

No.D-25020/01/2014-Gen.II
Government of India
Ministry of Social Justice & Empowerment
Department of Social Justice & Empowerment

Shastri Bhavan, New Delhi
Dated the 21 July, 2016

TENDER NOTICE

Sub: Annual Comprehensive Service Maintenance Contract of Panasonic Key Telephone Systems (KTS) installed in the Department- reg.

Date of Publishing of Tender: 21.07.2016
Last Date and Time of Submission of Tender: 11.08.2016 at 1500 Hrs
Date of Time of opening of Tender: 11.08.2016 at 1600 Hrs.

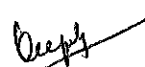
Sealed tenders are invited from the authorized dealers/ service providers of Panasonic KTS/ EPABX systems for Annual Comprehensive Service Maintenance Contract in respect of the following KTS systems installed in the Department of Social Justice & Empowerment at Shastri Bhawan.

Sl. No.	Description of Systems	No. of Systems
1.	Panasonic KXTDA 0200 (EPABX)	01
2.	Panasonic KXTD-824	02
3.	Panasonic KTS 308	04
4.	Panasonic NS 300	02

2. The sealed tenders may be submitted in single Bid system in Sealed Envelope superscribed as "Bid for Comprehensive Annual Service Maintenance Contract for KTS". The sealed envelope should be kept in a main envelope superscribed as "quotations for Comprehensive Annual Service Maintenance Contract for KTS" and may be dropped in the **Tender Box placed at Garage No. 8, the Facilitation Centre of the Ministry on the Ground Floor near Gate No. 3, Shastri Bhavan, New Delhi** by 1500 Hrs on or before 11.08.2016. Quotation received after the due date and time will not be accepted. The quotations will be opened at 1600 Hrs on the same day. Quotations may be addressed to **Under Secretary (Admn.), D/o. Social Justice & empowerment, Shastri Bhawan, New Delhi**. Bidding parties or their authorized representatives can also be present at the time of opening of bids. Only one representative on behalf of one tenderer shall be allowed to be present on the occasion.

3. The detailed terms and conditions of the contract are enclosed at Annexure-I. Tender Document can be downloaded from Ministry's web site www.socialjustice.nic.in.

4. The agency should submit company profile, authenticated documents to prove the eligibility of all conditions and any additional documents to show the competency of the firm. The firm should also enclose the copy of PAN and the bid should also be accompanied with an Earnest Money Deposit of Rs. 5,000/- in the form of Bank Draft/ Pay Order/ Banker's Cheque in favour of **DDO, Department of Social Justice & Empowerment, New Delhi**.



5. 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 Department. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition.
6. The firms are required to furnish their standing and goodwill through a certificate/ documentary proof of Ministry/ Departments with complete address and telephone numbers/ Income Tax/ ST/ CST Number. List of preset contracts having in Government Departments may also be enclosed with the quotation. The firm must have valid TIN/ PAN/VAT/ Service Tax Numbers.
7. The service provided should have a minimum 3 years experience in the operational area. Its financial position and standing should be reflected in its turnover.
8. The Key Telephone Systems which are under warranty and installed in the Department shall also be incorporated in the AMC for the remaining period of the contract after warranty period and payments of those KTS systems shall be made on pro-rata basis.
9. 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.
10. The rates quoted will be valid for a period of one year. However, the Ministry reserves the right to extend or curtail the period of contract. Disputes, if any, arising in the matter shall be settled by an arbitrator to be nominated by the Additional Secretary or Secretary in this Department.
11. If the services rendered by the firm are not found satisfactory at any point of time during the period of the contract, the contract is liable to be cancelled without any notice.
12. The competent authority in the Department reserves the right to cancel the tender at any time or amend/ withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, therefore.

Yours faithfully,


(Deepak Kumar Sah)

Under Secretary to the Govt. of India

Tele: 23382184

Copy to: NIC, Ministry of Social Justice & Empowerment for uploading on the website of the Ministry as well as CPP portal.

Annexure-I

Terms & Conditions of Annual Maintenance Contract:

- (ii) The Contractor will depute qualified & experienced service engineer (s), for upkeep and maintenance of the EPABX / KTS system. Calls should be attended promptly and within a reasonable time on all days, including Sundays and holidays, In case of system dead complaints, calls shall be attended after office hours also.
- (ii.) During the contract period the contractor will make periodic preventive checks of the machines to minimize the breakdown.
- (iii.) All the repair works will be carried out within the premises of Shastri Bhawan. However, the works that cannot be carried out within the premises can be allowed to be done outside but no extra payment will be made for that.
- (iv.) The payment of AMC charges will be made @ 25% on quarterly basis after completion of three months, subject to rendering of satisfactory service. No advance payment will be made in any case.
- (v) The rates quoted shall remain valid for the contract period. In case of satisfactory service, the contract may be extended for further periods as deemed fit as per the requirement.
- (vi.) If the system is not repaired within two days, the contractor will provide a standby machine. Penalty @ Rs. 250/- per day will be imposed on failing in repair/ providing standby by in assured time bond.
- (xi) The contract is not transferable. In the event the Ministry sells the system, the contract will become null and void without any further amount being payable for the unexpired period.
- (xii) The contract covers listed systems only. Cabling charges or replacement of cables, telephone instruments and batteries may be charged extra by the contractor.
- (xiii) The contractor shall replace the components free of charge, which may be necessary as a result of normal wear and tear during the period of contract. In cases of replacement of faulty parts, they shall be replaced only by genuine spares. Genuine spares will be either be new parts or equivalents in performance. The old parts will be handed back to the Ministry.
- (xiv) In case of intermittent failures of repetitive problems due to improper diagnosis or repair, the system will be treated as continuous of the contract.

Deepthi

ANNEXURE-II

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF
THE KEY TELEPHONE SYSTEMS INSTALLED IN THE DEPARTMENT OF
SOCIAL JUSTICE & EMPOWERMENT**

TECHNICAL DETAILS

Name of Firm/ Contractor/ Supplier	
Complete Address and Telephone no.	
Name of Proprietor	
Contact No. of Proprietor	
Name and Address of places/ offices in which the Contractor/ Firm has maintenance contract	
Whether the firm is a registered firm Yes/ No (attach copy of certificate)	
Whether the firm is authorized dealer/ service providers of Panasonic Yes/ No (attach copy of authorization certificate)	
PAN No. (enclose the attested copy of PAN Card)	
Service Tax No. (enclose the attested copy of Service Tax certificate)	
VAT No. (enclose the attested copy of VAT certificate)	
Whether the firm has enclosed the Bank Draft/ Pay Order/ Banker's cheque of Rs. 5000/- as Earnest Money Deposit)	
Details of Experience in this field (The service provider should have a minimum 3 years experience in the operational area)	(Please attach a separate sheet giving full details in this regard)
Whether the Firm/ Agency has signed each and every page of Tender/ NIT	
Any other information, if necessary	

(Signature with stamp)

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ANNEXURE-III

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF
THE KEY TELEPHONE SYSTEMS INSTALLED IN THE DEPARTMENT OF
SOCIAL JUSTICE & EMPOWERMENT**

FINANCIAL DETAILS

Sl. No.	Description of Systems	Rate for CSMC per unit system for one year (in Rs.) excluding Service tax
1.	Panasonic KXTDA 0200 (EPABX)	
2.	Panasonic KXTD-824	
3.	Panasonic KTS 308	
4.	Panasonic NS 300	

(Signature with stamp)

Deepthi