

CENTRAL ELECTRICITY REGULATORY COMMISSION

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

No: ADMIN-1/8(20)/2015/CERC

Dated, the 20th June, 2018

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

The Central Electricity Regulatory Commission (CERC), a statutory body set up under an Act of Parliament, invites sealed quotations for Comprehensive Annual Maintenance Contract (CAMC) (excluding telephone instrument) for the EPABX Exchange installed at its 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 Extensions and 225 Analog Extensions which may vary depending on the requirements and maintenance of MDF.
- (b) Ten NEC "Aspila-Topaz" KTS telephone system with instruments.
- (c) 16 MTNL telephone connections with telephone sets.

3.0 Description of Work

3.1 The agency shall be responsible for all preventive maintenance of the EPABX exchange/ NEC telephone system/ MTNL Telephone lines of CERC and immediate rectification of fault on receiving the complaint.

3.2 Before quoting the rates, the bidders may also inspect the condition of the EPABX exchange/ NEC telephone system with effect from 02nd July, 2018 to 10th July, 2018 at 3:00 to 4:00 P.M..

4.0 Tools and Equipments

4.1 The agency shall arrange at its own expenses all necessary tools, equipments and required parts excluding telephone instruments for proper execution of the work.



5. Eligibility Criteria of the bidder:

5.1 The bidder desirous of participating in the tender should have fully functional registered/ Branch office located in Delhi or NCR of Delhi.

5.2 The bidder must have a valid PAN/ TAN Number and G.S.T. Registration Number and other statutory clearances.

5.3 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.

5.4 The bidder shall have minimum 05 years of experience preferably in maintenance of telephone exchange/ ERICSSON EPABX/ NEC telephone system.and providing support similar to the existing ERICSSON EPABX/NEC Telephone system. Bidder must enclose documents in support of its experience.

5.5 The firm shall enclose documents regarding execution of work of any Central/ State Government towards specifically maintenance of telephone exchange/ERICSSON EPABX/ NEC telephone system etc. including work completion certificate.

5.6 The bidder shall submit an affidavit in support of the claim that he/she has not been blacklisted during the last five years by any organisation/ Government Departments.

5.7 The bidder must submit documentary evidence in support that he/she fulfils the eligibility criteria as mentioned above.

5.8 In case, while evaluating the bids, unsatisfactory performance of the bidder is reported by present or previous clients of the bidder, or by any other reliable source, the CERC reserves the right to disqualify the Bidder.

5.9 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.It is also to be ensured that duly filled Appendix-I is submitted along with the bids.

6. EARNEST MONEY DEPOSIT:

6.1. The bidder shall submit (along with the technical bid) an Earnest Money Deposit of Rs. 2,000/- (Rupees Two Thousand only) in the form of a demand draft/Bankers Cheque drawn in favour of Central Electricity Regulatory Commission, New Delhi.

6.2. If the bidder claims exemption from payment of EMD, necessary valid documentary proof needs to be submitted along with bid.

6.3. In case of failure to provide EMD in the form of DD/Bankers cheque or failing to provide the necessary valid documentary proof for exemption from EMD, the bid will not be considered valid.

6.4. EMD of unsuccessful bidder(s) shall be returned to them at the earliest.

H. Baheli

7. Interested firms may quote rates/prices in a sealed envelope as per Appendix-II addressed to Shri Harish C. Balodi, Senior Accounts Officer, CERC and submit the same at Ground Floor, Chanderlok Building, 36, Janpath, New Delhi-110001.

8. 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 13th Jul 2018. 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.

9. 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 bidder to keep the equipment in perfect working condition. The service engineer of the selected firm/agency shall be required to visit regularly to ensure smooth functioning of the telephone exchange. Any complaints reported must be attended within 24hrs.

10. 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 selected firm/ agency 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 will be provided by CERC.

11. **TENURE OF CONTRACT:** The tenure of the contract shall ordinarily be one year. However, the competent authority in CERC, may at its discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.

12. The competent authority reserves the right to terminate the contract at any time before completion of the tenure in case the services of the firm are found unsatisfactory.

13. **SATISFACTORY SERVICES** - The decision of Deputy Chief (Fin)-(RP), CERC or any other officer authorized by the Secretary, CERC, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

14. **PROHIBITION OF SUB CONTRACT** - The firm / agency shall not appoint any sub-contract for this work under any circumstances.

15. **RESOLUTION OF DISPUTE** - In case of dispute the decision of Secretary, CERC shall be final.

16. **Penalty Clauses:-**

(a) **Deficiency in quality:** In case of failure on the part of agency to remove the defect within a period of two working days (including the day of reporting the complaint), an amount of Rs.1000/- per day may be deducted as penalty from the quarterly bills of the firm and the CERC shall have the discretion to get it rectified from other sources at the risk and cost of the firm.



17 **Payment** - The contractor has to raise the bill towards the annual maintenance contract on quarterly basis (i.e. on completion of every 3 months from the date of assuming the work).

18. **DEDUCTION OF INCOME TAX AT SOURCE** - Since it is a "Works Job Order", Income Tax shall be deducted at source from all the accepted payment to be made, in accordance with the provision of Income Tax Act, 1961 as amended from time to time.

19. **SECURITY DEPOSIT:-**

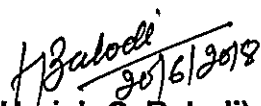
19.1 The successful bidder shall be required to deposit a security deposit equal to 10 % of the total value of the contract. The EMD paid by the successful bidder shall be converted into Security Deposit at the time of awarding the contract. The bidder has to pay the balance amount (if any) in the form of Demand Draft / Bankers Cheque drawn in favour of Central Electricity Regulatory Commission payable at New Delhi within one month from the date of award of contract.

19.2 The amount of security deposit is liable to be refunded within one month of the termination of the contract.

19.3 No interest shall accrue on the said security deposit.

20. Quotations strictly as per the above specification may kindly be sent to the undersigned in sealed cover on or before Friday, the 13th Jul 2018 up to 3.00 P.M.. Any query in this regard may be addressed to the undersigned.

21. The Secretary, CERC reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.


(Harish C. Balodi)
Senior Accounts Officer
Tel: 23353503, Extn. 214

APPENDIX – 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., Email. ID	
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)	
EMD Details	
PAN No. (enclose the attested copy of PAN Card)	
TIN No. (enclose the attested copy of TIN No.)	
GST No. (enclose the attested copy of GST Certificate)	
Details of Experience in this field (The service provider should have a minimum five 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:

CENTRAL ELECTRICITY REGULATORY COMMISSION (CERC)
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Financial Bid for Comprehensive Annual Maintenance Contract (CAMC)
of EPABX Exchange

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

Sl. No.	Description	Rates quoted (in INR)	GST	Total
(i)	(a)	(b)	(c)	(d)
	Comprehensive Annual Maintenance Contract charges			

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:

L-1 will be decided on the basis of rates mentioned in column (c) above.

DECLARATION

I hereby declare 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)