

No.D-14021/1/2021-Admn
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
Staff Selection Commission (ER)

8th Floor, 1st MSO Building, Nizam Palace,
234/4, A.J.C. Bose Road,
Kolkata – 700020
Dated 9th May, 2022

To
(ELIGIBLE VENDORS)

**SUBJECT: NOTICE INVITING LIMITED TENDER ENQUIRY FOR PROVIDING
COMPREHENSIVE ANNUAL MAINTENANCE OF EPABX SYSTEMS OF
STAFF SELECTION COMMISSION(ER)**

Sealed quotations are invited from interested firms/agencies for providing Comprehensive Annual Maintenance for the EPABX System of Staff Selection Commission initially for one year period which may be extended or curtailed as per requirement of this office as per Tender Documents.

2. For further details, for any clarification, interested parties may contact the Administration Section, SSC(ER), Kolkata during office hours from the date of issue of the limited tender notice till submission of limited tender form.
3. The sealed tender super scribed as “**Limited Tender for Annual Maintenance of EPABX systems**” along with name and address of bidder should be submitted **on or before 06:00 PM of 16th May, 2022** in the Administration Section of this Office at the above address. No tender received after **06:00 PM of 16th May, 2022** would be entertained. The Tenders will be opened **on 17th May, 2022 at 11:00 AM** in this Office premises in the presence of the representatives of the Tenderers.
4. The Terms & Conditions etc. governing the Tender Notice and Tender Form are given along with this Notice Inviting Tender Enquiry.
5. This issues with the approval of the Regional Director (ER).

Encl: Tender Documents


(U.K Mukherjee)
Deputy Director
Staff Selection Commission (ER)
Telephone: (033) 2290-2230

1. ELIGIBILITY

- The bidder should be located and have their base at Kolkata,
- The bidder should not be in the list of the blacklisted/debarred/depaneled by any Government organization during last five years,
- Service Provider must have GST Registration,
- Only such bidders will be considered for allotment of work that are having in their possession, adequate infrastructure i.e own hardware, experienced and qualified manpower.
- The agency/firm should have a previous experience of at least 04 (four) years in maintenance of such equipment. Necessary documents must accompany the bid.
- The agency/firm must have expertise in maintenance and repair of EPABX System with Government Organisation/PSU.

2. INSTRUCTIONS TO BIDDERS

PROPOSAL should be submitted in English and should include the below documents:

- (a) Cover letter (**Annexure-A**)
- (b) General and Technical proposal (**Annexure-B**)
- (c) Financial proposal (**Annexure-C**)

(a) Cover letter

In the cover letter the following information should be confirmed:

- The bidder has not indulged in any corrupt or fraudulent practices in preparing this proposal.
- The person signing the cover letter and the proposal has due authorization to do so.
- The cover letter must clearly mention the name, address, telephone, and email id of the authorized person who will serve as the primary point of contact for all communication for the assignment.
- The bidder will bear all costs incurred in connection with the preparation and submission of the proposal and shall bear any further pre-contract costs.
- The template for the cover letter is given at **Annexure A**.

(b) General & Technical Proposal

The General & Technical proposal is to be submitted in the format as prescribed at **ANNEXURE- B**. The bidder should submit the following documents/information duly signed by the authorised signatory along with the **Technical Bid in separate envelope viz.:-**

- Signed copies of PAN card of the Bidder/Company/Proprietor/Authorised Person
- Certified copy of Registration Number

- Certified copy of GST registration number
- Experience (in years) in maintenance of EPABX system

(c) Financial Proposal

Schedule of financial bid must be submitted in Prescribed format only (**Annexure-C**). The bidder will strictly submit the rate in the proforma prescribed for Price Schedule. **Rates should be quoted inclusive of all taxes.**

3. SUBMISSION OF BIDS

The bid should be submitted in two cover system comprising of (1) General & Technical Bid and (2) Financial Bid. Sealed quotations with separate Technical and financial bids filled in the specified Proforma and should be superscribed – **“NOTICE INVITING LIMITED TENDER ENQUIRY FOR PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE FOR THE EPABX SYSTEM of STAFF SELECTION COMMISSION(ER)”**. The bid should be prepared strictly in accordance with the instruction prescribed and be submitted in proper sealed envelope addressed to the Regional Director, Staff Selection Commission (ER), 8th Floor, 1st MSO Building, Nizam Palace, 234/4, AJC Bose Road, Kolkata – 700020.

4. OPENING & EVALUATION OF TENDER

- A duly constituted Tender Opening & Evaluation Committee will open the Bids.
- All statements, documents, certificates etc. submitted by the bidders will be verified for technical evaluation. The clarifications, particulars, if any, required from the bidders will be obtained either online or in the conventional method by addressing the bidders.
- Financial bids of only technically qualified bidders, who are short-listed after technical evaluation, will be opened and evaluated by Tender Evaluation Committee.

5. GENERAL SCOPE OF WORK & TECHNICAL REQUIREMENT:

- The contract would be Comprehensive. If any spare part of the EPABX system needs to be replaced while repairing it, the spare part is to be supplied and installed by the Contractor.
- Maintenance/Repair to be carried out at the location of the EPABX system as far as practicable.
- The replacement of any part of the EPABX system, whenever required, must be carried out by the vendor with genuine parts of same specification and warranty subject to rate verification and acceptance by SSC(ER). The agency/firm must mention in their quotation about the spare parts they will provide during the contract period.
- During maintenance, if any part is required to be changed, the vendor must replace the part immediately and the replaced part is to be handed over to Administration Section for keeping in the custody of SSC(ER).

- (e) The vendor must strictly ensure that no loose cables, hanging boards, naked live cables etc. are present
- (f) The vendor must ensure proper earthing wherever it is required
- (g) The vendor will have to fix other telephone related issues, as and when informed by SSC(ER), and the payment will be made on case to case basis.

6. TERMS & CONDITIONS OF THE COMPREHENSIVE AMC (CAMC):

- (a) The agency/company should produce the self attested photocopies of documents related to Registration Number, PAN Number, GST Registration Number, Trade License, etc. as per **Annexure-A** enclosed with this Limited Tender Notice.
- (b) Rate for Comprehensive Annual Maintenance Contract (CAMC) for the EPABX system of this office is to be quoted in the proforma as per **Annexure-B** enclosed with this Limited Tender Notice.
- (c) The contract to be entered into shall remain valid initially for one year from the date of awarding the contract and may be extended with the mutual consent of the contractor and this office. However, the contract can be terminated at any time even during its currency, in case the Commission is not satisfied with the performance of the contractor.
- (d) The rate quoted for CAMC will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (e) The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site.
- (f) It may also be noted that the contractor must not backout midway of the contract. The above act of backing out would be automatically debar the agency/firm from any further dealing with SSC(ER).
- (g) SSC(ER) reserves the right to accept or reject any or all tenders without assigning any reasons.
- (h) The contractor shall be responsible for any loss or damage caused to the EPABX system owing to negligence on the part of its representative. The contract will be on comprehensive basis.
- (i) In case of any dispute, all efforts should be made to settle or resolve such dispute mutually by discussion.
- (j) The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute arising out of this tender.
- (k) All the pages of the documents submitted in response to the Notice Inviting Limited Tender shall be numbered sequentially and all pages and annexure shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract.
- (l) The acceptance of the offer made by the bidder will be deemed as a contract.

7. AWARD OF CONTRACT & TERMINATION OF CONTRACT

- (a) The contract to be entered into shall remain valid initially for one year from the date of awarding the contract and may be extended with the mutual consent of the contractor and this office in writing. However, the contract can be terminated at any time even during its currency, in case the Commission is not satisfied with the performance of the Vendor.

- (b) The award of a particular work will be offered to the L-1 vendor/bidder. In the event of refusal/non-capacity to execute the work, the vendor may have to submit reason for such refusal which will be examined on case to case basis by the competent authority and if the competent authority decides to invoke any penalty like debarring/blacklisting, the same will be implemented.
- (c) The SSC(ER) reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever,
- (d) The rates quoted should remain valid for complete contract period including any extension period (if extended with mutual consent). The Total quoted amount should be written both in figures and in words,
- (e) Quotations, which do not comply with the above conditions, are liable to be rejected,
- (f) If the successful vendor leaves the job before expiry of the contract period or work done by such vendor is not found to be satisfactory, this Office reserves the right to terminate the contract.
- (g) Rate quoted will be inclusive of all taxes. The Commission will not pay any kind of Taxes separately on the rates quoted by the firm/vendor,
- (h) The SSC(ER) reserves the right to reject any or all the tenders without assigning any reason thereof and is under no obligation to inform the affected bidder or bidders of the grounds of SSC(ER)'s action,
- (i) Any overwriting in the Tender/late submission of Tender will not be entertained.
- (j) The acceptance of the offer and signing all pages of this document by the authorised signatory/bidder will be deemed as a contract.

8. TERMS OF PAYMENT:

- (a) The payment shall be made to the Service Provider on quarterly basis on submission of pre-receipted bill in triplicate. In case of any delay in submission of the bill by the service provider this office won't be responsible for any delay in payment. Payment will be made by NEFT or through e-Payment as per convenience of this office.
- (b) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory service would be made.
- (c) The payment for other telephone related work, as done by the vendor as per direction of SSC (ER) will be made on case to case basis.

9. OTHER TERMS AND CONDITIONS

- (a) Rate will be quoted inclusive all taxes. The Commission will not pay any kind of Taxes separately on the rates quoted by the firm/vendor.
- (b) The SSC(ER) reserves the right to reject any or all the tenders without assigning any reason thereof and is under no obligation to inform the affected bidder or bidders of the grounds of SSC(ER)'s action.
- (c) Any overwriting in the Tender/late submission of Tender will not be entertained.
- (d) All pages of documents attached with the bid form should be self attested by the authorised signatory/bidder.

- (e) The rate quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (f) It may also be noted that the contractor must not backout midway of the contract. The above act of backing may attract appropriate action as to be decided by the competent authority.
- (g) All pages of documents attached with the bid form should be self attested by the authorised signatory/bidder.
- (h) In case of any dispute, all efforts should be made to settle or resolve such dispute mutually by discussion.
- (i) The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute arising out of this tender.

10. EARNEST MONEY DEPOSIT (EMD):

In terms of Rule 170(iii) of GFR 2017, Bid Security Declaration should be signed by the bidders accepting that if they withdraw or modify their bids during the period of validity etc. they will be suspended for the time specified in the tender documents. No provisions regarding Bid Security should be kept in the Bid Documents, and only provision for Bid Security Declaration should be kept in the Bid documents.

11. PERFORMANCE SECURITY:

- (a) In terms of Department of Expenditure's OM No.F.9/4/2020-PPD dated 12.11.2020, the successful tenderer will have to deposit Performance Security of 3% of the value of the work for each occasion in the form of Fixed Deposit Receipt/Bank Guarantee from a Nationalised Bank in an acceptable form in favour of Regional Director, Staff Selection Commission (Eastern Region).
- (b) Performance Security will be refunded to the tenderer after completion of the contract upon satisfactory performance during the contract period.
- (c) Performance Security will be forfeited if the tenderer fails to perform any of the terms & conditions of the contract, without prejudice to such other action including blacklisting by SSC(ER) if deemed fit.

ANNEXURE A – Cover Letter

To
The Regional Director
Staff Selection Commission (ER)
8th Floor, 1st MSO Building
Nizam Palace
234/4, AJC Bose Road
Kolkata – 700020.

Madam,

Sub: **“NOTICE INVITING LIMITED TENDER ENQUIRY FOR PROVIDING
COMPREHENSIVE ANNUAL MAINTENANCE FOR THE EPABX SYSTEM of
STAFF SELECTION COMMISSION(ER)**

Ref: **No. D-14021/1/2021-Admn dated 9th May, 2022**

The undersigned Bidder, having read and examined in detail the Tender Enquiry document in respect of providing comprehensive annual maintenance for the EPABX system of Staff Selection Commission(ER), initially for one year period, do hereby express their interest to offer Services as specified in the terms and conditions.

Correspondence Details:

Name of the Agency:

Address of the Agency:

Name of the contact person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Designation of the person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Address of the person(s) to whom all references shall be made 24x7x365 days regarding this Tender, future work and its execution:

Contact Number:

E-Mail of the contact person:

Documents forming part of LTE Proposal:

We have enclosed the following:

- i) All necessary documents required as per this LTE document to be submitted along with the Proposal.
- ii) General & Technical Proposal
- iii) Financial Proposal.

I/We hereby declare that our proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief. I/We hereby declare that I/we have not indulged in any corrupt or fraudulent practices in preparing this proposal.

I/We hereby declare that we have not been blacklisted by any Government agencies.

The undersigned has been authorized to sign the cover letter and the enclosed proposals. The bidder will bear all costs incurred in connection with the preparation and submission of the proposal and shall bear any further pre-contract costs.

BID SECURITY DECLARATION

I/We, hereby, accept that my/our firm would be suspended for the time period of this contract, if I/we withdraw or modify the bid during the period of validity of this contract.

Thanking you,
Yours faithfully

(Signature of the Vendor)

Name :
Designation :
Seal :
Date :
Place :
Business Address:

Witness:
Signature
Name
Address
Company
Date

Vendor:
Signature
Name
Designation
Date

ANNEXURE B-General & Technical Proposal

This proposal should be submitted in Cover 1 only.

The General & Technical proposal should be submitted in the following format:

Sl No	Name of the Organization/firm	Information
1	Name(s) of the firm/Company:	
2	Registered address:	
3	Registration No. of the firm, registered under the Indian Companies Act, 1956 or Indian Companies Act, 2013/any other Act(specify):	
4	Permanent Account No. of the Firm (PAN):	
5	GST Regn. No:	
7	Tender/Bidder shall give a declaration that no police/criminal/any other offence case is pending against the agency	
8	Experience in maintenance of EPABX system (in years) especially in Govt Organization/PSU(attach supporting documents)	
9	Number of employees employed:	
10	Annual Turnover for last three years with supporting document:	

Declaration: I/we hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statements at any stage, I/We will be blacklisted and will not have any dealing with this Department in future.

(Signature of Authorized Signatory with date and office seal)

ANNEXURE-C

PROFORMA FOR OFFERING RATE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF EPABX SYSTEM OF SSC(ER):

With reference to the Tender Notice No. D-14021/1/2021-Admn dated 9th May, 2022, I/We submit my/our quotation for Comprehensive Annual Maintenance Contract (CAMC) for maintenance of the EPABX system of Staff Selection Commission (Eastern Region), Kolkata, as per the following details :-

Sl No.	EPABX system (Brand/Model/Make)	Quoted Rate for Comprehensive AMC of the EPABX system (Rate to be quoted inclusive of all applicable taxes)
1.	“Webtronic Legend 116” with 16 extension analogue	
2.	“Phonomox” with 8 extension analogue	
	Total Amount:	Rs. (in fig.):..... (Rupees..... only)

2. I/We have very carefully read the terms and conditions of the offer and agree to abide by these in letter and spirit.

3. I/We, hereby, accept that my/our firm would be suspended for the time period of this contract, if I/we withdraw or modify the bid during the period of validity of this contract.

Place:

Signature:

Date:

Name & complete postal address with Mobile number(s):

(Seal of the Tenderer is a Firm/Company)

Tender Acceptance Letter

Date:

To
The Regional Director
Staff Selection Commission (ER)
8th Floor, 1st MSO Building
Nizam Palace
234/4, AJC Bose Road
Kolkata – 700020.

Sub: Acceptance of Terms & Conditions of LTE.
Ref: No. D-14021/1/2021-Admn dated 9th May, 2022

Madam,

I/ We obtained the tender document(s) for the above mentioned 'Tender/Work' as per your Notice Inviting Tender (NIT) No. D-14021/1/2021-Admn dated 9th May, 2022.

I/ We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No.1 to 11 (including all documents like Annexure(s), Schedule(s), etc.), which form part of the LTE and I / we shall abide hereby by the terms /conditions / clauses contained therein.

I/ We hereby unconditionally accept the tender conditions of above mentioned Tender Document(s)/Corrigendum(a) in its totality/entirety.

In case any provisions of this tender are found to be violated, then SSC(ER) Kolkata, shall, without prejudice to any other right or remedy, be at liberty to reject this tender/bid.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

END OF THE DOCUMENT