Sealed quotations are invited from the firms for Annual Maintenance Contract for Siemens Business Communication Systems installed in DIPP, Udyog Bhawan, New Delhi. The details of schedule of tender are as under:

<table>
<thead>
<tr>
<th>SI. 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>08.12.2017</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 29.12.2017</td>
</tr>
<tr>
<td>3.</td>
<td>Date and time for opening of Tender Document</td>
<td>3.30 P.M. on 29.12.2017</td>
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(S. Ravish Ali)
Under Secretary to the Government of India
Tel. No. 23063697
Subject: Quotation for Annual Maintenance Contract for Siemens Business Communication Systems installed in this Department.

Sealed quotations are invited from the firms for Annual Maintenance Contract for EPABX (Exchange) with around 300 extension lines, 28 digital lines and 14 P&T lines from the Authorized Dealer of Siemens. The details of terms and conditions of the contract is given in 'Annexure-I'. Details of work related to AMC of Siemens Business Communication Systems installed in DIPP are given at 'Annexure-II'.

2. The sealed quotations along with EMD should be submitted in cover super-scribed as "Quotation for Annual Maintenance Contract for Siemens Business Communication 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 29th December, 2017. 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 22nd December, 2017. Bidders are advised to check the above mentioned websites regularly for amendments; if any.

5. Amendment to Bid Documents: The Amendments/Corrigendum if any will be notified on the website of DIPP and CPPP. Bidders are advised to visit both the Websites regularly for updates on this tender.
6. 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 on this Department's Web site and CPPP.
A. TERMS AND CONDITIONS OF CONTRACT

i. The bidders are required to quote comprehensive rates and shall arrange for all material and machines required for execution of the job. The rates quoted should include GST, which should be charged as per the govt. guidelines.

ii. 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;

iii. 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.

iv. 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.

v. 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.

vi. 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.

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

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 alteration 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 rejected;

x. **Earnest Money Deposit:** The Quotations should be accompanied by EMD amounting to **Rs.5,000/- (Rs. Five Thousand Only)** 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 expiry of final bid validity or 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. 20,000/- (Rupees Twenty 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 accomplish the repair work 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 not be 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. **Payment Related:-** All the bills submitted by the successful bidder would accompany with the work vouchers duly signed by the concerned officers/officials. Payments towards service and maintenance charges of Siemens Business Communication Systems in this department would be made on quarterly basis on production of the bills along with satisfactory reports from the concerned users. GST, as per the rules, should be quoted at
the time of Bill Submission. **No advance payments shall be made in any case.**

xxii. 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;

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

xxiv. 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.

xxv. 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 bidder should be either Original Equipment Manufacturer (OEM) or Authorized Service provider. An Authorization letter in this regard must be submitted along with bid documents.

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

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

iv. The bidder should have had an annual turnover of at least **Rs. 1 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.

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

vi. 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.

vii. 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.
viii. A copy of the tender document should be filled in neatly, clearly and duly signed by the bidder in all pages thereby conveying his/her acceptance of the all the terms and conditions mentioned therein, and submit it 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 Siemens Make KTS Systems/Telephone Instrument in this Department

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>QTY</th>
<th>AMC rates excluding GST (in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Siemens Hipath 3750 (14x28x300) With all accessories (excl. batt. &amp; cabling)</td>
<td>01</td>
<td></td>
</tr>
</tbody>
</table>