

Indian Council for Cultural Relations,
Azad Bhavan, IP Estate, New Delhi – 110002

Dated: 09/05/2019

TENDER NOTICE

SUBJECT: - Tender for maintenance contract of EPABX/KTS Systems installed in Indian Council for Cultural Relations, Azad Bhavan, New Delhi.

Date of issue of Bid document 09.05.2019.
Due date of Receipt: up to 30.05.2019, Time 01:00 PM
Date of opening Technical Bid: 05.06.2019, Time 04.00 PM.
Date of opening Financial Bid; to be intimated later
Total Tender Page 07

Online bids/ quotations (Technical/Financial Separately) are invited from Authorized dealers/service providers for Unify/(Siemens) EPABX/KTS Systems for Annual Maintenance Contract (AMC) of EPABX/KTS systems installed in Indian Council for Cultural Relations for one year and further extendable for two more years (yearly basis subject to optimum performance and satisfaction of the competent authority of this office) as per terms and conditions detailed out in the following paragraphs. The bidder should submit an authorized letter from the OEM for providing AMC Service.

2. The firms should submit their technical and financial bid online only through tender wizard or Central Public procurement portal/website www.iccrindia.net in the format as given in respective annexure on or before 01 p.m., 30/05/2019. Quotations received after stipulated date /time shall not be entertained. The Technical bids shall be opened on 04:00 p.m. on 05/06/2019 by the Tender opening & evaluation committee in presence of the bidders or their authorized representatives present at the time of opening.

3. The Indian Council for Cultural Relations reserve the right to accept or reject any or all quotations without assigning any reasons thereof. If the past performance of any participating firms were unsatisfactory, then in the circumstances there bids will not be entertained.

4. The financial bid of only those firm which qualified technically shall be opened on a convenient date as decided by the Council. The Eligible firms shall be informed in this regard. The technical bid shall contain all the documents as per Annexure-I of the tender notice, duly signed. Bidder shall also sign the downloaded/ scanned copy of the tender notice and should uploaded on the tender Portal. The Financial bid shall contain

details only as per Annexure-II. No queries over telephone in this regard shall be entertained.

5. The tenderer should quote their rates of the items as per Annexure - II of the tender notice. However, financial bid of firms will not be considered if their technical bid does not contain documents as mentioned in Para - 7 of this tender notice. The taxes, if chargeable, should be clearly mentioned separately. The firm shall inspect EPABX machines before submitting their bid.

6. The EPABX systems proposed to be covered under the comprehensive service maintenance contract detail may be seen at Annexure – II.

7. The technical bid must be accompanied along with the following documents failing which the tender will be rejected:-

- a) Earnest money deposit of Rs.5000/- (Rupees Five Thousand only) in the form of Demand Draft/Banker Cheque in favour of “ **Indian Council for Cultural Relations, New Delhi**” which will be refundable to unsuccessful bidder after completion of tender process. The date of issue of EMD shall not be earlier than the date of issue of the tender notice. Successful bidder has to deposit Rs.10,000/- (Rupees Ten Thousand only) in the form of Bank Guarantee as performance security in favour of “**Indian Council for Cultural Relations New Delhi**” within a month of award of tender as security deposit/ performance security. The performance security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations including warranty obligation, if any. The amount of performance security shall be indicated at that time of awarding the contract. The EMD shall be returned to the successful bidder after the deposit of the performance security is made by the same.
- b) Latest income tax return for the year, 2016-17 & 2017-18 and 2018-19 along with clear copy of PAN/TIN number should be enclosed.
- c) Satisfactory Performance Certificate with respect of handling maintenance of ten or more EPABX system per year in any three Government Ministry /Department/ PSUs during the last three years (not before January 2016) and documentary proof showing minimum three year working experience in the relevant field.
- d) Annual turnover certificate of the firm certified by chartered Accountant /balance sheet of the firm for a turnover of at least Rs.50, 000/- for each of the last three financial years that is years 2016 – 17, 2017 - 18 and 2018 – 19.
- e) An undertaking stating that no legal suit/criminal case is pending against its partner /proprietor having been earlier convicted on grounds of tax evasion, fraud with Government. The firm shall also be required to submit an undertaking stating that the firm has not been debarred or blacklisted during the last five years by any Government office.

f) As a token of acceptance and having understood/agreed to the terms and conditions as specified in the tender document, duly signed tender document by an authorized signatory along with the seal of the firm, should be submitted to the ICCR.

g) All information as required in tender document should be signed by Proprietor/ Partner/ Authorized signatory by competent authority.

8. The financial bid should be submitted in a separate envelope as per Annexure - II of this tender notice having following details:-

a. The rates must be quoted on the basis of i.e. including GST contract on 'as is where is basis'. The rate of unit/items and per annum should accordingly be quoted on a separate sheet duly signed by the proprietor and stamped by the firm. These should be clear in all respects and legible as per Annexure - II attached herewith. No addition/ alternation overwriting should be permissible.

b. All the cells/ boxes of attached list shall be duly filled. In case the tender doesn't want to quote for a particular item (s), it should be mentioned 'Not applicable' clearly.

c. The rates quoted should be excluding of all taxes. The taxes should be indicated separately.

d. The rate shall be valid for the minimum period of one year with effect from the date of award of letter. The tender may be extended further, for two more year, one year at a time on same rates and if the services rendered by the firm are satisfactory and the same is mutually agreed by both the parties.

e. Any discount being offered by the Tenderer should be mentioned clearly on first page of the financial bid.

f. The bid will remain valid for a period of six months from the last date of submission of bid.

9. Incomplete or conditional tenders will not be entertained.

10. The Indian Council for Cultural Relations intends to award the contract for Annual Maintenance Contract of EPABX systems on the basis of lowest rates quoted (L1) for all the items i.e. the L1 of total amount. In the case of two or more firm having L1 rates the preference may be given to the firm having more technical expertise/experience.

11. The rates of the bidders/tenders who fail to submit all the essential documents desired in the tender notice will not be accepted. The Indian Council for Cultural Relations also reserves the right to accept or reject any tender, in whole or in part thereof without assigning/ specifying any reason thereof.

12. This tender document can also be downloaded it from the website Indian Council for cultural relations website: www.iccrindia.net

13. Terms and condition:-

- a) The period of contract shall be for one year, extended up to two year one year at a time, from the date of awarded of contract. Preventive maintenance shall be carried out every three months for all systems and peripherals. Preventive maintenance includes quarterly service of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it would also include:
 - i. Checking of EPBAX system and maintenance
 - ii. Checking of voltage adaptor
 - iii. Checking of keys and buzzers of the instruments
- b) The Earnest money and performance security will bear no interest.
- c) No advance payment will be made.
- d) Statutory deductions as applicable such as TDS (or other taxes which is applicable) at prevailing rates will be deducted from where tenders bills, where applicable.
- e) No escalation in rates will be allowed during the contract period.
- f) The Indian Council for Cultural Relation reserves the right to cancel the contract or to withhold payment in the event of non - commencement or unsatisfactory performance by the tenderer. In such eventuality, the Department further reserves right to get the work completed from any other firm/market and the cost of the same shall be borne by the tenderer. Tenderer can be de – barred or black listed if found to be indulging in wrong/ unethical practices (like installation of tapping devices, jammers etc) or using sub-standard material.
- g) Payment will be made to the firm on quarterly basis on submission of bills along with the satisfactory performance certificate signed by the section/officer concerned.
- h) The firm entrusted with the work, will have to provide their services from the date

of award contract. Rates finally approved/ accepted by the Council shall be valid up to the period of contract under any circumstances.

- i) Under no circumstances shall the successful firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice, by the authority that has approved the award of contract.
- j) The selected firm shall also provide functional mobile phone numbers of the firm or its personnel for urgent communications
- k) Penalty:
 - 1. If the firm/tenderer does not attend the complaint within 4 hours from the time of registration of complaints on the telephone number (given by the firm for lodging complaints) or through other means, a penalty @ 5% of the value of AMC charges of the equipment not available for the use shall be levied.
 - 2. Penalty shall be levied @ 5% of the value of AMC charges for that equipment for each day excluding first 24 hour, if the equipment it is not set right within the stipulated time mentioned above at. Point No. K(1)
- l) In case the contractor fails to cope with the workload or doesn't tender satisfactory services or dishonors the contract in any way, the contract awarded shall be liable cancellation/ termination summarily, without assigning any reason thereof, and the security deposit and payment due to him, if any, shall also be forfeited.
- m) ICCR will be final and binding on the issues concerned with services rendered by the firm, timely disposal of complaints, replacing the spares with genuine ones, if required, and supply of original equipment.
- n) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and conditions of the tender agreement, will be subject to jurisdiction of Court of Delhi/ New Delhi.



(Vinay Vohra)

Sr. Programme Director (Admin/Estt)
New Delhi-110002
011-23379309/23379310

TECHNICAL BIDANNEXURE – (1)

Proforma for submission of Technical bid for maintenance of AMC of EPABX/ KTS systems installed in the Indian Council for Cultural Relations, Azad Bhawan New Delhi.

S No.	Description	Please indicate requisite information	Please indicate the Page No. of the attached proofs/ documents
1	Name of firm		
2	Address of Firm with telephone No./Fax No./e-mail ID/Agency on the letter head of firm		
3	Earnest Money Deposit i) Amount ii) Name of bank iii)Date of issue		
4	Documents related to handling and maintenance ten or more EPABX system per year in any three Government Ministry/Department/ PSUs during the last three year (not before January 2016) and documentary proof showing minimum three years work experience in the relevant field.		
5	Department/ Ministry currently working (at least three in number)		
6	Registration certificate for GST		
7	Income tax return for 2016- 17, 2017- 18 & 2018- 19		
8	Copy of Permanent Account Number (PAN) /Tax Identification Number (TIN)		
9	The firm should be authorized dealers/ service providers for Unify (Siemens) EPABX/KTS systems		
10	Annual Turnover Certificate by Chartered Accountant for Rs.50,000/- each year in last three financial years i.e. 2016-17, 2017- 18 & 2018- 19		
11	Undertaking regarding the firm not having been blacklisted in the last five years.		
12	Token of acceptance of the terms and conditions as specified in the tender notice.		
13	Undertaking of no legal suit/ criminal/ tax evasion fraud case pending against its partner/ proprietor		
14	Name of the authorized signatory		
15	Specimen Signature of the Authorized signatory		

Note: - All documentary proofs to be enclosed for above items failing which, tender document will be rejected forthwith.

I hereby agree to abide by all the terms & conditions of the tender documents.

Name & designation of the
Authorized signatory of the firm
(with seal of the Agency affixed)
Date: / /2019

Financial Bid

Performa for EPABX/KTS system of installed in the Indian Council for Cultural Relations:-

S.No.	No. of items/ equipment/ make	Qty.	Port	Cost in Rupees of AMC
1	Siemens Hipath 3800	1	---	
2	PNT . Digital Card	3	8	
3	Digital Card	2	8	
4	Digital Card	3	24	
5	Analog Card	5	24	
6	UPS (excluding /Batteries - 2)	---	--	
7	MDF	13	500Approx.	
8	Total Cost			
9	GST @			
10	Gross amount			

Note:- The intending bidder shall quote the rates of unit/items wise for being considered in the financial bid.

Name & designation of the
Authorized signatory of the firm
(with seal of the Agency affixed)
Date: / /2019