

NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Uttar Pradesh Regional Office

11, Vipin Khand, Gomti Nagar, Lucknow - 226010

Ref No. NB.UPRO.LKO.DPSP/ 362 / AMC-23(Intercom)/2017-18 dated 10 Nov. 2017

Notice for Inviting Tender

Sealed tenders in two bid system (Technical & Financial) are hereby invited from the contractors of appropriate class details of which are mentioned below and following pages:

1. **Name of Work:** Annual Maintenance Contract (AMC) for Servicing & repairing of Intercom extensions, telephone cables and junction boxes for a period of 3 years from the date of award of the tender co-terminus with financial year.
2. **Implementation Site :** Office premises of NABARD at 11, Vipin Khand, Gomti Nagar, Lucknow - 226010
3. **Contact Person at Site:** Shri Ashesh Kummar Yadav, Assistant Manager (Mob. 9452854971)
4. EMD (Rs. 1000/-) and Tender document fee (Rs. 150/-) may be credited to our Current Account as per the details given below:-

Payee Name : NABARD
Current Account No : 555011000127
Name of the Bank : KOTAK MAHINDRA BANK LTD.
Address : Shahnazaf Road Branch, Lucknow - 226001
IFSC Code : KKBK0000141

5. Duration of contract period : Three (3) years from the date of award of the tender
6. Estimated Cost per month : Rs. 11308/-
7. Schedule of Tendering Process:

Issue of tender forms : From 04/12/2017 To 18/12/2017
Pre-bid Meeting : 11/12/2017 @ 15.00 hrs
Last date for submission of tender : 18/12/2017 @ 13.00 hrs
Opening of Technical Bid : 18/12/2017 @ 11:30 hrs
Opening of Commercial Bid : 18/12/2017 @ 15.00 hrs

8. Contents of Tender Document :
Technical Bid : Notice Inviting Tenders (NIT) & Conditions for Works
Financial Bid & Schedule of Quantities

NB:-*Tenderer should confirm that they have downloaded all the pages of the tender documents, including GTC. All the documents are to be returned duly signed by the tenderer while submitting his offer. Please submit Tender documents signed and stamped (Part-I and II) in duplicate in two separate and distinct envelopes. These two envelopes should be put in another envelope.*

Sd/-
(Naveen Dhingra)
Deputy General Manager
Administration

PART-I
NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Uttar Pradesh Regional Office
11, Vipin Khand, Gomti Nagar, Lucknow - 226010

GENERAL TERMS AND CONDITIONS (GTC)

1 Sealed tenders in two bid system (Technical & Financial) are hereby invited from the contractors of appropriate class of C.P.W.D. railways, MES, P&T, state PWD, semi Govt. organizations and/or from those who have worked for NABARD, BIRD, RBI, SBI or PSU Banks and having successfully carried out preferably three similar works (AMC of the said work in Government or Semi.-Government, etc.), for the work of *Annual Maintenance Contract (AMC) for Servicing & repairing of Intercom extensions, telephone cables and junction boxes.*

1.1. The technical bid shall consist of EMD and all documents establishing the eligibility criteria as stated. The financial bid is to be submitted in a separate cover and it shall consist of this entire document with BOQ.

1.2. For eligibility criteria please see clause 1.2 of Annexure-I (“Scope of work to be carried out under the contract and the eligibility criteria”).

- 2 Time period of the contract: The period of contract will commence from the 10th day of issue of award of the tender for three years coterminous with the financial year.
- 3 Bids must be received by NABARD as per schedule time and date specified on the cover page. In the event of the specified date for the submission of bids being declared a holiday for NABARD, the bids will be received up to the appointed time on the next working day.
- 4 Bidders may inspect the site in complete before quoting the rates, as the bidders will be responsible for break down free service for this AMC in the respective building. Please contact the contact person (mentioned on the first page), for any clarification.
- 5 GST on material and on services in respect of this contract will be payable/reimbursable to the Contractor and nothing extra will be paid by NABARD for increase in such taxes or duties even if imposed or levied either before or after the tenders are opened or during the currency of contract, over and above the tendered cost.
- 6 Full Earnest money is liable to be forfeited, if the contractor selected for the work fails to start the work within 10 days from the date of issue of work award letter.

- 7 Tenders, which do not fulfil all or any of the conditions or are incomplete in any respect, are liable to summary rejection.
- 8 The contractor should confirm any ambiguity and discrepancy related to the work and tender before submitting the tender document in writing.
- 9 Chief General Manager, NABARD does not bind himself to accept the lowest or any tender and reserves to himself the right of accepting the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.
- 10 Canvassing/Recommendation in connection with the tenders is prohibited and the tenders submitted by the contractor who resort to canvassing are liable for rejection.
- 11 Tender submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.
- 12 The tenderer shall quote rates both in figures and words. He shall also work out the amount for each item of work and shall write in both figures and words. If any difference is found between the rates quoted by the tenderer in words and in figures or in the amount worked out by him, the following procedure shall be followed.
 - 12.1. When there is a difference between the rates in figures and in words, the rates, which correspond to the amounts worked out by the tenderer, shall be taken as correct.
 - 12.2. When the tenderer has not worked out the amount of an item, or it does not correspond with the rate written either in figures or in words, the rate quoted by the tenderer in words shall be taken as correct.
 - 12.3. When the rate quoted by the tenderer in figures and in words tallies but the amount is not worked out correctly the rate quoted by the tenderer shall be taken as correct and not the amount.
- 13 Before tendering, the tenderer shall inspect the site to fully acquaint himself about the condition in regard to accessibility of site, nature and extent of ground, working condition of site and locality including stacking of materials, installations etc., conditions affecting accommodations and movement of labour etc., required for the satisfactory execution of the work/ service contract. No claim whatsoever on such account shall be entertained by NABARD in any circumstances.
- 14 Except writing rates and amount, the tenderer should not write any conditions or make any changes, additions, alterations and modifications in the printed form of tenders. Tenderers who are desirous to offer rebate, the same should be brought out separately in the covering letter and submitted along with the tender except wherever needed after referring the details of the tender and if asked for.
- 15 **Payment Terms:**
 - 15.1. The payment to the firm shall be made on monthly basis, at the end of each successive month subject to satisfactory performance.

15.2. If performance is not found satisfactory, payment for that month will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.

15.3. The relevant details of bank account may be furnished for Electronic Clearance System (ECS). The beneficiary is requested to either provide the Photostat copy of cancelled cheque or to take attestation from concerned bank, as a documentary support.

15.3.1 Bank account no. Branch name & complete address of the bank.

15.3.2 11 digit IFSC (Indian Financial System Code) of the bank.

15.3.3 GSTN

15.3.4 PAN no. & TAN no. in the name of firm.

15.3.5 Phone no./mobile no/ and e-mail address of the bank.

15.4. TDS as applicable will be deducted from the bill.

16 The contractor shall be required to deposit an amount equal to 5% of the tendered value of the contract as Performance Security Deposit (as per Annexure-I) within the period prescribed for commencement of work in the letter of award issued to him, failing which the earnest money shall stand forfeited. The Security Deposit shall be valid from the date of commencement of work till the date of satisfactory completion of work. The SD shall be released within one month of satisfactory completion of AMC.

16.1. The performance security deposit shall be received in one of the following forms:

16.1.1 EFT to our bank account, or

16.1.2 A Bankers Cheque or Demand Draft in favour of NABARD payable at Lucknow

17 The contractors, to whom the work is awarded will have to indemnify NABARD against theft, loss of material, damages of any kind, including fire caused by any mishandling/mistakes, mis-operating, or improper maintenance of installations, etc.

18 All procedures either technical or security measures as followed in NABARD for all contractors will be followed in the case of this contract also.

19 Unsuccessful Bidder's EMD will be discharged/returned as promptly as possible as but not later than 30 days after the expiry of the period of bid validity prescribed.

20 One-month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.

21 Corrupt or Fraudulent Practices:

- 21.1.** Bidders & Suppliers shall observe the highest standard of ethics during the procurement and execution of the contract.
- 21.2.** NABARD will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 21.3.** NABARD will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

22 Arbitration:

- 22.1.** In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same be referred to the sole arbitration CGM, NABARD or his nominee.
- 22.2.** The award of the arbitrator shall be final binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning refusing to work or neglecting his work or being unable to act for any reason whatsoever, the CGM, NABARD shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the terms of this agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- 22.3.** The arbitrator may give interim award(s) and/or directions, as may be required.
- 22.4.** Subject to the aforesaid provisions the Arbitration & conciliation act 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

DGM (Administration)

Annexure - I
SCOPE OF WORK TO BE CARRIED OUT UNDER THE CONTRACT AND THE
ELIGIBILITY CRITERIA

2. Introduction

1.1. General

National Bank for Agriculture and Rural Development (NABARD) is an apex financial institution created by an act of parliament. It has one of its Regional Office at 11, Vipin Khand, Gomti Nagar, Lucknow – 226010.

Maintenance work under this Annual Maintenance Contract (AMC): Annual Maintenance Contract (AMC) for Servicing & repairing of Intercom extensions, telephone cables and junction boxes, etc. installed in the premises of NABARD, Uttar Pradesh Regional Office, 11, Vipin Khand, Gomti Nagar, Lucknow.

Contract Duration: Three (3) years from the date of award of the tender

NABARD shall permit access to all concerned areas of building to contractor's personnel. Use of available facilities like local telephone, parking facilities to maintenance staff deployed by contractor shall be provided free of cost (for official use only).

1.2. Eligibility Criteria:

1.2.1 The bidders should have undertaken similar maintenance contract for at least two years in last five years in Lucknow with Government organisation/PSU/Ministries.

1.2.2 The bidders should submit the related completion certificates in support of above works issued by the respective departments.

1.2.3 The Earnest Money(Rs. 1000/-) and Tender document fee (Rs. 150/-) should have been paid through NEFT by directly crediting to NABARD's Current Account No 555011000127 maintained with KOTAK MAHINDRA BANK LTD. Shahnazaf Road Branch, Lucknow IFSC Code : KKBK0000141

1.2.4 The bidder should also have valid PAN or TIN or GSTN.

2. Terms for Maintenance:

2.1. To provide Corrective and preventive maintenance services of about 148 intercoms 7 direct lines and extensions and to maintain the system in proper working condition.

2.2. On-site repairing of faulty telephone instruments.

- 2.3. Shifting of existing connection from one place to other within premises.
- 2.4. Reallocation of existing intercom connections as per floor/room numbers or as per requirement.
- 2.5. Pictorial representation of cable layout for each MDF should be prepared and pasted adjacent to each MDF.
- 2.6. The vendor would have to coordinate with BSNL and any other service provider for Proper functioning of EPABX and direct lines.
- 2.7. The vendor will provide maintenance and repair service on holidays and weekends also in case of emergency.
- 2.8. Proper fixing of cables wherever loose or not in order. The cables should be properly fixed using channels or conduit as per requirement.
- 2.9. Material required for fixing and replacement of cables, instruments, etc. for proper functioning of direct telephone connections and intercoms shall be provided by the vendor at reasonable cost with prior approval of the bank on reimbursement basis.
- 2.10. All the components required to be replaced, should be of manufacturer's make or of equivalent standard quality.
- 2.11. The breakdown maintenance call regarding intercom extension faults, telephone cable faults and junction box faults shall have to be attended on the same day within eight hours. The vendor will maintain a proper log of complaint registration, attending and closure.
- 2.12. Apart from attending any breakdown call on requirement basis, **service engineer should be available on the site for at least 4 hours on each working day** for effective maintenance.
- 2.13. In case, if the above conditions are not complied with, a penalty @ Rs. 50/- per day for non-compliance of complaint and/or @ Rs. 100/- per non visit for non-compliance of daily visit will be levied on the firm. The amount of penalty will be recovered from the current bill.
- 2.14. The firm will bring its own tools for carrying out repair work at site.
- 2.15. No material will be issued by NABARD. Contractor has to arrange all materials and T & P required for execution & satisfactory completion of this work at his own cost.
- 2.16. No freight or cartage will be paid for bringing the spare parts, if any, to NABARD.

2.17. No to and fro cartage will be paid for repairing the parts of the telephone instrument at their workshop.

DECLARATION BY THE TENDERER

I, -----, declare that I have submitted my tender for the work Described in the tender after acquainting myself fully with the details of work involved and after Understanding the responsibilities to be discharged by me under this contract and have read the complete tender very carefully.

SIGNATURE OF THE TENDERER

SEAL OF FIRM/COMPANY

PART-II
FINANCIAL BID

NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Uttar Pradesh Regional Office
11, Vipin Khand, Gomti Nagar, Lucknow - 226010

Name of Work: Annual Maintenance Contract (AMC) for servicing & repairing of Intercom extensions, telephone cables and junction boxes, etc. installed in the premises of NABARD, Uttar Pradesh Regional Office, 11, Vipin Khand, Gomti Nagar, Lucknow.

ABSTRACT OF COST/SCHEDULE OF QUANTITIES

S No.	Item description	Amount per month (Rs.)
1	Maintenance and servicing/repairing of Intercom extensions, telephone cables and junction boxes, etc. installed in the office premises of NABARD, Uttar Pradesh Regional Office, 11, Vipin Khand, Gomti Nagar, Lucknow as per the scope of work for three (3) years.	
	Total quoted amount (in words)	

Note:

- 1) Amount may be written in words also.
- 2) Above cost includes everything and nothing extra will be paid by NABARD.

(Signature of the bidder)

Name:

Place:

Date:

Seal