



सत्यमेव जयते

भारत सरकार

Government of India

विद्युत मंत्रालय

Ministry of Power

उत्तर क्षेत्रीय विद्युत समिति

Northern Regional Power Committee

No.: NRPC/SER/305/05/2020/1371-80

Dated: 13.02.2020

Limited Tender Enquiry

To,

As per list

Subject: Comprehensive Annual Maintenance Contract (CAMC) of EPBAX, FAX and CCTV system at NRPC secretariat, New Delhi.

Sealed quotations are invited from listed Companies/Firms/Agencies for CAMC of EPBAX and CCTV system installed in NRPC Secretariat, Katwaria Sarai, New Delhi.

The tenders should be addressed to Superintending Engineer (S), 18-A, SJSS Marg, Katwaria Sarai, New Delhi-110016 and the same should be dropped only in Tender Box, placed at Reception Office.

The tender should reach latest by **12.03.2020 (upto 3:00 P.M.)**. The tender, received after stipulated time & date will not be entertained.

The Bids will be opened at **4:00 P.M.** on same day and any bidder(s), if desire to be present during Bid opening process, may do so.

Encl: Tender Document

(R.P. Pradhan)
Superintending Engineer (S)

**List of Vendors for Limited Tender Enquiry_AMC of EPABX & CCTV System in
NRPC Office**

S.No.	Name and Address
1.	MAS Teltech Solutions (P) Ltd. C-17, Guru Nanak Pura Opp. Scope Minar, Laxmi Nagar Delhi-110092 Avinash Singh (9654437172) Email - umraosantosh@rediffmail.com
2.	M/s Sun Line Communications Systems DA-4, First Floor, Vikas Marg, Shakarpur, Delhi-110092 Mr. Deshraj Bali (9811320222) Email - rajbali76@yahoo.co.in
3.	Nebula Infomatique Pvt. Ltd. RZ - 37, Gali No. 02, Raghu Nagar, Pankha Road New Delhi-110045. Mr. Umesh Prashar (9871194956) Email - umesh@nebulainfomatique.com
4.	M/s Sree Mahavir Enterprises, 380, Narmada Apartment, Alaknanda, South Delhi, Delhi / NCR India - 110019, Ph. +(91)-(11)-26036373 Mob. +91-9811613444 Fax: +(91)-(11)-26026375 E-mail: info@sreemahavir.com Mrs. Vedanta Bakshi (9818082082) Email - vandana@sreemahavir.com
5.	OASIS Tele Communications 402, Fourth Floor, Vishal Tower District Centre, Janakpuri, New Delhi-110058 Mr. Pramod Gaur (9871037175). Email - oasis.telecom135@gmail.com
6.	M/s Exponent Telecom solutions. 245-B, 2nd floor, Santnagar, ISKON Temple Road, East of Kailash, New Delhi-110065 Mob: 9810089388 (Mr. Surender Malik) Email - surendermalik@exponenttelecom.com Email- sales@exponenttelecom.com
7.	M/s Mascot Office System LLP. F- 9/4, GF, Backside Malviya Nagar New Delhi-110017 Mob: 9810084215 Email - kamal@mascotepabx.com
8.	M/s Aegis Telemedia Pvt Ltd. B-158 4th & 5th Floor Mansarovar Garden,, Main Kirti Nagar Road, New Delhi- 110015 Mob: 9810028765 Email – sanjay@aegistelemedia.com
9.	M/s Telebyte Product Pvt. Ltd. 604-A, Skylark Building, 60, Nehru place, New Delhi-110019 Mob: 9818697950 (Mr. Manmohan) Email – telebyte@airtelmail.in
10.	M/s WS Telematics Pvt Ltd. 432, FIE, Patparganj Industrial Area, Delhi - 110092 Mob: 9858302277 (Mr. Wazir Singh) Phone: +918061881216, 9212302277 Email – info@wstelematics.com, wstelematics@gmail.com


13/02/2020

TENDER NO.: NRPC/SER/305/05/2020/1

उत्तर क्षेत्रीय विद्युत समिति में
ई.पी.ए.बी.एक्स. एवं सी.सी.टी.वी. सिस्टम के समेकित वार्षिक
रखरखाव
हेतु निविदा

**Tender
for
Comprehensive Annual Maintenance Contract (CAMC)
of
EPABX and CCTV system
in
NRPC Secretariat, Katwaria Sarai,
New Delhi**

उत्तर क्षेत्रीय विद्युत समिति /Northern Regional Power Committee
कटवारिया सराय/Katwaria Sarai,
नई दिल्ली-110016/New Delhi-110016
वेबसाइट/ Web Site: www.nrpc.gov.in

फरवरी, 2020 / February, 2020

NOTICE INVITING TENDER (NIT)

उत्तर क्षेत्रीय विद्युत समिति (उ.क्षे.वि.स.), नई दिल्ली में ई.पी.ए.बी.एक्स. एवं सी.सी.वी.टी. उपकरणों के व्यापक वार्षिक अनुरक्षण अनुबंध (सीएएमसी) के लिए उपयुक्त बोलीदाताओं से सिमित निविदा प्रक्रिया द्वारा बोलियां आमंत्रित की जाती है।

Bids are invited from eligible Bidders for Comprehensive Annual Maintenance Contract (CAMC) of EPABX and CCTV system in Northern Regional Power Committee (NRPC), New Delhi from Limited Tender Enquiry.

महत्वपूर्ण सूचना / IMPORTANT INFORMATION

निविदा प्रकाशन की दिनांक / Tender Publishing Date	13.02.2020
निविदा दस्तावेज डाउनलोड करने के लिए/ Tender Documents to be downloaded from	http://nrpc.gov.in/tendor-list
बोली सबमिशन के शुरू होने की तिथि /Bid Submission Start Date	13.02.2020
स्पष्टीकरण समाप्ति दिनांक और समय /Clarification Closing Date & Time	28.02.2020 up to 1700 hrs.
बोली सबमिशन समाप्ति दिनांक और समय /Bid Submission Closing Date & Time	12.03.2020 up to 1500 hrs.
तकनीकी बोली खोलने की तारीख और समय /Technical Bid Opening Date and Time	12.03.2020 at 1600 hrs.
संपर्क विवरण/Contact Details	Superintending Engineer (Services), Northern Regional Power Committee 18-A, Qutab Institutional Area, SJSS Marg, Katwaria Sarai, New Delhi – 110016 Phone: 011-26851794/26521046 Email: sec-nrpc@nic.in Website: www.nrpc.gov.in

**Tender for Comprehensive Annual Maintenance Contract (CAMC) of
EPABX and CCTV System at NRPC secretariat, New Delhi**

(TENDER NO.: NRPC/SER/305/05/2020/1)

1. BIDDING INSTRUCTIONS:

- 1.1 The bidder is requested to read all instructions (mentioned here under) carefully before submitting the bid otherwise, incomplete bid is liable to be rejected. Please note that any cutting or, overwriting is totally prohibited.
- 1.2 This tender shall follow a two-stage Bidding process. The Bid shall be submitted in two parts (two sealed envelopes) namely Technical Bid and Financial Bid.
- 1.3 The bid, submitted, must be completed in all respects, duly signed and stamped on each page and its enclosures / Annexures also as a token of acceptance of all terms and conditions mentioned in therein.
- 1.4 The contract for all items, to be considered under purview of Comprehensive Annual Maintenance Contract (CAMC), will be awarded on “as is where is basis”. The bidder, before submitting bid, if desirous to inspect the systems and satisfy themselves, they may do so, on any working day between 11.00 AM to 1.00 PM and 2.00 PM to 4.00 PM before last date of bid submission with prior permission of SE (S), NRPC.
- 1.5 The Bid, containing all relevant annexures, must be sent in a proper sealed cover, addressed to Superintending Engineer (Services), 18-A, SJSS Marg, Katwaria Sarai, New Delhi-110016 and superscript “Tender for CAMC of EPABX and CCTV system” and should be dropped in the Tender Box only, placed at Reception of NRPC, Ground Floor, Katwaria Sarai, New Delhi. The tender must be submitted on or before last date of bid submission.

2. SCOPE OF WORK:

- 2.1 The work includes repair / replacement and maintenance of all items connected with EPABX, CCTV System, CLI Phones, switches and associated cables etc. installed in NRPC Secretariat Office Building at Katwaria Sarai, New Delhi. The brief description of the machines to be given on contract are as under:

S.no.	Description	Quantity
1.	NEC-ASPILA Small EPABX System with operator console, No. of extension 128, No. of junction 16, Float cum Boost Charger, 2 port voice DISA card along with cables.	01 Nos.

2.	Standalone DVR, Hikvision make, 8 Channel DVR with VGA port, LAN port, 4 Audio, 500 GB HDD, 2 Video output, 1 Audio out	01 Nos.
3.	Fixed CCTV Cameras, Double chip Infraline 540 TV Line 8 mm lens	7 Nos.
4.	Outdoor IR Camera, Hikvision make, 12 mm lens, 540 TVL and related power supply and accessories.	01 Nos.
5.*	Push Button CLI Phone	52 Nos.
6.	Plan (1+1) Phone instrument Beetel make including adapter	03 Set

*25 Nos. Beetel Phone Under On Site OEM Warranty till December, 2020

- 2.2 All the equipments mentioned above and associated cabling shall be covered under the scope.
- 2.3 The defect in the equipment due to any reason shall be covered under the scope. However, in exceptional cases, the decision of Member Secretary, NRPC shall be final.

3. QUALIFYING REQUIREMENTS (QR):

- 3.1 The bidder must be a registered company under the Indian Companies Act, 1956/ proprietary / partnership firm. Documentary evidence regarding status of the firm shall be submitted along with the technical bid.
- 3.2 The bidder must have at least one ongoing contracts for the similar works in any Govt. deptt./ Public sector undertaking / PSU. The documentary proof to this effect must be attached with Bid as a part of Technical Bid.
- 3.3 The bidder must submit, along with the Technical bid, at least one certificate for satisfactory performance in at least one similar works, executed in last 5 years, reckoned from last date of submission of the bid, from any Government Department or Public sector undertaking / PSU.
- 3.4 Bidder must have a valid PAN and GST Number. The bidders shall submit copies of the same along with the Technical bid.
- 3.5 The bidder must have turnover of at least Rs. 8 Lakhs during last two financial years i.e. 2018-19, 2017-18. The documentary evidence in this regard in form of balance sheet/auditor certificate shall be submitted along with the Technical bid.
- 3.6 The Bidder has not been blacklisted by any of the Government Organization(s) / Public Sector Undertaking (s) / PSUs. An undertaking to this effect must be submitted along with the Technical bid.
- 3.7 The bidder must comply with all criteria as mentioned at clause 3.1 to 3.6. The Non-compliance of any of the criteria shall result in rejection of the bid. Any hiding/misrepresentation of facts shall result in rejection of the bid and forfeiture of Bid Security.

4. PREPARATION AND SUBMISSION OF BID:

- 4.1 This tender follows two-stage Bidding process. Hence, the Bid must be submitted in a sealed envelop superscripted with “Tender for Comprehensive Annual Maintenance Contract (CAMC) of EPABX and CCTV System at NRPC secretariat, New Delhi (TENDER NO.: NRPC/SER/305/05/2020/1)”, containing two separate sealed envelopes, one superscripted with ‘Technical Bid’ and other superscripted ‘Financial Bid’.
- 4.2 The Technical Bid must be completed in all respects and contain all information as asked for in above QR of this document. Additionally, the following documents must also be attached with the Technical bid.
 - 4.2.1 Demand Draft/Bankers Cheque for Bid Security in compliance to clause 7.1 or a copy of the documentary proof for waiver of the Bid Security in compliance to clause 7.2.
 - 4.2.2 A copy of this tender document signed by the authorised signatory of the bidder on each page.
 - 4.2.3 Power of Attorney as per clause 17.2.
- 4.3 The Bidder shall quote for all the items mentioned in BoQ at Annexure-II, failing which the Bid shall be rejected.
- 4.4 The amount quoted shall only be in Indian rupees.
- 4.5 The quoted unit rate for all the items, covered under Annexure-II, shall be exclusive of taxes.
- 4.6 The Price quoted by the Bidder shall be firm. Any subsequent revision in the quoted price shall not be entertained.
- 4.7 All the documents to be submitted along with the bid must be self-certified. The Client reserves the right to verify the documents from original.

5. EVALUATION OF BIDS

- 5.1 Preliminary Examination of Technical Bid
 - 5.1.1 The Client will examine the bids to determine their completeness in all respect as per the requirements of this tender document.
 - 5.1.2 The Client may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.
- 5.2 Evaluation of Technical Bid
 - 5.2.1 The Technical Bid shall be evaluated on the basis of the documents submitted by the Bidder.
 - 5.2.2 Client reserves the right to reject the bid under any of the following circumstances:

5.2.2.1 Bid is in complete and/or not accompanied by all required documents.

5.2.2.2 Bid is not in accordance with the terms and conditions of tender document.

5.3 Evaluation of Financial Bid

5.3.1 Financial Bid of only those bidders, whose Technical Bids are found responsive, shall be opened and evaluated.

5.3.2 Evaluation shall be done based on the Total Amount quoted by the Bidder as per Annexure-II.

5.3.3 The Evaluated Total Amount shall be Total Amount worked out after considering discrepancies, if any, as per Annexure-II.

5.3.4 Ranking of the Bidders shall be based on the Evaluated Total Amount.

5.3.5 In case of tie in the Evaluated Total Amount quoted by the bidders, the Client reserves the right to decide the ranking of the Financial Bid based on draw.

6. BID VALIDITY PERIOD:

6.1 The Bid must be valid for a period of at least 80 days from the last date of submission of bid.

7. BID SECURITY:

7.1 The Bidder must deposit Bid Security of ₹5,000/- (Rupees five thousand only) in the form of Demand Draft/Bankers Cheque in the favour of "D.D.O., NRPC" payable at New Delhi from any Nationalised/Scheduled bank.

7.2 In case the Bidder claims for waiver of Bid Security, he shall provide documentary proof for the same along with the copies of relevant Govt. Orders/Guidelines/notifications etc. to establish the claim.

7.3 The original Bid Security/ Documentary Proof for waiver of the Bid Security shall be submitted to the Client by the last date & time of Bid Submission, failing which the bid shall summarily be rejected.

7.4 The Bid Security not in conformity in all respect with the requirements as per clause 7.1, the bid shall summarily be rejected.

7.5 No interest shall be payable on the Bid Security amount.

7.6 The Bid Security shall be forfeited if the bidder:

7.6.1 Withdraws its bid during bid validity period.

7.6.2 hides/ mis-represents facts.

7.6.3 refuses to accept Letter of Award.

7.6.4 fails to sign the Contract within the stipulated time.

7.6.5 tampers/ modifies Price Bid Template in any manner.

7.6.6 found involved in any Corrupt, Collusive, Coercive or Fraudulent Practices.

7.7 The Bid Security of Bidders shall be returned upon signing the Contract with

the successful Bidder.

8. SUCESSFUL BIDDER:

- 8.1 On completion of Bid evaluation of Technical & Financial Bids, the Bidder who meets all qualifying requirements and the bid amount, quoted by him, is also found the lowest (among only all those who also completely meets all qualifying requirements), would be declared as successful bidder.

9. LETTER OF AWARD (LoA):

- 9.1 The successful bidder as defined above will be issued Letter of Award (LoA).
- 9.2 The acceptance of the LoA shall be submitted within 7 (Seven) working days from issue of LoA, failing which the Client reserves the right to cancel the LoA.

10. PERFORMANCE SECURITY:

- 10.1 A Performance Security in form of bank guarantee/Fixed Deposit Receipt from any Nationalized / Scheduled Bank of a value equal to 10% of the total Awarded Value as indicated in the Letter of Award shall be deposited by the bidder within 15 (Fifteen)working days from issue of Letter of Award.
- 10.2 The Performance Security shall be valid for a period of 27 (Twenty-Seven) months from the date of issue of Letter of Award (LoA).
- 10.3 The validity of Performance Security shall be extended to cover the extended term of contract, if any.

11. SIGNING OF CONTRACT:

- 11.1 The successful bidder shall be required to enter into a contract with Client within 15 (Fifteen) working days from the date of issue of the Letter of Award.

12. PERIOD OF CONTRACT:

- 12.1 The contract will be valid for a period of TWO years from the date of signing of the contract. However, the client reserves the right to extend the contract on same Terms & Conditions provided the services of contractor are found satisfactory.
- 12.2 During the entire period of the contract, no request for any increase in the rates on any account will be entertained and the performance will be reviewed from time to time to ensure that it is to the entire satisfaction of the client.
- 12.3 The contractor has to provide service in Client Location at NRPC Secretariat New Delhi.

13. TERMS OF PAYMENT:

- 13.1 Payment shall be made pro-rata on quarterly basis at the end of each quarter.
- 13.2 The Contractor shall submit pre-receipted bills in triplicate after completion of each quarter for quarterly charges.

13.3 TDS shall be deducted as per applicable Rules from each bill.

14. PENALTY:

14.1 If the complaint is not attended or the fault is not rectified within stipulated time as per clause 17, a penalty of Rs. 200/- (Rupees two hundred only) per day of delay would be levied on that particular complaint.

14.2 The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. If after providing the standby equipment, faulty equipment is not rectified and installed back within 15 days from the day of complaint, then penalty of Rs. 200/- (Rupees two hundred only) per day of delay would be levied on that particular complaint.

14.3 The penalty amount shall be recovered from Contractor from the amount payable to the Contractor or from security deposit.

14.4 The client reserves the right to waive off the penalty on case to case basis.

15. TERMINATION

15.1 This Agreement shall terminate immediately after expiration of the current term of maintenance agreement; or

15.2 The Client, without prejudice to any other remedy for breach of Contract, by giving one month written notice to the Contractor, may terminate this Contract in whole or in part, if the Contractor fails to perform any obligation (s) under the Contract.

15.3 The Client may at any time terminate the Contract by giving one month written notice to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Contractor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Client.

15.4 No payment by the Client shall be made for the remaining period of Contract from the date of the termination of the contract.

15.5 In case of the Termination of the Contract, the Performance Security submitted by the Contractor may be forfeited.

16. FORCE MAJEURE

16.1 The Contractor shall not be liable for any delay of failure of performance of any of its obligations under or arising out of this contract if the failure of delay results from any of the reasons such as Acts of Gods, other Govt. acts, fire, explosion, accident, industrial dispute and the like which renders it impossible or impractical for the Contractor to fulfill its obligations under the agreement.

16.2 If a Force Majeure situation arises, the Contractor shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise

directed by the Client in writing, the Contractor shall continue to perform its obligations under the Contract.

17. GENERAL TERMS AND CONDITIONS:

- 17.1 The bidders are permitted to submit the Bid on the explicit understanding that they shall not be entitled to resettle unilaterally from their offer or modify the terms and conditions once the same have been received in this office. If the tender after submission is to be withdrawn/amended and / or, any further conditions are imposed by the bidder, the bid security deposited by the bidder shall be forfeited and his name shall be removed from the approved list of firms without prejudice to any other right or remedies, the Government of India may be entitled for such breach on the part of the bidder.
- 17.2 The person signing the tender document on behalf of the firm or on behalf of the partners, shall attach with the tender a proper Power of Attorney, duly executed by all the partners, stating that he has the authority to bind such other persons or the firms, as the case may be, in all the matters pertaining to the contract, including the arbitration clause.
- 17.3 The contractor shall ensure that no damage is caused to the equipment/Govt. building in the performance of his services/ any loss suffered therein, will be made good by the contractor.
- 17.4 The client reserves the right to reject any or all the bids without assigning any reasons.
- 17.5 If the firm abandons the work during the currency of this service contract, the client reserves the right to withhold the security Deposit and / or, the payments of the pending bills.
- 17.6 If the firm fails to render any or all the services as per contract, the client reserve the right to get the services executed at the risk and cost of the firm.
- 17.7 The firm will be responsible for any loss, damage or liability due to lapse on the part of its employees.
- 17.8 In case of any mishap sustained by employee(s) of Contractor of whatsoever nature (minor/major), the Client shall not be responsible. The responsibility of any kind including, granting compensation, if any, on this count shall be that of the Contractor.
- 17.9 The client reserves the right to inspect the quality of work and material to be used for rendering the service.
- 17.10 In case, the firm fails to render satisfactory services, the client reserves the right to take necessary action including termination of the contract.
- 17.11 The client reserves the right to visit the premises of the bidder to assess his capacity and capability to handle such jobs without giving any prior intimation.
- 17.12 The shifting of the equipment for the purpose of maintenance shall be the responsibility of the Contractor.

- 17.13 If the contractor or his employee is found to be involved in any type of security breach or theft of data then the contractor shall be responsible and appropriate action shall be taken against the contractor as per law.
- 17.14 The complaints shall be rectified by the next working day if no replacement of parts is required, whereas if replacement of any part is required, it shall be rectified within three working days reckoned from registering of the complaint.
- 17.15 In case, the fault cannot be rectified within stipulated time as mentioned above then the standby equipment of good quality and similar specifications shall be immediately provided by the Contractor and the faulty equipment shall be repaired. Information about the standby provided by the Contractor shall be immediately conveyed to the Officer in charge.
- 17.16 The service engineer of the Contractor shall get 'Gate-Pass' issued from Officer in-charge of the Client for taking out the faulty equipment/accessory/component for repair at their workshop as per the existing security instructions of Home Ministry for the premises. When the item is brought back to Client's premises after repair, it shall be the responsibility of the Contractor to route it through security for necessary entries in their records. Components taken away for outside repair must be returned within 15 days positively and also the same shall be immediately conveyed to the Officer in-charge.
- 17.17 If the complaint is not attended or the fault is not rectified by the Contractor within stipulated time or the standby equipment has not been replaced by the original equipment within penalty would be levied on that particular complaint, as per Clause 14.

18. ARBITRATION:

In case of the dispute relating to this contract which may arise during or after the execution of the contract, the arbitrator shall be appointed by the Member Secretary, NRPC whose decision shall be final and binding to both parties. The proceeding of the arbitration shall be carried in jurisdiction of New Delhi Only.

BIDDER INFORMATION

1. Name of the Bidder		
2. Full Address & Contact Details of the Bidder		
3. Name of the Authorized Signatory for this Bid		
4. Bidder's proposal number and date		
5. Name & address of the person to whom all references shall be made regarding this tender:		
(a) Telephone		
(b) Fax No.		
(c) E-mail		
(d) Mobile		
Bidder		
Signature of the Authorized Signatory		
Name:		
Designation:		
Date:		
Company Seal:		
WITNESSES		
	Witness 1	Witness 2
Signature:		
Name:		
Address:		
Date:		

ANNEXURE-II

Financial Bid

BOQ for the CAMC of EPABX and CCTV system etc. at NRPC secretariat.

S.No.	Description	Quantity	Maintenance Period in Months	Unit Rate per month excluding taxes (₹)	Amount for two years excluding taxes in Figures (₹)
1.	NEC-ASPILA Small EPABX System with operator console, No. of extension 128, No. of junction 16, Float cum Boost Charger, 2 port voice DISA card along with cables.	01 Nos.	24		
2.	Standalone DVR, Hikvision make, 8 Channel DVR with VGA port, LAN port, 4 Audio, 500 GB HDD, 2 Video output, 1 Audio out	01 Nos.	24		
3.	Fixed CCTV Cameras, Double chip Infraline 540 TV Line 8 mm lens	7 Nos.	24		
4.	Outdoor IR Camera, Hikvision make, 12 mm lens, 540 TVL and related power supply and accessories.	1 Nos.	24		
5.	Push Button CLI Phone*	52 Nos.	24		
6.	Plan (1+1) Phone instrument Beetel make including adapter	3 Set	24		
Total Amount (in figures)					
Total Amount (in words)					

*25 Nos. Beetel Phone Under On Site OEM Warranty till December, 2020

Note:

- i. The rates shall be quoted **per month basis** and it shall be in Indian Rupee only.
- ii. In case of any discrepancy in the **Amount in Figures** and **Amount in Words**, the **Amount in Words** shall be considered for evaluation.
- iii. The evaluation shall be based on the **“Total Amount in Words”**.
- iv. The quoted rates shall remain firm.
- v. The Evaluated Amount for the Bid shall be the amount worked out after considering discrepancies, if any.