

Government of India
Ministry of Communication & IT
(Department of Electronics & Information Technology)
Unique Identification Authority of India
(Administration Division)

No. D-11018/13/2010-Admn/Vol.III

Dated: 21.10.2015

Sub: Quotations for Comprehensive Annual Maintenance Contract of EPABX Exchange at UIDAI, Headquarter, Jeevan Bharti Building, New Delhi.

The Unique Identification Authority of India (UIDAI) invites sealed quotations for comprehensive Annual Maintenance Contract for the EPABX Exchange installed at the office premises (2nd Floor & 9th Floor, Tower-I and 3rd Floor, Tower-II) at Jeevan Bharati Building, Connaught Place, New Delhi:

Date of issue of tender	21.10.2015
Last Date and time of accepting the tender	06.11.2015, 3.00 P.M.
Opening of Techno-commercial bid	06.11.2015 4.00 PM
EMD	Rs. 5,000/-
PBG	10% of Contract value
Bid Validity	60 days from 06.11.2015

(Ratnesh Bharati)
Deputy Director (Admin)
Tel: 011-23466842

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To,

M/s -----

Sub: Quotations for Comprehensive Annual Maintenance Contract of EPABX Exchange at UIDAI, Headquarter, Jeevan Bharti Building, New Delhi.

The Unique Identification Authority of India (UIDAI) invites sealed quotations for comprehensive Annual Maintenance Contract for the EPABX Exchange installed at the office premises (2nd Floor & 9th Floor, Tower-I and 3rd Floor, Tower-II) at Jeevan Bharati Building, Connaught Place, New Delhi.

2. The details of the EPABX Exchange installed at the office premises (2nd Floor & 9th Floor, Tower-I and 3rd Floor, Tower-II) in Jeevan Bharti Building, Connaught Place, New Delhi is as follows:-

- (a) Approx 152 Digital Extensions, Telephone instruments including internal wiring & cabling which may vary depending on the requirements and maintenance of MDF (**excluding Siemens EPABX-Hipath 3800**).
- (b) KTS Panasonic EAPBX-TDA100 with 16 Digital extensions, telephone instruments, adaptors, internal wiring & cabling, etc.
- (c) 4 Panasonic and one Beitel Plans (1+1) with telephone instruments, adaptors, internal wiring & cabling, etc., may vary depending upon the actual requirement.
- (d) NEC EAPBX-SL 1000 (4*8 expandable upto 4*24) with 3 Digital extensions, telephone instruments, adaptors, internal wiring & cabling etc. which is under warranty up to 02.12.2015.

3. Interested bidders/vendors are requested to visit the site and inspect the system, before quoting the rates by taking prior permission from Deputy Director (Admin), UIDAI, Headquarter on any working day from 2.30 PM to 5.30 PM.

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4. Interested bidders/vendors are requested to quote most competitive rates/prices in a sealed envelope addressed to the Deputy Director (Admin), 2nd Floor, Tower-I, Jeevan Bharati Building, Connaught Place, New Delhi-110001.
5. The bid should be submitted in a sealed cover duly superscribed as **"Quotation for CAMC of EPABX Exchange at UIDAI, Headquarter."** Technical details of the firm/vendor should be given as per **Annexure-A+** Rates for Comprehensive Annual Maintenance Contract of EPABX Exchange & Equipments installed at UIDAI should be given as per **"Annexure-B"** and Certificate/undertaking for declaration as per **"Annexure-C"**.
6. The sealed envelope should be super-scribed as **"Quotation for CAMC of EPABX Exchange at UIDAI, Headquarter"**. The sealed envelope should reach or may be dropped in **"Tender Box"** kept at 2nd Floor, Tower-I, Jeevan Bharati Building, Connaught Place, New Delhi **on or before 3:00PM on 06.11.2015. The quotations will be opened on the same day at 4:00P.M.**
7. The Bidder/vendor should qualify the eligibility conditions, shall submit the authenticated documents duly signed and any additional documents, if required.
8. Submission of Bids will signify the acceptance of all terms and conditions of the contract as mentioned in **Annexure-I**. It will not be obligatory for this office to accept the lowest quotation & no explanation shall be given for the cause of rejection of quotation to any Bidder.
9. Any Cutting/Overwriting/Erasing in the rates will render the entire tender invalid.
10. UIDAI, Headquarter reserves the right to reject/any/all bid (s) without assigning any reasons whatsoever. Canvassing in any form will be considered as disqualification from award of contract.
11. The bids should be accompanied by an Earnest Money Deposit (EMD) of **Rs. 5000/-** (Rupees five Thousand only) in the form of Demand Draft/Pay Order from a scheduled Bank drawn in favour of **"PAO, UIDAI"** payable at New Delhi. In the absence of EMD the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Bidders after finalization of the Contract.
12. The successful bidder/vendor will have to deposit a Security-cum-Performance Guarantee of **10% of the contract value (validity 60 days beyond the contractual period)** in the form of Bank Draft/Pay Order/Banker's cheque from any Nationalized Bank in favor of **"PAO, UIDAI"** payable at New Delhi. The security money is returnable on successful completion of the contract period without interest. The security amount will be forfeited in case the services of the contractor are found unsatisfactory or in case of violation of the terms and conditions of the contract.

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13. The contract will be valid for a period of one year with effect from the award of the contract. However, the contract may be extended further on yearly basis up to two years on the request of vendor, on the same rates, terms and conditions as in the present contract on the basis of its satisfactory performance. The grant of extension of contract will be at the sole discretion of the competent authority of UIDAI, Headquarter.
14. The Bidders/Vendors are required to furnish performance certificate /documentary proof of Ministry/Departments with complete address and telephone numbers.
15. List of present contracts in Government Departments may also be enclosed with the quotation.
16. The Bidder/Vendor must have valid TIN/PAN/VAT/Service Tax Nos.
17. The Bidder/Vendor should have a registered office in Delhi/New Delhi
18. The Bidder/Vendor should have a minimum five years of experience in the operational area.
19. The rates quoted by the bidder should be inclusive of all statutory/taxation liabilities in force.
20. Income tax as applicable shall be deducted at source.
21. The vendor/bidder shall be responsible for meeting out all the tax implications as per Rules.

(Ratnesh Bharati)
Deputy Director (Admin)
Telephone: 11-23466842

Terms & Conditions of Comprehensive Annual Maintenance Contract

The bidder/vendor shall provide comprehensive maintenance to keep all the systems in working order i.e. 24 X 7 during the period of the contract. The service shall consist of corrective and preventive maintenance including the necessary repairs, replacement of defective components, etc. The broad terms & conditions for Comprehensive AMC are mentioned below:-

1. The term **%Comprehensive Maintenance Contract+** shall include keeping the complete telephone systems (mentioned in Para-2 at Page No-2 of bid document) in perfect working condition **at all the time** during the period of contract.
2. The contract shall be on a **Comprehensive Maintenance Service Basis** and **no extra charges** for any general wear and tear/spare parts, updating of software etc. required for the repair/maintenance of EPABX systems, telephones instruments, internal wiring & cabling, etc. shall be paid.
3. CAMC includes on-call corrective and periodic preventive maintenance and the necessary repairs, replacement of defective components, cards, electrical/mechanical parts, etc. along with the visits of service engineer of the AMC holder as and when required.
4. The complete EPABX systems shall be inspected by the successful bidders along with SO (Admin-II) **before being taken over** for the **%Comprehensive Annual Maintenance Contract+** and missing/non functional parts may be listed out and brought to the notice of Deputy Director (Admin), within two days of the award of contract, failing which it shall be presumed that contract have been taken over **%AS IS WHERE IS+** basis, good working of EPABX system and no replacement of any item shall be entertained.
5. The repair and maintenance work shall be carried out in the premises of UIDAI, Headquarter by using **genuine** accessories/spare parts of the respective OEM (Original equipment manufacturer) and only such work which is not possible for execution in the premises shall be permitted, but not without formal/written permission of SO(Admin-II). In such cases the standby arrangements shall have to be made immediately by the vendor. No transportation, labor charges in this account shall be paid. The parts/equipment taken away will have to be brought back within one week of time failing which the cost of machine/parts/equipment will be recovered from the vendor and if considered necessary, the contract may be terminated without further notice apart from forfeiting the performance security.
6. UIDAI shall supply telephone instruments and cables for installation of new extensions only. The work of installations shall be carried out by vendor with the use of standard accessories to activate the new extensions without any extra payment. Cases related to telephone instrument beyond repair will be resolved on mutual consent and in case of replacement of unserviceable instrument, UIDAI shall provide the same.

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7. UIDAI shall provide items against which is beyond repairs/life expired/burnt with the mutual consent of vendor and to the satisfaction of DD (Admin).
8. UIDAI reserves the right to take the services of the CAMC holder on Sundays, holidays and beyond the office hours or if, any eventuality arises without any additional remuneration during the currency of the contract.
9. The vendor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Bidder/Vendor. If it is found that the vendor/bidder has given sub-contract, the contract shall stand cancelled and may be blacklisted with the forfeiture of Bank Guarantee.
10. The contract will be valid for a period of one year with effect from date of award of the contract. However, the contract may be extended further on yearly basis up to two years on the request of vendor, on the same rates, terms and conditions as in the present contract on the basis of its satisfactory performance. The grant of extension of contract will be at the sole discretion of the competent authority of UIDAI, Headquarter.
11. Breakdown/failure of services shall be attended immediately (within two hours on the same day) including Saturday, Sunday and Holidays. If the failure continues, this office may take action(s) viz. forfeiture of performance security, cancellation of contract, blacklisting of firm etc. as deemed fit by this office against the vendor.
12. The vendor shall maintain a proper record of the complete communication system and update regularly. The vendor shall also maintain a logbook and shall record every complaints/faults/failures. The vendor shall furnish the 24 Hrs helpline telephone number, besides mobile numbers of engineers and e-mail address, on which they can be contacted if needed at odd hours for any repair/maintenance purposes.
13. The contract may be terminated by giving two month's notice in writing by either party.
14. The vendor/bidder shall deploy qualified and experience Engineers to attend the work in time as per the requirement, shall carry identification card issued by the CAMC holder and any change in the deployed staff is to be informed to SO (Admin-II).
15. Shifting/re-installation of equipments which are under CAMC, shall be done free of cost by the bidder/vendor, **no payment shall be made in this effect in any circumstances.**
16. All the repairs jobs carried out by the bidder/vendor shall have a guarantee of six months from the date of satisfactory completion.
17. The firm/vendor should indemnify UIDAI, Headquarter against all applicable labor laws/statutory obligations in force. It shall be the sole responsibility of the firm/vendor for compliance of the same.

18. Any complaints reported should be attended within 4:00 Hrs on the same day. If the contractor fails to serve within the stipulated time limit, shall be **penalized @ 0.5%** of the bill amount raised by the contractor.
19. If the system (part/full) failure continues beyond 24:00 Hrs, a penalty of Rs. 200/- per day shall be imposed in addition to normal penalty. In such case contract would be cancelled & performance security will be forfeited **OR** UIDAI reserves the right to get services from open market and the amount so paid shall be recovered either from the bills due or by en-cashing PBG.
20. The rates quoted, should clearly specify whether Service Tax or any other Taxes as applicable and, if so, at what rate? In case, this information is not indicated in the quotation, it would be presumed that the rates quoted are inclusive of all type of taxes.
21. Payment of the CAMC charges that depends solely on the performance shall be made in four equal installments. The first installment shall be paid only after successful completion of three months period of the Contract. Rest of the installments shall be paid after completion of subsequent three months periods of satisfactory performances. This is only a tentative schedule for payment and does not confer any legal or other right on the contractor to proceed against this office in the event of payment getting delayed due to budgetary and other unforeseen reasons.
22. Any sum of money due and payable to the CAMC holder can be appropriated by competent authority in UIDAI, Headquarter for being set-off against any claim of this office from due bills and/or performance security deposit.
23. Any modification in offer after the opening date will not be considered. **No request for escalation in rate shall be entertained on account of any reasons during the period of the contract.**
24. Any matter during the period of contract, which has not been specifically covered in the agreement, shall be decided by the UIDAI whose decision shall be final and conclusive.
25. In case of any dispute between the Vendor and UIDAI arising out of or in relation to this Contract/Agreement, the dispute shall be referred to a sole Arbitrator to be appointed by UIDAI, Headquarter and the decision of such Arbitrator shall be conclusive and binding on both the parties.
26. The contractor on the expiry of this contract shall assist the next contractor to understand the operation and maintenance point of the system in total. The contractor shall continue to depute/deploy the engineers and the necessary resources in day time (office hours) for one week after expiry of the previous contract without any extra claim for the same

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Annexure-A

Techno-Commercial Bid

For awarding Comprehensive Annual Maintenance Contract of EPABX at **UIDAI Headquarter** located at 2nd & 9th floor, Tower-I and 3rd floor, Tower-II, Jeevan Bharati Building, Connaught Circus, New Delhi.

1. Name of the Firm/Vendor: _____

2. Name of proprietor: _____

3. Full Address of Reg. Office: _____
(Attach Copy of Registered Office
in NCT of Delhi with _____
Contact particulars such _____
as Tel/Fax no,Mob,Mail,etc.) _____

4. Income Tax Return Statement/ _____
Certificate (Attach copies of FY _____
2012-13, 2013-14 & 2014-15) _____

5. PAN/TAN No. (Attach copy) _____

6. Service Tax Registration/ VAT No. _____
(Attach copy)

7. Bank A/C details of the Firm/Vendor _____
(Attach copy)

8. Details of EMD: _____

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9. Work experience of the Agency during FY 2012-13, 2013-14 & 2014-15 (attach requisite certificates):

SN	Name of the Organization	Contact No. of the organization	Financial Year	Contract Period (From Date to Date)	Annual Contract Value	(enclose copy)
			2012-13			
			2013-14			
			2014-15			

10. Annual Turnover (Min 5.0 Lakh) during FY 2012-13, 2013-14 & 2014-15 (attach stipulated proof/certificate duly certified by the Chartered Accountant):

SN	Financial Year	Annual Turnover (in Rs.)
01	2012-2013	
02	2013-2014	
03	2014-2015	

Date:

Place:

Signature of authorized person

Name:

Seal

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Techno-Commercial Bid

Annexure-B

Rate for Comprehensive Annual Maintenance Contract including Service Tax:

Sr. No	Particulars	Rates (in Rs)	
		Yearly rate in Figure	Yearly rate in Words
1	Rate for Comprehensive Annual Maintenance Contract of EPABX Exchange & Equipments installed at UIDAI HQ (Detail in Para-2 at Page No-2).		

Note:

1. Total cost shall be quoted as a fixed amount in Indian Rupees only. Conditional proposal shall be summarily rejected.
2. In the event of any discrepancy between the values entered in figures and in words, the values entered in words shall be considered.
3. The values (both in figures and words) should be clear and there should be no overwriting. In case of the overwriting, UIDAI reserves the right to take decision accordingly.
4. All figures are to be rounded off to the nearest Rupee only. Any figures given in paisa will be not considered.

Date:

Place:

Signature of authorized person

Name:

Seal

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Annexure-C

CERTIFICATE

1. I, _____ Son / Daughter / Wife of
Sh.

Proprietor/Director/authorized
signatory of the agency/Firm, mentioned above, is competent to sign this
declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the
tender and undertake to abide by them.
3. I do hereby certify that the representative of the firm has seen and
understood the tender document and the rates have been quoted
accordingly.
4. 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.
5. I do hereby certify that the our firm has neither been blacklisted to by any of
the Govt., Ministries/Departments/PSUs/PSU Banks with which the firm had
contracted for CAMC of EPABX, etc. nor any criminal case is registered
against the firm during the period of last three years.

Date:
Place:

Signature of authorized person
Full Name:
Seal: