

No.D-D.25013/1/2023-ADMIN
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 18th October, 2023


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 (Eastern Region) initially for a period of two(02) years.

2. For further details, for any clarification, interested parties may contact the Administration-I 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 2nd November, 2023** in the Purchase Section of this Office at the above address. No tender received after **on or before 06:00 PM of 2nd November, 2023** would be entertained. The Tenders will be opened at 10:00 AM on 3rd November, 2023 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


(Arun Kumar Sarkar)
Deputy Director
Staff Selection Commission (ER)
Telephone: (033) 2290-2230

STAFF SELECTION COMMISSION (ER)
1ST MSO BUILDING (8TH FLOOR), NIZAM PALACE,
234/4, A.J.C. BOSE ROAD, Kolkata - 700 020.
Phone : 033-2290-2230

TENDER ENQUIRY FORMAT
(Particulars of the Buyer issuing the Tender Enquiry)
INVITATION OF BID

SSC/ER/Tender file No:- D-D.25013/1/2023-ADMIN

Date:18th October, 2023

The Tender Enquiry (TE)/RFP is issued without any financial commitment. The Buyer reserves the right to amend or modify any part of the TE at any stage. Such amendments/modifications to the TE, if any, shall be duly notified similarly as the TE. Buyer reserves the right to withdraw the TE at any stage, should it so become necessary.

Bidder are required to refer the Standard Tender Documents for all the clauses. The Tender conditions are to be considered modified to information mentioned below: -

Sl. No.	NOMENCLATURE OF THE STORES/ SERVICE	SPECIFICATION	TENDER QUANTITY (with unit)
1.	Comprehensive Annual Maintenance Contract for the EPABX System of Staff Selection Commission (Eastern Region)	As per scope of work	01 whole job

Firm should not Quote or mention their rates in Technical Bid, failing which offer of the firm will not be considered.

- Type of Tender:** LTE through CPPP and Official Website of SSC(ER)
- Type of Bid:** Two Bid System
- Place of opening of Bids is:** Offline
- Eligibility Criteria:** As per clause 1 of this LTE under the heading “**ELIGIBILITY**”
- Technical Documents:** Firm must submit following documents for technical evaluation along with Bid: -
 - EMD or supporting documents claiming EMD Exemption:-** As per clause 11 under the heading “**EARNEST MONEY DEPOSIT**”
 - Documentary Support for Past Experience as per eligibility criteria.
 - Balance Sheet/ITR/Turnover for Last 3 years in support of their existence
 - PAN
 - GST
 - MII self-declaration certificate: Seller to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for Class-I local supplier/ Class II local supplier as the case may be.
 - Compliance statement:** Complying all Terms and Condition.
- Validity of offer:** 180 days from the date of bid opening date
- Tender Quantity distribution ratio:** 100% on L-1 Firm
- Public Procurement (Preference to Make in India), Order 2017:** Applicable

9. **Delivery Contract Period:-** 02 years

10. **Inspection Authority:** The Regional Director, SSC Eastern Region - Kolkata. or his authorized representative

11. **Consignee details: Regional Director (ER), STAFF SELECTION COMMISSION (ER)**

1ST MSO BUILDING (8TH FLOOR), NIZAM PALACE,

234/4, A.J.C. BOSE ROAD, Kolkata - 700 020.

Phone : 033-2290-2230

12. **Price Variation Clause:** Not Applicable. Bidders shall offer their quotes only on firm and fixed basis.

13. **Liquidated Damages:** Applicable as per Clause 08 of the NIT

14. **Option Clause:** 25%

15. **Guarantee/Warranty:-** NA

16. **Performance Security Deposit (PSD): Applicable –** As per clause 12 under the heading “PERFORMANCE SECURITY”

17. **Payment Terms:** As per clause 9 under the heading “MODE OF PAYMENT”

18. **Paying Authority:** Regional Director, Staff Selection Commission (Eastern Region)

19. **Name/ designation of the contact persons:** Shri Arun Kumar Sarkar, Deputy Director

20. **Telephone number (s) of the contact personnel:** 033-2290-2230

21. **Official e-mail ID (s) of contact personnel:** dd2ssc.wb-dopt@gov.in

22. **Fax number (s):** 033-2290-4424

STAFF SELECTION COMMISSION (ER)
1ST MSO BUILDING (8TH FLOOR), NIZAM PALACE,
234/4, A.J.C. BOSE ROAD, Kolkata - 700 020.
Phone : 033-2290-2230

COMPLIANCE STATEMENT

Sl. No.	Commercial & General Terms.	Compliance to TE Conditions (Yes/No)	If not complied, Specify deviations
1	Is Price quoted Firm and Fixed		
2	Delivery & Prices on F.O.R destination basis.		
3	Whether the offered store is as per specifications mentioned in TE.		
4	Inspection at Buyer's premises acceptable.		
5	Delivery as per Delivery Period mentioned In TE acceptable.		
6	Payment Terms of the TE acceptable.		
7	Agreed for Option Clause as mentioned in TE.		
8	Agreed for Submission of Security Deposit/ Performance Security Deposit.		
9	Liquidated Damages Clause accepted.		
10	Agreed for condition of Evaluation Criteria		
11	Validity of offer-as per tender.		
12	Guarantee/ Warranty Clause accepted.		
13	MSMEs, UAM no. etc relevant documents submitted		
14	GSTIN No. and relevant documents submitted.		
15	All The Terms & Conditions of Tender Documents and GEM are Accepted		

Seller Signature along with company stamp/seal

1. ELIGIBILITY

- 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,
- The agency/firm should have a past experience in last 03 (three) years for same or similar work in Government Organisation/PSUs. Necessary documents must accompany the bid.

2. INSTRUCTIONS TO BIDDERS

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

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

(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 C**.

(b) General & Technical Proposal

The General & Technical proposal is to be submitted in the format as prescribed at **ANNEXURE- D**. 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 executing same or similar work

(c) Financial Proposal

Schedule of financial bid must be submitted in Prescribed format only (**Annexure-E**). 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) A duly constituted Tender Opening & Evaluation Committee will open the Bids.
- (b) 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.
- (c) Financial bids of only technically qualified bidders, who are short-listed after technical evaluation, will be opened and evaluated by Tender Evaluation Committee.

5. SCOPE OF WORK & TECHNICAL REQUIREMENT:

- (a) The vendor has to maintain the EPABX system of “Webtronic Legend 116” with 16 extension analogues and “Phonomax” with 08 extension analogues.
- (b) 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.
- (c) The Maintenance/Repair work to be carried out in the office premises at Staff Selection Commission (eastern Region), 8th Floor, Nizam Palace, 1st MSO Building, 234/4, A.J.C. BOSE Road, Kolkata - 700 020.
- (d) During maintenance, if any part is required to be changed, the vendor must replace the part immediately, with genuine parts of same specification and warranty. The replaced part is to be handed over to 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.

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

- (a) The contract will be on comprehensive basis and it shall remain valid for two years from the date of awarding the contract. 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.

- (b) 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.
- (c) The service engineers would take up any reported fault within two hours from the receipt of complaint. As far as possible, the repairs would be carried out on-site.
- (d) The contractor must not backout midway of the contract. In case the same happens, appropriate actions, as deemed fit, will be taken against the agency/firm.
- (e) The contractor shall be responsible for any loss or damage caused to the EPABX system owing to negligence on the part of its representative.
- (f) In the event of refusal/non-capacity to execute the work, the vendor may have to submit reasons 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, the same will be implemented.
- (g) The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute.
- (h) In case of failure to attend the complaint beyond one day, an amount of Rs. 300/- per day will be deducted from the CAMC bill.
- (i) If a bidder violates any of the terms and conditions after award of contract, it shall be blacklisted and its EMD/Performance Security Guarantee shall be forfeited.

7. AWARD OF CONTRACT & TERMINATION OF CONTRACT

- (a) 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, the same will be implemented.
- (b) The SSC(ER) reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.
- (c) The rates quoted should remain valid for complete contract period. The Total quoted amount should be written both in figures and in words,
- (d) Quotations, which do not comply with the above conditions, are liable to be rejected,
- (e) 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.
- (f) All the pages of the documents submitted in response to the Notice Inviting Limited Tender shall be numbered sequentially and all pages and annexures shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract.
- (g) The acceptance of the offer and signing all pages of this document by the authorized signatory/bidder will be deemed as a contract.

8. PENALTY:

In case of failure to attend the complaint beyond one day, an amount of Rs. 300/- per day will be deducted from the CAMC bill.

9. TERMS OF PAYMENT:

- (a) The payment shall be made to the Service Provider on quarterly basis on submission of pre-receipted bill in triplicate. Payment will be made by NEFT.
- (b) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory service would be made.

10. 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) In case of any dispute, all efforts should be made to settle or resolve such dispute mutually by discussion.
- (g) The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute.

11. EARNEST MONEY DEPOSIT (EMD):

Bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are required to deposit EMD of ₹ Nil (**Rupees NIL only**) in the form of Account Payee Demand, Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects.

12. PERFORMANCE SECURITY:

- The successful agency shall have to furnish a Performance Security in form of Performance Bank Guarantee or Fixed/Term Deposit of 5% of the quoted rate from any Nationalized or Scheduled Bank in favour of Regional Director, Staff Selection Commission (Eastern Region) payable at Kolkata within Seven days of acceptance of award of contract along with the agreement to be executed with the Commission
- Performance Security shall be valid for a period of two months beyond all contractual obligations.
- Performance Security Deposit shall be liable for appropriation / adjustment against any liquidated damages due to deficit in performance as per terms and conditions of the contract, after issuing a "SHOW CAUSE NOTICE" to the contractor.

- If the contractor duly performs and completes the contracts in all respect, the SSC shall refund the Performance Security Deposit to the contractor after deducting the costs and other expenses that the SSC may have incurred for making good any loss due to any action attributable to the contractor which the SSC is entitled to recover from the contractor.
- Performance Security will be refundable/returnable only after full settlement of final bill for the works contracted/executed under the contract.
- SSC (ER) will not be liable to pay any interest on the performance security deposit.

ANNEXURE C – 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-D.25013/1/2023-ADMIN dated 18th October, 2023

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), for a period of two years, 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 D-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-E

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

With reference to the Tender Notice No. **D-D.25013/1/2023-ADMIN** dated 18th October, 2023, 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 :-

NOMENCLATURE OF THE STORES/ SERVICE	TENDER QUANTITY (with unit)	Quoted Rate for Comprehensive AMC of the EPABX system (Rate to be quoted inclusive of all applicable taxes)
Comprehensive Annual Maintenance Contract for the EPABX System of Staff Selection Commission (Eastern Region)	01 whole job	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-D.25013/1/2023-ADMIN dated 18th October, 2023

Sir,

I/ We obtained the tender document(s) for the above mentioned 'Tender/Work' as per your Notice Inviting Tender (NIT) No. **D-D.25013/1/2023-ADMIN** dated 18th October, 2023.

I/ We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No.1 to 09 (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