New Delhi on any working day between 2.30 -5.30 P.M.

v) Submission of tender will signify the acceptance of all Terms and Conditions of the Contract contained in this Tender Document. It will not be obligatory for this office to accept the lowest quotation & no explanation shall be given for the cause of rejection of quotation to any tenderer.

vi) 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 from award of contract.

vii) 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.

viii) Please also see Annexure –I for terms and conditions of the contract, Annexure – II, is to be filled by the tenderer (s) for giving their details. Annexure – III is meant for financial bids.

I hereby accept all the terms and conditions mentioned above,

Date

Signature of the Tenderer with seal.

Annexure - I

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

- * The term “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. This will exclude the replacement of some parts/items for which quotation may be submitted as per the prescribed format at “Annexure – III” enclosed herewith.
- * The EPABX system 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.
- * The successful Tenderer 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% 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.
- * 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 eventuality arise, during the currency of the contract.
- * 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 but not without formal/written permission of this office. 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.

* The successful contractor shall be required to do the work, during the entire period of one 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.

* 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.

* 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 such period (s) as it may deem necessary, taking into account the satisfactory services rendered by the contractor during previous year.

* The quotation shall be accompanied by an earnest money of Rs. 10.000/- (Rupees ten thousand only) in the form of crossed Demand Draft from any scheduled Bank in favour of DDO Ministry of Earth Sciences, New Delhi. Cheques and cash shall not be accepted. The quotations received without earnest money shall be rejected without assigning any reason there for and no tenderer shall have the right to represent against it even if his / her quotation happens to be the lowest.

* 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 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. The performance security should be furnished within one month of awarding the contract with validity beyond 60 days of the expiry of the contract.

* Payment of the CAMC charges that depends solely on the performance shall be made in three equal installments. The first installment shall be paid only after successful completion of four month period of the Contract. Rest of the installments shall be paid after completion of subsequent four months 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.

* Any dispute arising out of the contract shall be referred to Sole Arbitrator, 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.

* 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.

(Rishi Kumar)
Deputy Secretary to the Govt. of India
Tele. 24669509

Annexure – II

PARTICULARS TO BE FURNISHED BY THE AGENCY.

1. Name of the Agency :-
2. Address of the Agency:-
3. Name of the proprietor/partner of the Agency:-
4. Telephone No. of Agency and Proprietor/partner:-
5. Details of Ministry/Department in which the Agency has provide services as 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 Services Tax-
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/2/27/2010 – Genl** dated 05/12/2014 and will abide by them till the completion of the contract period.

Dated

Place

Signature of proprietor
Seal of the firm/agency

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 No.		
7	Any other documents (s)		
8	Sales Tax/Income Tax Registratio No and Clearance Certificate (Proof to be attached)		

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

Annexure-III

S. No.	Particulars	Rates (In Rs.)	
		In figure	In words
1.	Rates for Comprehensive Annual Maintenance Contract (CAMC) of EPABX exchange & equipments 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) 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	Wall Jack (per piece)		
V	Jack Cable (per piece)		
vi	Beetle phone Normal		
vii	Matrix key phone digital		

(Taxes, if any, may be mentioned clearly)

Dated

Place

Signature of proprietor
Seal of the firm/agenc