



No. D-19015/2014/MFCGA/Admn. | 669
Government of India
Department of Expenditure
Office of Controller General of Accounts
Mahalekha Niyantak Bhawan,
E-Block, GPO Complex, INA
New Delhi. 110023

Dated: 14.08.2019

Subject:- Comprehensive Annual Maintenance Contract (CAMC) of EPABX System (NEC).

Sealed quotation are invited from reputed firms/ agencies for Comprehensive Annual Maintenance (AMC) of IP based KTS System (NEC) in O/o CGA's along with P&T lines, Internal lines 1+1 plan lines, Mini server based plan etc. initially for a period of one year (extendable for further one year on satisfactory performance) as per the terms and conditions enclosed.

1. Information in Annexure I and rates should be quoted in typed form Annexure II (Financial Bid) on company's letter-head duly signed and having company's stamps/seal on each and every page in prescribed Performa (copy enclosed) including details of taxes, if any, in a sealed envelope clearly superscribing **"Quotation for Comprehensive Annual Maintenance (AMC) of KTS system"** and should be addressed to " Sr. Accounts Officer (Admn.), O/o Controller General of Accounts, Ministry of Finance". The sealed covers mentioned as above should be given in Admn Section, R.No.203, 2nd Floor, Mahalekha Niyantak Bhawan, E-Block, GPO Complex, INA, New Delhi. The bids must be submitted on or before by 03.30 p.m. 02.09.19. The quotations received after due date and time will not be entertained in any case. In case no tax details are indicated it will be presumed that the amount quoted includes all taxes.
2. The bids will be opened at 11.00 AM on 03.09.2019 in Room No. 203, 2nd Floor , Mahalekha Niyantak Bhawan, E-Block, GPO Complex, INA, New Delhi.. The bidders may be present at that time, if they desire to may depute one of their representatives
3. A " Bank draft amounting to Rs 10000/- (Rupees Ten Thousand only)" payable to "Pay & Accounts Officer,(CGA) towards Earnest Money Deposit (EMD) should also be enclosed with the quotation which will be returned after finalization of the process, EMD in any other form i.e. cash etc. shall not be accepted. Any quotation received without earnest money as stated above, will be summarily rejected and not entertained.

4. Only authorized contractors having adequate experience of at least 5 years, in the relevant field i.e. CAMC (AMC) contract in the Government Ministries/Departments/Government or Semi-Government Organizations, including Public Sector Undertakings/ Corporate Sector and having the requisite Competence/ capability to provide excellent services are eligible to participate in this tender process. The contractors desirous of taking part should be registered and have a minimum five years experience in similar fields. While submitting the tenders, the intending/tendering contractors shall have to furnish the proof of the pre-qualification, experience, antecedents, financial standing etc. Tenders having no authorization will not be considered. Tenderer should be authorized service provider and should have authorization for providing services from Original Equipment Manufacturer (OEM) of NEC.

The location of equipment is as below :-

**Mahalekha Niyantarak Bhawan,
E-Block, GPO Complex, INA
New Delhi. 110023**

5. The following may be noted before submitting the tenders:
 - (i) The EMD shall stand forfeited if a bidder withdraws or amends the bid/tender or in case successful bidder fails to sign or accept the contract within the stipulated period. No interest will be payable on the EMD amount. The EMD shall also stand forfeited in the event of premature withdrawal of the tender by any of the tenderers.
 - (ii) The Office of CGA reserves the right to accept or reject any tender, in whole or in part thereof, without specifying any reason therefor.
6. The CAMC (AMC) of KTS system (NEC) shall essentially consist of the following Terms and Conditions:-
 - (i) The CAMC will remain valid for a period of one year from the date of award of contract and the right to any extension beyond the contract period will solely vest with the O/o the CGA including terms and conditions.
 - (ii) The rate should be quoted for comprehensive maintenance inclusive of replacement of parts. The contractor may also quote rates per meter for laying of cables, adaptor for phone etc separately in the financial bid. The detail of taxes, if any, is also required to be indicated separately and in case no tax detail is submitted, it will be presumed that the quoted rates include all the taxes.

(iii) The contractor shall maintain the equipment as per manufacturer's guidelines and shall use only original spare parts for replacement. If O/o CGA, Ministry of Finance finds spare parts used by the contractor are not genuine then O/o CGA reserves the right to terminate the contract immediately and all damage recovery due to non genuine spare parts, will be borne by the contractor. The contractor will maintain the original configuration/specification/characteristics/features intact which shall not be changed until and unless under the written approval/order of the authorized official/officer in O/o CGA.

(iv) Immediately on award to the contract, the contractor would give a report taking over EPABX system (NEC), P&T lines, Internal lines 1+1 plan lines and Mini server based plan etc in working condition. It shall be the responsibility of the contractor to keep all items satisfactorily working throughout the contract period and also to hand over the EPABX system to O/o CGA in working condition on the expiry of the contract. In case any damage in the EPABX system of this office is found, compensation which would be determined by this office will have to be paid by the contractor.

(v) Payment will be made on quarterly basis for which the contractor will be required to submit typed bills/invoice supported with satisfactory service report duly certified/verified by officer/ concerned sections.

(vi) The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.

(vii) The contractor should not have been blacklisted by any Government Ministry/Department or Semi-Government Department in the past. They should submit an undertaking to this effect alongwith the bid.

(viii) The O/o CGA reserves the right to cancel the contract at anytime during the currency of contract, if the services of the contractor are not found satisfactory or in case of violation of terms and conditions of CAMC.

(ix) The quoted rates will remain in force for the entire period of the contract. No demand for upward revision of rates on any account shall be entertained during the contract period.

(x) The contractor should provide the Mobile numbers of service engineers and service centers. All the faults should be taken up immediately upon reporting by the users over telephone etc. The repairs would be carried out on-site itself. The services should be provided during office hours on all working days and in case of urgency and whenever felt necessary by the office, the service should be provided beyond office hours and on holidays too. It will be the overall responsibility of the contractor for maintenance of all the equipments and ensure that these remain in perfect working conditions.

- (xi) If the system is not repaired within two days, the contractor will provide a standby machine. Penalty @ Rs.500/- per day will be imposed on failing in repair/providing of a standby machine within stipulated time;
- (xii) Registration Certificate of the contractor (Public Limited or Private Ltd.), Registration of GST, copy of PAN and GST number and list of minimum 10 technicians/mechanic on the pay roll of the contractor along with experience should be given;
- (xiii) The contractors intending to participate in the tender process with their offer of tenders are expected and also advised to read and fully understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before submitting their tender, as no change or violation of the aforesaid terms and conditions shall be permissible once the tender is accepted by O/o CGA. The unsuccessful tenderers shall send, if necessary, letter of authorization etc. to facilitate refund of the Earnest Money Deposit;
- (xiii) A specific mention must also be made in the tender to the effect that the terms and conditions mentioned above are acceptable to the contractor in full;
- (xiv) Only those bids will be evaluated which are found fulfilling all the eligibility criteria and qualifying requirements of the RFP;
- (xv) The Ultimate cost to the O/o Controller General of Accounts would be the deciding factor for ranking of bids

7. It may again be noted that the decision of this office would be final and binding in all respect and this office reserves the right to accept or reject any or all quotations in full or in part without assigning any reason whatsoever;
8. Earnest Money Deposit of the successful bidder will be returned after submission of the Performance Security. Successful bidder shall submit a Performance Security. The Performance Security @ 10% of total cost shall be submitted by way of Account payee Demand Draft/ Fixed Deposit receipt from a Commercial bank/ Bank Guarantee from Commercial bank which will be refunded on satisfactory completion of the contract. No interest will be paid on performance security deposit.
9. Any information thereto, if required, may be collected from Sr. Accounts Officer (Admn.), Ministry of Finance, O/o Controller General of Accounts, Block-E, GPOA Complex, INA, New Delhi-110023 or on Telephone No. 24621268/24665339/24665600.



(Jagmohan)

Senior Accounts Officer (Admn.)

Copy to

- ✓ i) Sh. K.V. Hamza, Sr.A.O., ITD with the request to upload it on the website of O/o CGA
- ii) www.eprocure.gov.in

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF
NEC-KTS SYSTEM INSTALLED IN THE O/O CONTROLLER GENERAL OF
ACCOUNTS, MINISTRY OF FINANCE**

(TECHNICAL DETAILS (TO BE FILLED BY THE BIDDER)

1. Name and Address of Bidding Firm :
2. Name and Designation of the person signing the bid :
3. Capacity in which bid is signed by the bidder (Proprietor / Partner / Director) :
4. Telephone Number (Mobile / Landline) :
5. Earnest Money Deposit Details :
6. GST Registration Certificate No. :
7. Service Tax Registration No. (Copy enclosed) :
8. PAN Number & latest ISO certificate (Copy enclosed) :
9. Copy of ink authorization from OEM (NEC) :
10. Details of Experience in the field (The Service provider should have a minimum 5 years experience in operational area) attach copy of certificates :
11. Name of 10 Technicians/mechanic/Engineer on the pay roll alongwith experience :
12. Terms & conditions mentioned in the Invitation of bid are Acceptable / Not Acceptable :
13. Deviation in Terms & conditions Specification (if any) :

Signature with Seal

ANNEXURE- II

COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF
NEC-KTS SYSTEM INSTALLED IN THE O/O CONTROLLER GENERAL OF
ACCOUNTS, MINISTRY OF FINANCE

FINANCIAL BID

S.No.	Item Description	Rate of CSMC for one year (In Rs.) (excluding Tax)
1.	CAMC of IP Based KTS system 512 lines (Model NEC) With following works MTNL lines 54 2 MTNL PRI lines Plan phones 15 NEC (KTS) Digital Phones 30 NEC (SL-1000 Mini EPABX sytem) phones 24 PBT Ordinary phone – Approx. 150 } One Job	
Total		

Rates per meter for laying of cables, adaptor for phone etc.

Signature with Seal