

No.6-1/2012-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
S&S Section

123-C Wing, Shastri Bhawan
New Delhi, Dated: April 24, 2012

Sub:- Comprehensive AMC in respect of Single Telephone Instruments in Ministry of Human Resource Development-reg.

Sealed quotations are invited for Comprehensive AMC in respect of approximately 400 Single Telephone Instruments in the Ministry of Human Resource Development initially for a period of one year from the date of awarding the contract. Reputed firms having experience of minimum of 5-6 years in the field of maintenance of Single Telephone instruments 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 to the undersigned by name in double sealed cover the outer cover being addressed to the undersigned may be deposited in the tender Box at Information and Facilitation Centre, Ministry of Human Resource Development, Gate No.-6, Shastri Bhawan, New Delhi-110001 by **03:00pm on or before 16.05.12**. The envelope should be prominently superscribed as "QUOTATIONS FOR THE MAINTENANCE OF SINGLE TELEPHONE INSTRUMENTS THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT."

2. The tenders will be opened at **03:30 pm on 16.05.12** in Room No. 123 'C' Wing Shastri Bhawan, New Delhi. You may present at that time, if you desire so, or may depute one of your representatives to be present at the time of opening of tenders.

3. An earnest money of **Rs.3,000/- (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, 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. The earnest money will be liable to be forfeited, if the tenderer withdraws or amend, impairs or derogates from the tender in any respect within the period of validity of his tender.

4. The terms and conditions of the said contract are as under :-

i) The successful tenderer will be required to undertake the 'maintenance' and other related job works for a period of 12 months w.e.f from the date of award of contract. This can be extended on year to year basis upto three years, depending on the performance of the contractor. The performance of job-work shall be reviewed at the end of every quarter and the Ministry reserves the right to terminate the contract at any time, if the services provided by the contracting firm are found to be unsatisfactory. The decision of the Department shall be final and binding on the firm in this regard.

Sanjay
24/4/12

ii) The work will have to be carried out in the premises of the Departments, the offices of which are located in Shastri Bhavan, Parliament Street and R.K Puram. The single telephone instruments installed at the residential offices of Ministers in the Ministry/Department are also covered under the contract.

iii) The contracting firm is required to depute a well-experienced service engineer/mechanic for the maintenance/servicing repair of the instruments concerned. All the complaints/calls should be attended to by the contractor firm on the same day. A report in this regard shall also be submitted along with the bills.

iv) No Advance payment will be made under any circumstances. Subject to the satisfactory performance of the contractor, payment of the total contractual value of 'maintenance' only will be made on quarterly basis.

v) The maintenance contract is comprehensive in nature and shall, therefore, no extra charges for any spare parts, adopters etc. will be paid by the Ministry. The rates for the maintenance work furnished by you will be valid for the whole period of contract and no upward revision of rates will be allowed during the period of contract under any circumstances. In a nutshell, it shall be responsibility of your firm to carry out the requisite servicing and all sorts of repairs that are very much necessary for the proper maintenance/upkeep of the single telephone throughout the period of contract.

5. 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 conditions shall be permissible once this Department accepts the quotation. The successful tenderer will be required to sign a copy of the tender in token of having accepted the terms and conditions.

Sanjeev 24/4/12
(Sanjeev Shrivastva)
Under Secretary to the Govt. of India
Tel. No. 28073100
जय प्रकाश नरिये
अवर सचिव/Under Secretary
वा. स. वि. मन्त्रालय/Min. of H. R. D.
संस्कृत शिक्षा विभाग/Dio Higr. Edn.
भारत, दिल्ली/India
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.