

F. No.10/1/2013-Genl./22
Government of India
Ministry of Commerce & Industry
Directorate General of Foreign Trade
General Section
* * * * *

Udyog Bhawan, New Delhi
Dated the 5th April, 2013.

TENDER NOTICE

Subject: Award of Comprehensive Annual Maintenance Contract of Digital EPABX System (Siemens-Model) of the Directorate General Foreign Trade during the Financial Year 2013-14.

The Directorate General of Foreign Trade invites quotations from interested firms for Comprehensive Annual Maintenance Contract of Digital EPABX System (Siemens-Model) 200 Lines for a period of one year. The quotations in sealed cover superscribed "**Quotation for Comprehensive Annual Maintenance Contract of Digital EPABX System**" containing Technical and Financial bids in separate sealed covers should be addressed to the Foreign Trade Development Officer (General Section) Room No. 202, DGFT, Udyog Bhavan, New Delhi. The last date of receipt of quotation is by **3.00 P.M 3.5.2013**. The quotation should be accompanied with an **EMD of Rs. 10,000/-** (Rupees Ten Thousand Only) drawn in favour of "Accounts Officer, Central Pay & Accounts Office (DGFT), New Delhi without which the quotation will not be considered. The successful bidder will be required to provide a **Security Deposit of 5% value of annual contract** upon award of the contract. The technical bid will be opened on **3rd May, 2013 at 3.30 P.M.** The Financial bids of only those firms which qualify the technical bid shall be opened after 2-3 working days. Those tenderers, who wish to be present, may do so at this office.

2. The prospective bidders are requested to go through the enclosed Terms and Conditions of the contract carefully. **The bid documents (Technical and Financial) are to be submitted as per Annexure I & II.** The quoted rates should be inclusive of all charges except taxes. Incomplete or ambiguous bids without documentary proof will not be considered.



(Harit Kumar Shakya)
Foreign Trade Development Officer
Tele: 23063451

Terms & Conditions

1. The firm should not be having less than three year's experience.
2. The firm should have PAN and Sales Tax/Service Tax Registration (proof in this regard may be attached).
3. The firm should not have been blacklisted by the any government organization during the last three years. A certificate in this regard may be attached.
4. The firms, which is authorized by SIEMENS for providing maintenance services of SIEMEN Make Digital EPABX Systems may submit their quotation. In this connection, authorization letter should be attached.
5. Free service calls by engineer will have to be made during the contract period for any genuine trouble with system every working day. Each visit will be made within two hours of the complaint lodged with the company. In case of emergency, calls will be attended on Saturday, Sunday, Holiday and after office hours also.
6. Arrangement to bring the system or any part or instruments to office for the service purpose will be made by the Contractor if it is found necessary to do so. If any part of the system is not available, the company shall be liable for repair any damages or incidentals arising out of delays in completing the job. A penalty @ Rs. 100/- for any delay in attending the complaint shall be levied for each two hours of lodging of the complaint.
7. The contract will cover free replacement of all consumables, which will be necessary as a result of normal wear and tear during the period of contract.
8. During the contract period, the Directorate will not allow any unauthorized person to handle the system in order to rectify any defect. It is your own interest that no extension be shifted even in your own premises by any unauthorized person.
9. Before, he accepts this contract an agreement of contract will have to be signed by the contractor for the period of contract.
10. The contract can be cancelled or terminated any time without assigning any reason.
11. The contract is not transferable.
12. The rates quoted by the firm shall be valid for a period of one year from the date of award of contract which may be extended for another one year with the consent of both parties.
13. The system will be handed over the Directorate or the successor CMAC firm is good working condition after expiry of the contract.
14. No charges would be paid by the Directorate for shifting of system within the same premises or any other premises in the building.
15. For all legal purposes, the contract will be deemed to have been concluded in New Delhi and the courts at New Delhi will have exclusive jurisdiction in all matter of dispute.
16. The firm will have to deposit an amount of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Bank Draft/FDR payable in favour of "The Accounts Officer, CP&AO(DGFT), New Delhi." Without Bank Draft quotation will not be entertained. The Bank Draft/FDR will be refunded to unsuccessful bidder.
17. The successful bidder will be required to provide a Security Deposit of 5% value of annual contract upon award of the contract.
18. This office reserves the right for cancellation/rejection of any or all quotations without assigning any reason.

PROFORMA FOR TECHNICAL BID

To,

The Deputy Director General of Foreign Trade
Directorate General Of Foreign Trade
Room No-202, Udyog Bhawan
New Delhi-110011

Subject: Award of Comprehensive Annual Maintenance Contract of Digital EPABX System (Siemens-Model) of the Directorate General Foreign Trade during the Financial Year 2013-14.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General Of Foreign Trade letter No. 10/1/2013-Genl dated 5th April, 2013. The information regarding technical details as desired is as per following details:-

1. Name of tendering Company/Firm/Agency : _____
2. Name of Proprietor/Director of Company/Firm Agency. : _____
3. Full Address of Reg. Office : _____
Telephone No : _____
Fax No. : _____
Email Address : _____
4. The details of the PAN, Service tax number and other Statutory Registration.(Copy enclosed) : _____
5. Name of the organizations with similar contract : _____
(Copies of contracts & Satisfactory certificates from concerned Departments/PSUs etc. is to be enclosed)
6. EMD details (Amount, Name of the Bank, Branch: _____
DD date and No. etc.)

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signature)

Name of the bidder:
Complete Address:
Address(Work), If any,
Contact Nos.

PERFORMA FOR FINANCIAL BID

To,

The Deputy Director General of Foreign Trade
Directorate General Of Foreign Trade
Room No-202, Udyog Bhawan
New Delhi-110011

Subject: Award of Comprehensive Annual Maintenance Contract of Digital EPABX System (Siemens-Model) of the Directorate General Foreign Trade during the Financial Year 2013-14.

Sir,

I/we intend to submit the quotation on the subject captioned above and hereby consent to agree/accept all the terms and conditions stipulated in Directorate General Of Foreign Trade letter No. 10/1/2013-Genl dated 5th April, 2013. The information regarding financial details as desired is as per following details:-

| S.N. | Description | Rate |
|------|---|------|
| 1. | Siemens Digital EPABX System for intercom line in DGFT (Hqr.) (200 lines approximately) | |
| 2. | EPABX system Siemens 3550 | |
| 3. | EPABX system Siemens 1150 | |
| 4. | EPABX system Siemens 1120 | |

2. I/we undertake that documents are genuine/authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, though fraudulent means/concealment of information.

(Signature of Authorized Signature)

Name of the bidder:

Complete Address:

Address(Work), If any,

Contact Nos.