

F.No. 01/02/16/AM16/EDI/Genl./ 449
Government of India
Ministry of Commerce and Industry
Directorate General of Foreign Trade
(General Section)

Udyog Bhawan, New Delhi
Dated: 20 July, 2016

E-Tender Notice
(AMC for Video Conferencing System)

Subject: Annual Maintenance Contract for **Video Conferencing System** in the Office of DGFT (HQ), Udyog Bhawan, New Delhi.

The Directorate General of Foreign Trade (DGFT) Headquarters (Hqrs) invites e-tenders from the reputed and authorized service providers from Delhi and NCR on CPP Portal for Annual Maintenance Contract for **one Multipoint Conferencing of polycom make Bridge of High Definition and 5 numbers of Video Conferencing in the Office of DGFT (Hqrs). The Annual Maintenance Contract will be subject to the terms & conditions as at Annexure-I. The last date** of receipt of quotation is by 3.00 PM on 4th August, 2016. The quotations for Annual Maintenance Contract for **Video Conferencing System** containing technical and financial bids in prescribed format, addressed to the Deputy Director General of Foreign Trade (General Section), Room No. 202, H-Wing, Udyog Bhawan, New Delhi along with other required document as per tender notice should be submitted through CPP portal website i.e. <http://eprocure.gov.in>. Bidders are requested to furnish/upload scanned copies of all documents in pdf. Format **EMD of Rs. 50,000/-** drawn in favour of "Accounts Officer, Central Pay & Accounts Office (DGFT), New Delhi" should be submitted in DGFT, General Section, Room No. 202, H-Wing, Udyog Bhawan, New Delhi by 3:00 P.M. on last date of bid submission without which the quotation will not be considered. The successful bidder will be required to provide a **Security Deposit of Rs. 50,000/-** upon award of the contract. The technical bid will be opened on 4th August, 2016 at **4.00 P.M.**

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 rates quoted should be inclusive of all charges except taxes. No correction either in the technical bid or financial bid is permitted. Incomplete or ambiguous bids without documentary proof will not be considered. The tender document can be downloaded from the website <http://eprocure.gov.in/eprocure/app>.

3. Bidders may also contact toll free No. 18002337315 of Central Public Procurement Portal for obtaining guidance to file online tender.

(Kirti Vardhan)
Dy. Director General of Foreign Trade
Tel. No. 23063669
E-mail: kirti.vardhan@nic.in

1. FTDO (EDI), with the request to place the aforesaid Notice on the website of the DGFT for wider publicity.
2. CPP portal to publish the tender notice.

Terms and conditions of the contract:-

- (i) The successful firm will be required to start working immediately after award of the contract. The DGFT shall, however, have the right to terminate the contract at any time without assigning any reason thereof.
- (ii) The firm shall have to attend all complaints filed electronically or otherwise on receipt of such Information from the users with the prior approval of General Section. The services shall be provided on regular basis during office hours and in case of emergency beyond office hours or on holidays etc.
- (iii) The firm will be required to undertake maintenance of equipments of one number of Multipoint Conferencing Bridge of High Definition and 5 numbers of Video Conferencing End Points Full High Definition for groups at DGFT (HQ.) located at H wing of Udyog Bhavan, New Delhi.
- (iv) The existing numbers of Video Conferencing System mentioned above may change during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted proportionately from the payment due to the contractor.
- (v) The bidder should be OEM or a reputed authorized Dealer/channel Partner of Original Equipment Manufacturer (OEM) -"Polycom" (MAF to be submitted along with the bid)
- (vi) The bidder should have successfully deployed Video Conferencing projects in Ministry or Department/Public Sector company/ autonomous body in the current / last 3 financial years. (Self-attested copies of work orders and their respective satisfactory performance certificates)
- (vii) The Bidder should have direct operational capability (without sub- contracting) at all 4 locations (Delhi, Mumbai, Kolkata, and Chennai) with Branch offices in the locations and registered office in the jurisdiction of NCT of Delhi.
- (viii) Annual turnover should be minimum 5 crore per annum for last three financial years FYs i.e 2012-13, 2013-14 & 2014-15 (P/L Statement/Certificate by Statutory Auditor/Chartered Accountant of the Bidding Company in support of turnover).
- (ix) The Company should have positive net worth during the last 3 financial years.
- (x) The bidder should have Toll-free number and share the same for logging of any Trouble-ticket.
- (xi) The bidder should have at least 5 Polycom certified resource and at least one Polycom Level 3 certified Engineer.
- (xii) The company should be ISO 9001 and ISO 27001 certified.

- (xiii) Payment will be released on Quarterly basis through Electronic Clearing System (ECS).
- (xiv) No increase in amount shall be considered at all during the currency of the AMC and no other charges like transportation fare etc. will be payable.
- (xv) Conditional tender will not be entertained. Similarly, quotations received after stipulated date and time will also not be considered under any circumstances.
- (xvi) The terms "Maintenance" shall include, cleaning, repairing and servicing during the currency of the contract at the exclusive risk, responsibility and the cost of contractor.
- (xvii) They shall be required to inspect all the Video Conferencing System and put these into operation immediately failing which the contract may be cancelled without assigning any reasons and the security money deposited by the contractor shall be forfeited.
- (xviii) For regular and proper maintenance of the Video Conferencing System and for attending to the complaints received from General Section or officers of DGFT, it shall be obligatory on the part of the firm to depute sufficient number of qualified mechanics (minimum two) on all working days from 9.30 AM to 6.00 P.M throughout the currency of the contract. In case of emergency, the complaints would also be required to be attended to on holidays.
- (xix) As far as possible, the repair work shall be carried out on site i.e. in Udyog Bhavan. only such repairs which are not possible to be undertaken on site may be allowed to be done in the workshop of the firm with prior approval. In no case, a Video Conferencing System, or part thereof, shall be taken out of the premises without formal written permission of DGFT. No transportation charges will be paid on his account. The Videoconferencing System or part thereof, taken to the workshop will have to be brought back within two days, failing which the cost of the machine/part will be recovered from the firm and, if considered necessary, the contract will be terminated without further notice.
- (xx) The contractor shall be responsible for smooth and satisfactory working of the Video Conferencing System.
- (xxi) The firms are also required to prove their competence for undertaking the jobs of providing required services and shall, therefore, furnish their standing and goodwill through attested certificate/documentary proof from at least five Ministries/Departments. The firm shall also indicate their registration number, Income Tax Number and PAN Number, EPF & ESIC registration number.
- (xxii) The security deposit shall be in the form of fixed deposit on any of the scheduled bank & pledged in favor of the Accounts Officer, DGFT. The security deposit will be refunded only after the completion of the contract subject to satisfactory service/performance during the period of the contract. The security deposit will be forfeited during the period of contract of the services of the firm are found to be unsatisfactory.
- (xxiii) The rate may be quoted as per Annexure-I, Taxes (VAT, Service Tax) if any, may be specifically and separately indicated in the quotation.
- (xxiv) The firm will depute their engineers having 4-5 years working experience in the field on working days from 9.30 A.M. to 6.00 P.M. The firm is also required to provide with mobile phones to ensure their availability. Amount will be deducted, if any service engineer remains absent/on leave without providing of substitute.
- (xxv) If any Video Conferencing System/ accessory are not repaired within two days, the firm will

provide a stand by Video Conferencing System/accessory. If, however, the firm fails to repair or provide a stand by Video Conferencing System/accessory within 2 days, then a penalty of Rs. 200/-(Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the Video Conferencing System /accessories are repaired.

- (xxvi) It may also be noted that in case of contract or backing out in midstream without any explicit consent of DGFT, the contract will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by DGFT on maintenance of machine for the balance period of contract through alternative means.
- (xxvii) The above act of backing out would automatically debar the firm from any future dealing with DGFT and the EMD amount would also be forfeited.
- (xxviii) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
- (xxix) The contract is not transferable.

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: - Annual Maintenance/Contract for of Video Conferencing System in the Office of DGFT (HQrs).

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. 01/02/16/AM16/EDI/Genl. 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 . (Attached Copy) : _____

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: (DO date and No. etc.) _____

PROFORMA 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- Annual Maintenance/Contract for of Video Conferencing System in the Office of DGFT (HQ).

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 No01/02/16/AM16/EDI/Genl. The information regarding financial details as desired is as per following details:-

Item No.	Model No.	Description	Specification	Qty.	Rate				
					For 1 year	For 2 years	For 3 years	For 4 years	For 5 years
1	2	3	4	5					
1	MCU (RMX 2000)	Multipoint Conferencing Bridge for High Definition	Type : All in one closed Box, Ports 25 IP, Connectivity per Port: up to 2 Mbps on IP	1					
2	End Points (HDX 8000)	Video Conferencing End Point Full High Definition for groups	Type: P to P, Upgradable to : 1+32 Multiparty, Connectivity: 4 Mbps on IP	5					
3.	55" LED TV	-	-	1					

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 Authorized Signature)

Name of the bidder:

Complete Address:

Address (Work), If any,

Contact Nos.