

IMMEDIATE

No. D-31016-15-2017-Ad.III
Government of India
Ministry of Home Affairs

New Delhi, 19th February, 2019

E-Tender notice

Subject: TENDER FOR ANNUAL MAINTENANCE CONTRACT OF SHARP Display Panels- regarding.

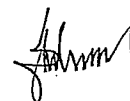
Date of issue of Bid document: 19.02.2019
Due Date of Receipt: 11.03.2019, Time 3:00 PM
Date of opening of Technical Bid: 12.03.2019, Time 3:00 PM
Date of opening of Financial Bid: To be intimated later

This Department invites online quotations for Annual Maintenance Contract for Sharp Display Panels in the Department as per dual bid system (i) Technical Bid and (ii) Financial Bid.

2. The terms and conditions of the contract may be seen at **Annexure-I**. Quotations may be submitted online by 3:00 p.m. **11.03.2019**. **Technical bid shall contain all the documents in support of technical qualification of the bidder as per annexure IV and as per terms & conditions mentioned in Annexure-I.**

3. Earnest Money Deposit of Rs. 40,000/- (Rupees Thirty Thousand) in the form of Bank Demand Draft drawn in favor of **DDO (Cash), Ministry of Home Affairs, New Delhi** may be submitted in a separate envelope as per Annexure III at Hall No. 2, Jalebi Chowk, North Block, New Delhi before the last date of submission of bids.

4. The firms should submit their Technical and Financial bids online only on Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app> in the format as given in respective annexure on or before 3:00 p.m. 11.03.2019. The technical bids shall be opened on 3:00 p.m. on 12.03.2019. The technical bids of all the companies will be evaluated and technically qualified bidders will be declared accordingly. Financial Bids of technically qualified companies will **tentatively** be opened after 7 days of **opening of the technical bids in the presence of duly constituted financial committee**. The Department reserves the right to accept or reject any or all quotations without assigning any reasons thereof.



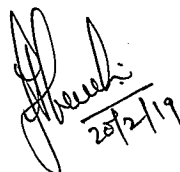
(Sunil Bareja)

Under Secretary to the Govt. of India

Tele: 23094956

Copy to :-

IT Cell for uploading the tender notice to MHA Website.


20/2/19

**No. 31016-15-2017-Ad.III
GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

TERMS AND CONDITIONS

1. The firm should be in existence for more than 3 years in the field of maintenance services of Sharp Products or display panels in any Government department.
2. The Firm must **have GSTIN No. and PAN No.**
3. The firm must be an authorized service provider of Sharp Products/display panels. The original certificate (Ink signed) must be uploaded with e-tender and also to be shown in its original form at the time of opening of technical bid.
4. The scope of work covers maintenance of Sharp Products/display panels installed in **North Block and Major Dhyan Chand National Stadium.**
5. The 'Annual Maintenance Agreement' shall be comprehensive in nature and include servicing and repairs/fixing and replacement of all parts of display panels. The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts fixing/repairs necessary for the proper maintenance/functioning of the aforesaid display panels.
6. The work shall be carried out in the premises of this Ministry located in **North Block and Major Dhyan Chand National Stadium.** Only such works which is not possible to be executed in the premises of the Department shall be allowed to be executed at the workshop of the firm and for that period, the firm has to provide **a standby panel** so that the office work does not suffer. In any case no system or any other items/parts thereof shall be taken out of the premises without formal/written permission of this Department. No transportation/freight charges on this account shall be paid.
7. Interested firms/companies should quote for all the display panels (as per list at Annexure-II) and partial quote will be rejected summarily.

8. The maintenance contract would be initially for a period of one year w.e.f. date of award of contract. The ministry may extend the contract by another year/years on the existing rates and terms & conditions, if the services of the firms are found satisfactory. Department, however, reserves the right to terminate the contract at any time without assigning any reason. The decision of the Department in this regard shall be final and binding on the successful Firm/Company. The firm entrusted with the work will have to do the work at the rates approved. **If for any reason, the firm is not able to rectify any machine and the same will be got done from some other firm/open market by the department, then the expenditure incurred on such repairs shall be recovered from the contractor.**
9. The display panels shall be inspected by the Firm/Company. **The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering into Annual Maintenance Contract (AMC).**
10. The firm should specify the down time of a system, which should not be more than 48 hours. **After 48 hours a sum of Rs. 100/- per day per machine will be charged.**
11. Before finalizing the contract, the firm will specify all the parts, which they will not replace in case of damage. The details of the same may be enclosed in the technical bid.
12. For regular and proper maintenance of the equipments and for instant response to the minor issues, the firm will have to depute **one qualified Engineer on full day basis** in the Department from 0900 hrs to 1800 hrs on all working days. **They should be equipped with mobile connectivity, valid driving license and self conveyance.**
13. On expiry of the contract **after one year, the firm will have to hand over all the display panels in perfect working condition to the Department, failing which suitable amount will be deducted from the security deposit.**
14. No advance payment will be made. **Payment will be made on quarterly basis after rendering satisfactory performance.**
15. The earnest money deposited by the successful bidder will be returned on receipt of **Performance Security Deposit of Rs. SIXTY thousand** in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank/Bank Guarantee

from a Commercial Bank in favour of DDO (Cash), Ministry of Home Affairs. It should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of your firm. The Performance Security will be refunded without interest after the successful completion of the AMC.

16. **The firm must have expertise to provide maintenance of various Sharp products/display panels.**
17. If any information furnished by tenderer is found to be incorrect or false at any time, the tender will be liable to be terminated without any notice and the earnest money/performance security is liable to be forfeited.
18. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and conditions of the tender agreement, will be subject to jurisdiction of Courts of Delhi/New Delhi.
19. Bills shall be submitted along with signed satisfactory report of the user in Ad.III Section.

ANNEXURE - II

No. 31016-15-2017-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi

NAME OF WORK-Annual Maintenance Contract of Sharp Display Panels

Schedule I

Display Panels to be taken in AMC Contract

S No	Model	Machine Sr. No.	Location
1	PN-L802B	24000064	2nd Floor, (MDC National Stadium)
2	PN-L802B	44000173	1 st Floor, North Block
3	PN-L802B	44000151	1 st Floor, North Block
4	PN-L802B	34000054	1 st Floor, North Bloc.

Place

Seal of the firm

Signature
(Authorised Signatory)

ANNEXURE - III

F. No. 31016-15-2017-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi
Dated.....

Name of the company.....

It is hereby declared that we have submitted the online bid against the tender of even No. dated..... vide reference No..... A Demand Draft No.datedis attached herewith.

Signature
(Name of the signatory)

*this letter along with Demand Draft may be submitted in a sealed envelope (the name of the company may be scripted on the envelope) shall be submitted before the scheduled last date to the Under Secretary (Ad-III), Room No. 2, North Block , New Delhi.

Annexure-IV to Tender Notice issued vide F. No.31016-15-2018-Ad-III (TECHNICAL BID)

S.N.	Particulars	To be filled by the Tenderer	Please indicate the page no. of the attached proofs/documents.
1.	Name of the firm / agency		
2.	Complete Address (with documentary evidence)		
3.	Telephone, FAX, Mobile No(s)		
4.	GST / PAN / Income Tax Return (Proof to be attached)		
5.	Name of the authorized person with mobile No.		
6.	Details of EMD submitted		
7.	Whether an authorized dealer/ channel partner/distributor of Sharp Products/display panels?		
8.	Experience of maintaining products/display panels. (Proof to be attached)		
9.	Details of Bank Account (for electronically transfer of funds) (enclosed a copy of the cancelled cheque)		
10.	Annual Turnover Certificate by CA for Rs.50 Lakhs each year in last three financial years i.e.2015-16, 2016-17 & 2017-18.		
11.	Token for acceptance of all terms and conditions as specified in tender notice		

Note:- All documentary proofs to be enclosed for above items.

I hereby agree to abide by all the term & conditions of the tender document.

Name & Designation of the
Authorized signatory of the firm
(with seal of the Agency affixed)