

**No. D-19016/2/2019-GA**  
Government of India  
Ministry of Commerce & Industry  
Department of Commerce  
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Udyog Bhawan, New Delhi.  
Dated 27<sup>th</sup> January, 2020.

**NOTICE INVITING TENDER**

**SUBJECT: Up-gradation and maintenance contract for a period of three years for Conference Hall's equipments installed in Room No. 141, Department of Commerce, Udyog Bhawan, New Delhi.**

Sealed bids are invited from reputed Firms/Companies for the up-gradation and maintenance contract for a period of three years for Conference Hall's equipments installed in Room No. 141 in Department of Commerce, Udyog Bhawan, New Delhi.

2. The equipments installed in Conference Room Hall are as under:-

Sl. No.	Description	Qty
1	BIAMP-NEXIA CS	1
2.	Kramer VGA 4x4 SWITCHER	1
3.	KRAMER VIDEO 5X5 SWITCHER	1
4.	BIAMP-8050 AMPLIFIER	1
5.	LG DVD PLAYER / RECORDER	1
6.	SPEAKERCRAFT RT 6.1	2
7.	SPEAKERCRAFT FT 5.1	5
8.	BEYERDYNAMIC MPC 22EQ	10
9.	CABLE CUBBY 600	3
10.	PROGRAMMIC SUPPORT	1
11.	OTHER CABLES AND CONNECTORS	1
12.	TV 55" (Hitachi)	2
13.	84" LG LED HD TV (Professional Large Format Display)	1
14.	video conferencing (Polycom make) HDX8000	1
15	Barco WPS (Clickshare CS-100)	1

3. The terms and conditions for upgradation and AMC shall be as follows:


- (i) The firm must be expert in on-site maintenance and repair of the above mentioned equipments as well as in the equipments which to be upgraded.
- (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.
- (iv) The prospective bidders must inspect the equipments installed before submission of the bid with a view to access the extend of replacement / upgradation required. The upgraded/ replaced component must be compatible and in synchronisation with the system. In case of any defects/ difficulty the bidder has to rectify the same without any additional charges to the Department.

  
**AASHISH CHHAWAL**  
Section Officer  
Ministry of Commerce & Industry  
Department of Commerce  
Udyog Bhawan, New Delhi

- (v) The service engineers would take up any fault reported **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.
- (vi) 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.
- (vii) The scope of work covers provision of trained technical staff (1 No.) at Conference Room No. 141, 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 also during the odd hours meetings and if required on Saturday and Sundays as well. 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 the Service Engineer remains absent/ leave without providing substitute.
- (viii) Manpower deployed at Conference Room No. 141, Udyog Bhawan once deputed shall not be changed without prior permission. The change may done (i) if so desired by DoC or (ii) 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.
- (ix) The standby replacement of service engineers in lieu of leave, illness etc. should be of the equal or higher level and should in provided within 2 hours.
- (x) The required manpower should be deputed immediately after the award of contract. The charges for deputing an engineer to the Department, will be mentioned separately.
- (xi) The engineer deputed shall be responsible for preventive and corrective maintenance of all equipments installed in Conference Room No. 141. Any lapse in the maintenance of hardware and software by the deputed engineer(s) shall be viewed seriously and the firm shall be penalized for the lapses as deemed fit.
- (xii) 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.
- (xiii) 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.
- (xiv) 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.
- (xv) The firm shall furnish a notarized affidavit that the engineer(s) going to be deputed 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, to be deployed under the contract, must be enclosed with the bids.

- (xvi) 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.
- (xvii) The firm/company must be registered as a firm or as a company with the Registrar of companies.
- (xviii) The firm/company applying for this tender would produce certificates of 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. The firm must have turnover not less than 1 crore 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. 2014-15, 2015-16, 2016-17, 2017-18 and 2018-19) in the field of maintenance/ repairing/AMC of similar Audio-Visual equipments.
- (xxi) **The period of the contract is for three years from the date of awarding the contract. It may be noted that the contract is for 3 years (i.e. first year under warranty and subsequent 2 years under maintenance contract). 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. After the period of three years, the contract is subject to extension for further period on the basis of the performance rendered by the contractor and on mutually expressed consent of the contract and this Department, on same rates, terms & conditions.**
- (xxii) **An Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only)** through a demand draft on any scheduled commercial bank in Delhi drawn in favour of Under Secretary(Cash), Department of Commerce, New Delhi must be enclosed with 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 this tender.
- (xxiii) Successful tenderer shall submit a **Performance Security equal to 7% of the contract value** which will be refunded after successful completion of the contract after adjustment of any dues against the contractor.
- (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 contractor will be liable to bear full cost that this Department may incur on making alternative engagement for the balance period of the contract. In addition, the performance security 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 contact. 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 "**Up-gradation of Conference Hall's equipments installed in Room No. 141 in Department of Commerce**" in Room No.27-C **latest by 03:00 PM on 20-02-2020**. The tenders would be opened on same day at 4.00 PM in Room No.27-C, Udyog Bhavan, 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, quarterly 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.  
Tele. No. 011-23062521  
Section Officer  
Ministry of Commerce & Industry  
Department of Commerce  
Udyog Bhawan, New Delhi

**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.	Details of engineer to be deployed with salary slip	
8.	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>three</u> years i.e. 2016-17, 2017-18, 2018-19 (enclose the copies of relevant orders)	
9.	Firm's registration Certificate/ PAN/ GST Number of the firm along with self-attested copies	
10.	Whether all the documents are signed by authorised signatory of the firm (Yes/No)	
11.	Authenticated copies of turnover of previous three years i.e. 2015-16, 2016-17 and 2017-18	
12.	Copy of Audited Balance Sheet for the FY 2018-19	

(Authorized Signatory of the firm with Office seal)

Date .....

Place .....

**FINANCIAL BID  
(UPGRADATION OF AUDIO VISUAL EQUIPMENTS)**

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.	Upgradation of equipments	Rs. _____ (exclusive of taxes, if any)
6.	AMC	Rs. _____ (per year) (exclusive of taxes, if any)
7.	Engineer's cost	Rs. _____ (per year) (exclusive of taxes, if any)

(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 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 three years 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 .....