

**Tenders are invited for Annual Maintenance Contract (AMC) for " SIEMENS EPBAX Machine " installed at Anaaj Bhawan, Sector 39C, chandiagrh.**

It consists of:-

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I. **Notice for Inviting Tender**

**Punjab State Grains Procurement Corporation (PUNGRAIN),  
Anaaj Bhawan, Sector-39C, Chandigarh-160036**

Sealed Tenders are invited for AMC of **SIEMENS EPBAX Machine " installed at Anaaj Bhawan, Sector 39C, Chandigarh.** All Details related to tender is available at department website [www.foodsuppb.gov.in](http://www.foodsuppb.gov.in)". If there will be any corrigendum, it will be uploaded on the above mentioned website.

**SD/-  
Managing Director, Pungarin**

## **II. Eligibility Criteria:-**

1. The bidder must be a entity registered under the relevant act or Proprietor/Partnership Firm.
2. The bidder must be an OEM of the SIEMENS or duly authorized by SIEMENS/UNIFY to provide AMC services.
3. The bidder must be an established, reputed and reliable service provider should have at least five years of experience in this field.
4. The bidder or any of its members should not be blacklisted or prosecuted by any authority in India.
5. The bidder must have paid the tender fees of Rs 1000/-.
6. The Bidder should have GSTIN, PAN Card.
7. The bidder must have satisfactory performance certificate issued by the Institution/Organization where the firm has provided similar services in recent past.
8. The bidder must have deposited EMD of Rs 10,000/- in form of bank draft in favour of M.D. Pungrain payable at Chandigarh.
9. The bidder must have Income Tax Returns of last 3 years.

### **III. CHECKLIST REGARDING MANDATORY DOCUMENTS TO BE SUBMITTED WITH THE BID SUBMISSION**

1. Proof of Deposit of Tender Fee.
2. Proof of EMD deposited.
3. Proof of OEM of SIEMEN/Authorized Agent of SIEMEN/UNIFY for Providing AMC.
4. Technical bid and Financial bid have to filled separately in sealed envelop.
5. Undertaking on tenderer's letter head regarding non-black listing/non-prosecution of firm/agency and its partners/directors.
6. Self-Attested copy of PAN issued by the competent authority.
7. Self-attested copy of GSTIN issued by the competent authority
8. Experience certificate of 05 years in the relevant field in the Institution(s)/Organization(s) where your firm has executed similar service contract during the last Five years on the last date of submission of Tender. If the bidder has not worked for the past 1 year, he/she will be ineligible.
9. Copy of the Constitution/Affidavit of Sole Proprietor/ Partnership deed of the firm duly registered with Registrar Firms
10. Proof of Office in Chandigarh/Mohali/Panchkula( Tricity)
11. Copy of Registration Certificate of the firm under the relevant act or Proprietor/Partnership Firm. All Tender Documents to be signed by the Bidders
12. Tenderer must sign Form of Application.
13. The bidder must have Income Tax Returns of last 3 years.

**Certificate**

**(On Tenderer Letter Head)**

Certified that ...../The Firm/  
Company/ Partnership or Any Other Firm/ Company in which the tenderer is a  
partner/ Share holder had not been black listed by PUNGRAIN or by any other  
Government undertakings earlier.

Signature of the Tenderer

**Annexure-2**

**Experience and Satisfactory Certificate**  
**(On Tenderer Letter Head)**

<b>S.No</b>	<b>Name of the Organisation and Address</b>	<b>Contract Period</b>	<b>Annual value of the Contract</b>	<b>Satisfactory Performance from Organisation(along with office number and date)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**Signature of the Tenderer**

**IV. FINANCIAL BID**

**Subject: Submission of Financial bid for the Award of contract for AMC of SIEMENS EPBAX Machine installed at Anaaj Bhawan, Sec 39C, Chandigarh.**

I/we hereby quote my/our rates as follows:

<b>Sr No.</b>	<b>Description</b>	<b>Duration</b>	<b>AMC rate for all units (aunually)</b>
<b>1</b>		<b>For 1<sup>st</sup> year</b>	
<b>2</b>		<b>For 2<sup>nd</sup> Year</b>	
<b>GST @ _____ (as applicable)</b>			
<b>Other charges or taxes (if any)</b>			
<b>Total Amount including all taxes.</b>			

**Total Amount for AMC (in words) \_\_\_\_\_**  
**(Including all taxes and charges) \_\_\_\_\_**

**(Signature of Owner/Authorized Representative)**

**Stamp of the Bidder**

**V****IMPORTANT INSTRUCTIONS**

1. Bids will only be submitted in the prescribed tender format in two sealed separate envelopes mentioning Technical Bid & Financial Bid. Bids which are not submitted in the prescribed form or any other deviation from the terms and conditions of the tender notice shall be rejected out-rightly.
2. This tender form fee is not transferable and is non-refundable. Subletting of contract is not allowed under any circumstances.
3. The tenderer(s) shall be at liberty to be present, in person or through their authorized representative(s) at the time of opening of the tender as specified in the Tender Notice. In case, authorized representatives are to be present, they must furnish the authority letter from the tenderer, on whose behalf they are representing otherwise they will not be allowed to participate in the opening of tender.
4. The tenderer must attach all the documents mentioned in the checklist/Technical bid proforma to qualify in the Technical bid.
5. Any attempt direct or indirect, to cast influence, negotiation on the part of the tenderer with the officials/authority to whom he shall submit the tender or the tender accepting officials/authority before the finalization of tenders shall render the tender liable for rejection.
6. Conditional tenders shall not be entertained under any circumstance and same shall be summarily rejected.
7. The tenderer must possess necessary permissions and licenses required for carrying out its obligations under as detailed in the terms and conditions of the tender.
8. In case of violation of any terms and conditions, earnest money shall be liable to be forfeited in full by the Managing Director, PUNGRAIN.
9. M.D. Pungrain reserves the right to cancel any tender or whole of the tender process without assigning any reason.



## **VI. TERMS & CONDITONS FOR AWARD OF CONTRACT**

1. Contract Period: The contract period shall start from date of issue of work order & acceptance of agreement. The contract is valid for Two year from the date of acceptance, however it can be extend for next two years on the same rates (taxes may vary), if the service found satisfactory.
2. The payment will be released on quarterly basis only.
3. In case of breakdown party shall immediately rectify the same i.e., within 2 days to the satisfaction of the user, a penalty of Rs. 500 per day or part there of shall be levied for the delay beyond two days till such time of the repair is carried out.
4. The rates quoted by the selected firm, and approved by the PUNGRAIN shall remain valid throughout the period of contract and requests to increase the rates for any items(s) during the currency of the contract, will not be considered.
5. The company Engineer/Service Person shall have valid ID card or authorization letter from agency for every preventive maintenance visit every month.
6. AMC order, after due compliance of all formalities, will be placed on the selected agency to effect the contract.
7. Service/Supply should normally be made during the office hours on any working day. The PUNGRAIN will have the authority to place order for AMC beyond office hours and on holidays, for which, no additional payment will be made.
8. AGENCY shall not sub-contract the Contract Work in whole or part of the work to third parties for the performance of this Contract.
9. The firm may visit the office for look at system before submit the quotation in working days / hours with pre-intimation and permission of competent authority of the Office.
10. The machines are normally required to be repaired on site. In exceptional cases when the machine cannot be repaired in the office premises and is required to be taken to the workshop, the authority will not make any payment towards cartage and the expense for the to and fro transportation of the machines shall be borne by your firm.
11. Any accident or damage during maintenance/operation will be the responsibility of the contractor and the M.D Pungrain will not entertain any claim, compensation, penalty etc., on this account or on account of non observation of any other requirement of law relevant to his work. The contractor will ensure all precautionary measures and safety arrangements while executing the work and will be responsible for any accident occurred during duty hours.
12. The service person should be displayed caution board in all the floors during service/maintenance period.
13. If any damage made to the existing structure same shall be set right by the agency otherwise it will be got set right by the department at its own level and cost will be recovered from the said agency.
14. Attested copies of Registration, GST, PAN & TAN/Service Tax registration/return as applicable issued in the name of the Firm must accompany the application.
15. The tenderers should quote clearly in figures as well as in words the rate tendered by them for each services.

16. The decision of MD,Pungrain in all matters shall be final and he reserves the right to accept or reject all or any of the tenders, without assigning any reasons.
17. In the event of any dispute related to the interpretation or rights or liabilities arising out of this Agreement, the same shall, at first instance, be amicably settled between the parties. If any dispute is not settled amicably, the same shall be referred to the sole Arbitrator i.e. Managing Director, PUNGRAIN or any other person appointed by him.The award given by the Arbitrator shall be final and binding upon both the parties.

## VIII SCOPE OF WORK

<b>Equipment Details</b>	<b>Make</b>	<b>Model</b>	<b>Quantity</b>
DSCXL+ (Hipath 4000 V6 R2.17.0 SIMPLEX EPBAX System & Xpression with Licence)	Unify	Hipath 4000 V6 R2.17.0	1
LTUCA + PSU Shelf	Unify	LTUCA + PSU	2
SLMAV24 (Analog Card 24 port with MDF cable)	Unify	SLMAV24	11
DIUT2 PRI Card with Cable (60 Channels)	Unify	DIUT2	1
STMI4 (60) IP Card	Unify	STMI4	1
ACWIN IP V4.0	Unify	ACWIN IP	1
Open stage 15 HFA Phone with key Module	Unify	Open stage 15 HFA	1
MDF 400 pair with MDF BOX	STANDARD	STANDARD	2
Analog Telephone	Beetel	M 51	250

1. Annual Maintenance contract (AMC) including EPABX (Hipath 4000 V6 R2.17.0) & maintaining of all MDF & Telephone Cabling.
2. Comprehensive AMC.
3. Preventive Maintenance service will be undertaken once in a quarterly basis & breakdown visits as and when required.
4. Should rectify the major fault within 24 hours.
5. Any number of Breakdown calls to be attended for EPABX (Hipath 4000 V6 R2.17.0) without any extra cost.

## VIII. Form of Application(On Tenderer Letter Head)

To,

Director Food Supplies-cum-  
Managing Director, PUNGRAIN  
Anaaj Bhawan, Sector 39C, Chandigarh.

Sir/Madam,

### **Tender for Annual Maintenance Contract (AMC) for "SIEMENS EPBAX Machine" installed at Anaj Bhawan, Sector 39C, chandiagrh..**

1. I/we have read and understood the instructions and others terms and conditions furnished in the Website in respect of the captioned tender. I/we here by submit my application for captioned " Request for proposal" of your office. I/we do hereby declare that all the information furnished in the application and supplementary sheets are correct to the best of my/our knowledge and belief.
2. I/we have no objection if enquiries are made about the work listed by me/us in the accompanying sheets.
3. I clearly understand and agree that if any of the information furnished by me/us here under is found to be wrong or untrue or false or incorrect on incomplete, my/our application is liable to be rejected. Further, if I am/we are appointed as the "Executing Agency" for the above project on the basis of the information furnished in my/our application and the information furnished therein is subsequently found to be wrong, untrue, false or incorrect, my/our contract with the MD Pungrain is liable to be terminated forthwith at the discretion for such termination.
4. I/we understand and agree that the decision of the MD Pungrain in selection the Service Provider is final and binding to me/us.

Thanking You,

Yours Faithfully,

Signature of the Tenderer

Name:

Place:

## IX. IMPORTANT DATES

Important dates		
Date of Advertisement	27.09.2023	
Sale of Tender form Starts from:	28.09.2023	9.00AM
Last Date of Sale of Tender Form	07.10.2023	5.000PM
Last of Submission of tender Form	10.10.2023	5.00PM
Opening Of Technical Bid	11.10.2023	10.30AM
Opening of Financial Bid	to be announced to the successful bidders	