

***AMC TENDER FOR
EXISTING C-DOT – 256
EPABX AT BANK PREMISES***

**Premises Department
Head Office, National Housing Bank
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110 003
Phone: 011- 24611070
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BID DETAILS

1.	Date of commencement of collection of Bid Documents	07/04/2014
2.	Last date and time for collection of Bid Documents	06/05/2014 15.00 hrs
3.	Last date and time for receipt of Bid Documents	06/05/2014 16.00 hrs
4.	Date and Time of opening of Technical Bid	06/05/2014 17.00 hrs
5.	Earnest Money Deposit Amount	Rs. 10,000/- (refundable) (Rs. Ten Thousand Only)
7.	Place of opening of Bids	National Housing Bank, Head Office Premises Department Core 5-A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi – 110003

Note: - Technical bids will be opened in the presence of bidders who choose to attend.

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1. ABOUT NATIONAL HOUSING BANK

National Housing Bank (NHB), a statutory organization is wholly owned subsidiary of the Reserve Bank of India. NHB is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way of equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Chennai, Hyderabad, Kolkata , Lucknow, Patna, Bhopal, Nagpur & Bhubaneswar.

2. REQUIREMENT DETAILS

Offers are invited from companies of repute and having experience in maintenance of EPBAX for more than 200 lines and similar C-DOT 256. The AMC is required in the National Housing Bank, CORE 5A, India Habitat Centre, 3rd, 4th and 5th Floor Lodhi Road, New Delhi-110003. The contract shall initially be awarded for a period of one year, which would be renewable for maximum up to 3 years on same terms & conditions as defined in the RFP, at the discretion of the Bank. However, continuance of contract will be subject to Performance Review done by the Bank, during the contract period on half yearly basis.

3. SCOPE OF WORK

- a. Offers are invited for annual maintenance of C-DOT 256 Port EPABX including its hardware/software located at NHB Head Office, Core 5A, 3rd, 4th & 5th Floor, India Habitat Centre, New Delhi – 110003. The contractor should have a 5 years experience for maintaining C-DOT system.
- b. The agency has to inspect and examine the site and satisfy himself as to the conditions prevailing at the site and its surroundings regarding extent of work, scope and conditions under which the work is to be executed. The contractor shall also satisfy himself about the accessibility of the premises.
- c. The work shall be carried out in close coordination and with least disturbance to the office staff.
- d. The agency shall have to make good the damages, if any caused during the performance of the work to Bank's properties at his own cost.
- e. The brief descriptions of the items of work to be carried out are given in Annexure-II.
- f. It would be agency's responsibility to enforce safety measures/precautions required, as per relevant codes, for carrying out the work. NHB shall not be responsible for any mishap/injury/impairment caused to the workers.

- g. The agency shall comply with the provision of the apprentices Act, 1961 and the rates and orders issued there under from time to time. The contractor shall be liable for any pecuniary liability arising on account of any violation by him of the provisions of the Act.
- h. After completion of the work, the site shall be cleared of all rubbish, wires & tapes etc. All holes shall be filled up and finished as per existing finishing or as directed by officer-in-charge.
- i. On acceptance of the work order, the name of the accredited representative(s) of the contractor, who would be responsible for taking instructions from the officer-in-charge, shall be communicated to NHB.
- j. Some restrictions may be imposed by the NHB/IHC security etc. on the working and/or movement of labour, material etc. The agency shall be bound to follow such restrictions/instructions and if such restriction incurs any cost to the vendor, nothing extra will be paid in this regard.
- k. All the defects/replacement of parts etc. caused during the work shall get remedied by the agency at his own cost and nothing extra shall be payable in this regard by the Bank.
- l. The maintenance contract shall be awarded for a period of one year, but the initial award of the work shall be for a period of six months only. The contract period may be extended for a further period of one year only after the work of the agency is found satisfactory in the first six months. NHB reserves the right to review the working of the agency after every six months.
- m. The scope of maintenance contract shall include checking, cleaning, servicing, periodical inspection & testing, preventive maintenance, necessary repair and replacement etc. The vendor has to ensure continuous and effective functioning of C-DOT EPABX system. **Cleaning & Anti bacterial treatment** to all telephone instruments once in every 15 days has to be ensured.
- n. After award of work the agency shall deploy one technical representative in our office **from 10.00 AM to 06:00 PM on all working days** for attending immediate complaints for effective functioning of EPABX system. In case, the contractor fails to depute his technical representative for any reason whatsoever, the Bank shall be free to make recovery of Rs. 500/- (Rupees five hundred only) per day towards the absence of technical representative.
- o. The agency shall also ensure timely and adequate deployment of personnel required for carrying out the maintenance of EPABX system. No conveyance charges/traveling charges will be paid to the personnel by the Bank.
- p. Any other work assigned to the agency from time to time related to maintenance and servicing of the C-DOT EPABX system.
- q. Technical attendant to attend all telephone complaints which are provided to CMD & EDs residence along with Jangpura officers flats (approximately 30 nos.).

4. TERMS & CONDITIONS

Detailed Terms and Condition for providing maintenance services for EPABX in the Bank Premises are as follows:

1. The agency shall submit the offer, which satisfies each and every condition laid down in this RFP, failing which, the tender may be rejected.
2. NHB reserves the right of accepting the whole or any part of the offer rates and the agency shall be bound to perform the same at his quoted rates.
3. All the taxes and levies in respect of this contract shall be payable by the contractor and NHB will not entertain any claim whatsoever in this respect. The rate shall be for complete item of work including all transports, lifts, leads, scaffolding and tools etc.
4. Supply identity cards to his / her employees or agents who shall be doing the subject job at the Bank premises. All the employees and agents should bear the identity card for all the times while they are working in the Bank premises.

5. PERIOD OF CONTRACT

The contract shall initially be awarded for a period of one year, which would be renewable for maximum up to 3 years on same terms & conditions at the discretion of the Bank.

6. PENALTY CLAUSE:

Whenever machine operator remains absent on any working day, the company should make alternate arrangement for the same. However, in case, either operator remains absent or machine gets broken down due to any reason, an amount of Rs 500/- per day per machine shall be deducted towards penalty from running bill.

7. PAYMENT TERMS:

Monthly Bills to be raised by the vendor in the name of National Housing Bank and the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the subject.

8. INSTRUCTION TO BIDDERS

Interested vendors may visit the Bank's premises for inspecting the existing setup and other infrastructure facilities available in the Bank. Thereafter, if they are interested, they can collect/download the application form from Bank/NHB Website (www.nhb.org.in) having all details from the Premises Department of National Housing Bank at address stated at point no. 7 of page 2 from 11.00 a.m. to 3.00 p.m. till **06/05/2014**. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by the bidder.
- The bidder will, by responding to Bank for RFP, be deemed to have accepted the terms of this RFP.
- Bidders are required to direct all communications related to this RFP, through the Nominated Contact person:

Contact: Sourav Seal
Position: Asst. General Manager
Email: souravs@nhb.org.in
Telephone: +91 - 11 - 24611070
Fax: +91 - 11 - 24649432

- Bank may, at its absolute discretion, seek additional information or material from any bidder after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If Bank, at its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be sought from the contact persons detailed above before the deadline for submission of bids, between 10.00 am to 5.00 pm on any working days (Monday to Friday except holidays).
- Bank may, at its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes, to improve or clarify any response.
- Bank will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as decision is taken on the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both Minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for Commercial Evaluation.

9. Earnest Money Deposit

The bidder has to submit earnest money deposit of Rs. 10,000 (Rs. Ten Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with NHB as security deposit during the period of execution of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract.) by way of an e-payment in favour of **National Housing Bank**. The Accounts details are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
4. *Beneficiary Bank Branch Address:* Pragati Vihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi – 110 003
5. *Type of Bank Account:* Current account
6. *Beneficiary Bank A/C No:* 52142903844
7. *IFCS code of Bank branch:* SBHY0020511
8. *MICR No.:* 110004005

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-E.

- The EMD security may be forfeited:
 - If a Bidder withdraws its bids during the period of bid validity
 - If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
 - In case of successful Bidder, if the Bidder fails to Sign the contract.

9.1 Language of Bid

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

9.2 Masked Commercial Bid

The bidder should submit a copy of the actual price bid (as per the format specified by Bank) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

9.3 Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

9.4 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

9.5 Amendment to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

9.6 Period of Validity

Bids shall remain valid for **six months** from the date of its opening, as prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

9.7 Bid Currency

Prices shall be expressed in Indian Rupees only.

9.8 Submission of Bids

The bidders shall duly seal each envelope with RED LAC SEAL (Wax Seal) and place both the envelopes in a third envelope, which shall also be only sealed with red lac.

The bid should be addressed to Bank at the following address up to the time and date mentioned on page 2 of this document.

Asst. General Manager
Premises Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi – 110003

9.9 Late Bids

Any bid received by the Bank after the due date of submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

9.10 Modifications and/or Withdrawal of Bids

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

9.11 Content of Documents to be Submitted

6.11.1 Documents required in Technical Bid Envelope (Sealed Cover):

- i. Undertaking Letter as per part "I" of Annexure - 'A'.
- ii. Bidder's information as per part "II" of Annexure-'A'.
- iii. Compliance Statement Declaration – Annexure-'B'
- iv. Pre-Qualification Criteria – Annexure – 'C'
- v. Format for Commercial Bid Annexure – 'D'
- vi. ECS Mandate Format – Annexure – 'E'

6.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):

- i. Commercial offer: The offer should be as per commercial bid format in Annexure 'D' and should be **all-exclusive (All applicable taxes to be quoted seperately)**. In case of any variation (upward or downward) in Government levies/taxes/duties etc. up-to the date of invoice, the benefit or burden of the same shall be passed on or adjusted to Bank.

10. TAXES

The prices quoted shall be inclusive all taxes and levies. If the tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. Income tax will be deducted at source and a certificate for the same will be issued to the contractor.

11. INSURANCE

The successful Tenderers shall take all risk policy for the contract value and workmen compensation policy for the workers engaged in the work. The contractor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party while executing the work. Third partly liability in contractor's all risk policy shall be minimum Rs 2 lakh per person for any accident or occurrence and 5.00 lakh in respect of damage to property for any accident or occurrence.

listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

16. CLARIFICATIONS ON BIDS

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

17. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

18. CONTACTING THE BANK

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

19. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

20. SIGNING OF CONTRACT.

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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ANNEXURE - A

Part - I:

Letter to be submitted by bidder along with bid documents

To
The Asst. General Manager
Premises Department
National Housing Bank,
Head Office
Core 5-A, 3rd Floor, India Habitat Centre, Lodhi Road,
New Delhi - 110003

Sir

Reg: Our bid for Engagement of Agency for AMC of C-DOT 256 PORT EPABX

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at ____ / ____ day of ____ 2014.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____
(Authorised Signatory)

Part - II

Bidder's Information

**APPLICATION FOR ENGAGEMENT OF AGENCY FOR AMC OF C-DOT 256 EPBAX SYSTEM
IN NHB, NEW DELHI.**

PART-I

THE FORMAT FOR TECHNICAL BID

From

To

AGM (Premises)
National Housing Bank,
Core 5A, India Habitat Centre,
Lodi Road
New Delhi 110003.

Sr. No.	Name of the firm with full address and contact numbers/fax etc	Name of work	Value of the work	Years of Experience in the field	Date of award of work	PF coverage of the staff to be deployed Yes / No

*Bank Reserves right to decide the cut off duration of Experience.

**Bank reserves right to call for proof/do verifications.

**COMPLIANCE STATEMENT
DECLARATION**

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

**Signature:
Seal of company**

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____
- 4) _____

(If left blank it will be construed that there is no deviation from the specifications given above)

**Signature:
Seal of company**

Pre-Qualification Criteria

- a) The Tenderers should have executed at least five AMC with Govt. / Semi Govt. / Undertaking / Banking sector during last 3 years (document to be submitted).
- b) The Tenderers should have AMC contract of the value one lakh and above per year having at least 2 contracts during last 3 years (document to be submitted).
- c) The firm should have five years experience for maintaining C-Dot system.
- d) The person deployed at site should have at least PF/ESI coverage against him.
- e) Details of qualification of the persons to be submitted before deputing the technician at site.

Note: Bidders have to submit necessary valid documents to satisfy the Pre-Qualification Criteria mentioned above.

ANNEXURE - D

FINANCIAL BID FORMAT

Part - I

OFFER FOR MAINTENANCE OF C-DOT 256 PORT EPABX, TELEPHONE LINES AND INSTRUMENTS INCLUDING NECESSARY HARDWARE / SOFTWARE.

The site where EPABX is installed and is to be maintained has been seen and inspected by us. We agree to maintain the C-DOT 256 PORT EPABX, telephone lines and instruments including all hardware/software at your office at the following rates.

S. No.	Description of item	Qty.	Unit	Rate	Amount (Rs.)
1.	Comprehensive Annual Maintenance charges for C-DOT 256 Port EPABX equipped with 220 extensions / 65 P&T lines and one operator console with DID and with all standard features including Float cum Booster charger inclusive battery maintenance.	1 No.	Each		
2.	Comprehensive Annual Maintenance charges for telephone instruments connected with C-DOT 256 Port EPABX equipped with 220 extensions / 65 P&T lines / MTNL / IHC exchange all inclusive with one technical attendant from 10:00 AM to 6:00 PM (Monday to Saturday).	Appx For 250 instru ments.			

Total Amount:-

L1 bidder will be decided on the basis of Total amount quoted for both Sr. No. 1 & Sr. No. 2 in the table above.

Signature
Name and Designation
Name of the Agency
Office seal

Name of contract person
Telephone Nos: Office:
Residence:
Mobile No.

FORM FOR PROVIDING DETAILS OF BANK ACCOUNT FOR CREDIT OF PAYMENT FROM NATIONAL HOUSING BANK

(Please fill in the information in CAPITAL LETTERS)

1. Name of the vendor/supplier
2. Address of the vendor/supplier
City Pin Code
E-mail id
Phone /Mobile No.
Permanent Account Number (PAN)
Service Tax Registration No.
TIN No.
3. Particulars of Bank Account
A. Name of Account same as in the Bank
B. Name of the Bank
C. Name of the Branch
D. Address of the Branch with Tel No.
E. Account No. (appearing in Cheque book)
F. Account Type (SB, Current, etc.)
G. MICR No.
H. IFSC Code of the bank branch (to be obtained from the respective branch)

I/We hereby authorize National Housing Bank to credit payment(s) to my/our above bank account by ECS. # (#ECS will accepted on centers where the facility is available).

I/We hereby declare that the particular given above are correct and complete. If the transaction is delayed or not effected at all by ECS for reasons of incomplete or incorrect information, I/we would not hold National Housing Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through RTGS/NEFT.

I also agree that without prejudice to the generality of the foregoing, in the event National Housing Bank is not able to carry out the ECS instructions given by me, National Housing Bank may make such arrangements for payment as deemed appropriate by it, for effecting the transaction.

Place:
Date: Authorized Signatory/ies

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp:
Date: Signature of the Authorized Official of the Bank