

**PRASAR BHARTI  
BROADCASTING CORPORATION OF INDIA  
DIRECTORATE GENERAL: ALL INDIA RADIO**

No. D25011/ 04 /2010-GA

New Delhi, dated 08-03-2010

M/s \_\_\_\_\_,  
\_\_\_\_\_  
\_\_\_\_\_.

Subject: Quotations/Limited Tender Enquiry for Annual All-in-Service Contract/CAMC of Digital KTS Exchange/Key Telephone Systems.

Dear Sir,

Sealed quotations/Limited Tender Enquiry(Technical & Financial) for Annual All-in-Service Contract/CAMC of Digital KTS Exchange/Key Telephone Systems as per details given on the terms and conditions enclosed:

S.No.	Particulars of the System	Remarks
1	Panasonic Digital KTS –TD-500(EPABX System)	Installed in Room No.9(Telephone Exchange)
2	Samsung KTS System DCS-Compact-II	O/o the DG,AIR, Room SNo.101
3	Twin Set (1+1)	DDA(H) & PA to DDA(H) Room No.218 & 212
4	Twin Set (1+1)	DDP(Policy)& PA Room No.101 & 137
5	Twin Set (1+1)	CVO Room & PA Room No.147& 136
6	Twin Set (1+1)	DDA(Scor/Welfare) & PA Room No.216
7	Panasonic KTS (Model KXT-7633)	DG's Room( 1 No.)
8	Panasonic KTS (Model KXT-7633)	DDG(A) & PS Room No.145-146 ( 3 Nos.)
9	Panasonic KTS (Model KXT-7633)	DDG(F) & PS Room No.104-105 ( 3 Nos.)
10	Panasonic KTS (Model KXT-7633)	DDG(PP&D) & PS Room No.209 & 206-A ( 3 Nos.)
11	Panasonic KTS (Model KXT-7633)	DDG(P&SW) & PS Room No.412 & 402 ( 3 Nos.)
12	Panasonic KTS (Model KXT-7633)	CE(MR) & PS), Room No.338 & 336( 3 Nos.)
13	Panasonic KTS (Model KXT-7633)	Director(A) & PA Room No.411 & 417( 3 Nos.)

2. In case, you are interested in Comprehensive Annual Maintenance Contract, you are requested to furnish the sealed quotations/Limited Tender Enquiry in respect of the aforesaid mentioned items in sealed cover to Dy. Director of Administration(GA), Room No.218, 2<sup>nd</sup> Floor, Akashvani Bhawan, Sansad Marg, New Delhi-110001 on or before 29<sup>th</sup> March, 2010 up to 3.00 PM alongwith earnest money /security deposit of Rs.10,000/- (refundable) in the form of Demand Draft in favour of PB(BCI)DG:AIR, New Delhi. It may please be noted that the items at S.No.7 to 13 are under warranty period up to 02-06-2010, hence the AMC of these items will be started from 03-06-2010. The Technical bid and the Financial bid should be sealed by the bidder in separate covers and both these sealed covers are to be put in large cover which should also be sealed. The Technical bid should enclose Earnest Money and Certificate of authorization from M/s Panasonic Ltd. The financial bid should be furnished in the prescribed Performa and would be opened of those firms only who qualify in the technical bid. The sealed quotations will be opened on the same day i.e., 29<sup>th</sup> March, 2010 at 4.00 PM in Room No.222. If any representative of the firm wish to be present during the opening of the quotations should reach GA Section , Room No.247, IInd Floor, Akashvani Bhavan before 4.00 PM on aforesaid date.

( R.K. DHALL)  
DEPUTY DIRECTOR OF ADMIN(GA)  
For Director General  
Tel..23421728

**PROFORMA FOR FINANCIAL BID**

<b>S.No.</b>	<b>Particulars of the System</b>	<b>Rate per annum inclusive Service Tax in Rs.</b>
<b>1</b>	<b>Panasonic Digital KTS –TD-500(EPABX System) inclusive all lines instruments</b>	
<b>2</b>	<b>Samsung KTS System DCS-Compact-II including all lines Instruments</b>	
<b>3</b>	<b>4 Twin Set (1+1) each</b>	
<b>4</b>	<b>Panasonic KTS (Model KXT-7633) - 19 Instruments</b>	

## **TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT**

1. **SCOPE**: The Maintenance Service Cover shall be comprehensive and will cover all Accessories, equipments, peripherals, parts and Telephone Instruments installed in DG: AIR.

2. **SERVICE**: The Maintenance Service shall include but not limited to:

- (a) Attending to Complaints raised by all the Officials/Departments of DG: AIR, Akashvani Bhawan on all working days of the week. The complaint so registered must be attended by a qualified and Competent Service Engineer of the Firm within 24 hours.
- (b) On site preventive and Corrective maintenance of all the Systems so included in this contract from time to time.
- (c) The maintenance Contract shall include necessary repairs and troubleshooting to the installed systems and replacement of Defective/Damaged parts, components and other accessories, all with a guarantee of One year, all parts so replaced must be either of the same make or higher make and functionality and must be approved of by DG: AIR.
- (d) If the system is dead, the firm will be responsible for attending to the Complaint during holidays also as well as after office hours as per requirement at no extra cost.
- (e) It shall be responsibility of the Firm to ensure that sufficient number of Service Engineers /Components/Spares are maintained by it to ensure a timely response.

The firm shall maintain proper and detailed records of all the Complaints attended to by them under proper acknowledgment from the Concerned Unit/ Section/Official from where the complaint is received.

3. **TERM**: The term of the Contract shall be for one year from the date of signing of the contract for all items mentioned in the Limited Tender Enquiry excepts item numbers 7 to 13 for which the contract for maintenance shall start with effect from 3<sup>rd</sup> June, 2010 and last for one year. However, the term of contract for all items may be extended for specified period at the same rates with mutual consent.

4. **MAINTENANCE CHARGES**: The maintenance charges so quoted by firm shall be on a yearly basis, payable quarterly after completion of satisfactory performance. No escalation of prices shall be permitted during the period of contract.

5. **QUANTAM OF WORK**: DG: AIR reserves the right to increase/decrease quantities of any item of the work provided above and the Firm shall maintain the same at the quoted rate.

6. **OTHER CHARGES**;-No transportation and other charges shall be payable by DG: AIR to the Service Engineers of the Firm.

7. BANK GURANTEE: The Firm shall deposit with DG: AIR a Bank Guarantee equivalent to 25% of the total amount of Annual Maintenance Contract within 15 days of the award of such Contract, failing which DG: AIR reserves the right to recall the award of such contract. The Bank Guarantee must be valid for the period of the Annual Maintenance Contract. The Bank Guarantee shall be released by DG: AIR, Akashvani Bhawan on satisfactory completion of the contract after deduction of penalties/dues if any, DG: AIR reserves the right to forfeit the Bank Guarantee if it is found by the DG: AIR that the work is not being attended to or was not satisfactory done.

No interest shall accrue on such Bank Guarantee.

8. PAYMENTS: Payments for the Annual Maintenance Charges will be made quarterly after a satisfactory performance review. All taxes and other statutory/ non statutory charges must be indicated separately while submitting the bill. A bill that does not fulfill the aforesaid requirements shall be liable to be rejected by DG: AIR.

DG: AIR also reserves the right to impose suitable penalty in case of Undue delay or unsatisfactory performance.

9. TERMINATION: - DG: AIR reserves the right to terminate the Annual Maintenance Contract, with 15 days notice, without assigning any reason thereof.

10. CONTRACT: DG: AIR also reserves the right to award this Contract in whole or in part to another agency during the pendency of this Annual Maintenance Contract if the service of the Firm is not found satisfactory. Any extra expenditure so incurred may be deducted from the Bank Guarantee of the Firm.

11. JURIDICTION: The Courts at New Delhi alone shall have the jurisdiction in any matter arising out of or relating to this Annual Maintenance Contract.

12. ARBITRATION: All disputes arising out of this Annual Maintenance Contract shall be subject to Arbitration and DG: AIR shall have the sole right to appoint a Single Arbitrator and the decision of the Arbitrator shall be binding upon both parties.

13. NOTICES: Any Notice to be given under this Agreement shall be in writing and sent by Facsimile transmission or forwarded by Registered post to the other party and it shall be deemed to have been given on the date of its dispatch.

14. FORCE MAJEURE: Neither Party shall be deemed to be in breach of this Agreement, or otherwise liable to the other, by reason of any delay in performance, of any of its obligations hereunder to the extent that, that such delay or non-performance is due to any Force Majeure; and the time for such performance shall be extended accordingly.