

Shram Shakti Bhawan, Rafi Marg
New Delhi, dated the 04th May 2016.

TENDER NOTICE

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

Tender start date	04.05.2016
Last date of submission of Tender:	26.05.2016 at 3.00 PM
Date of opening of Tender:	26.05.2016 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 LEM's Chamber at Parliament House	Samsung
2.	DGLW office Jaisalmer House	NEC

2. The sealed tenders may be submitted in single Bid system in **Sealed 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 **26th May, 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. General Terms & conditions of the contract will be as per Annexure-I. Technical details are to be submitted as per Annexure-II. Financial Rates to be submitted as per Annexure-III alongwith an Undertaking as per Annexure-IV.

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.

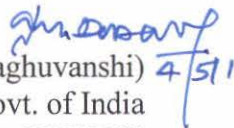
10. The firm must have valid TIN/PAN/VAT/Service Tax Nos.

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/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 refundable 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.


(G.A. Raghuvanshi) 4/5/16
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.

TERMS AND CONDITIONS

1. The successful Agency/Firm will have to provide Comprehensive Service Maintenance Contract in respect of the following Key Telephone Systems installed in this Ministry.

S No	KTS Installed at	Make
1.	Hon'ble LEM's Chamber at Parliament House	Samsung
2.	DGLW office, Jaisalmer House	NEC

2. The Agency/Firm shall not sublet the work under any circumstances.
3. The Agency/Firm shall ensure that their technicians/workers are polite, courteous, well behaved and honest. The Agency shall be responsible for the conduct/integrity of persons deputed for Comprehensive Service Maintenance Contract works in the Government premises and will also be responsible for any act of omission or commission on their part. The Agency will vouch for their character and integrity.
4. The Agency/Firm's technicians/workers shall not indulge in any unlawful activity in the premises and shall have good moral character. The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds/ damage done by its technicians/workers.
5. The Agency/Firm shall ensure that its workers do not disturb the employees/ staff of Ministry or make any sort of noise in the premises or rooms.
6. The Agency/Firm shall strictly abide by all the instructions issued by this Ministry from time to time.
7. The Ministry shall have the right to impose cash penalty on the Agency/Firm or deduct such amounts as deemed appropriate from its Security Deposit/Quarterly Bills in the event of this Ministry being put to any financial loss directly or indirectly by any act of omission/commission or negligence on the part of the Agency's technicians/workers.
8. Insurance and accident risks of the technicians/workers will be the sole responsibility of the Agency/Firm.
9. The Ministry reserves the right to order any technician/worker of the Agency/Firm to leave its premises if his/her presence at any time is felt undesirable.
10. The Agency shall supply and use the parts/materials of the standard/branded types only. Ministry's decision to accept/reject a particular part/item shall be final and binding on the Agency/Firm. The Agency/Firm shall be responsible to supply/replace any of the required items to the full satisfaction of this Ministry at all times during the validity of the contract.
11. 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.

12. 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. In case of failure of any such arrangement due to the reasons beyond the control of the Agency/Firm, appropriate penal recovery/deduction will be made from the Security Deposit/quarterly bill submitted by them.
13. The payment towards Annual Comprehensive 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.
14. 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.
15. The contract can be terminated by giving two month's notice in writing by either party.
16. The contract will be valid for a period of 12 months w.e.f. award of the contract. However, the contract can be extended in favour of the Agency by the Ministry on the request of Agency, on the same rates, terms and conditions as in the present contract on the basis of its satisfactory services and in exigency of work. The grant of extension of contract will be at the sole discretion of the Ministry.
17. The Security Deposit – cum – Performance Guarantee of Rs. 5,000/- (Rupees Five Thousand only) submitted by the contractor through Bank Draft or Bank Guarantee from any nationalized Bank only duly pledged in the name of “Pay and Accounts Officer (MS), Ministry of Labour and Employment, New Delhi” shall be liable to be forfeited for any deficiency in services, violation of any provision of this Agreement, any damage caused due to omission/commission and/or negligence on the part of the technicians/workers, etc. In case of damage, the Ministry shall have the right to impose such further penalty as deemed appropriate by it.
18. While submitting the tender each and every page of NIT will be signed by the authorized signatory of the Firm/Agency and submitted alongwith the tender.
19. The Courts of Delhi will have jurisdiction over all legal disputes under this Agreement.

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF THE KEY
TELEPHONE SYSTEMS OF THIS MINISTRY****TECHNICAL Details**

Name of Firm/Contractor/Supplier	
Complete Address & 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 (attached copy of 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)

(Rubber Stamp)

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF THE KEY
TELEPHONE SYSTEMS OF THIS MINISTRY****FINANCIAL Estimate**

S No	Installed at	Make	Rate Quoted for CSMC for One Year (in Rs.) * (excluding Tax)
1	Hon'ble LEM's Chamber at Parliament House	Samsung	
2	DGLW office Jaisalmer House	NEC	
	Total (in Rs.)		
	Taxes (to be specified)		
		
	Grand Total (in Rs.)		

*Taxes Extra

*SIGNATURE ON BEHALF OF THE FIRM
(WITH STAMP)*

Undertaking to be signed by the firm/tenderer on behalf of his/her firm.

I-----do hereby undertake that I have clearly and precisely understood the terms and conditions of the tender, that I will abide by these terms and conditions mentioned in the tender notice/document and the rules and regulations/instructions of the Government, issued from time to time in letter and spirit, that any breach and/or violation of any of the terms and conditions and /or in case of my work being found unsatisfactory at any time during the period of contract, my contract shall be liable to be terminated without assigning any reason thereof, and that in such case, the amount of security deposit shall stand forfeited to the Government and also I will be liable to make good all extra cost(s) borne by the Ministry of Labour & Employment for getting the jobs done by other person(s) and/or any loss or damages that may be caused to the Ministry of Labour & Employment owing to the unsatisfactory/failure to work on my part.

I-----also undertake that the decision of the Ministry of Labour & Employment shall be final and binding in all cases, whatsoever may be, pertaining to this contract.

Place:

Date:

Signature & Rubber stamp of the
Tenderer/firm