

No. D-25018/06/2002-Genl.
Government of India
Ministry of Statistics & PI

Sardar Patel Bhawan,
Sansad Marg, New Delhi-110040
Dated; ...22.5.2013

TENDER NOTICE

To,

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Subject:-Tender/ Quotation for Annual Maintenance Contract (AMC) for EPABX System installed in this Ministry for a period of one year - reg.

Sealed tenders/ Quotations are invited for Maintenance for EPABX systems from reputed firms having business in Delhi and having capacity to provide trained manpower at the office buildings.

2. This Ministry is equipped with different EPABX Systems of Siemens, Samsung, Panasonic, KTS, Hot Lines (total nos six) of the locations of Sardar Patel Bhawan, Jeevan Prakash Building and East Block of R.K. Puram, New Delhi and required Annual Maintenance Contract on Comprehensive basis for a period of one year. The System / Machine is presently in good working condition. It is expected that scope of work may vary (reduced or increased) due to non-availability of technical know-how. Therefore, interested parties may inspect the premises and the system / machine during **10.00 a.m to 5.00 p.m** from Monday to Friday (excluding holidays) at the premises of the Ministry before rates are quoted.

3. Sealed tenders/ quotations should be submitted to the undersigned latest by 3.00 PM 18.6.2013 at the address "**The Under Secretary (Genl) , Ministry of Statistics & PI, Room No. 201, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001.**" The words "Tenders for the EPABX System" may be superscribed on the envelope. The quotation will be opened at 3.30 PM on the same day and the representative of the firm may be present, if so desire.

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4. The terms & conditions of the contract for the EPABX System are as under :-
- a. The term 'maintenance' shall also include rectification of all hardware and software problems / defects and also include cost of all parts / repairs / replacements necessary for the proper maintenance / functioning of the aforesaid systems. No extra charges for any general wear and tear / spare parts, etc. shall also be liable to be made by the MOSPI.
 - b. The firm must have adequate experience of atleast 3 years of doing aforementioned maintenance job in the Government Department/ Ministries.
 - c. The firm will depute an Engineer/ mechanic to this Ministry who will frequently visit the exchange and will set right to solve the problem of entire Exchange, free of cost and get it verified from the respective user that Extension nos. are working properly.
 - d. The firm will also maintain a call register and make service report to this Ministry before release of the payment.
 - e. The repair work of the EPABX Exchange is to be carried out in the premises of this Department and no relaxation would be given to take out any equipment outside the premises for repairing etc.
 - f. The quotation should be accompanied by earnest money of Rs. 15,000/- (Fifteen thousand only) through a demand draft on any scheduled bank in Delhi / New Delhi drawn in favour of Pay & Accounts Officer, Ministry of Statistics & PI New Delhi. The earnest money received from the tenderers will be returned without interest immediately after the process of selecting the award is over.
 - g. The contract can be terminated by the Department at any time without assigning any reason. If the work of the contractor is found to be unsatisfactory, it would be entrusted to any other party at the risk and expenses of the defaulting contractor. In this connection, decision of the Department shall be final and binding upon the contractor.
 - h. The successful bidder will have to furnish a Security Deposit of Rs. 30,000/- (Rs. Thirty thousand only) within 7 days from the date of giving intimation to him to acceptance of his tender. The Security deposit shall be in the form of Demand Draft favouring Pay & Accounts Officer, Ministry of Statistics & PI., New Delhi. The Security deposit will be refundable after the expiry of the contract period successfully and to the satisfaction of the competent authority. The Government has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.
 - i. The payment will be made in four equal installments after successful completion of work on each quarter based on satisfactory performance as assessed by the Department. The final installment will be paid on the completion of the contract.

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- j. The firm black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and it comes to the notice of the Government during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited. If the fact comes to notice before award of contract his bid will be rejected outright.
- k. If any complaint is not attended within a day and , if the replacement of instruments/ cable was not required a penalty of Rs. 200/- (Two hundred only) will be charged or part thereof for delay beyond the two days til such time the machine is repaired.
- l. Before submitting the contract the firm must submitting the undertaking that I have read the terms and conditions and are acceptable to me/us.
5. The Ministry reserves the right to reject any or all tender/quotation without assigning any reason thereof.

Yours faithfully,

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(V. Talwar)
Under Secretary (Genl.)

Copy to:-

1. NIC Cell, Ministry of Statistics & PI.
2. DDG, Computer Centre, R.K. Puram, New Delhi. with the request that this may please be displayed on the web site of this Ministry.

**APPLICATION LETTER
(Specimen)**

To

The Under Secretary (General)
Ministry of Statistics & PI
Sardar Patel Bhawan, New Delhi.

Subject: Annual Maintenance Contract (AMC) For EPABX Systems.

Dear Sir,

In response to your Tender Notice for the above mentioned contract, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the tender with the following particulars:

1. Constitution & Nature of Firm ;-(Whether sole proprietor / partnership firm/ Private/Public limited company Name of the Firm
2. Year of establishment ;-
3. Registration Number ;-
4. Registered Postal Address ;-
5. a. Telephone No. ;-
b. Fax No. ;-
c. Mobile No. ;-
6. Addresses of Branches, if any. ;-
7. a. Name and address of Directors, in case of Company
b. Name and address of Sole Proprietor
c. Name and address of partners, in case of partnership firm

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as affecting the tender invited by on behalf of the MOSPI, I/We, the undersigned hereby offer for **Annual Maintenance Contract (AMC) For EPABX Systems as detailed below;-**

Sl. No.	Specific EPABX	Full comprehensive AMC	Parts covered under AMC	Not included under AMC

In accordance with the terms and conditions as indicated by you in the said document. We also agree to submit the bill on quarterly basis. I/We will always keep the MOSPI indemnified of any claim/damages that MOSPI may have to pay with respect to the service. The MOSPI reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotation without assigning any reasons. The MOSPI further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

Thanking you,

Yours faithfully,

Signature

Date (Name)

(Signed as proprietor/partner/Director who holds power of Attorney on behalf of the Firm)

Name of Firm

Address