

File No. 6/1/2017-Genl./1176
Government of India
Ministry of Commerce & Industry Directorate
General of Foreign Trade
(General Section)

Udyog Bhawan, New Delhi.
Dated: - 24th March, 2017.

E-Tender Notice

Subject:- E-tender for Annual Contract for engagement of two telephone Operators on contract basis to run Digital EPABX System (Make- SIEMENS) in DGFT(Hqrs.), Udyog Bhawan, New Delhi-regarding.

The Directorate General of Foreign Trade invites tender from Delhi NCR based reputed/registered firms for Annual Contract for engagement of two Telephone Operators on contract basis to run Digital EPABX System (SIEMENS Make) for a period of One Year. The Technical and Financial Bids in prescribed format and other required documents as per tender notice should be submitted online on CPP Portal website i.e. <https://eprocure.gov.in/eprocure/app>. Bidders are requested to furnish/upload scanned copies of all necessary documents in pdf.format. EMD of Rs. 20,000/- drawn in favour of "Accounts Officer, Central Pay & Accounts Office (DGFT), New Delhi" should be submitted to General Section, Room No. 202, Udyog Bhawan, New Delhi latest by 3.00 PM on 10.4.2017, failing which the quotation will not be considered. The bidders who are exempted on submission of EMD should also submit their exemption letter in General Section, Room No. 202, Udyog Bhawan, New Delhi latest by 3.00 PM before the last date of submission of bid. The last date of bid submission on 10.4.2017 at 3.00 PM. The technical bids will be opened on 11.4.2017 at 4.00 P.M in Room No. 108, Udyog Bhawan, New Delhi .

2. The prospective bidders are requested to go through the enclosed general and specific terms and conditions of the contract carefully as per annexure I. The bid documents (Technical and Financial) are to be submitted separately as per Annexure II & III. The rates quoted should be inclusive of all charges except taxes. No correction either in the technical or financial bid is permitted. Incomplete, conditional or ambiguous bids will not be considered. The tender can be downloaded from the website i.e. <http://eprocure.gov.in/eprocure/app>.

3. Bidders may also contact toll free No. 180030702232 of Central Public Procurement portal for obtaining guidance to fill online tender.

(Kirti Vardhan)
Deputy Director General of Foreign Trade
Tele: 23063669

Copy to:

1. EDI for placing the above contract on Web site of DGFT,

TERMS & CONDITIONS

1. The Telephone Operators should be graduate and well conversant with the English language and should be fluent both in spoken English and Hindi. They will maintain good behavior while dealing with officers/staff members of this office.
2. The operators should have ample experience in the field of manning telephone exchange of Govt./Semi-Govt. or organizations and should be able to rectify minor fault in the exchange.
3. The contractor will pay the wages and other allowances for engaging operators to run Digital EPABX System (Make-SIEMENS) and in case any of the operator proceeds on leave the contractor will provide his/her substitute immediately.
4. The Contractors, in case, any of the operator misbehaves with any officers/staff members of the Directorate will change the operator immediately.
5. Before, he/she accepts this contract an agreement of contract will have to be signed by the contractor for the period of the contract.
6. The contract can be cancelled or terminated any time by this Directorate without assigning any reason.
7. The contract is not transferable.
8. The rate quoted by the firm shall be valid for a period of one years from the date of award of contract which may be extended for another one year with the consent of both the parties.
9. The Earnest Money will be treated as Security Money and the same shall be valid for a period of 60 days beyond the period of the contract. The Security Money will be forfeited if services are not found satisfactory or if there is any refusal to change the Telephone Operator if so required by this Directorate.
10. The quotations should be accompanied with Attested copies of PAN and Service Tax Numbers of the firm.
11. Preference shall be given to the Micro and Small Enterprises registered with District Industries Centers or Khadi and Village Industries Commission or Khadi Village Industries Board or Coir Board of national Small Industries Corporation or Directorate or handicrafts and Handlooms or any other body specified by Ministry of Micro, Small and Medium Enterprises. The Micro and Small Enterprises quoting price within price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than Micro and Small Enterprises.
12. There will be special provisions for Micro and Small Enterprises owned by Scheduled Castes or Scheduled Tribes. Out of 20% target of annual procurement from Micro and Small enterprises, a sub-target of 20% (i.e. 4% out of 20%) shall be earmarked for procurement from Micro and Small enterprises owned by the Scheduled Caste or the Scheduled Tribe entrepreneurs. Provided that, of failure of such Micro and Small Enterprises to participate in tender process or meet tender requirements an L1 price,4% sub-target for procurement earmarked for Micro and Small Enterprises owned by Scheduled Caste or Scheduled Tribe entrepreneurs shall be met from other Micro and Small Enterprises.

PROFORMA FOR TECHNICAL BID

To,

The Deputy Director General of Foreign Trade
Directorate General Of Foreign Trade
Room No-207, Udyog Bhawan
New Delhi-110011

Subject:- Quotation for Annual Contract for engagement of telephone Operator on contract basis to run Digital EPABX System (Make-SIEMENS) in DGFT, Udyog Bhawan, New Delhi-regarding.

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's letter No. 6/1/2017-Genl./ dated 24.3.2017. 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 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.(Attested Copy) _____
5. Name of the organizations with similar contract: _____
(Copies of contracts & Satisfactory certificates from concerned Departments 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 Authorised 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-207, Udyog Bhawan
 New Delhi-110011

Subject:- Quotation for Annual Contract for engagement of telephone Operator on contract basis to run Digital EPABX System (Make-SIEMENS) in DGFT, Udyog Bhawan, New Delhi -regarding.

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's letter No. 6/1/2017-Genl./ dated 24.3.2017. The information regarding financial details as desired is as per following details:-

Description	Rates per Telephone Operator (Rate may be quoted as per Labour Department. NCT of Delhi with rates of EPF, ESI, Service Tax, Service Charges etc.)
Telephone Operator	

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, through fraudulent means/concealment of information.

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

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