

No.D-25013/02/2016-Admn-II
Govt. of India
Ministry of Labour and Employment

Shram Shakti Bhawan, Rafi Marg
New Delhi, dated the 30th June 2016

Subject: E-tender for awarding of Comprehensive Annual Maintenance Service Contract of Karel DS-200 EPBAX system installed in this Ministry – reg.

Online e-tenders are invited by the Ministry of Labour and Employment (Main Secretariat) under single bid system for Comprehensive Annual Service Maintenance Contract (CASMC) of Karel DS-200 EPBAX system installed in this Ministry for the financial year 2016-2017

2. The tender documents can be downloaded from the website of <http://eprocure.gov.in/eprocure/app> from 30.6.2016 to **22.07.2016** (upto 3.00 P.M.)

3. The interested bidders may submit the tenders online at <http://eprocure.gov.in/eprocure/app> in single bid system in the prescribed proforma. Tenders are to be submitted **online only** through e-Procurement Portal <http://eprocure.gov.in/eprocure/app>. All the documents in support of eligibility criteria etc. are to be scanned and uploaded along with the Tender documents. Tenders sent by any other mode or incomplete tenders will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever. Terms and conditions of the agreement will be as per Annexure-I. The Bidder/agency has to submit an undertaking as per Annexure-II duly signed and rubber stamp of the office. The agency is also to submit technical details in the format as per Annexure-III.

4. The bid will be opened online by Bid Evaluation Committee in the Ministry of Labour and Employment on **22.07.2016 at 4.00 P.M.** in Room No. 518, Shram Shakti Bhawan, Rafi Marg, New Delhi. Selection of the agency (L-1) will be based on the recommendation of the Bid Evaluation Committee.

5. Earnest money by means of a Demand Draft/Pay Order for Rs. 10,000/- (Rupees Ten thousand only) in original to be submitted offline in the Ministry and to be dropped in the Tender Box on 22.07.2016 between 9.00 A.M. to 3.00 P.M. It is also clarified that the quotations received without earnest money will be summarily rejected. The Pay Order/ DD are to be submitted in the name of **Pay & Account Officer (Main Sectt.), Ministry of Labour & Employment, New Delhi.**

6. The firms are required to furnish the following information/documents **strictly** in same order:

Sl. No.	Description of Item	Qty.	AMC charges (excluding tax)* (Rs.)
1	“ Karel DS200” EPABX System <u>Configured for</u> (a) No. of extensions: 416 (b) No. of Junctions : 64 (c) No. of Digital Extensions : 112 (d) Digital Phones : 37 (e) Beetel secure phone : 350 (f) FCBC : 01 (g) Operator’s Console : 01 (h) SMF battery : 01 set	01	
2.	PRI Card	01	
3.	Net console Interface	01	
4.	Digital Phones (ST20-2E)	63	
Total amount(Rs.)			

*Taxes extra

Atul Kumar Singh

(Atul Kumar Singh)

Under Secretary to the Govt. of India

Tele: 23766320

Copy to:

To

1. All Ministries/Departments for circulation among their contract holders.
2. Director, NIC, Shram Shakti Bhawan with the request to place the aforesaid Notice on the website of the Ministry for wider publicity.
3. CPP Portal.
4. Notice Boards.
5. Hindi Section for Hindi version.

Copy to:

1. Reception Officer, Ministry of Labour and Employment, Shram Shakti Bhawan, New Delhi.
2. Asstt. Commandant, CISF, Shram Shakti Bhawan.

Atul Kumar Singh

(Atul Kumar Singh)

Under Secretary to the Govt. of India

Tele.No. 23766320

The General Terms and Conditions

- i. The contract should be initially for a period of one year. This may be extended for a further period upto 1 year with mutual consent on satisfactory performance during Tender Period on the same terms and conditions and rates. The extension of contract will be on sole discretion of the Ministry depending upon the satisfactory services of the firm.
- ii. The contract shall be on a comprehensive maintenance service basis and therefore, no extra charges for any spare parts etc. will be borne by this Ministry. During the contract period it will be the responsibility of the company or firm to keep the equipment in perfect working order. The repairs jobs will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any of its components may be required to be taken out for repairs in workshop. In such cases, the standby arrangements are required to be made by firm.
- iii. The payment towards AMC charges would be made in four installments i.e. after the satisfactory completion of three months. Once accepted, the rates will not be altered during the contract period. The Ministry may terminate the contract at any time without assigning any reason.
- iv. The firm should submit information in enclosed format alongwith all supporting documents. Without supporting documents the quotation will not be considered and no separate chance will be given to submit such certificate later on.
- v. No advance payment will be made by the Ministry.
- vi. 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 order.
- vii. The firm will provide one resident engineer on all the days from 9.00 AM to 5.30 PM. The engineer would be equipped with Mobile Phones to ensure the availability. An amount of Rs.250/- per day will be deducted from AMC payable if any Service Engineer remains absent/leave without providing substitute. He can also be called on holidays.
- viii. The decision of the Ministry shall be firm and final in all respect and that shall be binding on the firms competing for this tender;
- ix. The Ministry reserves the right to accept/reject any quotation(s) or all quotations without assigning any reason thereof.
- x. The successful bidder, whose quotations are finally accepted, shall have to deposit a sum of Rs. 25000/- (Rs. Twenty five thousand only) in the form of FDR/Bank Guarantee on the scheduled bank in Delhi drawn in favour of **Pay & Account Officers (Main Sectt.) Ministry of Labour & Employment, New Delhi** towards Security Deposit valid for 15 months from the date of agreement of the contact.