

Tender No- HITES/IT/2016-17/036

Dated :- 15<sup>th</sup> March'2017**Sub: Comprehensive Annual Maintenance Contract (CAMC) for EPABX System & Accessories installed at HITES NOIDA.**

Sealed quotations are invited from the reputed/registered firms in two bids i.e. Technical & Financial Bid for Comprehensive repair & Maintenance Contract of "MATRIX" -Eternity,ME-16 S, 300 LINES EPABX SYSTEM as per details mentioned at Annexure "A" for a period of **THREE** years.

**1. BIDDING PROCEDURE:**

a. Quotations are invited in two Bid systems,

(1) Technical

(2) Commercial.

Quotations for Technical and Financial bids along with EMD ( In form of DD) should be sealed separately and enclosed in single sealed envelope clearly indicating "QUOTATIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT FOR EPABX" and addressed to

**DGM-IT, HITES NOIDA ,****B-14A, Sector 62 NOIDA -201307 (UP)**

| <b>Sl</b> | <b>Event Name</b>   | <b>Date &amp; Time</b>                  |
|-----------|---|---|
| <b>1</b>  | <b>Closing Date &amp; Time of Receipt of Bids</b>   | <b>30<sup>th</sup> Mar'17; 1530 hrs</b> |
| <b>2</b>  | <b>EMD ( Rs.1,000/-) in favor of HLL Infratech Services Limited, Payable @Noida/ NewDelhi</b> | <b>30<sup>th</sup> Mar'17; 1530 hrs</b> |
| <b>3</b>  | <b>Tender Opening</b>   | <b>30<sup>th</sup> Mar'17; 1600 hrs</b> |

**No Bids will be accepted after this date & time under any circumstances.**

- b. 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 telephone sets ,genuine spare parts & cables. Interested parties can inspect the sites on any working day. The bids should be signed by Authorised Person from the bidder's organization along with Authorization letter.
- c. HITES NOIDA reserves the right to reject or accept any tender document without

assigning any reason.

**EMD :-**

**Rs.1,000/- -Refundable ( Rs. One Thousands Only) in favor of HLL Infratech Services Limited**  
**,Payable at Noida/ New Delhi**

**2. Technical bid ( Please fill Annex-1-Proforma)**

The Technical bid should consist of the following documents:

1. Copy of VAT registration certificate
2. Copy of PAN card
3. Copies of at least 03 Purchase Orders during last 03 FY's valuing at least Rs.25,000/-

**3. Financial BID:-**

The financial BID should consist of financial offer as per Annex-2

Rates quoted should be **all inclusive** including taxes, maintenance and genuine spare parts cost. The rates should be inclusive of Taxes & Duties as applicable.

**Important Terms & Conditions:**

1. **The CAMC is for a period of 03 (Three ) Years from the date of Award of Contract** , duly extendable every year on satisfactory performance for 2<sup>nd</sup> & 3<sup>rd</sup> year.
2. The Comprehensive Annual Maintenance Contract (CAMC) shall be operative immediately after award of the contract. HITES NOIDA reserve the right to reject any quotation in whole or in part without assigning any reason thereof.
3. The selected firm will raise the bills on Quarterly basis and the payment shall be released in four quarterly installments.
4. 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.
5. During the validity of the contract, the vendor will render the following :-
  - Preventive maintenance services of the equipment's at the frequency of at least once in 03 months.
  - PM includes , cleaning , testing, carrying out repairs to a fully operational fit level.
  - In case the machine is idle for replacement of the parts, the contractor will replace the parts in reasonable time which in any case will not be more than 48 hours from the registration of complaint.

- Before taking out the equipment to Service Station / Workshop for repairs etc., a standby system of same or higher configuration should be installed at the site & permission / Gate Pass should be obtained from HITES.
- The Contractor will attend to all the calls from HITES 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. HITES reserves the right to decide any job as urgent or unavoidable depending upon the nature of the job.
- The contract will be inclusive of all spares including Complete Telephone Instrument Set ,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.

**VALIDITY OF BID :-**

03 ( Three ) months after the date of opening the same.

**OTHERS :-**

- It shall be responsibility of the contractor to hand over the system & accessories as shown in the CAMC in fully working condition, after the CAMC is over.
- The representative of the firm may inspect the Exchange/KTS Systems/Telephone instruments on any working day before they submit their rates for CAMC.

All the tenderer are requested to read & 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 EPABX Digital KTS**  
**installed at HITES B-14A SECTOR 62)**

**1. Name of the Bidder :**

**2. Type of Firm(Proprietary, Pvt. Ltd., PSU, others):**

**3. Head / Regd. Office address :**

a) Postal

b) Contact person's Name, Telephone No, e-Mail

a) **Office address**

b) **Postal**

c) Contact person's Name, Telephone No, e-Mail

**1. Relevant Experience (No. of years)**

**2. Please enclose copies of( Self attested with Seal/stamp):**

a) VAT/ Service Tax

b) PAN

**3. Address of workshop / service center (if any)**

**4. Enclose satisfactory service certificates from previous customers.**

Copies of similar kind of work performance certificates

**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.**

PRICE BID -PROFORMA

( All In INR)

| Sl.               | DESCRIPTION   | QTY | RATE | AMOUNT(<br>Rs-<br>Incl.Taxes) |
|-------------------|---|-----|------|-------------------------------|
| 01                | Annual Maintenance Contract<br>of" MATRIX" -Eternity,ME-16<br>S,300LINES EPABX SYSTEM With<br>PRI Cards | 01  |      |                               |
| 02                | Telephone extensions (working)  | 150 |      |                               |
| 03                | Telephone extensions (Future<br>Addition)   | 200 |      |                               |
| 04                | Digital Phones KTS  | 3   |      |                               |
| Grand Total ( RS) |   |     |      |                               |

(Signature of the authorized signatory)

Name:

Office seal.