

I/108595/2025

ਪੰਜਾਬ ਸ਼ਹਿਰੀ ਯੋਜਨਾਬੰਦੀ ਅਤੇ ਵਿਕਾਸ ਅਥਾਰਟੀ  
 PUNJAB URBAN PLANNING AND DEVELOPMENT AUTHORITY  
 ਪੁੱਡਾ ਭਵਨ, ਸੈਕਟਰ -62, ਸਾਹਿਬਜ਼ਾਦਾ ਅਜੀਤ ਸਿੰਘ ਨਗਰ (ਮੁਹਾਲੀ), ਪੰਜਾਬ  
 PUDA Bhawan, Sector- 62, S.A.S NAGAR (Mohali), Punjab 160062

To,

Website/Notice Board.

No. PUDA -IT&C/2025/I/108595/2025  
 Dated:13-03-2025

**Subject: Quotation notice for maintenance, repair and cabling of Telephones, EPBAX and Intercoms**

Sealed Quotations are invited from reputed firms for the maintenance, repair and cabling of Telephones, EPBAX and Intercoms in PUDA Bhawan SAS, Nagar. Details of work in as under: -

S.NO	Company Name	Charges Month Amount In Figure (In Words)	Per Wire Charges in Rs/- per meter				
			Single Core (Pair)	Double Core (Pair)	Three Core (Pair)	10 Core Pair	20 Core Pair
1.							

**TERMS & CONDITIONS: -**

1. If the date of opening of Quotation is declare as public holiday, then the quotations will be received and opened on next working day at the same time.
2. Conditional/Telegraphic incomplete quotation will not be entertained.
3. Income tax, GST or any other tax/Levy will be deducted as applicable.
4. The rate should be quoted including all taxes (GST charges, packing loading/unloading, carriage and labour etc.) nothing will be paid extra on this amount.
5. The agency will be responsible to arrange at its own cost all the required material, machinery, equipment, tools and appliances etc.
6. Quantity of any item can be increased/decreased/omitted as per requirement.

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7. The agency/firms shall have PAN no./GST no. registration (documentary proof) shall be provided at the time of submission of quotation.
8. The PUDA reserves the right to reject any or all quotations without assigning any reason.
9. The award of contract for the mentioned services will be valid for one year till 31.03.2026 and can be extended further up to 3 years on annual basis.
10. The payment will be made after completion of work.
11. There shall be 100% replacement of defective items supplied by the bidder. All expenses towards replacement of such items shall be borne by the bidder.
12. Quotation should reach in the IT&C Branch, Room no. 218, PUDA Bhawan, Sector-62, SAS Nagar.
13. The quotations will be received up to 3.00 PM on 19.03.2025 and will be opened at the same day in the presence of the bidder or their authorized representatives who may like to be present in the office D.E. (Project), room no. 421, 4<sup>th</sup> floor, Block-A, PUDA Bhawan, SAS Nagar. No separate intimation regarding opening of quotations shall be communicated to the firms/agencies.
14. The quotations should be submitted in sealed envelopes super scribed with the name of work and date of opening of quotation.
15. **Resolution Timeframe:** The selected firm shall resolve minor issues within the same day and major issues within 24 hours of the reported issue. In case of a certain major issue, the service provider can apply for an extension of resolution time. Upon approval the resolution time can be extended, given the justification of the situation. The time mentioned in resolution timeline accounts to only working hours.
16. **Penalty for Delay:** In the event that an issue is not resolved within the agreed resolution timeframe, a penalty of Rs. 200 per day shall be levied for each day of delay beyond the set timeline day. This penalty will be calculated for each day the service remains unresolved, starting from the day of resolution timeframe until the issue is fully resolved.
17. In the event that the service provider fails to rectify an issue, the service provider shall be liable to bear all costs incurred to fix the issue through a third party. The cost of such third-party services, including but not limited to labor, parts, and any associated expenses, shall be deducted from the payments due to the service provider.
18. The Service Provider (SP) shall provide a detailed escalation matrix, including contact information of key personnel at each escalation

- level and the order of escalation for unresolved issues.
19. **Termination of Award:** If the contractor fails to resolve three or more consecutive complaints within the agreed resolution timeframe, the PUDA reserves the right to terminate the award of the contract. The termination may occur at the discretion of the PUDA, and the contractor shall be liable for all penalties incurred up to the point of termination, with no further payments being made for undelivered services.
  20. For each invoice submitted every month, the service provider shall offer a deduction of 10% of the total quoted amount as interest free security for a period of 12 months. This total amount shall be refunded at the end of the work contract.
  21. Any parts damaged during the repair/maintenance should be replaced by the bidder.
  22. Cabling of Telephones, EPBAX and Intercom devices must be properly inspected within 3 days of issuance of work order.

RANVINDER BAINS  
SUPERINTENDENT GRADE-II  
For: Addl. Chief Administrator (F&A)  
GMADA, SAS Nagar