

No.D.21013/5/2009-Protocol
Government of India
Planning Commission
(Protocol Section)

Yojana Bhavan, Sansad Marg,
New Delhi, 10th June, 2009.

TENDER NOTICE

1. Sealed tenders are invited for award of comprehensive annual maintenance contract of the **Karel DS200 EPABX System, including related accessories, 300 different types of telephone instruments**, from Companies authorised by Original Equipment Supplier, for installation in Planning Commission. 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 1st July, 2009 (Wednesday). 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 on the same day, i.e., 1st July, 2009 (Wednesday) at 3.30 PM in Room No.412, 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.

[Mahender Chaudhary]
Under Secretary to the Government of India

Terms and Conditions

1. The comprehensive annual maintenance contract of the EPABX System will include the EPABX System, related accessories, 300 different types of telephone instruments, P.C. based operator consoles, etc. The contract will cover maintaining the system and attending to all complaints relating to telephones, telephone lines connected to the EPABX System. The contract will also include providing the services of a full time telephone technician to be stationed in Planning Commission.
2. The rates quoted for services of the full time telephone technician should not be below the Minimum Wages Rates for Skilled worker, as prescribed by the Labour Department, Govt. of NCT of Delhi. The Minimum Wages will also be subject to revision from time to time, as per Orders issued by the Labour Department, Govt. of NCT of Delhi.
3. The bidder at all times should indemnify Planning Commission against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. Planning Commission will not own any responsibility in this regard.
4. The Firm shall be responsible for payment of ESI, EPF, Service Tax, VAT, etc.
5. The bidder should be having similar running contracts in at least 2 Govt. Ministries / Departments, at the time of submission of bids and have at least 3 years experience in this line of work. Supportive Documents should be attached with the Technical Bid for proof.
6. Details / specifications of items covered under the contract are given in the tender document.
7. An authorisation letter for maintaining the EPABX system and related items, from the original equipment supplier, viz., M/s Intellicon Private Limited, addressed specifically to the Under Secretary (Protocol), Planning Commission, with regard to the present tender, should be attached in original with the Technical Bid.
8. The tenderers are required to submit two separate bids - Technical and Financial, as per proforma given in the tender document, in two separately sealed envelopes superscribed "Technical Bid" and "Financial Bid", respectively. Both sealed envelopes should be put in a third sealed envelope superscribed "Tender for comprehensive annual maintenance contract of EPABX System".
9. The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees fifteen 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. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful bidders after finalisation of the contract.
10. The EMD of Rs.15,000/- (Rs.fifteen thousand only) of the successful tenderer will remain with this office as Performance Security Deposit till completion of contractual obligations.
11. 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.
12. The contract shall initially be for a period of one year from the date of award of the contract and may be extended further on a yearly basis subject to satisfactory performance, on the same terms and conditions upto a maximum of 3 years. The rates (excluding taxes) quoted by the bidders will be valid for a period of 3 years from the date of finalisation of contract.
13. 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.
14. 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.

15. In case of absence of the telephone technician, charges will be deductible on a pro-rata basis, from subsequent bills.
16. If the telephone technician proceeds on leave, the firm will provide a suitable substitute.
17. Payments will be made on a quarterly basis at the end of every quarter, subject to satisfactory performance.
18. Govt. Taxes as revised from time to time shall be payable by this office.
19. Tax Regn. Numbers should be printed on the bills.
20. Conditional bids shall not be considered and will be rejected outright.
21. Tender incomplete in any form are liable to be rejected outright.
22. The closing date and time for receipt of tenders will be the 1st July, 2009 at 3.00 P.M. (Wednesday).
23. The tenders can either be sent by post to the Under Secretary (Protocol) or dropped in the Tender Box captioned "Tender for CAMC of EPABX System" kept at the Reception area of Planning Commission.
24. The Technical bids shall be opened on the same day, i.e., 1st July, 2009 (Wednesday) at 3.30 PM in Room No.412, Yojana Bhavan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present.
25. The Financial Bids of only those tenderers will be opened whose Technical bids have been accepted. The bidders whose Technical Bids are accepted will be informed about the date of the opening financial bid.
26. No bidder will be allowed to withdraw after submission of the bids; otherwise the EMD submitted by the bidding firm would stand forfeited.
27. In case the successful bidder declines the offer of contract, for whatsoever reason(s), the EMD submitted by the successful bidder would stand forfeited.
28. In case of breach of any of the terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by this Commission, besides annulment of the contract.
29. The competent authority in Planning Commission, reserves full authority to reject any / all offers, without giving any reason. The decision of the Planning Commission shall be final in this regard.
30. 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.

Eligibility Criteria

- a) The bidder will be considered for selection, only if all the conditions laid down in the eligibility criteria are fulfilled.
- b) The bidder should convey his acceptance to all the terms and conditions laid down by Planning Commission. A copy of the terms and conditions duly signed and having company's seal on each page has to be submitted in acceptance of the terms and conditions.
- c) The declaration in the prescribed proforma given in this tender document should be duly filled in, signed and submitted alongwith the technical bid.
- d) The bidder should have the Registered or Branch Office in Delhi,
- e) The bidder should be registered with the appropriate registration authority (proof to be enclosed).
- f) The bidder should be having similar running contracts in at least 2 Govt. Ministries / Departments, at the time of submission of bids and have at least 3 years experience in this line of work. Copies of existing work orders should be enclosed with the Technical Bid.
- g) An authorisation letter for maintaining the EPABX system and related items, from the original equipment supplier, viz., M/s Intellicon Private Limited, addressed specifically to the Under Secretary (Protocol), Planning Commission, with regard to the present tender, should be attached in original with the Technical Bid.
- h) The Technical bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.15,000/- (Rupees fifteen 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 comprehensive annual maintenance contract of EPABX System".

(Mahender Chaudhary)
Under Secretary to the Govt. of India

TECHNICAL BID FORM (A)

1.	Name of Bidding Firm		
2.	Full Address		
3.	Telephone & Fax No.		
4.	D.D. / P.O. No. & Date of the EMD		
5.	Amount of EMD (Rs.)		
6.	D.D. / P.O. Drawn on Bank		
7.	D.D. / P.O. Valid upto		
8.	Details of similar contracts awarded (including running contracts) to the bidder by Central Government Departments / Ministries during the last two years, as on 30.06.2009, in the format given below. Copy of supply orders to be attached.		
9.	Details of Departments / Ministries along with name, designation, address, telephone and FAX numbers of the concerned Officer.	Contract Details (give details of the system and other particulars)	Total Value of Contract (Rs.)
10.	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 authorised person
Name:
Company's Seal:

Financial Bid Form:

Sl. No.	Name of the Bidder		
	Item Details	Qty.	Total(Rs.)
1	KAREL DS 200 EPABX System with Hot Standby , CPU & PSU having a capacity of :	1	
	PRI Card	03	
	Analog Extension	1200	
	Digital Extensions	160	
	P.C. Based 4Port Voice Mail system	1	
	FCBC 48 V (40 A)	1	
	P.C. based Operator consoles	4	
	Taxes (%)		
	Total including taxes		
			Rate/Unit Total (Rs.)
2	Telephone Instruments	300	
	Taxes		
	Total including taxes		
	Total of 1 + 2		
			Rate/day Rate/Month
3	Rates for services of 1 Telephone Technician (as per labour Department, Govt. of NCT of Delhi)		
	Service Charges		
	Service Tax		
	Total		

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

Date:
Place:

Signature of authorized person
Full Name:
Company's Seal :

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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 authorized person
Place:	Full Name:
	Company's Seal :

- N.B.: 1. The above declaration, alongwith a copy of the terms and conditions, duly signed and sealed in each page, by the authorized signatory of the agency in token of acceptance of the terms and conditions, should be enclosed with Technical bid.**
- 2. The Declaration can be made on Company letterhead using the same format.**

	Description of Stores	
A	B	C
1	EPABX System 512 extensions 64 junctions. (expandable upto 1984 ports)	1
2	Additional Line cards (16 extensions per card) presently having a capacity of 1056 analog extensions.	43
3	Digital Line card	10
4	ISDN interface card (PRI)	3
5	P.C. Based 4Port Voice Mail system	1
6	Hot standby card for PSU	1
7	Hot standby card for CPU	1
8	P.C. based Operator consoles	4
9	FCBC 48 V (40 A)	1
10	65AH Batteries	4
11	Digital Phones (KTS) with display	150
12	CLIP for digital phone	150