To
All Intended Persons / Firms.

Subject: Awarding of Annual Maintenance Contract (AMC) of Panasonic-make EPABX (Telephone System) and KTS system functioning in Main Secretariat, Ministry of Information & Broadcasting - regarding.

In continuation of this Ministry's E-tender ID No. 2019_MIB_502428_1 dt. 12.09.19, E-tenders are invited from only Delhi based Agencies/Firms/Individuals for Awarding of Annual Maintenance Contract (AMC) of Panasonic-make EPABX (Telephone System) and KTS system functioning in the Main Secretariat, Ministry of Information & Broadcasting for a period of one (01) year from the date of awarding the contract. This period may be extended/curtailed without assigning any reason or giving prior notice on the basis of quality of service provided by the firm. At present, approximately 220-Intercom Telephone System and 11 KTS (Panasonic make) are functioning in the Ministry of Information & Broadcasting.

2. Brief Description of the Selection Process: The Ministry of Information & Broadcasting will adopt two bids system i.e. Technical Bid and Financial Bid. Financial Bids of only those firms will be considered who will meet the terms and conditions of Technical Bid. The bid shall be accepted in online mode only through Central Public Procurement Portal website at http://eprocure.gov.in/eprocure/app. No other format for submitting the bids shall be accepted. The successful bidder will be required to provide its services immediately after the award of the contract with effect from the date as specified by the Ministry in the award letter.

3. The scanned copy of the demand draft of Rs.5,000/- (Rupees Five Thousand only) as Earnest Money Deposit (EMD) must be uploaded with the bid. The EMD shall be in Indian Rupees (INR) only and shall be in the form of Demand Draft from any of the Nationalized Bank/Scheduled Bank in favour of "Section Officer (Cash), Ministry of Information & Broadcasting (Main Secretariat), Shastri Bhawan, New Delhi". The original hard copy of EMD of Rs.5,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed "Annual Maintenance Contract of Panasonic-make EPABX (Telephone System) and KTS system functioning", on or before the closing date and time of e-submission of online bids to Section Officer (Admin.III), Ministry of Information & Broadcasting, A-Wing, Room No. 548, Shastri Bhawan, New Delhi, failing which the bids will not be considered.

4. The bids shall be received by 11:00 AM on 31st Oct. 2019 in online mode only. Any bids received after prescribed date and time shall not be considered under any circumstances.
5. The terms and conditions are as follows:

   i. The firm should be registered in Delhi/NCR.

   ii. The firm must be having GST registration, TIN/PAN registration and should have filed Income Tax returns for the last three years (Copies of the documents should be attached).

   iii. The firm should have at least 05 (five) years' experience of similar work in the Central Government Ministries/Departments/Attached offices/Autonomous Bodies etc. in Delhi.

   iv. The firm should not have been blacklisted by any Government / Government organization / Public Sector Undertakings / Autonomous bodies / Private Sector organization of repute. A self-attested certificate on the letter head of the firm to this effect should be enclosed with the technical bid.

   v. The Ministry will enjoy all the rights to decide about making any payment towards fault repairing charges/change of parts of the said EPBAX/KTS system, if any (which is not covered under AMC) e.g. physically damaged parts/machines, to the firm during the requirements/essentiality and proper functioning of EPBAX/KTS after necessary modifications.

   vi. The payment towards Comprehensive Annual Service Maintenance Contract (CASMC) charges will be made on half-yearly basis. No advance payment will be made.

   vii. The Contractor should have authorization from Panasonic for EPBAX and KTS System and shall provide genuine components to replace the faulty ones.

   viii. The Contractor will have to ensure proper functioning and maintenance of the EPBAX and KTS systems without failure. Complaints lodged during forenoon shall be attended to at most by the afternoon of same day and complaint lodged in the afternoon shall be attended to at most by the forenoon of next working day failing which a penalty at pro-rata basis will be recovered from AMC charges till the complaint is attended to and the machine is made fully functional.

   ix. The Contractor shall deploy one full time mechanic for attending to the complaints.

   x. The Contractor shall be responsible for payment of wages/settlement of dues with technicians/workers engaged by the firm. The Ministry of Information & Broadcasting shall not be a party to any dispute between the contractor and workers.

   xi. The rates quoted will remain in force during the period of contract as specified by this Department and during the currency of contract no demand for revision of rates on any account whatsoever will be entertained.

   xii. It shall also be the responsibility of the contracting firm to hand over the machines in good working condition at the end of the contract period of this Ministry, failing which the firm shall be liable to pay liquidation damages to the Ministry as determined by the Competent Authority.
xiii. This Ministry may terminate the contract at any time without assigning any reason/notice thereof, if the work of the agency is found to be unsatisfactory and this Ministry will be at liberty to entrust the same to any other firm/agency at the risk and expense of the defaulting company. In this connection, the decision of this Ministry shall be final and binding upon the agency.

xiv. In case more than one bidder quotes L-1 rates resulting in a tie, the lowest bidder will be decided on the basis of technical superiority.

xv. The successful bidders shall have to deposit Rs.10,000/- (Rupees Ten thousand only) as performance security by means of Bank Guarantee from a Nationalized Bank/Scheduled Bank in favour of "Section Officer(Cash), Ministry of Information & Broadcasting (Main Secretariat), Shastri Bhawan, New Delhi ". EMD of the unsuccessful bidders shall be returned after finalization of the contract.

xvi. The tender is initially for a period of one year and may be extended on the same terms and conditions and rates for a further period on year to year basis on satisfactory performance of the firm during Tender period. Maximum two such extensions shall be allowed in this regard.

xvii. Due to unforeseen circumstances, if the last date of submission of bids is declared as holiday, the next working day will be treated as last date.

xviii. Disputes, if any, shall be settled within the jurisdiction of Delhi.

xix. The Ministry of Information & Broadcasting reserves the right to select any tender or reject any or all tenders without assigning any reason whatsoever. It will also not be obligatory on the part of the Ministry to accept the lowest quotation and no explanation shall be given with regard to reason for rejection of quotation of any tender.

xx. The acceptance of the tender must be conveyed through a written confirmation from the contractor mentioning therein that the firm will abide by all the terms and conditions as mentioned above.

(Shailesh Gautam)
Under Secretary to the Govt. of India
Tel: 23384990

Copy to:-
1. All Ministries/Departments of Govt. of India for wider publicity
2. Hindi Unit for Hindi version of Tender Notice

NOTE: The Previous Tender having Tender ID (2019_MIB_502428_1 dt. 12.09.19) has been extended for 15 days due to administrative reasons. However, Bids submitted by the bidders in respect of the previous Tender shall also remain valid and acceptable.
Amendment of Bidding Document

1. At any time prior to the deadline for e-submission of bids, the Ministry may for any reason whether on its own initiative or in response to the classification request by a prospective bidder, modify the bid document.

2. Any amendment in the bidding document at any time prior to the deadline for e-submission of bids will be uploaded as corrigendum on http://eprocure.gov.in/eprocure/app and www.mib.nic.in. Such amendments/modification shall be binding on all prospective bidders.

3. The Ministry at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.

4. The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions contained in the tender document or to reject the tender in whole or in part without giving any notice or assigning any reason.

5. The Ministry of Information & Broadcasting also reserves the right to call for additional information from the Bidders.
Annexure-I

(following documents to be uploaded online in pdf format)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Document</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Scanned copy of EMD</td>
<td>pdf</td>
</tr>
<tr>
<td>2.</td>
<td>Scanned copy of PAN Card and GSTIN No.</td>
<td>pdf</td>
</tr>
<tr>
<td>3.</td>
<td>Scanned copy of Income Tax return filed for last three (03) years</td>
<td>pdf</td>
</tr>
<tr>
<td>4.</td>
<td>Scanned copy of work experience of at-least five (05) years of similar nature in Central Government Ministries/Departments/Attached offices/Autonomous Bodies etc. in Delhi.</td>
<td>Pdf</td>
</tr>
<tr>
<td>5.</td>
<td>Scanned copy of the tender acceptance letter duly signed and sealed by the Agency/Firm as a token of Acceptance of the terms and conditions</td>
<td>pdf</td>
</tr>
<tr>
<td>6.</td>
<td>Scanned copy of the proof of authorization from Panasonic for the EPBAX and KTS system</td>
<td>pdf</td>
</tr>
<tr>
<td>7.</td>
<td>Scanned copy of self-attested certificate on the letter head of the firm undertaking that the firm has not been blacklisted by any Government / Government organization / Public Sector Undertakings / Autonomous bodies / Private Sector organization of repute.</td>
<td>pdf</td>
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</tbody>
</table>
DECLARATION/CERTIFICATION

(to be provided on letter head of the firm)

I/We, hereby declare that neither the Bidder

................................. nor its business has

ever been blacklisted / banned /debarred by any Central Government

Ministry/Department/PSU.

Date :

(Signature of Owner/Proprietor/Authorized

Signatory of Agency/firm with Company Seal)

Place :
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Unit Rate for maintenance inclusive of programming, labour charges, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Panasonic TDA 100 D KTS System with 2 PRI Card, 200 Analog Extension Card and 8 Digital Extension Card</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Panasonic TDA 100 KTS System with 16 Line Trunk Card, 32 Digital Extension</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Panasonic TDA 100 KTS System with 8 Line Trunk Card, 8 Line Digital Extension</td>
<td>02</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Panasonic TES 824 KTS System with 3 Line P&amp;T Card and 8 Line Digital Card</td>
<td>06</td>
<td></td>
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<tr>
<td>5</td>
<td>Panasonic NS 300 KTS System with 6 Line Trunk Card and 10 Line Digital Card</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Wire - 2 pair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Wire - 3 pair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Wire - 4 pair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Wire - 5 pair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Wire - 10 pair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Rozat Box</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Line Cord</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Rate in r/o wire should be quoted for per metre*
Instructions to bidders

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPPP Portal.

More information useful for submitting online bids on the CPPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link “Online bidder Enrolment” on the CPPP Portal which is free of charge.

2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPPP Portal.

4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.

6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPPP Portal.

2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

**PREPARATION OF BIDS**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and
complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The Bidders should take note of the components of the BOQ format wherein quantity mentioned against the Item Description 1 to 5 in the Rate Format are the number of systems installed in the Ministry at present for which maintenance is to be provided and rate for maintenance inclusive of programming, labour charges, etc. is to be quoted. However, quantity mentioned against the Item Description 6 to 10 in the Rate, have been mentioned for bidders to mention their rate per metre. Further, for items mentioned against Serial No. 11 and 12, Bidders should quote per unit rate.

7. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

8. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

10. Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

11. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.

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