



E-TENDER

For

E-Tender Document for Non-Comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram)

Tender No:NCPUL/10/2024-25

NATIONAL COUNCIL FOR PROMOTION OF URDU LANGUAGE (NCPUL),
MINISTRY OF EDUCATION, GOVT. OF INDIA.
FC-33/9, INSTITUTIONAL AREA, JASOLA, NEW DELHI-110025.

Tel. No.: 011-49539000 Fax: 011- 49539099

E-Mail: director@ncpul.in Website: <https://www.urducouncil.nic.in>

INDEX

Para No.	Particulars	Page/s
Chapter – 1 Instructions to Bidders.		
1.1	Notice Inviting Tenders	3
1.2	Critical Date Sheet	4
Chapter – 2 Conditions of Contract.		
2.1	Eligibility Criteria for Bidders	5
2.2	Scope of Work	6
2.3	Tender Cost	6
2.4	Duly filled-in Tender	6
2.5	EMD and Security Deposit	6-7
2.6	Period of Contract	7
2.7	Validity of the Tender	7
Chapter – 3 Instructions for Online Bid Submission		
3.1	Registration	7-8
3.2	Searching for the Tender Documents	8
3.3	Preparation of Bids	8
3.4	Submission Procedure of Bids on CPP Portal	9
3.5	Assistance to Bidders	9-10
3.6	Rejection of Bid	10
3.7	Opening of Technical Bid	10
3.8	Opening of Financial Bid	11
3.9	Award of Work	11
3.10	Payment Terms	11
3.11	General Terms & Conditions	11-13
Chapter –4 Additional Technical Details		
4.1	Brief description of additional technical details	13
Chapter – 5 Contract Forms		
	Application form for Non-Comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram	14-15
	Tender Submission Form	16
	Non-Black Listing Declaration Format	17
	Format for confirmation of acceptance of AMC offered by NCPUL, (Annexure –B)	18
Chapter- 6 Financial Bid		
	Instructions Related To Submission Of Financial Bid	19
	Schedule Of Quantity (BoQ) (Annexure-C)	20
Chapter-7 Other Standard Information		
	Check list of Certificates/attachments	21

Chapter-1: Instructions to Bidders**1.1 Notice Inviting Tender:**

1. National Council for Promotion of Urdu Language (NCPUL), New Delhi invites online bids from Delhi/NCR based reputed agencies under two stage two- bid-system (Part I- Technical Bid and Part II- Financial Bid) for inviting e-tender quotations for Non-Comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram). The period of contract will be for one year from the date of awarding and can be extended further subject to willingness and satisfactory performance of the agency on the discretion of National Council for promotion of Urdu Language. Manual bids submission shall not (R) be accepted.

1.1 The details are summarized in below table.

a)	Name of Work	Non-Comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram)
b)	Tender No.	Tender No: NCPUL/10/2024-25
c)	Estimated Cost	Estimated Cost of Tender: Rs. 0.50 Lakh(Rupees fifty thousand only)
d)	Technical Bid	The detail of submission of Technical Bid is placed on pages 04 to 20
e)	Financial Bid	The details of submission of Financial Bid is placed on pages 21-22
f)	Availability of Tender Document	Tender documents may be downloaded from NCPUL web site http://www.urducouncil.nic.in or CPPP website https://eprocure.gov.in/eprocure/app
g)	Cost of Tender Document	Rs. 500/- (Rupees five hundred only) which is to be deposited through Demand Draft in favour of Director, NCPUL or online through ECS/NEFT
h)	EMD	Bidder has to deposit interest-free EMD of an amount of Rs. 5000/- (Rupees five thousand only)
i)	Bid submission	Bids can be submitted only online on or before 5:00p.m. on 06.05.2025 at CPPP website: https://eprocure.gov.in/eprocure/app .
j)	Date of opening of Technical Bid	The Technical Bid shall be opened and downloaded 08.05.2025 at 11:00 a.m.
k)	Date of opening of Financial Bid	The date of opening of Financial Bid will be intimated to the qualified bidders separately.

Note: In case any further detail is required, the same can be collected from the office of the Director, NCPUL, FC-33/9, Institutional Area, Jasola, New Delhi-1100250 (Tel. No.: 011-49539000) from 24.03.2025 to 14.04.2025 (except Saturday and Sunday) between 09:30 a.m. to 5:00 p.m.

1.2. Tender documents may be downloaded from NCPUL website www.urducouncil.nic.in (for reference only) and CPPP site <https://eprocure.gov.in> as per the schedule as given in CRITICAL DATE SHEET as under:-

CRITICAL DATE SHEET

Published Date	15.04.2025 (10:00 a.m)
Bid Document Download / Sale Start Date	15.04.2025 (10:00 a.m)
Bid Submission Start Date	15.04.2025 (10:00 a.m)
Bid Document Download / Sale End Date	06.05.2025 (05:00P.M)
Bid Submission End Date	06.05.2025 (05:00P.M)
Bid Opening Date (Technical)	08.05.2025 (11:00 A.M)
Venue of Bid Opening	NCPUL Head Office, FC-33/9, Institutional Area, Jasola, New Delhi-110025.

Chapter-2: Conditions of Contract**2.1 ELIGIBILITY CRITERIA FOR BIDDERS**

SI No.	Component of Work	Eligibility
1.	Non-Comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram)	Agencies holding MAF (Manufacturing Authorization Form) from OEM for maintenance of unify EPABX System)

(a) Other Eligibility Criteria:

(i) The bidder must be a company holding valid MAF (Manufacturing Authorization Form) from OEM for repair and maintenance of unify EPABX System) and providing maintenance services in the field of communications (EPBAX System). Similar services means Bidder should have completed the AMC of Siemens Business Communication System (Siemens/Unify EPABX System). Documentary evidence is to be submitted by bidders along with Technical Bid of the Tender.

(ii) The agency should have a minimum average annual turnover of Rs. 150000=00 for the last three financial years Documentary evidence is to be uploaded along with the Technical Bid of the Tender.

- Registration Certificate to do business for similar services.
- Bidder should have experience of providing satisfactory similar services to the departments under Central /State Government, Autonomous Bodies, Public sector or reputed firms during last three years as under:
 - One similar work of Value Rs. 0.50 Lakhs OR
 - Two similar works of Value Rs. 0.30 Lakhs Each OR
 - Three Similar works of Value Rs, 0.20 Lakhs Each.

(Documentary evidence should be uploaded buy the bidders in support of the same)

- The Agency should have Valid PAN and GST registration. A copy of the same is to be uploaded along with Technical Bid papers of the Tender.

(iii) The Bidder will have to submit a Self-Certificate that he has not been indicted for any criminal, fraudulent or anti-corruption activity and have never been blacklisted by any State/ Central Government /Autonomous Body/ Public sector/reputed firm .

(iv) The Bidder should fill-in the tender and provide essential documents. They should clearly mark either **YES** or **NO** for each item. Bidders not fulfilling the conditions or not providing documents in respect of any of the above stated item shall not be considered and their tender shall be rejected.

2.2 Scope of Work:

Scope of the work involves maintenance of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram as shown below. The agency will always utilize services of trained servicemen/mechanic (skilled labour) In routine service or other repair work and work is to be carried out in compliance of ISO standards. A report to this effect is to be prepared and after obtaining signatures of authorities of NCPUL, one copy is to be submitted to NCPUL and one copy of the same is to be retained by the agency. In case, any fault is observed/ diagnosed during inspection, the faults should be rectified within specified time period shown below. If the faulty/defective part is required to be taken for repair to the laboratory of agency, it should be reinstalled within 24 hours. If the defective part is not repairable or likely to take more than 48 hours, substitute part is to be provided by the agency to keep the system functional. Since the AMC is non-comprehensive, agency will submit an estimate of the part to be replaced and supply and install the part on approval of the same by NCPUL authorities. NCPUL is free to purchase the part from market keeping the interest of NCPUL in view.

The Scope of work also includes” but not limited” to the following activities /tasks:

- Preventive maintenance of the EPABX system.
- Remedial maintenance of the system / both hardware and software.
- Review and provide regular technical recommendation
- Repair of telephone handsets
- Carry out scheduled preventive maintenance on the system as per the OEM Technical Description.
- Carry out remedial maintenance as required.
- Regular check of backup and reporting on the system
- Periodic check of system and component functionality
- The company will produce a proposed detailed maintenance plan, detailing corrective and preventive maintenance timing and process.
- The company will have full responsibility for all forms of maintenance, corrective and protective.

2.2.1 Category of Faults: The following jobs are required to be carried out as part of AMC against periodicity mentioned against each.

(a) Level-One: This is defined as a failure which makes the whole EPABX system non-functional. This may include the faults leading to an interruption in EPABX operation as well as following faults. Level one faults have to be attended within 2 hours and to be rectified within 3 hours:-

- Total system down or system not booting
- No dial tone on any extension.
- No PSTN line access on normal extension.
- Failure of EPABX power supply.
- Failure of CPU card of EPABX.

(b) Level-Two: This is defined as a failure that results in diminished functionality to the system. Level two faults have to be attended within 2 hours and to be rectified within 8 hours:

- Extensions working but some EPABX functions i.e. Trunk line, Digital Card, Analog cards are not working. Faults of LCD display PBTs & extensions with Software changes/ updates or programming

Sl No.	Items	<u>Details of Quantity</u>		
		<u>Jasola Office</u> Farog-e-Urdu Bhavan FC-33/9, Institutional Area Jasola, New Delhi- 110025		<u>RK Puram Office</u> Wing No. 7, 1st Floor, West Block-8 , R.K.Puram, New Delhi - 110066
		Denomination	Qty	
1	Siemens EPABX Hipath 3800 system with 100 lines	Each	01	-
2	Siemens EPABX Hipath 1120 system with 16 lines	Each	-	01
3	Digital Telephone Sets	Each	16	01

2.3 Tender Cost:

Rs. 500/-(Rupees five hundred only) through Demand draft in favour of Director, NCPUL or online through ECS/NEFT as per bank details shown in the succeeding paragraphs. Copy of the Demand draft is to be uploaded along with tender papers and original Demand Draft is to be deposited to NCPUL before the closing date of the tender. Bidder depositing the cost of tender online is to upload relevant proof of the same in tender form wherever required.

2.4 Duly filled-in Tender:

All the columns of the tender should be duly filled-in. Any cutting/overwriting in the tender must be counter signed by the person who is signing the tender. The bidder must ensure that each page of the tender documents is signed and stamped. Tender is to be prepared in two parts i.e. Part-I Technical Conditions/Bid and Part –II Financial Bid.

2.5 EMD and Security Deposit:

Bidder has to deposit interest free EMD of Rs. 5000/- (Rupees five thousand only) either through Demand Draft in favour of Director, NCPUL or online through ECS/NEFT as per bank details shown below. Copy of the Demand draft is to be uploaded along with tender papers and original Demand Draft is to be deposited to NCPUL before the closing date of the tender. Bidder depositing the EMD online is to upload relevant proof of the same in tender form wherever required and intimate UTR number to NCPUL for verification before closing date of the tender. This is one of the compulsory conditions to qualify in the Tender process. Exemption from EMD may be considered if the EMD Exemption Certificate/any other privileges/etc issued by the concerned authority, is provided.

BANK Details for EMD Payment through NEFT/RTGS:

Account Name	Director, NCPUL
Account No.	912010028886515
Bank Name and Branch Address	Axis Bank, Jasola, New Delhi-25
IFSC	UTIB0001148

The EMD will be forfeited and the concerned issuing authority shall also be informed (in case of those who will be availing EMD exemption) in the following cases:

- (a) If the bidder fails to accept the contract awarded to him or to undertake the work in accordance with the terms/conditions and specifications as mentioned in the tender papers.
- (b) If the bidder withdraws his tender before validity period.
- (c) If the bidder fails to accept the order based on his offer.

2.6 Period of Contract:

The period of contract will be for one year from the date of award and can be extended further subject to willingness and satisfactory performance of the agency on the discretion of National Council for promotion of Urdu Language.

2.7 Validity of the tender:

The bid shall be valid for a period of 90 days from date of opening of the Technical Bid and Financial Bid.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Chapter-3: Instructions for Online Bid Submission:

- 3.1 NO manual bids shall be accepted. Bids can be submitted only online on or before 06.05.2025 till 05:00 p.m. on CPP Portal only website: <https://eprocure.gov.in/eprocure/app>. The tender is to be submitted in two parts ie. Part-I Technical Bid and Part-II Financial Bid (BoQ).
- 3.2 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 registering on the CPP Portal, prepare their bids in accordance with the requirements and submit their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

3.1 Registration:

3.1.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Bidder Enrolment**” on the CPP Portal which is free of charge.

3.1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3.1.3 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.

3.1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

3.1.5 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 DSC's to others which may lead to misuse.

3.1.6 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.

3.2 Searching for the Tender Documents:

3.2.1 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.

3.2.2 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 / e-mail in case there is any corrigendum issued to the tender document.

3.2.3 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.

3.3 Preparation of Bids:

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

3.3.2 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.

3.3.3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3.3.4 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.

3.4 Submission Procedure of Bids on CPP Portal:

3.4.1 Bidder should log into the site well in advance for bid submission so that they can 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.

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

3.4.3 If security deposit is to be paid through DD, Bidder has to select the payment option as “Offline” to pay the tender fee / security deposit, as applicable and enter details of the instrument. Bidder should prepare the EMD as per the instructions specified in the tender document. The original DD / proof of RTGS (for EMD) should be received by the NCPUL, latest by the last date of bid submission. The details of the DD should match with the details available in the scanned copy and the data entered during bid submission time, otherwise the uploaded bid will be rejected.

3.4.4 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.

3.4.5 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.

3.4.6 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. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

3.4.7 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.

3.4.8 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.

3.5 Assistance to Bidders:

3.5.1 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. For bidding documents one may contact, Junior Admin-cum-Accounts Officer, First Floor, NCPUL, FC33/9, Institutional Area, Jasola, New Delhi – 110025.

3.5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk Number 0120-4200462, 4001002, 4001005, Mobile No. 8826246593.

3.5.3 Intending bidders are advised to visit again NCPUL website www.urducouncil.nic.in and CPPP website <https://eprocure.gov.in> at-least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

3.5.4 The Hard Copy of the following documents must be submitted along with a letter addressed to the Director, NCPUL, FC-33/9, Institutional Area, Jasola, New Delhi-110025 on or before the last date of the Bid Submission. Non-submission of the same, the submitted bid shall be rejected and no correspondence in this regard shall be entertained:-

- **Original DD / Proof of RTGS, in respect of payment of EMD and Tender cost.**

3.6 Rejection of Bid:

3.6.1 While submitting the Bid, if any of prescribed conditions are not fulfilled or are incomplete in any form, the Bid is liable to be rejected.

3.6.2 If any Bidder stipulates any condition of his own, such conditional Bid is liable to be rejected.

3.6.3 Director, NCPUL, reserves the right to reject any or all tender(s) / Bid(s) without assigning any reason.

3.6.4 NCPUL, reserves the right to revise or alter the requirements and/or specifications of the material before acceptance of any Bid and call for revised Bids.

3.7 Opening of Technical Bid:

3.7.1 Tender Evaluation Committee (TEC), comprising of members nominated by Director, NCPUL, will open the technical bids received in response to the tender on 08.05.2025 at 11:00 a.m. and evaluate the same in NCPUL office building, Farogh-e-Urdu Bhawan. FC-33/9, Institutional Area, Jasola, New Delhi-110025. If any bidder wishes to be present during evaluation of Technical Bids, he may do so on

the given date and time. No separate communication / intimation shall be given in this regard. TEC will examine and evaluate each Bid to determine that the tender :

- i) Qualify the minimum criteria laid down in tender documents.
- ii) Bidder has signed and stamped each and every page of terms and condition
- iii) Bidder has signed and stamped each and every page of Tender form
- iv) Bidder has uploaded copy of DD/Pay order/ transferred the cost online of tender and EMD.
- v) Bidder has attached all documentary evidence.

3.7.2 On the basis of evaluation of Technical Bids, list of technically qualified bidders /agencies will be prepared. This list will be uploaded on CPP Portal with date and time of opening of Financial Bid, for information of Bidders.

3.8 Opening of Financial Bid:

3.8.1 The Financial Bid of technically qualified Bidders will be opened on stipulated date. The date & time for opening of Financial Bid shall be intimated to bidders/agencies, who are declared Technically Qualified by TEC. Bidders, declared Technically Qualified by TEC, may be present during opening of Financial Bid, if he/they desire to do so.

3.9 Award of Work:

3.9.1 The work will be awarded to the **L-1 agency**. Work order, along with terms and conditions of the contract, will be issued to the successful L-1 agency. The agency has to submit the acceptance, duly signed and stamped along with terms and conditions to NCPUL within one week of receipt of the work order to them.

3.10 Payment Terms:

3.10.1 *Payment of the Annual Maintenance Contract will be made in two Half Yearly equal instalments. Payment towards first instalment will be released on completion of six months period. **An amount equal to 10% of the total amount of AMC will be deducted from first half yearly instalment and this amount shall remain with NCPUL till completion of the period of AMC as security.** The EMD received from the agency will be retained by NCPUL as security till six months from the date of award and shall be released along with payment of first instalment of AMC.*

3.11 General Terms & Conditions:

3.11.1 Monthly routine servicing of Siemens Business Communication Systems (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram and report to this effect, duly endorsed by the representative of NCPUL, will be rendered. If need arises, the agency will attend any number of complaints within the quoted AMC amount only. Separate reports for both locations will be prepared.

3.11.2. The agency will deploy only trained/qualified servicemen/mechanic (skilled labour) for routine or other repair in maintenance of Siemens Business Communication System (Siemens/Unify EPABX System) at both locations.

3.11.3 Since the AMC is non-comprehensive, agency will submit an estimate of the part to be replaced and supply and install the part on its approval by NCPUL authorities. NCPUL is free to purchase the part from market, keeping the interest in NCPUL in view.

3.11.4 Payment of AMC will be made in two half yearly instalments, on completion of specific period and the same is accepted. The EMD submitted by the agency will be retained by NCPUL as security till completion of 6 months of AMC period. At the time of releasing payment towards first instalment, an amount equal to 10% of total AMC charges will be deducted from the Half Yearly instalment and remaining balance will be released along with second and final instalment of AMC. The EMD retained by NCPUL till 6 months will be refunded along with the payment of first instalment of AMC.

3.11.5 From commencement to completion of the contract, the agency shall take full responsibility for the safety of man, material, equipments and machines and shall take full precautions to prevent loss/damage or to minimize loss or damage to the greatest extent possible, specific to maintenance of air conditioners only. Onus of responsibility of any loss or mis-happening, in any way due to lapse/overlook/mistake by servicemen/mechanic (skilled labour) of agency while carrying out repair /maintenance work, will rest with the agency.

3.11.6 The Contractor shall at all times indemnify the NCPUL against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employers Liability Act, 1938, Workmen's compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961, or any modifications thereof or as a consequence or any accident or injury to any workman or other persons in or about the Works, whether in the employment of contractor or not, save and except where such accident or injury has resulted from any act of NCPUL, his agents or servants, and also against all costs, charges and expenses of any suit, action or proceedings arising out of such accident or injury and against all sum or sums which may, with the consent of the contractor, be paid to compromise or compound and claim, without limiting his obligations and liabilities as above provided, the contractor shall insure against all claims, damages or compensation payable under the Workman's compensation Act, 1923 or any modification thereof or any other law relating thereto.

3.11.7. All disputes, differences and questions arising out of the contract, in any way touching or concerning between NCPUL and Bidder will be referred to sole arbitration of the Director, NCPUL or any person appointed by him. Arbitration shall be in accordance with the Conciliation Act 1996 and Indian laws, as amended from time to time. The arbitrator shall be entitled to extend the time of arbitration proceeding with the consent of the party, in failure the appropriate Courts at Delhi alone shall have jurisdiction to entertain and try them.

3.11.8 Contractor will provide ESI cover to personnel involved for execution of work. However, the Material will not be insured.

3.11.10 Contractor/agency will not sublet/transfer whole or any part of the assigned contract work to other agencies/contractor unless NCPUL's prior written permission is obtained.

3.11.11 NCPUL will have the right to terminate the contract on the basis of continued poor performance of the agency and forfeit the Security Deposit without any notice period.

I/We , _____, on behalf of(Name of agency) have read and understood the above terms & conditions carefully and these are accepted.

Authorized Signatory (Signature In full): ____

Name and title of Signatory: _____

Stamp of the Company: _____

Date: _____

Mobile: _____

Chapter – 4 :Additional Technical Details**Additional Technical details are shown below:**

- (a) Additional certificate papers, which bidder desires to submit, may be filled in English or Hindi only. These entries may be typed or handwritten in ink clearly and should be readable/ legible. In case of any correction in these forms, the agency will attest the correction and put its stamp.
- (b) Incomplete, ambiguous, conditional tenders and tenders not in the prescribed format/manner or not on prescribed forms shall be rejected. ***The rates not quoted in the desired format*** shall not be considered. The decision of NCPUL shall be final and binding.
- (c) Canvassing in any form shall lead to dis-qualification of the bidder and the NCPUL reserves the right to reject the tender of such bidders.
- (d) The agency shall, without prior written consent of NCPUL, not make use of contract document or any information relating to the contract in any manner whatsoever.
- (e) Director, National Council for Promotion of Urdu Language, Delhi reserves the right to suspend, accept or reject any or all the tenders and accept the whole or any part of any tender without assigning any reason.
- (f) Award of work, after finalisation of Technical and Financial Bid, will be communicated in writing to L-1 agency by NCPUL. The L-1 agency will submit its acceptance in writing only within 07 days from receipt of the letter.
- (g) Award of contract shall be on the sole discretion of NCPUL. The NCPUL is not bound to award the contract on the basis of bids received. It will remain open to NCPUL whether to accept any bid or to abandon the contract without disclosing any reason. NCPUL reserves the right to reject or accept whole or any part of the tender. The interest of the NCPUL shall be paramount. No bidder shall have any indefeasible right to be awarded the contract even if his price is the lowest. The decision of the NCPUL on the tender contract shall be final and binding on the bidder/ contractor.

Chapter-5: Contract FormsAnnexure—A**NATIONAL COUNCIL FOR PROMOTION OF URDU LANGUAGE, DELHI**FC-33/9, Institutional Area, Jasola New Delhi, Delhi 110025

Application form for Non-Comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram

GENERAL**Note to fill the Application Form:**

- It is essential to fill all columns of the application.
- Each page of the application form to be signed by the authorized signatory.
- Attach separate sheets to fill the details, wherever required.

Sl No.	Particulars	Information
1	Name and address of Agency	
2	Date of Establishment of agency	
3.	Is the agency registered in C.P.W.Ds /State P.W.Ds. / M.E.S. / or any other government body for providing Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) (If yes attach copy)	
4	Does the agency hold MAF (Manufacturing Authorization Form) from OEM for maintenance of unify EPABX System) (If yes attach copy)	
5	PAN (copy should be attached at appropriate place)	
6	ESIC details (latest challan), if applicable	
7	PF details (latest challan), if applicable	
8	Telephone No(s) of Agency	
9	Email ID of the office of agency	
10	Authorized person to whom the authority is given to sign the tender document.	
11	Name of the owner/proprietor /authorised person	
12	Contact details of owner/ proprietor /authorised person	
	(a) Email ID of owner/ proprietor /authorised person	
	(b) Contact No. of owner/ proprietor /authorised person	
13	Status of agency	
	(a) The Companies Act 1956	
	(b) The Indian Partnership Act 1932	
	(c) Proprietary Concern	
14	Ownership Details	
	(a) If partnership concern, name of the Partners	
	(b) If Proprietary concern, name of the Proprietor	
15	Name & Address of Banker	
16	Is the agency on the panel of any Central/State Government/ Public Sector/Autonomous Body	

17	Total Number of employees	
	(a) Managerial and Supervisory	
	(b) Skilled & Semi-skilled	
	(c) Others	
	(d) Skilled Manpower having experience in handling of computer related Systems.	
18	Has the bidder been blacklisted by any Central/State Government/ Public Sector/Autonomous Body/Reputed Firm	
19	Proof of Professional Competence and Experience (copies of work orders for three years experience)	
20	Valid Labour license issued from the competent authority (In the Name of Bidder Only), (if applicable)	
21	Income Tax Return copy of last three years i.e (2021-22, 2022-23 & 2023-24)	

Signature of Authorized Signatory

Name, Address & Stamp

TENDER SUBMISSION FORM

The Director
National Council for Promotion of Urdu Language
FC-33/9, Institutional Area,
Jasola,
New Delhi, Delhi 110025

Sir

I/We have read and understood the terms and conditions of the Tender and enclosed Annexure A. We agree to abide by the conditions laid down in the Tender Form.

If our agency is awarded Non comprehensive Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram. I/We undertake to accept and to execute the work in accordance with the terms and conditions mentioned in the tender form to satisfactory level of National Council for promotion of Urdu Language, New Delhi. We undertake that we will strictly observe the laws against fraud and corruption in force in India i.e. "Prevention of Corruption Act 1988".

I/We agree that in addition to the following documents, all other documents/papers of this tender are deemed to be the part of the Bid.

Part-I (Technical Bid)

- (a) Tender : Terms and conditions
- (b) Annexure – A : Application Form for Technical qualifications.

Part-II (Financial Bid)

- (a) Annexure – C : Blank Performa to fill in the rates (Schedule of rates/Financial Bid)

After completion of Tender

- (a) Annexure – B : Format of Letter confirming acceptance of AMC offered by NCPUL

I/We confirm that we will comply with the eligibility requirements and other procedures prescribed in the Tender Form.

I/We shall accept the decision of tender committee as final and binding without any demur or protest.

I/We accept that the tender process can be suspended / terminated by NCPUL at any time without assigning any reason.

Signature of Authorized Signatory

Name, Address & Stamp

**NON-BLACK LISTING DECLARATION FORMAT OF UNDERTAKING, TO BE FURNISHED ON
COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY
ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

The Director
National Council for Promotion Urdu Language,
FC-33/9, Jasola Institutional Area,
New Delhi 110025

We hereby confirm and declare that we, M/s -----, is not blacklisted/
De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other
agency for which we have Executed/ Undertaken the works/ Services during the last 5 years. It is also confirmed
that we have never been involved in any criminal, fraudulent or anticorruption activity.

Signature of Bidder/agency with Stamp and date

(To be submitted by the agency once the AMC is offered by NCPUL)

Annexure - B

Format of letter for confirmation of acceptance of AMC offered by NCPUL

The Director
National Council for Promotion Urdu Language,
FC-33/9, Jasola Institutional Area,
New Delhi 110025

Ref: NCPUL's letter no..... dated.....

Sir,

1. Kindly refer your letter no. dated in connection with award of Non comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola and in Sale Section of NCPUL in Block VIII R.K. Puram for a period of one year from to.....

2. It is hereby confirmed that the AMC offered vide your letter under reference is accepted by us. One copy of the terms and conditions, duly signed and stamped, is attached to this acceptance letter. The undersigned is authorised to sign the tender papers on behalf of this agency.

Yours faithfully

Signature of Authorised Signatory
with stamp

PART - II

Chapter- 6: Financial Bid

INSTRUCTIONS RELATED TO SUBMISSION OF FINANCIAL BID

Financial Bid (BoQ) & Format For Seeking Rates Only

Bidders are requested to note that they should necessarily submit their financial bids in the provided format ONLY and no other format is acceptable.

Annexure-C (Schedule of Quantity i.e. BoQ): The price bid has been given as a standard BoQ format with the tender document. The same is to be downloaded and to be filled by the bidders. Bidders are required to download the BoQ file, open it, complete the unprotected cells with their respective financial quotes and upload the same.

Annexure-C**PART-II (Financial Bid)**
SCHEDULE OF QUANTITY (BoQ)

NAME OF WORK:- Non comprehensive Annual Maintenance Contract of Siemens Business Communication System (Siemens/Unify EPABX System) installed in NCPUL office building at Jasola, New Delhi-110025 and in Sale Section of NCPUL in Block VIII R.K. Puram New Delhi -110066

Sl. No.	Item Description	Unit	Quantity	Unit Rates	GST	Unit rate (incl GS)	Total Amount
1	Siemens EPABX Highpath 3800 with 100 lines at Jasola	Each	01				
2	Siemens EPABX Highpath 1120 with 600 lines at Jasola	Each	01				
3	Digital Telephone Sets at Jasola	Each	16				
4	Digital Telephone Sets at R.K. Puram	Each	01				
Total Payable amount							

e-Signature of Authorised Signatory
with stamp

Chapter-7 : Other Standard Information**Checklist of Certificates/Attachments:**

S.No.	Documents/information	Yes	No
	TECHNICAL BID		
7.1.1	Does the agency fulfil the minimum criteria of the Tender		
7.1.2	Has the Signed each and every page of Tender		
7.1.3	Enclosed each and every page of Application form duly filled in (Annexure-A)		
7.1.4	Enclosed DD/pay order/e-transfer receipt of Rs. 5000/- as EMD and Rs. 500/- towards cost of tender		
7.1.5	Enclosed copy of PAN number		
7.1.6	Enclosed copy of GST number		
7.1.7	Enclosed certificate of registration,		
7.1.8	Does the agency hold valid MAF (Manufacturing Authorization Form) from OEM for maintenance of unify EPABX System)		
7.1.9.	Is copy of valid MAF (Manufacturing Authorization Form) from OEM attached		
7.1.10	Enclosed other papers mentioned in tender form such as not black listed by any department of Central/State Govt./PSU/Autonomous Bodies.		
7.1.11	Experience Certificate for providing similar services.		
7.1.12	Prescribed Experience proof/certificate		
	FINANCIAL BID		
7.1.12	Enclosed schedule of rates duly filled in (Annexure-C)		

