

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH
MULTIPLE DISABILITIES (NIEPMD)**

(Dept of Disabilities Affairs, Govt. of India, Ministry of Social Justice & Empowerment)

Muttukadu, East Coast Road, Kovalam (P.O), Chennai-603 112

Tamil Nadu-India. Phone.no: 044 – 27472389, 27472113, 27472046

Ref.No: NIEPMD/ESTATE 6(3)/2017-18

29th August 2017

To,

(Quotations are invited from the Govt. Registered Contractors/Agencies)

TENDER DUE DATE: 29.09.2017(4.30p.m.)

TENDER OPENING DATE: 29.09.2017(5.00p.m.)

Dear Sirs,

QUOTATIONS are invited for “**Annual Maintenance Contract for the EPABX system and associated works**” as per Specification enclosed.

The Quotation should be submitted in SINGLE BID as per Specification and List enclosed.

Terms and conditions governing the contract are as per the details enclosed.

Late / Delayed / Post Tenders: Unsolicited Tender and Post Tender correspondences will not be entertained and may entail in rejection of tender. Tenders submitted in a cover without super scribing Tenders No. / Due date / Opening Date is liable for rejection.

The contractors are requested to submit the quotation for the works and clearly mentioning top of envelop as “**Annual Maintenance Contract for the EPABX system and associated works**” should reach on or before **29th September 2017** NIEPMD by speed post/courier /person-drop the quotation in to the Tender box which is kept in the Main building (3rd floor).

Yours faithfully,

(Dr.Himangshu Das)
Director

Note: please visit website <https://eprocure.gov.in/epublish/app> to get information and submit the Quotation as per the norms.

Bill of Quantity /Schedule “A”

S.No	Particulars	Unit	Quantity	Rate in figures	Amount
1.	Annual comprehensive maintenance of EPABX/Digital key phones/Telephone instrument/net switches in various departments of NIEPMD including providing services of man power as per the inventory, terms and conditions and locations of equipment's(period 1 st December 2017 to 31 st November 2018)	Months	12		

EPABX System-Details

S.no	SIEMENS Make(HiPath 3350)	SIEMENS Make(HiPath 3800)
1.	PSU - 01 No	PSU - 01 No
2.	Control cards - 01 No	Control cards - 01 No
3.	Trunk line - 08 lines	Trunk line - 08 lines
4.	BRI - 02 Lines	-
5.	Digital Lines - 08 lines	Digital Lines - 08 lines
6.	Extensions(Analog)- 72 lines	Extensions(Analog)- 240 lines

Contractor Information:-

1.	Name of the company	
2.	Office Address	
3.	Contact Person Landline No. / Mobile no. Fax no. E-Mail id:	
4.	Statutory Registration:- (enclose copies)	
	i) Contractor Govt Registration No.(CPWD/PWD/Metro Water/BSNL/TNEB)	
	ii) TIN /GST No.	
	iii) PAN No.	
5.	Experience Details	
6.	EPABX-Dealership Details	

**INFORMATION AND INSTRUCTIONS FOR CONTRACTORS FOR TENDERING
FORMING PART OF NIT AND TO BE POSTED ON WEBSITE**

The DIRECTOR, NIEPMD invites tenders from the Govt.Registered Contractors/Agencies through the E-publishing **on Single bid system** for the following work:

S.No.	Particulars	Particulars
1.	NIT No./F.no	NIEPMD/ESTATE 6(3)/2017-18
2.	Name of work & Location	Annual Comprehensive Maintenance Contract-EPABX,NIEPMD,Muttukadu.
3.	Estimated cost put to tender (In Rs.)	Rs.150000/
4.	Earnest money (In Rs.)	Rs.3000/
5.	Period of Completion	12 Months
6.	Last date & time of submission.	4.30pm 29th September 2017
7.	Time & date of opening	5.00pm 29th September 2017

1. Contractors who fulfil the following requirements shall be eligible to apply.

A. The firms will have to fulfil the following eligibility criteria:-

(a) Should have satisfactorily completed works as stated below during the last 5 years ending **31.07.2017**

(i) Three similar completed works for each of value not less than **Rs.1.58 lakhs.**

OR

(ii) Two similar completed works for each of value not less than **Rs.2.38 lakhs.**

OR

(iii) One similar completed work for each of value not less than **Rs.3.17 lakhs.**

Similar work means “**Maintenance of EPABX System, Telephone instruments and Network switches etc...**”.The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion up to the date of receipt of application for tenders. Completion certificates by the officer of the client department of the rank of Estate Engineer/Head of the organization or equivalent shall be enclosed.

The completion certificate must clearly indicate the following:-

- i) The date of completion of work.
- ii) Nature of work
- iii) That the work has been completed satisfactorily.
- iv) Completed value of work.

(b) Shall be an authorized dealer for maintaining any one of the following makes of

EPABX system:-

NEC / PANASONIC / SIEMENS

(Xerox copy of Authorization letter by the respective manufacturer to be enclosed)

2. The intending bidder must read the terms and conditions of carefully.
He should only submit his bid if he considers himself eligible and he is in possession of all the documents required.
3. Information and Instructions for bidders posted on website shall form of bid document.
4. The bid document consisting specifications, the schedule of quantities to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from [website: https://eprocure.gov.in/epublish/app](https://eprocure.gov.in/epublish/app)
5. The department reserves the right to reject any prospective application without Assigning any reason and to restrict the list of qualified contractors to any number deemed suitable by it, if too many bids are received satisfying the laid down criterion.

List of Documents to be enclosed on the submission:

- a. Govt Registered Enlistment copy**
- b. Certificates of Work Experience**
- c . Authorized dealership certificate**
- d. EMD Remittance**

6. The work is estimated to cost **Rs.150000/-**. Estimate, however, is given merely as a rough guide.
7. Intending bidders is eligible to submit the bid provided he has definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority, of having satisfactorily completed similar works of magnitude specified below:- Criteria of eligibility for submission of bid documents.
8. Agreement shall be drawn with the successful bidders on prescribed Form No. CPWD 7/8 (or other Standard Form as mentioned) which is available as a Govt. of India Publications. Bidders shall quote his rates as per various terms and conditions of the said form which will form part of the agreement.
9. The time allowed for carrying out the work will be **12 Months** from the date of start as defined in **Schedule 'A'** or from the first date of handing over of the site, whichever is later, in accordance with the phasing, if any, indicated in the bid documents.
10. The site for the work is available.
11. The bid document consisting of specifications, the schedule of quantities to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents except Standard General Conditions of Contract Form can be seen on website <https://eprocure.gov.in/epublish/app>
12. The bid submitted shall become invalid for the followings
 - (i) The Non-Remittance of EMD as per the NIT.
 - (ii) The bidders does not enclose all the documents as per the NIT
 - (iii) If any discrepancy is noticed between the documents as enclosed at the time of submission of bids and Original copies as submitted physically in the office for further evaluation.

TERMS & CONDITIONS

Name of Work: **S.H: Annual Comprehensive Maintenance of EPABX System / Digital Key Phones / Telephone instruments / Net Switches in Various sections at NIEPMD.**

1. The service contract is for a period 12 (Twelve) Months.
2. The quoted amount for service contract shall include the following
3.
 - a) Providing **One Technician** on all working days.
 - b) Repair and replacement of Spare parts/ Units / instruments as per Inventory of EPABX, telephone instruments and net switches. Enclosed, so that entire system remains operational continuously.
 - c) Replacement of defective Telephone / data socket outlets.
 - d) Replacement of Defective / damaged/ faulty Telephone and data cabling etc.
4. The firm shall employ one qualified Technician and one helper to assist him, who shall be available at the disposal of Estate Engineer on all working days. They shall service every EPABX / Telephone Instruments / Net Switches at least once in a month. The Technicians employed by the firm shall wear specified uniforms and shall also possess one mobile phone for lodging complaints/ contact purpose.
5. Break down calls without limit shall be attended at no extra cost within 24 hours of lodging the complaint. Penalty at Rs.100.00 per day will be levied for each day of delay in attending the complaint. Also pro rata recovery shall be made on AMC rates for the non-working of system during the contract period. If delay in attending complaints is persisted, the entire contract is liable to be terminated.
6. In all cases of replacement, the defective components shall be returned to the department. All replacement of components are to be got approved from the Engineer-in-Charge before replacement.
7. In his own interest, the contractor is requested to inspect the EPABX/Telephone instruments / net switches before quoting the rate for its AMC including attending existing defects if any.
8. The firm shall maintain a service card/log book for each unit and record the service/repair done by them regularly, which is to be got countersigned by the representative of the client department/Estate Engineer and submitted to the Department.
9. All general and special T&P are to be arranged by the contractor at his own cost.
10. The department reserves the right to terminate the contract in case of unsatisfactory services, the decision of the Director shall be final.
11. The department reserves the right to include / exclude any system during the period of contract.
12. If the system is required to be taken to workshop for repairs, the same shall be

transported by the firm at his risk and cost. No transport charges will be paid and standby arrangement to be done.

13. The entire system has to be handed over to the Department in good working condition at the end of the contract period.

General Conditions

1. The quotation duly sealed and superscripted on the envelope with the Reference No and due date should be addressed to the undersigned so as to reach him on or before the due date stipulated above and the unsealed tender will be rejected.
2. The quotation should be valid for 90 days from the due date.
3. The rate to be quoted for the work should be net and inclusive of all necessary tax applicable as per norms of Government.
4. **Third party insurance:** The contractor should insure against his liability for any material or physical damage, loss or injury which may occur to any property, including that of the employer, or to his worker or to any person, including any employee of the employer or the contractor by or arising out of the execution of the works or in the carrying out of the contract. The contractor shall, whenever required has to produce to NIEPMD, the policy or policies of insurance and the receipts for payment of the current premium. If the policy not produced to NIEPMD within “four days from date of receipt of work order” (or) date of start of work whichever is earlier, the Workmen Compensation Policy (sum insured per month, minimum) will be taken by the NIEPMD and the cost incurred will be deducted from the payment bill.
5. **Accident or Injury to Workmen:** NIEPMD shall not be liable for any damage or compensation payable at law in respect or in consequence of any accident or injury to any workmen or other person in the employment of the contractor or sub- contractor. The contractor shall indemnify and keep indemnify NIEPMD against all such damages and compensation, and against all claims, proceedings, cost, charges and expenses whatsoever in respect thereof of in relation thereto. The insurance shall be taken within the quoted tender rate / contract price.
6. If the tenderer is not able to complete the work in time on or before the stipulated date of completion, liquidated damage for delay in completion will be 0.5% of contract value will be deducted as per the norms.
7. **Taxes:** The following taxes shall be deducted from the bills as per GOI norms.

8. The tenderer should enclose copies of statutory registration (i.e.) PAN, TIN, GST and other taxes etc., along with tender.
9. The works shall be carried out as per the direction of Engineer-in-Charge.
10. The lowest bidder who is awarded the work should complete and hand over the works to Engineer-In-Charge within the duration of completion. If the contractor could not able to complete the work in the specified period above, he should give it in writing three days before the date of completion of work, mentioning the reason for delay in completion and asking for extension of time for completion of work, to avoid the liquidated damages for delay in completion.
11. No labour shall be provided to stay inside the campus.
12. All debris obtained from dismantling the existing structure should be removed from site of work before starting of work.
13. When there is difference between the rates in figures and in words, the rate which corresponds to the amounts worked out by the tenderer in words shall be taken as correct. When the amount of an item is not worked out by the tenderer or it does not correspond with rate written either in figure or in words, the rate quoted by the tenderer in words shall be taken as correct.
14. **Security Deposit:**
The successful bidder deposit 5% of the quoted amount as a performance guaranty/ security deposit in favor of Director NIEPMD.
15. All the items as mentioned in the tender shall comply with all statutory regulation, Standards as amended on time to time.
16. **Refunding Security Deposit:**
100% Security Deposits will be refunded after the expiry of the maintenance & Defects Liability Periods. The performance guarantee shall be refunded to the contractor on completion of work and after issue of virtual completion certificate.
17. **No Interest on Deposits / Retention Money:**
Earnest Money / Retention Money will bear no interest whatsoever until the date of their releases.
18. **Arbitration/Disputes:** In the event of any dispute, differences, interpretation or application relating to this agreement arises; the same shall be settled amicably by the parties. In case the dispute or differences could not be settled

amicably, the same shall be referred for adjudication through Arbitration by an appointed by the Director, NIEPMD.

The Arbitration shall be concluded in accordance with the provisions of Arbitration & Conciliation Act, 1996/and revised act or any statutory Modifications or reenactment thereof and the rules made their under and for the time being in force shall apply to the arbitration proceedings. Venue of such arbitration shall be at Chennai in India. The language of arbitration proceedings shall be English. The Arbitrator shall make a reasoned award (the "award"), which shall be final and binding on the parties. The cost of the arbitration shall be shared equally by the parties to the contract. However, expenses incurred by each party in connection with the preparation, presentation etc., shall be borne by each party.

19. Except writing rates and amount, the tenderer should not write any conditions or make any changes, additions, alternations and modifications in the printed form of tenders. Tenderers who are desirous to offer rebate, the same should be brought separately in the covering letter and submitted along with the tender.

20. If any contractor is not successfully discharging their contractual obligations against the order/contract placed on them by NIEPMD within the agreed time limit, (OR) if there is any deficiency in performing such obligations, NIEPMD reserves the right to suspend such Contractor from their participation in future tenders of NIEPMD for a minimum period of one year.

//CONTRACTOR//

DIRECTOR
NIEPMD, MUTTUKADU,
CHENNAI