

No.BT/A.03/001/2007
GOVERNMENT OF INDIA
MINISTRY OF SCIENCE & TECHNOLOGY
DEPARTMENT OF BIOTECHNOLOGY

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Dated: 03 July, 2017

TENDER INVITING NOTICE

Comprehensive Maintenance of EPABX System Busser System, Push Button, Telephone Cable Network, Cabling, Spare parts, 26 AH volt DC (12V x 3) with UPS etc. in the Department of Biotechnology

Department of Biotechnology (DBT) under the Ministry of Science and Technology New Delhi – 110 003 invites sealed quotations from interested, experienced and reputed parties under two bid system (**i.e. Technical & Financial**) for Comprehensive Annual Maintenance Contract (CAMC) for DBT's EPABX System and related services at Block No.2 and 3, C.G.O.Complex, Lodhi Road, New Delhi 110003. Both the bids should be separately sealed and be superscripted as "Technical Bid for CAMC of EPABX System of DBT" and "Financial Bid for CAMC of EPABX System of DBT" and should be submitted in a single sealed cover by super scribing as **QUOTATION FOR "CAMC" FOR EPABX SYSTEM, Busser System, Push Button, Telephone Cable Network, Cabling, Spare parts, 26 AH volt DC (12V x 3) with UPS etc. in the Department of Biotechnology.**

2. SCOPE OF WORK :-

- (i). The Annual Maintenance Contract shall be Comprehensive in nature and shall, therefore, include essential servicing and repairs / fixing / replacement of all the electrical / electronic, and / or mechanical components and parts of the EPABX Systems and Accessories, including the wire, batteries, telephone set, socket, open cable, underground conduits / cables etc. Therefore, quoting firm shall also bear the cost of spare parts of related items etc. during the period of contract at the exclusive risk, responsibility, and the cost of the contractor. The term 'maintenance' shall also include rectification of all hardware and software problems / defects and also include cost of all parts / repairs / replacements necessary for the proper maintenance / functioning of the aforesaid systems. No extra charges for any general wear and tear / spare parts, etc. shall also be liable to be made by the DBT
- (ii). The work shall be carried out in close coordination and with least disturbance to the office staff.
- (iii). All the defects / replacement of parts etc. caused in the work order period shall be got remedied by the agency at his own cost and noting extra shall be payable on this account.
- (iv). The scope of maintenance contract shall also include periodical checking, cleaning, servicing, inspection and testing, preventive maintenance, necessary repair and replacement etc. ensuring continuous and effective functioning of EPABX system, etc.

- (v). Any other work assigned to the agency from time to time related maintenance and servicing of the EPABX system and other items mentioned and its related services.
- (vi). The System / Machine is presently in good working condition. It is expected that scope of work may vary (reduced or increased) due to non-availability of technical know-how. Therefore, interested parties may inspect the premises and the system / machine during 9.00 a.m to 5.30 p.m from Monday to Friday (excluding holidays) installed at DBT, New Delhi before rates are quoted.
- (vii). It shall be the exclusive responsibility of the vendor to provide appropriate device drivers and solutions for all systems under CAMC.

3. **Technical**

The technical bid may be submitted by the bidders for this Annual Comprehensive Maintenance Contract for the EPABX (including batteries) System, Busser System, Push Button, Telephone Cable Network, Cabling, Spare parts, 26 AH volt DC (12V x 3) with UPS etc. in the Department of Biotechnology and related services in **Annexure – I** marked as ‘Technical Bid document for EPABX System’ in the separate sealed cover.

4. **FINANCIAL**

The rates may be quoted by mentioning applicable taxes to this contract on Annual Comprehensive Maintenance basis for the EPABX (including batteries) System, Busser System, Push Button, Telephone Cable Network, Cabling, Spare parts, 26 AH volt DC (12V x 3) with UPS etc. in the Department of Biotechnology and related services in **Annexure – II** to be marked as ‘Financial Bid document for EPABX System’ in the separate sealed cover.

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

- (i) The bidder must quote rates for all the items as per the financial bid document **Annexure – II**.
- (ii) The decision of the Competent Authority, arrived in the matter, will be final and representation of any kind shall not be entertained on the above.
- (iii) Any attempt by the vendors to bring pressure towards DBT’s decision making process, shall be disqualified for participation in the present tender and such vendors may also be liable to be debarred from bidding for all kind of DBT’s tenders in future.
- (iv) 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 DBT should be passed on for compliance to the new company in the negotiation for their transfer.
- (v) Finally shortlisted vendor shall be required to enter into a written AMC agreement with DBT on non-judicial stamp paper of requisite value.
- (vi) DBT 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 or for any other reason etc.
- (vii) The offers/tenders submitted by fax/email shall not be considered. No

correspondence will be entertained on this matter.

- (viii) The bid should be accompanied by a Demand Draft of Rs. 21,000/- (Rupees Twenty one thousand only) favouring "Drawing and Disbursement Officer, Department of Biotechnology" towards EMD. The bids not accompanied with the above Demand Draft, shall be summarily rejected. The EMD of unsuccessful bidders will be returned to them on completion of the tender process. No interest shall be paid on the EMD. If any of the selected bidder, refuses or is unable to execute the order, the EMD will be forfeited.
- (ix) Penalty will be charged @ Rs.100/- per day per item for downtime more the 24 hours and Rs.1000/- per day for EPBAX System , Busser System, Push Button, Telephone Cable Network, Cabling, Spare parts, 26 AH volt DC (12V x 3) with UPS etc. and the DBT will not tolerate breakdown more than two days in each case.
- (x) In addition to regular CAMC, preventive maintenance service is to be carried out in 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 its maintenance.
 - Checking of voltage adopter.
 - Checking of keys and Buzzers of the instruments.
 - Checking of Busser System, Push Button, Telephone Cable Network, 26 AH volt DC (12V x 3) with UPS etc. in the Department of Biotechnology
 - Any other related item / system / instrument.
- (xi) In case of delay in repair, procurement of spares, a standby of same make must be provided for uninterrupted operation and that can be taken back once the faulty system is put back into operation.
- (xii) List of important clients of Central Ministries / Departments / States Governments / PSU'S / Major corporate for whom the firm has been providing CAMC services, be enclosed.
- (xiii) Sub – contracting of CAMC services is not allowed.
- (xiv) 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 engineer and Technician from 9.00 a.m. to 5.30 p.m.
- (xv) The firm service engineers shall be required to furnish the status of all the calls attended, pending calls relating to complaints lodged by the DBT, to the Under Secretary to the Government of India (Admn.)/.Section Officer (Admn.) on fortnightly basis in the prescribed format as may be suggested by Under Secretary (Admn.), DBT for effective monitoring of complaints lodged.
- (xvi) The DBT reserves the right to cancel the vendor's bid/CAMC 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 CAMC period or for other administrative reasons upto the satisfaction of DBT.
- (xvii) The Comprehensive Annual Maintenance Contract (CAMC) is valid initially for a period of ONE year from the date of issue of award letter by the DBT subject to finding satisfactory services. The CAMC may be on yearly basis on the same rate and terms & condition with the consent of both the parties.

- (xviii) Payment will be made on quarterly basis only after satisfactory completion of the past quarter by RTGS /NIFT.
- (xix) DBT reserves the right to cancel this tender or modify the requirement without giving any reason or clarification. In case the CAMC services are not found satisfactory, the DBT reserves the right to cancel the contract any time during the currency of CAMC by giving minimum notice period of one month and maximum 3 months.
- (xx) Any quotation received without adhering to all the required conditions or incorporating any conditions contrary to any of the stipulated conditions will be liable to be rejected summarily.
- (xxi) Before signing of CAMC 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 bank to the tune of 10% of the contract value, which shall be reinvokable / encashable during the contract period.
- (xxii) Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without any interest within one month from the date such bidders are declared as unsuccessful bidders.
- (xxiii) In the case of tenderers whose tenders are accepted, their Earnest Money Deposit will be returned only after submission of 10% performance security of total cost of the contract at the time of signing of Agreement.
- (xxiv) The Bid EMD may be forfeited in the following cases:
- i) If a bidder request to withdraw quotation at any stage after expiry of submission time but not after validity of bid period.
 - ii) In case of a successful bidder, if the bidder fails to sign the Contract.
- (xxv). DBT reserves the right to reject any or all the tenders received without assigning any reason.

6. **Other Works & rates :-**

Finalisation of the rates for items which are not covered / treated as a part of the AMC Contract and will be required to be additionally procured / used / operated depending upon the requirements of the DBT against AMC during the course of the finalized CAMC of EPABX System , Busser System, Push Button, Telephone Cable Network, Cabling, Spare parts, 26 AH volt DC (12V x 3) with UPS etc. in the Department of Biotechnology and its further improvement / expansion will be paid on actual rates and applicable taxes to the CAMC party on production of rate list. However, tentative details of such items be enclosed.

6. **Period of validity of Bid**

The bid shall remain valid for 6 months from date of opening the tender.

7. **Submission of Bids :**

- a. The tender bids complete in all respects and addressed to the Under Secretary to

the Govt. of India (Administration), Room No.519 5th Floor, Block No.3, CGO Complex, New Delhi – 110 003 must reach in the sealed envelope **latest by 3.00 pm on 24.07.2017**. Bids received after the stipulated date and time shall not be entertained.

- b. The bid should be submitted in the prescribed form as per this tender document. All columns of the bid form should be duly filled. Any additional information should be enclosed separately and should also be referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
8. The Technical Bid only will be opened in the first instance in the presence of representatives of the vendors on 24.07.2017 **at 3.30 p.m.** Financial Bids in r/o of only those vendors, who are found technically qualified, will be opened subsequently on the same day for further evaluation or as decided by the Committee. One authorized representative of each of the vendor would be permitted to be present at the time of aforesaid mentioned opening.

TECHNICAL BID

Sr. No.	TECHNICAL BID	YES/NO	PAGE NUMBER
	Name of Firm & Address and year of Establishment		
	Name of the proprietor of the Agency		
	Telephone No. of Agency and Proprietor		
1.	The firm should be in existence for atleast three years. Details of providing services, if any to Government Department/Public Sector/Autonomous Institutions may be mentioned alongwith documentary proof.		
2.	The bidder must have its own full-fledged service centre/maintenance facility in Delhi and should have extensive experience of maintenance of complete EPABX and other telephone system/instruments of different make.		
3.	The Bidder must be registered with Deptt. of Value Added Tax, Govt. of Delhi for local Sales Tax/VAT, Copies of Documentary proof of same must be enclosed.		
4.	PAN Number and copy of Income Tax return for the last 2 financial years (2014-2015 and 2015-2016) should be enclosed.		
5.	EMD Rs.21,000/- in favour of Drawing and Disbursement Officer, Department of Biotechnology”, New Delhi		
6..	The Bidder must submit an undertaking on its letter head they have not been blacklisted by any State/Government/ Central Government/ PSU Department in India.		
7.	All pages of the tender document and all enclosures should be serially numbered and signed by the bidder.		
8.	Vender will depute two experts i.e. One Engineer in Electronics and related trades and one technician having minimum qualification of Diploma in Electronics (Attested copy of certificates may be attached) for attending / dealing with all problems relating to CAMC. The firm will give an undertaking on the company's letter head about deputing two staff having prescribed qualification stated above on daily basis (Full day) from 9.00 am to 5.30 pm and if required on Saturdays/Sunday and other closed holidays. Enclose undertaking to this effect.		
9.	The vendor will maintain and provide adequate number of spare parts with DBT under the custody of Engineer/Technician deputed. Enclose undertaking to this effect.		

FINANCIAL BID**BLOCK 2, CGO COMPLEX, NEW DELHI**

Sr. No.	Name of the Item Description / Specification	Qty.	Comprehensive AMC Price excluding taxes (For one year)	Taxes, if any	Net Comprehensive AMC Price including taxes (For 12 months)
1.	128 line microprocessor based digital EPABX system may be further expanded attached to the EPABX Box system of the Department, and complete with 128 analogue 8 trunk, 4 digital extensions with one PRI line (Make : Matrix)	1 No. (32 x 4)			
2.	One KTS with LCD display complete with features like hand free, ringer control, auto answer etc. (Make : Matrix)	1 No.			
3.	Main Distribution Frame (MDF) With krown	400 -1 No. 200 -1 No. 50 -4 No. 20 -1 No.			
4.	Panasonic system 308 (with KX-T7730 BX - 4 instruments)	2 No.			
5.	Panasonic System KX-TES 824 (with KX-T7730 BX - 6 instruments)	1 No.			
6.	MTNL Lines	60-70 lines			
7.	Push button type telephone set instruments without display	140 Nos.			
8.	26 AH volt DC (12V x 3) with UPS	1 set			
9.	Beetel Plan M 78 with display	3 sets			
10.	Beetel Plan (Emerald) without display	6 Nos.			
11.	Cables	2 pair per meter 4pair per meter			

BLOCK 3, CGO COMPLEX, NEW DELHI

11.	64 line microprocessor based digital EPABX system may be further expanded attached to the EPABX Box system of the Department, and complete with 64 analogue 8 trunk with one PRI line (Make : Matrix)	1 No. (16 x 4)			
12.	Main Distribution Frame (MDF) With krown	200 -1 No. 50 -2 No.			
13.	MTNL Lines	15 lines			
14.	Push button type telephone set instruments with display	40 Nos.			
15.	26 AH volt DC (12V x 3) with UPS	1 set			
16.	Beetel Plan M 78 with display	1 set			
17.	cables	2 pair per meter 4pair per meter			