

Government of India
Ministry of Information & Broadcasting
Directorate of Advertising & Visual Publicity
General Administration Section
CGO Complex, Lodhi Road, New Delhi

No. D-26011/02/2015-GA

Dated : 17.08.2017

E-NOTICE FOR INVITING TENDER

Online E-tender (Two bid System) are invited for '**Annual Contract for repair/ maintenance work** for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom **and supply of** 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone **etc. for the Directorate of Advertising & Visual Publicity** as per schedule given below for the **period of one year**.

Prescribed tender forms alongwith detailed terms and conditions for the tender(s) can be downloaded from the website www.eprocure.gov.in as per details mentioned as under:-

SCHEDULE OF TENDER

Tender enquiry no.	No. D-26011/02/2015-GA
Estimated Cost of Work	Rs.5,00,000/-
Date of release of tender through e-procurement solution	19/08/2017
Bid Document Download Start Date	19/08/2017 at 09.30 AM
Bid Submission Start Date	20/08/2017 at 09.30 AM
Last date/time for downloading of tenders through e-procurement solution	27/08/2017 upto 12.30 PM
Last date/time for submission of Technical and Financial bid through e-procurement solution	27/08/2017 upto 01.00 PM
Date / Time of opening of Technical Bid	28/08/2017 at 03.00 PM
Date / Time of opening of Financial Bid	28/08/2017 at 03.00 PM

Tender documents complete in all respects must be uploaded online only on the Central Public Procurement Portal website <http://eprocure.gov.in/eprocure/app> before last date & time of submission of tender. Manual bids will not be accepted. The tenderer or their representative who wish to be present during the opening of the tender may assemble at the venue mentioned above.

The first requirement to participate in e-tender is to have digital signature and the registration of tenderers with Application Services Provider (ASP) i.e. National Informatics Centre(NIC) which is mandatory. For any assistance regarding e-tendering, the prospective bidders may contact at NIC Cell , 9th Floor, Soochna Bhwan, New Delhi-110003.

(S. K. Singh)
Deputy Director (Admn.)

No. D-26011/02/2015-GA
 Government of India
 Ministry of Information & Broadcasting
Directorate of Advertising & Visual Publicity
 General Administration Section
 CGO Complex, Lodhi Road, New Delhi

Dated: 17.08.2017

To
All Intended Persons/firms

Subject: 'Annual Contract for repair/ maintenance work for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom **and supply of** 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone **etc. for the Directorate of Advertising & Visual Publicity, Soochna Bhawan, New Delhi – reg.**

E-tenders are invited from only Delhi NCR based Agencies/Firms/Individuals for the '**Annual Contract for repair/ maintenance work** for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom **and supply of** 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone **etc. for the Directorate of Advertising & Visual Publicity, Soochna Bhawan, New Delhi** for a period of one (01) year from the date of awarding the contract. **Details of items are as under:**

S.No.	Item Description	Item Details
1.	Name of the Exchange	KTS System
2.	Name of the Technology	IP Based
3.	Place of functioning	DAVP, Soochna Bhawan
4.	No. of P&T Line involved	81
5.	No. of Internal Lines	153
6.	No. of 1 + 1 Plan lines instruments attached P&T Line	21
7.	No. of 1 + 2 Plan lines instruments attached P&T Line	3
8.	No. of I P Phone (KTS system)	8 (7 spare)
9.	Resident Engineer (9 am to 6.00 pm)	01

2. **Brief Description of the Selection Process:** The Directorate of Advertising and Visual Publicity will adopt selection process in the form of two bid. The bid shall be accepted

online only through Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app> and no other format for submitting the bids shall be accepted. Financial bids will be considered only in case of technically qualified bidders on the basis of Technical bids. Final evaluation of the bids will be carried out and successful bidders, finalized for empanelment will be required to sign a contract with DAVP for doing above mentioned work on L1 (lowest rates) rates in the bids as per the terms and conditions mentioned in this tender document. The rates will have to be quoted in Indian Rupees(INR).

3. The scanned copy of the demand draft of Rs. 5,000/- (Rupees Five thousand only) as Earnest money Deposit (EMD) must be uploaded with the bid. The EMD shall be in Indian Rupees (INR) and shall be in the form of Demand Draft from any of the Nationalized Bank/Scheduled Bank in favour of "Accounts Officer (Cash), DAVP, payable at New Delhi. The original hard copy of EMD of Rs.5,000/- in the form of Demand Draft is also required to be submitted in a sealed envelope superscribed "Annual Contract for repair/ maintenance work for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom and supply of 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone etc. for the Directorate of Advertising & Visual Publicity, Soochna Bhawan, New Delhi" on or before the closing date and time of e-submission of online bids to **Section Officer, General Administration Section, O/o DAVP, M/o I&B, Room No.369, Soochna Bhawan, Lodhi Road, New Delhi-110003** failing which the bids will not be considered.

4. The successful bidders shall have to deposit Rs.25,000/- (Rupees Twenty Five Thousand only) as Performance Security by means of Bank Guarantee from a Nationalized Bank/Scheduled Bank in favour of "**Accounts Officer(Cash), DAVP payable at New Delhi.**" EMD of the unsuccessful bidders shall be returned after finalization of the contract.

5. The DAVP reserves the right to cancel the process of tender/contract at any point of time without assigning any further reason.

6. Intended persons/forms may quote the rates as per enclosed proforma (Annexure – 'B'). Terms and Conditions for the contract/quotations are enclosed which will required to be signed the Contractor.

(S. K. Singh)

**Deputy Director(Admn.)
Tel. No. 011-24369601**

Copy to:-

- 1.All Ministries/Departments of Govt. of India** for wider publicity.
- 2. NIC** with the request to post the tender notice on the official website of the DAVP and CPP and withdraw the same from the site in the afternoon of 17.08.2017.
- 3. Hindi Unit** for Hindi version of Tender Notice.

TERMS & CONDITIONS

- 1) Rates quoted are inclusive of fixing, cartage, labour and material etc. and also inclusive of GST and other taxes admissible under the rules.
- 2) The bidder must upload online Technical Bid and Financial Bid.
- 3) The bidder must upload the tender in following two bids:
 - (a) Technical Bid - It should contain the documents mentioned in Tender document (Annexure -A).
 - (b) Financial Bid - Should have only prices/rates quoted by the tenderers(Annexure -B).
- 4) The tender shall remain valid and open for acceptance for a period of **90 days** from the last date of submission of tender documents.
- 5) The bidder must upload the documents as mentioned in Sl. No. 01 to 12 of the table of Technical Bid (Annexure -'A') alongwith tender, failing which the tender will not be entertained/ considered.
- 6) **i)** DAVP reserves the right to accept or reject any or all tenders without assigning any reason.
 - ii) The EMD will be forfeited in the following conditions:**
 - a) If at any stage, any of the information/declaration given by the bidder is found false.
 - b) If the tenderer withdraws or amend its tender or impairs or derogates from the tendering in any respect within the tender validity period.
 - c) In case of any lapse/default in honoring of the terms and conditions at any stage after submitting the tender.
 - d) In case selected bidder fails to furnish Performance Security in accordance with the terms and conditions of the tender.
- 7) The tender must be submitted online on the website www.eprocure.gov.in before last date & time of submission of tender. Tenders will not be accepted if sent by post or any other medium, under any circumstances. Technical bid of those bidders, who submitted tender online as well as submitted the hard copy of EMD as per the scheduled date and time, will be opened online on scheduled date and time in the presence of tenderers or their authorized representatives, who wish to be present on the occasion. Financial bid of only technically qualified bidders will be opened for evaluation. **Hard Copy of E.M.D. may be submitted to "Section Officer, General Administration Section, DAVP, M/o I&B, Room No.369, Sochna Bhawan, Lodhi Road, New Delhi-110003, duly sealed in a bid cover superscribed "Annual Contract for repair/ maintenance work for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom and supply of 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone etc. for the Directorate of Advertising & Visual Publicity, Sochna Bhawan, New Delhi"** and must reach in DAVP before last date of submission of bid.

8) The individual signing the tender form or any document forming part of the tender on behalf of Proprietor/Company/firm shall be responsible to produce an authenticated copy of the resolution passed by the Company, or Power of Attorney duly executed in his favour stating that he has the authority to bind other such persons of the firm as the case may be in all matters pertaining to the tender including the arbitration clauses. If subsequently, the person so signing fails to provide the said copy of resolution passed or Power of Attorney within a reasonable time, the Government, without prejudice to other civil and criminal remedies may cancel the tender and hold the signatory liable for all costs and damages. In case of registered or unregistered Partnership firm, all the partners should sign the tender. In case any person signs the agreement on behalf of any limited company or firm, he will produce letter of authority/resolution passed by the company empowering him to sign the agreement on behalf of the company or firm.

9) Each and every document submitted along-with tender should be signed by the Prop./Partner/Authorized signatory (in case Pvt. Ltd. firm) and same should be submitted along-with tender.

10) Any person who is in Government service or an employee of the Department should not be made a partner of the tenderer by the tenderer directly or indirectly in any manner whatsoever.

11) **The tenderer must quote only one rate for any particular item for which he is capable of supplying as per the specification and the rate column of no item must be left blank or mentioned as free service.**

12) **The contract will be initially for a period of one year which may be extended or curtailed later by the department on the basis of quality of the work undertaken. In case of termination of existing contract, the present contractor is bound to continue the existing contract till new tender / new agency takes over the charge.**

13) Selected bidder should have to submit deposit Rs. 25,000/- (Rupees Twenty Five Thousand only) as Performance Security by means of Bank Guarantee from a Nationalized Bank/Scheduled Bank in favour of "**Accounts Officer(Cash), DAVP payable at New Delhi**" along-with a signed contract/agreement on Stamp paper of Rs.100/- (paid by tenderer) to supply the approved items and carry out the stipulated maintenance work. The Performance Security must remain valid for a period of Ninety days beyond the date of completion of all contractual obligations of the supplier including warranty obligations whichever is later. The EMD submitted along-with tender document will be returned by the department on receipt of said Performance Security and signed contract/agreement.

14) Once the Competent Authority issues letter of award, the firm/agency is liable to provide the services from the date of commencement stated in letter of award.

15) In case the firm/agency wants to terminate the contract, it shall have to give three calendar month's notice of its intention.

16) The Department reserves the right to satisfy itself about the quality of the services. The decision of the Department shall be final in this regard.

- 17) In case of any deficiency in service, a penalty @5% of bill amount on each occasion will be imposed on the firm. The decision of the department in this regard shall be final and binding.
- 18) The tentative details which have been mentioned in the tender documents and the requirement may vary as may be decided by the department from time to time. This shall be kept in view by the prospective bidders while submitting their quotations.
- 19) The work is to be carried out in the premises of the DAVP, Soochna Bhawan, Lodhi Road, New Delhi-110003. Only such work as cannot be done in the office premises would be allowed to be done outside. No extra charges will be paid on this account.
- 20) The payment shall be made on monthly basis and only if the work is performed to the satisfaction of the department. The department shall not pay for any other incidentals like transportation etc. and the contracted price shall be fixed during the currency of the contract.
- 21) There shall also be no advance payment for any jobs assigned in terms of the contract. For payment purpose, the bills should be submitted quarter-wise on the prescribed format requisition-wise along with the work completion report / user certificate duly signed by official or officer of the concerned branch / ward with stamp and date. The arrangements shall be put in place by 9.30 AM to 6.00 PM on each working day and also on holiday. The payment will be released through RTGS / crossed cheques and Income Tax/GST, if any, shall be deducted RTGS against bills submitted.
- 22) The unrealistic rates viz. Free of cost/complementary/Rs.1/- etc. shall not be entertained and reasonability of rates shall be ascertained according to the item of works.
- 23) The antecedents of persons deployed should be properly verified and their details (names, addresses, telephone nos., photograph alongwith the valid documents endorsing the same) will have to be provided to this office.
- 24) It will be the responsibility of the contractor to depute at least one good skilled manpower **in uniform to this department** every working day and when required on Saturday/Sunday/holidays for the day to day repairing and maintenance jobs. If the Resident Engineer does not come on any of the working day or fails to do the required work, the work will be got done by the department through alternate sources and at the risk / cost of the contractor and the contractor shall be obliged to pay additional expenditure made in this regard. **Rs.1000/- per day will be deducted from the bill if Resident Engineer not come office or left office without permission.**
- 25) Notwithstanding any clause in this documents, if the assigned work is not completed to the satisfaction of the department, no payment will be made for that work and the decision of the department shall be final in that regard.

26) In case of any damage caused to department's property by the workers deputed by the contractor, the loss caused due to such damage would be recovered from the contractor.

27) In case conflict between the parties, it should be resolved through mutual discussion. If, it still persists, the decision of the DAVP will be final and binding.

28) The contract shall be awarded to the bidder who emerges L 1 in total of quoted rates of the items, if otherwise eligible in all respects after thorough examination of tender bids of all the firms by the committee constituted by DAVP for the purpose.

29) The performance security shall be forfeited if there is any breach by the contractor in performance / meeting terms and conditions of the contract. Otherwise, the same shall be refunded after completion of the contract to the satisfaction of the department with no government liabilities due from the contractor.

30) The department reserves the right to reject any or all the tender without assigning any reason thereof. Decision of DAVP shall be final in this regard.

31) Bids incomplete in any respect shall be liable to be rejected.

32) Terms and conditions must be dully signed/accepted with the stamp of the prospective bidder.

33) Canvassing in connection with the tender is strictly prohibited.

34) Tender must be unconditional.

35) DAVP reserves the right to relax any of the above mentioned condition(s) and to reject on his discretion any or all tender(s) altogether without assigning any reason.

36) The Department reserves the right to withhold payment in the event of non-commencement or unsatisfactory performance by the selected bidder. In such eventuality, the Department further reserves the right to get the work done from open market at the cost of the contractor. Selected bidder will be black listed by the Government for a period of four years to participate in any type of tender & his security money shall also be forfeited.

37) If any information furnished by selected bidder is found to be incorrect or false at any time, the contract will be liable to be terminated without any notice and the security deposit is liable to be forfeited.

38) The Department reserves the right to terminate the contract without assigning any reason by giving the selected bidder one calendar month's notice of its intention to do so and on the expiry of the said period of notice, the contract shall come to an end without prejudice to any right or remedy.

39) The selected bidder shall indemnify the Department against all damages/charges and expenses for which the Government may be held liable or to pay on account of the negligence of the selected bidder or his servants or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all damages and demands thereof.

40) Willing Agencies/firms may visit website <https://eprocurement.gov.in> for detailed information and may inquire at NIC Help Desk, 9th Floor, Sochna Bhawan, Delhi-110003 between 3-4 p.m. till the last date and time of submission of tender.

41) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and conditions of the contract agreement, or otherwise the matter shall be referred to the Arbitrator appointed by DAVP. The Courts at Delhi/New Delhi shall have the jurisdiction in connection with any dispute/litigation arising out of this tender.

42) At any stage if the firm is found to be not adhering to the terms & conditions governing the contract, the same would be terminated without any notice and loss, if any, which may occur on the account, will be recoverable from the security money deposited by the firm. Security money will be forfeited, if the firm fails to perform according to the terms and conditions of the contract, or if the work is found to be unsatisfactory.

43) The firm will be solely responsible for any damage caused on account of negligence/bad workmanship.

44) Complaint should be attended within 24 hours and failure on the account will render the firm liable upto a fine of Rs. 500/- per day. If the firm fails to attend to any complaint within 03 working days, the AMC may be cancelled without any further notice after approval of competent authority.

45) The agency/Firms/Individual may be removed from the list of registered contractors if the quality of the work mentioned is not found satisfactory or work is not done in time bound manner. Refusal or inability or delay by the successful bidder to undertake the said work at the contracted rate may result in termination of the contract and forfeiting of performance guarantee as well as disqualification of the bidder from participating in future tenders.

46) The Registered office or branch office of the agency should be located in Delhi & NCR and the agency is required to provide a proof of address and telephone number of its office/branch located in Delhi and NCR.

Amendment of Bidding Document:-

1. At any time prior to the deadline for e-submission of bids, DAVP may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.

2. Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, will be uploaded as 'Corrigendum' on <http://eprocure.gov.in/eprocure/app> and www.davp.nic.in. Such amendments modification shall be binding on all the prospective bidders.

3. DAVP at its discretion may extend the deadline for the e-submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.

4. The DAVP reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions continued in the tender document or to reject any or all the tenders in whole or impart without giving any notice or assigning any reason.

5. DAVP also reserved the right to call for additional information from the Bidders.

ANNEXURE- 'A'

Government of India
Ministry of Information & Broadcasting
Directorate of Advertising & Visual Publicity
General Administration Section
CGO Complex, Lodhi Road, New Delhi

Performa for Technical Bid

Sub: AMC of repair/ maintenance work for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom and supply of 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone etc. for the Directorate of Advertising & Visual Publicity, Soochna Bhawan, New Delhi.

1. Name of the firm :
2. Address :
3. Name & Address of Prop./ :
Partner/Authorized signatory
(in case of Pvt. Ltd. firm)

S. No.	Name of desired Documents	Page No.
1	EMD in the form of Pay order/Bank Draft for Rs.5,000/- in favour of Accounts Officer(Cash), DAVP payable at New Delhi. (Upload copy)	
2	Copy of self attested GST Registration Certificate. (Upload copy)	
3	Copy of the Service Tax/VAT return for the F. Y. 2015-16 or 2016-17 (Upload copy)	
4	Copy of self attested PAN Card (Upload copy)	
5	Copy of self attested Service Tax Registration Certificate and Profit & Loss Statement. (Upload copy)	
6	Audited Balance Sheet showing annual Turn Over of Rs.1,00,000/- and above for the last two years or one year (2015-16 or 2016-17). (Upload copy)	
7	Undertaking as per Annexure-C. (Upload copy)	

8	<p>At least 01 or 02 years' Experience & Past performance certificate on similar contracts in Govt. Departments / Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Govt. of N.C.T. of Delhi or any other State Government or Public Sector Banks or Local bodies/Municipalities or Public Ltd. Firms (Corporate Sector).</p> <p>(a) One similar works costing not less than the amount equal to Rs.50,000/- (i.e. 10% of the estimated cost);</p> <p style="text-align: center;">OR</p>	
	<p>(b) One similar work costing not less than the amount equal to Rs.50,000/- (i.e. 10% of the estimated cost).</p> <p><u>Note :In above said performance / experience certificate issued by the client department / ministry in favour of the bidding firm declaring that the service provided by the bidding firm is / has been / was satisfactory during the period of engagement and amount of payment released to firm / agency must be mentioned. (Upload copy)</u></p>	
9	Proof of establishment of company. (Upload copy)	
10	Copy of Authorized Signatory Certificate of the Company/Firm) (Upload copy)	
11.	Copy of Income Tax return for last one (1) or two (02) years (Upload copy)	
12.	Copy of the tender acceptance letter (Annexure-C) duly signed and sealed by the Agency/Firm as token of Acceptance of terms and conditions of tender (Upload copy)	

Signature of the Bidder along with seal
(Name, Address & Telephone No. of the Bidder)

Government of India
Ministry of Information & Broadcasting
Directorate of Advertising & Visual Publicity
General Administration Section
CGO Complex, Lodhi Road, New Delhi

PROFORMA FOR FINANCIAL BID

Subject : AMC of repair/ maintenance work for I P Based KTS System(NEC), MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom and supply of 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone etc. for the Directorate of Advertising & Visual Publicity, Soochna Bhawan, New Delhi.

1. Name of the Firm :
2. GST/Sales Tax No./VAT/TIN :
3. Address of the Firm :
4. Name & Address of Prop./ Partner/Authorized Signatory (in case of Pvt. Ltd. Firm) :

List of items given below for which rates are to be given. Rates should be mentioned against each item:

S.No.	Item Description	Item Details	Rate of each item (inclusive of GST in Rs.)
1.	AMC of KITS	01 No.	
2.	No. of P&T Line involved	81	
3.	No. of 1 + 1 Plan lines instruments attached P&T Line	21	
4.	No. of 1 + 2 Plan lines instruments attached P&T Line	03	
5.	No.of intercom working	153	
6.	No. IP Based Phone	1	
7.	Resident Engineer (9.30 am to 6.00 pm)	01	
8.	2 pair cable branded make	Per metre	
9.	5 pair cable branded make	Per metre	
10.	Adaptor for plan phone (Beetal)	01 No.	
11.	Beetal caller ID speaker phone	01 No.	
12.	Beetal call ID 1+2 Phone	01 No.	
13.	Panasoninc 1+1 Phone	01 No.	
14.	Panasonic 1+2 Phone	01 No.	
15.	1+2 NEC Plan Phone	01 No.	
16.	1 + 1 Phone system	01 No.	
17.	1+1 caller ID Telephone (normal)	01 No.	
18.	Panasonic system FEX system 308	01 No.	
19.	NEC server Modem	01 No.	

20.	NEC system Card for Intercom (for minimum 8 Nos.)	01 No.	
21	Panasonic caller ID Speaker Phone	01 No.	

Note : The above rates are inclusive of the charges like transportation, providing, fixing and also inclusive of GST admissible under the rules.

Signature of the Bidder along with seal
(Name and Address and Telephone No. of the Bidders)

TENDER ACCEPTANCE LETTER
 (To be given on Company Letter Head)
(to be uploaded on e-tender platform)

Date:

To

Subject:- Acceptance of Terms & Conditions of Tender.

Tender Reference No. _____

Name of Tender/Work:

Dear sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the website(s) namely:

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

2. 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.

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

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

5. I/We do hereby declare that our Firm has not been blacklisted/deberred by any Govt. Department/Public Sector undertaking.

6. I/We certify that all information furnished by the our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

7. I/We agree to keep our offer open/valid for acceptance by the Department for a period of 180 days from the actual date of opening of the tender.

Yours Faithfully,
 (Signature of the Bidder, with Official Seal)

Guidelines for submission of online bids (e-tender) through CPP

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The Instructions given below are meant to assist the bidders in submission of e-tender through the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More useful information for submitting online bids on the CPP portal may be obtained at www.eprocure.gov.in/eprocure/app.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the CPP Portal (<https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment". Enrolment on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (DSC) (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.) with their profile. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
5. Bidder then logs in to the site through the secured log-in by entering their user ID, password and the password of the DSC/e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My

Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/email in case there is any corrigendum issued to the tender document.

3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidders, in advance, should get ready the bid documents to be submitted as indicated in the tender document and they should be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3. Bidder has to select the payment option as "offline" to pay the EMD and original should be sent by post to reach DAVP within the stipulated time.

4. Bidder should prepare the Earnest Money Deposit (EMD) as per the instructions specified in the tender document. The original should be dropped in a sealed cover superscribed with "**Annual Contract for repair/ maintenance work** for I P Based KTS System(NEC),

MTNL Lines, Internal Lines, 1+1 plan lines, 1+2 plan lines, Intercom **and supply of 2/4/5/8 pair cable/Beetal caller ID speaker phone/Panasonic 1+1 plan phone/Panasonic 1+2 plan phone/Beetal 1+1 plan phone/Beetal 1+2 plan phone/Adaptor for plan phone(beetal)/caller id cordless phone etc. for the Directorate of Advertising & Visual Publicity, Soochna Bhawan, New Delhi**” in the tender box inside Room No 369 , DAVP, Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi on or before the last date of bid submission. The details of the Demand Draft, physically sent, should tally with the details available in the scanned copy and the date entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders; opening of bids etc. the bidders should follow this time during bid submission.

7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. Upon the successful and timely submission of bids (i.e. after clicking “Freeze Bid Submission” in the portal) the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

10. Bidder should upload their Technical Bid (information furnished by the firm for evaluation of technical bids given in Annexure – A), Financial Bids (information furnished by the firm for evaluation of financial bids given in Annexure-B) and Tender Acceptance Letter (ANNEXURE-C) along with the other requisite documents in pdf format.

11. The e-tender has been invited under two bids system (Technical Bid and Financial Bid.) The interested firms are advised to submit their bids-Technical Bid and Financial Bid “online” by visiting the Central Public Procurement (CPP) Portal (www.eprocure.gov.in). The bidders will submit their bids on the e-Procurement Portal, in an encrypted format. Possession of valid Digital Signature Certificate (DSC), valid e-mail address and registration of the firm on the Central Procurement (CPP) Portal; are pre-requisite for e-tendering.

ASISSTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to 24X7 CPP Portal helpdesk. The contact number for the helpdesk is 180030702232.
