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No. F.No.D-25013/2/2019-GEN ADMIN

भारत सरकार
GOVERNMENT OF INDIA
इस्पात मंत्रालय
MINISTRY OF STEEL
उद्योग भवन
UDYOG BHAWAN
नई दिल्ली-110107
New Delhi-110107
Date: 14th February, 2019

Notice Inviting Tender

Subject: Online Bid for Comprehensive Maintenance Contract (MC) for Key Telephone System (KTS) Exchange for systems of NEC make and Siemens make, installed in the Ministry of Steel – regarding.

Online Bids are hereby invited at Central Public Procurement (CPP) Portal (www.eprocure.gov.in) from reputed, experienced and financially sound companies/firms/agencies for award of Comprehensive MC for **Four systems of NEC make Key Telephone System (KTS) Exchange and Two systems of Siemens (Hipath-3550 and Unify X5) KTS Exchange** installed in the Ministry of Steel for the period of one year from the date of awarding the Contract.

2. The bid will be accepted as e-Tender (in two bids system-Technical Bid and Financial Bid) only and intending bidders must be registered with the Central Public Procurement (CPP) Portal.

3. The tender document contains the following enclosures:
Annexure-I - Terms and Conditions
Annexure-II - Proforma for Technical Bid Submission
Annexure-III - List of Items (Proforma for Financial Bid Submission)
Annexure-IV - Details of Bank Account

4. Important Dates for the invitation of aforesaid Online Bid:

→ Publish Date of Bid	-15.02.2019, 04.00 PM
→ Bid/Document downloading start date	-15.02.2019, 04.30 PM
→ Bid submission start date	-15.02.2019, 04.30 PM
→ Bid/Document downloading end date	-04.03.2019, 03.00 PM
→ Bid submission end date	-04.03.2019, 03.00 PM
→ Bid opening date	-05.03.2019, 03.30 PM

5. The Bid should invariably be accompanied by a Demand Draft of Rs. 10,000/- (Rupees Ten Thousand only) in favour of 'Pay and Accounts Officer, Ministry of Steel' payable at New Delhi as Earnest Money Deposit (EMD). The bid received without the requisite EMD will not be entertained. The scanned copy of the Earnest Money Deposit (EMD) alongwith all requisite documents must be uploaded with the bid and original Earnest Money Deposit (EMD) should be **dropped in a sealed cover superscripted with 'Comprehensive MC for Four systems of NEC make Key Telephone System (KTS) Exchange and Two systems of Siemens (Hipath-3550 and Unify X5) KTS Exchange installed in the Ministry of Steel' in the Tender Box fixed outside Room No. 64, Ministry of Steel, Udyog Bhawan, New Delhi on or before 05th March, 2019 by 03.00 P.M.**

6. Tender may also be downloaded from the website of the Ministry of Steel (www.steel.nic.in).

7. The instructions for submitting online bids are available on CPP Portal (www.eprocure.gov.in/eprocure/app) which are to be scrupulously followed.

8. In case, any holiday is declared by the Government of India on the day of Bid Opening Date, the bid will be opened on the next working day at the same time.

9. The Ministry reserves the right to reject or select any bid without assigning reasons thereof.


(Mukesh Rai)

Under Secretary to the Govt. of India
Tel: 23061352

Copy with request to upload it on the website of Ministry of Steel to: NIC, Ministry of Steel.

हिन्दी का प्रयोग उपेक्षित नहीं है, पत्र का उत्तर शीघ्र दिया जाएगा।

Terms and Conditions

The contract will be valid for a period of 12 months w.e.f. the date of awarding the contract. However, the contract may be further extended as per the requirement of the Ministry or may be curtailed/terminated before expiry of this period owing to deficiency in service after giving one week's notice to the selected firm.

2. The firms are required to upload copies of the following documents along with the Technical Bid (information furnished by the firm for evaluation of technical bids) in pdf format, failing which their Bids shall be summarily/uprightly rejected and will not be further considered:

- (a) Scanned copy of Annexure-II (information furnished by the firm for evaluation of technical bids)
- (b) Scanned copy of Earnest Money Deposit (EMD)
- (c) Scanned copy of PAN Card
- (d) Scanned copy of GST
- (e) Scanned copy of work experience certificate
- (f) Scanned copy of Annexure-IV (details of bank account of firm)
- (g) Scanned copy of cheque from account furnished in Annexure-IV
- (h) Scanned copy of financial statement of account of firm like Balance Sheet, Profit & Loss Accounts etc.

3. The contract shall be on a **Comprehensive Maintenance Service Basis** and no extra charges for any general wear and tear/spare parts, etc. shall be made by the Ministry of Steel.

4. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition and on the expiry of the contract, the firm should ensure that all the systems are in proper/good working conditions failing which the performance security deposit will not be released.

5. The rates for the contract should be quoted in figures and words. The rates quoted will remain in force for full period of contract, demand for revision of rate on any account shall not be entertained during the contract period.

6. The repair work will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of KTS shall be held up for want of any standby arrangements.

7. The payment towards Comprehensive Annual Service Maintenance Contract shall be made in four installments after the successful completion of three months/each quarter on production of satisfactory reports from the concerned users. **Payment shall be made by electronic transfer to the account of the firm on submission of pre-receipted typed bill in triplicate. Bidder should furnish details of bank accounts in Annexure-IV along with the other requisite documents, for this purpose.**

8. The firm intending to submit the bid should be an authorized service provider of the KTS or having the experience of maintenance of such systems in any government organisation. Authorization from Original Equipment Manufacturer (OEM) Company issued is a must for NEC make and Siemens make of KTS. The supporting documents should be enclosed with the bid.

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The firm should be located in National Capital Region (NCR), Delhi and should have a minimum 03 years experience in the operational area.

10. Overwriting or correction in any of the tender document is not permissible.
11. The firms are required to establish their standing and goodwill through a certificate/documentary proof from Ministry/Departments. List of present contracts held in any three Government Departments may also be enclosed with the bid.
12. The firm should be GST registered and having PAN issued by Income Tax Department. A certificate to this effect should be enclosed with the bid. The firm should also provide its complete address and telephone numbers.
13. No bidder is allowed to withdraw the tender. In case of withdrawal the EMD shall stand forfeited besides action being taken to black list the bidder.
14. This Ministry reserves the right to accept\reject any or all of the bids without assigning any reason thereof.
15. The successful Agency/firm will have to provide Comprehensive Service Maintenance in respect of NEC make Key Telephone System installed in the **(i) Office of the Hon'ble Steel Minister , Udyog Bhawan, (ii) Chamber of Hon'ble Steel Minister at Room No. 68, Parliament House, (iii) Residence of Hon'ble Steel Minister at 22, Akbar Road, New Delhi and (iv) Residence of Minister of State for Steel at 7, Lodi Estate, New Delhi** and in respect of Siemens Key Telephone System installed in the **Office of the Hon'ble Minister of State for Steel and Office of Secretary (Steel)** and their extensions.
16. If any system is discontinued from use, the payment of Maintenance Contract charges will be made only till the system remained in use.
17. If any system installed at residence/office/chamber of the Ministers/Officers gets shifted to different location, the firm may provide the maintenance of the system at the same rate as quoted in the bid. Any demand for revision of rate on this account shall not be entertained during the contract period.
18. The Agency/Firm shall not appoint any sub-contractor for the work under any circumstances.
19. Two qualified/skilled mechanics of the firm who should be accessible on mobile phone, will be required to be present in this Ministry on all working days and if needed, on holidays also. These mechanics will report daily to General Administration Division for obtaining complaints. The antecedents of mechanics deployed should be properly verified and their details like name, address, photograph, contact no. etc. will have to be provided to the Ministry of Steel.
20. The Firm shall ensure that their technicians/workers are polite, courteous, well behaved and honest. The Agency shall be responsible for the conduct/integrity of persons deputed for Comprehensive Service Maintenance Contract works in the Government premises and will also be responsible for any act of omission or commission on their part. The Agency will vouch for their character and integrity.
21. The Agency/Firm's technicians/workers shall not indulge in any unlawful activity in the premises and shall have good moral character. The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds/ damage done by its technicians/workers.

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22. The Ministry shall have the right to impose cash penalty on the Agency/Firm or deduct such amounts as deemed appropriate from its Security Deposit/Quarterly Bills in the event of this Ministry being put to any financial loss directly or indirectly by any act of omission/commission or negligence on the part of the Agency's technicians/workers.
23. All the complaints should be attended within one hour from the time of the complaint. In case, the complaints are not attended within one hour, penalty of Rs. 100/- (Rupees One Hundred only) will be levied per hour per complaint. This amount would be deducted from the performance security deposit/pending bill of the firm. In case of frequent unresponsiveness of attending complaints, the contract shall be cancelled forthwith and performance security deposit shall be forfeited. The firm is also liable to be black listed.
24. Insurance and accident risks of the technicians/workers will be the sole responsibility of the Agency/Firm.
25. The Ministry reserves the right to order any technician/worker of the Firm to leave its premises if his/her presence at any time is felt undesirable. In this case immediately substitute must be provided.
26. The Agency shall supply and use the parts/materials of the standard/branded types only. Ministry's decision to accept/reject a particular part/item shall be final and binding on the Agency/ Firm. The Agency/ Firm shall be responsible to supply/ replace any of the required items to the full satisfaction of this Ministry at all times during the validity of the contract.
27. The Agency/Firm shall submit Authorization letter from Manufacturing Company.
28. It should be ensured that the firm is not providing services to other Ministries/Departments at lower rates than those quoted for the Ministry of Steel. In case, at later stage, it is found that the firm is providing services to any other Ministry/Department at a lower rate, the payment would be withheld by the Ministry.
29. While submitting the tender each and every page of NIT will be signed by the authorized signatory of the firm/Agency and submitted alongwith the tender.
30. The contract entered into is liable to be terminated by this Ministry at any time without assigning reasons thereof if the service rendered by the firm is not satisfactory or any lapse found in the service provided. In this connection, the decision of this Ministry will be final and shall be binding upon the contractor.
31. If any information furnished by bidder is found to be incorrect or false at any point of time, the bid/contract will be liable to be terminated without any notice and the Earnest Money Deposit(EMD)/Performance security deposit is liable to be forfeited.
32. The bidder should not have been blacklisted by any Government Ministry/Department or any other organization.
33. The contract will be interpreted under Indian Laws and subject to the jurisdiction of Delhi Court.
34. Pending resolution of any dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this agreement without prejudice to a final adjustment in accordance with such award.

M. K. Singh

35. For instructions for submission of e-tender (in two bids system – Technical Bid and Financial Bid please visit www.eprocure.gov.in/eprocure/app.

Financial Conditions

1. Average Annual Turn Over of bidder firm during last three year, ending 31st March of the previous financial year should be at least of Rs. 5 lakh per annum. Documentary evidence to this effect i.e. Certificate from Auditor/Chartered Accountant and /or copy of financial statement of accounts of the firm like Balance Sheet, Profit & Loss Account etc. should be submitted alongwith the other requisite documents.
2. Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees Ten Thousand only) in favour of 'Pay and Accounts Officer, Ministry of Steel' payable at New Delhi is to be dropped in a sealed cover superscripted with '**Comprehensive MC for Four systems of NEC make Key Telephone system (KTS) Exchange and Two systems of Siemens Hipath-3550 KTS Exchange installed in the Ministry of Steel**' in the tender Box fixed outside Room No. 64, Ministry of Steel, Udyog Bhavan, New Delhi on or **before 05th March, 2019 by 03.00 P.M.**
3. Earnest Money Deposit (EMD) of unsuccessful bidder will be returned on finalization of the Maintenance Contract (MC). No interest will be paid on EMD account.
4. Earnest Money Deposit (EMD) of successful bidder will be returned after submission of the performance security. Successful bidder shall submit the performance security at 10% of the contract value by way of Fixed Deposit (FD) which will be refunded on satisfactory completion of the contract. No interest will be paid on performance security deposit.
5. No exemption will be given to any firm with regard to deposit of Earnest Money Deposit (EMD). However, the firms who are exempted from submission of Earnest Money Deposit (EMD) shall be dealt as per General Financial Rules, 2017 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant certificates/documents regarding such exemption should be submitted alongwith the bid.


(Mukesh Rai)

Under Secretary to the Govt. of India

INFORMATION FURNISHED BY THE FIRM FOR EVALUATION OF TECHNICAL BIDS

Si. No.	Particulars	To be filled by the Bidder	
1.	(a) Name of the Firm		
	(b) Address of the Firm		
	(c) Name of the Proprietor		
	(d) Telephone No.		
	(e) Mobile No.		
	(f) E-mail Address		
2.	PAN Number (copy to be enclosed)		
3.	TIN Number (copy to be enclosed)		
4.	GST Registration No. (copy to be enclosed)		
5.	Copies of last 3 contract orders completed successfully for the concerned system entered into with at least 3 Govt. Ministries/Departments.		
6.	Annual Turn Over (in Rs.) (copy of Certificate from Auditor/Chartered Accountant and /or financial statement of account like balance sheet, profit and loss account etc. to be enclosed) (Average Annual Turn Over during last three financial years should be at least of Rs. 5 lakh per annum.	Year	Annual Turn Over (in Rs.)
		2015-16	
		2016-17	
		2017-18	
7.	Details of EMD (i) Amount (ii) DD No (iii) Date (iv) Issuing Bank		
8.	Whether are terms and conditions of the tender acceptable?		

It is certified that the above information are true and correct to the best of my knowledge and belief. It is also certified that the firm is not black listed by any Govt. Ministries/Departments nor any criminal case is registered/pending against the firm or its owner/partner anywhere.

Further it is certified that I/we have read and understood the terms and conditions of the Notice Inviting Tender No. D-25013/2/2019-GEN ADMIN, Dated 14th February, 2019 and will abide by them till the completion of the contract period.

Date:
Place:

(Signature of the Authorized person)
Name
Designation
Seal

Note: Any bid received without all the details or without the certificate duly signed or without the seal of the firm will be treated as incomplete and unresponsive bid and therefore will be summarily/uprightly rejected and financial bid will not be opened.



Annexure-III

Financial Bid

S.No.	Name of Item	Installed at	Rate (₹)	GST/any other applicable (₹)
1.	Maintenance Contract for (KTS) NEC Aspila EX Key 8P&T 24 digital & 8 Analog extension system.	Office of Hon'ble Steel Minister, Udyog Bhawan, New Delhi.		
2.	Maintenance Contract for (KTS) NEC: 4 P&T 8 Extensions	Chamber of Hon'ble Steel Minister, 68, Parliament House, New Delhi.		
3.	Maintennce Contract (KTS) NEC: 8 P&T 16 digital & 8 Analog	Residence of Hon'ble Steel Minister, 22, Akbar Road, New Delhi.		
4.	Maintennce Contract (KTS) NEC: 4 P&T 16 Digital & 8 Analog	Residence of Hon'ble Minister of State for Steel at 7, Lodi Estate, New Delhi.		
5.	Annual Maintenance (KTS-Siemens/Hipath-3550) One System	Office of Hon'ble Minister of State for Steel, Room No. 145		
6.	Annual Maintenance (KTS-Siemens/Unify X5) One System	Office of Secretary (Steel)		


(Mukesh Rai)

Under Secretary to the Govt. of India

DETAILS OF BANK ACCOUNT

Si. No.	Particulars	To be filled by the Bidder
1.	Name of Account Holder	
2.	Address of Account Holder	
3.	Name of the Bank	
4.	Name and Address of the Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account No.	
8.	Type of Account	

I, hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institute responsible.

Date:

Name:

Place:

Designation:

Seal:

Note: Please attach a photocopy of the cheque.

M. K. M. D. C.