

No. 18-3/2014-General
Government of India
Ministry of Women & Child Development

Shastri Bhavan, New Delhi -1.
Dated : 7th December, 2014.

To

As per list enclosed.

Subject : Comprehensive Annual Maintenance Contract of NEC, KTS Systems installed in this Ministry
– reg.

Sir,

I am directed to invite sealed quotations in two bid system (Technical and Financial) from the vendors authorized by the OEM (Original Equipment Manufacturers) for NEC make telephone systems with service base, for Comprehensive Maintenance Annual Contract in respect of following systems installed in the Ministry : -

S. No.	Location of the machines	Model No.
1.	Jeevan Vihar Building SA's Office	NEC Topaz (with 3 instruments)
2.	Jeevan Vihar Building	NEC Topaz (with 3 instruments)
3.	Jeevan Vihar Building	NEC Topaz (with 3 instruments)
4.	Room No. 605 'A' Wing S.B.	NEC Topaz (with 4 instruments)
5.	Room No. 615 'A' Wing S.B.	NEC Topaz (with 6 instruments)
6.	Room No. 607 'A' Wing S.B.	NEC Topaz (with 4 instruments)
7.	Room No. 309 'B' Wing S.B.	NEC Topaz (with 6 instruments)
8.	Room No. 306 'A' Wing S.B.	NEC Topaz (with 4 instruments)
9.	Room No. 305 'A' Wing S.B.	NEC Topaz (with 4 instruments)

2. The tenders should be submitted in two sealed covers.

- (a) The first sealed cover superscribed as "Technical Bid" should contain the following items ; -
- The proforma at Annexure-II, duly filled in, along with relevant documents/information
 - Acceptance of terms and conditions at Annexure – I.
 - Earnest Money Deposit (EMD).
- (b) The Second Sealed envelope superscribed "Financial Bid" as at Annexure-III should contain only rates for CAMC for repair and maintenance of telephone systems.
- (c) Both sealed covers should be placed in the main sealed envelope superscribed "Quotation for Comprehensive Annual Maintenance/repair of telephone systems". Tender should be addressed to the Under Secretary (General), Ministry of Women & Child Development, Room No. 746, 'A' Wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi and dropped in the Tender Box mounted at the

Shastri Bhavan

gate of Room No. 629 'A' Wing, Shastri Bhavan, New Delhi so as to reach latest by 3.00 P.m. on or before 22/12/2014.

3. The Technical Bids will be opened by the Tender/Purchase Committee of the Ministry on the same day i.e. on 22/12/2014 at 3.30 P.M. in the office of Under Secretary (General) Room No. 746 'A' Wing, Shastri Bhavan, New Delhi – 110 001, in the presence of the participating bidders, who may wish to be present. Quotation received after stipulated time and date will be rejected forthwith.

4. The Competent Authority in the Ministry reserves the right to amend any of the terms and conditions contained in the Tender Documents or reject any or all applications (offers) without giving any notice or assigning any reason therefore. The decision of the Competent Authority in this regard will be final and binding.

5. All the tenderers are requested to read and understand the terms and conditions of the contract as detailed in the Annexure-I before sending their quotations, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by the Ministry.

6. The tender form and other relevant enclosures can be downloaded from the website of the Ministry i.e. www.wcd.nic.in.

Yours faithfully,

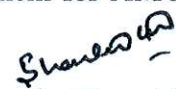


(Shailendra Kureel)

Under Secretary to the Government of India

Copy to :

1. TD (NIC), may please upload above tender on this Ministry's website immediately.
2. All Ministries/Departments of Government of India, New Delhi are requested that a copy of the tender notice may kindly be provided to the venders, who have been awarded the contract by them for AMC for telephone and their performance is satisfactory.



(Shailendra Kureel)

Under Secretary to the Government of India

Terms and conditions of the Contract for Repair/Maintenance of Telephone

- i) The firm should be authorized by the Original Equipment Manufacturers (OEM) for all the models (NEC) installed in the Ministry. Authorization from any other dealer/distributor will not be accepted.
- ii) The firm should be in existence for over 3 years in the same trade of supply and maintenance of NEC systems with established service base in Government/PSU. The firm should furnish details along with copies as per Annexure-II (Technical Bid).
- iii) If the equipment/system is to be taken to the Service Station/Workshop for repairs etc. with the permission of the Ministry, the company will provide standby equipment/system. Ministry will not pay any charges for standby system and will not be responsible for any damage occurred to the standby equipment/system.
- iv) The contract will be valid for a period of one year from the date of award of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rates on any account shall be entertained during the period of contract. If the service of the firm is found to be satisfactory during the period of contract, the Ministry may extend the period of contract for further period of one year on the written request from the firm/ agency depending upon the requirement of the Ministry. The decision of the Ministry, however, will be final in this regard.
- v) The contract shall be on a comprehensive maintenance service basis and therefore, no extra charge for any spare part etc. excluding batteries and wire will be borne by the Ministry. During the contract period it will be the responsibility of the company/firm to keep the equipment in perfect working order.
- vi) The payments towards AMC charge would be made on quarterly basis on production of satisfactory report from the concerned user. No advance payment shall be made.
- vii) The Ministry may terminate the contract at any stage at any time during the period of AMC if the performance of the company/firm is not found satisfactory or if the firm dishonours the terms and conditions of the contract.
- viii) All parts will be replaced free of cost including change of faulty telephone instruments. Only genuine authorized parts shall be allowed to be replaced.
- ix) The Ministry reserves the right to select or reject any or all quotations without assigning any reason whatsoever and also reserve the right to reduce or increase the number of items offered for maintenance contract. This tender is not transferable.
- x) If the services of the firm are found to be unsatisfactory or if the contractor dishonours the contract the contract will be awarded to another firm at the risk and expense of the defaulting firm. In this regard, the decision of the Ministry shall be final and binding upon the firm.
- xi) It may also be noted that in case of firm backing out in midstream without any consent of the Ministry, it will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by the Ministry on maintenance of machines for the balance period of contract through alternative means.
- xii) The firm must make regular monthly maintenance visit and submit satisfactory report from users, on monthly basis, failing which AMC charges would be deducted proportionately.

Shankar

- xiii) The contractor will be required to depute one whole time expert engineer on duty exclusive for this Ministry on all working days to attend expeditiously to the works and whenever defect arises therein any complaint to this effect is made.
- xiv) The firm shall have to attend all complaints on information/ direction received from the General Section. The services would be provided on regular basis during the office hours and also in the case of emergency beyond office hours or holidays.
- xv) The firm will be required to undertake maintenance/repairs of telephone work in Shastri Bhavan and its offices located at Jeevan Vihar Building, Janpath Hotel and residential office of Hon'ble Minister (WCD) or any other location as decided by the competent authority in this Ministry in future.
- xvi) If there is unreasonable delay in repairing/servicing of the telephone or delivering the repaired telephone terms, in a time specified by the Ministry, a penalty of @ Rs. 500/- on each occasion will be imposed.
- xvii) The contract shall be subject to the Indian laws and jurisdiction of the Courts located in Delhi only.
- xviii) No increase in amount shall be considered at all during the full period AMC. No any other charges will be payable like transportation, fare etc. for providing the services.
- xix) A specific mention must be made in your quotation to the effect that the terms and conditions mentioned above are acceptable to your firm in full.
- xx) On award of the contract the successful contractor/agency/firm will be required to deposit (an amount equivalent to one tenth of the annual tender value) in the form of DD/ Pay Order/ or Bank Guarantee as a performance security. The performance security will be refundable after the expiry of the contract period. In case any financial loss is caused due to the damage of any part of telephone system/instruments of the Ministry by the contractor, the loss would be recovered from the performance security/ bills.
- xxi) The company is liable to replace defective parts of machine with original and new parts strictly as per configuration of manufacturer and will be guaranteed for period of one year from date of replacement. The defective parts will be taken over by company and new parts provided, will become the property of the Ministry.
- xxii) Any dispute arising in the matter shall be resolved through an arbitrator to be nominated by the Competent Authority in the Ministry.
- xxiii) An earnest money of Rs. 25,000/- (Rupees Twenty Five Thousand only) should be paid along with the tender in the form of Demand Draft/Pay Order/ Banker's cheque drawn in favour of Pay & Accounts Officer, Ministry of Women & Child Development. Technical bid not accompanied with the requisite earnest money will be rejected out-rightly without assigning any reasons/entertaining any correspondence. The earnest money of unsuccessful tenderers will be refunded without accrual of any interest, on finalization of tender. The EMD of the successful bidder will be returned after he submits the requisite performance security.

Shanend up

Technical Bid

S. No.	Particulars	To be filled by the Tenderer
1.	Name, address and e-mail address of the Firm	
2.	Contact No.	
3.	Status of the firm (individual/ sole proprietorship/ sole proprietorship/ company etc.)	
4.	Registration/ VAT/S.Tax/PAN No. and other details	
5.	Details of authorization(s)/ experience etc. (document to be attached)	
6.	Details of three years experience 2013-14, 2012-13, 2011-12	
7.	Length of experience in the field	
8.	List of Government Ministries/Departments/ clients showing experience in the field (copies of contracts/orders placed on the agency during last three years should be attached)	
9.	Income Tax return submitted for previous two year 2012-13 and 2013-14 (copy enclosed)	
10.	Details of EMD (i) Draft No. (ii) Date (iii) Issuing Bank	
11.	Whether a copy of terms and conditions Annexure – I duly signed as token of acceptance of the same is attached.	
12.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/ partners any where in India (if no, undertaking to this effect is to be attached in this regard)	

I/we hereby undertake to abide by the terms/conditions of the said tender and undertake that the information furnished are true and nothing material has been concealed. I/we understand that the contract is liable to be concealed if the same has been obtained through concealment of information/ fraudulent means.

(Signature of the authorized person)

Date :

Name

Place :

Designation

Business Address :

Seal

Shane O up

Financial Bid

With reference to your letter No. _____ dated _____ on the subject noted, I/ we quote the rates, excluding service tax for maintenance of telephone systems installed in Shastri Bhavan, Jeevan Vihar Building, Hotel Janpath and residence office of MOS (WCD), Ministry of Women & Child Development on quarterly basis as under : -

S. No.	Particular	Amount in Rupees
1.	Service Charges (Rates on quarterly basis)	In figures In words
2.	Service Tax (%)	
3.	Other charges (as per requirement) A) Cabling for KTS (per meter) B) Shifting of KTS (if required)	

Signature (authorized signatory)

Name

Designation

Agency Name

Agency seal

Date :

Shankar up