

F. No. 6-21/2016-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: 4th January, 2017

**TENDER NOTICE**

**Subject:-** Quotations for rates for comprehensive Annual maintenance contract of one Panasonic Key Telephone System (KTS) and its related accessories installed at the residence office(6, Kushak Road, New Delhi) of Hon'ble HRM - regarding.

Sealed quotations are invited for Full Service Maintenance Contract for the Panasonic Key Telephone System and its related accessories functioning the residence office(6, Kushak Road, New Delhi) of Hon'ble HRM. The details of system and place of its installation is as under:-

S.No.	Item description	Quantity
1.	Panasonic KTS system model no. KXT 100D	01
2.	Digital telephone sets	15
3.	Basic Phones	05
4.	Cordless phones	03
5.	UPS (2KVA)	01
6.	MDF	03

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

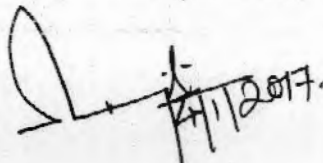
- Repairing and servicing charges of digital phones
- Installation, freight or labour charges
- IC of Panasonic instruments
- Capsule of Panasonic instruments (Rosset Box of Panasonic instruments)
- Line button of Panasonic instruments
- Number button of Panasonic instruments
- Line cord of Panasonic instruments
- Labour charges for cabling fault rectification
- Ringer of Panasonic instruments
- Mouth/Ear speaker of Panasonic instruments
- Power supply adopter of Plan phone
- Cabling and Channeling.

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

- Cleaning of all Plan instruments
- Checking of voltage adopter
- Checking of Keys and Buzzers of the instruments

**4. Term & Conditions:-**

Only reputed, and experienced authorized Service Providers of Panasonic Key Telephone System with minimum experience of 3 years in the field of maintenance of Panasonic 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 Panasonic EPABX System may participate in the tender process. Proof of experience must be submitted.

  
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(i) 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.

(ii) 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.

(iii) The firms are also requested to submit the additional information in respect of Sale Tax/Income Tax Registration Number along with proof. Turnover of the firm for the last three financial year (along with proof) should be attached.

(iv) An earnest money of Rs.4,000/- (**Rupees Four 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 provide the mobile number of contact persons who may be contacted in case of complaints 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 three hours 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 Rs.100/- per day as penalty will be charged from the firm.

(vi) The repair servicing work etc. would be carried out in the premises i.e. 6, Kushak Raod, New Delhi. Only such work which cannot be done in the said 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.

(ix) **Only one firm shall be selected as L-1 to undertake the entire scope of work on the basis of the sum of amounts quoted against each item.**

5. The sealed quotations may be submitted superscribed as "QUOTATIONS FOR COMPREHENSIVE ANNUAL SERVICE MAINTENANCE CONTRACT FOR **Panasonic Key Telephone 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 27.01.2017. 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.



Under Secretary to the Govt. of India  
Tel: 23073109.

Copy to:

1. All Ministries/Departments of the Govt. of India. It is requested that wide Publicity of this tender notice may please be given and contractor 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.
5. Firms as per list attached.