

F.No. D-25018/9/05-GA/NMCC
Government of India
Ministry of Commerce & Industry,
Department of Industrial Policy & Promotion,
National Manufacturing Competitiveness Council
Vigyan Bhawan Annexe, New Delhi

Dated: 2nd November, 2010

Dear Sir,

Sub: Inviting Quotations for Comprehensive Annual Maintenance Contract of Siemens Key Telephone System in NMCC

The National Manufacturing Competitiveness Council invites sealed rate Quotations for the Comprehensive Annual Maintenance Contract for Siemens Communication System installed in NMCC at Vigyan Bhawan Annexe from the authorized distributor/dealer of M/s Siemens only as per the Terms and Conditions given at 2 below; the system has the following configuration:-

S.No.	Items Description	Qty
1	Siemens Hipath 3550 (12/02/24/20)	One
2	Optipt Adv. + Std	Eleven
3.	Optipt Economy	One
4.	Optipt Entry	Twenty One
5.	Euroset 802	One
6.	UPS (excl. Battery)	One
7.	MDF	One

2. TERMS & CONDITIONS

i. TIMELINE OF CONTRACT

The initial period of contract will be one year from the date of award of contract. The contract can further be extended after the expiry of one year, subject to the satisfactory performance of the firm. The Govt. of India will have the exclusive rights to cancel the contract at any time during contract without assigning any reasons whatsoever and without any compensation to the firm, if the performance of the firm is not found satisfactory.

ii. COMPREHENSIVE MAINTENANCE SERVICE

The contract shall be on a Comprehensive Maintenance service basis and therefore, no extra charges for any spare part etc. will be borne by the Council. The firm shall use standard spare & components. During the contract period it will be the responsibility of the company or firm to keep the equipment in perfect working order including one

preventive maintenance in each quarter. The repair jobs will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any of its components may be required to be taken out for repairs in workshop. In such cases, the standby arrangements are required to be made by the company or firm.

iii. MINIMUM COMPETENCE

The firms should have a minimum of 3 years experience in the operational area. They are required to prove their competence for undertaking the job in question and also furnish their standing and good will through a certificate/documentary proof of Ministries/Government Departments mentioning name, designation and telephone number of the officers of the department where they are presently doing this job or have done this job in the previous three years. The tendering firms should have successfully undertaken similar work at least in three Ministries/Departments.

iv. AUTHORIZATION OF THE FIRM:

The firm intending to submit the quotation should be an authorized distributor/dealer of M/s Siemens. An authorization certificate issued by M/s Siemens should be enclosed with the quotation.

v. RATES QUOTED

The AMC are to be quoted on annual basis and the Tax/VAT etc. are to be given separately.

vi. DECLARATION

The firm should not have been black listed by any of the Govt. Deptt/PSU. A self declaration may be attached with the Quotation.

vii EMD & SECURITY DEPOSIT

The firms are requested to enclose a Demand Draft of Rs. 2,000/- (Rupees Two Thousand only) in favour of DDO, NMCC from a Nationalized Bank as EMD. Any quotation received without earnest money shall be summarily rejected. The earnest money will be returned to unsuccessful tenderers after finalization of the contract and the selected firm to whom the contract will be awarded, has to deposit the bank guarantee for Rs. 5,000/- as security deposit for a period of one year for the duly fulfillment/performance of the terms and conditions of the contract and adjustment of dues against the contractor, if any, The said security deposit will be returned after the successful completion of the contract. The security amount can be forfeited, if the terms and conditions are not fulfilled. No interest on security will be paid.

viii. STATUTORY REQUIREMENTS

The firms are required to furnish their complete address of its registered office, telephone numbers, PAN/TIN numbers, Income Tax returns of the last two years. They should have work permit and should be registered with local authority including sales tax.

A certificate of its compliance with statutory requirements like EPF, ESI etc. for the last 2 years may be furnished along with the quotation. The firm shall also comply with all labour laws in relation to their employees including payment of minimum wages as laid down by any law.

ix. RIGHT TO NEGOTIATE AND BINDING OF THE DECISION

The Council reserves the right to negotiate with the firm who has quoted lowest rates for maximum number of items/systems to be covered under the AMC, as per the quoted price and decision of the Council in this regard will be binding and final.

In the matter of interpretation of any terms and conditions or any dispute arising out of this maintenance contract, the decision of the NMCC will be final and binding.

x. MODE OF PAYMENT:

The payment towards AMC charges would be made in four equal installments at the end of each quarter on satisfactory services. Once the rates are accepted, the same will not be altered during the contract period. Further, no interest shall be paid arising out of any delay in payment. No other charges will be payable like Transportation, fare, etc. for providing the services. The Council may terminate the contract at any time without assigning any reasons.

xi. PENALTY

a. Contractor shall provide name, landline and cell no. of the persons to be contacted for complaints.

b. All minor repairs shall be attended in the first attempt; whereas, major repair/replacement vis-à-vis the likely time taken would be decided mutually by NMCC and the contractor.

c. The technician/engineer, as the case may be, should attend the complaint within 24 hours on working days on receipt of first information. If the firm fails to do so, the firm would be liable to penal charges of ₹ 500/- per day for delay of each day in attending the complaint beyond specified period.

d. In case of repetitive problem in repairing vis-à-vis unsatisfactory maintenance; the NMCC shall, without any option, forfeit the security deposit and cancel the contract.

3. PROCEDURE TO QUOTE

The interested firms may send quotations in a sealed cover superscribed **“Quotation for Comprehensive Annual Maintenance Contract of Siemens Key Telephone System in NMCC”** to the undersigned in **“Room No. 239, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi – 110011”** **on or before 25th November, 2010 by 1530hrs.** The quotation will be opened on the same day at 1600hrs in the same room in presence of their one representative with proper authorization on the letter head.

Place: New Delhi

Date: 2nd November, 2010

(Dr. K. B. Thakur)
Addl. Chief
Tel No: 23022405