

No.25011/2/2016-Gen.
Government of India
Ministry of Heavy Industries and Public Enterprises
Department of Public Enterprises

Lok Udyog Bhawan, C.G.O. Complex,
Lodhi Road, New Delhi
Dated 26th May, 2016

Subject: Comprehensive AMC of **48 – Matrix and 16 – NEC** extensions of "Telecom EPABX System" working in the Department of Public Enterprises-regarding.

Tender Notice

I am directed to say that Department of Public Enterprises intends to award Comprehensive Annual Maintenance Service Contract for maintenance of 48 – Matrix and 16 – NEC Extensions of "Telecom EPABX System" working in the Department for a period of one year. Interested firms may inspect the Extensions of EPABX on any working day between 3.00 pm to 4.00 pm before submitting bid, if interested. The Department is looking for service provider who is authorized service provider of Original Equipment Manufacturer (OEM) of Matrix and NEC "Telecom EPABX System" and has three years experience in Government Sector/PSUs in respect of maintenance of EPABX Extensions of different configurations. The documents in this regard shall be annexed to the quotation. The firm shall also have to submit documentary proof for Registration of Firm. Service Tax, VAT and PAN Card details. The service providers capable of maintaining the Matrix and NEC system and interested in undertaking the said work, may submit quotations in a sealed cover latest by 3.00 p.m. on 10th June, 2016 in the prescribed Performa(s) attached herewith. The Technical Quotations shall be opened at 3.30 p.m on the same day. The representative of the bidding firms may be present at the time of bid opening.

2. The Quotation may be addressed to Under Secretary (Admn.), Department of Public Enterprises, Room No 409. A, 4th Floor, Block No. 14 CGO Complex, Lodhi Colony, New Delhi. The Cover should be subscribed as follows:-

"Quotation for maintenance of extension of "Telecom EPABX System Department of Public Enterprises".

3. The terms and conditions of the tender/ contract will be as under :-

1. The contract shall be effective for one year with effect from the date of award of tender, which may be extended for further period also depending on satisfactory performance of the firm. The decision of Department in this regard will be final. The firm has to indicate consolidated lumpsum amount for AMC in the proforma enclosed. No demand for revision of rates on any account, whatsoever, shall be entertained under any circumstances during currency of the rate contract.

Contd. . . 2

2. The quotation should be accompanied with an earnest money deposit of Rs.10,000/- (Rs Ten Thousand Only) in the form of Demand Draft in favour of DDO, Department of Public Enterprises (Cheque/cash will not be accepted) Quotations received without earnest money or with cheques/cash shall be summarily rejected. The earnest money of the firm whose quotation are not approved shall be released only after the award of the contract to the successful tender.
3. The technical and financial bids should be submitted separately mentioning on each envelope clearly that technical/ financial bid for hiring of vehicles for official use in the Department of Public Enterprises, Government of India, New Delhi. These two bids will be placed in a sealed cover subscribed "Bids for Comprehensive Annual Maintenance Service Contract for maintenance of 48 – Matrix and 16 – NEC Extensions of Telecom EPABX System".
4. Financial bids will be opened of only those firms which satisfy all the criteria mentioned in technical bids. The quotation will not be considered in the absence of any requirement mentioned in the technical bids.
5. The tenders of only those firms which satisfy all the requirements/conditions stipulated in this Document will be considered. All additions and alterations in the Tender documents must be duly authenticated with initials and date by the person authorized to sign the tender documents. Overwriting of Figures in tender documents is not permitted.
6. Bid will be valid for 60 days from the date of its submission. The contract shall ordinarily be awarded to the lowest evaluated, technically qualified bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
7. The tender whose quotations is finally accepted, shall have to furnish a performance security deposit amounting to Rs.20,000/- in the name of DDO, Department of Public Enterprises, New Delhi by means of a Fixed Deposit Receipt pledged from any scheduled Bank. The security deposit will be released only after satisfactory completion of the contract.
8. The Company shall depute trained engineers(s) only having wide experience of repairing the Extension EPABX System on daily basis for preventive checks & maintenances and the complaint received during the day shall be attended to promptly and rectified within two hours. The company should have to send their representatives on holidays also, in case of emergencies.

9. The contract will be comprehensive in nature and the Department will not make payment for any spare parts all parts will be replaced free of cost including change of faulty Telephone Instruments, all type of Cables, Line cord, Coil Cord Rosette Box and MDF Box/Crown etc. Only genuine authorized parts shall be allowed to be replaced.
10. The company is liable to replace the defective parts of the machine with original and new parts strictly as per the configuration of the manufacturer and will be guaranteed for a period of one year from the date of replacement. The defective parts will be taken over by the company and the new parts provided will become the property of Department. Company should will become the property of Department Company should have to clean all instruments every month.
11. In the case of major repair where the EPABX System or any part of the system has to be taken to Company's workshop, the standby arrangement from the company side will be mandatory without disruption of work of the user. The equipment being taken to the workshop for repair would be at the company's expenses.
12. In case the company is found to be failing in rectifying/making functional the EPABX System on the same day, a penalty of Rs.1000/- (Rupees One Thousand only) per default would be imposed, In case of three successive failures. The contract may be terminated and the performance security deposit would be forfeited. Under such circumstances only proportionate charges for the period for which the services rendered shall be payable to the contractor only if the services provided by the firm had been found satisfactory.
13. The payment will be made on quarterly basis in equal instalments only on completion of service to the satisfaction of this Department and other formalities as may be required by the Department.
14. The interpretation of the contractual terms & conditions and disputes. if any shall be subject to the sole arbitration of the competent authority in the Department.

Yours faithfully



(Harish Chandra)

Under Secretary to the government of India

Copy to: Sr. Technical Director, Department of Public Enterprises for uploading the tender on website of the Department of Public Enterprises. New Delhi.

PROFORMA

Sub:- Maintenance of Matrix and NEC "Telecom EPABX System" of Department of Public Enterprises

TECHNICAL BID

- I) Name/Address of the Firm: _____
- II) Name of tile Authorized representative and his Mobile o. _____
- III) Contact No. _____
- IV) Email ID of the Firm _____
- V) Whether the Firm fulfilling all eligibility criteria as mention in Tender _____
- VI) Status of the Firm (Individual/Sole Proprietorship Company etc. _____
- VII) Whether the Firm is authorized service provider of Matrix and NEC make System, If yes, authorization certificate is attached _____
- VIII) Details of following documents along with copy enclosed.
(a) Registration of firm, (b) VAT, (c) Service Tax and (d) PAN Card
- IX) Details of Three years experience. (Copy of contract award letter for experience in Govt. sector/PSU should be attached.)
- X) EMD Rs. _____
(a) 2013-2014
(b) 2014-2015
(c) 2015-2016

We hereby undertake to abide by the terms / conditions of the tender No----- Dated _____ and undertake that the information(s) furnished is true and nothing material has been concealed. We understand that the contract is liable to be cancelled if the same has been obtained through concealment of information/fraudulent mean.

(Signature of the Authorized representative)
Seal



FINANCIAL BID

I) Comprehensive cost of AMC
Rs. _____ (Rupees _____)

_____ only) for Matrix and NEC Telephone EPABX System.

We hereby undertake to abide by the terms / conditions of the tender No----- Dated
_____ and undertake that the information(s) furnished is true and nothing material has been
concealed. We understand that the contract is liable to be cancelled if the same has been obtained through
concealment of information/fraudulent mean.

(Signature of the Authorized representative)
Seal

