

INDIAN COUNCIL OF SOCIAL SCIENCE RESEARCH

(Ministry of Education)

Aruna Asaf Ali Marg,

New Delhi-110067

TENDER NOTICE

Subject: -Tender for Comprehensive Annual Maintenance Contract (AMC) for Siemens EPABX Systems & Telephone instruments/ installed in ICSSR, Aruna Asaf Ali Marg, New Delhi and NASSDOC, 35, Ferozeshah Road, New Delhi - reg.

1. Sealed Tenders/Quotations are invited for Comprehensive Maintenance for EPABX Systems & Telephone Systems from reputed firms, having business in Delhi and sufficient experience for providing service support in the maintenance of EPABX systems, Telephone instrument in the Ministries/Departments/PSUs.
2. All systems are presently in good working condition and under AMC. Interested bidders may visit and inspect the System/ Machine during office hours from Monday to Friday (excluding holidays) at ICSSR, Aruna Asaf Ali Marg, New Delhi and NASSDOC, 35, Ferozeshah Road, New Delhi.
3. Sealed Tenders/Quotations should be submitted in the ICSSR, Aruna Asaf Ali Marg, New Delhi-110067 latest by **21.09.2021 upto 03:00 PM** at the address "The Administrative Officer, ICSSR, Aruna Asaf Ali Marg, J.N.U. Institutional Area, New Delhi-110067". The bids should be submitted in separate envelops in sealed covers containing Technical and Financial bids, which should be placed in another envelop. "Tenders for the AMC of EPABX Systems/ Telephones" should be super-scripted at the main envelop. The Technical bids will be opened at 3.30 PM on the same day. The representatives of the bidders may like to be present, if they so desire.
4. The terms & conditions of the Annual Maintenance Contract for the Siemens EPABX Systems & Telephone instruments are as under: -
 - a) The term 'Comprehensive maintenance' shall include rectification of all hardware and software problems/defects and also include cost all parts/repairs/replacements necessary for proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. It will also include the repair/replacement of telephone instruments & wiring etc.
 - b) The firm must have experience of at least 3 years of doing aforementioned maintenance job in the Government Departments/Ministries/PSUs.
 - c) The Firm/Agency must be authorized from the OEM for the contract period & authorization should be attached with the tender.
 - d) The contract can be terminated by the ICSSR at any time without assigning any reason. If the work of the contractor is found to be unsatisfactory, it would be entrusted to any other party at the risk and expenses of the defaulting contractor. In this connection, decision of the ICSSR shall be final and binding upon the contractor.
 - e) The L-1 will be decided on the basis of overall cost of maintenance of all EPABX & Telephone instruments installed in the ICSSR and NASSDOC. The firm will require to submit financial bid of maintenance of all the EPABX systems & telephone instrument.

- f) The quotation should be accompanied by earnest money of Rs.10,000/- (Ten thousand only) through a demand draft of any scheduled bank in Delhi/New Delhi drawn in favour of ICSSR, New Delhi. The earnest money received from the tenderers will be returned without interest immediately after the process of selecting the award is over.
- g) The successful bidder will have to furnish a Security Deposit amounting to 10 % of the contract value or lump sum amount as fixed by the ICSSR, within 7 days from the date of giving intimation to the firm for acceptance of tender. The Security deposit shall be in the form of Demand Draft/Bank guarantee/Fixed Deposit receipt favouring ICSSR, New Delhi. The Security deposit will be refundable after the expiry of the contract period successfully and to the satisfaction of the competent authority.
- h) The ICSSR has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.
- i) The period of contract will be for ONE year and may be further extended for another year after satisfactory services and mutual consent on the same rates, terms and conditions of the tender notice.
- j) The payment will be made in four equal instalments after successful completion of work on each quarter based on satisfactory performance as assessed by the ICSSR. The final instalment will be paid on the completion of the contract.
- k) The firms black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and it comes to the notice of the ICSSR during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited. If the fact comes to the notice before award of contract, the bid will be rejected outrightly.
- l) If any complaint is not attended within a day, in the case where the replacement of instruments/cable was not required, a penalty of Rs. 100/- (Rupees one hundred only) per day will be charged or part thereof for delay.
- m) Before submitting the bids by the firm, the firm should sign/stamp on each page of the tender documents and also submit the undertaking that I (the firm) have read the terms and conditions of the tender and are acceptable to me/us. An undertaking may also be submitted with the tender that the firm is not black listed by any Ministry/Department of the GOI.
- n) The finalized contract shall be interpreted under Indian Laws. In case of dispute of any kind, the firm shall abide by the decision of the Competent Authority, ICSSR, New Delhi. In case the dispute is required to be referred to arbitration, it shall be referred to sole arbitrator under arbitration and Conciliation Act 1996. The place of settlement of disputes shall be Delhi. In the case of settlement of dispute in the court, it will be in the jurisdiction of courts at Delhi.
- o) The bids must be submitted in the prescribed Proforma. Any changes in the proforma will not be accepted by the ICSSR.
- p) The Competent Authority of ICSSR reserves the right to cancel the entire tender process at any time without assigning reasons.

Administrative Officer
ICSSR

APPLICATION FOR SUBMISSION OF TECHNICAL BID

To

The Administrative Officer
Indian Council of Social Science Research
Aruna Asaf Ali Marg, New Delhi-110067

Subject: - Annual Maintenance Contract (AMC) for EPABX Systems & Telephone instruments/systems etc.

Sir,

In response to your Tender Notice for the above-mentioned contract, I/we, a Private/Public Ltd company /partnership /sole proprietor submit the tender with the following particulars: -

| Sl. No. | Details | | |
|---------|---|-----------|--|
| 1. | Name of the firms | | |
| 2. | Constitution & Nature of firm (copy must be attached) | | |
| 3. | Registered postal address | | |
| 4. | Telephone No. Fax No. Mobile No. | | |
| 5. | Address of Branches, If any | | |
| 6. | PAN No. Service Tax No TIN No. GST No (attached supporting documents) | | |
| 7. | Turnover of previous three years. | 2018-2019 | |
| | | 2019-2020 | |
| | | 2020-2021 | |
| 8. | EMD amount details | | |
| 9. | Present contract/s with the GOI (copy must be enclosed) | | |
| 10. | Experience with the Ministry/Department of the GOI. (Copy must be enclosed) | | |

I have visited the site and inspected all EPABX & telephone system installed at ICSSR, Aruna Asaf Ali Marg, New Delhi-110067 & NASSDOC, 35, Ferozeshah Road, New Delhi-110001. I have also acquired requisite information related to the work, examined the form of contract, nature, quantum of work as per the tender invited by the ICSSR. I have read the terms and conditions of the tender and agree to the same.

Thanking you

Yours faithfully,

Signature & Stamp of the firm
Date (Name)

FINANCIAL BID

Name of the firm:

| S. No. | Specifications | Units | Full comprehensive AMC Charges per unit | Total |
|--------|---|-------|---|-------|
| 1. | <u>INSTALLED AT NASSDOC</u> 35, Ferozeshah Road, New Delhi-110001 Siemens HIPATH 3550 (08x08x36) | 01 | | |
| 2. | <u>INSTALLED IN CHAIRMAN OFFICE</u> ICSSR, Aruna Asaf Ali Marg, New Delhi-110067 Siemens HI PATH 3350 (04x04x08) | 01 | | |
| 3. | <u>INSTALLED IN M.S. OFFICE</u> ICSSR, Aruna Asaf Ali Marg, New Delhi-110067 Siemens HI PATH 3350 (04x04x08) | 01 | | |
| 4. | <u>CHINTAN GUEST HOUSE</u> ICSSR, Aruna Asaf Ali Marg, New Delhi-110067 <u>Siemens HIPATH 3550 (08x08x36)</u> | 01 | | |
| 5. | <u>ICSSR OFFICE BUILDING</u> ICSSR, Aruna Asaf Ali Marg, New Delhi-110067 <u>Siemens HI PATH 3800</u> <u>(08x06x88)</u> | 01 | | |
| 6. | No. of telephone instruments (Beetel/Siemens) | 176 | | |

NOTE: -

1. The L1 to be decided on the basis of overall cost of annual maintenance all EPBAX systems, telephone instruments and wiring etc. The eligible firm must quote rates for all the items.
2. The term 'Comprehensive maintenance' shall include rectification of all hardware and software problems/defects and also include cost all parts/repairs/replacements necessary for proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. It will also include the repair/replacement of telephone instruments & wiring etc.

I have read the all terms and conditions of the tender and agree to the same.

(Signature & stamp of the firm)