No. D-25013/1/2017-Admn.
Government of India
Ministry of Petroleum & Natural Gas
****

Shastri Bhawan, New Delhi
Dated 5th September, 2018

TENDER NOTICE

Subject: Invitation of bids for Comprehensive Annual Maintenance Contract (AMC) of Telephone and its related consumables in the Ministry of Petroleum & Natural Gas – Reg.

Bids under the two bid system are invited for maintenance of NEC/Panasonic/KTS systems and 1+1 plan telephone instruments working/installed with various officers in the prescribed tender from Original Equipment Manufacturer, or Authorized dealers of NEC in Delhi/ NCR, capable to carry out said work.

S.NO	DESCRIPTION	Qty	Location
1	Large EPABX KTS system with No. of Extension: 512, No. of Junction:64, No. of SIP Extension:32, No. of SIP Trunks:32, No. of Expandable Ports:1024, Operator's console:2 and compatibility: Core IP Switching	01	Shastri Bhawan
2	SV8100 EPBAX System with 24 lines, 16 Digital Extensions, 8 Analog Extensions and 4 P&T lines	01	Minister's Residence
3	Small EPABX system no of extensions: 16 No. of Junctions: 8, No. of expandable ports: 96 Operator's console : 1	01	Minister Office, Parliament House.
4.	Panasonic KTS System (1+3),	01	Shastri Bhawan
5.	NEC KTS System (1+3),	03	Shastri Bhawan (02) Paryvaran Bhawan (01)
6.	Beetal Plan 1+1	09	Shastri Bhawan
7.	Panasonic Plan 1+1	03	Shastri Bhawan
8.	NEC Plan 1+1	01	Shastri Bhawan

2. The terms and condition of the tender are as under :-

General Terms and Conditions:-

(i) The Financial Bids in separate envelope should be strictly as per the format given in the Annexure I. The rates quoted in the Financial Bids should be both in words and figures and quotations with any cutting or overwriting in figures will not be considered, unless corrections are countersigned. The financial bid should be properly sealed / signed and kept in separated sealed envelope. The rates quoted should be indicated in figures as well as in words and there should not be any overwriting.

(ii) The contract shall be initially for a period of 01 (one) year, which may be extended for further two years, one year at a time, subject to satisfactory performance of the firm and at same rates and terms & condition. The AMC will be terminated at any time during the pendency of contract, if the services are not found to be satisfactory.

(iii) The AMC charges will be paid quarterly (once in every three months) on production of the preventive service report and satisfactory functioning of instruments.

(iv) The preventive maintenance service has to be carried out by way of 03 periodical services (once in a month) in a quarter, a service report of which duly signed by user must be submitted with the Bill.

(v) Rates quoted for each item should be exclusive of all taxes/duties. However, it should be inclusive of cost of spares and other material, labour charges etc.

(vi) The contract will be comprehensive in nature and the Department will not make any payment for any spare parts. ***All parts will be replaced free of cost***

including replacement of telephone instruments, line cord, coil cord, rosette box, card, adaptor, channeling and telephone cable of all pair whenever required (for laying purpose if required) etc. Only genuine authorized parts as per the configuration/manufactured by OEM shall be allowed to be replaced with. However, any damage due to Natural Calamities e.g. fire, earthquake or reasons beyond either party control, shall be not included in contract.

(vii) Each and every page of the tender should be signed by the tender before submission as a token of acceptance.

(viii) Any complaint/breakdown call will be attended promptly and defects rectified within 24 hours or shall provide with standby unit, wherever required, failing which penalty of Rs.500/- per complaint for the delay and/or the Ministry will also have the option to get the machine/defect rectified from other sources at the cost of the contractor to be recovered from the AMC bills/performance security. In case of three successive failures, the contract may be terminated forthwith and the performance security deposit would be forfeited.

(ix) The number of machine may increase/decrease during the course of the contract. Interested firm may inspect the items before submitting bid.

(x) On the award of contract, the party has to execute an AMC agreement on Rs.100/- non judicial stamp paper and deposit 10% of the amount of annual contract award as Performance Security Money in the form of FDR in favour of DDO, Ministry of Petroleum & Natural Gas valid for a period of 60 more days than the period of contract and in case of extension of contract, for 60 more days than the extended period, which will be returned after 60 days of expiry of the contract period.

(xi) All repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In the case of major repair where the EPABX system or any part of the system has to be taken to Company's workshop, the standby arrangement shall be made by the company. The equipment being taken to the workshop for repair would be at the company's expenses.

(xii) The firm will have to depute one technically qualified person on all working days from 9.30 am to 6.00 pm who will be available during office hours on all working days and also on Saturdays and Sundays in case of exigencies.

(xiii) The interpretation of the contractual terms and conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the Ministry.

Conditions for Technical Bid

(I) The quotation shall be accompanied by an EMD of Rs.30,000/- (Rupees Thirty Thousand only) by means of a Demand Draft in favour of DDO, Ministry of Petroleum & Natural Gas, payable at New Delhi. Cheque/cash will not be accepted. The quotations received without EMD will be summarily rejected. The EMD shall be forfeited if the contractor declared successful declines the offer or does not accept the work for any reason whatsoever.

(II) The Registered Office or Branch Office of the Company/firm/Agency must be located in Delhi/NCR Region. The bidding Company/Firm/Agency should submit duly self attested copies of proof of its office address along with telephone number.

(III) The participating firm shall either be an OEM or authorized dealers of OEM of NEC for service and maintenance. (A copy of the valid authorization letter from OEM should be attached with the tender). Proof of experience of maintenance of NEC system in the form of certificates/order letters obtained from at least 3 Government Ministries/Departments/PSUs to be enclosed

(IV) The firm should have at least 03 ongoing/completed Annual Maintenance Contract in respect of maintenance and service of similar equipments (Copies of 03 completed/ongoing AMCs for the similar work in Government Ministries/ Department/PSUs to be enclosed.)

(V) The Company/Firm/Agency should furnish a self attested copies of following :-

(a) Bank Account in the name of the company with IFSC code
(b) Self attested copies of GST Registration
(c) Copy of latest GST Return and Tax deposit challan
(d) Self attested copies of PAN
(e) Copy of ESIC Registration
(f) Copy of EPFO Registration
(g) Copies of AMC orders as per tender requirement
(h) Copy of OEM Authorization

3. Both sealed envelopes containing technical bids and financial bids should be kept in third sealed envelope super scribing "***Quotation for comprehensive Annual Maintenance Contract of Telephone and its related consumables'"*** addressed to the Under Secretary (Admn), Ministry of Petroleum & Natural Gas, Shastri Bhawan, New Delhi-110001. The tender should be dropped in the tender box kept at Facilitation centre, Garage No.18, Ground Floor, Shastri Bhawan, New Delhi by 03.00 P.M. on or before 25.9.2018 i.e., the last date of submission. Quotation received through other mode of correspondence will not be entertained. The Technical bid will be opened on 25.9.2018 at 04.00 P.M. Financial bids of only technically qualified bidders will be opened, the notice of which will be issued accordingly. For further details and obtaining of the tender documents, tender notices may be seen at the website of Ministry of Petroleum & Natural Gas at http://petroleum.nic.in and http://eprocure.gov.in.

Yours faithfully,

(Mohan Chandra Bhatt)
Under Secretary to the Govt.of India
Tele No.011 23387224

To

1. Central Public Procurement Portal – "www.eprocure.gov.in"
2. NIC for posting the tender notice on the website of Ministry of Petroleum & Natural Gas.
3. All Ministries /Department with the request that this may be brought to the notice of the registered suppliers in their respective Ministry/Department.
4. Some reputed vendors as per list.

LIST OF VENDORS

1. M/s Oasis Telecommunications,
   135, G-16, Mohammadpur,
   Near Bhikaji Kama Place,
   New Delhi-110066.

2. M/s Gurusons Communication Pvt Ltd.
   109, Southex Plaza-1, NDSE-II,
   New Delhi-110049.

3. M/s Airphone Communications India Pvt. Ltd.
   B-105, 1st Floor, Panchsheel Vihar,
   Behind Triveni Commercial Complex,
   Sheikh Sarai-I, New Delhi-110017.

4. M/s Electronic Junction,
   12, Pushpa Market,
   Lajpat Nagar, New Delhi-110024.

5. M/s Teen Tele Communication Pvt. Ltd.
   G-57, 3rd Floor, Vikas Marg, Laxmi Nagar,
   Delhi-110092.

6. M/s Intellicon Pvt. Ltd.
   Flat No. 8-9-10-11, Upper Ground Floor,
   Pragati Tower, 26-Rajendra Place,
   New Delhi-110008

7. M/s Galaxy Telecommunication
   48, DSIDC Complex,
   Kotla Mubarakpur, New Delhi-110003.

8. M/s J.B. Telecommunication
   F-79B, Jeevan Park, Pankha Road,
   Uttam Nagar, New Delhi-110059.

Annexure I

FINANCIAL BID DOCUMENTS.

S.NO	Description	Qty	Rate Per unit (Per year)	Total Amount
1	Large NEC EPABX KTS system with No. of Extension: 512, No. of Junction:64, No. of SIP Extension:32, No. of SIP Trunks:32, No. of Expandable Ports:1024, Operator's console:2 and compatibility: Core IP Switching	01		
2	SV8100 EPBAX System with 24 lines, 16 Digital Extensions, 8 Analog Extensions and 4 P&T lines	01		
3.	Small EPABX system no of extensions: 16 No. of Junctions: 8, No. of expandable ports: 96 Operator's console : 1	01		
4.	Panasonic KTS System (1+3),	01		
5.	NEC KTS System (1+3),	03		
6.	Beetal Plan 1+1	09		
7.	Panasonic Plan 1+1	03		
8.	NEC Plan 1+1	01		
			Total	

The rates shall be exclusive of all taxes. However, labour and service charges including cost of spare parts (as mentioned in para vi in General terms and conditions) etc should be included.

(Signature of Authorized Personnel)
(Name:.....)

(SEAL)