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Competition Commission of India  
The Hindustan Times House,  
18-20, Kasturba Gandhi Marg,  
New Delhi - 110001

No.F.D-25012/3/2011-CSD/(81-A)

Dated : 31/08/2015

To,

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\_\_\_\_\_  
\_\_\_\_\_

**Sub: Annual Maintenance Contract of Telephone Systems, Fax Machines in CCI.**

Sir,

I am to request you to submit your most competitive quotation towards comprehensive Annual Maintenance Contract of Telephone systems and Fax machines (with complete Cabling Work, Wiring Work & Telephone Extensions and complete accessories) installed in the Office premises of CCI at HT House and Bhikaji Cama Place. The details of the items proposed to be put under AMC are as under :-

S.No.	Description of Items	Qty. (CCI, HT House)	No. of Items in DG Office	Total Qty.
1	Panasonic PBX system 1+3 / KX-TEB-308 with KTS-7730 Panasonic	09	01	10
2	Fax machine Panasonic model-KX-FC-KXFL-613SN, KXFL-422CX, KXFM-387CX & Samsung-4720FN	15	02	17
3	Panasonic Plan system (1+1 beetel)	20	08	27

AMC includes Regular Servicing/Maintenance/ Programming of telephone set/fax machines as per above details.

The terms and conditions of AMC will be as per Annexure-I (pertaining to submission of quotation) and Annexure-II (pertaining to AMC) attached with the letter.

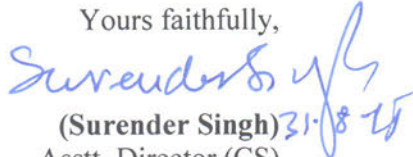
*Sunder*

Contd...2/-

In case you are interested and you accept the terms and conditions mentioned in Annexure-I and Annexure-II, you may quote your rates in the enclosed proforma (Annexure-III). Your sealed quotation (superscribing as "Quotation for AMC of Telephone Systems/FAX Machines due on 22.09.2015") must reach this office by 3.00 P.M. of 22<sup>nd</sup> September, 2015. The quotations will be opened on the same day i.e. 22<sup>nd</sup> September, 2015 at 3.30 P.M.

Thanking you,

Yours faithfully,

  
(Surender Singh) 31.8.15  
Asstt. Director (CS)

**Terms & conditions of Annual Maintenance Contract of Telephone Systems and Fax Machines in CCI.**

- a) The Annual Maintenance Contract (AMC) shall start from 18.10.2015 or any date after 18.10.2015 on which the charge of the maintenance contract is taken over by the service provider. The contract shall be valid for a period of one year initially which can be extended at mutual consent basis on the same rates and existing terms and conditions.
- b) The rate quoted shall remain in force for the full period of contract. No demand for revision of rates on any account whatsoever shall be entertained during the currency of the contract.
- c) The AMC shall be Comprehensive. The maintenance contract shall cover replacement of a part or all parts (genuine/branded) by the contractor free of cost, as and when required.
- d) During the validity of the contract, the company will render preventive maintenance services of the equipments at the frequency of at least once in every month. The equipments will be thoroughly cleaned, tested, repaired and kept in working condition all the time. In case the machine is idle for replacement of the parts, the company will replace the parts in reasonable time which in any case will not be more than 24 hours from the registration of complaint.
- e) If system is to be taken to the Service Station/Workshop for repairs etc. with the permission of the Competition Commission of India, the company will provide standby system. Competition Commission of India will not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
- f) The contractor will attend to all the calls from CCI on all working days. The urgent, immediate and unavoidable calls are also to be attended before and after the usual office time and even on holidays. However, the reasonable time would be allowed for the specific jobs on the merits of the jobs. CCI reserves the rights to decide any job as urgent or unavoidable depending upon the nature and venue of the job. The Service Provider Firm is liable to take the maintenance job in the holidays due to urgency of work/ instruction of the In-Charge, Telecom of this Office.
- g) All maintenance/repair/programming work has to be attended within 24 hours of the complaint by the relevant authority. After that period of time Rs. 200/- penalty per day will be charged. Further, in case the service provider fails to attend the complaint, and due to urgency the services of an outside vendor is availed by the CCI on payment basis, the service provider will be liable to reimburse the amount to CCI.



- h) A schedule for the quarterly monitoring visit as a part of the precautionary maintenance service should be developed at the beginning of the year and strictly followed.
- i) Payment will be made on a quarterly basis after the completion of the AMC for that quarter and the submission of bill. Payment will be made only after satisfactory work done by the service provider.
- j) There should not be loose cables, hanging boards, naked live cables etc.
- k) Proper earthing is must wherever it is required.
- l) Performance Security @ 10% of the total contract will have to be deposited with CCI within one week of receipt of "Letter of Offer." This will be in the form of bank guarantee from any of the scheduled Bank pledged in the name of the "Competition Commission of India (Competition Fund) Account". The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. In the event of breach/violation or contravention of any terms and conditions by the contractor, the said Performance Security shall be forfeited. In addition, the contract can also be terminated and firm may be blacklisted.
- m) No other charges like transportation, fare etc. for providing the services, will be payable.
- n) It shall be the responsibility of the contractor to hand over the system and its accessories as included in the AMC back to CCI in fully working condition.
- o) The Competition Commission of India reserves the right to terminate the contract at any time without assigning any reason. Any decision of CCI with regard to the AMC will be binding on the contractor.

**Terms & conditions relating to submission of the quotations**

1. The rates quoted should be valid for 120 days from the date of the opening of the quotation.
2. There should be no cuttings/ overwriting. The cutting, if any should be duly attested. Non-attested/ amended/ overwriting figures will not be considered.
3. Quotation should be sent in a sealed cover and the cover containing the quotation should bear the words: "Quotation for the AMC for Telephone Systems/FAX Machines due on 22.09.2015"
4. Quotations received in an unsealed cover or received after the due date are liable to be rejected. Ambiguous bids will also be rejected.
5. The bidder must accompany Earnest Money Deposit of Rs.5,000.00 (Rupees five thousand only) in the form of Demand Draft in favour of "Competition Commission of India (Competition Fund) Account". Bids received without EMD will be rejected. The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's acceptance of the offer of contract. Bid Security of successful bidder shall be returned on receipt of Performance Security by the Department and after signing the agreement.  
  
EMD of the bidder(s) will be forfeited if :
  - a) The bidder is not willing to abide by the terms and conditions after submission of the bid.
  - b) The bidder withdraws the bid before receipt of final acceptance.
  - c) The successful bidder fails to furnish Performance Security as indicated in Annexure-II within the stipulated time.
6. CCI reserves the right to reject any/ or all the quotation(s) received without assigning any reason thereof.
7. The firm should quote the rates after proper inspection at the premises of CCI (H.T. House and DG Office at HUDCO Vishala Building, Bhikaji Cama Place, N.D.)
8. For technical information related to Comprehensive AMC and any other related discussion, the firm/ service provider should consult the Asstt. Director (CS) in CCI.
9. The bidder should have good experience of maintenance/ repair/ system recovery etc. in the field of telecommunication instruments.
10. The firm will have to execute an agreement with this office within fifteen days of issue of work order. The bidder is required to attach self attested photocopies of VAT registration, Service Tax registration, PAN card and ITR for last three years. Failure in submitting any of these documents will lead to rejection of bid document.
11. The firm should quote rates exclusive of all taxes /duties.
12. CCI reserves the right to curtail the scope of AMC.
13. The contract shall be awarded to the lowest bidder on the basis of the total of the notes quoted against all the items.

Format for price schedule for quoting charges for AMC of

S.No.	Description of Items	Total Qty. (including H.T. Office and Bhikaji Cama Place Office)	Rate per unit (excluding taxes)	Amount (Rs.) (excluding taxes)
1	Panasonic PBX system 1+3 / KX-TEB-308 with KTS-7730 Panasonic	10 System		
2	Fax machine Panasonic model- KX-FC-KXFL-613SN, KXFL- 422CX, KXFM-387CX & Samsung-4720FN	17 Machines		
3	Panasonic Plan system (1+1 beetel)	27 Plan		
Total				

I/We have read and understood all the terms & conditions of the tender and I/We are quoting our rates accordingly.

Sig. \_\_\_\_\_

Name \_\_\_\_\_

Firm \_\_\_\_\_