

No. D-21018/01/2017-Gen.3  
Government of India  
**National Institution for Transforming India**  
(NITI Aayog)

Sansad Marg, New Delhi-110001  
Dated the 20<sup>th</sup> October, 2017

**e-TENDER NOTICE**

**Subject:** Invitation of on-line bids for Annual Maintenance Contract (AMC) of telephone systems/instruments etc. in NITI Aayog.

Online quotations (Single Bid System) are invited under Rule 169 of GFR, 2017 from experienced and technically equipped service providers, having authorization from at least one OEM, for maintenance of different types/makes Key Telephone Systems (KTS) (NEC and Panasonic make) and plan telephone instruments (1+1 and 1+2) etc. installed in NITI Aayog and residences of VIPs.

2. The Terms & Conditions of the tender are at Annexure-II and instructions for on-line bid submission are at Annexure-III. The check-list of documents to be submitted along with the bid is at Annexure-IV.

3. The bidders have to submit bids as per the proforma given along with of the tender document. The rates are to be quoted in Indian Rupees. The scanned copy of Earnest Money Deposit (EMD) of **Rs. 15,000/- (Rupees fifteen thousand only)** must be uploaded with the Tender and the EMD in original (in sealed cover super-scribed with the words: "EMD - Tender for AMC of telephones) is to be dropped in the "EMD Box" kept at Reception Area of NITI Aayog within the office hours w.e.f. 23.10.2017 to 20.11.2017 and upto 2:00 PM.

4. The last time and date for submission of bids is 20.11.2017 (up to 2.00 PM). The bids shall be opened online at 3.00 P.M. on 21.11.2017 by the duly constituted Tender Opening Committee. One authorized representative of each firm/agency/company who wish to be present during the tender opening process will be allowed to do so.

5. All the required documents in support of the eligibility criteria have to be positively uploaded along with the tender documents. The bidders are advised, in their own interest, to submit the desired papers/documents with their bids as per the requirements indicated in **Annexure-IV** failing which their bids may be declared as non-responsive, without any further reference to them. Incomplete bids will be declared non-responsive.

6. Complete tender documents may be downloaded from the website of Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) and from NITI Aayog website (<http://niti.gov.in>) with effect from the date of publication of the tender notice. Information or any issue of corrigendum related to this tender will be available only on website of Central Public Procurement Portal/NITI Aayog. However, if any clarification is required on any particular point, the undersigned may please be approached for the same, before the closing date of the instant tendering process.

7. If any bidder is willing to inspect the premises of the offices mentioned in the subject above prior to submission of bids, he may contact the undersigned for the same.

  
(Ajay Joshi)

Under Secretary to the Govt of India  
Tel. No. 011-23096636

(अजय जोशी)  
(AJAY JOSHI)  
अवर सचिव/Under Secretary  
नीति आयोग/National Institution  
for Transforming India (NITI)  
भारत सरकार/Govt. of India  
नई दिल्ली/New Delhi

Application/Technical Bid Format

1.	Name of Bidder		
2.	Full Address		
3.	Telephone & Fax No.		
4.	Details of Earnest Money Deposit: Rs. 15,000/- (Rupees fifteen thousand only)		
(a)	D.D / P.O. No. & Date		
(b)	Drawn on Bank		
(c)	Valid upto		
5.	Give details of the similar contracts awarded to the bidder by Central Government Departments / Ministries / PSUs during the last three years, as on 31.03.2014.		
	Details of Departments / Ministries along with name, designation, address, telephone and FAX numbers of the concerned Officer.	Details of the contract	Total Value of Contract (Rs.)
A.			
B.			
C.			
D.			
7.	Registration Details (self-attested copies to be enclosed):		
	PAN/TIN No.		
	GST Registration No		
8.	Proof of Income Tax Assessment (last three years)	2014-15..... 2015-16..... 2016-17.....	
9.	Firm and Fixed Rates excluding GST (in Rupees) for maintenance of about 900 internal line, 215 direct line and telephones systems/ instruments (Panasonic, NEC, Beetel etc.). cables and replacement of spares etc. (including manpower)	Rs.  In words (	

Authorised Signatory  
Company Seal

**Terms & Conditions**

**I. Instructions to Bidders**

1. Bids received after the specified date and time will not be accepted. If the EMD in original is not received by 20.11.2017 (2.00 P.M), the bid will be rejected. The EMD of the unsuccessful bidder will be refunded only after finalization of the due tendering process. No interest will be payable on the earnest money.
2. If any bidder withdraws his bid at any point of time during the tendering process, the EMD of the concerned bidder will stand forfeited.
3. Maintenance is required for approximately 900 internal lines and 215 direct lines and parallel lines etc. having KTS systems, plan phones of different makes, cabling from EPABX and DLC box to user desks in different floors of NITI Aayog. The bidders are advised in their own interest to quote their rates (excluding GST) for all items as per specifications indicated in the Annexure-I of this tender document, failing which their bids shall be out-rightly rejected. GST will be paid extra as applicable, on production of necessary proofs/documentary evidence as required.
4. The Bidder should upload duly filled in scanned copy of the details as per formats at Annexure-I, and also upload self-attested copies of the supporting documents while doing the on-line bid submission. List of such documents is given at Annexure-IV for ready reference. The details of experience, etc., should also be scanned and uploaded along with bids.

**II. Eligibility Criteria**

5. The Registered Office or Branch Office of the bidding Company/firm/Agency should be located in Delhi/New Delhi/NCR Region. The Bidder is required to upload the proof of its office address along with telephone number during the online bid submission.
6. The Bidder should have its own Bank Account, TIN Number, PAN Card, GST registration. Duly signed copies of the same should be uploaded with the Tender document during the online bid submission. The firm should enclosed copies of PAN, TIN, GST registration and copies of Income Tax return for last three years.
7. (a) Every bidding firm should have the experience of dealing with maintenance of telephone systems/instruments of various makes, including KTS Systems (NEC/Panasonic make) and telephone cabling at least with one State/Central Government Ministry/Department/PSU/Autonomous Bodies etc for at least three full years. The bidder have experience of less than three years will not be considered. Copy of OEM authorization should be enclosed.
7. (b) The bidder will provide two qualified technicians who would be engaged for the maintenance telephones and related accessories, if the bidder gets the contract. The technicians shall be available on all working days and also as per the specific request of this Department for any particular day(s) by the successful bidder. However, during the exigencies, the contractor will depute any number of technicians as the situation will demand.
7. (c) The bidding firm should have ESI and EPF registration and the proof of the same may be uploaded along with the submission of bids. ESI and EPF etc. will be paid by the successful bidder, who is awarded the contract as per this tender.

(Ajay Joshi)  
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20/11/17

8. The Bidder should upload duly signed certificate, along with its bid indicating that they have carefully read the terms and conditions of the Tender and accepted all the provisions of the Tender during online bid submission.

9. The bidder should submit an undertaking that the bidder has not been blacklisted by any Ministry/Department/Organization of the Central Government/State Government and any Public Sector Undertaking.

10. The Bidder whose services have been terminated by the NITI Aayog (erstwhile Planning Commission) before the expiry of the contract, are not eligible to participate in the bid for a period of 3 years from the date of termination of the contract. A certificate in this regard is to be submitted by the bidder during online bid submission stating that the firm has not been terminated by NITI Aayog (erstwhile Planning Commission) before expiry of the contract during the last three years.

11. The average turnover of the bidder in this sector must not be less than Rs.50.00 lakhs (Rupees fifty lakh only) for the last three years. Scanned copy of proof in this regard is to be uploaded along with the bid.

### III Earnest Money Deposit (EMD)

12. The tender must be submitted online within the scheduled time period i.e. by 20.11.2017 (2.00 PM) which should be accompanied by scanned copy of Account Payee Demand Draft/ Pay Order of **Rs. 15,000/- (Rupees fifteen thousand only)** as Earnest Money Deposit (EMD) drawn in favour of Pay and Accounts Officer, NITI Aayog and payable at New Delhi. The EMD in original is required to be dropped in EMD Box kept at Reception area of NITI Aayog within the office hours w.e.f. 23.10.2017(10.00 AM) to 20.11.2017(2.00 PM)

13. The bidders who are exempted from submission of EMD for tenders floated under Rule 170 of GFR, 2017 shall be dealt with as per the General Financial Rules, 2017 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant Orders/documents regarding such exemption should be submitted along with the bid.

### IV Bid Evaluation Process

14. All terms and conditions stipulated in this tender document shall be considered for selection of a firm for signing the rate contract.

15. The bids shall be opened by the Tender Opening Committee (TOC) on the scheduled date and time (at 3.00 PM. On 21.11.2017), in Room No. 411, NITI Aayog, Sansad Marg, New Delhi-110001 in the presence of the representatives of the Bidders, if any, who wish to be present at the time of opening the tender. The representatives, duly authorized by the concerned Bidders to attend the meeting of the TOC carrying letters from the authorized signatories (under whose signatures the concerned firms have submitted the bids) may contact the undersigned for the permission to enter the NITI Aayog premises on that day. The lowest Bidder (L-1 firm) will be decided on the basis of total of rates quoted in Annexure-I (S. No. 9).

### V Specific Terms and Conditions

16. The contract shall be for a period of one year from the date of award of contract. The period of contract may be extended for another two years (total 03 years) on yearly/half yearly basis, subject to satisfactory performance of the contractor. No request/claim for any hike in the approved rates would be entertained, under any circumstances, during the period of contract. Hence, the rates should be quoted with this provision in mind.

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17. The telephone systems/instruments and necessary accessories will have to be maintained same day, within one hour, and will be rectified, in any case, within 24 hours. The period can be shortened with prior notice, depending upon the circumstances.

18. If the selected firm fails to repair/maintain the telephones/cables and within the permissible period, a penalty @ Rs. 1000/- per day or charges that may be required to be paid to an outside agency by this office, for the desired items, whichever is higher, shall be adjusted against the firm's pending bills.

19. This office shall not be responsible for any financial loss or other injury to any person deployed by the successful bidder in the course of performing their duties in NITI Aayog.

## **VI General Terms and Conditions**

20. The successful bidder/supplier (L<sub>1</sub> bidder) has to deposit a Performance Security Deposit amounting to 10% of the contract value in the form of any Accounts Payee Demand Draft/Fixed Deposit Receipt (FDR) made in the name of the Agency and hypothecated to the Pay & Accounts Officer, NITI Aayog, New Delhi from a commercial bank. The performance security should remain valid for a period of sixty (60) days beyond the date of expiry of the period of contract.

21. In the event of failure to accept the Offer of Contract and submission of Performance Security Deposit by the successful bidder for whatsoever reasons(s), Earnest Money Deposit submitted by the successful Bidder shall be forfeited.

22. Non-satisfactory service during the period of contract may lead to forfeiture of performance security deposit and cancellation of contract.

23. The validity of bids will be 180 (One Hundred eighty) days from the date of opening of the tender in the instant tendering process. Further extension of validity of bid will be at the discretion of HoD, NITI Aayog, but the bidders would be asked for their opinion on the same if the validity period is to be extended.

24. Bidders can obtain clarification regarding the bidding conditions, bidding process or rejection of their bids. The enquiries relating to rejection of bids would be considered for reply/consideration only until sixty (60) days after the date of award of contract.

25.(a) The bidders are advised to quote firm and fixed rates excluding GST (in Rupees) for maintenance all telephones systems, instruments, cables and replacement of spares etc. (including manpower).

25.(b) The consolidated rates for the above items should be quoted after understanding the requirement of this Department. If needs be, the Bidder may come for inspecting the relevant office buildings after giving intimation to Shri Ajay Joshi, US (G-3), NITI Aayog.

25.(c) The contractor will ensure that all telephone systems and equipments remain in proper working order. For this purpose, the contractor will depute at least two technically qualified technicians/mechanics in the Department for the whole day and all the complaints relating to telephone systems/equipments should be promptly attended to by them. The contractor will be responsible for all safety measures and precaution to prevent any breakdowns of systems under the AMC. It will be the responsibility of the contractor to transfer and install telephone systems/equipments from one place to another, as desired by this Department from time to time.

25. (d) If the maintenance/repair is not satisfactory and found below standards, cost will be imposed on the contractor and this amount will be deducted from the pending bill of the firm or security deposit, as the case may be.

- 25.(e) It shall be the responsibility of the firm to hand over the telephone systems/equipments under contract owned by this department, in working condition at the end of the contract period.
- 25 (f) The work which cannot be done within the office premises shall be allowed to be done outside the building with the written permission of this Department. No extra charges will be paid for this work. In such cases, the transport and the labour charge will be borne by the contractor himself.
25. (g) It is the bounding obligation of the contracting party under the AMC to provide the services to the satisfaction of this Department. Failure to do so will render the contractor liable for penal action of deduction of the value of any loss caused to the Department on this account. The penalty may also include premature termination of contract and forfeiture of security deposit.
25. (h) It will be the responsibility of the contractor to have a periodical check all telephone systems/instruments and as desired by the officers from time to time.
26. (a) The contractor will not attend any job on behalf of this Department directly himself unless directed/ ordered by the General Section/Authorised Person. Work done certificate may also be obtained from the concerned officials for the job attended.
26. (b) If the work of the firm is found unsatisfactory or if the firm dishonors contract, the job will be entrusted to any other firm/party to the risk/expense of the awardee firm.
26. (c) In the matter of the instant tendering process, the decision of this Deptt. shall be final and binding on the contractor.
27. The actual number and type of telephone systems required to be repaired/maintained during a year may vary from time to time. Moreover, other new types of telephone systems included in the inventory in future may also have to be maintained by the contractor, with the proviso that no extra amount would be charged by the firm for such maintenance works for additional items except for the consumables (as required for such repair/maintenance works).
28. The Competent Authority in the NITI Aayog would, at his/her own discretion, be free to annul the contractual agreement if the repairs/maintenance are not carried out satisfactorily or found not upto the mark.
29. Payment will be made by Electronic Clearing System (ECS) after it becomes due and admissible. The bills raised by the selected firm should have GST registration numbers printed on bills. Validity of the GST registration during the currency of contract shall be the sole responsibility of the firm. The bill should be inclusive of all permissible taxes.
30. The selected firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Department.
31. The NITI Aayog reserves the right to cancel the tender at any time/ stage or relax/amend/withdraw any of the terms and conditions contained in the Tender Documents without assigning any reason thereof. Any inquiry after submission of the bid shall not be entertained. Before submission of the bid, enquiry can be done over phone/through correspondence. In case of withdrawal of bids, the EMD of the concerned bidder will stand forfeited.

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20/11/18

32. Any controversy or dispute arising out of this contract shall be referred to the sole arbitration of Adviser (General Administration) or any Joint Secretary level officer in NITI Aayog, New Delhi, dealing with General Administration at the relevant time, or to any officer nominated by him/her. There shall be no bar to the reference of dispute to the arbitration by such officer as nominated by the competent authority even though the said officer is an employee of the NITI Aayog, New Delhi might have dealt with the matter earlier or expressed his opinion thereon. In case the arbitrator to whom the matter earlier is originally referred to is transferred or vacates his office or is unable to act for any reasons, the Joint Secretary level officer shall be competent to appoint another person as arbitrator, who shall be entitled to proceed with the reference, from the stage at which it was left by his predecessor. No person other than the one nominated by the Adviser (General Admn.) shall act as arbitrator. The decision of the Adviser (General Admn.) or the officer nominated by him shall be final and binding on the party/parties. The arbitration proceedings shall be held at NITI Aayog, Sansad Marg, New Delhi. The limitation for filing claim for arbitration is 180 days from the expiry of the contract period and in case no claim is filed within this period, it shall be presumed that there is no claim. The place of settlement of disputes shall be Delhi. In the case of settlement of dispute in the Court of Law, it will be in jurisdiction of Court at Delhi.

33. Subject to the above, the provisions of the Arbitration Act, 1996 or any statutory modification on enactment thereof and rules made thereunder and for the time being in force, shall apply to arbitration proceedings under this Clause.

34. The arbitrator may from time to time extend the time for making and publishing the award. He may do so without any need for obtaining the consent of the parties to the dispute.

  
(Ajay Joshi)

Under Secretary to the Govt. of India  
Tel. No. 011-23096636

Copy to:-

Tech Director, NIC, NITI Aayog with the request to upload the tender document on the NITI Aayog's website.

***Instructions for Online Bid Submission***


**Instructions to the Bidders to submit the bids online through  
the eProcurement site  
<https://eprocure.gov.in>**

- 1) Bidder should do the registration in the tender site using the “Click here to Enroll” option available.
- 2) Then the Digital Signature of SIFY/TCS/nCode or any Certifying Authority is to be registered after logging into the site.
- 3) Bidder can use “My Space” area to update standard documents in advance as required for various tenders and use them during bid submission. This will facilitate the bid submission process by reducing time.
- 4) Bidder may read the tenders published in the site and download the required documents/tender schedules for the tenders he is interested.
- 5) Bidder then logs in to the site using the secured log in by giving the user id/ password chosen during registration and password of the DSC/etoken.
- 6) Only one DSC should be used for a bidder and should not be misused by others.
- 7) Bidder should read the tender schedules carefully and submit the documents as asked, otherwise, the bid will be rejected.
- 8) Bidder should take into account of the corrigenda published before submitting the bids online.
- 9) Bidder must in advance prepare the bid documents to be submitted as indicated in the tender schedule and they should be in required format. If there are more than one document, they can be clubbed together.
- 10) Bidder should prepare the EMD as specified in the tender. The original should be posted/couriered/given in person to the specified location as per Tender Document, latest by the last date of bid submission.
- 11) Bidder selects the tender which he is interested using search option & then move it to the my favorites folder.
- 12) From the ‘my favorites’ folder, he selects the tender to view all the details indicated.
- 13) The bidder reads the terms & conditions and accepts the same to proceed further to submit the bids.
- 14) The bidder has to select the payment option as offline to pay the EMD as applicable

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- 15) 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 bid submitted will not be acceptable.
- 16) The bidder has to enter the password of the DSC/etoken and the required bid documents have to be uploaded one by one as indicated.
- 17) The rates offered details have to be entered separately in a spread sheet file (xls) in the space allotted and should be updated as BOQ.xls file for each tender after the financial bid. The BOQ file, if found modified by the bidder will result in rejection of the bid.
- 18) The tendering system will give a successful bid updation message & then a bid summary will be shown with the bid no & the date & time of submission of the bid with all other relevant details. The bidder has to submit the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 19) The bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid.
- 20) The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening date.
- 21) For any clarifications with the TIA, the bid number can be used as a reference.
- 22) Bidder should log into the site well in advance for bid submission so that he submits the bid in time i.e on or before the bid submission time. If there is any delay, due to other issues, bidder only will be responsible.
- 23) Each document to be uploaded online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced by scanning at lo resolution and the same can be uploaded. However if the file size is less than 1 MB, the transaction/uploading time will be very fast.
- 24) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-Procurement system. The bidders should follow this time during bid submission.
- 25) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 26) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 27) Any document that is uploaded to the server is subjected to symmetric encryption using a generated symmetric key. Further this key is subjected to asymmetric encryption using buyers public keys. Overall, the submitted tender documents become readable only after the tender opening by the authorized individual.
- 28) For any queries, the bidders are asked to contact by mail [cppp-nic@nic.in](mailto:cppp-nic@nic.in) or by phone: 1-800-233-7315 well in advance.

  
20/1/19  
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CHECK LIST

**DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID**

1. E.M.D. (Pay Order/Demand draft) to be dropped in EMD box separately. (Clause No. 12 at Annexure-II).
2. Proof of Registered Office / Branch Office of Company /Firm /Agency in Delhi/New Delhi/NCR. (Clause No. 5 at Annexure-II).
3. Proofs of own Bank Account, TIN, PAN, GST Registration and the latest copy of the Income Tax Return. (Clause No. 6 at Annexure-II).
4. Self-attested copy of a certificate indicating that the bidder has carefully read the terms and conditions of the tender and accepted all the provisions of the tender (Clause No. 8 at Annexure-II).
5. Self-attested copy of non-blacklisting certificate (Clause No. 9 at Annexure-II).
6. Certificate that the services of the firm has not been terminated by NITI Aayog before the expiry of the contract during last three years. (Clause No.10 at Annexure-II).
7. A proof about average annual turnover not less than Rs. 50.00 lakhs for last three years. (Clause No.11 at Annexure-II).
8. Copy of authorization letter from OEM (Clause- 7 (a) of Annexure-II)
9. A proof ESI and EPF registration of the company (Clause No.7 (c) at Annexure-II)
10. A scanned copy of the E.M.D. (Pay Order/Demand draft) to be enclosed with the tender bid. (Clause No. 12 at Annexure-II).
11. If the bidder is exempted from submission of EMD, copy of relevant orders/documents regarding such exemption to be enclosed with the bid (Clause No. 13 at Annexure-II).

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