
Shram Shakti Bhawan, Rafi Marg
New Delhi, dated the 09th August, 2016.

TENDER NOTICE

Subject: Annual Comprehensive Service Maintenance Contract of Key Telephone Systems (KTS) installed in this Ministry.

Tender start date 09.08.2016
Last date of submission of Tender: 30.08.2016 at 3.00 PM
Date of opening of Tender: 30.08.2016 at 4.30 PM

Tenders are invited from registered/authorised firms/agencies/service providers for Annual Comprehensive Service Maintenance Contract in respect of the following Key Telephone Systems installed in the Main Secretariat of the Ministry.

S. No.	KTS Installed at	Make
1.	Hon'ble MOS (IC) Office (L&E)	"Siemens Hipath 3000

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 Tender Box placed at Gate No.1, Reception counter, Shram Shakti Bhawan, Rafi Marg, New Delhi latest by **30th August, 2016 up to 03.00 PM.** Quotations may be addressed to **UNDER SECRETARY (ADM.II), M/O LABOUR & EMPLOYMENT (MS), SHRAM SHAKTI BHAWAN, RAFI MARG, NEW DELHI-110001.** The Quotations will be opened on the same day at **4.30 PM** in room No. 518, Shram Shakti Bhawan, Rafi Marg, 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 tender/bid documents may also be downloaded from this Ministry's official website www.labour.nic.in. **The tenders submitted without EMD shall liable to be rejected summarily.**

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. 2,000/- in the form of Bank Draft/Pay Order/Banker's Cheque in favour of "**Pay and Accounts Officer (MS), Ministry of Labour and Employment, 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 Ministry of Labour and Employment. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition.

6. The 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 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 each after the successful completion of three months/each quarter on production of satisfactory reports from the concerned users.

8. The firm intending to submit the quotation should be an authorised service provider of the KTS of the make as mentioned in tender notice. The supporting documents should be enclosed with the quotation.

9. 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 present contracts having in Government Departments may also be enclosed with the quotation.

10. The firm must have valid TIN/PAN/VAT/Service Tax Nos.

11. 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.

12. The successful tenderer will have to deposit a Security-cum-Performance Guarantee of Rs.5,000/-(Rs. Five thousand only) in the form of Bank Draft/Pay Order/Banker's cheque or Bank guarantee from any Nationalized Bank duly pledged in the name of the "Pay and Accounts Officer (MS), Ministry of Labour and Employment, New Delhi". The security money is returnable on successful completion of the contract period. The security amount will be forfeited in case the services of the contractor are unsatisfactory or in case of violation of the terms and conditions of the contract.

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 quotations without assigning any reason thereof.



(Shailesh Kumar Singh)
Under Secretary to the Govt. of India
Tele: 23766320

Copy to:

1. All Ministries/Departments of the Govt. of India. It is requested that wide publicity of this tender notice may please be given and contractors engaged by them for this job, may be informed to submit their quotations if they are willing and fulfil the conditions.
2. NIC, Shram Shakti Bhawan, with the request to place the aforesaid Notice on the website of the Ministry for wide publicity.
3. Hindi Section for Hindi version.