

Government of India
Ministry of Minority Affairs,
Haj Committee of India

(Constituted under the Act of Parliament No.35 of 2002)

Date: 13.01.2025

NOTICE

Haj Committee of India invites bids from the local bidders for Comprehensive Annual Maintenance Contract for Digital Epabx Panasonic KX-NS300 + KX-NS320 Expansion Box installed in the office of Haj Committee of India (Haj House) at 7-A, M.R.A. Marg. The specifications are as under:-

Sr. No.	HSN Code	Description	Qty.
1	85176	Panasonic KX-NS300 + KX-NS320 (x3) Digital EPabx Configuration for 1 PRI 6 LCOT (Trunk Card) 10 Digital Expansion (DLC8 & 2 Card) 96 Analog Extension (x6 MCSLC16)	1

- Bidders registered on GeM Portal can bid for the Comprehensive Annual Maintenance Contract for Digital Epabx Panasonic KX-NS300 + KX-NS320 Expansion Box. The bid will be opened in the office of Haj Committee of India.
- This issue with the approval of Chief Executive Officer, Haj Committee of India.



Dy. Chief Executive Officer
Haj Committee of India,
Haj House, Mumbai.

HAJ COMMITTEE OF INDIA

(Statutory Body of Ministry of Minority Affairs)

Bait-ul-Hujjaj (Haj House), M.R.A. Marg (Palton Road), Mumbai-400001.

1. Introduction of Haj Committee of India:

Haj Committee of India is a statutory body constituted under the Act of Parliament No.35 of 2002, working under the administrative control of Ministry of Minority Affairs, Govt. of India, New Delhi and is associated with arrangements for Indian Haj Pilgrims at Haj House Building, before they proceed to Saudi Arabia and on their return to India. Haj Committee of India is entirely financed by contributions made by pilgrims annually. It is, therefore, not a commercial / profit making entity. Moreover, this office is a services-oriented organization working for Noble Cause of Haj Pilgrims.

2. Eligibility Criteria of the bidder intend to participate:

- a. Vendor with valid authorization certificate with Panasonic make EPABX system will be preferred.
- b. Bidders should have minimum 3 years of experience in maintaining EPABX system to central government of PSU to State Government offices and should have completed atleast two such works in the similar activity in the last five (5) years. Evidence for the same should be provided.
- c. Bidders must have GST registration, the copy of which should be enclosed.
- d. Bidders must have a Permanent Account Number (PAN) under Income Tax Act. 1961. A copy of the same should be enclosed.
- e. The bidder must have registered office in Mumbai. The office address must be mentioned either in Trade License or GST Certificate or MSME Certificate, otherwise it will be treated as the company don't have any registered office in Mumbai. Bidders failing to establish their office address at Mumbai will be disqualified in technical specification.
- f. The bidder before quoting must visit this office and pre-inspect the EPABX system to be taken under maintenance. Once the bid is finalized, informing poor conditions of any will not be entertained.
- g. Service provider may depute / engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The site's visit shall be entirely at service provider's own cost and expense.
- h. Incomplete quotations will be rejected outright.

3. Scope of Work:-

- a. Proper maintenance of EPABX systems, direct lines, extensions and to maintain the system in proper working conditions.
- b. Online repairing of faulty telephone instrument.
- c. Shifting of existing connection from one place to other within respective premises.

- d. Pictorial representation of cable layout for each (Main Distribution Frame) MDF and EPABX should be prepared and pasted adjacent to MDF.
- e. Proper fixing of cables wherever loose or not in order. The cables should be properly fixed using channels or conduit, as per requirement.
- f. All the components required to be replaced, should be of reputed manufacturer's make or of equivalent quality.
- g. The breakdown maintenance call shall have to be attend within 24 hours. The vendor will maintain a proper log of complaint registration, attending and closure and should be signed by the authorized officer Haj Committee of India.
- h. Apart from attending any breakdown call on requirement basis, service engineer should visit once in a month for effective maintenance and an attendance in the respect of each visit will be signed by the authorized officer of Haj Committee of India.
- i. In case, the abovementioned are not complied with a penalty @ Rs.100/- per day for non-compliance of complaint or Rs.500/- per non visit for non-compliance of monthly visit will be levied on the firm. The amount of penalty will be recovered from the quarterly payment at times of occurrence.
- j. The firm will bring its own tools for carrying out repair work at site.
- k. No materials will be issued by the department. The bidder has to arrange all materials required for execution & satisfactory completion of this work at his own cost.
- l. No freight or cartage will be paid for bringing the spare parts to Haj Committee of India.
- m. No to and fro cartage will be paid for repairing the parts of the telephone instrument at service provider's workshop.
- n. Any other requirements, as per the specific scope of service provided by the buyer.
- o. In case no part is required to be replaced, then such complaint must be attended within 24 hrs. of lodging of such complaint. However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the faulty components does not got repaired or an alternative system not supplied within the period 7 days from the time of failure reported then the buyers reserve its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the service provider. The penalty charges will be determined by this office if such circumstances arises.

At the end of each quarter, job card for of AMC must be signed by the official. Subject to satisfaction of the officials, this work agreement will extend further for the rest of the contract period. It is also depicted that any type of negligence or remissness from service provider side will be treated as a major lapse and the contract agreement will be at once terminated without issuance of any notice period. If any past payment exists, it will also be ceased.

4. Corrupt or Fraudulent Practices:

- a. Bidders & Suppliers shall observe the highest standard of ethics during the procurement and execution of the contract.
- b. Haj Committee of India will reject the proposal for award it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- c. Haj Committee of India will declare a firm ineligible, either indefinitely or for a stated period of time to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

5. Payment Terms & Conditions:

- a. If a bidder quotes the rate without showing the tax component, quoted rate furnished by the bidder will be treated a "inclusive of all taxes". Payment will be made to service provider on quarterly basis (if the services are satisfactory) only on submission of bill by the vendor on completion of each quarter.
- b. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
- c. Haj Committee of India, Mumbai reserves the right to accept or reject any quotation in full or in part without assigning any reason.
- d. One month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
- e. Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act and Goods & Services Act.
- f. Enhancement or decrease of taxes, duties or price components etc. will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed because of the above.

6. Other Terms & Conditions:

- a. Service provider shall be depute OEM authorized service engineer. technically competent service engineers along with skilled helpers at buyer's premises to ensure proper upkeep of the EPABX system and quick resolution of the fault during AMC period.
- b. The selected vendor will not be allowed to subject the tender or engage any other third party to do the AMC work.
- c. The service provider shall not demolish remove or alter structures or bidder facilities on the site without prior written approval of the bidder.
- d. The service provider shall undertake to arrange genuine spare parts of the EPABX system as and when required. The service provider has to ensure the availability of the spare parts in their stock. In case some of the major spare part are not available with service provider, the same shall be arranged in 7 days.
- e. On award of the service order, the service provider would prepare a report regarding taking over the EPABX system upon commencement of the AMC service. It shall be the responsibility of the service provider to make sure the EPABX system work satisfactorily throughout the contract period, also to handover the same to the department in working condition on expiry of contract due to improper maintenance practice to be rectified / replaced by the service provider without any extra const and expenses.
- f. No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval / director of the bidder.
- g. Quotation submitted shall remain valid for 90 days from the date of receiving for the purpose of acceptance and award of work, validity beyond 90 days from the date of receiving shall be by mutual consent.
- h. Service provider shall provide minimum warranty of 6 months for the replace part from date of such replacement / repair.
- i. The resources used by service provider to carry out maintenance shall be on rolls of the service provider and shall have no claim whatsoever for any benefits from this office.
- j. The contractor must engage competent and licensed personnel, so that the quality of work is maintained. Appropriate safety measures to carry out the work must be ensured. Haj Committee of India will not be responsible for any accident which may take place during carrying out the jobs.

- k. If desired outcome is not achieved as intended by Haj Committee of India while carrying outworks, the contractor is liable to carry out the rectification work at his own cost.
- l. While performing works by the personnel / technician deployed by the contractor, Haj Committee of India may oversee the work.
- m. Haj Committee of India reserves the right to terminate the contract at any stage without citing any reasons.
- n. In case of any deficiency from the service provider in the providing services under AMC; the contract may be terminated without any further claims thereof. Prior to this type of termination, a 15 day notice will be issued.
- o. One month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.
- p. No other person, except the service providers authorized representative / technician shall be allowed to enter in this office. The service provider must furnish details of identity of the technician beforehand to the office. In case any person employed by the contractor commits any misconduct / indiscipline / incompetence or involve in any crime while in work, he / she will be immediately debarred from the office and disciplinary action against that person will be taken.
- q. The service provider will not be allowed to perform his personal work / outside work in this office premises during the contract period.
- r. All disputes are subjected to jurisdiction of Mumbai courts.

M. S. / 13/01/25

Dy. Chief Executive Officer
Haj Committee of India,
Haj House, Mumbai.