

No.D.25013/5/2009-General-II

Government of India  
Planning Commission

YojanaBhavan, Sansad Marg,  
New Delhi, 14<sup>th</sup> March, 2014.

TENDER NOTICE

Sealed bids 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 (1+1 and 1+2) and key telephone systems, including the services of two trained in house technicians, to be stationed in Planning Commission as well as for one time bulk supply of different consumable items related to maintenance of telephones and telephone systems

2. The contract will be initially awarded for a period of one year and may be extended, on a yearly basis, for a maximum of three years (initial one year + 2 more years).

3. The Technical information format and the financial bids duly filled in the specified proforma should be submitted in a single envelope duly sealed. The envelope should be superscripted with the words "Tender for AMC of Telephones" and addressed to the Under Secretary (General-II), Planning Commission, Yojana Bhavan, Sansad Marg, New Delhi. The envelope containing these documents should be dropped in the tender box only, on any working day between 9.00 A.M. to 5.00 P.M. from 24.03.2014 to 28.03.2014. On 31.03.2014 also the tender box will be remain at the Reception Counter up to 3.00 P.M for submission of bids. Thereafter the tender box will be sealed.

4. The technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.45,000/- (Rupees Forty five thousand only), as per the details given in the terms and conditions of the tender document.

5. Tender Details / Document may be downloaded from Planning Commission's website <http://planningcommission.gov.in/news/tender>.

6. The Envelopes containing technical information and financial bids shall be opened by the Tender Opening Committee, set up by this office at 3.30 PM on 31.03.2014 in Yojana Bhavan, Sansad Marg, New Delhi, in the presence of such bidders or their authorized representatives who may wish to be present at that time.

7. The bids will be duly evaluated by the Tender Evaluation Committee and the successful bidder will be intimated thereafter. No enquiries will be permitted during the interim period.

8. Bids received after the closing date and time shall not be accepted.

(Awinash Chandra)

Under Secretary to the Government of India

Copy to: DS (CIT&I), for uploading above tender on web-site of Planning Commission

(अविनाश चन्द्र)  
(AWINASH CHANDRA)  
अवर सचिव/Under Secretary  
योजना आयोग/Planning Commission  
भारत सरकार/Govt. of India  
नई दिल्ली/New Delhi

**General information & terms and conditions**

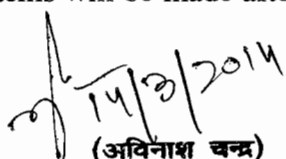
It is proposed to award a comprehensive annual maintenance contract for Karel DS200 EPBAX System, different types of telephone instruments, plan phones and key telephone systems, including the services of two trained technicians, to be stationed in Planning Commission as well as for one time bulk supply of telephone related consumable items. The services would be required at Yojana Bhavan, Vigyan Bhavan and the residential offices of VIPs.

The bidder should be an authorised service provider for Karel DS200 EPBAX System and telephone instruments, plan phones(1+1) and (1+2) 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. No such reservation would be accepted later from the bidder selected through the instant tendering exercise.

The contract will be initially for a period of one year from the date of award of the contract. The contract may be extended on a yearly basis upto a maximum total period of 3 years subject to satisfactory performance and approval of the Competent Authority.

The firm selected through this tendering exercise will be required to depute two full time trained service technicians at Yojana Bhavan who would report for duty on working days to the S.O. (General-II), observe office timings applicable in Planning Commission and mark their attendance every day. Besides Yojana Bhawan the technician(s) will be required to visit the residential offices of Deputy Chairman, Planning Commission, MoS(Planning), Hon'ble Members of Planning Commission and Senior Officers of the Planning Commission and the Office of EAC at Vigyan Bhavan to attend to complaints. The technicians should be well behaved / well mannered and be able to take complaints and attend to all telephone related complaints at Yojana Bhawan. For such visits, no extra payment would be made to the technician(s) If, at any point of time, quality of the services of the technician(s), as provided by the firm is noticed to be unsatisfactory or not of the expected level in any manner, the firm will be liable to change the technician(s), immediately. If the technician(s) posted at Yojana Bhavan, has/have 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 matriculate Skilled workers, under the Minimum Wages Act,1948 applicable at that point of time, will be deducted for the number of days of absence, from the next bill payable to the contractor.

Payments will be made on quarterly basis (at the end of every quarter), after this office satisfies itself that the services provided have been of the desired level. However, the quarterly payment would be made for the component of the cost/contractual payment meant specifically for the maintenance services(i.e. The total contractual payment agreed through this tendering process and the payment meant for the bulk supply of telephone related consumables items. Payment for the one time bulk supply of telephone related consumable items will be made after receipt of the goods as indicated in the financial bid document.

  
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नई दिल्ली/New Delhi

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. If further consumable items are required in any single year beyond what is indicated in this financial bid document for the maintenance works, the same would be procured by this office separately

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.

The Tender should be accompanied by an Earnest Money Deposit (EMD) of Rs.45,000/- (Rupees Forty 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 3 months from the last date of submission of tender. The earnest money shall be returned to the unsuccessful bidders after finalization of the tendering process. The EMD of the successful bidder shall be returned after his submission of the Performance Security Deposit at the time of concluding the agreement between the successful bidders and this office.

All entries in the tender form should be legible and filled in 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.

No bidder will be allowed to withdraw from the tendering process, 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. The Planning Commission reserves the right to reject any/all the tender(s) in whole, or in part, without assigning any reason therefor. The decision of the Planning Commission in this regard shall be final.

The closing date and time for receipt of tenders will be the 31.03.2014 at 3.00 P.M. The bids shall be opened by the Tender Opening Committee as constituted by the Planning Commission, at 3.30 PM on 31.03.2014, in Yojana Bhavan, Sansad Marg, New Delhi, in the presence of the authorized representatives of the Firms, who wish to be present at that time. Every such representative will have to be duly authorized by the signatory of the concerned firm.(who signed the bid document of the concerned firm.)

The successful bidder will have to deposit towards Performance Security, an amount equivalent to 10% of the total annual value of the contract, in the form of a Fixed Deposit Receipt, hypothecated to the Pay & Accounts Officer, Planning Commission. The FDR should be valid for a period of three months beyond the one year period 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, besides annulment of the contract.

The contractor will be responsible for payment of wages to the technicians and Planning Commission will in no way be responsible for the same. However, the technician must be paid the minimum month wage as applicable in the case of the matriculate skilled works as notified by the Government of NCT of Delhi under the Minimum Wages Act,1968, from time to time.

14/3/2014  
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(AWINASH CHANDRA)  
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The office reserves the right to ask for proof of such payment to the technicians any or every month and also takes the responsibility of fully neutralizing the extra burden on the selected firm arising out of any increase in the notified minimum wage, with the proviso that the same would be passed on the technician(s) and the proof of the same would have to be shown to this office.

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.

All payments will be made to the contractor through ECS / RTGS only, and subject to the contractor having proper tax related details on the bills / invoices submitted by him.

**Eligibility Criteria :**

The bidder should have a Registered or Branch Office in Delhi/NCR

The bidder should have at least three year's experience similar configured systems in the relevant field of working, in Govt. Departments / Ministries as on 15 March, 2014. Copies of current and past contract letters, satisfactory performance certificate, etc, should be enclosed with the Tender documents, as supporting documents. **The bidders should be Registered with Employees State Insurance Corporation and EPFO. Supporting documents should be attached.**

The bidder should submit an authorization letter from the OEM of each company, alongwith the tender document. The authorization letters should be specific to the tender being invited by the Planning Commission, and the authorization letters should be addressed to the Under Secretary, General-II, Planning Commission, New Delhi. Reference of the Planning Commission's tender enquiry number and date should also be mentioned in the authorization letters.

The declaration in the prescribed proforma given in this tender document should also be submitted alongwith the technical bid.

The bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.45,000/-(Rupees Forty 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".

  
(Awinash Chandra)

Under Secretary to the Government of India

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**DECLARATION**

I, \_\_\_\_\_ Son / Daughter of Shri  
\_\_\_\_\_ Proprietor / Partner / Director /  
Authorized Signatory of \_\_\_\_\_ am competent to sign  
this declaration and execute this tender document;

I have carefully read and understood all the terms and conditions of the tender and are fully  
acceptable to me;

I hereby certify that our company has not been black listed by any Government Department /  
Ministry / PSU or Planning Commission.

I undertake to provide services, if required, beyond office hours and / or on holidays.

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.

Signature:.....

Name.....

Company Seal:.....

N.B.: The above declaration, duly signed and sealed by the bidder as acceptance of all terms and  
conditions should be submitted with the Technical Bid.

Contd....6/-

M/14/3/2014  
(अविनाश चन्द्र)  
(AWINASH CHANDRA)  
अवर सचिव / Under Secretary  
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भारत सरकार / Govt. of India  
नई दिल्ली / New Delhi

Please give details in the following format on Company Letter Head  
Technical Proposal

**TECHNICAL BID FORM**

1.	Name of Bidder		
2.	Full Address		
3.	Telephone & Fax No.		
4.	Details of Earnest Money Deposit : Rs. 45,000/- (Rupees forty 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 31.03.2014.		
	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.	Additional information, if any		

Signature:.....

Name.....

Company Seal:.....

17/14/3/2014  
(अविनाश चन्द्र)  
(AWINASH CH)  
अवर सचिव/Under Secretary  
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भारत सरकार/Govt. of India  
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**FINANCIAL BID FORM**

Please give details in the following format on Company Letter Head

SL. NO.	Item Particulars	Qty./ Unit	Lumpsum Rates including Taxes/Service Charges (in Rs.) for the all items under sl. no.1
1.0	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	
		Qty. required	Lumpsum Rates including Taxes / Service Charges (in Rs.) for one time bulk supply off the all items under sl. no.2
2.0	Line cord for Plan telephones	100 pcs.	
2.1	Coil cord for Plan telephones	100 pcs.	
2.2	Line cord for intercom telephones	200 pcs.	
2.3	Coil cord for intercom telephones	200 pcs.	
2.4	Adapter for Plan telephones	50 pcs.	
2.5	Roset boxes for Plan telephones	50 pcs.	
2.6	Roset boxes for intercom telephones	200 pcs.	
2.7	Cable Two Pair	1500 mtr.	
2.8	Cable Five Pair	500 mtr.	
2.9	Cable Ten Pair	150 mtr.	
2.10	2"PVC Channel	125 mrs.	
3.0	Total of Sl.No.1 & 2		

The bidder whose total rates indicated at S.No.3.0 in financial bid form are the lowest among the bidders, will be treated as the L1 bidder

Signature:.....

Name.....

Company Seal:.....

14/3/2014

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