

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

8th floor, Pt. Deendayal Antyodaya Bhawan
CGO Complex, Lodhi Road
New Delhi- 110003

Dated: - February 9, 2018


eTender Notice

Subject:- Annual Maintenance Contract (AMC) for repair / maintenance for Direct Telephone lines of MTNL, Telephone / Beetel Plan system / KTS system/ Intercom in the Ministry of Drinking Water & Sanitation-reg.

Date of issue of Tender Document	9 th February, 2018
Last Date & Time for submission of Tender Document	Upto 03:00pm on 22 nd February, 2018
Pre-bid Meeting with tenderers	At 03:00pm on 15 th February, 2018
Date & Time for opening of Tender Document	
Technical Bids	At 03:30pm on 22 nd February, 2018
Financial Bids of eligible Tenderers	Would be informed later.

Contents of Tender Document

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(S. Sahyal)
Under Secretary to the Govt. of India
Tel: 24368612

Copy to:-

Tech. Director (NIC) for uploading tender in Ministry web-site.

Scope of Work and Eligibility Criteria

eTender are invited for annual maintenance of Direct MTNL Telephone lines / Beetal Plan system / KTS system / Intercom in the Ministry of Drinking Water and Sanitation. There are (100 (Approx.) Direct MTNL lines, 54 Plan System + 50 single instrument) Beetal Plan System and (04 Nos. of NEC system + 1 Panasonic TD100D)KTS system working in Ministry of Drinking Water and Sanitation. However the number of telephone instruments to be maintained may increase or decrease as per requirement. The contract shall be initially for a period of one year and can be extended for a further period of two year subject to satisfactory performance report.

2. The bid shall consist of two parts- Technical bid and financial bid. Both the bids are to be submit online. All the information sought under the bid "Condition" and other information to be supplied is to be given in Technical bid while price quoted for the same will have to be mentioned only in Financial Bid. The Financial bid of those parties shall be opened whose Technical bid are found to be eligible while the disqualified bidders Financial bid shall be not be opened.

3. The Technical bids shall be opened in Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003 on 22nd February, 2018 at 3:30PM. The financial bid shall be opened after evaluation of Technical bid.

4. The bidders may submit bids online along with their registration on CPP Portal / trade certificate in Prescribed Performa.

5. Work to be attended by the technician:

- I. Repairing of telephone instruments
- II. Repairing of damage wiring connections
- III. Shifting of telephone lines etc. within the building

5. The firms fulfilling criteria should submit following documents in Technical bid:

- I. Name of the firm with full address, telephone Number and email ID
- II. PAN and GST No.
- III. The form should have minimum of two year of experience in the field of maintenance of telephone lines in Govt. Department / PSU's (proof to be attached)
- IV. Earnest money of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of Demand Draft of any nationalized bank drawn in favour of Pay & Accounts Officer, Ministry of Drinking Water & Sanitation, New Delhi- 110003
- V. The firm should not have been black listed by any Government Department and no criminal case should have been registered against the agency / firm or its owner / proprietor / partner anywhere in India. An undertaking to this effect on Rs. 100/- stamp paper duly notarized (name of notary must clearly be visible) must be submitted along-with Technical bid.
- VI. The firm must have valid Service Registration Certificate issued by the appropriate authorities.
- VII. Income Tax returns for the last three financial year.
- VIII. Authorization letter / certificate in original from NEC / Panasonic.

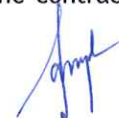
6. The contractor has to make available the service of technician on emergency occasion after / before office hours and holidays as and when required.

(S.Sanyal)

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Terms and Conditions

1. The earnest money of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of demand draft of any nationalized bank drawn in favour of Pay & Accounts Officer, Ministry of Drinking Water & Sanitation, New Delhi accompanying & uploaded with the Technical bid and original will be submitted before last date of tender closing. EMD if not received in original before last date of tender, it would not be considered and would be rejected summarily.
2. Rates will remain unchanged throughout the contract period of one year.
3. Tender documents may be directly down-loaded from Ministry's web-site www.mdws.gov.in and Central Public Procurement Portal : www.eprocure.gov.in
4. The contract can be extended for a further period of two year, subject to satisfactory performance.
5. All complaints should be attended promptly. Any breach of contract shall attract penalty as would be decided Competent Authority and repeat breach of contract may lead to termination of contract.
6. The firm should engage at least one residence engineer for maintaining lines between the exchange on 8th floor and the instrument in each room on all working days from 9:00AM to 5:30PM in the Ministry.
7. The firm will be responsible for smooth and satisfactory working of the telephone lines in all respects. The firm will obtain certificate from the users that telephone lines have been working satisfactory during the relevant period and submit the service reports of all telephone lines along-with the bills for the payment on quarterly basis.
8. The Ministry of Drinking Water & Sanitation also reserves the right to reduce or increase the number of telephone lines offered for comprehensive maintenance contract.
9. The payment will be made on quarterly basis after completion of work with satisfactory service report from users.
10. The successful tenderer will be required to furnish a security deposit of Rs. 50,000/- (Rupees Fifty Thousand only) within 10 working days from the date of acceptance of his tender. The security deposit shall be in the form of fixed deposit / bank guarantee drawn on any nationalized bank in favour of Pay and Accounts Officer, Ministry of Drinking Water and Sanitation, New Delhi. The Security deposit shall be refundable after the successful completion of the contract.
11. Before quoting the rate, the Physical inspection of MDF and each room can be done by the firm on normal working hours on 12th and 13th February, 2018.
12. The lowest bidders shall be decided on the basis of total of the rates quoted for the items mentioned in the financial bid format, separate for NEC / Panasonic / Shifting work for MTNL line.
13. The bid shall remain valid for 180days from the date of opening of bids. A bid valid for a shorter period shall be rejected by MDWS as non-responsive. A bidders accepting the request of MDWS for an extension to the period of bid validity, in exceptional circumstances will not be permitted to modify his bid.
14. The contract between the MDWS and the contractor can be cancelled by the contractor by giving prior notice of at least 45 days. The MDWS reserve the right to terminate the contract at any



time or stage during the period of contract, by giving seven day's notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Ministry.

15. The bidder firm must be an authorized dealer of the Panasonic India and /or NEC for Delhi and NCR and should enclosed copy of authorization letter (in original) issued by Original Equipment Manufacturer (OEM) i.e. Panasonic India and NEC in this case to bid for the particular tender (copy upload along with Technical bid).
16. MoDWS will not have obligation
 - I. Not be responsible for theft, burglary, fire or any mischievous deed by the staff of the contractor.
 - II. The contractor shall be the employer for his workers and MDWS will not be hold responsible fully or partially for dispute that may arise between the contractor and his workers.
17. Arbitration:
 - i. In the event of any question, dispute or difference arising under the agreement or in connection therewith (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of Secretary, Ministry of Drinking Water & Sanitation or any other person appointment by him. The award of the arbitrator shall be final and binding on both the parties, contractor will have no objection in any such appointment that arbitrator so appointed is an employees of MDWS or a Government Servant or that he has expressed his views on all or any of the matters in dispute. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act 1996, or any statutory modification of re-enactment thereof or any rules made thereof.
 - ii. The venue of Arbitration proceeding shall be office of MDWS at New Delhi or such other place as the arbitrator may decide.
 - iii. The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award subject to aforesaid Arbitration and conciliation Act 1956 and the rules make thereunder, any modification thereof for the time being in fore shall be deemed to apply to the arbitration proceeding under this clause.
 - iv. The courts of Delhi only shall have the jurisdiction to decide any dispute that may arise in relation to the contract.



(S.Sanyal)
Under Secretary to the Govt. of India
Tel 24368612

**Ministry of Drinking Water & Sanitation
Form of Tender**

S. No.	Particulars	Details
1.	Tender for	Annual Maintenance Contract of Direct MTNL Telephone Lines / Beetel Plan system/ KTS System
2.	Period of Contract	1 Year and can be extended for a further period of two years subject to satisfactory performance
3.	Name and Address of the tenderer	
4.	Status of the tenderer (Proprietorship / Partership / Lt. Company)	
5.	Name of Proprietor, Partners / Managing Director as the case may be, to be indicated	
6.	Office of AMC price per year for Telephone Lines	
7.	I/We have carefully read and understood the terms and conditions of the contract as contained in the Tender Document issued by the Ministry of Drinking Water & Sanitation including the following:	
a)	Earnest money Deposit of the Rs. 15,000/- (Rupees Fifteen Thousand only) is liable to be forfeited by MDWS, if on award of Contract. I / We do not accept the award or do not fulfil any of the conditions stipulated in tender document and in General terms and conditions within the prescribed time.	
b)	On account of non-acceptance of award or on account of non-completion of tender conditions within prescribed time, I / We shall be debarred by MDWS for further participation in the tenders at its MDWS or any other place under control of MDWS for a period of three years.	
c)	In case the documents submitted by my / our firm along with tender are found inadequate / false / incorrect, tender of any / our firm will liable to be rejected without assigning any reasons. In addition, MDWS reserves its rights to forfeit the EMD of my / our firm and debar my / our firm from participation in the further tender of MDWS.	

1. MDWS reserves itself the right to reject the conditional offer without assigning any reason thereto.
2. The MDWS does not bind itself to accept the lowest or any tender and reserve to itself the right of accepting the whole or any part of the tender and the tenderer shall be bound to provide the service at the rate quoted.

Signature of the tenderer with seal _____

Name _____

Status _____

Address _____

Telephone No. Office _____

Residence address _____



Instruction of Online Bid submission

Instruction to Bidders to submit the bids online through the Central Public Procurement Portal for e procurement at <http://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment / registration of the contractor / bidders on the e-Procurement / e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charges. During enrollment / registration, the bidders should provide the correct / true information including valid id. All the correspondence shall be made directly with the contractor / bidders through email id provided.
- 3) Bidder need to login to the site through their user ID / password chosen during enrollment / registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificate with signing key usage) issued by SIFY / TCS / nCode / eMudra or any Certifying Authority recognized by CCA India on eToken /Smart Card, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor / Bidder may go through the tenders published on the site and download the required tender documents/ schedules for the tenders he/ she is interested.
- 7) After downloading /getting the tender document / schedules, the Bidder should go through the contract details. Bidder should take into account the corrigendum published before submitting the bids online.
- 8) If there are any clarifications, this may be obtained online through the tender site or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id / password chosen during enrollment / registration and then by giving the password of e-Token / Smartcard to access DSC.
- 10) Bidder selects the tender which he / she is interested in by using the search option & then moves it to the 'any tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is constructed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents / schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transection uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender fee / EMD as specified in the tender. The original should be posted / couriered / given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.



- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender Fee / EMD as applicable and enter details of the instruments.
- 19) The details of the DD / any other accepted instrument, physically sent, should tally with details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of the contract without any exception and have understood the entire document are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of an irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BOQ xxxx.xls the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The priced-bid / BOQ template must not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per server system clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using buyers / bid openers public key. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bid encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exist option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone : 011-24305770, 011-24305265 or send a mail over to cPPP-nic@nic.in



**Tender Acceptance Letter
(To be given on Company Letter Head)**

Date:-

To,

The Under Secretary to the Govt. of India
(General Section)
Ministry of Drinking Water & Sanitation
8th floor, Pt. Deendayal Antyodaya Bhawan
CGO Complex, Lodhi Road
New Delhi

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No: - D-14012/1/2016-General

Name of Tender / Work:- Annual Maintenance Contract (AMC) for repair / maintenance for Direct Telephone lines of MTNL, Telephone / Beetel Plan system / KTS system in the Ministry of Drinking Water & Sanitation-reg.

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for above mentioned 'Tender/Work' for the web site(s) namely: "Supply and Installation of Annual Maintenance Contract (AMC) for repair / maintenance for Direct Telephone lines of MTNL, Telephone / Beetel Plan system / KTS system in the Ministry of Drinking Water & Sanitation-reg. as per your advertisement, given in the above mentioned website(s).
2. I/we hereby certify that I / We have read the entire terms and conditions of the tender documents from page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/We shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your Ministry too have all been taken into consideration, while submitting this acceptance letter.
4. I/we hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in it's totally / entirely.
5. In case any provisions of the tender are found violated, then your Ministry shall without prejudice to any other right or remedy be at liberty to reject this tender / bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully
(Signature of the Bidder, with Name & Office Seal)



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

8th floor, Pt. Deendayal Antyodaya Bhawan
CGO Complex, Lodhi Road
New Delhi- 110003

Dated: - February 9, 2018

Financial Bid

Subject: Annual Maintenance Contract (AMC) for repair / maintenance for Direct Telephone lines of MTNL, Telephone / Beetel Plan system / KTS system in the Ministry of Drinking Water & Sanitation-reg.

S. No.	Item Description	Qty.	AMC Amount (Rs.) including all taxes for one year
1.	Panasonic TD-100D	01	
2.	Panasonic Digital telephone Instrument	01	
3.	NEC System	04	
4.	NEC Instrument	01	
5.	Beetel Plan System	16	
6.	Beetel Plan System instrument	01	
7.	Wire 4 pair cable, per metr.	1 mtr.	
8.	Wire 2 pair cable, per metr.	1 mtr.	
9.	service / Installation charges		
	Total Amount (Rs.)		



