

No.25011/2/2019-Genl.
Government of India
Ministry of Heavy Industries & Public Enterprises
Department of Public Enterprises

Block No.14, CGO Complex,
Lodi Road, New Delhi.
Dated 26th June, 2019

Subject:- **Quotation for Comprehensive Annual Maintenance Contract (AMC) of KTS (NEC) System**

Sealed quotation are invited from reputed firms/ agencies for **Comprehensive Annual Maintenance (AMC)** of this Department's **IP based KTS System (NEC)** in Block No. 14, CGO complex, New Delhi office along with P&T lines, Internal lines 1+1 plan lines, 1+2 plan lines etc for a period of one year as per the terms and conditions enclosed.

2. The rate should be quoted for comprehensive maintenance inclusive of replacement of parts. The contractor may also quote rates per meter for laying of cables, adaptor for phone, etc., separately in the financial bid.

3. The contractor is required to provide a full time service engineer who will be at the disposal of this Department on all working days from **9.30 a.m. to 6.00 p.m.** and if needed the service of the engineer should be available even on holidays.


4. The details of the **IP bases KTS system** are given in **Annexure I**. The technical bid has to be filled in **Annexure II**. The financial bid has to be quoted in **Annexure III**. The technical bid and the financial bid should be sealed by the bidder in separate covers duly super scribed and both these sealed covers are to be put in a bigger cover which should also be sealed and superscripted "**Quotation for Comprehensive Annual Maintenance Contract of KTS (NEC) System.**"

5. The bid should be accompanied by Earnest money in the form of a Demand Draft of **Rs. 10,000/- (Rupees Ten Thousand Only)** drawn on any nationalized bank in favor of "**DDO, DPE, New Delhi**" and payable at New Delhi.

6. Successful tenderer will have to deposit a performance security of **Rs. 20,000/- (Rupees Twenty Thousand only)** in the form of Fixed Deposit Receipt (FDR) within a week of award of work. It will be retained by this Department until the end of period of contract. However, security money will be forfeited, if the firm fails to perform according to any of the terms and conditions of the contract or if the work is found to be unsatisfactory.

7. If you are interested in doing the job, as per the terms and conditions, you may send your sealed quotation, duly super-scribed "**Quotation for Comprehensive Annual Maintenance Contract of KTS (NEC) System**" and addressed to the Under Secretary(Admn) and should be deposited in the tender box/ Room No.424, Department of Public Enterprises, Block No.14, CGO Complex, New Delhi or alternatively send by post so as to reach this Department not later than 3.00 p.m. on 08.07.2019. Quotations received after this stipulated date / time shall not be entertained.

8. The technical bid will be opened by the committee constituted for the purpose on the same day at 3.30 p.m in Room No.424, Department of Public Enterprises, Block No.14, CGO Complex, New Delhi in the presence of the tenders or their representative who may like to be present.


26/1/19

(Pradeep Kumar)
Section Officer (Admn)
T.No.24362883

Annexure I

S.No.	Item Description	Item Details
1.	Name of the Exchange	NEC EPABX- SV 9100
2.	Name of the Technology	Digital /IP Based
3.	Place of functioning	3rd floor, block 14 CGO
4.	No. of P&T Line involved	25
5.	No. of Digital and analogue Lines	96
6.	MDF Box 100 pair with IPM module	04
7.	No. of 1 + 1 Plan lines instruments attached P&T Line	10
8.	No. of 1 + 2 Plan lines instruments attached P&T Line	03
9.	Resident Engineer Full time (9 am to 6.00 pm)	01

Annexure II

1. Name and Address of Bidding Firm :
2. Name and Designation of the person signing the bid :
3. Capacity in which bid is signed by the bidder (Proprietor / Partner / Director) :
4. Telephone Number (Mobile / Landline) :
5. Earnest Money Deposit Details :
6. GST Registration Certificate No. :
7. PAN Number & latest ISO certificate (Copy enclosed) :
8. Copy of specific authorization from OEM :
9. ESI No. / EPF No. (Copy enclosed) :
10. Terms & conditions mentioned in the Invitation of bid are Acceptable / Not Acceptable :
11. Deviation in Terms & conditions Specification (if any) :

Annexure III**Financial Bid**

S.No.	Item Description	Cost (without GST charges) in Rupees
1.	Annual Maintenance contract charges of digital/ IP based Key telephone system (NEC- SV9100) with all digital phone, MDF box, analogue phone and other installed hardware with system. (As attached list in annexure. 1)	
2.	One Resident Engineer full day (9.0am to 6.0 pm)	

TERMS & CONDITIONS

1. Bids should be valid for a minimum period of ninety days after the due date. Quotations should be addressed by designation and the sealed envelope containing the quotations is to be addressed by name to officer signing this enquiry.
2. The bidder must be a reputed manufacturer, National distributor or his authorized partner. copy of specific authorization/ ink sign may be enclosed. If incomplete in these respects the quotation is liable to be rejected.
3. ISO certificate (latest) or its authorized representative of the type of products. In case of representative, the authorization letter from the OEM may be submitted along with copy of ISO Certificate.
4. The bidder should have at least three years experience in AMC of KTS(NEC) system of similar configuration to Govt. Department/PSUs/reputed Organization.
5. The bids must reach the undersigned on or before the due date i.e. 08.07.2019 by 3 PM Bids received after due date and time are liable to be rejected. Technical bids shall be opened on the same day at 3.30 pm in Room No.424, Department of Public Enterprises, Block No.14, CGO Complex, New Delhi in the presence of Bidders, who may like to be present.
6. It may be specifically mentioned whether quotation in strictly as per tender specification / conditions. If not, deviation must be spelt out specifically in the technical bid. In the absence of this the quotation may be rejected.
7. Registration number of the firm along with the GST No./ PAN No. / ESI No/ EPF No. allotted by the concerned authority should be duly mentioned and copies attached should be submitted along with your quotation. If incomplete in these respects the quotation is liable to be rejected.
8. Bidder shall sign all pages of quotation and drawing forwarded with the quotation.
9. In case of any discrepancy between rate mentioned in the figures and word, the later shall prevail. Further in case of any discrepancy between unit price and total price, the price quoted; as unit price shall prevail.
10. The Department may waive infirmities or seek clarification. If so desired.
11. Any attempt of negotiation direct or indirect on the part of the tenderer with the authority to whom he has submitted the tender or authority who is competent finally to accept it, after he has submitted the tender or any endeavor to secure any interest for an actually or prospective tenderer or to influence by any means the acceptance of the particular tenders will tender the tenderer liable to be excluded from consideration.
12. Each quotation must be accompanied with Earnest Money Deposit for **Rs.10,000/- (Ten Thousand only)** shall be in the form of Demand Draft/Pay Order in the name of **DDO, DPE**. Quotations received without Earnest Money Deposit are liable to be rejected.



13. Earnest Money is liable to be forfeited and bid is liable to the rejected, if the bidder withdraws or amends impairs or derogates from the tender in any respect within the period of validity of the tender.
14. The Earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity and after issue of the purchase order. No interest will be payable by the Directorate on the Earnest Money Deposit.
15. The rates should be quoted in Indian Rupees for delivery at premises of the Department. All prices should be fixed and should not be subject to escalation of any description. The rates must be excluding of GST, which shall be paid by the Department separately as applicable. However, these would be considered at the time of evaluation.
16. All disputes are subject to the jurisdiction of court in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with laws of India.
17. The Department reserves the right to accept or reject any bid or cancel the tender proceeding without assigning any reason whatsoever.
18. If the services of AMC are found satisfactory, the contract may be extended upto three years on year to year basis.
19. **ARBITRATION :** In the event of any dispute or disagreement under or in relation to this Agreement or over the interpretation of any of the terms hereinabove contained or any claim or liability of the party, the same shall be referred to the sole Arbitrator to be nominated by mutual consent of both parties therein. The intending party will serve notice in writing upon the other party notifying its intention for appointment of Arbitrator. Should both parties fail to agree on by mutual consent, then the Directorate will appoint the sole Arbitrator. The provisions of Arbitration and Conciliation Act, 1996 will apply. The Arbitration proceedings will be held in New Delhi. The Arbitrator will give reasons for his award and the award passed by the Arbitrator shall be final and binding upon the parties herein. Such reference shall be deemed to be a submission to arbitration under the Indian Arbitration and conciliation Act, 1996 or of any modifications or reenactment there of including the rules framed there under.

