

काम(106)/ ई.पी. ए.बी.एक्स/39/12/रा. अ. अ. ब्यूरो
भारत सरकार
गृह मंत्रालय
राष्ट्रीय अपराध अभिलेख ब्यूरो

पुर्वी खण्ड -7 आर. के. पुरम
नई दिल्ली - 110066.
दिनांक : 12.04.2012

**Sub : Comprehensive Annual Maintenance Contract (CAMC) for NEC Digital KTS
installed at NCRB R K Puram.**

Sealed quotations are invited from the reputed/registered firms in two bids i.e. Technical & Financial Bid for Comprehensive repair & Maintenance Contract of NEC Digital KTS as per details mentioned at Annexure "A" for a period of one year.

1. BIDDING PROCEDURE:

- a. Quotations are invited in two Bid systems, (1) Technical and (2) Commercial. Quotations for Technical and Financial bids should be sealed separately and enclosed in single sealed envelope clearly indicating ""QUOTATIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT FOR TELEPHONES"" and addressed to DG, NCRB, East Block-7, R K Puram, New Delhi-66. The financial bid of CAMC should be sealed separately.
- b. Sealed quotations shall be received not later than 15:30 hrs on 27.04.2012. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c. The Technical Bid should consist all the documents as mentioned at sr. no. 2. The financial BID should consist of financial offer. The financial offer of only those firms who qualify in the technical bid will be opened. The rates quoted should be for all inclusive maintenance including genuine spare parts. Interested parties can inspect the sites on any working day.
- d. The quotations received will be opened on next working day at 3.30 PM in the NCRB. The tenderer or his representative may, if they so desire, be present at the time of opening of quotations.

2. Technical bid

The Technical bid should consist of the following documents:

1. Copy of VAT registration certificate
2. Copy of Service Tax registration certificate
3. Copy of PAN card
4. Copies of Experience Letters - The firm should have undertaken this kind of job in at least three Ministries / Departments.

Rates quoted should be **all inclusive** including taxes, maintenance and genuine spare parts cost. Details of taxes - VAT / Service Tax should be mentioned separately. No other charges will be payable like transportation, fare etc. for providing the services

3. Financial BID

The financial BID should consist of financial offer giving details as below:

SR. NO.	DESCRIPTION	QTY	RATE	AMOUNT
01	Annual Maintenance Contract of NEC Aspila EX digital Key Telephone system in the capacity of 20 Trunk Lines 16 Digital Lines 104 Analog lines Operator Console with DSS			
02	Digital Phones	11		
03	Push Button Phones	80		

The financial offer of only those firms who qualify in the technical bid will be opened.

Terms & Conditions:

1. The Comprehensive Maintenance Contract (CMC) shall be operative immediately after award of the contract. The DG, NCRB reserve the right to reject any quotation in whole or in part without assigning any reason thereof.
2. The selected firm will raise the bills on Quarterly basis and the payment shall be released in four quarterly installments.
3. The firm should have undertaken this kind of job in at least three ministries/departments
4. The rates quoted shall remain in force for the full period of contract. No demand for revision of rates on any account whatsoever shall be entertained during the period of the contract.
5. During the validity of the contact, the company will render preventive maintenance services of the equipments at the frequency of at least once in three months. The equipments should be thoroughly cleaned, tested, repaired and kept in working condition all the time. In case the machine is idle for replacement of the parts, the company will replace the parts in reasonable time which in any case will not be more than 48 hours from the registration of complaint otherwise the company will be liable to pay penalty of 500/- per day to the NCRB.
6. Before taking out the equipment / system to Service Station / Workshop for repairs etc., a standby system of same or higher configuration should be installed at the site and necessary permission / Gate Pass should be obtained from NCRB. However, NCRB shall not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
7. The existing numbers of Single Telephone instruments/Plan Phones and KTS exchanges as mentioned above may change during the contract.
8. The Contractor will attend all the calls made from NCRB on all working days. The urgent, immediate and unavoidable calls are to be attended before and after the usual office time and even on holidays. However, the reasonable time would be allowed for the specific jobs on the merits of the jobs. NCRB reserves the right to decide any job as urgent or unavoidable depending upon the nature of the job. Penalty of Rs. 200/- per hour will be imposed if the problem/equipment is not rectified/repaired within four hours of reporting the call.
9. There should not be loose cables hanging boards, naked live cable etc. at system MDF and field MDF.
10. The contractor will not attend to any job directly unless directed/ordered by the DCT Branch/ Authorized person.
11. In case of shifting of telephones from one room to other on account of shifting of officer/rooms or renovations etc., the services should be provided by the contractor without any extra charge for labour etc. except for the cost of cabling on actual basis. The contractor shall provide estimates for the same well in advance.
12. The successful firm has to sign an agreement and would be required to deposit an amount of 5,000/-(Five thousand only) in shape of performance linked irrevocable Bank Guarantee which will be released on the successful completion of the

- contract. However in case the services of the firm are not found satisfactory during CAMC period the Security deposit will be forfeited.
13. The validity of your quotation should remain open for three months after the date of opening the same.
 14. It shall be responsibility of the contractor to hand over the system and its accessories as shown in the CAMC to this Bureau in fully working condition, after the CAMC is over.
 15. The representative of the firm may inspect the Exchange/KTS Systems/Telephone instruments etc on any working day by obtaining appointment from Jt. Asstt. Director (DCT) before they submit their rates for CAMC.
 16. All the tenderer are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending their quotations.

(जे. एन प्रजापति)
सं. सहा. निदेशक(डी.सी.टी.)

TENDER PROFORMA FOR TECHNICAL BID
(For Comprehensive Annual Maintenance and Repair Contract for NEC Digital KTS
installed at NCRB R K Puram, New Delhi)

1. Name of the Bidder :

2. Type of Firm(Proprietary, Pvt. Ltd., PSU, others):

3. Head / Regd. Office address :

- a) Postal
- b) Fax No.
- c) Contact person's Name, Telephone No, e-Mail

3. Office address in NCT of Delhi:

- a) Postal
- b) Fax No.
- c) Contact person's Name, Telephone No, e-Mail

5. Relevant Experience (No. of years)

6. Please enclose copies of:

- a) VAT
- b) PAN/TAN
- c) Service Tax / Sales Tax
- d) Experience letters

7. Enclose Satisfactory service certificates from previous customers.

Copies of similar kind of work performance certificates from at least three [3] Ministries / Departments as clients.

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

Date :

Place :

(Signature of the authorized signatory)

Name :

Office seal