

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DIRECTORATE OF EDUCATION: CARETAKING BRANCH  
ROOM NO. 254-256, OLD SECTT., DELHI-110054.

No. F.5/CTB/2013-14/ 71  
To,

Dated: 29/5/13

1. A copy of limited tender was also sent to Programmer, Education Department for web based publicity on department website.  
2. Notice Board of the Department.

**Sub: - Sealed quotations are invited from the reputed Firms to offer rates for the AMC of Telephones/ Plans & repair/replacement & into two bid system i.e.(i) Technical Bid (Annexure-I) & (ii) Financial bid (Annexure-II).**

- Cost of the tender is 1.70 approx.(One Lack Seventy thousand)
- Opening of Technical Bid : 13.06.2013 at 3.00 P.M.
- Date of opening of Financial bid will be decided later on.

Information required is to be submitted as per the terms and conditions and to be submitted in the Performa available in the Annexure I & II.

❖ **List of documents to be submitted along with Technical Bid.**

1. Copy of Bank Draft/FDR/Bankers' cheque/Bank Guarantee towards EMD of Rs.8500/- @ 5%.
2. Certificate under following should be submitted and all the documents attached should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender:-
  - a. Delhi Value Added Tax Department/Tin No.
  - b. Firm/bidder to produce the latest filed DVAT return i.e.2012-13.
  - c. Service Tax Registration Certificate alongwith Service Tax Return for the latest year in the name of firm or after getting registered with Service Tax Deptt. whichever is later.
  - d. PAN card copy.
3. Affidavit regarding work not to be executed through another agency etc.
4. List of their owners/partners etc. along with their contact numbers.
5. An Affidavit executed on Non Judicial Paper of Rs. 100/- duly attested by Public Notary/Oath Commissioner to the effect that the firm is neither Blacklisted nor debarred by any Govt. Department/PSU/Autonomous Body further no criminal case is registered/pending against the firm.
6. Experience & Past performances certificate for the AMC of Telephones/ Plans & repair/replacement on similar contracts for last 01 year or more years in Govt. Departments/PSU (Certificate of supply orders and performance certificate must be attached issued by the concerned Deptt. documents attached should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender).
7. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same, should be attached along with the Technical Bid.
8. Certificate regarding validity of rates for one year.
9. Any other Document as specified in tender.

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Terms and Conditions must be followed while submitting the bid which are as follows:-

- ❖ Sealed quotation is invited for award the contract for AMC of Telephones/ Plans & repair/replacement. The tender should be duly signed by Prop/Partner/Director of the firm with rubber stamp and will be addressed to Assistant Director (CTB), O/o Directorate of Education, Old Sectt. Delhi-110054. The time for submission of complete quotation including Technical and Financial Bid is by 13.00 PM on 13.06.2013 in separate sealed covers, duly superscripted. The Technical Bid will be opened at 04.00 PM on 13.06.2013 in Room no. 14, in the office of Chairman, Purchase Committee, Directorate of Education, GNCT of Delhi, Old Sectt. Delhi-110054.
1. That successful bidder shall do AMC of Telephones/ Plans & repair/replacement with trained service person in the premises of Directorate of Education, HQ, Old Sectt. Delhi-110054, & Patrachar Vidhyalaya, Lucknow Road, Delhi-54. The contract is for one year from the date of signing the agreement.
  2. Tender consists of Technical Bid and Financial Bid, Bidder should submit the tender in two bid system i.e. (i) Technical Bid (ii) Financial Bid separately, otherwise the Tender shall be rejected out rightly.
  3. That bidder will submit the bills, in triplicate, along with along with satisfaction service report from all branches to the Caretaking branch where the Telephones/Plans & repair/replacement was done. That the service is to be provided at Office of Directorate of Education, Old Sectt. Delhi-110054. The payment would be made half yearly after observing the satisfactory performance of company at Office of Directorate of Education, HQ, Old Sectt. Delhi-110054, & Patrachar Vidhyalaya, Lucknow Road, Delhi-54.
  4. In case of any default by the company i.e. if the company is not able to provide proper service or in any case of any complaints from users, the contract may be terminated on a short period notice. It is clarified that the complaints from user which include not attending the phones or not adhering to the time schedule strictly, then the performance security shall be liable to be forfeited.
  5. Normally service Engineer would inspect the EPABX System/machine every week but depending on emergency his service may requisitioned for the entire day including Saturday, Sunday and even holiday.
  6. Under AMC Company will supply us services, spares and necessary repair in the machine without any additional charges.
  7. If the system/intercom/telephone is not in working condition and not repaired by the company beyond 24 hours after lodging the complaint a sum of Rs. 500/- per day will be charged penalty from company which will be deducted from the bill of the month and the waste item will remain with the department.
  8. That Director of Education, Govt. Of Delhi reserves the right to terminate contract, without assigning any reason or providing prior notice at any time.
  9. The tenderers will have to deposit earnest money for an amount of Rs. 8500/- in the form of Bank Guarantee/Account payee Demand Draft/Fixed Deposit Receipt/ Banker's Cheque from a commercial Bank in favor of Director, Directorate of Education, Government of NCT of Delhi at the time of submitting the tender documents having validity of minimum six months. No interest will be paid on EMD which is submitted by the tenderer. If the successful bidder

refuses or neglects to execute the contract or fails to furnish the required Performance security @ 10% of the amount of the awarded work within 10 days of the placement of the work order, the bid security/ EMD will be forfeited. The exemption from the Earnest Money will be applicable as per the General Financial Rule 157. However, the tenderer must submit the relevant valid supporting documents in order to get such exemption.

10. Performance Guarantee:-

The bidder whose bid is accepted will be required to furnish performance guarantee of 10% (Ten Percent) of contractual value within 10 days of the award of the work. This guarantee shall be in the form of Account payee DD, Fixed Deposit Receipt or Bank Guarantee from a commercial bank. In case the successful bidder fails to deposit the said performance guarantee within the said period, the Earnest Money deposited by the bidder shall be forfeited without any notice. The performance guarantee must remain valid for the period of 14 months from the date of signing of agreement.

11. The performance security will be released only after the successful completion of one year. No interest will be paid by the Education department on performance security.
12. If performance is found unsatisfactory, then company will be given a written notice to improve within a fortnight failing which the contract will be terminated without making any further reference and the amount of AMC paid to you will be liable to be recovered.
13. No extra payment will be made on account of transportation if any machine requires the repair at your workshop.
14. That in case of dispute, matter will be referred to arbitration for settlement, by the Directorate of Education and its decision will be final and acceptable to both parties.

Note:- Quotation without submitting above documents shall be rejected out rightly.

  
(SAVITA DRALL)

OFFICE SUPRINTENDENT (CTB)

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**DIRECTORATE OF EDUCATION**  
**CARE TAKING BRANCH**

OLD SECRETARIAT, NEW DELHI-110054.

**PROFORMA FOR TECHNICAL BID for AMC of Telephones/ Plans & repair/replacement of the Directorate of Education, HQ, Old Sectt. Delhi-110054, & Patrachar Vidhyalaya, Lucknow Road, Delhi-54.**

1. Name of the firm
2. Address
3. Name & Address of Prop. / Partner/Authorized signatory (In case of Pvt. Ltd. firm)

S. No.	Name of desired Documents	Whether copy of desired certificate/documents are enclosed	
			Page no.
1.	Bank Guarantee/Account payee Demand Draft/Fixed Deposit Receipt/ Banker's Cheque from a commercial Bank in favor of Director, Directorate of Education, Government of NCT of Delhi for Rs. 8500/- as Earnest Money Deposit.	<u>Yes/No</u> Bank Guarantee/Account payee Demand Draft/Fixed Deposit Receipt/ Banker's Cheque No. _____ Dated _____ Name of Bank and Branch _____	
2.	Delhi Value Added Tax Deptt./TIN Regn. Certificate should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender.	<u>Yes/No</u>	
3.	Copy of the latest Delhi VAT return i.e.2012-13 should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender.	<u>Yes/No</u>	
4.	Service Tax Registration Certificate alongwith Service Tax Return for the latest year in the name of firm or after getting registered with Service Tax Deptt. which ever is later should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender	<u>Yes/No</u>	

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5.	PAN card number copy should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender.	<u>Yes/No</u>	
6.	Afridavit regarding work not be executed through another agency etc.	<u>Yes/No</u>	
7.	List of their owners/partners etc. along with their contact numbers.	<u>Yes/No</u>	
8.	An Affidavit executed on Non Judicial Paper of Rs. 100/- duly attested by Public Notary/Oath commissioner to the effect that the firm is neither Blacklisted nor debarred by any Govt. Department/PSU/Autonomous Body further no criminal case is registered/pending against the firm.	<u>Yes/No</u>	
9.	Experience & Past performances certificate for the AMC of Telephones/ Plans & repair/replacement on similar contracts for last 01 year or more years in Govt. Departments/PSU (Certificate of supply orders and performance certificate must be attached issued by the concerned Deptt. documents attached should be signed by the proprietor/authorized signatory. No document without the signature and seal will be considered while finalizing the tender).	<u>Yes/No</u>	
10.	A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached along with the Technical Bid.	<u>Yes/No</u>	
11.	Certificate regarding validity of rates for one year.	<u>Yes/No</u>	
12.	Any other Document as specified in the tender	<u>Yes/No</u>	

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**(Name & Signature of tenderer)**  
**(Rubber seal)**

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DIRECTORATE OF EDUCATION  
CARE TAKING BRANCH, OLD SECRETARIAT  
NEW DELHI-110054.

**Subject:-Financial rate Bid for AMC of Telephones/ Plans & repair/replacement of the Directorate of Education, HQ, Old Sectt. Delhi-110054, & Patrachar Vidhyalaya, Lucknow Road, Delhi-54. during the year 2013-14.**

**PART-"A"**

Issued to	M/s. _____
Date of issue	_____ / _____ / _____
Date of opening of tender on :	_____ AT _____ P.M.

**PART-B**

I/We submit Financial Bid for the AMC of Telephones/ Plans & repair/replacement as per the terms and conditions of the Directorate of Education i.e. HQ, GNCT of Delhi and at Patrachar Building, which are acceptable to me/us.

**Rate quoted (net. Inclusive of all taxes F.O.R.)**

S.No.	Description of work	Name of the items	Rate per unit including Vat Taxes and Service Tax and all other levies/duties	
			In figure (Rs.)	In figure (Rs.)
1	Yearly Service	Normal Push Button Phone including line Cord & Coil cord.		
2	New Beetle Plan	1+1		
3	New Push Button Beetle Instrument	Per Pcs.		
4	New Push Button Beetle Instrument with CLI	Per Pcs.		
5	Cabling Charges 0.51 MM	2 Pair taped copper wire (per Mtr.)		
		3 Pair taped copper wire (per Mtr.)		
		4 Pair taped copper wire (per Mtr.)		
		10 Pair taped copper wire (per Mtr.)		
		20 Pair taped copper wire (per Mtr.)		
		20 Pair Armored Cable copper wire (per Mtr.)		
6	Channel	PVC (Per Mtr.)		
		PVC pipe (Per Mtr.)		
7	Adapter	Plan 1+1 of reputed company		
		Modem		
8	Shifting charges	Per line		
9	Digital phones new	Accord		
10	Digital Key phones new	Panasonic		
11	AMC Panasonic Key Telephone System with key phones (covering all phones)	Per system		

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12	AMC Accord EPABX system digital phones with digital phones (covering all phones whether it is digital & analog phones)	Per system		
13	Re -installation and shifting charges for Accord EPABX system	Per system		
14	Re -installation and shifting charges for Panasonic system	Per system		
15	MDF Boxes 50 pair	Per Pcs.		
16	AMC of Betel Plan 1+1	Per system 1+1		

(ii) Rate should be mentioned both in figures as well as in words.

**Signature of the tenderer**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ (Seal)