

**CENTRAL COUNCIL'S COMBINED BUILDING COMPLEX  
New Delhi**

**(Ministry of AYUSH, Government of India)  
61-65, Institutional Area, Opp. D-Block, Janakpuri, New Delhi-110058**

**Tender Document**

**For**

**Comprehensive Annual Maintenance Contract (CAMC) for NEC Digital  
SV 9100 along with 1 KVA Online UPS and existing Telephone lines  
(intercom/MTNL).**

### **Notice Inviting Tender**

The E- tenders are hereby invited in two bid system from specialized agency/ authorized distribution/ dealers engaged in undertaking the work of Comprehensive Annual Maintenance Contract (CAMC) for NEC Digital SV 9100 along with 1 KVA Online UPS and existing Telephone lines (intercom/MTNL).

The Details of the Tender document is as follows:-

<b>Description</b>	<b>Details of the tender</b>
Tender Ref No& date	F.No. 3-8/20-21/CC/EPABX BOARD
Estimated Value of the tender	Rs. 2,00,000/-
Earnest Money Deposit	Rs. 5,000/.
Publish date and time	07/01/2021 on 03:00 PM
Documents download start date & Time	07/01/2021 on 03:00 PM
Pre Bid queries by post or email as per format enclosed in tender	13/01/2021 on 03.00 PM
Bid submission start date & time	19/01/2021 on 03.00 PM
Bid submission End date & time	02/02/2021 on 03.00 PM
Technical opening date & time	03/02/2021 on 03.00 PM
Date and Time of Opening Financial Bid.	To be decided later on
Last date and time for Earnest Money Deposit(EMD) of bid submission	On or before 3:00 PM on 02.02.2021
Completion time	One year from date of award of work
Bid validity period	90 days

#### **Important Notes:**

1. CCRH reserves the right to accept/reject any/all tenders in part/full without assigning any Reason thereof.
2. The Tender document shall be available on the Council's website [www.ccrhindia.nic.in](http://www.ccrhindia.nic.in) & CPPP website: <https://eprocure.gov.in/eprocure/app> Interested bidders are advised to regularly visit above sites. In order to update themselves with regard to any change or additional information related to the tender.
3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>

  
7/1/2021  
Assistant Director (Admin)  
CCRH, New Delhi

### Terms and Conditions

1. The tenderers are requested or advised to study the document carefully before submission of bids and must ensure that the conditions laid down for submission of offers detailed below are correctly and completely fulfilled. The E-tendering found to be deficient in any respect shall be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.

2. (i) **EMD of Rs. 5,000/-** in form of Demand Draft drawn Pay order / banker's cheque in the in favour **Director General, Central Council for Research in Homoeopathy** payable at Delhi New Delhi to be deposited (in original) in tender box placed on 4<sup>th</sup> floor of building before bid submission end date.(Scanned copy is to be submitted online).

(ii) As per MSMED Act 2006, firms registered shall be exempted from paying Earnest Money Deposit (EMD) subject to submission of essential documents for the same online as well as in tender box

(iii) DD/Pay order/Banker's Cheque in physical form is to be submitted in sealed envelope super scribed "**Comprehensive Annual Maintenance Contract (CAMC) for NEC Digital SV 9100 along with 1 KVA Online UPS and existing Telephone lines (intercom/MTNL).**at Main Office Building, located at 61-65, Jawahar Lal Nehru Bhartiya Chikitsa Avum Homeopathy Anusandhan Bhawan, Opposite 'D' Block Janak Puri, New Delhi-110058". It is to be dropped in tender box from the date commencement of submission of bids upto end of submission of bid at Central Council for Research in Homoeopathy at 4<sup>th</sup> Floor of the office premises. Non submission of EMD may cause the tender non responsive.

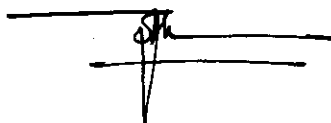
3. Rates quoted should be inclusive of GST. No other charges will be payable like any other form of tax, transportation, fare etc. for providing the services/supply of items.

4. The Technical Bid should consist of all the documents as mentioned in technical bid performa. 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 comprehensive maintenance including supplying and replacing genuine spare parts etc. for EPABX system and 1 KVA online UPS, however for other items rates for supply should be quoted in price bid and will be paid as per actual supply of materials. Interested parties can inspect the sites on any working day i.e. Monday to Friday.

5. Director General, CCRH reserves the right to reject or accept any tender document without assigning any reason.

6. In case of noncompliance of any of the clause/terms, **Director General, Central Council for Research in Homoeopathy** will have the right to impose penalty as deemed fit and may forfeit the security in full or part at his discretion or terminate the contract without any notice. His decision shall be final and binding. The Staff employed by the Contractor will be at their cost and risk.

7. The successful bidder shall have to deposit a performance security amounting to **Rs. 20,000/- (Rupees Twenty thousand only)** in the form of DD/Pay order / banker's cheque. Performance Security can also be submitted in the form of Bank Guarantee in. The Bank guarantee should be honourable in any of the scheduled bank in Delhi. Bank guarantee should for at least 18 months from the date of initial offer for commencement of work. Bank guarantee is liable for verification from the branch where it is honourable. Performance security be payable at NCT Delhi in favour of Director General, Central Council Research in Homeopathy New Delhi. Director General CCRH is Chief Coordinator for the work of coordination cell.



8. Conditional tender will be rejected.

9. The firm should have completed successfully at least three works of this kind in Govt/PSU/Autonomous Departments during last five years. (Enclose completion certificate indicating period of work, amount of work and certificate regarding service during that period.

10. *Definition of Similar work shall mean Comprehensive Annual Maintenance Contract of EPABX System, and existing telephone lines.*

11. In case of noncompliance of any of the clause/terms, **Director General, Central Council for Research in Homoeopathy** will have the right to impose penalty as deemed fit and may forfeit the security in full or part at his discretion or terminate the contract without any notice. His decision shall be final and binding. The Staff employed by the Contractor will be at their cost and risk.

12. The successful bidder will provide a Non-Judicial stamp paper of Rs.100/- for preparing the rate contract agreement.

13. The Contract can be terminated by giving one month's clear notice by the Authority in case the services of the contractor are not found satisfactory and the security may be forfeited.

14. The contract will be for a period of one year from the date of the agreement and the same may be extended for further one year maximum of two instance with or without change in rates/condition etc. acceptable by both the parties i.e., licensor or licensee. Performance security is to be kept live up to 90 days above the scheduled date of completion of agreement. In case, extension terms & conditions performance security will remain as per the original agreement. In case, the contractor closes the canteen at his own with-in the contract period, his security will be forfeited.

15. **Technical bid:** Agency shall submit following scanned, self-attested and duly stamp documents on CPP Portal failing which tender will be rejected.

- i) Copy of GST registration certificate.
- ii) Copy of tender specific authorisation letter from NEC for handling and servicing NEC SV 9100 EPABX system.
- iii) Copy of PAN card.
- iv) Copies of Experience Letters – As per terms and conditions No 13. (Copy of completion certificate showing work completed susses fully.
- v) Copy of complete NIT documents, duly signed and stamped.
- vi) Copy of EMD as per NIT.
- vii) Annexure A duly filled.

**16. Financial BID -**

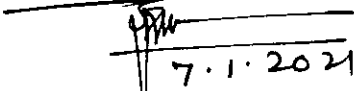
The financial offer of only those firms who qualify in the technical bid will be opened.

**17. Additional terms & Conditions:**

- a) The Comprehensive Annual Maintenance Contract (CAMC) shall be operative immediately after award of the contract for a period of one year. The DG, CCRH reserve the right to reject any quotation in whole or in part without assigning any reason thereof.



- b) The appointed firm will raise the bills on Quarterly basis and the payment shall be released in four quarterly instalments.
- c) The bidder is required to submit authorisation letter from NEC for handling NEC system.
- d) 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.
- e) During the validity of the contract, the company will render preventive maintenance services of the equipment's at the frequency of at least once a month. The equipment's will 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 300/- per day to the CCRH. The vendor is required to perform monthly preventive maintenance of all the equipment's under CAMC. In case, the same is not done then penalty of Rs.5000/- per month will be imposed and the amount will be deducted from CAMC payment.
- f) 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 CCRH. However, CCRH shall not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
- g) The existing numbers of Single Telephone instruments/Plan Phones/MTNL connections and KTS exchanges includes in the contract. However, number of same may change during the contract.
- h) The Contractor will attend to all the calls from CCRH or authorised representative from CCRH 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. CCRH reserves the right to decide any job as urgent or unavoidable depending upon the nature of the job.
- i) There should not be loose cables hanging boards, naked live cable etc. at system MDF and field MDF.
- j) The contractor will not attend to any job directly unless directed/ordered by the Authorized person.
- k) Successful bidder is required to submit performance security of Rs. 20,000/- along with acceptance of award of work which is liable to be forfeited in case of any violation of terms of conditions of contract or any in case at the discretion of competent authority.
- l) A bidder's Bid Security will be forfeited if the bidder withdraws or amends its/his quotation/ tender or impairs or derogates from the tender in any respect within the period of validity of the tender or if the successful bidder fails to furnish the required Performance Security within the specified period.
- m) The contract will be inclusive of all spares in respect of NEC EPABX system and online UPS including consumables and repair of instruments; however rest will be chargeable as per financial bid.

  
7.1.2021  
(H.O. Kaushik)  
Assistant Director (Admin)

**Proforma for Technical Bid**

CAMC for of NEC Digital SV 9100 EPABX System, 1 KVA online UPS and existing telephone lines.

1. Name of the Bidder:
2. 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 Certificate as per NIT  
(Please enclose copy of relevant documents)
6. Please enclose copies of:
  - a) GST Registration
  - b) PAN/TAN Details
7. Address of workshop / service centre (if any)
8. Details of Fixed Deposit / EMD deposited:
10. Copy of tender specific authorisation letter from NEC for handling NEC SV 9100 EPABX system.
11. This is certified that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that this Agency is not blacklisted by any Government Department nor any criminal case is registered/pending against the Agency/firm or in owner partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of the Tender Notice and will be abide by them till the completion of the contract period.

Date:

(Signature and stamp of the firm)



## Proforma for Financial Bid

CAMC of NEC EPABX (SV 9100) and existing telephone lines and rates of relevant material  
during contract period

Sl No.	Particulars	Qty	Unit	Rate (Rs.)	Amount in words
		1	CAMC Charges for NEC EPABX System (SV – 9100) and 1 KVA online UPS (including Spare cost etc.)	12 month	Per month
2	AMC Charges for existing Telephone lines (intercom/MTNL) (Labour only)	12 month	Per month		
3	Supply 1 Pair Telephone cable (unarmoured)	1 meter	Per meter		
4	Supply 2 Pair Telephone cable (unarmoured)	1 meter	Per meter		
5	Supply 5 Pair Telephone cable (unarmoured)	1 meter	Per meter		

Date:

(Signature and stamp of the firm)



**Earnest Money Deposit**

To safeguard the interest of the government each bid will be accompanied by an Earnest Money Deposit. Earnest Money can be deposited along with the technical bid by means of Bank Guarantee/DD drawn in favor of Director General, Central Council for Research in Homeopathy at New Delhi. The earnest money deposited shall have to valid for at least for 90 days. Technical bids not accompanied by earnest money or earnest money in deviation from above shall be summarily rejected. No interest shall be payable by the department for the sum deposited as EMD.

The earnest Money shall be liable for forfeiture in the following events.

- i. If proposal is withdrawn during the validity period or any extension agreement by the bidder thereof.
- ii. If the proposal is varied or modified in a manner not acceptable to the department after opening the proposal during the validity period or any extension thereof.





**Annexure 'D'**

**Bank guarantee format for Performance Guarantee**

(To be stamped in accordance with Stamp Act If any, of the Country of the issuing Bank)

Bank Guarantee No..... Date.....

To \*Purchaser's Name & Address

Dear Sirs,

In consideration of the...\*Purchaser's Name+....(Hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s....\*Contractor's Name+.....with its Registered/Head Office at.....(Hereinafter referred to as the 'Contractor'. Which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Purchaser's Purchase Order No.....dated.....and the same having been acknowledged by the contractor, for.....(Contract sum in figures and words+ for.....\*Name of the work] and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to 10% (\*).....of the said basic value of the aforesaid work under the Purchase Order. We.....[Name & Address of the Bank+ .....having its Head Office at.....(hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Purchaser's on demand any and all monies payable by the Contractor to the extent of.....(\*) as aforesaid at any time up to.....(@).....\*days/month/year+ without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser's on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser's and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser's and further agrees that the guarantees herein contained shall continue to be enforceable till the Purchaser discharges this guarantee or till....\*days/month/year+ whichever is earlier. The Purchaser shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligation under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance of other acts of omission or commission on part of the Purchaser's or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank. The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Purchaser may have in relation to the Contractor's liabilities.



- i) Our liability under this Bank Guarantee shall not exceed Rs.....
- ii) This Bank Guarantee shall be valid up to and including.....
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if Purchaser serve upon Bank a written claim or demand on or before.....@..... Dated this.....Day of.....2020.....at.....

WITNESSES:

Signature..... Signature.....  
 Name..... Name.....  
 Official Address..... Designation.....  
 Official Address..... Designation.....  
 Bank's Common Seal.....  
 Attorney as per Power of Attorney Signature.....  
 Name.....  
 No..... Address.....

