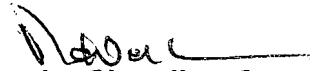


No.D.25013/5/2009-Protocol
Government of India
Planning Commission

Yojana Bhavan, Sansad Marg,
New Delhi, 27 August, 2010.

TENDER NOTICE

1. Sealed tenders are invited from experienced and financially sound authorised service providers for comprehensive annual maintenance contract of Karel DS200 EPBAX System, different types of telephone instruments, plan phones and key telephone systems, including the services of trained in house Technicians, to be stationed in Planning Commission and for supply of telephone related consumable items at approved rates, initially for a period of one year.
2. The Sealed quotations with separate Technical and Financial bids filled in the specified proforma and addressed to the Under Secretary (Protocol), Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi should reach latest by 3.00 P.M. on 17.09.2010 (Monday). The quotations should either be sent by post to the above mentioned address or dropped in the Tender Box placed at Reception Area of Yojana Bhavan, New Delhi by the stipulated date and time.
3. The technical bid should be accompanied with EMD of Rs.25,000/- (Rupees twenty five thousand only), as per details given in the terms and conditions of the tender document.
4. Tender Details / Document may be downloaded from the website of Planning Commission (<http://planningcommission.gov.in>).
5. The Technical bids shall be opened at 3.30 PM on 17.09.2010 (Monday) in Room No. 344, Yojana Bhavan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present.
6. Technical bids of the tenderers, who fulfill all the eligibility criteria conditions will be accepted and they will be informed about the date and time of the opening of financial bid.
7. Bids received after the closing date and time shall not be considered.



[Mahender Chaudhary]

Under Secretary to the Government of India

General information & terms and conditions

1. It is proposed to award a comprehensive annual maintenance contract for KAREL DS200 EPABX System, PBT, Plan and Key Telephone Systems/ instruments and related accessories installed in Yojana Bhavan, Vigyan Bhavan and Residence of Ministers, Sr. Officers, etc.
2. The contractor will provide a minimum of two fully trained and experienced telephone technicians as a part of the contract.
3. During the period of contract, the contractor will supply all telephone related consumable items, at approved rates.
4. The tenderer should be an authorised service provider for Karel DS200 EPBAX System and telephone instruments, plan phones and key telephone systems of different makes, viz., NEC, KAREL, Panasonic, Beetel and Samsung. The maintenance contract should be comprehensive in nature, and should clearly state such items that cannot be covered under the contract.
5. The contract will be initially for a period of one year from the date of award of contract. The contract may be extended on a yearly basis upto a maximum of 3 years subject to satisfactory performance and approval of competent authority.
6. The selected Firm will be required to depute a minimum of two full time trained service technicians at Yojana Bhavan who would report for duty on working days to the S.O. (Protocol), observe office timings applicable in Planning Commission and mark their attendance everyday. Besides Planning Commission, the technician(s) will be required to visit the residential office of VIPs and the Office of EAC at Vigyan Bhavan to attend to complaints. In emergent cases they may be required to work beyond office hours and / or on holidays, for which, no additional payment will be made. The Technicians should be well behaved / well mannered and be able to take complaints on telephone and attend to all telephone related complaints. If at any point of time, the services of the Technician(s), being provided by the firm are noticed to be unsatisfactory or not of the expected level in any manner, the firm will be responsible to change the Technician(s), immediately. If the Technician(s) posted at Yojana Bhavan, has to proceed on leave, even for a day, a suitable substitute will have to be provided by the selected Firm, failing which, amount equivalent to minimum wages rates prescribed by Deptt. of Labour, Govt. of NCT of Delhi, for Skilled workers, applicable at that time, will be deducted for the number of days of absence, from the next bill payable to the contractor.
7. Rates for telephone related consumable items quoted by the successful bidder, would be valid through the period of contract. Order for consumable items would be placed on requirement basis.
8. Payments will be made on quarterly basis (at the end of every quarter) after satisfying that the services provided have been of the desired level.
9. The contractor should be willing to continue the maintenance contract and supply consumable items, at the same rates as initially quoted by him, in case the contract is extended, beyond the initial period of one year.
10. The tender should be submitted in two bid format, i.e.- Technical and Financial bid, as per proforma given in the tender document. The two bids should be put in two separate sealed envelopes superscribed "Technical Bid" and "Financial Bid". Both sealed envelopes should be put in a third sealed envelope superscribed "Tender for comprehensive annual maintenance contract for telephones/EPBAX, etc."
11. The declaration in the prescribed proforma given in the tender document, should be submitted in the same envelope containing the technical bid.
12. The contract can be terminated without assigning any reason therefor, at the discretion of Planning Commission, at any time, by giving one month's notice.

Contd...3/-

13. The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty five thousand only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of "Pay & Accounts Officer, Planning Commission, New Delhi". It should remain valid for a period of 6 months from the date of issue of the bid invitation. The earnest money shall be refunded to the unsuccessful bidders after finalisation of the contract.
14. All entries in the tender form should be legible and filled clearly. Any cutting in the Bid Application must be signed by the authorized signatory. Tender received without EMD shall be rejected summarily. Incomplete or conditional bids shall also be rejected.
15. No bidder will be allowed to withdraw after submission of the bids; otherwise the EMD submitted by the bidding firm would stand forfeited. In case the successful bidder declines the offer of contract, for whatsoever reason(s), the EMD submitted by the successful bidder would stand forfeited and action to blacklist the firm, will be initiated. Planning Commission reserves the right to reject all or any tender in whole, or in part, without assigning any reason. The decision of the Planning Commission shall be final in this regard.
16. The closing date and time for receipt of tenders will be the 17.09.2010 (Monday) at 3.00 P.M. The Technical bids shall be opened at 3.30 PM on the same day, i.e., 17.09, 2010 (Monday), in Room No.344, Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi, in the presence of the authorized representatives of the Firms, who wish to be present at that time. The Financial Bids of only those tenderers whose Technical bids have been accepted, will be opened. The bidders whose Technical Bids are accepted will be informed about the date and time of the opening of financial bids.
17. The successful bidder will have to deposit an amount equivalent to 10% of the total value of the contract awarded, as Performance Surety in the form of a FDR hypothecated to Planning Commission. The FDR should be valid for a period one year from the date of award of contract. In case of breach of any terms and conditions attached to the contract, the Performance Surety of the agency will be liable to be forfeited, besides annulment of the contract.
18. The contractor will be responsible for payment of wages to the technicians as per orders of minimum wages, issued by Department of Labour, Govt. of NCT of Delhi, from time to time and Planning Commission will in no way be responsible for the same.
19. The successful bidder's bills should have all tax registration numbers printed on the bill. Validity of the tax registration during the currency of contract shall be the sole responsibility of the Firm.
20. The competent authority in Planning Commission reserves right to withdraw/relax any of the terms and condition mentioned above so as to overcome any problem that may arise at a later stage.

Contd....4/-

Eligibility Criteria

- a) The bidder should have a Registered or Branch Office in Delhi/NCR.
- b) The bidder should have at least three year's experience in the relevant field of working in Govt. Departments, Ministries and /or PSUs as on 1st March, 2010. Copies of current and past contract letters, satisfactory performance certificate, etc, from Govt. Departments, Ministries and /or PSUs, should be attached with the Technical Bid.
- c) The bidder should be an authorised service provider and enclose in original, dealership authorisation letters from original equipment manufacturer(s)/ national/ regional distributors. The letters should be addressed to U.S.(Protocol), Planning Commission and submitted with the Technical Bid. The letters should be with reference to this Tender and should clearly specify validity period of dealership. Name and contact no. of the signatory issuing the authorisation letter should be mentioned in the letters.
- d) The declaration in the prescribed proforma given in this tender document should be submitted alongwith the technical bid
- e) The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees twenty five thousand only) in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of "Pay & Accounts Officer, Planning Commission, New Delhi".
- f) The bids should be submitted in the two bid format, viz., separate bids - Technical and Financial, as per proforma given in this tender document and should be put in a third sealed envelope superscribed "Tender for comprehensive annual maintenance contract for telephones. EPABX, etc."


(Mahender Chaurdhary)

Under Secretary to the Government of India

Contd....5/-

DECLARATION

1. I, _____ Son / Daughter of Shri _____ Proprietor / Partner / Director / Authorized Signatory of _____ am competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and are fully acceptable to me;
3. I hereby certify that our company has not been black listed by any Government Department / Ministry / PSU.
4. I undertake to provide services, if required, beyond office hours and / or on holidays.
5. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:
Place:

Signature of Owner/Managing Partner/Director
Full Name:
Company's Seal :

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the agency in token of their acceptance, should be enclosed with Technical bid.

Contd....6/-

TECHNICAL BID FORM

1.	Name of Bidding Firm		
2.	Full Address		
3.	Telephone & Fax No.		
4.	Details of Earnest Money Deposit : Rs.25,000/- (Rupees twenty five thousand only)		
(a)	D.D. / P.O. No. & Date		
(b)	Drawn on Bank		
(c)	Valid upto		
5.	Give details of the similar contracts awarded to the bidder by Central Government Departments / Ministries/ PSUs during the last three years, as on 01.03.2010, in the following format:		
	Details of Departments / Ministries along with name, designation, address, telephone and FAX numbers of the concerned Officer.	Details of the contract	Total Value of Contract (Rs.)
A			
B			
C			
6.	Dealership Authorisation Letter	From (Name of Company)	Valid for
(i)			
(ii)			
7.	How many technicians will you be providing as a part of the contract? The minimum requirement of Planning Commission is two technicians.		
8.	Additional information, if any		

(If the space provided in the above sheet is insufficient, the Technical Bid can be prepared on Company letterhead, using the same format).

Date:
Place:

Signature of Owner/Managing Partner/Director
Full Name:
Company's Seal :

Contd....7/-

FINANCIAL BID FORM

Sl. No.	Comprehensive Rates including Taxes/Service Charges etc. (in Rs.) for the following items. which are to be covered under CAMC	Qty./ Unit	Rates including Taxes/ Service Charges (in Rs.)
1	KAREL DS 200 EPABX System with Hot Standby, CPU & PSU having a capacity of 1200 analog and 160 digital extensions, voice mail service and FCBC 48V (40A).	1	
1.1.	Key Telephone Systems of different configuration	30	
1.2.	Key telephone instruments of different configuration	200	
1.3.	Plan (1-1) and (1-2) telephone instruments	350	
1.4.	Normal PBT telephone instruments	1500	
1.5.	Cordless telephone instruments	20	
1.6.	In house full time Trained Technicians	02	
2	Give details of items not covered under the CAMC for items shown above		
3	Rates for consumable items including supply, installation and labour charges		Rate per unit
3.1	Crown for KTS		
3.2	Crown Box for KTS		
3.3	Crown for MTNL lines		
3.4	Crown Box for MTNL lines		
3.5	700 VA UPS with maintenance free batteries for KTS		
3.6	CVT for KTS		
3.7	Battery backup for KTS		
3.8	MDF Box		
3.9	Line cord for KTS		
3.10	Coil cord for KTS		
3.11	Line cord for Plan telephones		
3.12	Coil cord for Plan telephones		
3.13	Line cord for intercom telephones		
3.14	Coil cord for intercom telephones		
3.15	Adapter for Plan telephones		
3.16	Adapter for Cordless telephones		
3.17	Roset boxes for KTS		
3.18	Roset boxes for Plan telephones		
3.19	Roset boxes for intercom telephones		
3.20	Cable Single Pair		
3.21	Cable Two Pair		
3.22	Cable Three Pair		
3.23	Cable Five Pair		
3.24	Cable Ten Pair		
3.25	2" PVC Channel		
3.26	5" PVC Channel		
3.27	Battery for Panasonic Cordless telephone instruments		
3.28	Any other consumable item(s) that you may like quote.		

(If the space provided in the above sheet is insufficient, the Financial Bid can be prepared on company letterhead, using the same format).

Signature of Owner/Managing Partner/Director

Date:

Name:

Place:

Company's Seal :