

राज्यपालांचे सचिव यांचे कार्यालय

राजभवन, मलबार हिल, वाळकेश्वर रोड, मुंबई ४०० ०३५.

ईपीएबीएक्स दूरध्वनी यंत्रणांच्या वार्षिक देखभाल कराराकरीता जाहिर निविदा

मा. राज्यपालांचे सचिव कार्यालय व परिवार प्रबंधक कार्यालय, राजभवन, मुंबई येथील कार्यालय व निवासस्थान येथे कार्यरत असलेल्या PANASONIC EPABX System च्या वार्षिक देखभाल व निगराणीसाठी मे 2014 मध्ये सुरु करण्यात आलेली निविदा प्रक्रिया योग्य निविदा प्राप्त न झाल्यामुळे रद्द करण्यात आली आहे.

ईपीएबीएक्स विस्तारीत दूरध्वनी यंत्रणेच्या वार्षिक दुरुस्ती देखभाल व निगराणीसाठी या क्षेत्रातील नामवंत ठेकेदार यांचेकडून दोन पाकिटे (तांत्रिक आणि वाणिज्यिक) पध्दतीनुसार मोहोरबंद पुन्हा निविदा मागविण्यात येत आहेत.

निविदेसंबंधीचे वेळापत्रक खालील प्रमाणे राहिल —

निविदा अर्ज विक्रीची तारीख	कोरे निविदा अर्ज दि.१७/०७/२०१५ पासून http://www.rajbhavan.maharashtra.gov.in व http://www.maharashtra.gov.in या संकेतस्थळावरून डाऊनलोड करता येतील.
निविदा मूल्य	रु१०००/- (ना-परतावा)
इसारा रक्कम	रु ५०००/- (परतावा)
निविदा पूर्व बैठकीची (Pre-bid meeting) तारीख व वेळ	दि.३०/०७/२०१५ रोजी दुपारी ४.३० वाजता
निविदा सादर करण्याची अंतिम तारीख व वेळ	दि.३१/०७/२०१५ रोजी दुपारी २.०० पर्यन्त
संबंधित प्रतिनिधींच्या उपस्थितीत निविदा (तांत्रिक व वाणिज्य) बोली उघडण्याची तारीख व वेळ	दि.३१/०७/२०१५ रोजी दुपारी ४.०० वाजता

उक्त ईपीएबीएक्स दूरध्वनी यंत्रणेचा तपशील निविदा अर्जासोबत उपलब्ध आहे. निविदा मूल्य रु.१०००/- व इसारा रक्कम रु ५०००/- च्या दोन स्वतंत्र पे ऑर्डर किंवा धनाकर्षाद्वारे तांत्रिक बोलीच्या कागदपत्रांसोबत "लेखा अधिकारी, राजभवन, मुंबई (Accounts Officer, Raj Bhavan, Mumbai) यांच्या नावे सादर करण्यात यावी. संपूर्ण माहिती व दरपत्रक नमूद केलेल्या मोहोरबंद निविदा "मा. राज्यपालांचे सचिव, राजभवन, मलबार हिल, मुंबई ४०० ०३५" या पत्त्यावर पाठविण्यात याव्यात.

प्राप्त निविदांपैकी कोणतीही निविदा स्वीकृत अथवा अस्वीकृत करण्याचा अंतिम अधिकार निम्न स्वाक्षरीकारानी राखून ठेवला आहे, याची कृपया नोंद घ्यावी.

-/स्वाक्षरी
(विकास चंद्र रस्तोगी)
राज्यपालांचे सचिव.

**Governor's Secretariat
Raj Bhavan, Malabar Hill,
Walkeshwar Road,
Mumbai – 400 035.**

Tender Notice
Annual Maintenance Contract for Maintenance of EPABX System

The tender procedure initiated for Annual maintenance of **PANASONIC EPABX System** installed at Governor's Secretariat & Office of the Comptroller of the Household in May 2014 has been cancelled due to non-receipt of proper bids.

Sealed tenders are being invited again from reputed agencies in Mumbai in two envelope pattern (**Technical and Financial**) for Annual Maintenance Contract of EPABX System installed at Raj Bhavan, Mumbai.

The Schedule of Bids is as follows:-

Date for sale of tender forms	Blank tender forms can be downloaded from 17 -07-2015 from the following web sites http://www.rajbhavan.maharashtra.gov.in and http://www.maharashtra.gov.in
Price of the tender Document	Rs.1,000/- (Non-Refundable)
Earnest money Deposit	Rs. 5000/- (Refundable)
Pre-bid meeting	30 July, 2015 at 1630 hrs.
Last date for submission of bid	31 July, 2015 up to 1400 hrs.
Time and date of opening of bids (Technical & Commercial bid)	31 July, 2015 at 1600 hrs.

The technical details of the EPBAX system are available on the Raj Bhavan website <http://www.rajbhavan.maharashtra.gov.in> and Government of Maharashtra Website <http://www.maharashtra.gov.in>. Price of the downloaded tender document (Rs.1,000/-) and Earnest money Deposit (Rs. 5000/-) has to be paid by two separate pay orders or demand drafts drawn in favour of **"Accounts Officer, Raj Bhavan, Mumbai"** along with the technical bid.

The sealed tender along with complete information and the rate may be sent to the address: **The Secretary to the Governor of Maharashtra, Raj Bhavan, Malabar Hill, Mumbai - 400035**. The under signed has reserved the right to accept or reject any tender offer without assigning any reason thereof.

-sd-

(Vikas Chandra Rastogi)
Secretary to the Governor

Tender Notice

Subject: - Annual Maintenance Contract (AMC) of Panasonic EPABX System of the Raj Bhavan, Mumbai.

Quotations are being invited for award of annual maintenance contract of EPABX System installed in Raj Bhavan, Mumbai. The Technical and financial terms & Conditions of AMC shall be as follows:

(A) Technical

- a. The firm should be in existence for over five years in the business of maintenance of EPABX System. The bidders' turnover in terms of earning within India during the three financial years i.e. 2011-14 should be **10 Lakh** on an average, from EPABX AMC related services and should be supported by documentary evidence.
- b. The bidder must have its own service centre/maintenance facility in Mumbai / Suburban area and should have extensive experience of maintenance of complete system hardware, cabling etc. The bidders must enclose details of their infrastructure with reference to locations (address), service set up facility and technical manpower etc. and also indicate their business model for providing AMC and related support.
- c. The firm must be registered with the Registrar of Companies. The registration number of the firm along with PAN Number should be enclosed.
- d. The firm must have at least 3 yrs. Experience of maintaining PANOSONIC EPABX system and should furnish documentary proof for the same.

- e. The firm must have previous experience in maintaining EPABX System in Government organizations/PSUs during the last three years 2010-13 and Performance certificate from the existing clients (organization) should be attached.
- f. The firm must have expertise in the requisite preventive measures on site maintenance.

(B) Scope of Work

- (1) Under Annual Maintenance Contract firm shall take care of entire EPABX system and during the period of repairing of defective component the firm shall replace defective components with another component of the same make/ brand without any additional charges to ensure the continuity in operation of EPABX system services.
- (2) Vendor should depute a qualified and experienced technician on site, to the Raj Bhavan who should attend the call within 15 minutes from the lodging of complaint. The technician should be well versed with knowledge and experience of maintenance of EPABX System of Raj Bhavan.
- (3) It shall be the responsibility of the vendor to provide appropriate device drivers and solutions for all systems under AMC.

If the firm meets the above prerequisites, it may submit tender in two separate covers. These envelopes should be sealed and super-scribed in bold letters "**(Part-A) Technical Bid**" & "**(Part-B) Financial Bid**" respectively and these two envelopes should be contained in a single sealed envelope as under:

Part –A Technical Bid- Envelope will cover Technical Bid which will contain the documents as per Annexure-I (Form 1,2,3& 4) and EMD amount as per clause C. The document will be indexed properly.

Part-B-Financial bid- Envelope will contain quotes for Annual maintenance contract of EPABX System in Form No. 5

The firm will put page number and authorized signature on each page (both side) compulsorily and in absence of it, the bids will be rejected.

(C) BID EMD

Earnest Money Deposit (EMD) as mentioned below must be submitted in the form of a bank draft/ FDR/ Banker's Cheque / Bank Guarantee from any commercial bank drawn in favour of "Account Officer, Raj Bhavan" payable at Mumbai. Bidders who have relaxation /exemptions by the Government shall submit their bid along with proof of exemptions.

Maintenance Charges as per	Value of EMD
Form No.5	5,000/-

(D) FINANCIAL BID

The rates of AMC should be quoted inclusive of all applicable duties and taxes in **Form No. 5** to be marked as 'Financial Bid document for EPABX System' in separate sealed cover.

The rates are to be indicated both in figures and words. The maintenance cost will be valid for three years from the date of entering into contract. No price escalation will be entertained during the period of contract.

(E) Period of validity of Bid

The bid shall remain valid for 90 days from date of opening the tender. If any bidder withdraws his tender before the period, the Raj Bhavan shall, without prejudice to any other right or remedy, be at liberty to forfeit the Bid EMD absolutely.

(F) SUBMISSION OF BIDS:-

The tender bids complete in all respects and addressed to Secretary to the Governor of Maharashtra, Governor's Secretariat, Walkeshwar Road, Malabar Hill, Raj Bhavan, Mumbai 400035. must reach latest by **2.00 p.m.** on or before **31 July, 2015**. Bids received after the stipulated date and time shall not be entertained.

(G) Terms and conditions for awarding the AMC shall be as follows:-

- (1)** The sealed covers for Technical Bids should contain EMD and other required essential documents as per Form 2 of **Annexure-I**. In the first instance only Technical Bid will be opened in the presence of representatives of the vendors **at 4.00 P.M. on 31 July, 2015**.
- (2)** Upon verification evaluation/assessment, if in case any information furnished by the vendor is found to be false / incorrect, his total bid shall be summarily rejected and no correspondence on the same shall be entertained.

- (3)** All columns of the bid form should be filled. **Any additional information should be enclosed separately and referred to in the relevant column of the bid form.** All relevant product literature must be enclosed with the bid.
- (4)** In the event of the specific bid opening day being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- (5)** The bidders/authorized representatives who will be present shall sign in the designated register evidencing their attendance.
- (6)** In the case of tenderer whose tender is accepted, Earnest Money Deposit will be returned only after submission of 10% performance security of total cost of the contract at the time of signing of agreement.
- (7)** Financial Bids in respect of only those vendors, who are found technically qualified, will be opened subsequently for further evaluation. One authorized representative of each of the vendor would be permitted to be present at the time of opening of bid document.
- (8)** Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without any interest.
- (9)** The Bid EMD may be forfeited in the following cases:-

 - a) If bidder requests to withdraw at any stage after expiry of submission time.
 - b) In case of a successful bidder, if the bidder fails to sign the contract.
- (10)** Finally a selected vendor shall be required to enter into a written AMC agreement with Secretary to the Governor of Maharashtra for honoring all terms and conditions in the tender notice or tender bids.

- (11)** The Office of the Secretary to the Governor of Maharashtra will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids or for any delay on account of postal service.
- (12)** The offers/tenders submitted by fax/email shall not be considered. No correspondence will be entertained on this matter.
- (13)** The down time over one day excluding holiday will attract penalty @Rs. 100/- per day/ per connection for downtime more than 24 hours and Rs. 1000/- per day for each EPABX System.
- (14) In case of intermittent failure and repetitive problems due to improper diagnosis or repair the system will be treated as continuously down.**
- (15)** Preventive maintenance service is to be carried out every three months for all systems and peripherals detailed in the Form No. 5. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would include:
- a. Checking of EPABX System and maintenance.
 - b. Checking of voltage adopter.
 - c. Checking of keys and Buzzers of the instruments.
- (16)** In case the system cannot be repaired within 24 hr of making the service request the selected agency shall provide and install a standby equipment of same make to ensure uninterrupted operation and that can be taken back once the faulty system is repaired and put back into operation.
- (17)** Sub – contracting of AMC services is not allowed.
- (18)** The firm shall be required to furnish the status of all the calls attended, pending calls, to the Superintendent (Establishment),

Governor's Secretariat, on weekly basis in the prescribed format, for effective monitoring of complaints lodged.

- (19) Period of Contract of Maintenance:** -The Annual maintenance contract will be valid for a period of 3 years (36 months) from the date of entering into the service contract with the Tenderer. Initially maintenance contract for the period of 1 year (12 months) will be awarded to the successful Tenderer. Further, 2 extensions each of 12 months will be given strictly on the basis of the quality of services rendered by the Contractor and satisfaction of the users.
- (20)** Payment will be made on quarterly basis, only after satisfactory performance in the past quarter.
- (21)** Secretary to the Governor of Maharashtra reserves the right to cancel this tender or modify the requirement without assigning any reasons. Secretary to the Governor of Maharashtra will not be under obligation to give clarifications for doing so. In case the AMC services are not satisfactory, Secretary to the Governor of Maharashtra reserves the right to cancel the contract any time during the currency of AMC by giving one month's notice.
- (22)** Any tender received without adhering to all the above conditions or incorporating any conditions contrary to any of the above condition will be liable to be rejected summarily.
- (23)** Before signing of AMC agreement, the successful bidder shall also furnish the performance security from a nationalized bank in the form of a bank draft / FDR/ Banker's Cheque / Bank Guarantee from any commercial banks to the tune of 10% of the contract value, which shall be invokable / encashable till **six months** after termination or end of contract period.
- (24)** Secretary to The Governor reserves the right to cancel the vendor's bid/AMC services, if any information provided by the vendor is

found to be incorrect/false during the selection procedure, or during the currency of the contract AMC period.

(25) The decision of Secretary to the Governor of Maharashtra will be final and representation of any kind shall not be entertained in this regard. Any attempt by the vendor to bring pressure towards decision making process, such vendors shall be disqualified for participation in the present tender and may be liable to be debarred from bidding for Raj Bhavan, Maharashtra tenders, in future.

(26) In the event of any dispute, difference, question arises in connection with the contract, the same shall be refer to the 'single arbitrator' mutually agreed by both the parties for arbitration. The decision of such arbitrator shall be binding on them.

(27) Any disputes arising out of this tender will be under the jurisdiction of High Court of Mumbai only.

(H) SIGNING OF CONTRACT:

Within 5 days of receipt of communication from Raj Bhavan successful bidder shall come to Governor's Secretariat, Raj Bhavan, Mumbai and sign the AMC Agreement. On non-judicial stamp paper of Rs. 100/-. All expenses will be borne by the successful bidder himself.

Annexure – I
Part-1 Qualification Bid

FORM-I

To,

The Secretary to the Governor,
Raj Bhavan,
Malabar Hill,
Walkeshwar Road,
Mumbai- 400 035.

**Sub – Quotation for Annual Maintenance Contract of EPABX
System of the Raj Bhavan, Mumbai.**

Sir,

The undersigned have read and examined in detail the tender document in respect of Annual Maintenance Contract of EPABX System of the Raj Bhavan, Mumbai and do hereby express interest to provide such services.

Correspondence Details:

1)	Name of the Company	
2)	Address of the Company	
3)	Name, Designation and address of the person to whom all references shall be made regarding this tender	
4)	PAN and Service Tax Details	
5)	Telephone & Fax No.	
6)	E-Mail id of the contact person	

Documents forming part of the bid:

- a) Form 2. Minimum Eligibility
- b) Form 3. Prior Experience
- c) Form 4. Declaration letter
- d) Form 5. Financial Bid (to be submitted in separate sealed covers)
- e) Letter of authorization in the name of the representative.
- f) Earnest Money Deposit.

Thanking You,

Yours faithfully,

(Signature of the Authorized person)

Date:

Place:

Business Address:

Name :-

Designation:-

Seal:-

MINIMUM ELIGIBILITY

The details** in respect of the company are as given under:

Sr. No	Particulars	
1.	Name of the Company.	
2.	Year of Registration/Incorporation (Proof to be attached).	
3.	Number of Employees as on November 2013	
4.	Annual Turnover (along with Proof)	Financial Year
		2011-12/2012-13/ 2013-14
5.	Whether EMD enclosed.	
6.	Whether separate envelops prepared. a) Technical bid. b) Finance bid.	

Yours faithfully,

(Signature of the Authorized person)

Date:

Place:

Business Address:

Name :-

Designation:-

Seal:-

**All the documents should be duly authenticated by the authorized signatory and his/her official seal and submitted in the given format.

FORM – 3

PRIOR EXPERIENCE AND AVAILABLE RESOURCES

(Using the format below, provide information in respect of each department/Agency to whom similar work was provided by the Company during the last two years).

Name of the Government organizations/PSU's etc. along with their address and details of contact person from whom similar order was received and carried out (Proof to be attached)	
Whether the firm has requisite infrastructure & sufficient manpower at Mumbai to carry out the job in timely manner (Give details).	

Yours faithfully,

(Signature of the Authorized person)

Date:
Place:
Business Address:

Name :-
Designation:-
Seal:-

Declaration on official letterhead stating the following:

Declaration

1. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
2. We are not black-listed by any Central/State Government/Public sector undertaking in India.
3. We confirm that we comply with all Eligibility Criteria and will adhere to all terms and conditions of the tender.

Yours faithfully,

(Signature of the Authorized person)

Date:
Place:
Business Address:

Name :-
Designation:-
Seal:-

PROFORMA FOR FINANCIAL BID
(TO BE SUBMITTED SEPARATELY IN SEALED COVER)

1. Name of the Company, address etc.
2. Details of rate quoted for Annual maintenance contract of EPABX system **

Details	Amount in Rs.

(Including all duties and taxes)

(Figures may be written in words as well as in figures. In case of any discrepancy between figures and words, the rates written in words will be taken for consideration)

Note:- No over-writing will be allowed. Any financial bid with over-writing will be disqualified.

Yours faithfully,

(Signature of the Authorized person)

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

**Details of EPABX system at Raj Bhavan, Mumbai

Sr. No.	Items	Qty
1.	Panasonic TDA 100 D Telephone System Conf. 8 MTNL Lines, 31 Digital Extensions X 8 Analog Extensions	01
2.	Panasonic KX-TDA 600 Telephone System Conf. 16 MTNL Lines, 16 Digital extensions with 128 Analog Extensions	01
3.	Panasonic make model KX-t 7665 (Digital Key Phone)	47
4.	Panasonic make model KX-TS 500 (Basic Phone)	136

CHECKLIST

Please Complete the form and enclose necessary documents where required, otherwise the tender will be rejected.

Bid particulars for Tender

A) Name of the Bidder

B) Address of the Bidder

Telephone No:

Email ID:

C) Bidder's proposal number and date

D) Name & address of the officer to whom all references shall be made regarding this tender

Telephone:

FAX:

Email: _____

E) Earnest Money:

Yes/No

Bank/Demand Draft Date	Bank/Demand Draft No.	Drawn on Bank	Branch

F)	Number of years of experience: (Attach certificates from clients – for successful running)	
G)	Turnover papers attached –	Yes/No
H)	No of Trained Engineer--	
I)	Qualification of customer support engineers / Technician	
J)	Service Station /maintenance facility (in Mumbai)	
K)	Copy of 3 years audited statement : (Attach attested Copies)	Yes/No
L)	Declaration that the firm has never been black listed:	Yes/No
M)	PAN Number :	Yes/No
N)	Whether the tenderer shall furnish the performance security if required:	Yes/No
O)	I/We have read all the terms and conditions of the tender and accept them in full:	Yes/No

I/We declare that the information supplied above is correct to the best of my/our knowledge.

(Signature)
Seal