

No. D-24001/1/2020-21/A&G
Publication Division
Ministry of Information & Broadcasting
Soochna Bhawan

CGO Complex, Lodhi Road,
New Delhi, dated :7/8/2020

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 Directorate's **IP based KTS System (NEC)** in Soochna Bhawan, New Delhi 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 services at a notice of one hour in case of any complaint and if needed the services 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 superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and superscribed "**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. 15,000/- (Rupees Fifteen Thousand Only)** drawn on any nationalized bank in favour of "**DDO (Cash), DPD, New Delhi**" and payable at New Delhi.
6. Successful vendor will have to deposit a performance security of **Rs. 25,000/- (Rupees Twenty Five Thousand only)** in the form of Fixed Deposit Receipt (FDR) within a week of award of work. It will be retained by this Directorate 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 undersigned and should be deposited in the tender box kept in Room No. 691, Publication Division, Soochna Bhawan, Phase V, Lodhi Road, New Delhi or alternatively send by post so as to reach this Directorate not later than 3.00 p.m. on 21.8.2020 Quotations received after this stipulated date / time shall not be entertained.

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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. 685, Soochna Bhawan, Phase V, New Delhi in the presence of the vendors or their representative who may like to be present.

Yours faithfully,



(B K Biswas)
Deputy Director

Ph. 24368009

Annexure I

S.No.	Item Description	Item Details
1.	Name of the Exchange	I. NEC EPABX- SV 9100(6 th Floor) -128 II. NEC EPBAX -SV 9100(7 th Floor) - 48 III. Small EPABX-SL 1000(DG'S Office) -16
2.	Name of the Technology	IP Based
3.	Place of functioning	6 th floor, 7 th floor & Ground Floor Soochna Bhawan
4.	No. of P&T Line involved	75-80(Approx)
5.	No. of 1 + 1 Plan lines instruments attached P&T Line	20
6.	No. of 1 + 2 Plan lines instruments attached P&T Line	05

Contd. 3/-

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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. CST / VAT Registration Certificate No. :
7. Service Tax Registration No. (Copy enclosed) :
8. PAN Number & latest ISO certificate (Copy enclosed) :
9. Copy of specific tender authorization from OEM M/s NEC :
10. ESI No. / EPF No. (Copy enclosed) :
11. Terms & conditions mentioned in the Invitation of bid are Acceptable / Not Acceptable :
12. Deviation in Terms & conditions Specification (if any) :

Contd. 4/-

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Annexure IIFinancial Bid

S.No.	Item Description	Cost (Inclusive of Service Tax) in Rupees
1.	AMC of KTS – 2 Nos.	
2.	AMC of small EPABX System SL-1000	
3.	P&T lines	
4.	1 + 1 Plan Telephone (Beetel)	
5.	1 + 2 Plan Telephone (Beetel)	
	Total	

Contd. 5/-



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 distributors. Or his authorized partners. copy of specific tender authorization 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 Five years experience in AMC of KTS systems of similar configuration to Govt. Department/PSUs/reputed Organization.
5. The bids must reach the undersigned on or before the due date i.e. 19.8.2020 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. 685, Publication Division, Soochna Bhawan, Phase V, 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 these, the quotation will be rejected.
7. Registration number of the firm along with the CST No./ VAT No. / ESI No/ EPF No. Service Tax 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 discrepancies 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 Directorate 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.15,000/- (Rupees Fifteen Thousand only)** shall be in the form of Demand Draft/Pay Order in the name of **DDO (Cash), DPD, New Delhi**. Quotations received without Earnest Money Deposit are liable to be rejected. However, firms who are registered for supply of items in question with DGS&D / NSIC should invariably accompany the tender failing which bids may be rejected.
13. Earnest Money is liable to be forfeited and bid is liable to be 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 this Directorate on the Earnest Money Deposit.
15. The rates should be quoted in Indian Rupees for delivery at premises of the Directorate. All prices should be fixed and should not be subject to escalation of any description. The rates must be excluding of VAT / CST, which shall be paid by the Directorate 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 Directorate reserves the right to accept or reject any bid or cancel the tender proceeding without assigning any reason whatsoever.
18. **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 thereof including the rules framed there under.

B K Biswas

(B K Biswas)
Deputy Director

Ph. 2456 8009