

NABARD Odisha Regional Office
Ankur 2/1, Nayapalli Civic Centre, IRC Village, Bhubaneswar -751015
Email: dmsp.bhubaneswar@nabard.org

Ref. No. NB.OD.RO/ 1334 /DPSP/telephone services/2023-24

Date: 06.03.2024

Annual Maintenance Contract for telecommunication/ telephone systems installed at office premises and officers /staff quarters– landlines including epabx

National Bank for Agriculture and Rural Development (NABARD) invites for Annual Maintenance Contract for telecommunication / telephone systems installed at office premises and officers /staff quarters– landlines including epabx for the period from 01.04.2024 to 31.03.2026 (subject to annual review of quality of services and if found satisfactory). Eligible Firms may log on to Official website of NABARD i.e. www.nabard.org or the Central Public Procurement Portal i.e. <https://eprocure.gov.in> to download the Tender Document for **submitting the same duly filed by 16.03.2024 at 3rd Floor, DPSP, NABARD Odisha Regional Office Bhubaneswar-751015.**

Date of issue of tender document	06.03.2024
Date and time of pre bid meeting	11.03.2024, 11.00 AM
Due date and time for submission of tender documents	16.03.2024, 3.00 PM
Date and time of opening of technical bids	16.03.2024, 4.30 PM
Date and time of opening of financial bids	Will be informed later

ANNEXURE-I

ANNUAL MAINTENANCE CONTRACT OF TELECOMMUNICATION /TELEPHONE SYSTEMS INSTALLED AT OFFICE PREMISES AND OFFICERS /STAFF QUARTERS– LANDLINES INCLUDING EPABX

Scope of Work

- 1) The contractor shall take all necessary steps for proper upkeep and maintenance of the entire Telecommunication/ Telephone system of the Bank including that at its Officer's and Staff Quarters so that they are always functional and in running condition.
- 2) Thorough checking and servicing of telephone cables and each telephone instrument to be done once in a month including attending to breakdowns on call during working hours at office premises and/or as and when required at the Quarters.
- 3) In case of breakdown or fault the repair has to be done free of cost. However, the cost of materials used shall be reimbursed on actual basis on submission of proper bill/invoice with supporting documents.
- 4) Clean all the telephone instruments of the bank with aromatic cleaning material to keep the instruments hygienic and aromatically appealing.
- 5) The agency has to liaise and coordinate with BSNL or any other outside agency as may be required for
 - i) Getting any fault/ breakdown in any telephone line including those of BSNL repaired and keeping the telecommunication system of the Bank functional.
 - ii) Correcting any billing discrepancy.
 - iii) Taking new connection or surrendering any old connection.
 - iv) Any other matter as may be necessary in connection with telephone system.

Terms and Conditions

1. The AMC will be valid from 01 April 2024 to 31 March 2026 which may be renewed further at the sole discretion of the Bank, after proper review of the performance of the agency.
2. The service/maintenance contract shall be carried out at the site as per the instructions of the Bank's authorised officials as and when required.
3. In case the instrument or implements need to be taken out of the Bank's Premises or out of Quarters premises for repair, proper approval has to be obtained before taking the same out of Bank's premises/Bank' Quarters.
4. The contractor shall commence the work within 24 hours from the time of receipt of complaint from the Office / Quarters. However, in case of any emergency, the contractor shall take up the work without any loss of time.
5. The technicians /mechanics should invariably submit visit notes and report regarding the maintenance work executed every month and spares, if any, replaced during the work to the DPSP Department of NABARD.
6. The contractor will normally execute the work as per the directions of the officials of DPSP for the purpose.
7. The contractor shall take upon himself the whole risk of executing the work with his workmen and shall take an insurance policy for the workmen employed by him against accident and injuries while at work as required under the extant relevant rules.
8. All visits for the purpose of AMC should be done/made on working days only, unless specifically called by the officials of NABARD.

9. All payments towards AMC shall invariably be made through electronic mode. Therefore, the contractor should provide all bank details including IFS Code of the Bank Branch. The eligible amount shall be paid after completion of each quarter on satisfactory servicing.

10. Service records should be maintained in respect of services rendered and got signed by the Bank's official/ or authorised personnel (P & S Officer /Care-Taker/Assistant Caretaker) and photocopy of the same shall be submitted along with the bills.

11. TDS and other taxes at the applicable rates, as per rule, shall be recovered from the payment to be released to the agency.

12. The rates quoted should include all taxes. The GST shall be mentioned separately on the base rate as per statutory provisions.

13. The rates quoted should be rounded off to the nearest rupee; if not so done, shall be deemed to have been rounded off to the nearest rupee.

14. In case of tie in rates quoted by various bidders the decision of the competent authority of NABARD for awarding the contract to one of such parties shall be final.

15. **Retention Money Deposit (RMD)**-The agency becoming successful in the bidding shall be required to keep an interest free security deposit of Rs.5000/- (Rupees five thousand only) with NABARD till completion of the contract. The account details are as under:

Account Name: NABARD

Account No.- NABADMN05

IFSC No.- NBRD0000002

16. In that case the EMD of the successful bidder shall be converted into Security Deposit after issue of final work order. NABARD reserves the right to adjust the security deposit, partly or fully, in the event of any damage caused to the property of NABARD by the contractor or the persons engaged by him, or rendering deficient service under the contract or violating any of the terms and conditions of the contract.

17. The quotations will be tentatively opened by the competent authority of NABARD 30 minutes after the latest time prescribed for submission of the tender and the bidding agencies are free to remain present at the time of opening of quotations at NABARD Regional Office, Ankur 2/1, Nayapalli, Civic Centre, Bhubaneswar.

18. The bidder should have registered Office at Bhubaneswar or nearby areas.

19. The quotation has to be submitted strictly in the prescribed proforma as per Annexure-II.

20. The contract can be terminated by not less than three months' notice by the agency and one month's notice by NABARD, under normal circumstances. However, under emergency circumstance NABARD reserves the right to terminate the contract without any prior notice and without assigning any reason.

ANNEXURE-II

The Chief General Manager
National Bank for Agriculture and Rural Development
Odisha Regional Office
“ANKUR”, 2/1, Nayapalli, Civic Centre
Bhubaneswar - 15

Dear Sir,

Annual maintenance contract for telecommunication / telephone systems installed at office premises and officers /staff quarters– landlines including epabx

Please refer to your Letter No dated calling for submission of bid for executing the captioned work. Having examined the “Scope of Work and Other Terms & Conditions” mentioned in Annexure-I of your letter under reference, having visited and examined the sites of the work, having acquired the requisite information relating thereto affecting the tender and having accepted the terms and conditions mentioned therein we hereby offer to execute the works specified in the said letter and quote our rate and furnish other required information in the prescribed proforma as per details below-

1	Name, Address, Contact No. of the Firm/Agency-	
2	Nature of Ownership of the Firm/Agency (Proprietorship /Partnership/Registered Company). If proprietorship, enclose a photo ID card of the Proprietor, otherwise enclose Partnership Deed or Regd Certificate)	
3	Income Tax PAN No. (Attach self-attested photocopy)	

4	GST Regd. No (Attach self-attested photocopy)	
5	Details of Bank Account <ul style="list-style-type: none"> • Name of the Account holder • Name of the Bank, Branch & Place • A/c type (Savings or Current) • Account No • IFS code (Attach self-attested photocopy of a cheque)	
6	Brief history of the agency (Attach separate sheet, if required with supporting documents)	
7	Institutions which awarded work to the agency during the last 3 years (attach details)	

8. Rates Quoted Per Month inclusive of all taxes (Amount in Rs)

Sl No	Particular	Rate (Rs)
1	Base Rate	

2	GST	
	Total	

Yours faithfully

Signature and seal of the authorised signatory of the agency

Place

Date

Enclosures-1) Address Proof

2) Self-attested copy of the PAN card

3) Self-attested photocopy of a cheque

4) DD/Banker's Cheque

5) Any other document