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मेरिनहाऊस / Marine House



भारतसरकार / GOVERNMENT OF INDIA

पत्तन, पोतपरिवहन और जलमार्गमंत्रालय / MINISTRY OF PORTS, SHIPPING AND WATERWAYS

नौवहनमहानिदेशालय / DIRECTORATE GENERAL OF SHIPPING

समुद्रीवाणिज्यविभाग / MERCANTILE MARINE DEPARTMENT

कोलकाताजिला / KOLKATA DISTRICT

No. MMDKOL-11/2/2021-MMD-KOLKATA

Date: 12.08.2022

Invitation of Quotations for Annual Maintenance Contract for Non -IP Based 100 Pair EPABX System at Mercantile Marine Department, Kolkata.

Sealed bids are invited in two cover system (Cover -1 Technical Bid and Cover-2 Financial Bid) for the Comprehensive Maintenance Contract of 100 Pairs of Non-IP Based EPABX System on behalf of the Principal Officer, Mercantile Marine Department, Kolkata initially for 01 (one) year and extendable for another 01(one) year.

Important Dates:-

Publishing Date	12.08.2022	1700 hrs
Seek Clarification Start Date	12.08.2022	1700 hrs
Seek Clarification End Date	26.08.2022	1700 hrs
Bid Submission Start Date	12.08.2022	1700 hrs
Bid Submission End Date	05.09.2022	1630 hrs
Bid Opening Date	06.09.2022	1100 hrs

The Envelope Containing the quotations (Technical and Financial) would be sealed and super scribed as under:-

“Quotation for Annual Maintenance Contract of 100 Pairs of Non IP based EPABX System”

Scope of Work:-

(a) The contract would be of Annual Maintenance for 02 Nos. of Exchanger NECSL 2100, 4 Nos. of MDF and other accessories. If any spare part of the EPABX system needs to be replaced while repairing it, the spare part is to be supplied and installed by the Contractor.

[Handwritten signature]

(b) Maintenance/Repair to be carried out at the location of the EPABX system as far as practicable.

(c) The replacement of any part of the EPABX system, whenever required, must be carried out by the vendor with genuine parts of same specification and warranty subject to rate verification and acceptance by PO, MMD, Kolkata. The agency/firm must mention in their quotation about the spare parts they will provide during the contract period.

(d) During maintenance, if any part is required to be changed, the vendor must replace the part immediately and the replaced part is to be handed over to Store Section for keeping in the custody of the office.

Eligibility and Qualification criteria of the bidder:-

The firm/agency may satisfy the following conditions and attach self-attested copies of the same with the quotation of technical bid.

(a) Firm shall have valid Registration Certificate from Central/State Government or any local Government Body

(b) Firm shall have valid PAN.

(c) Firm shall have valid GST Certificate.

(d) Tax Clearance Certificate.

(e) Proof of their service rendered in Govt/Semi-Govt Offices.

(f) Self-Declaration against blacklisting by any Govt/Semi-Govt Organisation/PSUs

(g) Tender Acceptance Letter in Company's Letter Head.

(h) Contact Details of the Firm.

(i) Exemption from clause (d) and (e) only to be granted to start-ups and MSEs.

Instruction to Bidders:-

The tender must be dropped in the Quotation Box of Mercantile Marine Department, Kolkata.

The bidders may also visit the site for detail understanding.

For any query contact 033-2223 0229, 033-2223 0236, 033-2223 0238.

E-mail- pommdkol@yahoo.com

Terms and Conditions:-

(a) The Contract would be of Annual Maintenance initially for 01 (One) Year, and may be extended to further 01 (One) Year on basis of satisfactory performance on discretion of Competent Authority in the rate and same terms and conditions.

(b) Extra payment would be made for spare parts and required length of cables that should be OEM authorised/purchased but except repairing charges and transportation charges.

(c) The AMC includes routine preventive and corrective maintenance of the entire system.

(d) The Service provider should depute a technician for inspecting the entire system atleast once in a month.

(e) The registered office or branch office of the bidder shall be within Kolkata District, North & South 24 Parganas and Howrah District Region.

(f) Maintenance includes programming of system and other software related issues and also allocation of new extension numbers .

(g) The successful bidder will have to enter into an agreement with MMD on a non-judicial Stamp Paper of worth Rs.100/- and have to deposit 3% of the contract value as Performance Security Deposit valid upto 14 months from award of contract in the form of FD/DD/Cheque in favour of PO, MMD Kolkata, and the same may be refunded after completion of contract period.

(h) Becoming L1 would not be the criteria for award of the contract unless the rates are justified and reasonable.

(i) Any work, preventive as well as breakdown, shall be attended within the same day or upto a maximum of next working day over a telephonic call/complaint or by e-mail lodged by Officers/staffs or any person related to office, failing which proportionate Rs.100/- per day charges would be recovered/deducted from Security money or bill. Any resulting breakdown or downtime attributable to the lack of proper maintenance would be viewed seriously and proportionate charges would be recovered.

(j) The contract may be terminated at any time if service is found to not satisfactory or up to the mark.

(k) The payment to be made on quarterly basis on satisfactory basis of work, and no interest is payable for delay in payment, also no advance payment would be made.

(l) No quotation would be accepted beyond prescribed date and time and no quotation to be accepted by email.

(m) The performance security deposit may be forfeited if service not found satisfactory or any damage occurs in the office property or any kind of breach of any terms and conditions.

(n) The envelopes containing 1) Technical Bid Envelope and 2) Financial Bid Envelope should be submitted addressing to -

**The Principal Officer
Mercantile Marine Department,
Marine House.
Napier Road, Hastings.
Kolkata – 700022**

(o) The outer envelope must be scribed with the firm name and contact details to get notified for further proceedings of tender process.

(p) The Tenders has to be submitted in the Quotation Box by prescribed date and time.



Financial Bid:-

- (a) The Financial Bid must be submitted as per Annexure-I.
- (b) The financial bid will only be opened for the technically eligible bidders.
- (c) The Financial bid shall not contain any terms and conditions, any conditions given in the financial bid shall be a sufficient cause for the rejection of the bid.
- (d) The time and date of opening the financial bid would be intimated to the technically eligible bidders.

Evaluation & Award of the Tender:-

The Tender evaluation committee (TEC)/ Purchase Committee (PC) shall open the tenders in the presence of the intending bidders who may be present at the date and time of opening informed in the bid document or subsequently.

If any of the bidders or his agent is not present at the time of opening of tender, the Purchase Committee shall record the same on opening of Tenders of absentee bidder.

After the opening of the tenders, the 1st part i.e Technical Bid will be evaluated by the committee. The 2nd part i.e price bid will be opened by the same committee only for those bidders who become technically qualified after the evaluation of technical bid on an assigned date.

The Tender would be awarded to the firm which meets the eligibility criteria quotes the lowest rate of the contract.



Arbind Kumar Choudhary
Engineer & Ship Surveyor- cum- DDG (Tech)
Mercantile Marine Department.
Kolkata District.

Financial Bid**Annexure-I**

The rates giver for AMC of Non-IP Based 100Pair of EPABX Connections:-

SI No	Description of Work	Total Quarterly rate excluding GST	Applicable GST Percentage	Total Quarterly rate including GST	Annual Rate including GST
01	Rate of AMC of Non-IP Based 100 Pairs EPABX Connection				

Signature of bidder

Seal of the Bidder.

Proforma of Tender Acceptance Letter

Annexure-II

Date:

To,

Sub Acceptance of Terms & Conditions of Tender. Tencler Reference No: _____

Name of Tender / Work.

Dear Sir,

! / We have downloaded / obtained the tender document(s) for the above mentioned Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s)

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _ to _____ (including all documents like annexure(s), Schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein

The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety

In case any provisions of this tender are found violated , then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely

Yours Faithfully

(Signature of the Bidder, with Official Seal)