

**TENDER NOTICE**

1. Sealed tenders are invited from experienced and financially sound authorised service providers for award of comprehensive annual maintenance contract for different type of telephone instruments, plan phones and 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, initially for a period of one year. The Sealed quotations with separate Technical and Financial bids filled in the specified proforma and addressed to the Under Secretary (General-II), Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi should reach latest by 3.00 P.M. on 28.03.2008 (Friday). 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.
2. Tender Details / Document may be downloaded from the website of Planning Commission (<http://planningcommission.gov.in>).
3. The Technical bids shall be opened at 3.30 PM on 28.03.2008 (Friday) 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.
4. The tenderers whose Technical bids are accepted will be informed about the date of the opening financial bid.
5. Bids received after the closing date and time shall not be considered.

**[N.K. Raghunathan]**  
**Under Secretary to the Government of India**

**General information & terms and conditions**

1. The tenderer should be an authorised service provider for maintenance of telephone instruments, systems, etc. 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. The telephone instruments are installed in different office rooms of Yojana Bhavan, at the residence of VIPs / Sr. Officers of Planning Commission and the Office of Economic Advisory Council to the Prime Minister (EAC), Vigyan Bhavan. Details regarding the telephone instruments, plan phones and KTS, etc. to be covered under the maintenance contract are given in the tender document. The maintenance contract should be comprehensive in nature, and should clearly state such items that cannot be covered under the contract.
2. The selected Firm will be required to depute a full time service technician 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 his attendance everyday. Besides Planning Commission, the technician will be required to visit the residential office of VIPs and the Office of EAC, to attend to complaints. In emergent cases he may be required to work beyond office hours and / or on holidays, for which, no additional payment will be made. The Technician 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, 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. 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.
3. 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.
4. 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.
5. Payments towards maintenance contract and supply of consumable items, 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.
6. The successful bidder should be willing to continue the maintenance contract and to 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.
7. The tenderers are required to submit two separate bids - Technical and Financial, 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 maintenance contract for telephones, etc."
8. The declaration in the prescribed proforma given in the tender document, should be submitted alongwith the technical bid and should be put in the same envelope containing the technical bid.

**Contd. at p.3/-**

9. The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees ten 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.
10. 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.
11. 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. The competent authority of 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.
12. The closing date and time for receipt of tenders will be the 28<sup>th</sup> March, 2008 (Friday) at 3.00 P.M. The Technical bid shall be opened at 3.30 PM on the 28<sup>th</sup> March, 2008 (Friday), 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 of the opening financial bid.
13. The successful bidder will have to deposit an amount equivalent to 10% of the total value of the contract awarded, as Performance Security Deposit 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 Security Deposit of the agency will be liable to be forfeited by this Commission besides annulment of the contract.
14. Government Taxes as applicable from time to time on service charges and charges for maintenance, etc. shall be payable by this Office. The successful bidder's bills raised towards service charges, etc. 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.
15. 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. at p.4/-**

**Eligibility Criteria**

- a) The bidder should have a Registered or Branch Office in Delhi/NCR and should be registered with the appropriate registration authority (proof to be enclosed). The bidder should be an authorised service provider having at least three year's experience in the relevant field of working in Govt. Departs., as on 1<sup>st</sup> March, 2008. (Proof to be enclosed).
- b) The declaration in the prescribed proforma given in this tender document should be submitted alongwith the technical bid
- f) The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees ten 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".
- g) 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 maintenance contract for telephones, etc."

(N.K. Raghunathan)

Under Secretary to the govt. of India

**Contd. at p.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. 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: \_\_\_\_\_ Signature of Owner/Managing Partner/Director  
Place: \_\_\_\_\_ 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. at p.6/-

TECHNICAL BID FORM

1.	Name of Bidding Firm		
2.	Full Address		
(a)	Telephone & Fax No.		
3.	Details of Earnest Money Deposit : Rs.10,000/- (Rupees ten thousand only)		
(a)	D.D. / P.O. No. & Date		
(b)	Drawn on Bank		
(c)	Valid upto		
4.	Give details of the similar contracts awarded to the bidder by Central Government Departments / Ministries during the last three years, as on 01.03.2008, 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			
5.	Additional information, if any		

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

Date:  
Place:

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

**Contd. at p.7/-**

FINANCIAL BID FORM

Sl. No.1	Details regarding items to be covered under CAMC	Qty	Rates (in Rs.) for Comprehensive Annual Maintenance Contract (CAMC) for items at sl. nos. 1.1 to 1.5 given below
1.1.	Key Telephone Systems of different configuration	20	
1.2.	Key telephone instruments of different configuration	144	
1.3.	Plan (1+1) and (1+2) telephone instruments	350	
1.4.	Normal PBT telephone instruments	1000	
1.5.	Cordless telephone instruments	10	
1.6.	Give details of items not covered under the CAMC for items at sl. nos. 1 to 5 above		
Sl.No.2	Item name	Rate per unit	
2.1	Crown for KTS		
2.2	Crown Box for KTS		
2.3	Crown for MTNL lines		
2.4	Crown Box for MTNL lines		
2.5	700 VA UPS with maintenance free batteries for KTS		
2.6	CVT for KTS		
2.7	Line cord for KTS		
2.8	Coil cord for KTS		
2.9	Line cord for Plan telephones		
2.10	Coil cord for Plan telephones		
2.11	Line cord for intercom telephones		
2.12	Coil cord for intercom telephones		
2.13	Adapter for Plan telephones		
2.14	Adapter for Cordless telephones		
2.15	Roset boxes for KTS		
2.16	Roset boxes for Plan telephones		
2.17	Roset boxes for intercom telephones		

2.18	Cable Single Pair	
2.19	Cable Two Pair	
2.20	Cable Three Pair	
2.21	Cable Five Pair	
2.22	Cable Ten Pair	
2.23	2" PVC Channel	
2.24	5" PVC Channel	
2.25	Battery for Panasonic Cordless telephone instruments	
2.26	Labour Charges in case the consumable items are provided by Planning Commission, if any, (Rate per mtr.)	

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

Owner/Managing Partner/Director  
Date:  
Place:

Signature \_\_\_\_\_ of \_\_\_\_\_  
Name:  
Company's Seal :