

कार्यालय महानिदेशक,  
अंतर्राष्ट्रीय पर्यावरणीय लेखा परीक्षा एवं  
सतत विकास केंद्र (आईसीईडी),  
आरटीआई कैंपस, एजी कॉलोनी, बजाज  
नगर जयपुर-302015



Office of the Director General,  
International Centre for  
Environment Audit and Sustainable  
Development (iCED),  
RTI Campus, A.G. Colony, Bajaj  
Nagar, Jaipur -302015

**International Centre for Environment Audit and Sustainable development (iCED)**

**Tender Document No. DG/iCED/EDP/2023-24/F-15/01**

**Date: (07/03/2025)**

**Tender Enquiry for Comprehensive Annual Maintenance Contract (CAMC) for Telephone Lines installed at iCED Campus, Jaipur**

**O/o The Director General (iCED)  
SP 6-7 Kant-Kalwar RIICO Industrial Area,  
Jaipur Delhi Highway, Near Achrol, Jaipur  
Tel: 0141-2772000/2009/2012/2013, Fax: 0141-2772011/2030**

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## Section 1: Notice Inviting Tender

iCED, Jaipur, invites tenders from the eligible vendors for Comprehensive Maintenance Contract for its Telephone Lines installed in the office of the Director General at iCED, SP 6-7 Kant-Kalwar, RIICO Industrial Area, Jaipur Delhi Highway, Near Achrol, Jaipur (iCED campus). For the period starting from 01.04.2025 and ending on 31.03.2026.

## Section 2: Instructions to Tenderers.

### 2.1 Basic Instructions

**Name of the Purchaser.** O/o the Director General iCED, SP 6-7 Kant-Kalwar RIICO Industrial Area, Jaipur Delhi Highway, Near Achrol, Jaipur for & on behalf of President of India.

**Tender Enquiry Number.** DG/iCED/EDP/2023-24/F-15/01

**Date for issue of Tender document.** (07/03/2025)

**Place of issue of Tender document.** Tender documents can be downloaded from iCED's website and can be searched at CPPP e-publishing portal.

**Clarifications to the tender documents.** Clarifications required, if any, will have to be addressed in the name of Director General iCED, SP 6-7 Kant-Kalwar RIICO Industrial Area, Jaipur Delhi Highway, Near Achrol, Jaipur, Tel: 0141-2772000/2017/2014, Fax: 0141-2772011/2030, email: [iced@cag.gov.in](mailto:iced@cag.gov.in)

**Date, time and address at which Tenders are to be submitted.** Tenders are required to be submitted on or before (21/03/2025) at 15:00 Hours in the Tender Box maintained in office on 1<sup>st</sup> Floor at O/o the Director General iCED, SP 6-7 Kant-Kalwar RIICO Industrial Area, Jaipur Delhi Highway, Near Achrol, Jaipur.

**Date, time and place of opening of Tenders.** Tenders shall be opened at 15:30 Hours on (21/03/2025) on 1<sup>st</sup> Floor Section in O/o the Director General iCED, SP 6-7 Kant-Kalwar RIICO Industrial Area, Jaipur Delhi Highway, Near Achrol, Jaipur in the presence of trade representatives who wish to attend the bid opening.

### **Mode of Submission of Tender**

Tender are required to be submitted in three separate sealed envelopes, each containing as under:

- i) **First envelope** : **Earnest Money Deposit in prescribed manner.**
- ii) **Second envelope** : **Volume I (Technical bid).**
- iii) **Third envelope** : **Volume II (Financial bid).**

All three sealed envelopes, each one properly superscribed "Earnest Money Deposit Only", "Technical Bid Only" and "Price Bid Only" respectively, shall then be placed under single sealed envelope and dropped in to the tender box kept in the office up to 15:00 hrs. on the last date of receipt of tender i.e. (21/03/2025). The name of work, the name and mailing address of Tenderer and the contents of the envelope shall be clearly mentioned on the sealed outer envelope.

**Date till which the Tender shall be valid:** 30 days from the date of Tender Opening.

**Earnest Money Deposit.** All tenders must be accompanied by an Earnest Money Deposit (EMD) of Rs 5,000/- (Rupees Five Thousand only).

Date of issue of Tender document	07/03/2025
Cost of Tender	Free
Last Date & time for submission of Tender	(21/03/2025) at 15.00 Hours

Due Date & time for Tender Opening (Technical Bid)	<b>(21/03/2025) at 15.30 Hours</b>
Tender to remain valid till	30 days from the date of Tender Opening
Venue and Time of Tender Opening	1st Floor Section O/o the Director General iCED, SP 6-7 Kant-Kalwar RIICO Industrial Area, Jaipur Delhi Highway, Near Achrol, Jaipur
Tender System	Sealed tenders are invited in Two bid system
EMD	Rs.5,000/- (Rupees five Thousand only), in the form of demand draft/ Bank guarantee in favour of PAO, IA&AD, Jaipur payable at Jaipur.

**2.2** The prices quoted should be in Indian Rupees and should include all the charges till the Project Completion date along with applicable taxes and duties. The taxes and duties, if any, shall be indicated clearly in the price bid. The Purchaser does not bind itself to accept claims for extra payment for items not included in the Tender. Any revision to the taxes and duties during the contract period made by Government would be paid at actual by the purchaser, on receiving documentary evidence for such revisions against the information furnished in the Tender.

**2.3** **Tender responses that do not cover all items shall be summarily rejected.**

**2.4** The Tenderer should enclose, documentary evidence in support of their claim that they are **meeting the eligibility requirement** as detailed in the section '3'. All documentation required is to be in English/Hindi Language.

**2.5** The Tender should be complete in all respects and if the Tender is incomplete the offer may be rejected.

**2.6** Bid Security/ Earnest Money Deposit: The bidders must submit the EMD i.e Rs 5,000 (Rupees Five Thousand Only) in the form of demand draft/ Bank guarantee in favour of PAO, IA&AD, Jaipur payable at Jaipur and the bid security is to remain valid for a period of forty-five days beyond the final bid validity period.

*Those who claimed for exemption should submit relevant documents and fill the bid declaration form as per annexure-III.*

**2.7** The Earnest Money deposited by the unsuccessful Tenderer will be refunded without any interest on award of contract to the successful Tenderer. The EMD for the successful Tenderer shall be refunded on submission of Performance Security.

**2.8** EMD of the tenderer would be forfeited if

- The tenderer is not willing to abide by the terms and conditions after submission of tender or make any modifications in the terms and conditions of the tender which are not acceptable to this office.
- The tenderer withdraws the tender before receipt of final acceptance.
- The tenderer fails to furnish Performance Bank Guarantee as indicated in this tender automatically without notice.

**2.9** The tenderer shall abide by the "Schedule of Requirement and terms & conditions" as mentioned in this tender. It must be clearly understood that the prices quoted in the tender includes everything required to be done for the proper completion of the project as per the "Schedule of Requirement and terms & conditions" mentioned in the tender although special mention thereof may have been omitted in the "Schedule of Requirement and terms & conditions".

**2.10** The scope of work indicated in the section “Schedule of Requirement and terms & conditions” refer to the minimum requirements that the Tenderer is required to meet. Tenders in non-compliance of the scope of work indicated in section “Schedule of Requirement and terms & conditions” would be summarily rejected. The tenderer is required to quote for any accessories etc., which are required to effectively deliver the services as required.

**2.11** The Purchaser does not bind itself to recommend for acceptance of the lowest or any tender or to assign any reason for non-acceptance.

**2.12** Offers received through any mode other than specified in the tender document will not be accepted and be rejected without intimation.

**2.13** Only detailed complete offers received prior to closing time and date of the Tenders will be taken as valid.

**2.14 Award of Contract.** First evaluation of technical bids will be done, bidder whose technical bid is not acceptable or fails the evaluation, financial bid of such bidder will not be opened by iCED. iCED if required, may call for additional information from vendors for clarification of claims furnished by vendors before opening of financial bids. Purchaser would award Contract to the lowest bidder, whose bid is **technically acceptable** and meets the eligibility requirement.

**2.15 Performance Security.** Within 10 days of award of contract, the successful tenderer is required to submit a Performance Bank Guarantee as per the Performa attached in **Annexure -IV**, for Three percentage of the contract value towards Performance Security. The Bank Guarantee would be valid for *period of contract + two months* (60 days) from the date of signing of contract.

**2.16** The Purchaser reserves the right to modify the terms and conditions to the Contract, during the Project execution, so as to meet contingency situations, which can arise from time to time. Such modifications would be discussed and agreed upon by the successful Tenderer taking into consideration the cost, time and other implications. After finalization of modification, the Contract Agreement may be suitably amended, if required.

**2.17** The purchaser at his discretion may extend the contract for another one year by giving notice of at least 30 days prior to the expiry of the contract. The prices (exclusive of taxes) shall remain firm and unchanged for the next year of operation. In case of extension of contract for next year, the Performance Bank Guarantee shall be required to be extended accordingly for another one year.

**2.18 Tender documents are non transferable.**

**2.19 The bidders are advised to visit iCED campus and physically ascertain the items to be covered under AMC on any working day by prior intimation between 10:00 AM to 5:00 PM.**

### Section 3. Eligibility Criteria for Tenderers

3.1 The bidder should have the following qualifications for bidding:

- a) Bidder should be **having minimum three-years' experience** and expertise in the relevant Field. Copy (s) of such contract should be submitted by the bidder along with the tender document.
- b) the bidder should have an active GSTIN and be GST Compliant and shall submit a copy of GSTR-9/9C of the previous three financial years.
- c) the bidder should have a service center within the vicinity of Jaipur Municipal Area which would provide the services contracted.
- d) The bidder should not have current or past suspension or disqualification from award or performance of a public contract by any local, state or central agency.

## Section 4. Schedule of Requirement and Conditions of Contract

**4.1 Description of the Work:** Description of the items for AMC is given hereunder. Rates must be quoted in Annexure -II in figure and words in the prescribed format.

Sl. No.	Description of Work
1.	<ul style="list-style-type: none"> <li>• Annual Maintenance Contract for Maintenance of Telephone lines at iCED, Kant Kalwar, Distt. Jaipur about 45 Km far from main Jaipur city i.e. from DP to last internal node.</li> <li>• Operating/handling/maintain including reset &amp; marking of MDF Box, resetting of number plan of the extension etc. of installed EPBAX System (Coral Make-provide by BSNL)</li> <li>• Vendor must bear all costs of repairs pertain to repair/replacement including cables and any spares/parts. Only in cases where new cables to be laid, iCED will bear the cost including labour/spares.</li> <li>• Attending of the Telephone breakdown Complaint as and when required (on call).</li> <li>• Carry out the preventive maintenance at least once in a month during the contract period.</li> </ul>

### 4.2 Scope of Work:

1. Annual Maintenance Contract (AMC) for repair and maintenance of Telephone lines in iCED Campus
2. Operating/handling of EPABX including reset & marking of Telephone cables at Main Distribution Box (MDF) as well as at other locations resetting of number plans of the extensions etc.
3. **Preventive Maintenance service will be undertaken once in a Month (30 days) & breakdown visits as and when required (on call).**
4. Should rectify the major fault with due promptness within 24 hours or as and when required.
5. Any number of Breakdown calls are to be attended for *Maintenance of phone/intercom connections and Lines without* any extra cost.

### 4.3 Contract Period and performance security:

1. The contract period shall start from date of acceptance of work order. The contract is valid for one year from the date of acceptance.
2. iCED may require the successful bidder (the contractor) to execute a contract agreement on Non-Judicial Stamp Paper at his own cost after communicating the acceptance.
3. The contractor will furnish a performance security of Three percentage of contract value in the form of Bank Guarantee or FDR or Demand Draft from the date of commencement of work/contract.
  - a) In the name of A/c payee DD/FDR/BG in favour of “PAO, IA&AD, Jaipur”
  - b) Performance Guarantee will be valid for contract period + two months. In case of extension of contract, the performance security is to be extended accordingly



**4.4 Rates:**

1. The rate should be **Inclusive of all taxes.**
2. Taxes, if any, applicable should be mentioned clearly.
3. The rates should be clearly/legible mentioned in figures as well as in words.

**4.5 Terms of Payment:**

1. The payment will be released on quarterly basis only after every three preventive maintenance visits duly certified by end user of iCED Office.
2. Invoice in two (2) copies duly certified by end-user and/or supporting with Job Sheet for preventive maintenance certified by the end user will be submitted for releasing of payment.
3. Advance payment is not permissible.

**4.6 Penal Provision:**

Amount of penalty should be proportionate to the nature of shutdown. If there is minor breakdown, penalty may be limited but if the whole system gets shutdown, then the amount of penalty should be higher. The contractor shall immediately rectify the same in accordance with the satisfaction of the user, failing which compensation (penalty) of half to five percent of monthly bill or part thereof shall be levied and recovered from the bill for the delay beyond 24 hours till such time of the repair is carried out.

**4.7 Termination:**

iCED, Jaipur will be at liberty to terminate the Contract by giving 15 days' notice in writing in the following events:

- (a) If contractor fails to comply with the provisions of the Contract.
- (b) If the services rendered by AGENCY is unsatisfactory.
- (c) If contractor is involved in any action involving moral turpitude.

**4.8 Force Majeure**

- i) Force majeure clause will mean and be limited to the following in the execution of the contract by the iCED: -
  - a) War/hostilities
  - b) Riot or Civil Commotion
  - c) Earthquake, Flood, tempest, lightning, or other natural physical disaster.
  - d) Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the Contractor.
- ii) The Contractor will advise the iCED in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, iCED reserves the right to cancel the contract without any obligation to compensate the Contractor in any manner for whatsoever reason.

**4.9 Nodal Officer: Director (Administration) iCED** shall officiate as Nodal Officer for dealing all matters relating to this contract.

**4.10 Commencement of the Contract:** The Contractor shall commence the work within 7 days of issue of the contract document. The period of operation of the Contract shall be 12 months from the date of start of contract. The Contract may be renewed for additional period of 12 more months at the option of the Purchaser. Immediately after issuance of the contract, the Contractor

shall designate its representatives, who will work closely with Nodal Officer for the execution of the work. The Contractor's representatives are obliged to work in close coordination with the Nodal Officer and abide by the directives issued to them that are consistent with the terms of the contract. The Contractor's representative shall be responsible for managing the activities of all the personnel engaged for performance under the contract.

#### **4.11 Other Terms & Conditions:**

- i. The rates quoted by the bidders will remain valid for a period of 90 days or till the date of finalization of tender, whichever is later.
- ii. The rates quoted by the selected firm and approved by the iCED shall remain valid throughout the period of contract and requests to increase the rates for any item(s), during the currency of the contract, will not be considered.
- iii. iCED, reserves the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. If the contractor fails to rectify the deficiencies or fails to comply with other directions/instructions of the Institute his contract is liable to be terminated. The Institute further reserves the right to terminate the contract at any point of time.
- iv. The company Engineer/Service Person shall have valid ID card or authorization letter from agency for every preventive maintenance visit every month. They will be subject to security check and to maintain discipline in iCED campus.
- v. Service/Supply should normally be made during the office hours on any working day. The iCED will have the authority to place order for CAMC beyond office hours and on holidays, for which, no additional payment will be made.
- vi. The iCED will have the authority to cancel the CAMC order, if the required, service are not supplied on time.
- vii. The contractor shall not sub-contract the Contract Work in whole or part of the work to third parties for the performance of this Contract.
- viii. The iCED reserves the right to reject any/all offer(s) without assigning any reason thereof. Any enquiry after submission of the tender will not be entertained.
- ix. The firm may visit the iCED Campus at Kant Kalwar to look at the *telephone lines* before submitting the quotation on any working day / hours with prior-intimation and permission of the competent authority of iCED.
- x. The contractor shall be responsible for discharging all tax liabilities to concerned Government Department and for complying with the extant labour laws in respect of the service rendered to iCED.
- xi. The contract may be cancelled at any stage without any compensation for failure to have or maintain in good standing all necessary licenses, permits or other approvals required to transact business in the State of Rajasthan.

**Director (Administration)**

**ANNEXURE- "I"****International Centre for Environment Audit and Sustainable Development  
(iCED) Jaipur****(FORMAT FOR TECHNICAL BID)**

<b>Sl. No.</b>	<b>Required Information</b>	<b>To be filled in by the tenderer (Please provide page number where the document is kept at.)</b>
1	Name and Address of the Agency along with telephone number, fax, mobile and email.	
2	Details of EMD	Amount, Draft No/FD No, Date, Issuing Bank.
3	Date of establishment of the agency (Copy of incorporation certificate.)	
4	PAN No (Copy to be enclosed)	
5	EPF Registration (Copy to be enclosed), if applicable	
6	ESIC Registration (copy to be enclosed), if applicable	
7	GST Registration (Copy to be enclosed)	
8	Current license from labour department (if applicable any copy to be enclosed), if applicable	
9	Name and addresses of two persons (institutions/offices) of standing from where credentials of the agency can be verified.	
10	Have you/your representative physically inspected/surveyed the Institute before submitting the tender.	
11	Details of reputed clients (Minimum Three). Please enclose a copy of work/contract and contact person's contact details.)	
12	Details of Annual Turnover (for last 3 years) with documentary support.	
13.	The location of service Centre in Jaipur of the firm/company from which services would be provided.	
14	Enclose an affidavit certified by the Notary at the location of the Registered office/local office (Jaipur) that the agency has never been blacklisted or punished by any court for any criminal offence/breach of contract and the no police, vigilance enquiry/criminal case is pending.	

**ANNEXURE – “II”****Quotation for ANNUAL MAINTENANCE CONTRACT (AMC) FOR Telephone connections and lines  
(FORMAT FOR FINANCIAL BID)**

<b>Sl. No.</b>	<b>Description</b>	<b>AMC rate in figures for per Year (in Rs.)</b>	<b>AMC rate in words for per Year (in Rs.)</b>
<b>1.</b>	Rate for AMC for Telephone and line maintenance as mentioned in the scope of work		

(PRICE QUOTED SHOULD BE INCLUSIVE OF ALL TAXES WHICH IF ANY BE MENTIONED SEPERATELY)

**(Signature of Owner/Authorized Representative with Seal)**

**Annexure “III”**

**BID SECURITY DECLARATION FORMAT**

**(On Bidders Letter head)**

I / We, the authorized signatory of M/s .....  
participating in the subject tender No. .... for the item / job  
of....., do hereby declare:

(i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the  
subject Tender and no EMD being deposited for the said tender.

(ii) That in the event we withdraw / modify our bid during the period of validity

OR

I/we fail to execute formal contract agreement within the given timeline

OR

I/we fail to submit a Performance Security within the given timeline

OR

I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of  
EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of  
International Centre for Environment Audit and Sustainable Development (iCED), Jaipur for a  
period of Three year from the date of committing such breach.

Signature and Seal of Authorised Signatory of bidder

Name of Authorized Signatory .....

Organisation Name .....

**Annexure "IV"****SUGGESTED BANK GUARANTEE PROFORMA FOR FURNISHING PERFORMANCE SECURITY**

In consideration for the having agreed to exempt.....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement dated.....made between. ....and.... of Performance Security for the due fulfilment of the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of Bank Guarantee for Rs.....(Rupees..... (indicated the name of the Bank) Bank") at the request of.....contractor(s) do hereby undertake to pay to the iCED an amount not exceeding Rs..... against any loss or damage caused to or suffered would be caused to or suffered by the iCED by reason of any breach of the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We.....do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the iCED stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the iCED by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)'s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs....

3. We undertake to pay the iCED any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto liability under this present being absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment thereunder and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We,.....further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the iCED under or by virtue of the said Agreement have been fully paid and its claim satisfied or discharged or till..... that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before the... guarantee thereafter.

5. We,.....further agree with the iCED that the iCED shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the iCED against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the iCED or any indulgence by the iCED to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. Notwithstanding anything contained herein above our liability under the guarantee is restricted to Rs. \_\_\_\_\_ and shall remain in force until \_\_\_\_\_. Unless a claim or suit under this guarantee is

filed with us on or before \_\_\_\_\_. ALL OUR RIGHTS UNDER THE GUARANTEE SHALL BE FORFEITED and the Bank shall be relieved and discharged from all liabilities therein.

7. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

8. We, .....lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

Dated the.....date of.....2025.

for.....  
(indicate the name of Bank)  
Signature.....  
Name of the Officer.....  
(in Block Capitals)  
Designation of  
Code No. ....  
Name of the Bank and Branch.....