

D-14012/1/2016-General
Government of India
Ministry of Drinking Water & Sanitation

8th floor, Paryavaran Bhawan
CGO Complex, Lodhi Road
New Delhi- 110003

Dated: - January 25, 2016

Tender Notice

Subject: - Invitation of bid for Comprehensive Annual Maintenance Contract (AMC) of Telephone system and its related consumables for the Office of MOS (DWS).

Bids under the single bid system are invited for maintenance of Alcatel KTS instruments working / installed in the Office of MOS (DWS) Room No. 197-A, Krishi Bhawan, New Delhi in prescribed tender from original equipment Manufacturer, or authorized dealer of Alcatel in Delhi /NCR, capable to carry out said work.

S. No.	Description	Qty	Location
01.	Small EPABX system no of extensions: 20Nos. of Junctions: 4 Nos.	01	Office of MOS (DWS), Room No. 197-A, Krishi Bhawan, New Delhi
02.	KTS System Alcatel 4039	12	Do

2. The terms and condition of the tender are as under:-

General Terms and Conditions: -

- (i) The bid in envelope should be strictly as per the format given in the Annexure I. The rates quoted in the bid should be both in word and figure and quotations with any cutting or overwriting in figures will not be considered, unless corrections are countersigned. The bid should be properly sealed / signed and kept in separated sealed envelope.
- (ii) The contract shall be initially for a period of 01 (one) year, which may be extended for further two years, one year at a time, subject to satisfactory performance of the firm and at same rates and terms and condition. The AMC will be terminated at any time during the pendency of contract, if the services are not found to be satisfactory.

- (iii) The AMC charges will be paid quarterly (once in every three months) on production of the preventive service report and satisfactory functioning of instruments.
- (iv) The preventive maintenance service has to be carried out by way of 03 periodical service (once in a month) in a quarter, a service report of which duly signed by user must be submitted with the bill.
- (v) Rates quoted for each time should be inclusive of all taxes / duties, cost of spares and other material, labour charges etc.
- (vi) The contract will be comprehensive in nature and the Ministry will not make any payment for any spare parts. All parts will be replaced free of cost including replacement of telephone instruments, line cord, coil cord rosette box, card etc. Only genuine authorized parts as per the configuration / manufactured by OEM shall be allowed to be replacement with.
- (vii) Any complaint / breakdown call will be attended promptly and defects rectified within 12 hours or shall provide with standby unit, where required, failing which penalty of Rs. 500/- per complaint for the delay and /or the Ministry will have the option to get the machine / defect rectified from other sources at the cost of the contractor to be recovered from the AMC bills / performance security. In case of three successive failures, the contract may be terminated forthwith and the performance security deposit would be forfeited.
- (viii) The successful party has to execute an AMC agreement on Rs.100/- non-judicial stamp paper within three days of the Award of Contract and deposit 10% of the amount of the contract as performance security in the form of DD in favour of Pay & Account Officer, Ministry of Drinking Water & Sanitation, within next three days after execution of the AMC contract.
- (ix) All repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. 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 shall be made by the company. The equipment being taken to the workshop for repair would be at the company's expenses.

- (x) The interpretation of the contractual terms and conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the Ministry.

Condition for bid and bidders.

- (i) The quotation shall be accompanied by an EMD of Rs. 5000/- (Rupees Five Thousand only) by means of a Demand Draft in favour of PAO, Ministry of Drinking Water & Sanitation, New Delhi. Cheque / cash will not be accepted. The quotations received with EMD will be summarily rejected. The EMD shall be forfeited if the contractor declared successful and declines the offer or does not accept the work for any reason whatsoever.
 - (ii) The Registered Office or Branch Office of the Company / firm / Agency must be located in Delhi / NCR Region. The bidding company / firm / agency should submit duly self-attested copies of proof of its office address along with telephone number.
 - (iii) The participating firm shall either be an OEM or authorized dealer of OEM for service and maintenance or firms which have at least two years experience in the field of service and maintenance. (A copy of the authorization letter from OEM, Proof of experience in the form of certificates obtained from various Government Ministries / Departments / PSUs to be enclosed).
 - (iv) The company / firm / agency should furnish a self-attested copies of following :-
 - a) Bank account in the name of the company with IFSC code.
 - b) Self-attested copies of service tax registration, VAT registration and TIN number.
 - c) Copy of latest VAT & service tax deposit challan
 - d) Self-attested copies of PAN
 - e) Alcatel-lucent partner should have at least two certificate from Alcatel-lucent-latest certificate to be submitted.
3. The Ministry reserves the right to reject any quotation in full or part without assigning any reason thereof. There should be on erasing or overwriting on the rates quotation.
4. No Conditional Offer would be accepted by the Ministry of Drinking Water & Sanitation.
5. **Payment**
- a. No advance payment will be made in any case. The payment of AMC will be released quarterly (after deduction penalty) on satisfactory completion of maintenance work.

- b. The payment will be made after proper deduction of TDS as per prevailing rule / rates.
- c. Any payment made in excess will have to be refunded by the Company to Ministry in the event of termination of contract.
- d. The company will not have any legal right to proceed against Ministry in the event of late payment due to unforeseen reasons.

6. Sealed envelope superscribed "Quotation for comprehensive Annual Maintenance Contract of KTS phone and its related consumables" addressed to the Under Secretary (General), Ministry of Drinking Water & Sanitation, 8th floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi- 110003. The tender should be dropped in the tender box, Ground floor, Paryavaran Bhawan, New Delhi by **03:00pm on or before 09.02.2016**, i.e., the last date of submission. Quotation received through other mode of correspondence will not be entertained.

7. The bid will be opened on same day at 04:00pm. For further details and obtaining of the tender documents, tender notices may be seen at the website of Ministry of Drinking Water & Sanitation at <http://mdws.gov.in> and <http://eprocure.gov.in>



(S. Sahyal)

Under Secretary to the Govt. of India
Tel:- 24368612

To,

1. Central Public Procurement Portal- www.eprocure.gov.in
2. NIC for posting the tender notice on the website of the Ministry.
3. All Ministries / Departments with the request that this may be brought to the notice of the registered suppliers in their respective Ministry / Department.

Financial Bid Documents

S. No.	Description	Qty	Rate per unit	Total amount
01.	Small EPABX system no of extensions: 20Nos. of Junctions: 4 Nos.	01		
02.	KTS System Alcatel 4039	12		

The rates shall be inclusive of all taxes, labour and service charges including cost of spare parts etc.

(Signature of Authorized Personnel)

(Name.....)

(Seal)

