

No.1-4(23)/2005-G-II  
Union Public Service Commission  
Shahjahan Road, Dholpur House  
New Delhi-110069

**AMC of Tadiran telephone Exchange**

Online bids are invited from AMC service providers involved in this field on two bid system for Comprehensive Annual Maintenance Contract of Tadiran Telephone Exchange "Model- Coral-III EPABX" with accessories( Voice mail software, Call Billing Software, FCBCs, etc.) installed in UPSC. The online tender in respect of AMC of Tadiran Telephone Exchange "Model- Coral-III EPABX" with accessories as mentioned above, whose specific details are indicated in the terms and condition and scope of work is indicated at Annexure-I of this document. **Manual bids shall not be accepted.**

Tender documents may be downloaded from UPSC web site [www.upsc.gov.in](http://www.upsc.gov.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

**GENERAL TERMS AND CONDITIONS**

**CRITICAL DATE SHEET**

Published Date and time	10-08-2016 14.00Hrs
Bid Document Download / Start Date	10-08-2016 14.00Hrs
Bid Submission Start Date	22-08-2016 14.00Hrs
Bid Submission End Date	02-09-2016 15.00 Hrs
Bid Opening Date	05-09-2016 15.30 Hrs

Bids shall be submitted online only at CPPP website:  
<https://eprocure.gov.in/eprocure/app>.

**Tenderer/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.**

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

### **Procedure of Submission of Bids**

**The tender shall be submitted online in two parts viz., technical bid and price bid.**

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email or any other mode shall not be considered. No correspondence will be entertained in this matter.

### **General Terms and conditions**

1. The bidder must have the experience of providing maintenance of Tadiran telephone exchange services to the reputed Govt./Public Sector or Private Companies for at least **three years**. A list of clients should be enclosed with the technical bid, alongwith copies of the relevant job orders to support that they have relevant expertise in the maintenance of Tadiran telephone exchanges.

2 The maintenance service to be provided in respect of the above mentioned equipments shall commence on "as is where is basis".

3. The bidder should furnish an undertaking in writing to the effect that the repair / replacement of the parts of Telephone Exchange etc. shall be of original equipment manufacturers / suppliers, ie Tadiran.

4. The Tadiran telephone exchange systems proposed to be covered under AMC is installed in the office of UPSC. The maintenance services are to be provided on the site.

5. Response time for maintenance call should not exceed two hours. The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the bidder will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 24 hours from the time of failure reported then the UPSC may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred thereon shall be recovered from the bidder.

6. The AMC will be awarded for a period of **Three year** . The rates shall remain firm during the validity of contract except the Service tax component would be paid as per the prevailing rates.

7. In the event of non-satisfactory performance of maintenance services by the successful bidder, UPSC will have the discretion to terminate the AMC by giving one month notice and to award it to any other firm, and recover such amount from the bidder as may be decided by the Secretary UPSC having regard to the loss/damage suffered to this office. Secretary, UPSC decision in this regard shall be final and binding on the parties.

8. Bids shall remain valid for a minimum period of 120 days from the date of opening of technical bids.

9. Performance Security: The successful bidder will be required to furnish Performance Security of 5% of the contract value in the form of demand draft/pay order in favour of Secretary, UPSC at Delhi within 10 days of receipt of letter of intent. The Performance Security would be retained by the Commission till satisfactory completion of contract period. The Performance Security shall remain valid till sixty days of the completion of all contractual obligations.

10. The bidder should submit scanned copies along with **Technical Bid** as per the tender document of the following documents which should be duly signed by the authorized signatory :-

a) Scanned Copy of PAN card

(a) Scanned Copies of IT Returns of the firm for the preceding three years including the year 2014-2015.

(b) Scanned Copies of Audited Balance Sheets of the firm for the preceding three years including the year 2014-2015

(c) Scanned List of organizations where the firm has executed or is executing the AMC service for last three years along with copies of work order.

d) Scanned copy of the EPF registration certificate.

e) Scanned copy of VAT registration

f) Scanned copy of Service Tax

g) Scanned copy of a certificate from Chartered accountant confirming annual turnover of Rs 20 Lakh.

h) Scanned Copy of Earnest Money Deposit (EMD) of Rs.11,000/-.

i) Duly signed scanned copies of Annexure I (Scope of Work) Annexure -II(Check List) and Annexure-III (certification by Firm)

11 **Period of Rate Contract** : The period of rate contract will be valid for a period of three years on the same rates/ terms & condition stipulated in the NIT.

12. The tenderers should quote rates for each of the three years. The prices for each year will be firm. In order to equitably compare rates for different years, NPV (Net Present Value) would be used at a rate of discounting of 10% annually to bring the rates at the same footing and L-I will be decided accordingly

c. The rate of discounting and the of NPV calculation is pre-disclosed in the tender document as under:

$$NPV - \{ Y1 + Y2/(1+0.1)+Y3/(1+0.1)^2 \}$$

NPV - Net Present Value

Y1 - Rate quoted for 1<sup>st</sup> Year

Y2 - Rate quoted for 2<sup>nd</sup> Year

Y3 - Rate quoted for 3<sup>rd</sup> Year

**For example**, if rate quoted for first year (Y1) is 1000, that for second year (Y2) is 1200 and for third year (Y3) is 1400, there NPV will be

$$\begin{aligned} & 1000 + \frac{1200}{1.1} + \frac{1400}{1.21} \\ = & 1000 + 1090.91 + 1157.02 \\ = & \text{Rs.3247.93} \end{aligned}$$

This is the value for determining LI for awarding the tender.

### 13. PRICE BID

Schedule of price bid in the form of BOQ\_XXXX .xls as per NIC format.

13(a)The Hard Copy of original instruments Earnest Money Deposit (EMD) of Rs.11,000/- (Rupees Eleven thousand only) in the form of a Demand Draft/Pay Order/FDR payable to the Secretary, UPSC must be delivered **to the UPSC** on or **before bid opening date/time** as mentioned in **critical date sheet**. The EMD should remain valid for a period of Sixty days beyond the final bid validity period. The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender and the EMD of the successful bidder would be released after the receipt of Performance Security. No interest on EMD & Performance Security will be payable by UPSC under any circumstance.

### OTHER TERMS AND CONDITIONS

- 14 Hypothetical and conditional bids will not be entertained.
- 15 Taxes, if any, shall be quoted separately failing which the quoted rates would be taken as inclusive of taxes and no subsequent request for addition of taxes would be entertained by this office.
- 16 Income Tax: Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No. (PAN). They are also required to furnish a certificate as at Annexure-III that they have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

### 17 Payment

The payment towards the comprehensive annual maintenance contract will be made on quarterly basis on satisfactory post service basis. .

18 Risk Purchase Clause: If the service provider after submission of tender and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of these tender documents, or fails to provide adequate service or at any time repudiates the contract, the UPSC will have the right to forfeit the EMD, invoke the performance security if deposited by the service provider and provide the contract to other agencies.

19. PENALTY CLAUSES:

If the system down time exceeds the permissible limits as specified in the para IX of 'Scope of Work' (Annexure-I), UPSC reserves the right to impose a penalty on the quarterly bill of the firm for its failure to provide satisfactory maintenance service in attending the complaints @1% for each day or part thereof of delay subject to maximum 10% of the total contract value of that particular quarter, in addition to taking recourse to the action as specified in Clause 7.

20 Arbitration

Any dispute or difference whatsoever arising between UPSC and the firm out of or relating to the conclusion, meaning and operation or effect of the contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding of UPSC & the firm. The venue of Arbitration shall be at Delhi.

21 Jurisdiction

Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

22      Force Majeure

The firm shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, delay in obtaining licences or rejection of applications under the statutes, power failure, accidents or disruption or operations arising from causes not attributable to any mala fide acts of firm, fire or floods.

23      The UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding.

24      The above are the broad conditions for AMC to be awarded. The vendor will have to sign detailed maintenance agreement, if the AMC is awarded to him.

25      Interested vendors can contact Sh. Satish Kumar, Assistant Superintendent(telephones) (Ph. No. 23098591) to visit UPSC and see the Tadiran Telephone Exchange and accessories to be covered under AMC.

26      The tender notice is also available on UPSC's website: [www.upsc.gov.in](http://www.upsc.gov.in)

(R.K.DIXIT)  
Under Secretary (G-II)

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### Scope of Work

- i) AMC shall consist of preventive maintenance , cleaning and servicing of telephone exchange and other associated equipments installed with telephone exchange on quarterly basis.
- ii) AMC shall consist of corrective maintenance of telephone exchange which includes replacement of faulty parts with genuine parts and other associated equipments free of cost except the batteries.
- iii) During the AMC the firm will look after the software and hardware of the system and no extra charges will be paid by UPSC to the firm for additional programming.
- iv) The defective parts replaced by the firm shall be taken away by the firm at their own cost.
- v) The firm shall give maintenance /service at UPSC premises after lodging the complaints.
- vi) Regular supervision and maintenance will be conducted normally in working hours. These working hours can be changed or extended according the requirement of UPSC on exceptional cases like system fully down or in emergencies cases.
- vii) The maintenance /service to be provided in respect of above mentioned equipments shall commence on “as is where is condition basis”.
- viii) Response time for maintenance call should not exceed two hours.
- ix) The system down time should not exceed 24 hours from the time at which complaint was made . In case the system is not repaired with in 24 hours from the time failure reported then UPSC may choose to get the same repaired by or replaced from any other agency and cost and expenditure incurred thereon shall be recovered from the firm in addition to levying of penalty mentioned at clause 17.

Annexure-II  
Check List

1.	Whether scanned copy of EMD enclosed	Yes/No
2.	Whether list of clients along with scanned copies of job orders for three years enclosed.	Yes/No
3.	Whether scanned copy Balance Sheet for three years (including 2014-2015) enclosed	Yes/No
4.	Whether scanned copy income tax return for last three years (including 2014-2015) enclosed	Yes/No
5.	Whether the scanned copy of EPF registration certificate enclosed	Yes/No
6.	Whether the scanned copy of VAT registration certificate enclosed	Yes/No
7.	Whether the scanned copy of Service Tax registration certificate enclosed	Yes/No
8.	Whether the copy of Pan card enclosed	Yes/No
9.	Whether scanned copy of Annexure III duly signed and enclosed.	Yes/No

Authorized Signatory  
Name & Address of the firm with telephone no/ mobile no/fax no

Notice Inviting Tender for Comprehensive AMC of Tadiran Telephone Exchange installed in UPSC

We.....(Name & Address of the Firm) have in response to your NIT dt..... submitted a Technical & Financial bid for Comprehensive AMC of Tadiran telephone Exchange installed in UPSC. as required under NIT , we hereby certify as under:-

1. That the firm have the necessary technical experience of providing maintenance of Tadiran telephone exchange services to the reputed Govt./Public Sector or Private Companies for at least three years. A list of clients, alongwith copy of the relevant job orders supporting relevant expertise in the maintenance of Tadiran telephone exchanges is enclosed.
2. That we fully understand the scope of work specified in NIT and our bid is strictly in accordance with the Scope of work.
3. That repair/ replacement of parts of telephone exchange etc. shall be of original manufacturers/ supplier i.e. M/s Tadiran.
4. That all terms and conditions of the tender are acceptable to us.
5. That the firm has not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

Authorized Signatory

Name & Address of the firm/ Bidder

## **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

\_\_\_\_\_  
\_\_\_\_\_

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)

