

F. No. 11(2)/2005- A & P  
Government of India,  
Ministry of Parliamentary Affairs

92, Parliament House,  
New Delhi.  
Dated: 15.04.2013

To

Subject: - Comprehensive Maintenance contract for Key Telephone Systems - Quotations.

Sir,

I am directed to call for quotations for Comprehensive Maintenance Service contract initially for a period of one year for the following Key Telephone Systems installed in the Ministry. **Only Authorized service providers of the concerned company are invited.** The details of the systems installed in the Ministry are as follows: -

S.No.	KTS Operating with	Location	Make
1	Joint Secretary Office	87, Parliament House,	NEC Aspila
2	Deputy Secretary Office	92, Parliament House	-DO-
3	Residential office of MOS(RS)	5, Safdarjung Road, New Delhi	-DO-

2. The terms and conditions of the contract will be as follows:-

- a) The contract will be initially for a period of one year. The rates quoted will remain in force during the currency of contract and no demand for revision of rates on any account whatsoever will be entertained.
- b) The contract will be for "Comprehensive maintenance service" i.e. if any part is required to be replaced the same will have to be replaced under the contract and no extra charges will be paid by the Ministry for any spare part except consumable. It will be the responsibility of the company to provide genuine spare parts of machines and to keep all the machines in working order.
- c) The intending firm may inspect the state of the Systems before quoting rates. They may get in touch with the Section Officer (A&P) (Telephone No. 23034755) in this regard.
- d) The tenderers should have previous experience of having handled above KTS for a period not less than three years. The tenderers should produce certificate to prove their competence for undertaking the job in question and also furnish proof of their standing and good-will. The tenderer should send a copy of the PAN card of the firm which submitted the quotation. The quotations submitted without copy of the PAN card of the firm shall be summarily rejected.
- e) The Selected firm shall be required to depute technically and professionally competent personnel to provide requisite maintenance service. Complete preventive servicing will be done once in every quarter which will be monitored by the Ministry. All complaints for the repair of machine will be attended within the office premises within 24 hours of the complaint. Therefore telephone number as well mobile number of the owner/ firm should be indicated in the quotation.

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- f) The payment of maintenance charges will be made on quarterly basis after completion of the quarter. No charges will be admissible during the period when the equipments remain non-functional for reason attributable to the contractor.
- g) Any failure on the part of the firm to maintain the machines or to rectify the defects within 24 hours of report satisfactorily will entail proportionate deduction from the contract value as may be decided by the competent authority.
- h) It shall also be the responsibility of the contracting firm to hand over the machines in good working condition at the end of the contract period to this Ministry, failing which the firm shall be liable to pay liquidated damages to the Ministry as determined by the competent authority.
- i) Tenderers are required to deposit earnest money of Rs. 3000/- (Rupees Three thousand only) through a crossed demand draft on any scheduled bank in Delhi/ New Delhi drawn in favour of the Pay & Accounts Officer, Cabinet Affairs, New Delhi along with the quotation. The earnest money deposited by the successful tenderer shall be retained as Security deposit for the due fulfillment/performance of the terms and conditions of the contract. The said security deposits will be refunded after the successful completion of the contract subject to the adjustment of dues against the contractors. The earnest money received from other unsuccessful tenders will be returned without interest.
- j) The Government reserves the right to select any tender or reject any or all tenders without assigning any reason whatsoever. It will also not be obligatory on the Govt. to accept the lowest quotation and no explanation shall be given with regard to reason for rejection of quotation of any tenderer. The Government further reserves the right to terminate the contract at any time without assigning any reason by giving one month's notice to the contractor.
- k) The contract can be renewed further subject to the satisfactory services of the service provider.

**3.** If the above terms and conditions are acceptable, quotations addressed to Under Secretary (Admn.), Ministry of Parliamentary Affairs, Room No. 92, Parliament House, New Delhi, may be deposited in the tender box kept in the custody of SO (A&P) , Room No. 93, Parliament House ( Ph. No. 23034755) in a sealed cover super scribed "QUOTATIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT OF KEY TELEPHONE SYSTEM" latest by **29<sup>th</sup> April, 2013** up to 3.00 P.M. Quotations received till then shall be opened on 29<sup>th</sup> April, 2013 at 3.30 P. M. in room No. 92, Parliament House , New Delhi.

Yours faithfully,

(Rameshwar Prasad)  
Under Secretary to the Government of India  
Telephone No. 23034899