



## **GREATER HYDERABAD MUNICIPAL CORPORATION**

### **TENDER SCHEDULE**

**Tender Notification No. 27/IT/Sec/GHMC/2010**

**Dated:19.11.2010**

Tender  
For the work of :

Annual Comprehensive Maintenance Contract For EPABX and all Intercom Outlet Lines along with Residence Engineer to Maintain a Telephone Instruments in GHMC

THE INFORMATION PROVIDED BY THE BIDDERS IN RESPONSE TO THIS TENDER DOCUMENT WILL BECOME THE PROPERTY OF GHMC AND WILL NOT BE RETURNED. GHMC RESERVES THE RIGHT TO AMEND, RESCIND OR REISSUE THIS TENDER DOCUMENT AND ALL AMENDMENTS WILL BE ADVISED TO THE BIDDERS AND SUCH AMENDMENTS WILL BE BINDING ON THEM. THIS DOCUMENT IS PREPARED BY GHMC FOR THE AMC OF EPABX SYSTEMS. IT SHOULD NOT BE REUSED OR COPIED OR USED EITHER PARTIALLY OR FULLY IN ANY FORM

**Tender No.: 27/A1/AC(IT)/GHMC/2010-11 Dt: 18-11-2010**

**GREATER HYDERABAD MUNICIPAL CORPORATION**  
**Tank Bund Road, CC Complex**

## **GREATER HYDERABAD MUNICIPAL CORPORATION**

**(Information Technology Department)**

### **NOTICE INVITING TENDER**

The Greater Hyderabad Municipal Corporation invites tenders for Annual Comprehensive Maintenance Contract For EPABX and all Intercom Outlet Lines along with Residence Engineer to Maintain a Telephone Instruments in GHMC. A complete set of tender documents may be down loaded from 'e' Procurement Platform. A non-refundable fees of Rs.3,000/-(Rupees three thousand only) through D.D. drawn in favor of The Commissioner, GHMC towards the Process fee and Rs.435/- (Rupees Four hundred and thirty five only) DD drawn in favor of Commercial Tax Officer, Basheerbagh , Hyderabad towards VAT.

The tenderer must fulfill the qualification criteria in the tender document. All tender offers must be submitted as per time schedule fixed by the GHMC along with Security Deposit/EMD as specified in the tender document at the office of the Additional Commissioner (IT), Greater Hyderabad Municipal Corporation. Tender offers will be opened in the presence of the tenderers or their authorized representative at 4.00 PM on 30-11-2010 in the chambers of the Addl. Commissioner (IT), 2<sup>nd</sup> floor,CC complex Building, Greater Hyderabad Municipal Corporation, Tank Bund Road, Hyderabad - 500063.

### **Scope of Work:**

Annual Comprehensive Maintenance Contract (includes repairs and replacement of spare parts including cable) For EPABX and all Intercom Outlet Lines along with Residence Engineer to Maintain a Telephone Instruments in GHMC, 24/7 (Twenty four hours a day and seven days in a week) running of EPABX and all intercom outlet lines. Software maintenance of equipments including installation/reinstallation of software/drivers, data transfer, etc.

#### Annual Maintenance Contract for EPABX Systems at GHMC

Sl. No.	Item description	Location
1	<b>Annual Comprehensive maintenance for EPABX Aria 1000</b> make of Telecom <b>and all Intercom outlet lines</b> including all active and passive components Maximum no. of ports permissible 16 trunk/48 digital /224 analog, attending repairs to available 20 pair cable , Distribution board (external and internal), existing Software and Telephone instruments of (TATA Opal ,Beetel, BPL etc.) of 220 Telephones and 48 Digital Key Telephone including 1 Resident Engineer to maintain Telephone Instruments and monitoring of EPABX System Head Office, GHMC (incl.all taxes) for complete item of work	
2	IP Office	Call Centre
3	308 NEC Light	Face to Face hall
4	NEC Light	A.C (Housing)
5	NEC Topaz	Engineer in Chief
6	Syntel	AC (IT)
7	LG Aria - 130	Commissioner Peshi

### **Eligibility Criteria :-**

1. The Tenderers should be registered dealers / Service centers duly registered for payment of the Sales Tax, Service Tax for maintenance / repair services. Income tax as applicable and should possess the following qualifications
  - a) The company should have local service centre at Hyderabad and should be of reputed standing.
  - b) The company should have experience in providing Standard AMC Services for the equipment mentioned in the tender document, experience certificates from at least 2 current AMC sites. During the past three years, the bidder should have executed at least two orders involving maintenance of EPABX including active and passive components of EPABX at the client site.
  - c) Preferably, registered with government institutions for providing AMC / maintenance / repair services of EPABX and related equipment.

## TERMS AND CONDITIONS:

1. The interested agencies can download the tender document from the website <https://tender.eprocurement.gov.in/> and enclosing the DD's of EMD, Process Fee and VAT.
2. Eligible Agencies who have this type of Service orders to the State / Central Govt./,Public Sectors (Enclose the clients list) having Firm Registration, VAT registration, IT returns for the last 3 consecutive years and PAN card only are eligible to participate in the tenders and on production of authorization certificate from the respective companies only.
3. Those who have achieved target of Rs. 10,00,000/- per annum as turn over for the last three preceding years.
4. The quantity may increase/decrease depending upon the requirement of GHMC from time to time.
5. The Commissioner, GHMC reserves the right to reject/ cancel/ accept any of the tender(s) without assigning any reasons there for.
6. The tenderer should quote the prices for AMC's which shall be in force for a period of 2 years from the date of entering into agreement and should submit his/their amicable terms and conditions to carry the work for which the tender is submitted.
7. ***The successful tenderer should depute minimum one Resident and qualified Engineer at GHMC, Head office on dedicated basis in its premises. The concerned Engineer during the AMC period shall be available from Monday to Saturday on each week between 9.30 A.M to 6.00 P.M. However, tendered should ensure services beyond office hours on holidays etc, as and when required.***
8. Engineer deputed for the above purpose should be able to attend/handle maintenance jobs independently. Qualified and trained Engineer with relevant experience need to be deployed at its Head Office.
9. The successful tenderer is responsible to maintain the systems on 100% working condition.
10. The successful tenderer need to maintain the adequate spares in stores to ensure 100% maintenance of the systems.
11. Successful tenderer shall have to execute an agreement with GHMC on a non-judicial stamp paper worth Rs.100/- (bond paper should be submitted by the agency) duly mentioning the acceptance of the terms and conditions for AMC's
12. If a Force Majeure situation ("Force Majeure" means an event beyond the control of the Vendor and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the GHMC in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes) arises, the Vendor shall promptly notify the GHMC in writing of such condition and the cause thereof. Unless otherwise directed by the GHMC in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13. If the successful tenderer fails to maintain the AMC's contract according to the rates quoted, action will be initiated against such tenderer holding him/them responsible duly forfeiting the security deposit and the agency will be black listed and disqualified for future tenders.
14. The tenderer shall maintain a separate log book for each EPABX System and to submit to A.C. (IT) / Incharge MIS (IT), GHMC for every month for verification.
15. The Balance of EMD equaling to 10% on agreement value will be collected from the successful bidder at the time of agreement.
16. ***Advance payment will not be entertained. Payment will be made at the end of each quarter as per working certificate given by the concerned section head where the EPABX System is located.***

#### **Preparation of Technical bid**

It shall contain of the following parts:

- Bid security (EMD)
- General business information
- Turnover details
- Major clients details

#### **General business information:**

- The Tenderer shall furnish general business information to facilitate assessment of its professional, technical and commercial capacity and reputation.

#### **Bid security i.e. Earnest Money Deposit (EMD)**

- i. Tenders have to be accompanied by an Earnest Money Deposit (EMD) of **Rs. 25,000/- (Twenty five thousand only)** in the form of a DD, payable to the "Commissioner, Greater Hyderabad Municipal Corporation, Tank Bund, Hyderabad" at any scheduled Bank. **EMD in any other Form/Instrument shall not be acceptable.** This EMD does not carry any interest. It will be refunded after two months on completion of AMC period.
- ii. It may be noted that no tendering party is exempted from payment of this Earnest Money Deposit. Tenders submitted without EMD shall be summarily rejected. EMD in respect of parties that are not selected shall be returned within one month.
- iii. In case of parties selected for AMC, the EMD shall stand converted into a part of the Security Deposit after their short listing. No tendering party is exempted from the Security Deposit.

#### **Technical proposal**

If the proposal found technically appropriate then only the proposal will be considered for financial evaluation.

### **Preparation of financial bid**

- a) The financial bid should provide cost calculations corresponding to the salary structure of the IT Professionals as per the schedule
- b) Bid prices quoted by the Tenderer shall be fixed during the Tenderer's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non responsive and will be rejected.
- c) Bid currency: Prices shall be quoted in Indian rupees only.

### **Services by the successful Tenderer/s:**

- i. The firm shall provide on-site expert services and spare parts/ components for breakdown and remedial maintenance, as and when required for the EPABX. The **comprehensive maintenance** services also include
  - Identifying the problem.
  - Rectifying the same.
  - Checking and certifying to the satisfaction of GHMC representative, the proper functioning of the equipments.
  - The firm shall provide services every day, irrespective of holiday, as and when a fault is reported by GHMC.
- ii. The breakdown/ remedial maintenance shall include replacement of faulty parts, telephone instruments, patch cords, components, etc. and any other components as required, in the equipment covered under Tender document, without any additional cost. If any part / unit is not repairable, the replacement part / unit shall be of equivalent make/model or better (with equivalent or better specifications)
- iii. At least ONE Preventive Maintenance (PM) on monthly basis shall be carried out. For this purpose, the service engineer shall make as many numbers of visits as deemed necessary. During PM, the Engineer shall check for proper functioning of the all equipments in list. PM should consist of proper checking of all equipments etc failing which the quarterly AMC charges will not be released.
- iv. The firm will depute skilled Engineer with his own tools, test equipment, testing software, accessories, spares, hardware etc. within the cost quoted
- v. The firm shall maintain logbook for the maintenance and PM work done at GHMC with the signature of representative of GHMC & contractor. A record will be maintained indicating the working status of all the equipments. Contractor will furnish service reports at the time of presenting the quarterly AMC bill.
- vi. GHMC reserves the right to shift equipment mentioned in list from one division to another depending on the requirement of work. Any such changes will be intimated to the contractor. The contractor may be asked to shift the equipments if required.
- vii. The contractor shall ensure that none of the equipments are non- functional for more than ONE working days of GHMC due to whatever reasons. In case any equipment is non-functional, GHMC representative will report to the firm, the nature of fault and the time of failure by Telephone or E-mail or FAX and receive a complaint number from contractor. The firm shall depute their Service Engineer(s) within such time from time of intimation of fault by the representative of GHMC as not to exceed the permissible down-time. The contractor shall ensure that the faulty system(s) shall be made fully functional within ONE working day from the date of report of fault. The down- time of the equipments device shall not exceed ONE working day.

- viii. In case, the equipments as mentioned in tender document are not functional, beyond the allowed maximum downtime of one day, the firm shall make alternate arrangement immediately, until the faulty equipment are repaired
- ix. In any case, the defective equipments will have to be repaired within one day failing which penalty will be imposed as per tender document, GHMC may, on its discretion, get the fault repaired from an outside agency and recover the costs from the contractor, if the contractor fails to attend the fault as per specified schedule above.
- x. At the end of contract period, the contractor shall ensure that the equipments originally contracted for maintenance shall be in full working condition, as per original specifications, failing which the security deposit will be forfeited and no further payment will be made.
- xi. It shall be the liability of the contractor firm to carry out on-site corrective maintenance and in no case it shall be allowed to take the machines out of the campus without the permission of OIC (Communication). The contractor firm will have to report to the Officer In-charge (Communication) on all working days at 1600 hrs to collect and report the status of all machines. They may have to report on holidays and after normal working hours during emergencies for which no extra charges would be paid.
- xii. Payment for services shall be made at the end of each quarter on receipt of the bill from the contractor. The contractor shall submit with their bill reports on a quarterly basis to GHMC of all the machines serviced / repaired / maintained during the quarter along with, log book, call slips / service slips / maintenance slips duly signed by the representative of GHMC.
- xiii. The services have to be provided F.O.R. GHMC, Tank Bund, Hyderabad.
- xiv. The Commissioner, reserves the right to place the order on any Tenderer in whole or in part, or to split the order amongst more than one tenderer.
- xv. Any loss / damage suffered by the GHMC during the installation of system / performance of the AMC by the contractor shall have to be made good by the contractor to the entire satisfaction of the GHMC.
- xvi. If the contractor violates any of these terms and conditions, he shall be liable to forfeit the whole or a part of security deposit as decided by GHMC and the contract may be cancelled.
- xvii. The AMC will be valid for a period of two years, but the GHMC will have the discretion to extend the contract for one more year or part thereof, if the services are found satisfactory during the first year.
- xviii. The, GHMC can withdraw any machine / equipment from AMC at any time without assigning reasons. The payment for the AMC of that machine / equipment will be reduced accordingly at a monthly rate obtained by dividing the annual charges by 12. Similarly, he can start AMC of any machine / equipment for which rates have been approved in the tender at any time and the payment will be made according to the monthly charge obtained above.
- xix. During the period of AMC the contractor has to provide preventive maintenance of the equipments every month. It is the duty of engineer to perform this preventative maintenance and take certificate from concerned staff/officer and approved by communication in charge.
- xx. In case of urgency it will be duty of engineer to check concerned fault and to repair it immediately. In case fault required change of spare parts, it is the responsibility of contractor to replace it within 24 hours from the time fault is reported to the engineer.
- xxi. (a) If contractor fails to repair any equipment or network within 24 hours, they will be warned and if fault continues to remain for more than 48 hours contractor will be penalized and rate of penalty will be different and will be as given below.

Particulars	Penalty rate per day
A. EPABX	Rs. 500 per day
B. Telephone	Rs 25 per day

- (b) In case of their arising a fault in the cable line along its backbone, having been so detected and verified by personnel identified by the concerned officer, the penalty for telephone(s) would be calculated from the expiry of an additional 72 hours from the time the fault is reported. The GHMC decision in the matter would be final, should there be some unforeseen eventuality.
- xxii. All the necessary tools, equipment shall have to be arranged by the Contractor himself.
- xxiii. Quoted AMC prices are inclusive of servicing/repairing/preventive maintenance and also cost of engineer. It also includes replacement of all Parts/components.
- xxiv. It will be the duty of engineer to check working of telephones through BSNL.
- xxv. Contractor should take maximum precaution and preventive action so that the networks established continue to work without fail.
- xxvi. The firm shall maintain logbook for the maintenance and PM work done at GHMC with the signature of representative of GHMC & contractor. A record will be maintained indicating the working status of all the equipments. Contractor will furnish service reports at the time of presenting the quarterly AMC bill.
- xxvii. It shall be sufficient to write "Service Notice", if any notice or letter is sent to Contractor or his authorized agents on the addresses given above by Registered Post, by phone, or by hand delivery to the resident engineer.
- xxviii. The expenses of this deed shall be borne by the Contractor.



## ***A N N E X U R E - 1***

### DECLARATION OF TENDERER

I /We hereby declare that I / We read the specifications and all the relevant standards and requirements of the work and that I / We have myself/ ourselves are thoroughly satisfied about the quality, availability and transport facilities for all materials and required for the work on which I / We have based my /our rates for the work. The Specifications, terms & conditions of the contract have been received by me /us well in advance before submitting the tender.

I/We am/are prepared to furnish detailed data in support of all my/our rates quoted, if and when called upon to do so without any reservations with in (3) days from the date of receipt of communication.

**ANNEXURE - II**

**RECORD OF ARBITRATION & LITIGATION.**

The Tenderer shall record chronologically any disputes he had with any of his previous clients during the last (10) years, indicate whether Arbitration or Litigation, the nature, approximate duration and amount of claim involved in respective cases.

Sl. No.	Project Identification & Location	Name & address of the client	Description	Nature of disputes		Amount claimed	Award in favour of client/ contract
				Period of Arbitration /Litigation from	to		

Name :

Signature :

Date :

Seal of the Company :

Designation :

Note : Separate forms shall be submitted to cover details in above format for the individual members of joint venture.

### **ANNEXURE - III**

I/ We enclosed Demand Draft/ Pay Order/Banker's Cheque along with application for tender schedule for the payment of sum of Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as Earnest Money Deposit which do not bear any interest. If my/ our tender is not accepted, the Earnest Money Deposit shall be returned to me/ us or my/ our application when intimation is sent to me/ us or rejection or at the expiration of three months after the last date prescribed for the receipt of tenders. If my/out tender is accepted, the Earnest Money Deposit shall be retained by the Corporation as security for the due fulfillment of the contract. If upon written intimation to me/us by the office of the Addl. Commissioner (IT), GHMC. If fail to attend the said office on the date herein fixed or if upon intimation being given to me/ us by the Addl. Commissioner (IT), GHMC of acceptance my/our tender I/We fail to make the additional security deposit/EMD and to enter into the required agreement as stated in condition of the terms & conditions, then I/We agree to the forfeiture of the Security Deposit. Any notice required to be served on me /us herein under shall be sufficiently served on me /us if delivered to me /us personally or forwarded to me /us by post to (Registered or ordinary) or left at my/our address given herein. Such notice shall if sent by post be deemed to have been served on me/us at the time when in due course of post it would be delivered at the address to which it is sent. I/We fully understand that the written agreement to be entered into between me / us and the Corporation shall be the foundation of the rights of both the parties and the contracts shall not be deemed to be complete until the agreement has first been signed by me/us and then by the proper officer authorized to enter into contracts on behalf of GHMC.

Name :  
House No. :  
Locality :  
Town/City/post in Pin Code :  
District :  
Phone no. :  
Fax no. :

**ANNEXURE - IV**

**A) EVIDENCE OF EXPERIENCE:**

Name of Materials supplied on hand	Estimated cost	Amount of Contract	Date of Agreement	Agreed date of completion	Agreed progress upto end of previous month	Actual progress upto end of previous month	Name of the Division in which the supplies are made

**B) DETAILS OF MATERIALS SUPPLIED BY THE TENDERER**

Name of Materials supplied	Estimated cost	Amount of Contract	Actual amount final bill received or to be received	Agreed period of completion		Actual period of completion	
				From	To	From	to

Note: the Tenderers may attach a separate sheet if the space left is insufficient

*Financial Bid*

**Tender Schedule No.: 27/IT-Sec/GHMC/2010 Dt.19-11-2010**

**ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT FOR EPABX AND ALL INTERCOM OUTLET LINES ALONG WITH RESIDENCE ENGINEER TO MAINTAIN A TELEPHONE INSTRUMENTS IN GHMC**

<b>Sl. No</b>	<b>Item description</b>	<b>Qty available</b>	<b>AMC Required Period</b>	<b>Price for 1 month (including taxes Rs)</b>	<b>Total Amount RS</b>
<b>1</b>	<b>Annual Comprehensive maintenance for EPABX Aria 1000</b> make of Telecom <b>and all Intercom outlet lines</b> including all active and passive components Maximum no. of ports permissible 16 trunk/48 digital /224 analog, attending repairs to available 20 pair cable , Distribution board (external and internal), existing Software and Telephone instruments of (TATA Opal ,Beetel, BPL etc.) of 220 Telephones and 48 Digital Key Telephone including 1 Resident Engineer to maintain Telephone Instruments and monitoring of EPABX System Head Office, GHMC (incl.all taxes) for complete item of work	<b>1 job</b>	<b>24 months</b>		
2	<b>Annual Comprehensive maintenance for IP Office, Avaya</b> (incl.all taxes)	<b>1 no</b>	<b>24 months</b>		
3	<b>Annual Comprehensive maintenance for 308 NEC Light</b> (incl.all taxes)	<b>1 no</b>	<b>24 months</b>		
4	<b>Annual Comprehensive maintenance for NEC Light</b> (incl.all taxes)	<b>1 no</b>	<b>24 months</b>		
5	<b>Annual Comprehensive maintenance for NEC Topaz</b> (incl.all taxes)	<b>1 no</b>	<b>24 months</b>		
6	<b>Annual Comprehensive maintenance for Syntel</b> (incl.all taxes)	<b>1 no</b>	<b>24 months</b>		
7	<b>Annual Comprehensive maintenance for LG Aria - 130</b> (incl.all taxes)	<b>1 no</b>	<b>24 months</b>		
	<b>Grand total</b>				

**\* The EPABX system may be physically checked at the time of pre-bid inspection. The bidder has to quote on the basis of physically verified condition of EPABX only. Any discrepancies in the information about the items listed in the tender document will not be entertained as ground for any dispute.**