

No. 6-3/2013-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

Room No.123-C, Shastri Bhawan,
New Delhi, Dated the October, 2015

TENDER NOTICE

Sub:- Quotations for rates for comprehensive Annual maintenance Contract of SIEMENS Key Telephone System and its related accessories installed in the Ministry of Human Resource Development (Department of Higher Education & Department of School Education & Literacy) for one year..

Sealed quotations are invited for Full Service Maintenance Contract for the SIEMENS Key Telephone System functioning in the Department of Higher Education and Department of School Education & Literacy under Ministry of Human Resource Development as per the details given below:-

S. No.	Installed at	Description of Systems
1.	O/o. JS(AE), Room No. 103-D, Shastri Bhawan, New Delhi	Siemens Hipath 1130 (2/10) installed on 1.4.2014
2.	O/o JS(ICC), Room No. 111-C & 111A-C, Shastri Bhawan, New Delhi	Siemens Hipath 3350 installed on 10/10/2014*
3.	O/o. MOS (RSK), Room No. 107-D, Shastri Bhawan, New Delhi	Siemens Hipath 3550 Main Cabinet with 2 ISDN lines, 20 pair MDF installed on 06/12/14*

***The contract for the KTSs will start from the date after expiry of one-year warranty or the date of award of contract whichever is later.**

2. Reputed firms having authenticity of being an authorized Service Provider of Siemens Hipath & Hicom Telephone System and minimum experience of 5-6 years in the field of maintenance of KTS System in Government /Semi-Government Organizations, including Public Sector Undertakings, and those having the requisite competence/capacity to handle the jobs in question may submit their quotations.

3. FULL MAINTENANCE CONTRACT (Comprehensive) consisting of the following work:-

- a) Repairing and Servicing charges of digital phones
- b) Installation & re-location of systems & instruments
- c) IC of SIEMENS instruments
- d) Capsule of SIEMENS instruments & Resettes Box of SIEMENS instruments
- e) Line button of SIEMENS instruments
- f) Number button of SIEMENS instruments
- g) Line cord of SIEMENS instruments
- h) Cabling fault ratification
- i) Ringer of SIEMENS instruments
- j) Mouth / Ear speaker of SIEMENS instruments
- k) Power supply adopter of Plan phone
- l) Cabling and Channeling


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4. Under 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

5. The sealed quotations may be submitted superscribed as "QUOTATIONS FOR COMPREHENSIVE ANNUAL SERVICE MAINTENANCE CONTRACT FOR SIEMENS KEY TELEPHONE SYSTEM AND ITS RELATED ACCESSORIES" and addressed to the Under Secretary, S&S, Department of Higher Education, Ministry of Human Resource Development, Room No.123-C, Shastri Bhawan, New Delhi - 110001 by 03-00 PM on or before 6th November, 2015. The quotations will be opened on the same day at 03-30 PM. Interested firms or their authorized representative(s) who wish to be present at the time of opening of the quotations may remain present.

6. An earnest money of Rs.10,000/- (Rupees Ten Thousand only) should be deposited in the form of a crossed Demand Draft/Banker's Cheque/Bank Guarantee/FDR drawn in favour of "Pay & Accounts Officer, 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.

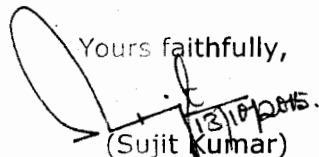
7. **Terms & conditions:-**

- a) The company shall depute an engineer on all working days between 09-00 AM to 05-30 PM for looking after the work and in case of an emergency, if reported so, beyond office hours.
- b) The maximum breakdown time of any Plan phone is 2 hours and your engineer should respond within an hour after receiving the complaint and do the needful immediately. In case, the engineer of the firm does not entertain a complaint within stipulated time, in that case an amount of Rs.2000/- per day as token of penalty will be charged from the concerned firm. However, the Ministry will not be bound to tolerate the delay for more than one day, in any case.
- c) The repair servicing work etc. would be carried out in the premises of the Ministry.
- d) The work will have to be carried out in the premises of the Departments, the offices of which are located in Shastri Bhawan. Only such work which cannot be done in the office premises will be allowed to be done outside with the written permission of the competent authority and for this purpose no extra payment would be made. No transportation charges will be paid by the Ministry.
- e) The payment will be made on quarterly equal installments basis after the expiry of three months subject to the satisfactory services.
- f) The company will instruct their engineer(s) to obtain satisfactory reports from the concerned officers as these reports will be required for release of installments of AMC.
- g) **Only the firms which are registered for such work and having the service tax number will only be entertained.**
- h) The company will be fully responsible for handling of the instruments in perfect working condition along with the accessories.

A handwritten signature in black ink, followed by the date "13/10/2015" written in a similar style.

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- i) The firms who are having the AMC of Ministries/Departments of Government of India shall furnish the copy of the same.
- j) The Competent Authority reserves the right to terminate the contract at any point of time during the contract period, if found that the services rendered by the tenderer is not satisfactory.
8. The decision of the Ministry shall be final. The Ministry reserves the right to cancel the tender if any false information is provided.
9. The Ministry reserves the right to reject any or all quotations without assigning any reason.
- 10. The firms should submit the information (duly self attested by the authorized person of the company) in respect of Sale Tax/Income Tax Registration Number as well as Permanent Account No. and annual turnover of the company for the last three years.**
- 11) In the matter of any dispute between the firms regarding the terms and conditions of the contract and execution thereof, the matter shall be referred to Arbitrator(s) as may be decided by the Secretary (HE).JS(A) for Arbitration under the Arbitration & Conciliation Act, 1986. The firm or contractor shall not question the decision of Arbitrator(s) on the ground that Arbitrator(s) is/are Government Servant(s). The decision of Arbitrator(s) shall be final and binding on the firms.
- 12) The tender notice is also available on department website <http://www.edu.nic.in>.

Yours faithfully,

(Sujit Kumar)
Under Secretary to the Govt. of India
Tel: 23073109

Copy to:

1. M/s Electronic Junction, 12, Pushpa Market, Lajpat Nagar, New Delhi-110 024
2. M/s Airphone Communications India Pvt. Ltd., B-105, 1st Floor, Panchsheel Vihar, Behind Triveni Commercial Complex, Sheikh Sarai-I, New Delhi-110 017
3. M/s S V Tel, 207, Suneja Tower-1, Distt. Centre, Janak Puri, New Delhi-110058
4. M/s Gurusons Communications Pvt. Ltd., 109, Southex Plaza-I, NDSE-II, New Delhi-110 049
5. CMIS Unit with a request to publish the tender on the website of the Ministry.