



TELECOM REGULATORY AUTHORITY OF INDIA
(General Administration)
Mahanagar Doorsanchar Bhawan
Jawahar Lal Nehru Marg, New Delhi-2



No. 19-2/2012-GA

Dated: 24th July, 2014

TENDER ENQUIRY

To

Subject: Quotation for Annual Maintenance Contract of 200 intercom instruments & its lines/cable installed in TRAI.

The undersigned is directed to invite sealed quotations for Annual Maintenance Contract for 200 intercom instruments including shifting of lines and faulty cables installed in TRAI for a period of one year on the terms and conditions mentioned below. In case you are interested to give service for the above work, you are requested to quote your rates for the items as annexed to the undersigned. The sealed quotations addressed to the Sr. Research Officer (GA), TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg, New Delhi - 110 002, and clearly marked "AMC for intercom instruments & its line/cable" should reach this office by 3:00 PM on 06.08.2014. The quotation will be opened by the Tender Evaluation Committee (TEC) on the same day at 3:30 PM in Room No. 204, Mahanagar Doorsanchar Bhawan, in the presence of the tenderers or their representatives, who wish to be present.

Terms and Conditions:

1. Quotation received after due date and time, those received without sealed cover and rates not quoted in the proforma given in Annexure-II, will not be accepted.
2. The rate quoted by the firm will be valid for 60 days from 24.07.2014.
3. No request for change in rates quoted/accepted will be entertained for any reason.
4. Canvassing in any case or form is strictly and rate quotation of tenderer who resorts to canvassing will be summarily rejected.
5. Rates should be quoted without erases and overwriting. Any correction in rates is required to be signed by the tenderer otherwise the tender may be summarily rejected.
6. L-1 will be decided on the total value of services and spare parts as per the rates quoted in SOR (Annexure-I).
7. The competent authority in this department reserves the right to reject any or all the rate quotations without assigning any reason thereof. TRAI is not bound to accept the lowest tender.
8. Work order will be issued to the firm recommended by the TEC and approved by the Competent Authority in TRAI.
9. The maintenance contract includes visit, service, repair and shifting of intercom for the entire period of contract. It also includes detection of Faulty cable and remedial action and also Extending/Laying of Cables from Riser/MDF to the table of the Extension/Intercom Nos. However, TRAI will pay the cabling charges of 2/3/4pair telephone cable, on actual requirement basis, if necceciaded.
10. The firm shall promptly attend to all service calls made by TRAI during the period of contract for any trouble in the machines.

Contd.....2/-

11. The AMC charges will be made on quaterly basis after completion of each calendar month on receiving proper bill subject to satisfactory execution of work.
12. The tenderer will be required to deposit a sum of Rs.1500/- (rupees one thousand five hundred only) as earnest money by way of Pay Order or Demand Draft made in favour of TRAI payable at New Delhi.
13. The EMDs of unsuccessful bidders will be returned after award of job to the selected firm and the EMD of selected firm will be released after completion of the job or termination of the AMC.
14. The service executive of AMC contractor shall promptly attend to each and every fault on receipt of complaint Monday to Saturday within 24 hours of the lodging of complaint. Normally, the services would not be required on Sundays and Holidays. However, in case of exigency of the work the contractor would be liable to attend to complaints on that day also. Any fault in the systems should be rectified within 2 days. Non compliance of this is liable for payment of penalty of Rs. 100.00 per day by the firm.




(S. N. Tiwary)

Sr. Research Officer (GA)
Telephone No. 011-23664141

SCHEDULE OF RATE FOR AMC OF INTERCOM INSTRUMENTS & ITS LINES

| Sl.No. | Item of work | Qty | Annual rate in Rupees (including all taxes) | | |
|-------------------------------|--|------------------------------|--|-------------|-----------------------------|
| 1 | Rate for AMC for intercom instrument (excluding approx. 35 Nos. of NEC digital phones) including cable fault & shifting of lines | (Approx.) 200 intercom | | | |
| | Spare parts | | Rate | X100 | Cost for calculation |
| 1 | Line Cord | Per cord | | | |
| 2 | Coil Cord | Per cord | | | |
| 3 | Cable 2 pairs | Per meter | | | |
| 4 | Cable 3 pairs | Per meter | | | |
| Total value(sum of 1 & 1to 4) | | | | | |



SIGNATURE OF THE TENDERER