



No. 8-3/2017-GA

Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan, Near Zakir Hussain College,
Jawaharlal Nehru Marg (Old Minto Road),
New Delhi-110002
(Visit us at www.trai.gov.in)

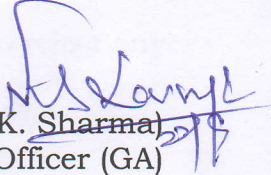
TENDER DOCUMENT

**LIMITED TENDER FOR " Annual Maintenance Contract for Fax Machine
(Panasonic & Canon) installed in TRAI Office.**

- Issuing Office : Telecom Regulatory Authority of India,
Gen.Admn. Section, Mahanagar Doorsanchar
Bhawan, Jawahar Lal Nehru Marg, (Old
Minto Road), New Delhi - 110 002.
- Tender No. : No.08-03/2017-GA
- Date of issue of Tender : 22 /09/2017
- Last date of receipt of Tender : Up to 09/10/2017, Time 15:00 Hrs.**
- Date of opening of Tender : 09/10/2017, Time 15:30 Hrs. (If the tender
opening date is declared a holiday by Govt. of
India then the tender shall be opened on next
working day at 15:30 Hrs.)
- Tender Forms Available From : Sr. Research Officer (GA)
Telecom Regulatory Authority of India, Gen.
Admn. Section, 7th Floor, Mahanagar
Doorsanchar Bhawan, Jawahar Lal Nehru
Marg, (Old Minto Road), New Delhi - 110 002.
- Earnest Money : Rs. 2,000.00 only.**
- Total Estimated Cost of Work : Approximately Rs. 70,000/- per annum.**

2. Sealed limited tenders are invited from reputed firms for Annual Maintenance Contract for Fax Machine (Panasonic & Canon) installed in TRAI Office.

3. The tender documents should be submitted in a sealed cover envelop duly super-scribed. **"Annual Maintenance Contract for Fax Machine (Panasonic & Canon) installed in TRAI Office "**.
4. Bidders are advised to go through the tender document carefully and understand various provisions contained therein along with their implications.
5. Bidders shall have to deposit bid security (EMD) of Rs.2,000.00 (Rupees Two Thousand only) in the form Demand Draft drawn on any scheduled bank in favour of "TRAI" payable at New Delhi along with the tender documents.
6. Intending eligible bidders may obtain a copy of tender documents from Sr. Research Officer (GA), TRAI, 7th Floor, Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg, (Old Minto Road), New Delhi - 110 002 or the same can be downloaded from the website of TRAI i.e. www.trai.gov.in and also from CPP portal i.e. <https://eprocure.gov.in/CPMP>.
7. Clarification: In case the prospective bidders need any clarification regarding any terms and conditions of the tender, the bidder may contact the undersigned in person or telephonically before the last date for submission of tender.


(N. K. Sharma)
Sr. Research Officer (GA)
Tel. 011-23664141

TERMS AND CONDITIONS

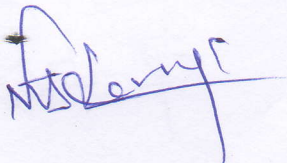
1. Introduction

The undersigned is directed to invite sealed LTE for AMC of Fax Machines (Panasonic & Canon) comprising details as mentioned in Annexure-I installed in TRAI Office, Mahanagar Doorsanchar Bhawan, New Delhi on the terms and conditions mentioned below.

- 1.1 LTE 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.
- 1.2 The rate quoted by the firm will be valid for 90 days from the date of opening of tender.
- 1.3 No request for change in rates quoted/accepted will be entertained for any reason.
- 1.4 Canvassing in any case or form is strictly prohibited and LTE of tenderer who resorts to canvassing will be summarily rejected.
- 1.5 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.
- 1.6 The competent authority in this department reserves the right to reject any or all the LTE without assigning any reason thereof.
- 1.7 TRAI is not bound to accept the lowest tender.
- 1.8 Work order will be issued to the firm recommended by the Tender Evaluation Committee and approved by the Competent Authority in TRAI.

2. REQUIRED DOCUMENTS

- 2.1 Tender document with all pages duly signed and embossed with official seal.
- 2.2 Demand Draft/ Pay Order of Rs.2,000/- towards Earnest Money Deposit in favour of 'TRAI', payable at New Delhi.
- 2.3 Proof of registration of GST No./ Tax Certificate. A self-certificate shall be given in case the tenderer is not covered under GST;
- 2.4 Copies of minimum two works of similar nature during the last five years in Central/State Govt. /Public Sector Units/reputed firms/ Private institutes/ Office etc.
- 2.5 Copy of PAN / TIN Card.
- 2.6 A self-certificate to the effect that the tenderer has not been blacklisted by Central/State Govt. Public Sector Units or its contracts have not been terminated on account of poor performance.



3. PREVENTIVE MAINTENANCE / FAULT REPAIR AND UP-TIME

- 3.1 The service executive of AMC contractor shall attend to the fax machine (Panasonic and Canon) as indicated in Annexure-I once in a month for preventive maintenance so as to keep the machines fit for normal use.
- 3.2 The service executive of AMC contractor shall promptly attend to each and every fault on receipt of any complaint of defect in the systems Monday to Saturday within 12 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.
- 3.3 Any fault in the systems should be rectified within 24 hours. Non compliance of this is liable for payment of penalty of Rs. 200.00 per day by the firm.
- 3.4 The Firm shall carry out all preventive maintenance, attend breakdown, replacement of all type of spare parts/ damages, due to any reason and all consumable items like Toner/ Drum/ films etc. nothing extra shall be paid on account of above mentioned work.

4. PAYMENT TERMS

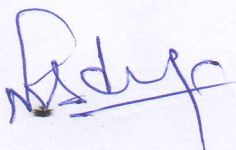
- 4.1 Payment will be made in four equal quarterly installments on completion of each quarter of the Annual Maintenance Contract after adjusting the amount of penalty, if any.

5. PERIOD OF CONTRACT

- 5.1 At the initial stage, the contract shall be awarded for a period for two (02) years from the date of acceptance of the job by the firm subject to satisfactory fulfillment of the obligations under the contract. TRAI reserves the right to renew the contracted on year to year basis on the same terms and conditions provided the performance is found satisfactory.

6. PERFORMANCE GUARANTEE

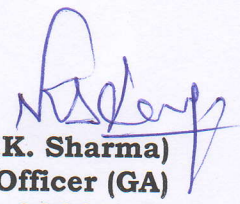
- 6.1 The successful tenderer will be required to deposit an amount equal to 10% of the contract value for 12 months towards performance guarantee by way of Demand Draft made in favour of TRAI payable at New Delhi. No interest will be payable on performance guarantee. PBG will be refunded only after successful completion of AMC period and submission of no defect /liability certificate to this office.
- 6.2 The performance guarantee will be submitted within 15 (fifteen) days of release of the order. In case performance guarantee is not received within this period, TRAI reserves the right to cancel the contract.



7. TERMINATION OF CONTRACT

7.1 If during contract period, the services are not provided satisfactorily, TRAI reserves the right to terminate the contract by giving one month notice and deduct the amount accordingly.

1	Jan	1.10
2	Feb	1.10
3	Mar	1.10
4	Apr	1.10
5	May	1.10
6	Jun	1.10
7	Jul	1.10
8	Aug	1.10
9	Sep	1.10
10	Oct	1.10
11	Nov	1.10
12	Dec	1.10
13	Jan	1.10
14	Feb	1.10
15	Mar	1.10
16	Apr	1.10
17	May	1.10
18	Jun	1.10
19	Jul	1.10
20	Aug	1.10



(N.K. Sharma)
Sr. Research Officer (GA)
Phone : 23664141

SIGNATURE OF THE TENDERER
Name of Signatory
Designation
Address
Email Address
Phone (Landline)
Mobile

AMC for Fax Machine (Panasonic & Canon) installed in TRAI Office.

Details of Fax Machine (Panasonic & Canon)

Sl. No.	
1	Panasonic (KX-FLB-802)
2	Panasonic (KX-FLB-802)
3	Panasonic (KX-FL-613)
4	Panasonic (KX-FLB-802)
5	Panasonic (KX-FLB-802)
6	Panasonic (KX-FLB-802)
7	Panasonic (KX-FLB-802)
8	Panasonic (KX-FLB-802)
9	Canon L-295
10	Canon L-295
11	Canon L-140
12	Canon L-140
13	Canon L-295
14	Canon L-140
15	Canon L-140
16	Canon L-295
17	Canon L-140
18	Canon L-295
19	Canon L-170
20	Canon L-170

SIGNATURE OF THE TENDERER
With firm/ company seal

Name of Signatory _____
Firm Name _____
Address _____
Email Address _____
Phone (Landline) _____
Mobile _____

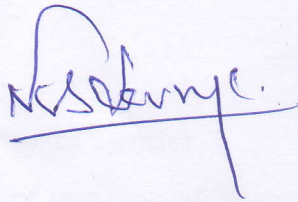
N. S. D. S.

SCHEDULE OF RATE FOR AMC OF FAX MACHINE (PANASONIC & CANON)

Details of Equipments to be maintained	AMC cost for per Annum (Rs.)	Taxes, if any	Amount (Rs.)
	(a)	(b)	(a) + (b)
As per Annexure-I			

Amount in words

SIGNATURE OF THE TENDERER
With firm/ company seal



Name of Signatory _____
Firm Name _____
Address _____
Email Address _____
Phone (Landline) _____
Mobile _____