

F.No.19011/01/2011-Admn.
Government of India
Ministry of Chemicals & Fertilizers
Department of Pharmaceuticals
(Admn.Section)

Shastri Bhawan,
Dr. Rajendra Prasad Road,
New Delhi
Dated:- 15th January,2015

TENDER NOTICE

Subject:- Annual Comprehensive Maintenance Contract in respect of the Key Telephone System installed at Office of Secretary (Pharmaceuticals), Office of Joint Secretary (Pharmaceuticals) and at Udyog Bhawan as well as in Janpath Bhawan in the Department of Pharmaceuticals, Ministry of Chemicals & fertilizers, New Delhi.

Last date of submission of Tender:- 11th February,2015 (from 9.00A.M. to 3.00P.M.)

Date of opening of Tender :- 11th February,2015 (3.30P.M.)

The undersigned is directed to invite quotation/ tenders from registered/ authorized firms/agencies /service providers for Annual Comprehensive Service Maintenance Contract in respect of 1. Key Telephone System installed at:- (a) Office of Secretary (Pharma), Shastri Bhawan. (b) Office of Joint Secretary (Pharma),Shastri Bhawan (c) Office of Economic Advisor(Pharma), Udyog Bhawan (d) Office of DOP at Janpath Bhawan, Janpath 2. Intercom System installed in the Department of Pharmaceuticals in Shastri Bhawan, Janpath Bhawan and Udyog Bhawan.

2. The quotation in a sealed cover marked "AMC of key Telephone System (KTS)" should be submitted in the office of the undersigned at Garrage No.19 (GF), Shastri Bhawan, New Delhi on 11-02-2015 upto 3.00P.M.The quotation will be opened on the same day at 3.30P.M.in Garrage No.19, Shastri Bhawan, New Delhi.

3. The tender/ bid documents may be downloaded from the official website <http://pharmaceuticals.gov.in> The Tenders submitted without EMD shall be liable to be rejected summarily.

4. Earnest money by means of a Demand Draft Pay Order of Rs.10,000/- (Rupees Ten thousand only)may be enclosed with the quotation. It is also clarified that the quotations received without earnest money will be summarily rejected. The pay order/Demand draft may be prepared in the name of Pay & Account Officer, Department of Pharmaceuticals, M/o Chemicals & Fertilizers, 6th floor Janpath Bhawan, New Delhi-110001.

5. The contract shall be on a Comprehensive Maintenance Service Basis and no extra charges for any general wear and tear/ spare parts, etc. shall be made by the Department of Pharmaceuticals. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition.

6. The repair will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have

to be made by the company and in no way the working of KTS shall be held up for want of any standby arrangements.

7. The payment towards Comprehensive Annual Service Maintenance Contract shall be made in four installments each after the successful completion of three months/each quarter on production of satisfactory reports from the concerned users.

8. The firm intending to submit the quotation should be an authorized service provider of the KTS of the make as mentioned in tender notice. The supporting documents should be enclosed with the quotation.

9. The firms are required to furnish details of their standing and goodwill through a certificate/ documentary proof of Ministry/Departments with complete address and telephone number/ Income Tax /ST/CST Number. List of present contract having in Government Department may also be enclosed with the quotation.

10. The firms must have valid TIN/PAN/VAT/Service Tax Nos.

11. The service provider should have a minimum of 3 years' experience in the operational area. Its financial position and standing should be reflected in its turnover.

12. The successful tender will have to deposit a Security-cum- Performance Guarantee of Rs.10,000/-(Rupees Ten thousand only) in the form of Bank Draft/Pay Order/ Banker's cheque or Bank guarantee /Fixed Deposit Receipt from any Nationalized Bank duly pledged in the name of the "Pay and Accounts Officer Ministry of Chemicals & Fertilizers, New Delhi". The security money is returnable on successful completion of the contract period. The security amount will be forfeited in case the services of the contractor are unsatisfactory or in case of violation of any terms and conditions of the contract.

13. No bidder is allowed to withdraw the tender. In case of withdrawal the EMD shall stand forfeited besides action being taken to black list the bidder.

14. This Department/Ministry reserve the right to accept/ reject any or all of the quotations without assigning any reason thereof.

(S.R. Meena)

Under Secretary to the Govt. of India

Copy to :- 1. All Ministries/Departments of the Govt.of India. It is requested that wide publicity of this tender notice may please be given and contractors engaged by them for this job, may be informed to submit their quotations if they are willing and fulfill the conditions.

2. NIC, Shastri Bhawan, with the request to place the aforesaid Notice on the website of the Ministry for wide publicity.

3. Hindi Section for Hindi Version.

4. Director w.r.t. Central Public Procurement Portal.

5. Notice Board of the Department of Pharmaceuticals.

TERMS AND CONDITIONS

1. The successful Agency/Firms will have to provide Comprehensive Service Maintenance Contract in respect of the Key Telephone System and the intercom system installed in the Office.
2. The Agency/Firms shall not appoint any sub-contractor for the work under any circumstances.
3. The Agency/Firms shall ensure that their technicians/workers are polite, courteous, well behaved and honest. The Agency shall be responsible for the conduct/ integrity of persons deputed for Comprehensive Service Maintenance Contract works in the Government premises and will also be responsible for any act of omission or commission on their part. The Agency will vouch for their character and integrity.
4. The Agency/ Firm's technicians/workers shall not indulge in any unlawful activity in the premises and shall have good moral character. The Agency shall be fully responsible for any theft, burglary, fire or any other mischievous deeds/damage done by its technicians/workers.
5. The Agency/Firms shall ensure that its workers do not disturb the employees/ staff of the Department/Ministry or make any sort of noise in the premises or rooms.
6. The Agency/Firms shall strictly abide by all the instructions issued by this Department/Ministry from time to time.
7. The Ministry shall have the right to impose cash penalty on the Agency/ Firm or deduct such amounts as deemed appropriate from its Security Deposit/Quarterly Bills in the event of this Department/Ministry being put to any financial loss directly or indirectly by any act of omission/commission or negligence on the part of the Agency's technicians/workers.
8. Insurance and accident risks of the technicians/workers will be the sole responsibility of the Agency/Firm.
9. The Ministry reserves the right to order any technician/worker of the Agency/Firm to leave its premises if his/her presence at any time is felt to be undesirable.

10. The Agency shall supply and use the parts/materials of the standard/branded types only. The Department/Ministry's decision to accept/reject a particular part/item shall be final and binding on the Agency/Firm. The Agency/Firm shall be responsible to supply/replace any of the required items to the full satisfaction of this Department/Ministry at all times during the validity of the contract.
11. The contract shall be on a **Comprehensive Maintenance Service Basis** and no extra charges for any general wear and tear/spare parts, etc. shall be made by the Department of Pharmaceuticals Ministry of Chemicals & Fertilizers. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition.
12. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of KTS shall be held up for want of any standby arrangements. In case of failure of any such arrangement due to the reasons beyond the control of the Agency/Firm, appropriate penal recovery/deduction will be made from the Security Deposit/quarterly bill submitted by them.
13. The payment towards Annual Comprehensive Service Maintenance Contract shall be made in four installments each after the successful completion of three months/each quarter on production of satisfactory reports from the concerned users.
14. The firm intending to submit the quotation should be an authorized service provider of the KTS of the make as mentioned in tender notice. The supporting documents should be enclosed with the quotation.
15. The contract can be terminated by giving two month's notice in writing by either party.
16. The contract will be valid for a period of 12 months w.e.f. award of the contract. However, the contract can be extended in favour of the Agency by the Ministry on the request of Agency, on the same rates, terms and conditions as in the present contract on the basis of its satisfactory services and in exigency of work. The grant of extension of contract will be at the sole discretion of the Ministry.
17. The Security Deposit-cum- Performance Guarantee of Rs.4000/- (Rupees Four Thousand only) submitted by the contractor through Bank Draft/Pay Order/Banker's Cheque/Bank Guarantee/Fixed Deposit Receipt from any

nationalized Bank only duly pledged in the name of "Pay and Accounts Officer, Department of Pharmaceuticals Ministry of Chemicals and Pharmaceuticals, New Delhi" shall be liable to be forfeited for any deficiency in services, violation of any provision of this Agreement, any damage caused due to omission/commission and/or negligence on the part of the technician's/workers, etc. In case of damage, the Ministry shall have the right to impose such further penalty as deemed appropriate by it.

18. While submitted the tender each and every page of NIT will be signed by the authorized signatory of the Firm/Agency and submitted alongwith the tender.
19. The price quoted will be exclusive of taxes and shall be fixed and final. Taxes, as applicable will be extra, which will not be quoted in the bid.
20. The Courts of Delhi will have jurisdiction over all legal disputed under this Agreement.

Annexure-II

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF THE
KEY TELEPHONIC SYSTEM OF THIS MINISTRY**

TECHNICAL SPECIFICATION OF BID

Name of the Firm/Contractor/Supplier	
Complete Address & Telephone No.	
Name of Proprietor	
Contact No. of Proprietor	
Name and address of places/offices in which the Contractor/Firm has maintenance contract	
Whether the firm is a registered firm Yes/No (attached copy of certificate)	
Service Tax No. (enclose the attested copy of Service Tax Certificate)	
VAT No. (enclose the attested copy of VAT Certificate)	
Whether the firm has enclosed the Bank Draft/Pay Order/Banker's cheque of Rs.10,000/- as Earnest Money Deposit.	
Details of Experience in this field (The service provider should have a minimum 3 years' experience in the operational area.)	(Please attach a separate sheet giving full details in this regard)
Whether the Firm/Agency has signed each and every page of Tender/NIT	
Any other information, of necessary	

COMPREHENSIVE SERVICE MAINTENANCE CONTRACT OF KEY TELEPHONIC SYSTEM IN RESPECT OF DEPARTMENT OF PHARMACEUTICALS

PROFORMA FOR FILLING UP RATES

Sl. No.	Installed at	Rate Quoted for CSMC for One Year (in Rs.)
1.	Three APBX System Shastri Bhawan, Udyog Bhawan and Janpath Bhawan	
2.	One KTS in (Room No:-218-A) O/o Secretary	
3.	Two KTS in O/o JS (Room No:-340 & 208)	
4.	One KTS O/o EA in Udyog Bhawan (Room No:-514-B)	

Note:- The price will be exclusive of taxes and shall be fixed and final. Taxes, as applicable will be extra, which will not be quotes in the bid.

SIGANTURE ON BEHALF OF THE FIRM
(WITH STAMP)

