

No.25013-2/2017-Admn.II
Government of India
Ministry of Agriculture & Farmers Welfare
(Department of Animal Husbandry, Dairying & Fisheries)

Krishi Bhavan, New Delhi
Dated the 2nd August, 2017

E-TENDER NOTICE

Sub: Comprehensive Annual Maintenance Contract (CAMC) of 06 KTSs (04 NEC-Aspila-TOPAZ & 02 NEC SL-1000) and 01 EPABX System (Siemens – 16 Extns.) installed in the Department of Animal Husbandry, Dairying & Fisheries and in the Camp Office at Residence of Hon'ble Minister of State for Agriculture & Farmers Welfare – Regarding.

Sir,

The e-tenders have been invited under **Single Bid System (Annexure)** from the reputed firm having adequate experience in the maintenance of Key Telephone Systems/EPABX Systems in Government Ministries/Departments/Organizations. The details etc. of the KTS systems/machines of this Department, proposed to be covered under maintenance contract, are as under:-

Sl. No.	Make & Model	Location of the System/Machine
1.	NEC (SL-1000) (4x8x8) (with 8 instruments)	Room No. 218-A, Krishi Bhawan [(O/o Secretary(ADF)]
2.	NEC(Aspila-TOPAZ) (with 3 instrument)	Room No. 221, Krishi Bhawan [(O/o JS(Fy.)]
3.	NEC(Aspila-TOPAZ) (with 4 instruments)	Room No. 246-A, Krishi Bhawan [(O/o JS(ANLM)]
4.	NEC(Aspila-TOPAZ) (with 4 instruments)	Room No. 234, Krishi Bhawan [O/o AHC]
5.	NEC(Aspila-TOPAZ) (with 5 instruments)	Room No. 190-A, Krishi Bhawan [(O/o JS(CDD)]
6.	Siemens Hipath 1120 EPABX System (16 Extns.) (with 10 instruments)	Room No. 220, Krishi Bhawan [(O/o Secretary(ADF)]
7.	NEC (SL-1000) (4x16) (with 8 instruments)	Camp Office at Residence of Hon'ble MOS(Agri. & FW) (PR) at 2A, South Avenue Lane, N. Delhi.

2. The interested firms are advised to submit their bids **“on-line”** by visiting the Govt. of India, Central Public e-Procurement (CPP) Portal i.e. <http://eprocure.gov.in>. The bids will be accepted as e-tender only i.e. the tenderers will submit their bids on the e-Procurement Portal (module of NIC), in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the firm on the Government of India, Central Public e-Procurement (CPP) Portal i.e. <http://eprocure.gov.in> are pre-requisite for e-tendering.



3. The critical dates for the subject tender is as under:-

(i) Tender No.	25013-2/2017-Admn.II
(ii) Name of Organization	Ministry of Agriculture & Farmers Welfare, Department of Animal Husbandry, Dairying & Fisheries
(iii) Start date and time for view/ downloading the tender document	2 nd August, 2017 at 1700 hrs.
(iv) Start date and time for submission of bid	3 rd August, 2017 at 1000 hrs.
(v) Last date and time for downloading tender document	23 rd August, 2017 upto 1100 hrs.
(vi) Last date and time for online submission of bid & submission of EMD	23 rd August, 2017 upto 1100 hrs.
(vii) Date & time for opening of Bid	24 th August, 2017 at 1130 hrs.
(viii) Address for communication	Under Secretary(Admn.II) Ministry of Agriculture & Farmers Welfare, Department of Animal Husbandry, Dairying & Fisheries, Room No. 532-A, Krishi Bhawan, New Delhi-110001. ☎ # 011-23070149

4. The interested firms are required to deposit **Demand Draft/Pay Order of ₹5,000/- (Rupees Five Thousand Only)** as **Earnest Money Deposit (EMD)** in favour of 'P&AO(Sectt.I), D/o AHD&F, New Delhi', valid for a period of 90 days, super-scribing the envelop "**CAMC of KTSs/EPABX System of DADF**". Offer not accompanied by EMD of the requisite amount or without proper validity will summarily be rejected.

5. The scanned copy of the **demand draft/pay order of ₹ 5,000/- (Rupees Five Thousand Only)** as **Earnest Money Deposit (EMD)** must be uploaded with the Bid and original of the same has to be dropped in the Tender Box placed in **Room No. 531, 5th Floor, Krishi Bhawan, New Delhi** latest by the last date of bid submission super-scribing the envelop "**CAMC of KTSs/EPABX System of DADF**" i.e. by 11.00 hrs. on 23rd August, 2017. The tenders received without the prescribed EMD will not be entertained and summarily rejected. The EMD of unsuccessful tenderers shall be returned after finalization of the contract.

6. The firms who are exempted from submission of EMD shall be dealt as per General Financial Rules, 2017 subject to submission of relevant order/document in this regard

7. The firms are required to upload copies of the following documents along with their Bids, failing which their Bids shall be summarily/out-rightly rejected and will not be further considered:

- a. Scanned copy of Earnest Money Deposit (EMD)

- b. Scanned copy of GST Registration of the firm and PAN Card
 - c. Scanned copy of Registration of the firm (Individual/Sole Proprietorship Company/Pvt. Ltd. etc.)
 - d. Scanned copy of Authorization from Principle Manufacturer (NEC or Siemens)
 - e. Scanned copy of experience documents of similar contracts in Central Govt. Ministries/Departments/Organizations for last three years
8. The bidder shall quote their bids only as per the format enclosed at **Annexure**.

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 contract and amount for all the systems, make/model-wise, has to be indicated separately in the Proforma enclosed. No demand for revision of rates on any account whatsoever shall be entertained under any circumstances during the currency of the contract.
2. The quotation shall be accompanied by an Earnest Money Deposit (EMD) of **₹5,000/- (Rupees Five Thousand Only)** in the form of Demand Draft/Pay Order in favour of **'P&AO(Sectt.I), D/o AHD&F, New Delhi'**. Cash and Cheque will not be accepted. The quotations received without earnest money or with cheque/cash shall be summarily rejected and no representation in this regard shall be entertained. The earnest money shall be forfeited if the contractor declared successful declines the offer or does not accept the work for any reason, whatsoever. The earnest money received from the tenderers will be returned without interest immediately after the process of selecting of award is over.
3. The contract shall ordinarily be awarded to the lowest evaluated 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. The rates offered shall be kept open for acceptance within 60 days of the tender opening or any extended period as may be desired by the Department. The contract shall normally be awarded for one year and may be extendable after one year on the same rate and terms & conditions with the concern of both parties.
4. The tenderer whose quotation is finally accepted, shall have to furnish a Performance Security Deposit @ 10% of the total cost of the annual contract by means of a Fixed Deposit Receipt/Bank Guarantee from any nationalized/public sector Bank drawn in favour of **'Pay & Accounts Officer(Sectt.I), Department of Animal Husbandry, Dairying & Fisheries, New Delhi'**.
5. The Company shall depute trained engineer(s) only having wide experience of repairing the Key Telephone System and 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 may have to send their representatives on holidays in case of emergencies.

6. The contract will be comprehensive in nature and will cover maintenance, repair, and/or replacement of parts, component or modules as required. The Department will not make any payment for any spare parts excluding batteries, wire etc. All parts will be replaced free of cost including change of faulty telephone instruments which are connected with the particular KTS/E:PBX System. Only genuine authorized parts shall be allowed to be replaced.
7. 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 the Department. Company should be cleaning all instruments every month.
8. Preventive maintenance service is to be carried out every three months for all systems and peripherals. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would include i) checking of KTS/E:PBX system and maintenance, ii) checking of voltage adopter, and iii) checking of keys and buzzers of the instruments.
9. In the case of major repair where the 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.
10. In case the company is found to be failing in rectifying/making functional the system on the same day, a penalty of ₹ 500/- (Rupees Five Hundred Only) per default would be imposed. In case of three successive failures, the contract will be terminated forthwith 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 that too only if the services provided by the firm had been satisfactory.
11. The firm should hand over all the systems in perfect working condition after expiry of contract period.
12. No advance payment would be made under any circumstances. The payment will be made on quarterly basis in four equal installments only on completion of service to the satisfaction and other formalities as may be requested by the Department.
13. **The quotations/bids received without Earnest Money Deposit shall be rejected summarily.**
14. The Department reserves the right to select or reject any or all quotations at any point of time without assigning any reasons thereof. **However, the bidders would have the right to question the bidding conditions, bidding process and/or rejection of its bid.**

Shamshad

15. In case any dispute, decision of Dir(Admn.)/HOD in the Department will be final and binding on all.

Yours faithfully,



{ Dharm Prakash }

Under Secretary to the Government of India

☎ # 23070149

Copy to:-

1. Tech.Dir., NIC, DADF for uploading the tender on the website of the Department.

ANNEXURE

SUB: MAINTENANCE OF KEY TELEPHONE SYSTEMS (NEC MAKE) AND EPABX SYSTEM (SIEMENS MAKE).

- I) NAME/ADDRESS OF THE FIRM:-----
- II) CONTACT NUMBER:-----
- III) REGISTRATION OF THE FIRM (INDIVIDUAL/SOLE PROPRIETORSHIP COMPANY/PVT. LTD. ETC.):-----
- IV) REGISTRATION FOR GST / PAN & OTHER DETAILS:-----
- V) AUTHORISATION FROM PRINCIPLE MANUFACTURER(S):-----
- VI) DETAILS OF THREE YEARS EXPERIENCE(VIZ.):
2014-2015-----
2015-2016-----
2016-2017-----

VII)

RATE QUOTED:

Sl. No.	Make & Model	Rate in figures & words (Per Year) (₹) (excluding tax)
1.	NEC (SL-1000) (4x8x8) (with 8 instruments)	
2.	NEC(Aspila-TOPAZ) (with 3 instrument)	
3.	NEC(Aspila-TOPAZ) (with 4 instruments)	
4.	NEC(Aspila-TOPAZ) (with 4 instruments)	
5.	NEC(Aspila-TOPAZ) (with 5 instruments)	
6.	Siemens Hipath 1120 EPABX System (16 Extns.) (with 10 instruments)	
7.	NEC (SL-1000) (4x16) (with 8 instruments)	
Grand Total =		

VIII)

We hereby undertake to abide by the terms/conditions of the tender notice No.25013-2/2017-Admn.II dated 2nd August, 2017 and undertakes 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 means.

(Signature of the Authorised Representative)
Seal of the Firm

Dhar m. Bales