

No.D-25016/1/2018-Genl-I

Dated the 16th February, 2018

To,

Subject:- BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PUSH BUTTON, TELEPHONE INSTRUMENTS , EXTENSION NUMBERS AND TELEPHONE CABLING IN FILMS DIVISION, MUMBAI.

Sir/Madam,

The Director General, Films Division, Ministry of Information & Broadcasting, Government of India, Mumbai, on behalf of the President of India, invites sealed bid in **two bid** system, from experienced, well established and reputed firms/companies in the field for assignment of Comprehensive Annual Maintenance Contract for Push Button Telephone Instruments, 250 Ext. Numbers and Telephone Cabling installed in Films Division, 24-Dr.G.Deshmukh Marg, Mumbai-400 026.

2. The interested firms/companies in the field can visit Films Division (General-I Section (Telephone No.23515824), Ministry of Information and Broadcasting, Government of India, 24-Dr. Gopalrao Deshmukh Marg (Peddar Road) Mumbai-26 for physical verification 250 Telephone Extension/Instruments and inspection on any working day viz. Monday to Friday from 11.00 A.M. to 4.00 P.M. with prior confirmation/appointment.

3. The eligibility, terms and conditions for the proposed Comprehensive Annual Maintenance Contract are as under:-

- a) The Comprehensive Annual Maintenance Contract shall be effective and valid for a period of **one year** from the date of acceptance by the successful bidder. It may be renewed further by written mutual consent by both parties if the performance of the firm is found to be satisfactory.

b) The bidding firms should have an established workshop within the Mumbai Municipal Corporation Limits and also should have the BMC License, Central Sales Tax Registration, VAT, Service Tax Registration, Permanent Enlistment Certificate of the National Small Industries Corporation Limited, PAN card, GST No. etc.

c) The scope of work covers the Comprehensive AMC of 250 Telephone/Extensions on the following basis:-

- i. Preventive maintenance per month and breakdown maintenance on as and when required basis;
- ii. Supply of all consumables/ replacement/ancillaries and accessories;
- iii. Supply of all spares and repair/replacement of internal parts as required.

d) The firm should arrange one qualified Engineer/Technician for troubleshooting and should be able to rectify the problems in consultation with the experts at their office as and when required. The working hours on weekdays will be from 9.30 A.M. to 6.00 P.M. from Monday to Friday. In exceptional and emergency cases, work will have to be done on any day whether working or non-working.

e) A separate Report Card shall be maintained for all the phones/Extensions covered under CAMC. The Engineer of firm/firm shall record therein each incidence of malfunction, date/time of commencement of downtime and successful completion of the repairs/maintenance work, nature of repair work performed on the telephones together with a description of the malfunction and the cause thereof. The card is to be signed by the representative of the respective user department section/ wing/ officer with name and designation. Details of the preventive maintenance activity shall also be recorded.

f) The firm should repair/replace spare parts of the Telephone/Extensions at the Films Division sites only. If the fault is of a serious nature and requires the support of the repair center/workshop of the firm that necessitates shifting of the equipment, the firm should arrange to shifting/transportation, installation, re-installation, at no extra cost to the Films Division.

g) The successful Bidder or the technical representative appointed by him will be attending the complaints, if any, within 12 hrs. excluding public and closed holidays as and when reported to them about the occurrence of any fault/Non functioning of the system or telephone instruments, failing which 10% amount of agreed/ approved quotation shall be deducted at every such incidence without any prior notice or intimation;

h) The firm should ensure at least one service per month for each telephone/extension and peripheral covered under the CAMC. If during any quarter, the Engineer does not maintain the uptime of the equipment, proportionate maintenance charges will be deducted from the amount to be paid to the firm in the beginning of the next quarter.

i) The payment will be made by E- Payment on monthly basis subject to production of pre-receipted Bill in triplicate . TDS if any, will be deducted as per Income Tax Rules.

j) The bidder, except those who are registered with the Central Purchasing Organization, National Small Industries Corporation (NSIC), must enclose with their Technical bid, **Bid Security of Rs.5000/-** in the form of Account Payee, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks in an acceptable form drawn in favour of "**Accounts Officer, Films Division, Mumbai**". The validity of Bid Security should not be less than 90 days. The bid which is not accompanied with bid security will not be considered under any or all circumstances. The bid security of unsuccessful bidder will be returned on finalization of the bid. The bid security of successful bidder will be returned on receipt of performance security deposit.

k) The successful bidder has to enter into contract by way of Agreements with Films Division in which the above and other conditions conducive, commensurate & concurrent to similar type of contract are included. The original agreement has to be prepared on stamp paper valued Rs.500/- valid for State of Maharashtra at his own cost before taking up this assignment. The terms & conditions of the Contract Agreement will be set by Films Division.

l) Successful tenderer will have to submit a Performance Security Deposit of the amount equal to 5% of the total Contract charges in the form of Account Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any Commercial Bank drawn in favour of “The Accounts Officer, Films Division Mumbai.” Performance Security Deposit will remain with Films Division till the contract period is over.

m) The Contractor shall make his own arrangements for transport of personnel and material at his own cost and expenses and furnish all materials, labourers, supervisors, apparatus, Conveyance and every other item/inventory for the execution of the work covered by this Contract to the full satisfaction of the Films Division and without any extra Remuneration/cost/service charges or any Other charges.

n) The Contractor shall cease to be responsible to the damages caused to the telephone instruments that may arise due to fire/floods/explosion and /or accident and/or negligence and/or malicious act not caused due to inadequate or inordinate maintenance provided by the Contractor and Power fluctuations;

o) The Contractor shall be bound to provide special repairs, required to be carried out, in the case of damages caused to the system and the instruments and equipment, otherwise than mentioned above, at the appropriate rates conforming to the market price.

4. The bid should be on the **LETTERHEAD** of the bidder. **Separate sealed covers for Technical bid and Financial bid should be submitted.**

The **TECHNICAL BID** should contain the Company profile, infrastructure, technical back-up details of experience/orders executive for CAMC with the other Central Govt. Departments / State Governments / Public Sector Undertakings / Autonomous Bodies/Banks etc. by the firm during the last three years with the copies of relevant documents in the proforma prescribed as and at **Annexure-I**, the copies of the BMC License, Central Sales Tax Registration, VAT/Service Tax Registration and PAN card, GST NO. copies of the Audited balance Sheet, Profit and Loss Account and Annual Report of last three years etc. terms and conditions, if any, offered by the bidder. There will be no mention of price anywhere in the Technical Bid. The technical Bid will clearly be superscripted with **“TECHNICAL BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PUSH BUTTON TELEPHONE INSTRUMENTS, EXTENSION NUMBERS AND TELEPHONE CABLING IN FILMS DIVISION, MUMBAI.”**

The **FINANCIAL BID** will contain the price schedule duly filled in and signed in the document as given in **Annexure-II**, The bidder have to quote their rates for **Comprehensive Maintenance** for each unit/category of units for the year in **col. No.4 of the Annexure-II** after affixing office stamp/seal of the company and signature of the representative/proprietor of the company along with a forwarding letter on Letter Head of the company. The financial bid will also be superscribed with **“ FINANCIAL BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PUSH BUTTON TELEPHONE INSTRUMENTS, EXTENSION NUMBERS AND TELEPHONE CABLING IN FILMS DIVISION, MUMBAI.”**

Both the separate sealed covers i.e. **Technical Bid** and **Financial Bid** may again be put in one sealed outer cover. The outer cover should be superscribed with **“BID FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PUSH BUTTON TELEPHONESINSTRUMENTS ,EXTENSIONS NUMBERS AND TELEPHONE CABLING ”**, Tender Inquiry No., date It is to be addressed to the **Director General, Films Division, 24-Dr.G.Deshmukh Marg, Mumbai-400 026**. The sealed bid should be dropped in drop box kept in the Asstt.Administrative Officer’s cabin, 2nd floor of 1st Phase building of Films Division, 24-Dr. G. Deshmukh Marg, Mumbai-400 026 **on or before 12.03.2018** up to 1.00 P.M. The technical bid will be opened on same day at 3.00 P.M. The financial bids of those who have qualified in Technical Bids shall be opened in the presence of bidders or available authorized representatives of those bidders at a specified date and time, to be communicated within 30 days from opening of technical bids.

5. There should not be overwriting and all corrections in the rate should be attested by full signature by the bidders.
6. Incomplete bid received without requisite enclosures and bid received after the due date/time will **not** be considered. The department shall not be responsible for delay, loss or non-receipt of bid by post.
7. **The Director General, Films Division reserves the right to accept or reject any or all the bids without assigning any reason whatsoever and his decision in this regards is final and binding on all concerned.**
8. Any disputes arising out of the tender notice, process and finalization of this bid shall be subject to jurisdiction of the High Court of Bombay, Mumbai.

Yours faithfully,

(Ashok A. Shinde)
Assistant Administrative Officer
For Head of Office

Annexure –I

Technical Bid

Subject:- Invitation to tender for Comprehensive Annual Maintenance Contract of Push Button Telephone Instruments , Extension Numbers and Telephone Cabling available in Films Division

Sr. No.	Particulars	To be filled in by the bidder
1	Company Profile	
2	Whether bidding firms should have an established workshop within Mumbai Municipal Corporation Limit.	
3	BMC License	
4	Central Sales Tax Registration	
5	VAT Registration	
6	Service Tax Registration	
7	Permanent Enlistment Certificate of the NSIC Ltd.	
8	PAN Card No.	
9	GST.No	
10	EMD in the specified format	
11	Whether firm has experience in Govt. Or Semi Govt. Or Public Sector Or Large Private Sector Organization/ Companies for maintenance.	Please give details in the enclosed Form.
12	Sealed cover superscribed “Technical bid containing details for CAMC of Push Button Telephone Instruments and Telephone cabling”	
13	Sealed covered superscribed “Financial Bid containing the price schedule (Annexure-II) duly filled in with all commercial details of the bid along with Bid No., bid op. dt.”	

Note:-

- A) The information if any may be given separately for last 3 years i.e. for 2014-15,2015-16. & 2016-17.
- B) Use extra sheet wherever necessary.

Company Rubber Stamp/Seal
Of the firm/Company with date

Signature of the Owner/Partner

Annexure-II

FINANCIAL BID

Name of the company/firm/Individual _____

VAT /Service Tax Registration No. _____

PAN Number _____

GST Number _____

Sr. No.	Items	Qty.	Rate for Comprehensive Annual Maintenance	Tax, if any	Amount incl. Tax
1.	2	3	4.		

Company Rubber Stamp/Seal
Of the firm/Company with date

Signature of the Owner/Partner