

कॉम(106)/ई.पी.ए.बी.एक्स.-मपुर/135/17/एन.सी.आर.बी.

भारत सरकार  
गृह मंत्रालय  
राष्ट्रीय अपराध अभिलेख ब्यूरो

राष्ट्रीय राजमार्ग – 8, महिपालपुर,  
नई दिल्ली – 110037.  
दिनांकित: 08, जून, 2018.

**Sub: Comprehensive Annual Maintenance Contract (CAMC) for NEC Digital KTS EPABX system installed at NCRB, Mahipalpur.**

Sealed quotations are invited from the reputed/registered firms in two bids i.e. Technical & Financial Bid for Comprehensive repair & Maintenance Contract of NEC Digital KTS as per details mentioned at Annexure "A" for a period of one year.

**1. BIDDING PROCEDURE:**

- a. Quotations are invited in two Bid systems, (1) Technical and (2) Commercial. Quotations for Technical and Financial bids should be sealed separately and enclosed in single sealed envelope clearly indicating "QUOTATIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT FOR EPABX & TELEPHONES" and addressed to Director, NCRB, NH-8, Mahipalpur, New Delhi - 110037. The financial bid of CAMC should be sealed separately.
- b. Sealed quotations shall be received not later than 04:00 PM on 21- June, 2018. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c. The duly filled bids should be, enclosed in a common cover along with EMD (refundable) either by Bank Draft or Pay Order in the name of the AO, PAO, DCPW payable at New Delhi of Rs.15,000/- (Rupees Fifteen Thousand only). Technical bid without EMD will be summarily rejected
- d. The Technical Bid should consist of all the documents as mentioned at sr. no. 2. 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 inclusive maintenance including genuine spare parts, telephone wires. Interested parties can inspect the sites on any working day.
- e. Director, NCRB reserves the right to reject or accept any tender document without assigning any reason.

## 2. Technical bid

The Technical bid should consist of the following documents:

1. Copy of GST registration certificate
2. Copy of PAN card
3. Copies of Experience Letters – The firm should have undertaken this kind of job in at least five Ministries / Departments.
4. Authorization letter from NEC for handling NEC Aspila EX system.

Rates quoted should be **all inclusive** including taxes, maintenance and genuine spare parts cost. Details of taxes (GST) should be mentioned separately. No other charges will be payable like transportation, fare etc. for providing the services

## 3. Financial BID

The financial BID should consist of financial offer giving details as below:

SR. NO.	DESCRIPTION	QTY	RATE	AMOUNT
01	Annual Maintenance Contract of NEC Aspila SV-8100 EPABX Digital Key Telephone system in the capacity of:	1		
02	MTNL PRI Line (01) 30 Channel	1		
03	Trunk Lines	10		
04	Digital Lines	32		
05	Analog lines	350		
06	Operator Console with DSS	1		

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

**Important Terms & Conditions:**

1. The Comprehensive Annual Maintenance Contract (CAMC) shall be operative immediately after award of the contract. The Director, NCRB reserve the right to reject any quotation in whole or in part without assigning any reason thereof.
2. The selected firm will raise the bills on Quarterly basis and the payment shall be released in four quarterly installments.
3. The firm should have undertaken this kind of job in at least five ministries/ departments
4. The bidder is required to submit authorisation letter from NEC for handling NEC Aspila EX system.
5. 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.
6. During the validity of the contract, the company will render preventive maintenance services of the equipments at the frequency of at least once in three months. The equipments 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 500/- per day to the NCRB. The vendor is required to perform quarterly preventive maintenance of all the equipments under CAMC. In case, the same is not done then penalty of Rs.3000/- per quarter will be imposed and the amount will be deducted from CAMC payment.
7. 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 NCRB. However, NCRB shall not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
8. The existing numbers of Single Telephone instruments/Plan Phones and KTS exchanges as mentioned above may change during the contract.
9. The Contractor will attend to all the calls from NCRB 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. NCRB reserves the right to decide any job as urgent or unavoidable depending upon the nature of the job.
10. There should not be loose cables hanging boards, naked live cable etc. at system MDF and field MDF.

11. The contractor will not attend to any job directly unless directed/ordered by the DCT Branch/Authorized person.
12. The contract will be inclusive of all spares including CPU Card, Crown change, faulty wire change, Rozzet Box, KTS repair, PBT replacement, telephone cables and consumables. All spares and consumables to be replaced / supplied should be OEM spares and must be procured from the Authorized distributors / manufacturer failing which contract is liable to be terminated.
13. In case of shifting of MDF/telephones from one place to another the required telephone cables, MDF and other equipment/fittings and services should be provided and installed by the contractor without any extra charge.
14. The successful firm would be required to deposit an amount of 10,000/- (Ten thousand only) in shape of Fixed Deposit with any of the scheduled Bank pledged in the name of the "Pay & Accounts Officer, DCPW, New Delhi" which will be released on the successful completion of the contract. However in case the services of the firm are not found satisfactory during CAMC period the Security deposit will be forfeited.
15. The validity of your quotation should remain open for three months after the date of opening the same.
16. It shall be responsibility of the contractor to hand over the system and its accessories as shown in the CAMC to this Bureau in fully working condition, after the CAMC is over.
17. The representative of the firm may inspect the Exchange/KTS Systems/Telephone instruments on any working day by obtaining appointment from Jt. Asstt. Director (DCT) before they submit their rates for CAMC.
18. Depending on satisfactory services, the contract may be extended on the same terms & conditions.
19. All the tenderer are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending their quotations.

**TENDER PROFORMA FOR TECHNICAL BID**  
**(For Comprehensive Annual Maintenance and Repair Contract for NEC Aspila SV-8100**  
**installed at NCRB, NH-8, Mahipalpur, New Delhi - 110037)**

- 1. Name of the Bidder:**
- 2. Type of Firm(Proprietary, Pvt. Ltd., PSU, others):**
- 3. Head / Regd. Office address:**
  - a. Postal
  - b. Fax No.
  - c. Contact person's Name, Telephone No, e-Mail
- 4. Office address in NCT of Delhi:**
  - a. Postal
  - b. Fax No.
  - c. Contact person's Name, Telephone No, e-Mail
- 5. Relevant Experience (No. of years)**
- 6. Please enclose copies of:**
  - a. PAN/TAN
  - b. GST
  - c. Copies of Experience Letters
  - d. Authorization letter from NEC for handling NEC Aspila EX system.
- 7. Address of workshop / service centre (if any)**
- 8. Details of Fixed Deposit / EMD deposited:**
- 9. Enclose satisfactory service certificates from previous customers**

Copies of similar kind of work performance certificates from at least five [5] Ministries / Departments as clients.

**I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.**

Date :

Place :

(Signature of the authorized signatory)

Name

Office seal.