

Government of India
Directorate General of Supplies & Disposals
(General Administration)

TENDER ENQUIRY

Dated: 26.12.2016

Tender No.	F. No. D – 25013/2/2016/GA
Tender Notice to be issued by	Deputy Director (General Admn)
Tender to be opened on	11.01.2017 at 4.30 p.m.

1. Duly sealed tenders are invited on behalf of the President of India for Comprehensive Servicing/Repairing/Maintenance (CAMC) of EPABX System of DGS&D Jeevan Tara Building, 5, Parliament Street, New Delhi for the period of one year from the date of award of CAMC.

2. In case you are interested in undertaking the said work and you have the capacity and competence to perform it, you may please submit your lowest quotation in a sealed envelope to Deputy Director (General Admn), Directorate General of Supplies & Disposals, Jeevan Tara Building, 5, Parliament Street, New Delhi-110001. The quotations in sealed cover should be dropped in the "Tender Box" kept at the Reception of this office, before 4.00 PM on 11.01.2017. The cover containing the quotation should be super scribed as under:

"Quotation for Servicing/Repairing/Maintenance of EPABX EXCHANGE INSTALLED IN DGS&D Hqrs. New Delhi for the year 2016-17" Opening date and time 11.01.2017 at 4.30 PM."

3. Firm must have experience of maintenance of EPABX System. The quotation of the firm may be rejected if documentary proof of experience is not furnished. 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.

4. Any Cutting/Overwriting/Erasing in the rates will render the entire tender invalid.

5. The tender should be accompanied by an **Earnest Money Deposit (EMD) of Rs. 3000/- (Rupees Three Thousand only)** in the form of Demand Draft/Pay Order from a scheduled Bank drawn in favour of DDO, DGS&D. 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 due performance security.

6. Interested parties are requested to visit the site and inspect the whole system, before quoting the rates by taking permission from General Admn., DGS&D Hqr on any working day from 2.30-5.30 PM.

7. Submission of tender will signify the acceptance of all terms and conditions of the contract as above. 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.

8. 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.

9. Please also see Annexure -I for terms and conditions of the contract, Annexure -II to be filled by the tenderer(s) giving their details. Annexure-III for details of rates of different categories of accessories, Spares Parts, Labour of Servicing/Maintenance of above said item of this office.



(R.C. Das)
Deputy Director (General Admn)
For Director General of Supplies & Disposals


I hereby accept all the terms and conditions mentioned above.

Date:

Signature of the Tenderer with seal

The AMC 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) and battery 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 quotations 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 Deputy Director (General Admn.), 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.
- DGS&D shall be within its competence to take the services of the AMC holder on Sundays, holidays and beyond the office hours without payment of any additional remuneration, should 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, 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.
- The successful contractor shall be required to do the work, during the entire period of one year of AMC 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 AMC holder firm. In this connection decision of this office shall be final and binding on the contractor.



- The successful Tenderer has to reply within 24 hours to any problem occurred in respect of the work awarded in the AMC contract. If the contractor fails to serve within stipulated time limit, he shall be **penalized 1.0% of the amount** as raised in the bill submitted by the contractor. The total penalty during whole contract period i.e. for one year shall **not exceed @ 10% of total value** of contract.
- Any sum of money due and payable to the AMC holder, including security deposit, can be appropriated by this Ministry or by any other person or persons contracting for and on behalf of the President of India for being set-off against any claim of this office.
- 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, of course, the satisfactory services rendered by the contractor during previous year.
- 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 of Rs. 6,000/- (Rupees Six thousand only)** in the shape of Fixed Deposit Receipt (FDR) /Bank Guarantee. The performance security should be furnished within one month of awarding the contract.
- The proceeds of the performance security shall be payable to DGS&D as compensation for any loss resulting from the Service provider's failure to complete his obligations under the Contract. The performance Security Bond will be discharged by DGS&D after completion of the supplier's performance obligations under the Contract.
- The quotation shall be accompanied by an earnest money of **Rs. 3000/- (Rupees three thousand only)** in the form of crossed Demand Draft from any scheduled Bank in favour of Director General of Supplies & Disposals, 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 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.



Contd...3/-

- Payment of the AMC charges that depends solely on the performance shall be made in **three equal instalments**. The first instalment shall be paid only after successful completion of **four month period of the Contract**. Rest of the instalments 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.
- The AMC charges and rates of other items shall be mentioned in figures and in words. There should not be any erasing or over-writing whatsoever.
- The quotation will be opened at 4.30 PM on 11.01.2017 in the room of Director (ME), DGS&D Hqr., Jeevan Tara Building, New Delhi.


28/12/16

(R.C. Das)
Deputy Director (General Admn)
For Director General of Supplies & Disposals

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 supplied items 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. 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. D -25013/02/2016-GA dated 26.12.2016 and will abide by them till the completion of the contract period.

Dated:



Place:

(Signature of Proprietor/partner)

Seal of the firm/Agency

ANNEXURE-III

F. No. D -25013/02/2016-GA

S.no.	Particulars	Rates (including tax)	
		In figure	In words
1.	Rates of Comprehensive Annual maintenance contract for Karel made 512 ports DS200 EPABX System and maintenance of following: 240 Nos. Push button telephone sets. 8 MTNL lines. 1 PRI Line with DID System. Krone MDF Boxes Cabling through underground/overhead.		
2.	Comprehensive AMC charges for Panasonic make digital Hybrid Key Telephone System equipped with 8 KTS instruments.		
1	Push Button telephone (per piece):		
a	Beetal Model (B-11)	:	
b	Beetal Emerald	:	
c	Beetal Model Coral	:	
d	Plan (1+1) (Without display) (Beetal make)	:	
e	Plan (1+1) (With display) (Panasonic make)	:	
2	Cabling rates (Delton) (per meter)		
a	Single pair	:	
b	Drop wire (Double pair)	:	
c	Four pair	:	
d	Five pair	:	
e	Ten pair	:	
f	Twenty pair	:	
g	Fifty pair	:	
3	Associated material (per meter)		
a	PVC pipe ½"	:	
b	PVC Pipe 1"	:	
c	PVC pipe 1 ½"	:	
d	PVC pipe 2"	:	
e	PVC Channel 1"	:	
f	PVC Channel ½" and 1 ½ "	:	
4	Wall Jack (per piece)	:	
5	Jack Cable (per piece)	:	
6	Battery back up 42 Volts 40 AH	:	

(Taxes, if any may be mentioned clearly)