

No. D-19016/2/2019-GA
Government of India
Ministry of Commerce & Industry
Department of Commerce

Udyog Bhawan, New Delhi.
Dated the 23rd July, 2020.

NOTICE INVITING TENDER

SUBJECT: Annual Maintenance of Audio Visual equipment installed in Conference Room No. 108, Department of Commerce, Udyog Bhawan, New Delhi.

Sealed bids are invited from reputed Firms/Companies for the comprehensive Annual Maintenance Contract for following Audio Visual equipments installed in Room No. 108 of Department of Commerce, Udyog Bhawan, New Delhi:-

S. No.	Description	Qty.
1.	Chairman Unit (Make : DIS)	03 Nos.
2.	Digital Delegate Unit (Make : DIS)	24 Nos.
3.	Digital Controller with Power supply (Make : DIS)	01 Nos.
4.	Handheld Wireless Microphone (Make : Shure)	02 Nos.
5.	Wireless Lapel Microphone (Make : Shure)	01 Nos.
6.	Mixing Amplifier (Make : Bosch)	01 Nos.
7.	Ceiling Speaker (Make : Bosch)	10 Nos.
8.	20U Rack (Make : Val Rack)	01 No.
9.	Video Conferencing (Make : Sony)	01 No.
10.	WPS (Make : Barco)	01 No.
11.	HDMI Distribution Amplifier (Make : Kramer)	01 No.
12.	Cable Cubby (Make : Kramer)	12 Nos.
13.	Scaler (Make : Kramer)	01 No.
14.	Mixer (Make : Yamaha)	01 No.
15.	Associated Cable (HDMI, VGA etc)	01 Lot
16.	Projector (Make : Sony)	01 No.
17.	55 HD Smart TV Ultra (make : LG)	05 Nos.

2. The terms and conditions of AMC shall be as follows:

- (i) The firm must have expertise in on-site maintenance and repair of the above equipments.
- (ii) The firm shall maintain the equipment as per manufacturer's' guidelines and shall use standard components for replacement. Until and unless written order of Section Officer(GA) are conveyed, the original specification/characteristics/features shall not be changed.
- (iii) The maintenance charges may be quoted on comprehensive basis covering all parts except fabrics (in case of motorized screen).
- (iv) The service engineers would take up any reported fault **within one hour**. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
- (v) If any equipment is not repaired within twenty-four hours, the firm will provide a stand by equipment. If, however, the firm fails to carry out repairs/provide a stand-by equipment, to the satisfaction of the user, penalty as determined by the Department would be imposed.



- (vi) The scope of work covers provision of trained technical staff (1 No.) at Conference Room No. 108, Udyog Bhawan, New Delhi from 09.00 AM to 5.30 PM (with 1.00 PM to 1.30 PM lunch break) on all working days, and if required on Saturdays, Sundays & holidays and also after 05:30 PM on working days. The engineer shall be equipped with Mobile phone to ensure his availability. An amount of Rs. 500/- (Rupees Five Hundred only) per day will be deducted if any Service Engineer remains absent/ leave without providing substitute.
- (vii) Manpower deployed at Conference Room No. 108, Udyog Bhawan once deputed shall not be changed. The change may happen if so desired by DoC or manpower leaves the company. The violation shall fetch the penalty @ 2% of the total annual project cost per month. Any change desired by the Competent Authority in this Department shall be communicated one week before.
- (viii) The standby replacement in lieu of leave, illness etc. should be of the same capacity.
- (ix) The required manpower should be in place immediately after the award of contract.
- (x) The engineer deployed shall be responsible for preventive and corrective maintenance of all equipments installed in Conference Room No. 108. Any lapse in the maintenance of hardware and software by the deployed engineer(s) shall be viewed seriously and the firm shall be penalized for the lapses as deemed fit.
- (xi) If any component of a system/ sub-system gives repeated/ recurring problems, resulting in recurring failure of the system then it must be immediately replaced by the firm with new & genuine spare parts or the entire set to be replaced.
- (xii) The firm shall carry out preventive maintenance regularly and it shall be once in a month. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment installed in the Conference Room.
- (xiii) The successful bidder shall inspect all the Hardware and submit detailed Hardware status & inspection report of all systems/ peripherals. Inspection Report generated shall be signed by the successful bidder before start of the contract. The successful bidder will identify all the non-operational System and shall submit the report.
- (xiv) The firm shall furnish a notarized affidavit to the effect that the engineer(s) going to be deployed in the performance of the contract would be paid not less than the minimum wages as per applicable orders of Govt. and all statutory requirements with respect to ESI, EPF, Factories Act, Industrial Disputes Act, Contract Labour (Regulation and Abolition) Act, would be complied with reference to those engineers. **The details of Engineer(s) with Resumes along with copy of the last three month salary slips, deployed under the contract, must be enclosed with bids.**
- (xv) The firm should submit an undertaking (Annexure-C) stating that it has not been debarred or blacklisted by any of the Government office/ agencies, and no such case is undergoing/ pending upon the firm.
- (xvi) The firm/company must be registered as a firm or as a company with the Registrar of companies.
- (xvii) The firm/company applying for this tender would produce certificates for the previous financial year (viz. FY 2018-19) from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.

- (xviii) The firm must have turnover not less than 50 lakh per annum during last three years (viz. 2016-17; 2017-18 and 2018-19). Proof of turnover must be enclosed.
- (xix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, GST number.
- (xx) The firms shall have a minimum experience of five years (viz. 2015-16, 2016-17, 2017-18; 2018-19 and 2019-20) in the field of maintenance/ repairing/AMC of above mentioned Audio-Visual equipments.
- (xxi) The initial period of the contract will be for one year from the date of award of contract or as desired by the Department. The rates quoted will remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC period may be curtailed keeping in view the requirement after giving one month notice. In case of curtailment of period of AMC only prorata payment would be made for actual period of AMC.
- (xxii) **An Earnest Money Deposit of Rs. 25,000/- (Rupees Twenty-five Thousand only)** through a demand draft on any scheduled bank in Delhi drawn in favour of Under Secretary(Cash), Department of Commerce, New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand after finalization of tender.
- (xxiii) Successful tenderer shall submit a **performance guarantee equal to 10% of the contract value** which will be refundable after successful completion of the contract after adjustment of dues against the contractors.
- (xxiv) It may also be noted that in case of contractor backing out in mid way without any explicit consent of this department, during the currency of the contract period, the contract will be liable to bear the full cost that this Department may incur on making alternative engagement for the balance period of the contract. In addition, the performance guarantee submitted by the contractor shall stand forfeited in all such cases. The above act of backing out would automatically debar the firm from bidding for any future contract under this Department.
- (xxv) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm to keep all the equipments satisfactorily throughout the contract period and also to hand over the systems to the Department in working condition on the expiry of the contract. In case any damage on the systems of the Department is found, compensation, which would be determined by the Department, will have to be paid by the firm.
- (xxvi) The Agency shall not engage any sub-contractor or transfer the contract to any other person in any manner. The contractor shall not be permitted to transfer their rights and obligations under the contract to any other organizations or otherwise.
- (xxvii) Preference shall be given to the Micro and Small Enterprises registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises. The Micro and Small Enterprises quoting price within price band of L1 + 15 % shall also be allowed to supply a portion of requirement by bringing down their price to L1 price if L1 price is from someone other than a Micro and Small Enterprise.



- (xxviii) The bids may be deposited in a sealed cover superscribed with "**AMC of Audio Visual equipment in Conference Room No 108 in Department of Commerce**" in Room No.27-C **latest by 3.00 PM on 11th August, 2020**. The tenders would be opened on same day at 4.00 PM in Room No.27C, Udyog Bhawan, New Delhi. Those of the tenderers who wish to be present at the time of the opening of the tender may do so.
- (xxix) No advance payment in any case would be made. However, half yearly payment on pro rata basis on satisfactory rendering of service would be made.
- (xxx) The tender is subject to the provision of **Rule 173(iv) of General Financial Rules, 2017** which enables a bidder to question the bidding conditions, bidding process and/or rejection of its bid. Accordingly, enquiries in this regard by a bidder will be responded if the request is received in time, in writing, in GA Section of this Department.
- (xxxi) Department of Commerce reserves the right to accept or reject any or all tenders without assigning any reasons.
- (xxxii) The placement of settlement of dispute shall be Delhi. In case of settlement of dispute is in the Court of Law, it will be in the jurisdiction of Delhi.



(Aashish Chhawal)
Section Officer (GA)
Tele . 011- 2306 2521

**Annexure-A
TECHNICAL BID**

1.	Name of Firm	
2.	Address of firm	
3.	Registration No.	
4.	Name of the authorized signatory	
5.	Telephone number of the authorised signatory and other Telephone number of the firm	
6.	Details of EMD	DD No. Date Name of issuing Bank
7.	Firm's registration Certificate/ PAN/ GST Number of the firm along with self-attested copies	
8.	Whether all the documents are signed by authorised signatory of the firm (Yes/No)	
9.	Details of experience in Government Ministries/ Departments/ Organisations/ PSU in the field of maintenance of audio-visual and Video conferencing equipments in the last <u>five</u> years i.e. 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20 (enclose the copies of relevant orders)	
10.	Authenticated copies of turnover of previous three years i.e. 2016-17; 2017-18; and 2018-19	
11.	Details of engineer to be deployed with salary slip (atleast last three months)	
12.	ESI/ EPF details of the engineer	

(Authorized Signatory of the firm with Office seal)

Date

Place

FINANCIAL BID

1.	Name of Firm	
2.	Address of firm	
3.	Name of the authorized signatory	
4.	Telephone number of the authorised signatory and other Telephone number of the firm	
5.	Amount of Contract (annually)	Rs. _____ (per year) (exclusive of taxes, if any)

Forwarded
 Attached
 Document

(Authorized Signatory of the firm with Office seal)

Date

Place

UNDERTAKING
(on company letter head)

1. I hereby certify that I have been gone through the terms and conditions mentioned above and undertake to comply with them. The rates quoted by me (the firm) are valid.
2. The conditions herein contained shall form part of the shall be taken as if they included in the agreement to be entered into or treated as agreement itself at the discretion of the Head of the Department (HoD), Department of Commerce, New Delhi.
3. I undertake that we are not a defaulter to any Govt. organization/ PSU since last two year for any reason due to non-supply of material even after agreed to supply in stipulated time.
4. I also undertake that we have never been debarred/ blacklisted by any Govt. office or agency.

(Authorized Signatory of the firm with Office seal)

Date

Place