

[E-42062]

संख्या D-25018/01/2021-Genl.
भारत सरकार/Government of India
सांख्यिकी और कार्यक्रम कार्यान्वयन मंत्रालय
Ministry of Statistics and Programme Implementation

सरदार पटेल भवन/ Sardar Patel Bhavan
संसद मार्ग, नई दिल्ली/Sansad Marg, New Delhi,
दिनांक/Date : 06/08/2021

निविदाएं आमंत्रित करने हेतु नोटिस/NOTICE INVITING TENDERS

Subject: Open Tender for Comprehensive Annual Maintenance Contract (AMC) for EPABX Systems & Telephone Instruments with cabling Installed in various offices of this Ministry -reg.

Open tender are invited for Comprehensive Maintenance for EPABX Systems & Telephone Systems with cabling from reputed firms, having business in Delhi and sufficient experience for providing service support in the maintenance of EPABX systems, Telephone instruments in the Ministries/Departments in the Government of India.

2. In this Ministry, different make of EPABX Systems (Panasonic, NEC, Accord, Creative etc) are installed located at different locations in Delhi, like Sardar Patel Bhawan, East Block-6 & West Block-8, R.K. Puram, Pushpa Bhawan, Parliament House or in any other buildings in Delhi in future. The all systems are presently in good working condition and under AMC. Interested bidders may visit and inspect the System/Machine during office hours from Monday to Friday (excluding holidays).

3. Bids shall be submitted through online only at Central Public Procurement Portal (CPPP) website: <http://eprocure.gov.in/eprocure/app> and bids submitted through offline will not be considered at any cost. Tenderer(s)/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer(s) for the e-submission of the bids online through the CPPP for e-Procurement at <http://eprocure.gov.in/eprocure/app>'. Tender documents can be downloaded either from Ministry's Website <http://www.mospi.nic.in> and/or CPPP portal and CPPP website i.e. <http://eprocure.gov.in/eprocure/app>. Tenderer who has downloaded the tender from the BRO website <http://www.mospi.nic.in> and CPPP <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender document including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and tenderer will be liable to be banned for any future bid in the Ministry. The critical data sheet may be seen as mentioned below.

Published Date	10.08.2021, 04:30 PM
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Bid Document Download Start Date	10.08.2021, 04:30 PM onwards
Clarification Start Date	10.08.2021, 04:30 PM onwards
Clarification End Date	20.08.2021, 05:30 PM
Bid Submission Start Date	10.08.2021, 05:30 PM onwards
Bid Document Download end date	30.08.2021, 03:00 PM
Bid Submission End Date	30.08.2021, 04:30 PM
Technical bid opening date	31.08.2021, 05:00 PM
Financial bid opening date	Will be intimated later through CPPP

4. The terms & conditions of the Annual Maintenance Contract of the EPABX system & Telephone instruments are as under: -

- a. The terms Comprehensive maintenance shall also include rectification of all hardware and software problems/defects and also include cost all parts/repairs/replacements necessary for proper maintenance/ functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be made by the MoSPI.
- b. The firm must have experience of at least 3 years of doing aforementioned maintenance job in the Government Departments/Ministries.
- c. The Firm/Agency must be authorized from the OEM for the contract period & authorization certificate should be attached with the technical bid of tender document.
- d. The firm will depute a Resident Telephone Mechanic at the Sardar Patel Bhawan office of the Ministry during office hours and also arrange for one another mechanic to attend complaint related to the other offices as referred at Para (2) above. In this connection, no conveyance charges shall be paid by the Ministry.
- e. The mechanics provided by the firm will be the employee of the firm and shall not be treated by any means as related to this Ministry for their wages and other liability. The firm should quote the rates including the wages of the resident mechanics.
- f. The firm will also maintain a call register and make service report to this Ministry before quarterly release of the payment.
- g. The repair work of the EPABX Systems/Telephone instruments with cabling are to be carried out in the premises of this Ministry and no relaxation would be given to take out any equipment outside the premises for repairing without written permission by the Ministry.
- h. In case of non-functioning of telephone lines of MTNL, Firm need to contact with MTNL officials and resolved the issue.
- i. The contract can be terminated by the Ministry at any time without assigning any reason. In this connection, decision of the Ministry shall be final and binding upon the contractor. If the work of the contractor is found to be unsatisfactory, it would be entrusted to and other party at the risk and expenses of the defaulting contractor. In this connection, decision of the Department shall be final and binding upon the contractor.

- j. The L1 will be decided on the basis of overall rate quoted by the firm for Part A(annual rate) and Part B of the financial bid of the all EPABX & Telephone instruments installed in the Ministry. The firm will require submitting financial bid of all the EPABX systems (Panasonic, NEC, Accord, Creative etc.) & telephone instrument of all makes.
- k. In terms of Department of Expenditure's O.M. No.F.9/4/2020-PPD dated 12.11.2020, all the bidders will be required to submit Bid Security Declaration as per **Annexure-II**.
- l. Selected firm is required to submit "Performance Security" of **Rs. 10,680/-** (Rupees Ten Thousand Six Hundred Eighty Only) in the form of Demand Draft/Security Deposit/Bank Guarantee @ 3% of the Bid value of Rs. 3,56,000/- in terms of Department of Expenditure's O.M. No.9/4/2020-PPD dated 12.11.2020 in favour of Pay & Account Officers, Ministry of Statistics & Programme Implementation from any scheduled commercial bank within 7 days of award of the contract failing of which the contract shall be awarded to the next lowest bidder and bid security shall be forfeited. Performance Security should be valid for a period of three months beyond the all contractual obligations period. In case of extension of the contract, the Performance Security is required to be extended accordingly. The performance security deposit will be returned after satisfactory completion of the contract period.
- m. The Government has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.
- n. The period of contract will be for Two years and may be further extended for year to year basis after satisfactory services and mutual consent on the same rates, terms and conditions of the tender notice.
- o. The payment will be made in four equal instalments after successful completion of work on each quarter-based quarter based on satisfactory performance as assessed by the Ministry. The final instalment will be paid on the completion of the contract.
- p. The firms black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and it comes to the notice of the Government during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited.
- q. It will be responsibility of the firm to depute a good skilled person to the Ministry of Statistics & Programme Implementation for doing day to day work. If the person from the firm does not come to attend the job and the firms fails to provide the service within the stipulated time frame given by the Ministry, the work will be done from elsewhere and by any other person or from any other source than the contractor, in such case/cases, the amount of cost, if any, shall be paid by the firm or shall be managed from the bills of the firm or from the performance security deposit of the firm.
- r. If any complaint is not attended within a day, in the case where the replacement of instruments/cable was not required a penalty of Rs. 100- (one hundred only) per day will be charged or part thereof for delay.
- s. Before submitting the bids by the firm, the firm should sign/stamp on each page of the tender documents and also submit the undertaking that I (the firm) have read the terms and conditions of the tender and are acceptable to me/us. An undertaking may also be submitted with the tender that the firm is not black listed by any Ministry/Department of the GOI.



- t. The finalized contract shall be interpreted under Indian Laws. In case of dispute of any kind, the firm shall abide by the decision of the Competent Authority, Ministry of Statistics & Programme Implementation, New Delhi. In case the dispute is required to be referred to arbitration, it shall be referred to sole arbitrator under arbitration and Conciliation Act 1996. The place of settlement of disputes shall be Delhi. In the case settlement of dispute is in the court, it will be in the jurisdiction of courts at Delhi.
- u. The bids must be submitted in the prescribed Performa. Any changes in the Performa /tempering in bid document will not be accepted by the Ministry.
- v. The Competent Authority in this Ministry reserves the right to cancel the entire tender process at any time without assigning reasons.



(Shiv Balak Verma)
Deputy Director (Genl. Admin)
Tel. No. 23747927

To,

- i. Director, DIID (erstwhile Computer Centre), MoSPI, R.K. Puram, New Delhi for posting the Tender Notice on the website of this Ministry under intimation to this Office.
- ii. Chairman, TEC, MoSPI – for information.

ANNEXURE-I

TECHNICAL BID

1.	Name of Firm/Company/Agency	
2.	Address of Firm/Company/Agency	
3.	Certificate of Registration of the firm/ Company to be enclosed	
4.	PAN Registration No. (copy must be enclosed)	
5.	GST/ TIN/ VAT Registration No. (copy must be enclosed)	
6.	Name of the Authorized Signatory	
7.	Specimen signature of the Authorized Signatory	
8.	Telephone number of the Authorized Signatory	
9.	OEM(Each) authorization certificate	
9.	Whether EMD declaration submitted as per Annexure-II on a Rs.50/-denomination Non-Judiciary stamp paper duly signed and stamped by the firm/agency	
10.	A detail of the Annual maintenance Contract with Ministries/ Departments/ Organizations/ PSUs etc. in which the firm is engaged in providing service for last 3 years. At least one order copy of each year received from Govt. offices must be enclosed with the tender document.	
12.	Income Tax Return for last two years (copy must be enclosed) (Yes/ No)	
13.	Undertaking/ acceptance of terms & conditions by the firm (separate sheet must be enclosed) (Yes/ No)	
14.	Undertaking on the firm's letter head that the firm is not in the list of agencies blacklisted by any other Govt. Offices must be enclosed. The letter should be ink-signed. (Yes/ No)	

2. I have visited the sites and inspected all EPABX & Telephone system with cabling having acquired the requisite information related to the subject work, examining the form of contract, nature, quantum of work as affecting the tender invited by the on the behalf of the MoSPI. I have fully read the terms and conditions of the tender documents and agreeable to me/us.

Yours faithfully,

Date:
Place:

(Signature of the Authorized person with seal)
Name:



ANNEXURE-II

BID SECURITY DECLARATION

(must be submitted on a ₹ 50 denomination Non-Judiciary stamp paper duly signed and stamped by the firm/ agency)

With reference to the Tender Notice no. **D-25018/01/2021-Genl.** Dated Ministry of Statistics and Programme Implementation for **'Open Tender for Comprehensive Annual Maintenance Contract (AMC) for EPABX Systems & Telephone Instruments/ Installed in various offices of this Ministry I/We,** the undersigned, declare that:

We understand that, according to the conditions of MoSPI, bids must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with your Ministry for the period of time of 01 (one) year, if we are in breach of our obligation(s) under the bid conditions, because we:

- (a) have withdrawn or modified our Bid during the period of bid validity etc. Specified in the Tender Notice; or
- (b) fail or refuse to execute the Contract, if required, or
- (c) fail or refuse to furnish the Performance Security as demanded in the tender document/ notice.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Bid-Securing Declaration]*

Name: *[insert complete name of person signing the Bid-Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder/ firm/ agency]*

Dated on _____ day of _____, _____ *[insert date of signing]*

Seal

[Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.]

**SWORN TO BEFORE ME
ATTESTED BY THE NOTARY**



FINANCIAL BID

Part (A)

Name of the firm:

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S.No	Specific EPABX	Units/system	Total Instruments (Approx.)	Full comprehensive AMC Charges, including systems and instruments per unit Excluding GST.
1.	Main EPABX Panasonic NS300+NS320(S P Bhawan)	01	300	
2.	Main EPABX Panasonic NS320+NS300(R K Puram level 6)	01	200	
3.	Main EPABX Panasonic NS320+NS300(R K Puram level 5) + Panasonic PRI Card	01	50	
4.	EPABX Hot Line. Creative (S P Bhawan)	01	32	
5.	Main EPABX ACCORD (Puspa Bhawan)	01	15	
6.	KTS Panasonic NS 300 (R K Puram East block 6 R N 608)	01	05	
7.	KTS Panasonic NS 824(R K Puram East Block 6 R N 417)	01	05	
8.	KTS NEC 9100 (S P Bhawan Secretary office R. N. 417)	01	7	
9	KTS Panasonic TEB-308 (S P Bhawan R. N. 424,416,413, 411A and 411B)	05	20	
10	KTS Panasonic NS 300 (S P Bhawan 5 th floor DG office)	01	5	
11	KTS Panasonic NS 300 (S P Bhawan	01	10	



	1st floor MoS office)			
12	KTS Panasonic (parliament house)	01	05	
13	1+1 Plan System (BEETEL)	30	60	
14	Digital phone	40	40	
15	MTNL Telephone lines	150	150	

(B) SUBMISSION OF Rates for cabling/channeling etc.

S.No	Description	Rates of fixing of wire/PVC plastic channel (including Labour cost) in Rupees Excluding GST .	
1.	Two Pair wire (Net working copper)		
2.	Three Pair Wire --do--		
3.	Four Pair Wire --do--		
4.	Five Pair Wire --do--		
5.	Ten Pair Wire --do--		
6.	Fixing of PVC Plastic Channel		
7.	Rozzet Box.		
8.	Line cord.		

Note:- The L1 decided on the basis of overall cost of the all EPABX System/telephone instruments and all additional items mentioned cabling, channeling etc. The eligible firm must quote rates for all the items separately or as a whole. The Nil amounts is not considered as a valid bid.

I have read the terms and conditions of the tender and agreed to the same.

(Signature & stamp of the firm)