

VM No. 1512/VD-01/2008

Date: 31.07.18

**Notice Inviting Tender**

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 EPABX wiring for 30 nos. of extension network on annual basis etc. The bids should be sealed and contained in sealed cover and superscripted as “Quotation for Comprehensive Maintenance Contract of EPABX wiring for extension network”.

**Last date of receipt of tender is 07.08.18 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 maintenance of EPABX wiring for extension network.

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

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 have previous experience in maintaining in government organizations/PSUs/Majors corporate during the last three years 2014- 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.

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.

**Please quote the rate for the following :**

- 1.**
- 2. On-site comprehensive Annual Maintenance Contract of EPABX (device being in the care of M/s R. K. Enterprise) wiring for 30 nos. of extension intercom networks on annual basis**
- 3. Laying (u/g) for new Intercom line wherever & whenever needed. PVC pipes to be used for such lines. (Per Line/ per meter )**
- 4. Drawing new Intercom line wherever needed. PVC pipes to be used for such lines. (Per Line/ per meter )**
- 5. Telephone Coil Cord rate per unit**
- 6. Telephone Line Cord rate per unit**
- 7. Telephone termination box**

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) Copy of PAN Card.
- iii) Copies of Income Tax Return for the last two years.
- iv) Performance Certificate, as mentioned above.
- v) Copy of GST Registration Certificate.

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 for EPABX wiring for extension network. VMH will not tolerate breakdown more than two days in any case.

Sub – contracting of AMC services is not allowed.

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.

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 “Victoria Memorial Hall” from any commercial bank

**The Bid EMD may be forfeited in the following cases:**

- i) If a bidder requests to withdraw at any stage after expiry of submission time.
- ii) In case of a successful bidder, if he fails to deposit the required performance Security Money.

**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 07.08.18**. Bids received after the stipulated date and time shall not be entertained.

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

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.**

Terms and Conditions:

1. Please separately quote rate for maintenance of wiring of intercom network and rates of installation of new intercom line (per line/ per meter).
2. It shall be the responsibility of the agency / firm/ company to maintain all the telephone lines in good working order and take prompt action to restore the faulty lines.
3. The rate quoted by the firm will not be enhanced during the period of contract in any case.
4. Quarterly maintenance report regarding the intercom line and telephone device shall be submitted in the office of Electric Unit of VM.

5. Payment shall be made on quarterly basis against submission of bill in triplicate along with the satisfactorily reports received from the users.
6. As Victoria Memorial Hall is an institution of National Importance, the contractor must ensure discipline and restrict unnecessary movement / assembly of his/ its staff
7. in the premises of VM. The contractor shall have to apply for passes from the office of Security Officer of VM for carrying out works.
8. The contractor shall station experienced personnel to provide service on call.
9. The decision of VM authority regarding the satisfactory standard of work shall be final and binding on the contractor.
10. The bidder should submit an undertaking that he is not currently black listed by any Government Department/ PSU/ Autonomous Bodies.
11. No interest shall be payable on the amount of earnest money deposit. The Security Deposit will be refunded without any interest only after expiry of contract period on the production of satisfactory certificate from the users.
12. The Bidders are advised to visit the office where EPABX lines are set out and thereafter furnish his quotation / estimate consisting of detailed description of service required. The estimate / quotation must include taxes, labour charge or any other incidental charges/ expenses.

S/d

Administrative Officer

Copy forwarded to Shri Nilanjan Sinha with request to insert the tender notice in our website.