

**Telecom Engineering Centre (Department of Telecommunications)  
Khurshid Lal Bhawan, Janpath, New Delhi-01**

No.: 3-1/2018-MM/TEC

Date: 15.01.2019

**Subject: Inviting Sealed Quotations for Hiring of Audio Conference Bridge Services**

Sealed quotations are invited by TEC for Hiring of Audio Conference Bridge Services for conducting Audio-Conferencing Conversations and sharing of documents, among the officers of TEC and other participants, as per the specifications/requirements detailed below:

**1.0 SERVICE SPECIFICATIONS/REQUIREMENTS:**

- 1.1 Service provider should have applicable valid license from DoT. A copy of License shall be attached with the quotation.
- 1.2 Audio Conference Bridge should be capable to provide conferencing of up to 50 remote participants.
- 1.3 Participants should be able to join bridge from their mobile/ landline phones of any telecom service provider across the world.
- 1.4 Service provider should provide local PRI numbers at least of Delhi, Mumbai, Kolkata, Chennai, Bengaluru and Hyderabad for dialing to join the conference call. User can access the bridge by dialing local PRI no. of the nearest city.
- 1.5 The Service Provider shall record Audio conference conversations as and when desired by TEC, without any extra charges and recorded data should be sent to TEC in the form of CD/ DVD/online at no cost to TEC.
- 1.6 Details of all participants viz. name, joining time and dropping time of each conference call should be sent to TEC after the conference call within 3 days.
- 1.7 There should be no echo or disturbance during conference call.
- 1.8 Support shall be provided by the service provider during conference call to attend the problems encountered including any degradation in the voice quality.
- 1.9 All communication for booking of bridge for the conference call will be through email only. Bridge can be booked even on the same day in case of emergency. However, in general it will be booked 3 days in advance. Necessary dialing no.s and pass code shall be intimated by the service provider to TEC within 24 Hrs. of request being made by TEC on email/telephone.
- 1.10 Service of the Bridge shall be made available at least 15 minutes in advance of the scheduled start time of conference call. Billing should be done for the actual usage of the bridge by the participants. For example, n1, n2, .... n10 are the participants. n1 remains in the conference call for t1 minutes, n2 for t2 minutes and so on, then the billing should be  $(t1 + t2 + t3 + \dots) * \text{rate (Rs. per minute)}$ .
- 1.11 Facility of moderator shall be provided to TEC for control and management of the calls/conference.
- 1.12 If the officer, logging through moderator password, logs out, all participants shall be automatically logged out from the system.

- 1.13 Services will be hired for a period one year from date of start of services. However, it may be extended for further period, up to one year if agreed mutually by the Service Provider and TEC, on the same terms and conditions.
- 1.14 Services will be hired as per requirement. Service provider shall provide the complete log details along with the bill for all participants in each conference call, for verifying the calls.
- 1.15 The evaluation and comparison of responsive bids shall be done on the basis of the lowest value arrived at by using the **formula: d+2000e; for any service provider**, as quoted in Price Schedule, among substantially responsive quotes.
- 1.16 Values given in 1.15 above are only for the purpose of evaluation. Actual usage may vary as per requirement.

## **2.0 COMMERCIAL CONDITIONS:**

- 2.1 The Price Schedule duly signed and complete in all respect may be enclosed in sealed Cover addressed to the Assistant Director General (MM), TEC, New Delhi. The cover should also be super scribed "**Hiring of Audio Conference Bridge Services**".
- 2.2 Unsealed quotations will not be entertained.
- 2.3 Your sealed quotation must reach by **05.02.2019 up to 1500 Hrs.** Sealed quotation received after the appointed date shall not be considered.
- 2.4 The sealed quotations will be opened at **1530 Hrs. of the same day** in the Old Committee room of TEC, New Delhi in the presence of such bidders or their representatives who may wish to attend. If the opening date is declared as Government of India holiday, the quotations will be opened on the next working day at the time as notified above.
- 2.5 Sealed quotation should be deposited in the tender box kept at ground floor near reception. Telecom Engineering Centre, Khurshid Lal Bhawan, Janpath, New Delhi-110001. Quotation not deposited in tender box, will not be entertained.
- 2.6 The bidder shall sign all the pages of the sealed quotation and supporting documents towards clause-by-clause compliance of all the terms & conditions of the sealed quotation demonstrating substantial responsiveness.
- 2.7 Offer will be valid for the period of 60 days from the date of opening the quotation. TEC may request of extension of validity of bids.
- 2.8 Bidders shall submit **Earnest Money Deposit/Security Deposit of amounting Rs.5000/-** in the form of demand draft /Bankers Cheque/ Pay Order from any Nationalized Bank drawn in favor of AO (Cash) TEC 'Payable at New Delhi along with the document. Bidders are requested to write its name & full address at the back of draft /Bankers Cheque submitted in support of the sealed quotation. No interest is payable on the Earnest Money Deposit (EMD)/Security Deposit to the bidders.
- 2.9 ADG (SN)/Director (SN) or the authority designated by the purchaser will be Coordinating Officer for booking of bridge
- 2.10 If due to echo or any other disturbance in the bridge, conference call is cancelled, no payment shall be made for that conference call slot. If three such instances occur in a month, liquidated damages of 10% of the amount due in that month shall be levied on the service provider.

- 2.11 In case of any loss/inconvenience caused due to any activity of the bidder, bidder will be liable to any or all of the following sanctions, viz., imposition of liquidated damages, forfeiture of its security and/or termination of the contract for default.
- 2.12 In case services are not required, purchaser reserves the right to terminate the services with a notice period of one month.
- 2.13 If the services of the selected bidder remain perpetually unsatisfactory, the purchaser reserves the right to terminate the services and forfeit the security deposit.
- 2.14 Secrecy of the documents/data/recorded conversation should be ensured by the Service Provider.
- 2.15 It shall be responsibility of the Service Provider to safe guard the documents/data from any loss/theft from his custody.
- 2.16 The accepted prices shall remain valid and operative during currency of the contract. However, taxes shall be paid on the actual basis.
- 2.17 The payment will be made by MM Section, TEC, only after the satisfactory certificate of each job from the Coordinating officer or the authority designated by the purchaser.
- 2.18 No correspondence/discussion/visits whatsoever will be entertained on the subject unless specially called by this office. Violation of the same firm is liable to be blacklisted.
- 2.19 The evaluation and comparison of bids shall be done on the basis of the **formula:  $d+2000e$** ; as quoted in Price Schedule, among substantially responsive quotes. In this formula 'd' is fixed service charges Rs / month and 'e' is rate (Rs. / Minute)/ participant (for additional minutes).
- 2.20 No change in the format of Price Schedule will be made by the bidder.
- 2.21 The work shall be awarded to the L1 bidder based on the Lowest Evaluated Price using the formula mentioned in clause 2.18 above.
- 2.22 In case of any disputes the decision of Sr. DDG (TEC), New Delhi shall be final.

**Following information may be furnished by the bidders:**

**3.0 Bidder's Particulars:**

S. No.	Items	Particulars
1	Name of the bidder	
2	Postal Address	
3	Telephone Nos.	
4	Reference No. of Valid DoT License (Photocopy to be enclosed)	
5	GST Registration No. (Photocopy to be enclosed)	

**4.0 Price Schedule:**

S. No.	Details of service to be hired	Minimum Free minutes/month	PRI No.	Fixed service charges Rs / month	Rate (Rs. / Minute)/ participant (for additional minutes)	GST/ Levis, if any (%)
	a	b	c	d	e	f
1	<b>For Audio-conferencing bridge connectivity to be provided on local PRIs</b> (Local PRIs should be available at least in Delhi, Mumbai, Kolkata, Chennai, Bengaluru & Hyderabad cities)	<b>3000</b>				