

**No. D-25011/10/2011-12-E-V**  
**GOVERNMENT OF INDIA**  
**Ministry of Statistics & Programme Implementation**  
**National Sample Survey Office**  
**(Field Operation Division)**

East Block – 6, Level- 4 to7,  
R.K. Puram, New Delhi-66.

**Dated: 02-12-2013**

To

M/s \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sub: - Quotation for Annual Maintenance & repair of Siemens Hicom Business Communications System.

Sir,

Sealed quotations are hereby invited for AMC of Siemens Hicom Business Communications System with all instruments. The details of items description given below:-

<u>S.No.</u>	<u>Item Description</u>	<u>Qty.</u>
01.	Siemens Hicom 100 E(4/40)	01
	Extn. Card	01
	MDF (U)	01
	UPS (Excl Batt.)	01
	V-24 IB Card	01
	Optiset Standard	01
02	Siemens EL 36 (4/4/12)	01
	Beetal Coral	05
	Optiset Advance+Comfort	01
	Phone Adapter (Digital)	01

You are requested to quote the lowest rate to the under signed by 19-12-2013.

Yours faithfully



(FAKHRE ALAM)

DY. DIRECTOR & HO

Copy to: -

1. The DDG, computer Centre with request for uploading on MOS&PI web site under Tender head & tender india.com
2. Asstt. Director (OL) for Hindi Version.



(FAKHRE ALAM)

DY. DIRECTOR & HO

Py. No. 1263 / DDG (CGI)  
संज्ञा संख्या / उ.म.नि. (स.के.)  
Date 6.12.13  
तारीख

Om  
6/12/13  
cm 2013

*Terms & Conditions for AMC of the Intercom systems are as under:-*

1. The Annual Maintenance Contract is being entered into by National Sample Survey Office (Field Operations Division) hereafter referred to as NSSO (FOD) with M/S \_\_\_\_\_ hereafter referred to as Vendor for the period from 20-12-2013 to 19-12-2014
2. The payment shall be made on quarterly basis after the end of every quarter on receipt of Bill from the firm.
3. If the complaint is not attended within 24 hours Rs. 100/- per working day will be charged as penalty and deducted from the quarterly payments.
4. In case of any unsatisfactory service or delay, NSSO (FOD) reserves the right to terminate the contract at any time without assigning any reason.
5. There will be a system of preventive maintenance of machine and an Engineer will be deputed by the firm on first day in every month to check the machines and for taking preventive action.
6. Whenever an Engineer of firm visits the office either on call or for preventive maintenance, he shall make an entry in the AMC/ complaint register.
7. In case of any fault of intercom instruments, the company will provide their own instrument till the faulty intercom instruments is repaired and re-installed in FOD.
8. Maintenance service shall be provided only during normal working hours of NSSO (FOD), New Delhi.
9. For proper maintenance of the system, preventive maintenance shall have to be carried out by the Vendor on monthly basis.
10. However, clause (3) will not apply if a stand-by machine is provided by the Vendor.
11. Payment will be subject to Govt. Rules & Regulations.



Signature \_\_\_\_\_

Designation \_\_\_\_\_

On behalf of NSSO (FOD)