

No. 8-6/2012-GA
Telecom Regulatory Authority of India
General Administration Section
Mahanagar Doorsanchar Bhawan
Jawaharlal Nehru Marg, Near Zakir Hussain College
New Delhi - 110 002

Dated the 3rd April, 2014

To

Subject: Quotation for Annual Maintenance Contract for Five Time Watch Dual Biometric Machines installed at various points in TRAI premises.

The undersigned is directed to invite sealed quotations for AMC of five Time Watch Dual Mode Biometric Machines installed at various points in TRAI Office on the terms and conditions mentioned below. In case you are interested to provide maintenance service for Biometric Machines of TRAI, you are requested to submit your rates for the same to the undersigned by name in sealed cover. The sealed quotations addressed to the Sr. Research Officer (GA), TRAI, Mahanagar Doorsanchar Bhawan, Jawaharlal Nehru Marg (Old Minto Road), New Delhi - 110 002, and clearly marked '**Annual Maintenance Contract for Biometric Systems**' should reach this office by 3:00 PM on 16.04.2014, 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, who wish to be present.

2. TERMS AND CONDITIONS OF TENDER

- 2.1 Quotation received after due date and time, those received without sealed cover and rates not quoted in the proforma given in **Annexure**, will not be accepted.
- 2.2 The rate quoted by the firm will be valid for 60 days from 16.04.2014.
- 2.3 No request for change in rates quoted/accepted will be entertained for any reason.
- 2.4 Canvassing in any case or form is strictly prohibited and rate quotation of tenderer who resorts to canvassing will be summarily rejected.
- 2.5 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.
- 2.6 The competent authority in this department reserves the right to reject any or all the rate quotations without assigning any reason thereof.
- 2.7 TRAI is not bound to accept the lowest tender.

Contd.....2/-



2.8 Work order will be issued to the firm recommended by the Tender Evaluation Committee and approved by the Competent Authority in TRAI.

3. PREVENTIVE MAINTENANCE / FAULT REPAIR AND UP-TIME

3.1 The service executive of AMC contractor shall attend to the five Biometric Systems (including re-installation of software) 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. 100.00 per day by the firm.

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 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 same terms and conditions provided the performance is found satisfactory.

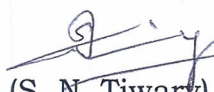
6. PERFORMANCE GUARANTEE

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 Pay Order or Demand Draft made in favour of TRAI payable at New Delhi.

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 option 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.


(S. N. Tiwary)
Sr. Research Officer(GA)

SCHEDULE OF RATE FOR AMC OF BIOMETRIC ATTENDANCE SYSTEMS

Equipments to be placed under AMC	AMC cost (Rs.)	Tax	Grand total	
			In figure	In words
Five Time Watch Dual Mode Biometric Systems				

SIGNATURE OF THE TENDERER

[Handwritten signature]