

No. MoES/2/27/2010 – Genl.  
Government of India  
Ministry of Earth Sciences

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Prithvi Bhawan, Lodi Road,  
New Delhi-110003,  
Dated 28/02/2013

**Tender Notice**  
**Annual Maintenance Contract**

Ministry of Earth Sciences, Prithvi Bhawan, Lodi Road, New Delhi invites sealed tenders from reputed firms of Delhi / NCR in two bid pattern (**Technical and Financial**) for Comprehensive Maintenance Contract of EPABX System on annual basis. Both the bids should be separately sealed and should be contained in a single sealed cover and superscribed as QUOTATION FOR AMC FOR EPABX SYSTEM. Tender should be accompanied with Bid Security in the form of a bank draft or FDR or Banker's cheque or Bank Guarantee of ` 7,000/- (Rupees seven thousand only) from any commercial banks drawn in favour of DDO, Ministry of Earth Sciences, New Delhi.

2. **Last date of receipt of tender is 22 March, 2013 by 2.30 p.m. sharp.** Technical Bid will be opened on the same day at 3.00 p.m. in the presence of representatives of the firms, if any. Date of opening of Financial Bid will be intimated later on. Ministry reserves the right to reject any or all the tenders received without assigning any reason.
3. The details of terms & conditions of the maintenance contract are in Annexure – I and the details of EPABX System are in Annexure – II attached herewith.
4. Under comprehensive maintenance, the firm shall take care of replacement of parts without any charges.

Administrative Officer (Genl.)  
Tel : 24369596.

## **Tender Notice**

**Subject:- Comprehensive annual maintenance contract of EPABX System of the Ministry of Earth Sciences.**

Sir,

I am directed to invite quotations for award of annual comprehensive maintenance contract of EPABX system installed in this Ministry. The Technical and Financial terms & Conditions of AMC shall be as follows:

### **A. Technical**

- a. The firm should be in existence for over five years in the trade with the maintenance business of EPABX System. The bidders' turnover in terms of earning within India during the three financial year i.e.2009-12 should be ` 40 lakh or higher each year from EPABX AMC related services and should be supported by documentary evidence.
- b. The bidder must have its own service centre/maintenance facility in Delhi and should have extensive experience of maintenance of complete hardware, software, and networking. The bidders must enclose details of their infrastructure with reference to locations (address), authorized service set up facility and technical manpower there, availability of inventory of spares etc. and also indicate their business model for providing AMC and related support.
- c. The firm must register with the Registrar of Companies and with the Delhi Trade & Tax Department (VAT No.)/ Service Tax Department (ST No.) the registration number of the firm along with the CST No. allotted by the Trade & Tax Authorities, PAN Number and copy of Income Tax return for the last 3 Financial years of assessment should be enclosed (i.e.2009-10, 20010- 11 & 2011-12).
- d. The firm must be authorized **Service partner (not sales partner)** of the brand of Matrix system and should furnish documentary proof for the same.
- e. The firm must have previous experience in maintaining in government organizations/PSUs/Majors corporate during the last three years 2009-12

and Performance certificate from the existing clients (organization) must be attached.

f. The firm must have expertise in the requisite preventive measures on site maintenance.

g. In case of intermittent failure and repetitive problems due to improper diagnosis or repair the system will be treated as continuously down.

h. Vender should depute their representatives well conversant (preferably Diploma holder) with the maintenance of the system for full time with the Ministry. Vender is to give the detail bio-data of their representatives at the time of awarding the contract.

i. The vendor should maintain adequate number of spares in the inventory with the deputed Resident Engineers in this Ministry for immediate replacement of defective parts.

J. If the firm meets the above technical requirements, it may apply in a separate sealed cover in the Forms 1-4 of Annexure-1.

k. **The firm will put page number and signature of authority signatory on each page (both side) compulsorily and in absence of it, the bids will be rejected.**

L. **In the case of tender being signed by authorized signatory other than proprietor/ partner / dealers of the firm. Form will enclose said authority letter in the name of person / employees authority sign the tender.**

## **B. FINANCIAL**

a. The rate may be quoted on **comprehensive basis** for the EPABX System in **Annexure – II of Form – 5** in the separate sealed cover. *Under comprehensive maintenance, the firm shall replace any defective components with branded of the same make new components without any charges. The Ministry will provide only Batteries for UPS's of EPBAX System during the period of AMC.*

***2. The other terms and conditions for awarding the AMC shall be follows:***

- a. The sealed covers for Technical Bids should contain EMD, and other required essential documents as per Form 2 of **Annexure-I**. The Technical Bid only will be opened in the first instance in the presence of representatives of the vendors **at 3.00 p.m. on 22 March, 2013**. Financial Bids in respect of only those vendors, who are found technically qualified, will be opened subsequently for further evaluation and the date and time in this regard will be intimated to each technically qualified firms. One authorized representative of each of the vendor would be permitted to be present at the time of aforementioned opening of each event.
- b. The bidder must quote rates for all the items as per the financial bid document.
- c. The decision of MoES, arrived at as per above, will be final and representation of any kind shall not be entertained on the above. Any attempt by the vendor to bring pressure towards MoES decision making process, such vendors shall be disqualified for participation in the present tender and those vendors may be liable to be debarred from bidding for MoES tenders in future.
- d. List of important Central Ministries/ Departments /States Governments/PSU'S / Major corporate for whom the firm has been providing AMC services must be enclosed by the tenderer.
- e. In the event the vendor's company or the concerned division of the company is taken over/bought over by another company, all the obligations and execution responsibilities under the agreement with MoES should be passed on for compliance to the new company in the negotiation for their transfer.
- f. Finally shortlisted vendor shall be required to enter into a written AMC agreement with MoES for honouring all tender notice or submission of the tender bids.
- g. MoES will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids or for any delay on account of postal service.

- h. The offers/tenders submitted by fax/email shall not be considered. No correspondence will be entertained on this matter.
- i. It shall be the executive responsibility of the vendor to provide appropriate device drivers and solutions for all systems under AMC.
- j. **Penalty will be charged @ ` 100/- per day per item for downtime more the 24 hours and ` 1000/- per day for EPBAX System but the Ministry will not tolerate breakdown more than two days in each case.**
- k. The maximum permissible downtime for any system/peripheral in the Annexure – II will be 2 days in the entire AMC period.
- l. Preventive maintenance service is to be carried out every three months for all systems and peripherals detailed in the Annexure – II. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would, include:
  - Checking of EPABX System and maintenance.
  - Checking of voltage adopter.
  - Checking of keys and Buzzers of the instruments.
- m. In case of delay in repair, procurement of spares a standby of same make must be provided for on irrupted operation and that can be taken back once the faulty system is put back into operation.
- n. AMC shall include corrective and preventive maintenance, repairs and replacement of all defective parts of same make.
- o. Sub – contracting of AMC services is not allowed.
- p. The vendor should have a good reputation in the field. The vendor should have a good presence in the jurisdiction of the Delhi and NCR and should provide support from their local offices by deputing resident engineer from 9.00 a.m. to 5.30 p.m. at the above designated customer site.
- q. The vendor is required to have carried out third party maintenance services for not less than three years. In particular, AMC service

should have been successfully provided to a State/Central Department/PSU'S / Majors Corporates for not less than three years.

- r. The firm service engineers shall be required to furnish the status of all the calls attended, pending calls, to the officer-in-charge, general section, MoES, on daily and weekly basis in the prescribed format as suggested by SO (G) for effective monitoring of complaints lodged.
- s. The Ministry reserves the right to cancel the vendor's bid/AMC services, if any information provided by the vendor is found to be incorrect / false during the selection procedure, or during the currency of the contract AMC period.
- t. The Annual Maintenance Contract (AMC) is valid for a period of one year from the date of issue of award letter by the Ministry subject to finding satisfactory services every past three months. The AMC may be extendable after one year on the same rate and terms & condition with the consent of both parties.
- u. Payment will be made on quarterly basis, only after satisfactory completion of the past quarter.
- v. Ministry reserves the right to cancel this tender or modify the requirement without assigning any reasons. Ministry will not be under obligation to give clarifications for doing the aforementioned. In case the AMC services are not satisfactory, the Ministry reserves the right to cancel the contract any time during the currency of AMC.
- w. Any quotation received without adhering to all the above conditions or incorporating any conditions contrary to any of the above condition will be liable to be rejected summarily.
- x. Before signing of AMC agreement, the successful bidder shall also furnish the performance security from a nationalized bank in the form of a bank draft or FDR or Banker's Cheque or Bank Guarantee from any commercial banks to the tune of 10% of the contract value, which shall be in the reinvokable / encashable during the contract period.

### **3. Bid EMD**

- a. Irrespective of any relaxation/exemption to a small scale industry by any Government Department or otherwise Earnest Money Deposit (EMD) as mentioned below must be submitted in the form of a bank draft or FDR or Banker's Cheque or Bank Guarantee from any commercial bank drawn in favour of DDO, MoES and payable at Delhi. Exemption on submitting of EMD is not allowed under any circumstances. Bidders who have submitted their bid along with proof of exemptions from submission of EMD will be rejected:

For items as per  
Annexure – II

Value of EMD  
` 7,000/-

The tender should be submitted in two separate inner covers. First envelope will cover Technical Bid which will contain EMD and the documents as per Annexure – I, second envelope will cover Financial Bid. Each envelope should be sealed and superscribed in bold letters (i) Technical Bid (ii) Financial Bid and these two envelope should be contained in a single envelope sealed by itself.

- b. Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without any interest immediately after award of the contract to successful bidder.
- c. In the case of successful bidder, their Earnest Money Deposit will be returned tenderer only after submission of 10% performance security of total cost of the contract at the time of signing of Agreement.
- d. **The Bid EMD** may be forfeited in the following cases:
- i) If a bidder request to withdraw at any stage after expiry of submission time.
  - ii) In case of a successful bidder, if the bidder fails to sign the contract.

#### 4. **Period of validity of Bid**

The bid shall remain valid for 90 days from date of opening the tender. If any bidder withdraws his tender before the said period the

purchaser shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid EMD absolutely.

## **5. Submission of Bids:**

- a. The tender bids complete in all respects and addressed to Section Officer (General), Ministry of Earth Sciences, Prithvi Bhawan, Lodi Road, New Delhi – 110003 must reach in the tender box, Prithvi Bhawan, **latest by 2.30 p.m. on or before 22 March, 2013**. Bids received after the stipulated date and time shall not be entertained.

- b. The tender should be submitted in two parts as under:

Part – I Technical Bid – Documentation support for eligibility criteria mentioned at page 2 - 3 along with the enclosures as per Annexure – I, EMD amount as per clause 3(a). Upon verification, evaluation/assessment, if in case any information furnished by the vendor is found to be false / incorrect, their total bids shall be summarily rejected and no correspondence on the same shall be entertained.

Part – II Financial bid for all items in annexure – II. All prices are to be quoted in Indian rupees and indicated both in figures and word. The rate quoted by the firm will be **taken into account as annual charges**.

- c. Use of the word 'Noted' against any of the IFB conditions shall mean bidder agrees to comply with that / those conditions of IFB.
- d. All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
- e. The bid should be submitted in the prescribed form as in this tender document. All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
- f. Bidder shall prepare the bid and send it in the sealed envelope addressed to the purchaser's Contract Person. The envelope should



bear the name of bidder, along with the tender number and the date of opening of the tender.

**6. Last Date for receipts of bids:**

a. All bids in sealed cover must reach/dropped in the tender box, Prithvi Bhavan, latest by 2.30 p.m. on or before **22 March, 2013**.

7. a. The technical bids will be opened on **22 March, 2013** at 3.00 p.m. at the aforementioned address in the conference room of Prithvi Bhawan. The bids should be valid for a minimum period of 90 days from the date of Tender Opening. However, the quoted AMC charges should be valid for a period of at least 12 months. No price escalation will be entertained during the currency period of contract. The bidders/authorized representatives who will be present shall sign in the designated register as on evidence for their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

**8. Signing of contract:**

a. Within 5 days of receipt of communication from Ministry, the successful bidder shall come to MoES office and sign the AMC Agreement on non-judiciary stamp paper of ₹ 100/-. All expense will be borne by the tenderer itself.

9. a. **The payment shall be made on quarterly basis if the services for the quarter are found satisfactory.**

**C. List of enclosures (to be submitted with Technical Bid)**

**(To be submitted properly numbered and indexed along with signatures of the authorized representative of quoting vendors.)**

1. Documentary confirmation of the compliance to Eligibility Criteria and adhered to all tender terms and conditions.
2. Documents supporting the claim that the bidder's turnover out of sales during the financial year 2009-10-11-12 should be ₹ 40 lakh each year from EPABX AMC related services.

3. Documents for that the firm has its own service centre/maintenance facility in Delhi.
- 4(i) List of important Central Ministries/ departments / State Governments/PSU's/Major corporate for whom the firm has been providing AMC Services.
- 5(I) Registration number of the firm with CST No. allotted by Trade & tax authorities.
- 5(ii) PAN Number and copy of Income Tax Return for the **Financial year** 2009-10, 2010-11 and 2011-12.
- 5(iii) All the documents should be duly authenticated by the authorized signatory and his/her official seal.
6. All the required documents/information should be submitted strictly in the given format.
  1. If the formalities regarding qualification bid are not complied with, Part –II (Financial bid) will not be opened.
  2. The sealed cover of the part shall be superscribed “Technical Bid”.
  3. Check list of certificate/attachments
    - a. Bank/Demand Draft for EMD
    - b. Experience certificates
    - c. Attested copies of sales tax/service tax registration no. income tax clearance, PAN No.

## **Annexure – I**

### **Part -1 Qualification Bid**

**Please complete the form and enclose necessary documents where required otherwise the tender will be rejected**

***FORM –I***

### **PROFORMA**

To,

The Director (Admn.)  
Ministry of Earth Sciences,  
Prithvi Bhawan, IMD Campus,  
Lodi Road, New Delhi – 110003.

Subject:- **Quotation for Comprehensive Annual Maintenance Contract of EPABX System of the Ministry of Earth Sciences.**

Sir,

The undersigned have read and examined in detail the tender document in respect of Comprehensive Annual Maintenance Contract of EPABX system of the Ministry of Earth Sciences and do hereby express our interest to provide such services.

### **Correspondence Details:**

Our correspondence details are:

1.	Name of the company	
2.	Address of the company	
3.	Name of the Contract person to whom all references shall be made regarding this tender.	
4.	Designation and address of the person to whom all references shall be made regarding this tender.	
5.	PAN and Service Tax details	
6.	Telephone with STD Code	
7.	E-Mail of the contact person	
8.	Fax No. (with STD Code)	

**Documents forming part of the bid:**

We have enclosed the following:

- i. Form 2. Minimum Eligibility
- ii. Form 3. Prior Experience
- iii. Form 4. Declaration letter
- iv. Form 5. Financial Bid (to be put under separate sealed cover)
- v. Letter of authorization in the name of the contact person representing the company
- vi. Earnest Money Deposit.

Thanking you,

Yours faithfully,

(Signature of the Authorized person)

Name:

Designation:

Seal:

Date:

Place:

Business Address.

**FORM -2****MINIMUM ELIGIBILITY**

The details in respect of the company are as given under:

Sl. No	Particulars			
1.	Name of the company			
2.	Year of Registration/Incorporation (Proof to be attached)			
3.	Number of Employees as on December, 31,2012.			
4.	Annual Turnover (along with Proof)	Financial Year		
		2009-10	2010-11	2011-12
5.	Sales Tax/Income Tax Registration No. (Proof to be attached)			
6.	Sales Tax/Income Tax Clearance Certificate (Proof to be attached)			
7.	Whether EMD enclosed			
8.	Whether separate envelops prepared i) One for technical bid and ii) For finance bid			

Yours faithfully,

(Signature of the Authorized person)

Name:

Designation:

Seal:

Dated:

Place:

Business Address:

**FORM – 3**

***PRIOR EXPERIENCE***

(Using the format below, provide information in respect of each Department/Agency to whom similar work was provided by the Company during the last two years)

Name of the Government organizations/PSU's / corporate etc. along with their address and details of contact person from whom similar order was received and carried out (Proof to be attached)	
Whether the firm has requisite infrastructure at Delhi/NCR to be the job in urgent manner & sufficient manpower to be the job timely.	

Yours faithfully,

(Signature of the Authorized person)

Name:

Designation:

Seal:

Dated:

Place:

Business Address:

***Declaration***

Declaration letter on official letterhead stating the following:

1. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
2. We are not black-listed by any Central/State Government/Public sector Undertaking/corporate in India.

Yours faithfully,

(Signature of the Authorized person)

Name:

Designation:

Seal:

Dated:

Place:

Business Address:

**FORM – 5**

**PROFORMA FOR FINANCIAL BID  
(TO BE PUT SEPARATELY UNDER SEALED COVER)**

1. Name of the Company, address, etc.
2. Details of rate quoted:

Including all taxes	
Excluding taxes	

(Figures may be written in words as well as in figures. In case of any discrepancy between figures and words, the written in words will be taken for consideration).

Note:- No cutting or over-writing will be allowed. Any financial bid with over – writing or cutting will be disqualified.

**DETAILS AT ANNEXURE – II**

Yours faithfully,

(Signature of the Authorized person)  
Name:  
Designation:  
Seal:

Dated:  
Place:  
Business Address:



## CHECKLIST

**Please Complete the form and enclose necessary documents where required otherwise the tender will be rejected.**

### Bid Particulars for Tender

1) Name of the bidder-----  
-----

2) Address of the Bidder-----  
-----  
-----

Telephone:

E-mail

3) Bidder's proposal number and date -----  
-----  
-----

4) Name & address of the officer to whom all references shall be made regarding this tender:-----  
-----  
-----

Telephone:

Fax:

E-mail:

5) Earnest Money: **Yes / No**

Bank / Demand Draft Date	Bank / Demand Draft No.	Drawn on Bank	Bank

6) No of years of experience:

(Attach certificates from clients – for successful running)

7) Turnover papers attached - **Yes / No**

8) No of Trained Engineer –

9) Qualification of resident customer support engineers

10) Service Station / maintenance facility (in Delhi)

11) Copy of Income Tax Returns: - **Yes / No**  
(Attached attested copies)

12) Sales Tax Registration Certificate: **Yes / No**

13) Declaration that the firm has never been black listed : **Yes / No**

14) Pan No; **Yes / No**

15) Whether the tender shall furnish the performance security if required:  
**Yes / No**

16) I / We have read all the terms and conditions of the tender and accept  
them in full : **Yes / No**

**(Signature)**  
**Seal**

-----witness -1

(Signature)

Name -----

Designation-----

Company-----

Date -----

-----witness -2

(Signature)

Name -----

Designation-----

Company-----

Date -----

I / We declare that the information supplied above is correct to the best of  
my / our knowledge.

(Signature)

## ANNEXURE –II

Sl. No.	Items	Qty
1.	EPABX system with inbuilt 4 part voice mail configuration – compatible ISDN & Networking with 128 extensions: 24 Junctions: 512 expandable ports and 01 operator's console	01
2	Float cum boost charger current rating: 50A, Voltage rating 48V	01
3.	Digital line card 16 lines	10
4.	Line card to extend the number of lines by 16	10
5.	Digital / IP Phone	60
6.	Push button CLI phone	100
7.	Hot standby card for CPU	01

**Note – May please provide cable rates & channel as per following:-**

1. 2 pair cable –
2. 3 pair cable –
3. 4 pair cable –
4. 6 pair cable –
5. 10 pair cable –
6. 20 pair cable –
7. 50 pair cable –
8. Channel 1 -
9. Channel 2 -
10. Industrial channel -