



NATIONAL DISASTER MANAGEMENT AUTHORITY
Government of India
“NDMA Bhawan”, A-1, Safdarjung Enclave
New Delhi –110 029



No. D- 17015/ 04/2009-C&G

Dated: 18th May, 2010

NOTICE INVITING TENDERS

SUBJECT: ANNUAL MAINTENANCE CONTRACT IN RESPECT OF EPBAX SYSTEM INSTALLED IN NDMA.

SEALED quotations are invited from reputed firms for award of Annual Maintenance Contract for EPBAX SYSTEM AND ALL FIXTURES WORK (INCLUDING ALL TELEPHONE CONNECTIONS) installed at NDMA Bhawan, A-1, Safdarjung Enclave as per details given in Annexure - I.

2. The interested firms having adequate experience of at least 8 years of doing such work in the Govt. Department / Government agencies and who are authorised dealers of SIEMENS may submit their rates in the attached Proforma duly completed and signed. The prospective firms should also furnish a copy of PAN, EPF & ESIC registration number and Services Tax and VAT registration and experience certificate of the requisite years of their working with the Government Department/ Agencies.

3. Rates for each items should be quoted in prescribed Proforma Annexure – I (copy enclosed) in a sealed envelop clearly superscripting “**Quotation for Annual Maintenance Contract for EPBAX SYSTEM**” and should be addressed to the Under Secretary(G), NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi -110029. The quotation should reach NDMA by 3.00 p.m. on or before 26th May, 2010. The quotations received after due date will not be entertained at all.

4. A “ Bank Draft amounting to Rs. 10,000/- (Rupees Ten Thousand only) payable to “ DDO NDMA”, towards earnest money should also be enclosed with the quotation which will be returned to unsuccessful tenderer after finalization of the process. The successful tenderer will have to deposit Performance Guarantee amounting to Rs.15,000/- in the form of Demand Draft/bank guarantee/Fixed Deposit of equivalent amount. Any quotation received without earnest money as stated above, will not be entertained at all. The Rate Contract will remain valid for a period of one year from the date of commencement of rate contract.

5. The terms and conditions of the contract

- (i) Period: The AMC will be awarded for a period of one year. The AMC can be extended for a further period of one year, if required. The successful firm will be required to start working immediately after award and signing of the contract

NDMA shall, however, has the right to terminate the contract at any time without assigning any reason thereof.

- (ii) The firm shall have to attend all complaints on receipt of information from the users directly with the prior approval of G&C Section. The Services shall be provided on regular basis during office hours and in case of emergency beyond office hours.
- (iii) No increase in amount shall be considered at all during the currency of the AMC.
- (iv) The terms "Maintenance" shall include regular cleaning of System, Servicing, repair and/or replacement of parts, components or modules required and which have been caused due to any defects in the equipment.
- (v) The AMC shall also include repair, maintenance and replacement of cables spread in NDMA Bhawan for Telephone & EPBAX lines.
- (vi) They shall be required to inspect the System indicated in the tender notice and take corrective measures to make the system operational after the award of contract.
- (vii) The contactor shall be responsible for the smooth and satisfactory working of the System.
- (viii) The firm during its normal working hours, shall send at regular intervals and as frequently as the Firm thinks necessary, having regard to the age, nature and condition of the System (but not less than 12 times per annum), a technician to systematically inspect, adjust and lubricate the parts of the System to the extent necessary to maintain the System in satisfactory working order. The Firm will supply all parts (made as per standards) necessary for this purpose. The Technical staff will maintain a logbook of the complaints received and rectified.
- (ix) The firm will carry out according to its standards customary annual safety test to examine all safety devices. The firm will not be required to make any other tests. The Firm will neither be required to install new attachments nor to make replacements with parts of a different design to the System whether or not recommended or directed by Insurance Companies, or by Governmental or Non-Governmental authorities.
- (x) Only genuine spare parts of the make and standard of System must be used.
- (xi) The rate may be quoted in the enclosed Performa and any taxes VAT/Service Tax if any may be specifically and separately indicated in the quotation. Rates should be quoted in words and figures.
- (xii) The decision of the Authority would be final in all respect. However, any dispute arising out of the contract would be within the jurisdiction of Delhi High Court. It may be noted that this Authority reserves the right to accept or reject any or all quotation in full or in part without assigning any reason whatsoever and also reserves the right to terminate the contract at any time without assigning any reason.
- (xiii) Any damages caused to the equipment during disconnecting, packing, repair, maintenance and transportation of any part etc. shall be borne by the successful firm. Liability in the event of any mishap will be of the Contractor.
- (xiv) The details regarding brand name, type of EPBAX SYSTEM with year of purchase etc. are attached in Annexure – I.

- (xv) The firm should have adequate experience of at least 8 years of doing such work in the Govt. Department / Government agencies. The firm should have undertaken few AMC of SIEMENS EPBAX SYSTEM of similar models running at present in NDMA. Firms should indicate their works experience, past performances, finance viability etc.
- (xvi) The firms will maintain job-cards in respect of the system which will form a basis for regulating the payment.
- (xvii) A General complaint register be maintained by the technician and submitted to General Section periodically for review by that Section.
- (xviii) The payment will be made on six monthly basis after completion of the six months. No charges will be admissible during the period when the equipments remain non-functional for reasons attributable to the contract.
- (xix) The machines are normally required to be repaired on site. In exceptional cases when the machine cannot be repaired in the office premises and is required to be taken to the workshop, the Authority will not make any payment towards cartage and the expense for the to and fro transportation of the machines shall be borne by your firm. In case the machine is not repaired within 02 working days, standby machine will be provided by you
- (xx) The Performance guarantee is refundable after the successful completion of the contract and the same will be forfeited if during the contract period, the services of your firm are found to be unsatisfactory in any respect or in the event of any breach of contract terms and conditions.
- (xxi) The contract may be terminated by this Authority at any time without assigning any reasons therefor. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of defaulting firm. In this regard, the Authority's decision will be final and binding.

6. The sealed quotations may be forwarded to the undersigned by 26th May, 2010 upto 3.00 PM which will be opened in the room of undersigned at 3.30 PM on the same day.

Yours faithfully,

(S.K.Prasad)
Under Secretary(G)
Tel. No. 26701885

ANNEXURE - I**PROFORMA FOR QUOTING RATES****DETAILS OF EPBAX SYSTEM INSTALLED IN NDMA**

Sl. No.	Equipment	Date of purchase	Quantity	Rates (IN WORDS & FIGURES)
1.	Siemens Hipath 3800 (01 PRI X 16 X 72 X 128) INCLUDING All Accessories, cabling etc. (Telephone Instruments) installed in NDMA Including Addons (Excl.Batt.)	17.10.2008	As per detail enclosed.	
	TOTAL			

LIST OF ADDONS

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|-----------------------------------|---------|
| 1. Beetal Telephone Instruments | 10 Nos. |
| 2. 24 Line Analog Extension Cord. | 1 No. |
| 3. Telephone Instrument (DB 9600) | 10 Nos. |
| 4. Open Stage Key Module | 1 No. |
| 5. Panasonic Cordless | 2 Nos. |
| 6. Call Belling Software | 1 No. |
| 7. 24 line Cord | 1 No. |
| 8. Open Stage 40 T | 2 Nos. |
| 9. Key Module | 2 Nos. |
| 10. Tele Twin with Speaker | 1 set |