Sealed quotations are invited from the firms for Award Annual Maintenance Contract of Panasonic make KTS Systems installed in DIPP, Udyog Bhawan, New Delhi as per details mentioned in the Tender Notice. The details of schedule of tender are as under:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>SCHEDULE OF TENDER</th>
<th>DATE AND TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Date of uploading of Tender Document on website</td>
<td>14.12.2017</td>
</tr>
<tr>
<td>2.</td>
<td>Last date and time for submission of EMD and tender document</td>
<td>Upto 3.00 PM on 05.01.2018</td>
</tr>
<tr>
<td>3.</td>
<td>Date and time for opening of Tender Document</td>
<td>3.30 P.M. on 05.01.2018</td>
</tr>
</tbody>
</table>

(S. Ravish Ali)
Under Secretary to the Government of India
Tel. No. 23063697
No. D-21014/05/2017-GA
Government of India
Ministry of Commerce of Industry
Department of Industrial Policy & Promotion
(G.A. Section)
*****
Udyog Bhawan, New Delhi
Dated: 14th December, 2017

Subject: Quotation for Annual Maintenance Contract of Panasonic make KTS Systems installed in this Department.

Sealed quotations are invited from the firms for Annual Maintenance Contract of Panasonic make KTS Systems installed at O/o Hon’ble CIM, O/o SIPP, O/o AS&FA, O/o NIC, O/o TA (Boiler) O/o CCA, O/o JS(RA) and JS(R) in the Department for a period of one year.

2. The sealed quotations should be submitted in cover super-scribed as "Quotation for Annual Maintenance Contract of Panasonic make KTS Systems installed in DIPP". It should be addressed to the Under Secretary (GA), Department of Industrial Policy and Promotion, Room No.271-A, Udyog Bhawan, New Delhi so as to reach the undersigned by 3.00 PM on or before 5th January, 2018. The Bids will be opened on the same date at 3.30 PM in Room No. 271-A. Complete Tender document is available on DIPP’s website i.e. http://www.dipp.nic.in and Central Public Procurement (CPP) Portal i.e. https://eprocure.gov.in/epublish/app

3. The rates quoted will be valid for a period of one year from the date of approval of the competent authority of this Department and may be further extended on mutually agreed basis.

4. Last date for seeking clarifications, if any, is 28th December, 2017. Bidders are advised to check the DIPP website regularly for amendments; if any.

5. Amendment to Bid Documents: The Amendments/Corrigendum if any will be notified on the website of DIPP and these amendments will be binding on the bidders. Bidders are advised to visit DIPP Website regularly for updates on this tender.

6. The consolidated Total Cost of Offer as per the Financial Bid format as per Annexure-II shall be used for the financial evaluations. Commercial evaluation of these financial bids shall be done and order shall be placed on the lowest offer which conforms to the financial bid norms.
7. The Department reserves the right to impose any other conditions for regulating the contract in public interest. All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and Agreement will be governed by and be construed in accordance with the laws of India;

(S. Ravish Ali)
Under Secretary to the Government of India
Tel. No. 2306-3697

Copy to: NIC with a request for placing the complete Tender enquiry along with terms and conditions in this Department’s Web site and the same may kindly be removed on 05.01.2018 at 3.30 P.M.
A. TERMS AND CONDITIONS OF CONTRACT

i. The bidders are required to quote comprehensive rates. The successful bidder will have to arrange for all material and machines required for execution of the job. The rates quoted should include all charges except the GST which should be charged as per the govt. guidelines during execution of the contract.

ii. The firms/bidders should have at least 3 (three) years of experience in providing service/maintenance services to Government Ministries/Departments/PSUs/other reputed national level Institutions. The said documents are to be submitted with bid documents.

iii. If it is found that the information/Certificates furnished by the participating firms is incorrect/wrong or bogus, the firm shall be blacklisted, its bids will be ignored and EMD/Performance Security Deposit will be forfeited.

iv. The calls for repair/maintenance must be attended on the same day, within 3-4 hours. Serious defects/change of parts should not take more than 4-5 days.

v. The Service and maintenance work will be completed by the contractor within 5 days of the order positively. In case of emergency the contractor will have to provide services/maintenance work even on holiday/Sundays and at the required site of meeting/conference etc.

vi. Tenderer will not be allowed to withdraw his offer. EMD shall be forfeited, if the tenderer fails to honour the contract;

vii. Any request for increase in quoted and/or accepted rates will not be entertained for any reason during the currency of the contract. Only the changes in GST rates will be considered before making payments;

viii. The rates must be written in figure as well as in words. Erasing and overwriting in the rates quoted will make the tender void. All alterations in the rates should be signed in ink otherwise the quotation/tender will not be considered;

ix. Canvassing in any form is strictly prohibited and tender of the tenderer who resort to such activities will be summarily rejected;

x. Earnest Money Deposit: - The Quotations should be accompanied by EMD amounting to Rs.4,000/- in the form of Bank draft addressed to DDO (Cash), Department of Industrial Policy & Promotion. The bid security should remain valid for a period of forty five days beyond the final bid validity period. Bid security of the unsuccessful bidder will be returned to them after the after the award of the contract to the successful bidder. No interest is payable on EMD. The firms registered with MSME and NSIC should submit a copy of EMD Exemption certificate for claiming exemption from EMD submission.

xi. The EMD shall be forfeited in case the firm does not fulfill/produce the documents/promises made before this Department or any committee constituted by this Department for this purpose;
xii. **Performance Security:** An amount of Rs. 10,000/- (Rupees Ten thousand only) will be the "Security Deposit" in the case of successful bidder, which may be furnished in the form of Fixed Deposit Receipt from a Commercial bank or Bank Guarantee from a Commercial bank. The Performance Security should be valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor. **Earnest Money will be refunded to the successful bidder on receipt of Performance Security:**

xiii. The tenderer or his representative shall have to visit GA Section (Room No. 21) to carry out the order on **immediate basis.** If the firm fails to attend the complaints within 24hrs and repair the KTS Systems within a reasonable period, penalty of 5% for the delay of each work or a fraction thereof shall be charged and the same shall be deducted from the gross amount of the bill. The decision of the Head of the Department for the reasonable period of repair shall be final.

xiv. The Department reserves the right to reject any or all the bids in full or part or not to award the contract to the lowest bidder without assigning any reason therefor and giving any compensation. The decision of the Department in this regard shall be final and binding on all;

xv. The contractor's personnel shall not divulge/disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters;

xvi. The persons deputed shall be not below the age of 18 years and they shall not interfere with the duties of the employees of the Department.

xvii. The Contractor shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, smoking, loitering without work;

xviii. The contractor will be responsible for the verification of the conduct/integrity of his deployed staff;

xix. TDS and other applicable taxes as per prevailing rates will be deducted before making the payment;

xx. The **lowest quoted bidder (L-1)** shall be chosen on the basis of Grand Total of the Bid price received;

xxi. **No advance payments shall be made.** All the bills submitted by the successful tenderer would accompany with the work vouchers duly signed by the concerned officers/officials. Payments towards service and maintenance charges of KTS Systems installed in this department would be made on quarterly basis on production of satisfactory reports from the concerned users and submission of the bills.
xxii. In case the department makes procurement of a new KTS System or decides to increase/decrease the number of KTS instruments in any of the existing KTS System, the bidder should agree to undertake the AMC of the newly installed KTS systems/instruments. The bidder should also continue to provide AMC on the same rates as quoted in this tender.

xxiii. In case the successful bidder is found in breach of any condition(s)/tender at any stage, legal action as per rules/laws shall be initiated against the agency concerned. In that case Earnest Money Deposit/ Performance security shall be forfeited after giving proper opportunity through show cause notice;

xxiv. In case the performance of the successful tender is not found satisfactory, the tender will be cancelled and the Performance Security/Earnest Money forfeited.

xxv. The Tender of tenderer who does not fulfill any of the tender conditions/ qualification criteria are liable to be summarily rejected at the risk and cost of the tenderer only and any further correspondence in this regard will not be entertained.

xxvi. No separate transportation charges/labour charges will be paid for obtaining, delivering and undertaking the work;

B. Bid qualification Criteria.

The tendering agency/firm must fulfill the following qualification/specifications in order to be eligible for evaluation of the Bid:

i. The service providers should have an office in Delhi NCR. The Proof of address should be submitted with bid documents.

ii. The service providers should have their own Bank Account. The bank details are also to be submitted along with bid documents.

iii. The bidder should have had an annual turnover of at least **Rs. 3 Lakhs** only per year in the previous 3 years, excluding the current year. Certified annual turnover statement to this effect from a CA and copies of ITRs of previous 3 years should be submitted with the offer.

iv. The firm shall provide complete address and telephone numbers along with PAN/TAN, GST No, etc. In this regard, certified copy of the registration shall be submitted with the bid documents.

v. The firm/bidders should not have been blacklisted by any Ministry/Department of the Government of India. A Self Declaration in this regard should be submitted with the bid documents.

vi. If it is found that the information/Certificates furnished by the participating firms is incorrect/wrong or bogus, **the firm shall be blacklisted**, its bids will be ignored and EMD/Performance Security Deposit will be forfeited.
vii. The bid document should be filled in neatly and clearly. The Tender Document duly signed by the bidder in all pages thereby conveying his/her acceptance of all the terms and conditions mentioned therein, should be submitted along with the bid document in a sealed cover. Incomplete or conditional tenders will not be entertained.

(S. Ravish Ali)

Under Secretary to the Government of India
Tel. No. 2306-3697
### List of Panasonic Make KTS Telephone Instrument in this Department

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Office</th>
<th>KTS/EPBX Systems</th>
<th>Instruments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>O/o Hon’ble CIM, Udyog Bhawan, New Delhi</td>
<td>01</td>
<td>23</td>
</tr>
<tr>
<td>2</td>
<td>O/o SIPP</td>
<td>01</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>O/o AS&amp;FA</td>
<td>01</td>
<td>07</td>
</tr>
<tr>
<td>4</td>
<td>O/o NIC</td>
<td>01</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>TA (Boiler)</td>
<td>01</td>
<td>03</td>
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<td>6</td>
<td>CCA</td>
<td>01</td>
<td>04</td>
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<tr>
<td>7</td>
<td>O/o JS(RA)</td>
<td>01</td>
<td>06</td>
</tr>
<tr>
<td>8</td>
<td>O/o JS(R)</td>
<td>01</td>
<td>05</td>
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</tbody>
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**Total Cost of AMC of KTS Telephone Instruments (excluding GST)**