

D-25013/1/06-Protocol
Government of India
Planning Commission
(Protocol Section)

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Yojana Bhavan, Sansad Marg,  
New Delhi-110 001,  
Date: March 21, 2006.

Subject: Inviting limited tenders for award of comprehensive annual maintenance contract for maintenance of telephone instruments, key telephone systems, including the services of an in house Technician, to be stationed in Planning Commission and for supply of telephone related consumable items.

Sir,

I am directed to request you to submit sealed quotations on company letter head, for comprehensive maintenance contract of telephone instruments, systems installed in different office rooms and at the residence of VIPs / Sr. Officers of Planning Commission and Economic Advisory Council to the Prime Minister & for supply of telephone related consumable items. Details are given in Annexure-I attached with this letter. The terms and conditions will be as under:

1. The tenderer should be an authorised service provider for maintenance of telephone instruments, systems and for supply of telephone related consumable items. Copies of certificates proving company's registration, tax registration, previous experience, authorised service providership, etc. should be enclosed with the quotation.
2. The selected Firm will be required to depute a service technician at Yojana Bhavan who would report for duty on working days to the Protocol Officer, observe office timings applicable in Planning Commission and mark his attendance everyday.
3. In emergent cases he may be required to work beyond office hours and on holidays, for which, no additional payment will be made.
4. The Technician should be able to take complaints on telephone and attend to all telephone related complaints. He should also be well behaved and well mannered.
5. Service charges towards the services of the Technician will be paid to the selected Firm, on a monthly basis at the end of every month. The selected Firm will be responsible to ensure timely payment of wages to the Technician and to meet the requirements of Minimum Wages Act.
6. If the Technician 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, pro-rata rates per day will be deducted from the amount payable to the selected Firm.

(Pawan Kumar)

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7. The complaints lodged with the Technician will be required to be attended by him on the same day. Any complaint that cannot be attended to by him will be required to be attended by the selected Firm on the same day or latest by the next day positively.
8. If at any point of time, the services of the Technician, 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 immediately.
9. If the Firm fails to attend to a complaint within stipulated time, a penalty on a daily basis for any delay, equivalent to pro-rata contract charges payable per day or charges that may be required to be paid to an outside agency, to have the complaint attended to, whichever is higher, will be deducted from the Firm's quarterly bill towards contract charges. In case of delay, any item that is got repaired from outside agency will be at the risk and responsibility of the selected Firm.
10. 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 and that the preventive maintenance checks were fully performed. Payment will be made on a pro-rata basis, for only those number of telephone instruments, systems, etc., which are functional but not covered under warranty, at the time of making payment.
11. Government Taxes as applicable from time to time on service charges and charges for maintenance, shall be payable by this Office. The bill raised by the Firm 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.
12. The selected Firm will have to deposit a maintenance contract surety equivalent to 10% of the total value of the contract in the form of F.D.R. hypothecated to Planning Commission.
13. Rates for telephone related consumable items should be quoted for the items listed in annexure to this letter and in the format prescribed in Annexure-II attached with this letter. These rates which would be valid through the period of contract. Order for consumable items would be placed on requirement basis.
14. Details regarding quality, brand, make, specification, ISO certification, etc. of each consumable item should be specified in the quotation.
15. The contract should be comprehensive in nature, and should clearly state such items that cannot be covered under the contract.
16. Items / components that will not be covered under guarantee / warranty should be clearly stated.
17. All the quotations should be sealed and clearly super scribed with the words "tender for telephone instruments, systems and for supply of telephone related consumable items".
18. Tenders incomplete in any form are liable to be rejected outrightly.
19. Terms and conditions that any tenderer wishes to specify should be clearly stated.

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20. Tenders on company letter head alongwith a Pay Order / Banker's Cheque of Rs.5,000/- drawn in favour of "Pay & Accounts Officer, Planning Commission, New Delhi", towards Earnest Money Deposit should be submitted. If the Pay Order / Banker's Cheque is found to be drawn in favour of any other Officer, other than "Pay & Accounts Officer, Planning Commission, New Delhi", the tender will be liable to be outrightly rejected. The EMD will be returned after finalisation of the contract. Any tender that is received without the EMD money will outrightly be rejected.
21. Tenders can either be sent by post to the address mentioned below, or dropped in the tender box kept at the Reception Area of Planning Commission. The closing time and date for acceptance of tenders will be 1500 hours of 28<sup>th</sup> March, 2006.

Under Secretary (GA),  
Room No: 413,  
Yojana Bhavan,  
Sansad Marg,  
New Delhi - 110 001.

22. The tenders will be opened on the same day in Com. Room No:344 at 1530 hrs. in the presence of such tenderers who may wish to be present at the time of tender opening.
23. This office will have full authority to reject any /all offer(s) without assigning any reason thereof. Any enquiry after submission of the quotation will not be entertained.

The contract will be valid for a period of one year, w.e.f. 1.4.06. This Office will, however, reserve the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. This office further reserves the right to suo-moto terminate the contract by giving one month's notice at any point of time.

(Pawan Kumar)  
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Annexure-I to letter No. D-25013/1/2006-Protocol dated: March 21, 2006.

| Sl. No. | Name of the Item                     | Quantity |
|---------|--------------------------------------|----------|
| 1.      | Panasonic KTS Model 12-32            | 1        |
|         | Panasonic KTS Model 616              | 3        |
| 2.      | Panasonic KTS Model 308              | 11       |
| 3.      | Panasonic KTS instruments Model 7030 | 4        |
| 4.      | Panasonic KTS instrument Model 7730  | 77       |
| 5.      | Samsung digital KTS                  | 4        |
| 6.      | Samsung KTS instruments              | 42       |
|         | Beetel Plan 1+1 systems              | 31       |
| 7.      | Beetel Plan 1+2 systems              | 37       |
| 8.      | Beetel PBT instruments               | 310      |

(Mahender Chaudhary)  
Protocol Officer

(Pawan Kumar)  
Under Secretary to the  
Govt. of India

Annexure-II to letter No. D-25013/1/2006-Protocol dated: March 21, 2006.

| Sl.no. | Item name                                            | Rate per unit |
|--------|------------------------------------------------------|---------------|
| 1.     | Crown for KTS                                        |               |
| 2.     | Crown Box for KTS                                    |               |
| 3.     | Crown for MTNL lines                                 |               |
| 4.     | Crown Box for MTNL lines                             |               |
| 5.     | 700 VA UPS with maintenance free batteries for KTS   |               |
| 6.     | CVT for KTS                                          |               |
| 7.     | Line cord for KTS                                    |               |
| 8.     | Coil cord for KTS                                    |               |
| 9.     | Line cord for Plan telephones                        |               |
| 10.    | Coil cord for Plan telephones                        |               |
| 11.    | Line cord for intercom telephones                    |               |
| 12.    | Coil cord for intercom telephones                    |               |
| 13.    | Adapter for Plan telephones                          |               |
| 14.    | Roset boxes for KTS                                  |               |
| 15.    | Roset boxes for Plan telephones                      |               |
| 16.    | Roset boxes for intercom telephones                  |               |
| 17.    | Cable Single Pair                                    |               |
| 18.    | Cable Two Pair                                       |               |
| 19.    | Cable Three Pair                                     |               |
| 20.    | Cable Five Pair                                      |               |
| 21.    | Cable Ten Pair                                       |               |
| 22.    | 2" PVC Channel                                       |               |
| 23.    | 5" PVC Channel                                       |               |
| 24.    | Battery for Panasonic Cordless telephone instruments |               |
| 25.    | Charger for Panasonic Cordless telephone instruments |               |

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