

A.11013/02/2012-NACO (Admn)
Government of India
Ministry of Health & Family Welfare
(National AIDS Control Organisation)

To,

As per list enclosed

Subject: Sealed tender invited from reputed firms/Companies for the Comprehensive Annual Maintenance Contract (CAMC) for EPABX Systems, Direct Line, Extension, Fax Machines etc. in NACO office at 9th & 6th Floor, Chandralok Building, 36, Janpath, New Delhi.

Sir,

The Competent Authority in the National AIDS Control Organisation (NACO) has decided to invite CAMC contracts from reputed firms/companies, details of items are as under.

The specifications of the machines are as under:

- EPABX Systems (Ericsson BP-250) -1
- Mini EPABX with accessories - 4 Nos
- Direct line - 21 Nos
- One+One plan phone – 7
- Analog Extension – 170
- Digital extension – 25
- PRI Cards-01
- Fax Machines – 04 (brother & Samsung make)
- Consumables & all accessories for above items. (except telephone instruments & fax cartridges).

Closing time : 1500 Hrs. of 20.01.2016

1. Schedule to the invitation of Tender

- (i) Designation and address of the authority Inviting tender – **Under Secretary(Admn), Govt of India, Ministry of Health & Family welfare, National AIDS Control Organisation, 9th floor, Chandralok Building, 36 Janpath, New Dehli-110001.**
- (ii) Time and Date of Depositing tender/bid 15:00 Hrs. of 20.01.2016.
- (iii) Time and Date of Opening of Tender 15:30 Hrs. of 20.01.2016.
- (iv) Minimum Validity of Tender offer 180 days from the date of opening.
- (v) Duration of contract one Year with an option of extension for another period subject to satisfactory performance.
- (vi) EMD (Bid security) = Rs.10,000/- (Rupees Ten thousand only). The bid must be accompanied by DD for Bid security amount of Rs.10,000/- in the favour of " Account Officer, Ministry of Health & Family Welfare, New Delhi", failing which tender shall be rejected.

2. General scope of work includes :

- (a) The CAMC shall cover maintenance of accessories as mentioned above, including all parts, wire, telephone instruments, shifting of telephone nos, will be repaired/replaced by the firm within the cost of CAMC except new telephone instruments/beyond repairable conditions & fax cartridges.
- (b) Repair to be carried out at the location of the equipment.
- (c) The consumables namely Fax Roll and Fax Toner will be provided by NACO and all other parts/equipments/cables will be supplied/installed by the AMC Vendor at their own cost. Provision of new digital/analog telephone numbers except wire/instruments, if required.
- (d) The Firm would have to coordinate with MTNL and any other authorities, as may be required.

3. The Technical and financial terms and conditions of AMC shall be as follows:

a) TECHNICAL

- (i) A brief profile of the firm.
- (ii) The company should have undertaken similar maintenance contracts for at least three years within last Six years (between 01.4.2010 and 31.03.2015) in Delhi with Government organisation/PSU/Ministries, the total annual value of which should not be less than Rs.10 lakhs. The company should furnish its satisfactory services work in a Govt. Office in Delhi for the last two years duly signed by an officer not below the level of Section Officer. If the previous services of the firm will not satisfactory, the tender will be rejected.
- (iii) The company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, Service tax number.
- (iv) Income tax clearance certificates for the last three financial years ending on 31.03.2015 must be attached.
- (v) If the firm meets the above technical requirements, it may apply in the prescribed proforma at **Annexure-A** in sealed cover.
- (vi) The firm has to submit a declaration regarding any conflicting activities in the format given at **Annexure-B**.
- (vii) The firm should make the index and indicate the page number of all documents.

(b) FINANCIAL

- (i) The rate may be quoted on comprehensive basis for all the equipments as mentioned above equipments in the Performa at Annexure-C. Rates quoted in any other format will not be accepted. The rates quoted should be exclusive of Service Tax and other Government taxes, if applicable.

4. Other terms and conditions for awarding the CAMC shall be as below:-

- (i) The firm will provide maintenance and repair service on holidays and weekends also in case of emergency.
- (ii) The contract will be valid for a period of one year, extendable for another period subject to satisfactory performance and the period of CAMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (iii) The service engineers would take up any reported fault within four hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop the firm would provide a stand-by for the same.
- (iv) If any item could not be repaired within twenty four hours, the firm will provide a stand by accessories. If, however, the firm fails to carry out repairs/provide a stand-by accessories within 2 days, to the satisfaction of the user, a penalty of Rs.300/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the accessories are repaired.
- (v) The Department reserves the right to terminate the contract by serving clear 30days written notice in case of breach of any terms & conditions under the contract during the contract period.
- (vi) The contract may also terminate in case of any unsatisfactory performance.
- (vii) The tenders/contractor shall be liable for any lose/damage to the scheduled equipments caused due to negligence of the service provider during contract period.
- (viii) The amount of Rs.10,000/- (Rupees ten thousand only) through a demand draft on any scheduled bank in Delhi drawn in the favour of "**Account Officer, Ministry of Health & Family Welfare, New Delhi**" should accompany the tender, failing which tender shall be rejected. EMD must be put in the cover containing the Technical Bid. The bank draft of Rs.10,000/- as earnest money deposited by unsuccessful bidders shall be returned on demand, without interest, after completion of the tendering process but not before 30 days from the date of opening of bids.
- (ix) No advance payment in any case would be made. Payments shall be made on quarterly basis by ECS/RTGS only after deduction of taxes and other dues, if any, on satisfactory rendering of services.

General Conditions

- (i) Late submission of tenders will not be accepted. Tenders submitted by "Telex/Telegram/Fax/e-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as a reason for exception.
- (ii) Quotations received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the CAMC.
- (iii) The contract as a whole or part thereof is non-transferable.
- (iv) Any act on the part of the Firm to influence anybody in NACO would make him liable for rejection of the tender. In case of dispute arising out of this contract, provisions of Arbitration and Conciliation of India Act, 1996, will apply.
- (v) The Client will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price. The terms of the accepted offer shall be incorporated in the award of contract.

5. If your firm is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover superscribed 'Quotation for CAMC for EPABX/Telephone etc. The bank draft covering the EMD and certificates/documents in support of technical eligibility should be placed in the envelop. The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with **"Quotation for EPABX/Telephone etc - financial bidding"** addressed to Under Secretary (Admn), National AIDS Control Organisation, may be dropped in quotation box kept at the Reception, 9th floor, Chandralok Building, 36 Janpath, New Delhi-110001 Delhi by 3.00 P.M. on the closing date. The proposals shall be opened on same day at 3.30 PM in Committee Room, NACO, 9th floor, Chandralok Building where the authorized representatives of the firms may also participate. The technical quotation will first be opened on the same date at 3.30 PM. After scrutiny of bid documents, the Department will shortlist those who are found suitable on technical consideration and call them for opening of sealed financial bids on a subsequent date to be informed on telephone. The award of contract shall, however, be decided later and shall be subject to detailed examination of the proposals received. Department reserves the right to accept or reject any or all tenders without assigning any reasons.



(M K Diwaker)
Section Officer (Admn)
National AIDS Control Organisation
New Delhi.

Tender No: **A.11013/02/2012-NACO (Admn)****Technical Offer**

1. Name of the Company :

2. Address (with Tele No. fax No. & email) :

3 Contact person :

4. (a) The number of years of experience in Maintenance business:

(b) Total value per year of maintenance Business during last 3 years:

(c) List of Customers including Govt. offices/Ministries in Delhi:

Attach self attested documents in support of technical eligibility of the firm/company in terms of para 3(a) above.

5.Details of AMC

Name of Organisation	Contact Persons	Period of AMC	Amount of AMC

Attach self attested documentary evidence in support of above.

6. Address of Workshop with area of premises.

7. Whether owned/rented.

8. Name of Banker

Signature & full address of the tenderer

Annexure-B DECLARATION REGARDING ANY CONFLICTING ACTIVITIES
(on the letter head of the firm)

We hereby declare that our firm, our associate / group firm or any of the member of the consortium are not indulged in any such activities which can be termed as the conflicting activities We also acknowledge that in case of misrepresentation of the information, our proposals / contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

FORMAT OF FINANCIAL BID

Sr. No.	Description of Services	Total Amount (Rs.)
1	<ul style="list-style-type: none"> • Maintenance of EPABX Systems (Ericsson BP-250) -1 • Mini EPABX with accessories - 4 Nos • Direct line - 21 Nos • One+One plan phone – 7 • Analog Extension – 170 • Digital extension – 25 • PRI Cards-01 • Fax Machines – 5 (brother & Samsung make) • Consumables & all accessories for above items. (except new telephone instruments & fax catridges). <p>Installed in NACO for a period of 12 months.</p>	
	Total Bid Price	

We agree to provide services in accordance with the Description of Services for a 'Total Bid Price' of Rs.(amount in figures) (Rs. amount in words) for the period specified in the Invitation for Quotations.

Signature & full address of the tenderer