



1, क्वीन्स वे, कोलकाता - 700 071
1, Queen's Way, Kolkata - 700 071

विक्टोरिया मेमोरियल हाल VICTORIA MEMORIAL HALL

(भारत सरकार के संस्कृति मन्त्रालय के प्रशासनिक नियन्त्रण
के तहत एक स्वायत्त संगठन)
(An autonomous organisation under the administrative
control of the Ministry of Culture, Govt. of India)

VM No. 1344/VD-01/2008

20 July 2017

The Victoria Memorial Hall, an autonomous organization under the administrative control of the Ministry of Culture, Govt. of India, 1 – Queens way, Kolkata invites sealed tenders from reputed and experienced firms for Comprehensive Maintenance Contract of ISDN EPABX System on annual basis. The bids should be sealed and should be contained in sealed cover and superscripted as QUOTATION FOR AMC FOR ISDN EPABX SYSTEM (Coral).

Last date of receipt of tender is 10.08.17 by 2.30 p.m. sharp.

The Bid will be opened on the same day at 3.00 p.m. in the presence of representatives of the firms, if any.

The authority of VMH reserves the right to reject any or all the tenders received without assigning any reason.

Under comprehensive maintenance, the firm shall take care of replacement of damaged parts without any charges.

The firm should be in existence for over five years in the trade with the maintenance business of EPABX System.

The bidders' turnover in terms of earning within India during the three financial year i.e.2013-14, 2014-15, & 2015-16 should be Rs.20 Lakhs or higher each year from EPABX AMC related services and should be supported by documentary evidence.

The bidder must have its own service centre/maintenance facility in Kolkata and should have extensive experience of maintenance of complete hardware, software, and networking.

The bidders must enclose details of their infrastructure with reference to locations (address), authorized service set up facility and technical manpower there, availability of inventory of spares etc. and also indicate their business model for providing AMC and related support.

The firm must be authorized **Service partner (not sales partner)** of the brand of Coral Telecom EPABX .

The firm must have previous experience in maintaining in government organizations/PSUs/Majors corporate during the last three years 2013- 17 and Performance certificate from the existing clients (organization) must be attached. The firm must have expertise in the requisite preventive measures on site maintenance.



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In case of intermittent failure and repetitive problems due to improper diagnosis or repair the system will be treated as continuously down.

The vendor should maintain adequate number of spares in the inventory for immediate replacement of defective parts.

The following documents shall be enclosed by every bidder along with the bids:-

- i) List of important Central Ministries/ Departments /State Governments/PSU'S / Major corporate for whom the firm has been providing AMC services.
- ii) Documentary proof of authorized service partnership.
- iii) Copies of PAN Card.
- iv) Copies of Income Tax Return for the last three years.
- v) Performance Certificate, as mentioned above.
- vi) Copy of GST Registration Certificate.

VMH will not be responsible for any delay on the part of the bidder 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.

The offers/tenders submitted by fax/email shall not be considered. No correspondence will be entertained on this matter.

It shall be the executive responsibility of the vendor to provide appropriate device drivers and solutions for all systems under AMC.

Penalty will be charged @ Rs. 100/- per day per item for downtime more than 24 hours and RS. 1000/- per day for EPABX system but the VMH will not tolerate breakdown more than two days in each case.

The maximum permissible downtime for any system/ peripheral in the Annexure _ II will be 2 days in entire AMC period.

Preventive maintenance service is to be carried out every three months for all systems and peripherals detailed in the Annexure – II.

Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it also would, include:

- Checking of EPABX System and maintenance.
- Checking of voltage adopter.
- Checking of keys and Buzzers of the instruments.



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In case of delay in repair, procurement of spares a standby of same make must be provided for uninterrupted operation and that can be taken back once the faulty system is put back into operation.

AMC shall include corrective and preventive maintenance, repairs and replacement of all defective parts of same make.

Sub – contracting of AMC services is not allowed.

The Annual Maintenance Contract (AMC) will remain valid for a period of one year from the date of issue of award letter by the VMH subject to satisfactory services. The AMC may be extendable after one year on the same rate and terms & condition with the consent of both the parties.

Payment will be made on quarterly basis, only after satisfactory completion of services of the past quarter.

VMH reserves the right to cancel this tender or modify the requirement without assigning any reasons. In case the AMC services are not satisfactory, the VMH reserves the right to cancel the contract any time during the currency of AMC.

Any quotation 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.

Every bidder shall furnish an EMD of 5% of the rate offered in the form of A/c payee Demand Draft drawn from any commercial bank in favour of the Trustees of Victoria Memorial failing which the tender will not be accepted.

Before issue of work order the successful bidder will have to furnish a performance security of 10% of the contract value in the form of an A/c payee demand draft drawn in favour of the Trustees of Victoria Memorial from any commercial bank

Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without any interest, latest on or before the 30th day after the award of the contract.

The Earnest Money Deposit will be returned only after submission of 10% performance security of total cost of the contract.



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The Bid EMD :

- i) If a bidder request to withdraw at any stage after expiry of submission time.
- ii) In case of a successful bidder, if the bidder fails to sign the contract.

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 said period the purchaser shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid EMD absolutely.

Submission of Bids:

The tender bids complete in all respects and addressed to the Administrative Officer, Victoria Memorial Hall, Kolkata - 700071 must be dropped in the tender box, **latest by 2.30 p.m. on or before 10.08.2017**. Bids received after the stipulated date and time shall not be entertained.

Rate offered should be written both in figure and words and inclusive of all charges and taxes.

The bid should be submitted in the prescribed form as in this tender document. 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.

Bidder shall prepare the bid and send it in the sealed envelope as directed. The envelope should bear the name of bidder along with the tender number and the date of opening of the tender.

The payment shall be made on quarterly basis if the services for the quarter are found satisfactory.

Administrative Officer

PROFORMA

To,
Administrative Officer
Victoria Memorial Hall
Kolkata – 71

Subject:- **Quotation for Comprehensive Annual Maintenance Contract of EPABX System of the VMH, Kolkata.**

Sir,

The undersigned have read and examined in detail the tender document in respect of Comprehensive Annual Maintenance Contract of EPABX system of the Ministry of Earth Sciences and do hereby express our interest to provide such services.

Correspondence Details:

Our correspondence details are:

1. Name of the company
2. Address of the company
3. Name of the Contact person to whom all references shall be made regarding this tender.
4. Designation and address of the person to whom all references shall be made regarding this tender.
5. PAN and Service Tax details
6. Telephone with STD Code
7. E-Mail of the contact person
8. Fax No. (with STD Code)

Thanking you,

Yours faithfully,

(Signature of the Authorized person)

Name:

Designation:

Seal:

Date:

Place:

Business Address.

Form 1
Prior Experience

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

Name of the Government organizations/ PSU's/ Corporate 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 at Kolkata to do the job in urgent manner & sufficient manpower to do the job timely.

Yours faithfully.

(Signature of authorised person)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Form – 2
Declaration

Declaration letter on official letterhead stating the following:

1. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery or services as required under this tender.

2. We are not Black Listed by any Central/ State Government/ Public Sector Undertaking/ Corporate in India.

Yours faithfully,

(Signature of the Authorised person)

Name:

Designation:

Seal:

Dated:

Place:

Business Address:

Annexure – II

Sl no. Items Qty

256 Port ISDN/ IP complaint EPABX equipped with the following configuration:

- 80 Analog Extn.
- 04 Digital Extn.
- 16 CO Trunks.
- 01 No. Operator Console.
- PC, Printer & UPS
- MDF (200 lines) with protection.
- One Set FCBC with Battery for 08 Hrs. Backup

Note – May please provide cable rates and channel as per following:-

1. 2 pair cable –
2. 3 pair cable –
3. 4 pair cable –
4. 5 pair cable –
5. 6 Pair cable –
6. 10 pair cable –
7. 20 pair cable –
8. 50 pair cable –
9. Channel 1 –
10. Channel 2 –
11. Industrial channel –