

CENTRAL ELECTRICITY REGULATORY COMMISSION

Ground Floor, Chanderlok Building,
36, Janpath, New Delhi -110 001

No: 1/8(20)/2015/Adm/CERC

Dated, the 13th Apr 2015

To,

As per list

Sub: Quotations for Comprehensive Annual Maintenance Contract of EPABX Exchange at CERC, Chanderlok Building, Janpath, New Delhi.

The Central Electricity Regulatory Commission (CERC) invites sealed quotations for comprehensive Annual Maintenance Contract for the EPABX Exchange installed at the office premises of Chanderlok Building, 36, Janpath, New Delhi.

2. The details of the EPABX Exchange installed at Chanderlok Building, 36, Janpath, New Delhi is as follows:-

- (a) ERICSSON EPABX Exchange with card equipped with approx 25 Digital Extension and 130 Analog Extensions which may vary depending on the requirements and maintenance of MDF.
- (b) Seven NEC "Aspila-Topaz" KTS telephone system with instruments.
- (c) 15 MTNL telephone connections with telephone sets

3. In case your firm is interested, you are requested to quote most competitive rates/prices in a sealed envelope addressed to the Assistant Secretary (P&A) to the above address.

4. The sealed envelope should be super-scribed as "**Quotation for Comprehensive Annual Maintenance Contract of EPABX Exchange**" The sealed envelope should reach on or before 3:00 P.M on Friday, the 8th May 2015. The quotation will be opened on the same day at 4:00 P.M. The CERC reserves the right to accept or reject any quotation without assigning any reason what so ever.

5. The Bid should contain company profile, authenticated documents to prove the eligibility of all conditions and any additional documents to show the competency of the firm.

6. The contract shall be on a **Comprehensive Maintenance Service Basis** and no extra charges for any general wear and tear/spare parts, updating of software etc. required for the repair/maintenance of EPABX systems and telephones instruments etc shall be made by the CERC. During the contract period it will be the responsibility of the company to keep the equipment in perfect working condition. The service engineer shall visit regularly to ensure smooth function of the telephone exchange. Any complaints reported should be attended within same day.

7. The repair works will have to be carried out at the location of the equipment except in exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the stand-by arrangement shall have to be made by the company and in no way the working of telephone system shall be held up for want of any stand-by arrangements. In case the telephone instrument becomes unserviceable, new instruments shall be provided by CERC.

8. The payment towards Comprehensive Annual Service Maintenance Contract shall be made in four installments each after the successful completion of three months/each quarter on production of satisfactory reports from the concerned users.

9. The firm intending to submit the quotation should be an authorised service provider of the make/model (NEC) as mentioned in tender notice. The supporting documents should be enclosed with the quotation.

10. The firms are required to furnish their standing and goodwill through a certificate/ documentary proof of Ministry/ Departments with complete address and telephone numbers/Income Tax/ST/CST Number. List of present contracts in Government Departments may also be enclosed with the quotation.

11. The firm must have valid TIN/PAN/VAT/Service Tax Nos.

12. The service provided should have a minimum three years experience in the operational area.

13. The successful tenderer will have to deposit a Security-cum-Performance Guarantee of **10% of the Bid amount** in the form of Bank Draft/Pay Order/Banker's cheque from any Nationalized Bank duly pledged in the name of the "Assistant Secretary, Central Electricity Regulatory Commission, New Delhi". The security money is returnable on successful completion of the contract period. The security amount will be forfeited in case the services of the contractor are unsatisfactory or in case of violation of the terms and conditions of the contract.

14. The contract can be terminated by giving two month's notice in writing by either party.

15. The contract will be valid for a period of one year with effect from the award of the contract. However, the contract can be extended on yearly basis up to maximum three years on the request of Agency, on the same rates, terms and conditions as in the present contract on the basis of its satisfactory services. The grant of extension of contract will be at the sole discretion of the competent authority of CERC.

(P. Ramamoorthy)
Assistant Secretary (P&A)
Tel: 2375 3921

ANNEXURE – I

**CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
Ground Floor, Chanderlok Building,
36, Janpath, New Delhi – 110 001**

**COMPREHENSIVE SERVICE MAINTENANCE CONTRACT IN RESPECT OF
TELEPHONE EXCHANGE**

Name of Firm/Contractor	
Complete Address & Telephone No.	
Name of Proprietor	
Contact No. of Proprietor	
Name and address of places/offices in which the Contractor/Firm has maintenance contract	
Whether the firm is a registered firm Yes/No (attached copy of certificate)	
PAN No. (enclose the attested copy of PAN Card)	
Service Tax No. (enclose the attested copy of Service Tax Certificate)	
VAT No. (enclose the attested copy of VAT Certificate)	
Details of Experience in this field (The service provider should have a minimum three years experience in the operational area.)	(Kindly attach a separate sheet giving full details in this regard)
Whether the Firm/Agency has signed each and every page of Tender/NIT	
Any other information, if necessary	

Signature of authorized signatory
Full Name:
Seal:

Date:
Place:

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Financial Bid for Comprehensive Annual Maintenance Contract of EPABX Exchange

1. Name and address of tendering Service :
Provider Company / Firm/ Agency:

2. **CONTRACT RATES PER MONTH** :

1	Comprehensive Annual Maintenance Contract charges for ERICSSON EPABX and NEC "ASPILA-Topaz" KTS including spare parts and all accessories	Rs.
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DEDUCTIONS: Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meeting out all the tax implications as per Rules.

Signature of authorized signatory
Full Name:
Seal:

Date:
Place:

Notes:

1. The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, our firm/company shall be liable to be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)