

**F. No. D-15012/01/2013-General**  
Government of India  
Office of the Directorate General of Civil Aviation  
Opposite Safdarjung Airport, New Delhi - 110003

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**“TENDER NOTICE”**

**FOR ANNUAL MAINTENANCE CONTRACT OF EPABX WIRING NETWORKS.  
TELEPHONE INSTRUMENTS, INSTALLATION OF NEW EXTENSION LINES IN  
THE DGCA, CEO R K PURAM AND DGCA OFFICE, OPPOSITE SAFDERJUNG  
AIRPORT, NEW DELHI-110003**

Tender published dated	22-03-2016
Bid document download start date	22-03-2016
Bid submission start date	22-03-2016
Bid submission end date	13-04-2016
Bids technical / financial opening date	13-04-2016

**Note:-**The quotation should be addressed to **Deputy Director, (Administration), Room No. A020, Administrative Block, office of the Directorate General of Civil Aviation, Opposite Safdarjung Airport, New Delhi - 110003** and will be received up to **13.04.2016 (1:00 P.M.)** at the Reception, office of the Directorate General of Civil Aviation, Opposite Safdarjung Airport, New Delhi- 110003 by post or by personnel.

Government of India  
Office of the Directorate General of Civil Aviation  
Opposite Safderjung Airport, New Delhi

F. No. D-15012/01/2013-General  
New Delhi, the 22<sup>th</sup> March, 2016.

**TENDER NOTICE**

Subject: Quotations for Annual Maintenance Contract of EPABX wiring networks. Telephone Instruments, installation of new extension lines in the DGCA, CEO R K Puram and DGCA Office, Opposite Safderjung Airport, New Delhi-110003.

Quotations in sealed cover are invited for awarding Comprehensive Annual Maintenance Contract (CAMC) of Karel DS-200 Digital Wiring Networks, Telephone Instruments, and installation of New Extension Lines and supply of New Telephone Instruments in the DGCA Office. The sealed quotation addressed to Shri B Sengupta, Deputy Director Administration should reach this office latest by dated **13-04-2016 at 01:00 P.M.** at the Reception counter of Director General of Civil Aviation, Opposite Safderjung Airport, New Delhi.

The Details of work are as under:

- (i) Comprehensive Annual Maintenance Contract (CAMC) of EPABX Karel DS-200 digital, installed in DGCA Hqrs., New Delhi. The tenderer should be authorized by the Intellicon for service in respect of this Make EPABX system. In this regard, a certificate should be submitted with quotation.
- (ii) Comprehensive Annual Maintenance Contract (CAMC) of EPABX ERICSON BP-250 System, installed in DGCA, CEO R K Puram.
- (iii) Maintenance of wiring of Telephone Network.
- (iv) Maintenance of Telephone Instrument
- (v) Rates for installation of new Extension Line(Per Line)
- (vi) Rates for Telephone wiring with PVC Pipe fitting (Per Mtr.).
- (vii) Rates for New Telephone Instrument (Per instrument Branded)
- (viii) Rates for New CLI Beutel M-78 (1+1) Plan Phone Instrument (Per instrument)

**Terms & Condition**

1. Please separately quote rate for maintenance of wiring of Telephone network, maintenance of telephone instrument, rates of installation of new extension line (per line), rates for telephone (per instrument with Brand).

2. It shall be responsibility of the firm to maintain all the Telephone Lines in good working order and take prompt action to rectify the lines. The firm shall provide standby telephone instrument till the telephone instrument is got repaired by the firm in case of any delay.
3. No extra payment will be made for change/replacement of any part.
4. The firm shall take prior permission from the undersigned/ Section Officer, General Section for taking the any telephone instrument out of the office premises for repairs.
5. The rates quoted by the firm will not be enhanced during the period of contract in any case.
6. Monthly Servicing of the EPABX system and telephone instrument with cleaning of instrument or as and when asked for in emergent case be got done by the experienced service engineer. The wiring network also required monthly servicing/checking by Experienced Service engineer.
7. Annual Maintenance Contract for said work can be considered for renewal for further period subject to satisfactory performance of the firm in the matter.
8. Payment shall be made on quarterly basis against submission of bill in triplicate alongwith the satisfactory reports received from the users.
9. DGCA premises is a restricted area. The contractor will have to apply for passes for carrying out the work. The contractor will ensure the discipline and restrict unnecessary movements/assembly of their personnel in corridors.
10. Any dispute regarding working hours and regarding compensation to be paid to the personnel deployed will be the responsibility of the contractor and no representation will be entertained on this issue by this office.
11. The contractor will be liable for fulfilling requirements as prescribed under labour laws and social legislation such as EPF/ESI, workmen compensation act, shop and establishment act, minimum wages act etc. in respect of staff engaged by him for carrying on his business. The contractor will also reimburse all such contributions, expenses and all other charges/liabilities to which this office may be held liable in respect of staff employed by his by the authority/court competent for this purpose under the provision of any of the laws, social legislation in force as on date or which may be made applicable subsequently.
12. The decision of DGCA regarding the satisfactory standard of work shall be final and binding on the contractor.
13. The Competent Authority reserves the right to reject any/all quotations or incomplete quotations without assigning any reason;
14. Successful contractor will deposit in the form of Security Deposit Receipt for an amount equivalent to 5% of the contract value of one year for due performance of the contract. No interest shall be payable on the amount of security deposit. The security deposit will be refunded without any interest only after expiry of entire contract period on the production of satisfactory certificate from the users.

15. The bidder should submit an undertaking that he is not currently black listed by any Govt. Department / PSU / Autonomous Bodies.

**SUBMISSION OF QUOTATION:**

The interested parties/firms meeting all above requirements are requested to send their quotations, along with EMD of Rs.20,000/-in the form of DD/Pay Order in favour of PAO, DGCA, Ministry of Civil Aviation. The Quotations should be submitted in sealed cover. The technical bids and financial bids are to be submitted separately in two separate sealed envelopes and both these envelopes should be placed in a bigger sealed envelope.

First sealed cover superscribed **“Technical Bid for Maintenance of EPABX System in DGCA Office premises”** should contain:

- (i) Duty filled check list and Annexure-II along with documents as referred to in check list and in Annexure-II of the Tender Notice.
- (ii) A copy of Tender Notice is required to be submitted duly signed on each page by the contractor/Authorized person of the firm.

Second sealed cover superscribed **“Financial Bid for Maintenance of EPABX System in DGCA Premises”** should contain:-

- (i) Rates in the prescribed form (Annexure-I) enclosed with the Tender Notice.

16. Bid with any deficiency, will summarily be rejected.

17. Successful bidder will have to submit the agreement with all the terms and conditions mentioned in Notice inviting Tender within 15 days of awarding of tender on Rs. 1,000 /- (Non-Judicial Stamp Paper). However, no payment for this will be reimbursed by this office.

18. Quotation for Technical Bids will be opened on **13 April, 2016 at 3.00 PM** which may be attended by the bidders.

Notes:

- (a) The decision of the tender Committee will be final.

**(B. Sengupta)**  
**Deputy Director (Administration)**

Copy to: - NIC Centre, It is requested that tender notice may be put on in the DGCA Web site please.

## Financial Bid

### Annexure I

**Quotations for Annual Maintenance Contract of EPABX Wiring networks, Telephone Instruments, installation of new extension lines in DGCA office, Opposite Safderjung Airport, New Delhi**

S. No.	Item	Qty.	Amount.
1.	CAMC of Karel EPABX Karel DS-200 system, installed at DGCA Hqrs, New Delhi	01	
2.	CAMC of EPABX ERRICSON BP-250 System, installed in DGCA, CEO R K Puram	01	
3.	CAMC of telephone wiring network connected with EPABX system	Lot	
4.	CAMC of Telephone instruments connected with EPABX system	Lot	
5.	Charge for installation of new Connection	Per line	
6.	Supply and fixing of 02/04 pair telephone cable with pvc channel	Per Mtr.	
7.	Supply of Beetel make new CLI telephone instrument	01	
8.	Rates for New CLI Beetel M-78 (1+1) Plan Phone Instrument	01	

Tax details –

# Technical Bid

## Annexure-II

<b>S.No.</b>	<b>Description</b>	<b>Details</b>	<b>Page No.</b>
<b>1</b>	Name of the firm		
<b>2</b>	Address of the firm		
<b>3</b>	Contact details of the firm with Fax No.		
<b>4</b>	E-mail of the firm		
<b>5</b>	Name and Address and contact details of Head of Firm		
<b>6</b>	Contact person Name and other details		
<b>7</b>	Earnest money (Demand Draft)		
<b>8</b>	Firm (Registration in corporation certificate, ISO certification)		
<b>9</b>	Sales tax Registration certificate along with Service Tax returns of last three years(Proof enclosed)		
<b>10</b>	VAT Registration Certificate(Proof enclosed)		
<b>11</b>	Service Tax Registration Certificate (Proofs enclosed)		
<b>12</b>	PAN no. (Proofs enclosed)		
<b>13</b>	Firm's Income Tax returns of last three years along with TDS certificate (Proofs enclosed)		
<b>14</b>	TIN No.(Proofs enclosed)		
<b>15</b>	Experience Certificate of any three Government organisation (Proofs Enclosed)		
<b>16</b>	Bank Account number & IFSC code (two cancelled cheque)		

**Check List of documents required for tender of AMC for EPABX telephone in DGCA Office**

Parameter	Remark/Details
1. Whether a certificate that the tenderer is authorised by the Intellicon for service of EPABX Karl DS-200 system is obtained?	
2. Whether each pages of the tender has got signed by the authorised person?	
3. Whether undertaking that the Co. has not blacklisted by any organisation has submitted?	
4. Whether earnest money of Rs. 20,000 /- deposited?	
5. Whether qualified to open financial bid?	