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Governors' Secretariat
राज्यपाल सचिव कार्यालय

Walkeshwar Road, Malabar Hill, Mumbai :- 400 035
वाळकेश्वर मार्ग, मलबार हिल, राज भवन :- ४०००३५
MAHARASHTRA महाराष्ट्र

No. RB/23-24/EPABX-CAMC/ADM-1/CR-143/864

Date 13th April 2023

TENDER NOTICE

The Governor's Secretariat, Walkeshwar Road, Malabar Hill, Raj Bhavan, Mumbai 400035, invites quotations in the format prescribed at **Annexure C** from authorized CAMC providers having the minimum pre-qualification criteria for comprehensive Annual Maintenance Contract (CAMC) of NEC EPABX System Model No. SV-9100 and its accessories.

2. Critical Date sheet

Date of Advertisement and availability of tender documents	From 17-04-2023 to 02-05-2023
Time During office hours	from 10:00 am till 04:30 pm excluding Govt. Holidays
Last date for submission of Tender Document in the prescribed format Annexure C	02-05-2023 till 04:30 pm
Date and time of opening sealed tender document	02-05-2023 at 05:00 pm
Earnest money Deposit with the Annexure B & C by Cash or Demand Draft/Cheque in favour of Accounts Officer, Raj Bhavan, Mumbai.	Rs. 3000/- (Three thousand only)

3. The complete tender document is available on the Raj Bhavan website <https://rajbhavan-maharashtra.gov.in/en/document-category/advertisement/> interested bidders may visit above website and download the tender documents. Tender document will not be issued manually.

4. All bidders fulfilling the pre-qualification criteria are eligible to participate in the tender. Participating firm must have its registered office in Mumbai.

5. If you are in position to quote for providing of CAMC service, please complete the information called for as per tender document and submit your quotation to the undersigned. Incomplete tender is liable to be rejected.

Under Secretary (Admin)
Governor's Secretariat
Raj Bhavan, Mumbai 400035

Comprehensive Annual Maintenance Contract for the EPABX System at Raj Bhavan, Mumbai

(1) INTRODUCTION

The Governor's Secretariat, Walkeshwar Road, Malabar Hill, Raj Bhavan, Mumbai 400035, invites quotations in the format prescribed at **Annexure-C** from authorized CAMC providers having the minimum pre-qualification criteria for providing services of comprehensive Annual Maintenance Contract (CAMC) for EPABX System installed at the office and residence of the Hon'ble Governor, office of secretary to the Governor, office of Comptroller of the Governor's Household and at the residence of officers and staff of Raj Bhavan, Mumbai.

(2) DESCRIPTION OF THE EPABX SYSTEMS

EPABX System, Model No., Components and its accessories are mentioned at the **Annexure A**. of the tender documents.

(3) PRE-QUALIFICATION CRITERIA:

- (A)** The bidder should be an authorized channel partner for sales and service of NEC and must be registered with concerned taxation authority for various types of taxes proposed to be charged under this Tender. Copies of registration certificates and Authorized Dealer Certificate must be attached with the bid **(Annexure -C)**.
- (B)** The bidder should have an average annual turnover of at least **Rs. 15.00 Lakhs** during the preceding three financial years (i.e. 2020-21, 2021-22 and 2022-23).
- (C)** As the EPABX system and other equipment's are of NEC make, Model SV-9100, the bidder must submit Authorized Dealer Certificate that they are authorized to repair & provide CAMC service, spare parts of the system and other equipment's during the period of CAMC. Certificate to this effect be attached with **(Annexure -C)**.

- (E) The bidder should have executed the contract with any organization with at least one maintenance contract of Rs.3.00 lakhs in last 3 (three) years (i.e. 2020-21, 2021-22 and 2022-23) for maintenance of EPABX systems. **(Enclose Proof along with Annexure –C).**
- (F) Tendering firm must have GST number in its name and must enclosed copies of GST registration certificate alongwith **(Annexure –C).**
- (G) The firm should not have been blacklisted/ debarred from any Government department/ Public Undertakings (PSUs) from providing such services.
- (H) The firm should have its registered office in Mumbai.

(4) TERMS AND CONDITIONS GOVERNING COMPREHENSIVE AMC:-

- i. **CAMC CHARGES:** CAMC rate and taxes, if any should be indicated separately in **Annexure –C.** Total aggregate amount should be given. The rates should be filled in clearly by the tenderer. Any correction made by the Tenderer must be attested by the authorized signatory of the Firm. In absence of any indication to statutory duties and taxes in the offer of the bidder firm, it will be assumed that the price quoted includes these elements and no claim for the same or variation thereon will be entertained after opening of tenders and during the occurrence of the resultant contract.
- ii. **DETERMINATCON OF L-1:-** L1 will be decided by taking into account of CAMC charges for the first year.

(5) MAINTENANCE OF EQUIPMENT AND TERMS AND CONDITIONS

- (i) **Scope of work:-** The Comprehensive Maintenance service shall consist of preventive and corrective maintenance of EPABX system. (Including changing of defective circuit/ components/ cards etc.)
- (ii) **Service:-** 24 x 7 services - Services for the EPABX system has to be rendered on 24 x 7 basis. Bidder shall be available to attend the fault, as on need basis, irrespective of the odd hours or holidays.

- (iii) **Duration of CAMC Contract:** - The duration of the CAMC will be for a period of **one year from the date of awarding of the contract**. Performance of CAMC will be reviewed at the end of each year.
- a) The rate quoted shall remain in force for the full period of contract. No demand for revision of rates on any account whatsoever shall be entertained during the currency of the contract.
 - b) The Comprehensive Annual Maintenance Contract (CAMC) shall be valid for a period of one year initially which can be extended at mutual consent basis on the same rates and existing terms and conditions for maximum period of three years.
- (iv) **Care of Equipment:** - The bidder will take care of the equipment by the means of regular monthly visits & maintenance on monthly basis. The repair or replacement which may be necessitated due to any fault during CAMC will be done by the bidder on free of cost.
- (v) **Responsibilities & Response time on complaints:** - Services for the EPABX system will be rendered on 24 x 7 basis. Engineer/ technician of firm shall be available to attend the faults, on call basis, irrespective of the odd hours or holidays. During holidays/odd hours, the firm's technical representative shall reach the site within 03 (three) hours' notice.
- (vi) **Payment terms:** Payment will be made on Quarterly basis after successful completion of preventive maintenance as certified by the authorized signatory of Governor's Secretariat on the basis of satisfactory performance after the end of each quarter. The payment will be made after deducting TDS wherever applicable.

(6) OTHER CONDITIONS OF TENDER/CONTRACT

- a) Contract can be renewed further if both the parties so agree in writing on the same rate, terms and conditions of the agreement for maximum three terms only.
- b) The bidders can survey the location of installation of EPABX system during the period of advertisement or on the last date of submission of **Annexure –C** to assess the scope of work with prior permission of Under Secretary (Admin) for such visit.

- c) The bidder should have an experience pool of Technician/Engineer for maintenance of EPABX system and accessories.
- d) The maintenance contract is comprehensive and applicable to failure of equipment, either due to manufacturing defects or normal wear and tear.
- e) The replacement/repairing of Cable is not covered under CAMC. However, firm will attend the fault in cable. Replacement/repairing of Cable, if required so will be done on payment basis. The parts and Accessories which are not covered in the CAMC must be mentioned by the bidder in **Annexure B** any price rise in the rate quoted by the Bidder in **Annexure B** shall not be entertained.
- f) Two preventive maintenance services will be made every month by the Technician/Engineer of the firm during contract period. However, the number of free service calls will not be limited to two and all the faults would be attended to free of cost as and when reported. Each visit will be made within the reasonable time (depends on severity level) from the receipt of call irrespective of working hours or holidays.
- g) Arrangement to bring the system or any part thereof to the service center will be made by the firm, if it is found necessary to do so. The firm must provide standby equipment in case of failure of any equipment till the faulty equipment is repaired. Therefore, the firm should keep 10% critical reserve equipment to ensure uninterrupted functioning of the system.
- h) It shall be the responsibility of the firm to ensure that while on maintenance visit, Technician/Engineer of the firm invariably checks the condition of mains, cable and the working environment so that remedial measures can be taken in time.
- i) Representative of firm will carry an identity card whenever he/ she visits the site for preventive maintenance/ repairs.
- j) Governor's Secretariat reserves the right to terminate this contract at any time without assigning any reasons. The payment in such situation will be made to the firm on pro-rata basis. Governor's Secretariat will not be bound to pay any amount for remaining period of the contract.
- k) If the firm is not able to maintain the system up to the satisfaction of the department or if the company is found to be violating any of the conditions governing the Maintenance Contract, Under Secretary, Governor's Secretariat, reserves the right for pre-termination of the contract placed on the successful bidder/ contractor.

- l) **Third party subletting:-** Vendor will in no case sublet contract of CAMC to any third party or any other person other than employee of the vendor.
- m) **Confidentiality:** Any information classified as confidential/Secret provided during the finalization/ execution of the contract shall not be passed to any third party without prior written consent of the user. Requirement of this article shall continue even after termination or completion of this contract.
- n) **Safety of Men:-** The Vendor is to ensure adequate safeguards for personnel when employed on work where human risk of health/ injury is involved. Governor's Secretariat will not responsible for any casualty suffered by the staff deputed for maintenance work.
- o) The character and antecedents of engineers/technician to be deputed in Governor's Secretariat to look after comprehensive AMC should be verified and ensured by the successful bidder before their deployment.
- p) **Indemnity:** The contractor shall indemnify the customer against all claims for death or injury caused to any person while engaged in any process connected with contractor's work or for dues of any kind whatsoever and the Governor's Secretariat shall not be bound to defined any claim brought under the workmen compensation Act 1923 or payment of wages Act 1936 or any other statutory Act or Law in force from time to time.
- q) **First Aid:** The bidder is liable to provide immediate first aid in case of accident/sudden illness to personnel deputed for maintenance.
- r) No change in the rate of contract, and rate of items mentioned at **Annexure B** would be entertained during the period of CAMC.
- s) This contract will cover repair/ replacement of components, during the period of the contract i.e. one year from the date of signing of contract. The firm will provide standby card/ item/ equipment's as mentioned at **Annexure -A**, free of cost for smooth running of the EPABX system till the affected component is repaired and re-installed.

(7) **JURISDICTION OF COURTS IN CASE OF DISPUTES:**

All matters and disputes arising from, relating to or concerning the contract shall be subject to the jurisdiction of the courts in Mumbai.

(8)

FORCE MAJEURE:

- a) Neither Party shall be liable for delays in delivery, performance or payment, or for failure to manufacture, deliver, perform or pay when any cause is beyond the reasonable control of the delayed party, which, without in any way limiting the generality of the foregoing, shall include Acts of God, acts of the public enemy, acts of civil or military authority, governmental priorities, strikes, lockdowns, or other labour disturbances or third parties, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, including non-availability of an requisite licenses for the export and import into India of the Product or any part supplied hereunder.
- b) In the event of any such Force Majeure, the affected Party shall promptly notify the other Party in writing and furnish all relevant information thereto. In such event, the date of delivery, performance or payment shall be extended for a period reasonable under the circumstances.

(9) OTHER TERMS & CONDITINS

- (i) There should be no overwriting in the bidder's offer. If required, by scoring out entries and writing afresh, the bidder can make corrections. The initials of the bidder's authorized person and the seal of the bidder's company must verify each correction. All rates given in this tender must be expressed as numerals and words. [In case of any discrepancies, the price in words will be taken as correct.]
- (ii) Governor's Secretariat reserves the right to reject any or all tenders without assigning any reason.
- (iii) No alteration in the terms and condition or offer will be allowed during the consideration of the tender. However, Governor's Secretariat reserves the right to negotiate the offer with the successful bidder before signing of the contract.
- (iv) Conditional offers and non-conformity of the terms and conditions and offers not submitted as per the details, will be rejected. Firms not fulfilling pre-qualification criteria shall be instantly rejected and no further correspondence will be made with them.
- (v) Clarification regarding Tender document: Ordinarily no occasion for clarifications should arise as all matters are clarified in the tender document

itself. However, the clarifications, if any, can be sought by the bidders before submitting the bid on the last day mentioned in the Tender Notice.

(10) AMENDMENT OF TENDER DOCUMENT:

At any time up to the last date for receipt of bids, Governor's Secretariat may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender document by an amendment. The amendment will be notified by any means to the prospective Bidders and shall be binding on the bidders. Last date for the receipt of bids can be extended by Governor's Secretariat for any other reason as well.

(11) ACCEPTANCE OF TERMS & CONDITIONS:

The bidder should specifically mention that all the terms and conditions described in this tender are unconditionally acceptable. The firm should produce certificate that the firm should not have been blacklisted/ debarred from any Govt. organization/PSU. Governor's Secretariat reserves the right to accept/reject any/all the bids.

(12) EARNEST MONEY DEPOSIT (EMD)

The Bidder shall deposit 'Earnest money' of **Rs. 3000/-** (Three thousand only) with the quotation as Demand Draft/Cheque / Cash in favour of **Accounts Officer, Raj Bhavan, Mumbai**. The Earnest money received from the bidders will be returned without interest immediately after the process of selection is over.

(13) SECURITY DEPOSIT

- a) The successful bidder would be required to deposit Security amount, of 2% of the final amount of CAMC order, in form of Demand Draft in favour of "**Accounts Officer, Raj Bhavan, Mumbai** " within 10 (Ten) working days of the receipt of the AMC Order, which shall be refunded only after the expiry of the Contract successfully and to the satisfaction of the Competent Authority.

- b) Under Secretary (Admin), Governor's Secretariat, Raj Bhavan, has the right to forfeit the Security money in case of non-cooperation, Disobedience of the instruction, non-attending of the complaint within time or due to any damage of the equipment on the part of the contractor / employees of the contractor.

(14) OPENING OF SEALED QUOTATIONS:

The quotations of only those bidders would be opened who are pre-qualified as per criteria mentioned at the clause of pre-qualification, on the Date and time mentioned in the tender notice.



**Under Secretary (Admin)
Governors Secretariat
Raj Bhavan, Mumbai 400035**

Annexure A

(Description of EPABX System Install at Raj Bhavan, Mumbai)

Particulars of the NEC EPABX System installed at Raj Bhavan	
{A} SV-9100 Configurations 04 CO, 72 digital Extensions, 08 Analog Extension	Hon'ble Governor's Office (Jal Bhushan), (Point Bungalow) (Residence of Class-1 Officers)
{B} SV-9100 Configuration 16 CO, 16 Digital Extension, 160 Analog Extension	Governor's Secretariat Office (Pantry) (Kitchen) (PRO Office) (ADC Office) (Dispensary) (Karnaja Gate)(Upper Gate) (Lower Gate) (SRPF Office)(Residence of Class-1 & 2 Officers)(Bunker)

INCLUSIONS UNDER EPABX CAMC	
NEC SV-9100 EPABX System & Accessories Consisting of 04 CO, 72 digital Extensions, 08 Analog Extensions,	<ol style="list-style-type: none"> 1. CPU Card 2. PSU Card 3. PRI Card 4. Analog Extension Card 1 5. Digital Extension Card 5 6. MDF & Junction Boxes
SV-9100 Configuration 16 CO, 16 Digital Extension, 160 Analog Extension	<ol style="list-style-type: none"> a) CPU Card b) PSU Card c) CO Junction Card 1 d) Analog Extension Cards 10 e) Digital Extension Cards 2 f) MDF & Junction Boxes
Digital Telephone Instrument	<ol style="list-style-type: none"> 1. 1st 5 Units of NEC Make DT530 – 24-button DTK-24D-1P(WH) Digital Telephone Instrument
Analog Telephone Instrument	<ol style="list-style-type: none"> 2. 1st 10 Units of Analog Telephone Instrument with display.

**ANNEXURE B
(EXCLUSIONS UNDER EPABX CAMC)**

Sr. No.	Material	Unit	Supply Rate Rs.	Labour Charge if any	Total Amount Rs.
1.	2 Pair PVC Telephone Cable	Per Mtr.			
2.	4 Pair PVC Telephone Cable	Per Mtr.			
3.	5 Pair PVC Telephone Cable	Per Mtr.			
4.	Networking CAT-6 PVC Telephone Cable	Per Mtr.			
5.	10 Pair PVC Telephone Cable	Per Mtr.			
6.	20 Pair PVC Telephone Cable	Per Mtr.			
7.	50 Pair PVC Telephone Cable	Per Mtr.			
8.	10 Pair Jelly Filled Unarmored Telephone Cable	Per Mtr.			
9.	20 Pair Jelly Filled Unarmored Telephone Cable	Per Mtr.			
10.	10 Pair Jelly Filled Armored Telephone Cable	Per Mtr.			
11.	20 Pair Jelly Filled Armored Telephone Cable	Per Mtr.			
12.	50 Pair Jelly Filled Armored Telephone Cable	Per Mtr.			
13.	100 Pair Jelly Filled Armored Telephone Cable	Per Mtr.			
14.	10 Pair Junction Box	Each			
15.	20 Pair Junction Box	Each			
16.	30 Pair Junction Box	Each			
17.	50 Pair Junction Box	Each			
18.	100 Pair Junction Box	Each			
19.	50 X 50 Pair Junction Box	Each			

Sr. No.	Material	Unit	Supply Rate Rs.	Labour Charge if any	Total Amount Rs.
20.	100 X 100 Pair Junction Box	Each			
21.	200 X 200 Pair Junction Box	Each			
22.	Krone Modules	Each			
23.	¾" PVC Cassing Patii	Per Mtr.			
24.	1" PVC Cassing Patii	Per Mtr.			
25.	2" PVC Cassing Patii	Per Mtr.			
26.	¾" PVC Conduit Pipe	Per Mtr.			
27.	1" PVC Conduit Pipe	Per Mtr.			
28.	2" PVC Conduit Pipe	Per Mtr.			
29.	Rochette Box	Each			
30.	1+1 Plan Rochette Box	Each			
31.	RJ-11 Socket	Each			
32.	RJ-45 I/O Box Set	Each			
33.	Soft Soil Digging	Per Mtr.			
34.	Hard Soil Digging	Per Mtr.			
35.	08 Port Trunk Card	Each			
36.	32 Port Expansion Cabinet	Each			
37.	Basic Telephone Instrument	Each			
38.	Beetel M59 Display Telephone Instrument	Each			
39.	Wall Mounted Telephone Instrument	Each			
40.	Cordless Telephone Instrument	Each			
41.	NEC Make DT530 - 24-button DTK-24D-1P(WH) Digital Telephone Instrument	Each			

प्रति,

मा. राज्यपालांचे प्रधान सचिव

राज्यपालांचे सचिव कार्यालय,
वाळकेश्वर मार्ग, मलबार हिल,
राज भवन, मुंबई ४०००३५.

विषय : NEC इपीबीएक्स यंत्रणेचा वार्षिक देखभाल दुरुस्ती दरकरार करण्याकरिता
निविदा सादर करणेबाबत

संदर्भ : जाहिरात क्र. रा.स.का./२०२३-२४/EPABX-AMC/ADM-१/प्र.क्र.-१४३/८६४ दि. १३-४-२०२३

महोदय,

माझ्या कार्यालयाची महिती खालील प्रमाणे असून, मी / आम्ही राज्यपाल सचिव कार्यालय व राज्यपालांचे परिवार प्रबंधक कार्यालयास इपीबीएक्स दूरध्वनी सेवा पुरविणाऱ्या यंत्रणेचा सर्वसमावेशक वार्षिक देखभाल दुरुस्ती दर करार करण्याबाबतच्या संदर्भाधीन जाहिरातीस अनुसरून दरपत्रकाबाबतच्या सूचनेनुसार दर करार करण्याकरिता खालील वार्षिक दरानुसार आमच्या संस्थेची निविदा सादर करित आहे.

जाहिरातीतील निविदेच्या सुचनेसोबत जोडलेल्या सर्व अटी व शर्ती माझ्या/आमच्या संस्थेस मान्य आहेत.

संस्थेचे नाव													
निविदाधारक संस्थेचा पूर्ण पत्ता													
GST क्र.													
भ्रमणध्वनी क्र.													
दूरध्वनी क्र.													
इमेल पत्ता													
NEC इपीबीएक्स यंत्रणेचा तपशील	दर		GST		एकूण रक्कम								
{A} SV-9100 Configurations for 04 CO, 72 digital, 08 Analog Extension													
{B} SV-9100 Configuration for 16 CO, 16 Digital, 160 Analog Extension													
एकूण (A+B)													
रक्कम अक्षरात													
दिनांक : / /२०२३													
ठिकाण : मुंबई	निविदाकाराची स्वाक्षरी / संस्थेचा शिक्का												

Checklist for Bidder

(Before dropping your bid make sure that all details have been attached with your bid document)

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- a) The sealed envelope should be super-scribed as "Quotation for Comprehensive Annual Maintenance Contract of EPABX System at Raj Bhavan, Mumbai"
- b) The Governor's Secretariat reserves the right to accept or reject any quotation without assigning any reason what so ever.

Sr. No.	Particulars	Yes/No
1	Enclose EMD	
2	Enclose GST Certificate of Business	
3	Enclose Experience Certificate	
4	Enclose Authorized Dealer Certificate	
5	Filled, signed and attach Annexure -B and Annexure -C	

Authorised Signatory
Full Name and Designation with stamps