

31836/2022/GA



राष्ट्रीय मानव अधिकार आयोग

National Human Rights Commission

Manav Adhikar Bhawan, C-Block, GPO Complex,

INA, New Delhi-110023 INDIA

Fax : 91-011-24651329

E-mail : nhrcga@nic.in

Website : www.nhrc.nic.in

eFile No. G-39011/4/2021-GADated: 11th March, 2022**Last Date For Submission of Tender is 31st March, 2022 upto 4 PM****NOTICE INVITING TENDER****FOR AWARD OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC**

The National Human Rights Commission is interested to invite quotations for award of Comprehensive Annual Maintenance Contract for PA Systems of NHRC.

Any inquiry regarding aforesaid tender can be made from the Section Officer (GA) (Telephone No. 24663399) on any working day between 10:30 AM to 04:00 PM.

1. TENDER

(i) The interested parties may submit their bids/ quotations (in the form of **two bid system** viz. Technical Bid and Financial Bid) in a sealed envelope superscribed in Bold Letters as "**Quotation for award of Comprehensive Annual Maintenance Contract for PA Systems of NHRC**" and addressed to the Deputy Secretary, National Human Rights Commission, Manav Adhikar Bhawan, Block-C, G.P.O. Complex, INA, New Delhi-110023. **The bids/ quotations be dropped in the Tender Box placed at Reception, Manav Adhikar Bhawan, Block-C, G.P.O. Complex, INA, New Delhi latest by 31.03.2022 upto 4PM, as per the instructions given in this tender notice.**

(ii) The terms and conditions, which are given below, may be gone through thoroughly and ensure to make a specific mention in your quotation to that effect that the terms and conditions are acceptable to you, in full.

(iii) The tenderers are expected to examine all the instructions, Proforma's terms and conditions and specifications in the tender documents. Failing to furnish all information required by the tender document in every respect will be at the tenderer's risk and may result in rejection of the tender/bid.

2. BIDS

2.1 TECHNICAL BID – This bid shall contain the following documents (all essential):-

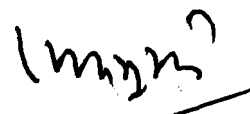
- (i) **DECLARATION:** The Declaration (**Annexure-I**) duly filled up and signed by the authorised signatory of the bidding firm should be kept in **Technical Bid** envelope alongwith other documents/ information prescribed in this tender notice;
- (ii) **REGISTRATION CERTIFICATE:** The bidder must furnish a copy of the Registration Certificate of the firm;
- (iii) **EXPERIENCE & LIST OF CLIENTS:** The bidder must have at least 01 year experience (in total) in the field and furnish list of clients in Govt./ Semi Govt. Sectors/ PSUs with address, name of contact person and contact numbers where they have similar contracts and also submit the certified copies of contract(s);
- (iv) **UNDERTAKING ABOUT BLACKLISTING:** The bidding firm should not have been blacklisted by any Government/ Semi-Govt. Department. The bidder should furnish an Undertaking to this effect (in Annexure-I) that they (firm/agency) have not been blacklisted by Govt./ Semi Govt. Department/ office;
- (v) **GST/ PAN:** The bidder must have GST and PAN number. The Copies of the GST certificates/ PAN Card should be enclosed as a proof; and
- (vi) **Bid Security Declaration:** In place of a Bid security/EMD, the bidders have to accept /sign the Bid Security Declaration.

2.2 FINANCIAL BID – This Bid shall contain the rate quoted by the bidder:-

- (i) The bidder shall quote/ indicate the rate (in Indian Rupees) for the service offered by it in the '**Proforma for Financial Bid**', placed at **Annexure-II**. Please quote rate in appropriate column;
- (ii) **The bidder must quote the price excluding/ without GST/Service Tax.** The rates (Base Price) mentioned in quotation should be inclusive of all charges except GST/Taxes.

2.3 GENERAL INSTRUCTIONS:-

- (i) The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed in bold letters as "**Quotation for award of Comprehensive Annual Maintenance Contract for PA Systems of NHRC**";
- (ii) The technical bids would be opened in the first instance and evaluated by a committee and only the technically acceptable bids would be considered further;
- (iii) The bids received after due/last date and time will not be accepted; and



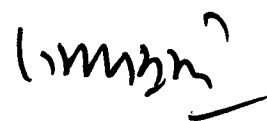
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(iv) The quotations/ bids which are not in conformity with the instructions contained in the NIT are liable to be rejected. However, in any case, the Commission reserves the rights to reject any bid/quotation without assigning any reasons.

3. TERMS & CONDITIONS:

TERMS & CONDITIONS OF THE CONTRACT

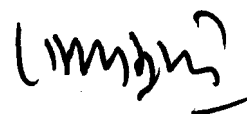
- (i) *Taxes, levies and any other charges should be indicated separately;*
- (ii) *The AMC shall be awarded for a period of 12 months from the date of commencement of the contract and it can be extended/ renewed on mutual consent basis depending on satisfactory performance of the firm, normally for a period upto 03 years. However, the Commission reserves the right to terminate the AMC by giving one month's notice without assigning any reasons or to entrust the job to any other firm/ party at the risk/ expenses of the defaulting contractor;*
- (iii) *The bidding firm must be specialized in maintenance of PA systems;*
- (iv) *The contract shall be on Comprehensive maintenance service basis.*
- (v) *The contractor would ensure that cleaning and servicing of the systems are carried out at least once in every month;*
- (vi) *The contractor would ensure that overhauling and servicing of the systems are carried out at least once in every quarter;*
- (vii) *The repair should be carried out only by trained and experienced technician/ engineer;*
- (viii) *The contractor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs / maintenance are not carried out satisfactorily within 24 hours of reporting of complaint, the vendor will be penalized @ Rs.200/- per day. The charges will be deducted from the subsequent payments.*
- (ix) *The contracted firm shall depute its technician/ engineer immediately as and when a complaint is lodged at the telephone numbers given by it;*
- (x) *Normally, the service shall be provided on all working days between 9.30 a.m. to 6.00 p.m. However, if need arises, the technician / engineers may also be called on Saturday/Sunday/Holiday.*
- (xi) *Immediately after award of the contract, the contractor shall be required to furnish Performance Guarantee in the form of Security Deposit @3% of contract value through Demand Draft/ Bankers' Cheque drawn in the name of "National Human Rights Commission, New Delhi".*



- (xii) Any kind of payment due to the vendor will be considered only after furnishing of the Performance Guarantee.

The AMC charges will be released in the following manner:-

- a) 25% in the beginning of contract after furnishing of Bank Guarantee;
 - b) 50% after completion of 6 months/half period of contract period;
 - c) 25% after satisfactory completion of the contract.
- (xiii) The final 25% AMC charges ('c' above) will be released only after assessing the overall performance/service rendered by the contractor, and subject to the condition that the firm must ensure and satisfy that all machines are perfectly up to the mark on the last day of the contract.
- (xiv) No additional payment will be made towards repairs/ maintenance during the currency of the contract. After the expiry of the contract, the firm will have to hand over the equipments in working condition;
- (xv) The firm will be entirely responsible for any loss to the Commission on account of any damage to the aforesaid equipments or any other property of the Commission as a result of negligence or carelessness on the part of the engineers/technicians deputed by it;
- (xvi) In case the aforesaid the PA Systems (or any its parts) under AMC goes out of order or becomes defective or damaged during the contract period, the expenses on repair of equipments and replacement of parts etc. will have to be borne by the contracted firm. The spare parts, if replaced by the firm should be of standard quality with ISI mark. The repair works will have to be carried on-site. Only in exceptional circumstances the contractor will be permitted to take out the requisite equipment for repairs with prior permission of the undersigned and the authorised officer of the Commission for which no transportation charges will be paid by the Commission;
- (xvii) The Commission shall be deducting TDS u/s 194c of the IT Act, 1961.
- (xviii) The rates quoted by the vendor will remain valid for a minimum period of one year from the date of award of contract and also during the extended period of contract, subject to approval of the Commission.
- (xix) The vendor will be required to maintain Job Card for the product under AMC and lodge all complaints, action taken, parts replaced, time taken in rectification, etc., which shall be duly signed by user and engineer. Payment will be made on the basis of satisfactory execution of jobs and on production of pre-receipted bills along with copy of Job Cards.
- (xx) The contracted firm would require to keep the systems in prefect working condition;



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(xxi) *The bidder shall invariably furnish the complete address of the premises of its offices, godowns and workshops where inspection can be made together with full name & address of the person who is to be contacted for this purpose.*

(xxii) *The successful bidder is required to maintain sufficient stock of spares to provide timely services.*

(xxiii) *The Commission shall have no liability, financial or otherwise, for any harm/damage/injury incurred by the manpower deployed by the contractor in the course of performing the work in the Commission or at any other place. Neither the tenderer nor his engineers/ workers shall have any claim on this Commission for compensation or financial assistance on this account.*

4. The systems may be inspected by the bidders on all working days between 11.00 a.m. to 4.00 p.m. except on Saturday / Sunday / Holidays before submitting the bid.


(Sanjay Kumar)
Deputy Secretary

Enclosed: Annexure-I & II

Annexure - I

DECLARATION
(To be kept in Technical Bid Envelope)

M/s _____

(Name, address and Landline and Mobile No. of bidding the bidding firm/ agency)

S. No.	Documents kept in the 'Technical Bid' envelope	Whether enclosed (The firm would write YES or NO)
01	Copy of Registration/ License of the firm	
02	Certificate/proof/documents regarding at least 01 year experience in the field	
03	Experience– List of Clients Govt./ Semi Govt./ PSUs offices with address, name of contact person and contact numbers and certified copies of AMC/ contracts.	
04	Self certificate in respect of not being blacklisted from any Government Ministry/Department	
05	GST registration certificate of the contractor/ agency/ firm.	
06	Copy of PAN.	
07	Bid Security Declaration	

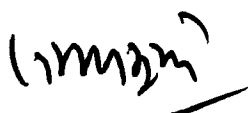
- i. It is hereby declared that the Terms & Conditions of the NHRC's NIT No. G-39011/4/2021-GA dated 11th March, 2022 are **fully acceptable to this Firm/ Agency**.
- ii. It is also declared that our firm has **never been black-listed** by any government/Semi Govt. department.

iii. **"Bid Security Declaration"**

- (a) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
- (b) That in the event we withdraw or modify our bid during the period of validity or I/we have awarded the contract and I/we fail to sign the contract Or to submit a performance security within given time line and I/we will be suspended from being eligible for bidding / award of all future contract(s) of National Human Rights Commission for a period of two years from the date of committing such breach.

(To be signed by the Authorized Signatory
of the Firm/Agency with Name and Stamp)

Note:-Financial bids of only those firms will be opened who qualify in the technical bids.



PROFORMA FOR FINANCIAL BID/QUOTATION

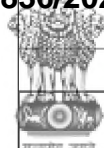
S. No.	Name of the Item	# Qty.	AMC Rate excluding GST
1.	PA System in Conference Room consisting of Ahuja Delegates Unit (13 Nos.), Ahuja Central Amplifier, Player, BOSCH Wall Speaker (4 Nos.), Wiring & Connectors	1 Set	
2.	Portable PA system with USB Player recording in Room No.205 consisting of 04 Nos Ahuja Delegates Units	1 Set	
3.	Portable PA system with USB Player recording in Room No.114 consisting of 08 Nos Ahuja Delegates Unit	1 Set	

The Quantity quoted is approximate and may vary at the actual award of contract.

(To be signed by the Authorised Signatory
of the Firm/Agency with Name and Stamp)

(Signature)

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**Government
ePublishing
System**

ePublishing System, Government of India

Tender Details

Date : 14-Mar-2022 12:59 PM

Print

Basic Details			
Organisation Chain	National Human Rights Commission		
Tender Reference Number	G-39011/4/2021-GA		
Tender ID	2022_NHRC_651446_1		
Tender Type	Open Tender	Form of contract	Works
Tender Category	Services	No. of Covers	2
Payment Mode	Not Applicable	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No		

Cover Details, No. Of Covers - 2			
Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC
2	Finance	.xls	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC

Tender Fee Details, [Total Fee in ₹ * - 0.00]			
Tender Fee in ₹	0.00		
Fee Payable To	NA	Fee Payable At	NA
Tender Fee Exemption Allowed	NA		

EMD Fee Details			
EMD Amount in ₹	0.00	EMD Exemption Allowed	NA
EMD Fee Type	NA	EMD Percentage	NA
EMD Payable To	NA	EMD Payable At	NA

Work /Item(s)					
Title	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC				
Work Description	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC				
Pre Qualification Details	Please refer Tender documents.				
Tender Value in ₹		Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	365	Period Of Work(Days)	365
Location	Delhi	Pincode	110023	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	National Human Rights Commission

Critical Dates			
Publish Date	14-Mar-2022 02:00 PM	Bid Opening Date	01-Apr-2022 03:00 PM
Document Download / Sale Start Date	14-Mar-2022 02:00 PM	Document Download / Sale End Date	31-Mar-2022 04:00 PM
Clarification Start Date	14-Mar-2022 02:00 PM	Clarification End Date	31-Mar-2022 03:00 PM
Bid Submission Start Date	14-Mar-2022 03:00 PM	Bid Submission End Date	31-Mar-2022 04:00 PM

Tender Documents				
NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC	192.77
Work Item Documents	S.No	Document Type	Document Name	Description
				Document Size

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				(in KB)
1	Additional Documents	NIT.pdf	AWARD OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR PA SYSTEMS OF NHRC	192.77

Tender Inviting Authority**Name** Sanjay Kumar**Address** Manav Adhikar Bhawan, INA, New Delhi**Tender Creator Details****Created By** DURGA MADHAB TRIPATHY**Designation** Under Secretary (GA)**Created Date** 14-Mar-2022 12:56 PM