

F. No.E-III-SERCOAMC(EPBX)/1/2023-E-III

Dated:-03.07.2024

TENDER NOTICE

Subject:- Invitation of Tender Document for Annual Maintenance Contract of EPBX System, DP Boxes and In-House Telephone Lines with Cabling of DGCI&S, Kolkata.

For and on behalf of the president of India, the Director General, Directorate General of Commercial Intelligence & Statistics, 565, Anandapur, Sector-i, Plot No. 22, Kolkata-700 107 invites quotation for the task named as "Annual Maintenance Contract of EPBX System, DP Boxes and In-House telephone Lines with cabling of DGCI&S, Kolkata."

Organizations capable and interested, may please submit the quotation separately in sealed envelope through post for **Technical Bid** and **Financial Bid** for this tender. The envelope cover must be written "Tender Document for Annual Maintenance contract of EPBX system, DP Boxes and In-House Telephone Lines with cabling " on the top.

Tender Published Date	05.07.2024
Tender Documents Download Start Date	05.07.2024
Tender Submission Start Date	05.07.2024
Tender Document Download End Date	26.07.2024
Tender Submission End Date	26.07.2024

Earnest Money/(refundable) of Rs.5000/-(Rupees Five Thousand) only in the shape of Demand Draft/ Banker's cheque from any nationalized/Scheduled bank in favour of "Directorate General, DGCI&S, Kolkata" payable at Kolkata shall have to be submitted for the tender in the envelope containing the Technical Bid.

This office reserves all rights to accept or cancel any quotation without showing any reason.


(Ramesh Singh)

Assistant Director and Head of Office

**GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
DIRECTORATE GENERAL OF COMMERCIAL INTELLIGENCE & STATISTICS
565, ANANDAPUR, WARD NO.108, PLOT NO.22
KOLKATA-700 107.**

TENDER DOCUMENT

FOR

**ANNUAL MAINTENANCE CONTRACT OF EPABX SYSTEM,
DP BOXES AND IN-HOUSE TELEPHONE LINES WITH CABLING
OF DGCIS, KOLKATA**

Scope of work

Annual Maintenance service of EPABX system, DP Boxes and in-house telephone line with cabling.

GENERAL TERMS AND CONDITIONS:

1. The contract is regular in nature (annual maintenance) and interested party is requested to go through each and every page of the tender documents before submitting the same. The financial bid(Annexure-II) is required to be submitted on separate envelop in case of open tender, anyhow display of financial bid other than in closed envelope will lead to disqualification of the vendor from the current bid. Technical Bid(Annexure -1) may be submitted in separate envelope with declaration(Annexure-III).
2. It is highly desirable that the vendor may visit this directorate before going for the bidding process in order to understand the scope of the work.
3. The contracting Company/Firm/ Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this directorate.
4. The renderer will be bound by the details furnished by him/her to this Directorate while submitting the tender or at subsequent stage, in case, any of such documents furnished by him/her is found false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.
5. The contract will be awarded on merit basis after examining technical specifications quoted by the agencies, working performance in maintenance of above said work for at least one year in Government Offices and overall examination of tender bid of the Company/ Firm/Agency.
6. Service completion certificate need to be submitted for at least one year.
7. The vendor must have servicing outlet in West Bengal.
8. Non-Blacklisted certificate need to be submitted.
9. The contract can be terminated by this Directorate at any time without assigning any reasons after giving a month's notice and the decision of this Directorate shall be final and binding.
10. The period of contract will be valid for one year which may be extended for further one year with the consent of both the parties.
11. The one year period of servicing will commence from the date of acceptance of contract.
12. No extra payment, whatsoever, on account of natural calamities or otherwise will be made except what is permitted under this contract. It shall be responsibility of the contractor to carry out the work satisfactorily throughout the year.
13. The work is to be carried out in the office premises itself, however, only such work which cannot be done in the office premises will be allowed to be done outside with the written permission of the Head of the Office or any higher officer. No extra payment would be made on this account.

14. The Company/Firm/ Agency shall depute a coordinator who would be responsible for immediate interaction with this Directorate, so that services of the persons deployed by the Company/Firm/Agency could be availed optimally without any disruption.
15. During the course of servicing or repairing this Directorate shall not be liable for any damage or loss direct, indirect or consequential to any person or property/ procurement of the servicing Agency, s a result of operation. Breakdown or accident of this machine or any other circumstances beyond the control of this Directorate.
16. In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/ indiscipline/ incompetence, the successful company/ Firm/Agency will be liable to take appropriate disciplinary action against such person, including their removal from site of work, if required.
17. It will be the responsibility of the service providing Company/Firm/Agency to meet transportation, food, medical and any other requirements in respect of the person deployed in this Directorate and this Directorate will have no liabilities in this regard.
18. The persons deployed by the service providing agency shall neither claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees of this Directorate during the contract period or after expiry of the contract.
19. In case of any dispute i the service contract, the decision of the Head of Department, Directorate General of Commercial Intelligence & Statistics, shall be final and binding on you.
20. The successful Company/ Firm/Agency shall maintain all statutory registers under the law. The agency shall produce the same on demand to the concerned authority of this Directorate or any other authority under the law.
21. Payment terms as follows:
 - (a) No advance payment will be made.
 - (b) The payment shall be made after successful completion and handing over of work in all respect in quarterly basis.
22. The successful Company/Firm/Agency shall also be liable for depositing all taxes, levies, educational Cess, etc. to concerned tax collection authorities from time to time as per extant rules and regulations on account of services rendered by it to this Directorate.
23. Should any statutory levy or tax of any nature, including Service Tax become applicable to this agreement at any time, it is understood and agreed that such incidents will be borne by the Servicing Agency.
24. A Performance security amount of 3% is to be provided by the successful bidder immediately after being awarded the contract in the form of Demand Draft/Pay Order drawn in favour of Director General, DGCI&S, Kolkata payable at Kolkata or Bank Guarantee issued by a reputed Bank or fixed Deposit Receipt (FDR) made in the name of the agency by hypothecated in favour of Director General, DGCI&S, Kolkata valid for 60 days beyond the expiry of period of guarantee period.

25. The Vendor need to provide service per quarter as per maintenance contract and need to attend any number of breakdown call from this Directorate during service period.

INSTRUCTIONS FOR TENDER SUBMISSION:

1. The Bid is to be submitted in the Prescribed Formats(Annexure I, II & III) enclosed to his tender notice along with other documents as asked in tender document. Tenders submitted otherwise would not b considered.
2. Each interested bidder is allowed to submit only a single tender.

ADDITIONAL CONDITIONS/REQUIREMENTS

1. The Tender will be accepted by the Competent Authority in DGCI&S as per the rules/instructions issued by the Government of India from time to time in the matter.
2. The Directorate reserves the right o reject any or all Tenders/extend the date of opening of tender etc. Without assigning any reasons thereof.
3. In addition to its right to determine the contract upon fault of the successful Bidder, the Directorate reserves the right to cancel the contract without assigning any reasons and also reserves the right either to pay or not to pay the successful Bidder for either part of the contract work or whole of the contract work executed, if they are not according to the Directorate's specification and complete satisfaction.
4. Furnishing fake information on all or any requisite documents may lead to rejection of the quotation/application.

LEGAL

1. The successful Company/Firm/Agency shall maintain all statutory register under the Law. The agency shall produce the same on demand to the concerned authority of this Directorate or any other authority under the law.
2. The Tax Deduction at source (TDS) shall be deducted as per the provision of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Directorate.
3. In case of breach of any terms and conditions attached to this contract, this Directorate reserve right to terminate the contract without assigning any reasons.

(ANNEXURE-I)

(TO BE YYPED ON BIDDER'S LETTERHEAD)

SUBMISSIN OF TECHNICAL BID

(Attach Relevant Documents)

1. Name of Bidding Agency:
2. Contract Address:

3. Contract No./Details:
 - (a) Mobile No:
 - (b) E- Mail ID:
4. PAN(Attached attested copy):
5. G.S.T. Registration No.(Attach attested copy):
6. Document supporting servicing outlet
West Bengal (Attach attested copy):
7. Documents supporting one year of working
Experience in Govt. Offices (Attach self attested copy):
8. Non-Blacklisted Certificate(Attach self attested copy):
9. Additional Information, if any

Name of the Authorized Signatory/Bidder_____

Signature of the Authorized signatory/Bidder_____

Date _____

Seal of the Authorized Signatory/Bidder_____

(ANNEXURE-II)

Financial Bid Specifications:

Sl. No.	Particulars	Rate in Rs (a)	GST (%) (b)	Total (a+b)
1	Annual Maintenance contract of EPBX system, DP Boxes and In-House Telephone Lines with Cabling of DGCI&S.			

Enclosures to be submitted with the Bid:

Tender Document, Submission of Technical Bid (Annexure-I,III), Financial Bid (Annexure - II)

Date:

Place:

Signature & Seal of Bidding Agency)

(ANNEXURE-III)

DECLARATION

I,Son/Daughter/Wife of.....
....., Proprietor/ Director/ Authorized signatory of the Company/
Firm/ Agency, mentioned above, is competent to sign this declaration and execute
this tender document.

I have carefully read and understood all the terms and conditions of the tender
and undertake to abide by them.

The information/documents furnished along with the above application are true
and authentic to the best of my knowledge and belief. I/we am/are well aware of the
fact that furnishing of any false information/fabricated document would lead to
rejection of my tender at any stage besides liabilities towards prosecution under
appropriate law.

Name of the Authorized Signatory/Bidder_____

Signature of the Authorized signatory/Bidder_____

Date _____

Seal of the Authorized Signatory/Bidder_____