

TENDER NOTICE

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

I am directed to call for quotations for Comprehensive Annual Maintenance Service contract initially for a period of one year, extendable further depending upon services rendered, 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.	O/o Minister	14, Parliament House	NEC Digital SV 8100 digital KTS system, 703 equipped with-8 co lines, 16 SLT extension, Expandable port, NEC Key Phone, voice mail card
2.	O/o MOS(LS)	56, Parliament House	NEC Small EPABX system with in built 4port voice, operator console, MDF, No. of pairs 100 alongwith IPM,IP gate way card 16 channel (under warranty upto 17/4/2017)
3.	O/o MOS(RS)	64, Parliament House	NEC Digital KTS
4.	O/o Secretary	8, Parliament House	NEC Small EPABX system with in built 4port voice, operator console, MDF, No. of pairs 100 alongwith IPM,IP gate way card 16 channel (under warranty upto 13/1/2017)
5.	O/o Joint Secretary	87, Parliament House	NEC Small EPABX System with in built 4 port voice mail,Main Distribution Frame(MDF):100 pairs with IPM, Three instruments (under warranty upto 26/10/2016)
6.	O/o Director	92, Parliament House	NEC Digital KTS

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

- 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.
- 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. It will be the responsibility of the company to provide genuine spare parts of machines and to keep all the machines in working order.
- 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 types of 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 who 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 need to 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.
- 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.10,000/- (Rupees Ten thousand only) through a crossed demand draft/ benker cheque 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 during the term of contract 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 (A&P), 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 superscribed "QUOTATIONS FOR COMPREHENSIVE MAINTENANCE CONTRACT OF KEY TELEPHONE SYSTEM" latest by 3rd June, 2016 up to 3.00 P.M. Quotations received till then shall be opened on 3rd June, 2016 at 3.30 P. M. in room No. 92, Parliament House , New Delhi.

Yours faithfully,

(Mukesh Kumar)
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