

F. No. 6-10/2011-S&S  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
(S&S Section)

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Room No.123-C, Shastri Bhavan  
New Delhi, Dated: 6 December, 2012

**TENDER NOTICE**

**Subject:-** Quotations for rates for comprehensive Annual maintenance Contract of SIEMENS HIPATH 3000 Key Telephone System (KTS) and its related accessories installed in the Ministry for a period of one year-regarding.

Sealed quotations are invited for Full Service Maintenance Contract for the SIEMENS EPBAX System functioning in the Ministry of Human Resource Development. The details of system and place of their installation is as under:-

S. No.	Description of systems		KTS/EPABX System installed at
1.	Siemens HIPATH 3000 (04X08X08)	01	O/o MOS, Room No. 314 &315, Shastri Bhavan, New Delhi.
2.	TLANI-4	01	
3.	SLMO-8	01	
4.	OPTIPOINT 500 Std	09	
5.	OPTIPOINT 500 KEY MODULE	07	
6.	MDF	01	

**2. FULL MAINTENANCE CONTRACT** (Comprehensive) consists of the following works :-

- a) Repairing and servicing charges of digital phones
- b) Installation, freight or labour charges
- c) IC of SIEMENS instruments
- d) Capsule of SIEMENS instruments (Rosset Box of SIEMENS instruments)
- e) Line button of SIEMENS instruments
- f) Number button of SIEMENS instruments
- g) Line cord of SIEMENS instruments
- h) Labour charges for cabling fault rectification
- i) Ringer of SIEMENS instruments
- j) Mouth/Ear speaker of SIEMENS instruments
- k) Power supply adopter of Plan phone
- l) Cabling and Channeling.

**3. Under the preventive maintenance contract**, the company should provide the following maintenance regularly:

- a) Cleaning of all Plan instruments
- b) Checking of voltage adopter
- c) Checking of Keys and Buzzers of the instruments

*Sanjeev*  
6/12/12  
(संजीव श्रीवास्तव/SANJEEV SHRIVASTAVA)  
अवर सचिव/Under Secretary  
श. सं. शिक्षा, अजमेर/Min. of H.R. D.  
उपसचिव शिक्षा विभाग/De. Secy. of Insa  
अजमेर/Amber

**4. Term & Conditions:-**

(i) Only reputed, and experienced authorized Service Providers of Siemens Hipath & Siemens Hicom Key Telephone System with minimum experience of 3 years in the field of maintenance of Siemens KTS Systems in the Government/Semi-Govt. Organizations, including PSU, and also having the requisite competence/capacity to handle the Full Service Maintenance Contract for the Siemens EPABX System may participate in the tender process. Proof of experience and authorization certificate must be submitted.

(ii) Only the firms, which are registered for such work and having the service tax number, will be entertained. Copy of registration Certificate and Service Tax number must be enclosed.

(iii) The firms who are doing the AMC work of Ministries/Department of Central Government of India of similar system are requested to enclose the copy of the same.

(iv) An earnest money of **3,000/- (Rupees Three Thousand only)** should be deposited in the form of a crossed Demand Draft/Banker's Cheque drawn in favour of Pay and Accounts Officer (Edu), Department of Higher Education, Ministry of Human Resource Development payable at New Delhi. Payment of Earnest Money Deposit in cash or in any other form will not be accepted. The quotations received without the Earnest Money Deposit shall be summarily rejected and no tenderer shall have any right to make any representation against it even if his quotation happens to be the lowest. The earnest money will be liable to be forfeited, if the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of his tender.

(v) The firm which is awarded contract will depute an engineer on all working days between 09.00 A.M to 6.00 P.M. for looking after the work and in case of an emergency, if reported so, beyond office hours and even Saturdays, Sundays & Holidays. All the complaints/calls will have to be attended to by the contractual firm within one hour of the receipt of such call in their office. In case, the engineer of the firm does not entertain a complaint within stipulated time, an amount of ₹100/- per day as penalty will be charged from the firm.

(vi) The repair servicing work etc. would be carried out in the premises of the Ministry (i.e Shastri Bhavan). Only such work which cannot be done in the office premises will be allowed to be done outside with the written permission of the undersigned and for this purpose no extra payment would be made. No transportation charges will be paid by the Ministry.

(vii) The payment will be made on quarterly equal installment basis after the expiry of three months subject to the satisfactorily services. The company will instruct their engineer(s) to obtain satisfactory reports from the officers concerned as these reports will be required for release of installments of AMC.

(viii) The company will be responsible for handing over all the instruments in perfect working condition along with the accessories.

*Sanjeev*  
6/12/14  
(सिबीए श्रीवास्तव/SANJEEV SHRIVASTVA)  
अवर सचिव/Under Secretary  
श. स. वि. विभाग/Min. of H. R. D.  
एन. डी. भवन/Dir. H.R. D.  
नया दिल्ली/N. D.

(ix) The successful tenderer will be required to furnish a 'Security Deposit' of 5% of total value of award within ten days from the date of acceptance of tender through crossed Demand Draft/Banker's Cheque drawn in favour of Pay and Accounts Officer, Ministry of Human Resource Development payable at New Delhi.

5. The sealed quotations may be submitted superscribed as "QUOTATIONS FOR COMPREHENSIVE ANNUAL SERVICE MAINTENANCE CONTRACT FOR **"SIEMENS EPABX system and its related accessories"** and addressed to the Under Secy.(S&S), Ministry of Human Resource Development, Room No.123-C, Shastri Bhawan, New Delhi 110001 **by 03-00 PM on or before 27.12.2012. The quotations will be opened on the same day at 03-30 P.M. Interested parties or their authorized representatives who wish to be present at the time of opening of the quotations may remain present.**

6. The Ministry reserves the right to terminate the contract at any time during the contract period, if he feels that the services rendered by the tenderer are not satisfactory. The decision of the Ministry shall be final and binding. The Ministry reserves the right to cancel the tender if any false information is provided or performance does not match with the requirement of the Ministry.

7. You are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before submitting your quotation, as no change or violation of the aforesaid terms and condition shall be permissible once this Ministry accepts the quotation.

(Sanjeev Shrivastava) (6/12/12)  
Under Secretary to the Govt. of India  
Ministry of Human Resource Development  
TE: 23073109  
जम्हारा शिक्षा विभाग/D/O H.R. D.  
भारत सरकार/Govt. of India  
नई दिल्ली/New Delhi

Copy to:

1. All Ministries/Department of the Govt. of India. It is requested that wide Publicity of this tender notice may please be given and contractors engaged by them for this job, may be informed to submit their quotations if they are willing and fulfill the conditions.
2. All notice boards of MHRD.
3. Webmaster, CMIS with request to place the aforesaid notice on the website of Ministry for wide publicity.
4. Central Public Procurement Portal..