

OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA
NEW DELHI – 110124

No. 288 /Welfare_IT / 02/2016-18

Dated: 13/11/2017

To

All Vendors

Subject: Sealed quotations for Comprehensive On-site Annual Maintenance Contract (COAMC) of Unify (Siemens) make EPABX Systems.

Madam/Sir,

Sealed quotations are invited through limited tender enquiry from the eligible vendors for Comprehensive On-site Annual Maintenance Contract (COAMC) of Unify (Siemens) make EPABX Systems Hi-Path 4000 installed in two buildings of this office.

Detail is as under:

S. No.	Make & Model	Installed at
1.	Siemens Hi-Path 4000 EPABX Systems 2005-06	O/o C&AG of India, 9 DDU Marg, New Delhi-110124
2.	Siemens Hi-Path 4000 EPABX Systems 2012-13	O/o C&AG of India, 10 BSZ Marg, New Delhi-110002

Sealed cover with superscript "Quotation for "Comprehensive On-site Annual Maintenance Contract (COAMC) of Unify (Siemens) make EPABX Systems." addressed to Director (P) Office of the Comptroller and Auditor General of India, 9 Deen Dayal Upadhyay Marg, New Delhi-110 124 shall be submitted to Sh. Parvez Hasan, Sr. AO (Welfare-IT) in room no. 305 at 3rd floor of this office in person on or before **8.12.2017 by 3.00 PM** and **bid will be opened on the same day at 4.00 PM**. Necessary terms & conditions of the tender are listed in the Anexures-I (enclosed). A copy of this Tender enquiry is also available in this office website www.cag.gov.in .

Yours truly,

(PARVEZ HASAN)
Sr. Administrative Officer (Welfare_IT)

'Annexure-I'
(Terms & conditions)

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Inadequate or incomplete tenders in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers/vendor will result in rejection of their tenders.
2. The contract shall be purely Comprehensive one, both the Unify (Siemens) EPABX systems and other components of Unify/Siemens make whether consumable or non-consumables at both the locations of this office.
3. OEM/Authorized firms should have their own service centre & setup in Delhi/NCR for the last three years. Certificate of manufacturer or authorized partner of Unify/Siemens shall be submitted.
4. Firm should have Annual Maintenance of Unify/Siemens make EPABX systems in Delhi/NCR, for the last three years, copies of contract thereof may be submitted.
5. Number of Hardware/Software engineers working with contractor's organization as on date and their academic and technical qualifications.
6. The tenderer's/firm must be registered with Delhi/NCR GST/Sales/Service Tax Department for supply/services. Copies of such certification-mentioning registration number etc. shall be furnished alongwith tender/quotation.
7. Copies of the IT returns, wherever is applicable for the last three financial years shall be furnished.
8. The tenderer/firm must submit the copies of TIN/PAN Number etc.
9. An "Earnest Money Deposit (EMD)" to the tune of Rs. 50,000/- (Rupees fifty thousand only) in the form of crossed Demand Draft drawn in favour of **"PAO, (Code No. 005860) O/o C &AG of India** shall be submitted.
10. The successful tenderer hereafter referred to as Contractor, has to furnish 'Bank Guarantee' for an amount equal to 10% of total contract value which will be released on completion of the warranty/support period.
11. In case the tenderer fails to cope up with the workload or does not render satisfactory services during the period of COAMC, the contract awarded to him shall be cancelled without giving any notice or without assigning any reason whatsoever and the Bank Guarantee shall be encashed proportionately or in full and payment due to him, if any, shall be forfeited. In this connection, decision of the Director (P) shall be final and binding on the tenderer.
12. If any defect(s) is (are) noticed or any complaint made by the users during the warranty/support period, the levy of compensation for any dislocation of work due to delayed rectification or any other reason, will be decided by the Director (P) of this office to enforce penalty claim from the contractor.

13. The contractor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government of NCT of Delhi or Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
14. Two well skilled Engineer having sufficient knowledge and experience for maintaining EPABX systems shall be provided on every working day between 9.00 AM to 5.30 PM for the period of "Comprehensive On-site Annual Maintenance Contract (COAMC) on fully disposal of this office. The engineer concerned shall attend and accomplish his job sincerely. Rs. 1000 shall be recovered from the COAMC charges for each absent of engineer. Punctuality of the engineer shall be ensured by the contractor and the same shall be replaced by suitable one at once, if the performance of the Engineer is not found up to the mark for any reason, this may ask for his replacement immediately, Non-replacement of engineer as directed by this office on the grounds of unpunctuality, non-performance, improper attitude, disobedience etc. shall attract the penalty of Rs. 1000 per day.
15. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen/engineer or to other persons inside the office premises while executing the contract and for any damage to the property.
16. If for any reason, the contractor is not able to attend the complaints/problem, the job shall be got done from some other firm or from the open market at the risk and cost of the contractor and the expenditure incurred thereon shall be recovered from the contractor. This may also entail the termination of the contract and encashment of the Bank Guarantee to be furnished by the contractor.
17. The vendor shall not sublet the whole or part of the works, except where otherwise provided in the contract, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he/she shall be responsible for the acts, defaults and neglects of his/her and any of his/her agent's servants or workmen.
18. As the maintenance support/service shall be comprehensive and ONSITE, Resident Engineer shall sort out all problems on-site itself. If it is not possible to solve any problem on the site by Resident Engineer, the contractor shall arrange to deploy competent Engineer (s) to sort out the problem ONSITE immediately. If a particular equipment/item is to be removed from the site, then the contractor shall arrange (i) to deploy his/her labour (s) to shift the item out of this office premises (after getting prior approval of the competent authority) (ii) to provide suitable standby item on turn-key basis i.e. standby equipment/item alongwith consumable and non-consumable spare parts. Even in the case of any item damaged due to electrical fluctuation, fire or for any other reason, contractor shall provide stand-by one immediately until rectification of the defective/damaged item. All materials, stilled/unskilled labours and other services required for rectification of error shall be arranged to be provided by the contractor within this office premises so as to rectify the complaints within this office premises.

19. If at all, any equipment/asset shall require to be moved out of this office premises for rectification of error, then it shall go directly to concerned OEM's premises/Service Centre or contractor's premises only and proper acknowledgement given by OEM for receipt of item of this office and their (rectification) report on the item shall be produced to this office and their (rectification) report on the item shall be produced to this office in original. Safety & security as well as the transportation of equipment/asset to OEM's/contractor's premises and vice versa shall be at the risk and cost of the contractor. Any asset (s) sent to OEM/contractor's premises shall be returned along with detailed rectification report (showing nature of complaint/problem, action taken to rectify the problem, make/model of the parts replaced and notional cost thereof etc.) as soon as possible but not later than a week. Any delay in supply of stand-by item (s) or returning of the rectified Asset (s) along with rectification report shall attract the penalty of Rs. 2000 per item per day or part thereof.
20. As the ONSITE Maintenance Service/support shall be comprehensive one, it shall cover all parts (consumable and non-consumable including inner/outer metal/plastic parts) of equipments covered under COAMC. Parts of systems/equipments which are damaged/non-functional/defective due to fire/flood/natural disaster/earth leakage or for any other reasons shall be replaced by the new parts of the same model & make and the cost of replacement shall be borne by the contractor. In the event of such new part not being compatible with the existing part, such existing part shall also be replaced with the new original part. If a particular item/Asset is irreparable, the irreparable item shall be replaced by new one of the same brand/model or higher and the cost of the new part shall be borne by the contractor. In such case, after rectification/repair/replacement of the said items, shall automatically come under COAMC of the vendor.
21. Maintenance Service shall be comprehensive in nature which shall include preventive, corrective maintenance of the equipments/assets irrespective of make/brand. Both the EPABX systems shall be cleaned and checked thoroughly at least in every two months. Site condition of each a location (s) along with equipment/item shall be thoroughly checked periodically and a report thereon mentioning proper date & time of checking the site and status of equipment/items etc shall be submitted to this wing. The cost of repair/replacement of any damaged item due to electrical problem including earth leakage shall be borne by the contractor only, if the site condition of the particular equipment (s) is not commented in the monthly site-condition report which is due on 10th of every month. Materials/labours required for cleaning and checking of equipment (s) & Site condition shall be brought by the contractor.
22. In case of breach of any terms as mentioned in this contract, the contract shall be terminated by this office without any notice and moreover the contractor shall be liable for black listing in various Departments of Government Sector including Ministries for a period of two (2) years.
23. The contract of the successful vendor shall be continued upto three years without any enforcement in the contract value, if vendor follow all ibid terms & condition and provide satisfactory services.

24. Each page of the Tender documents must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.

(PARVEZ HASAN)
Sr. Administrative Officer (WeI_IT)

