

No. 25014/1/2010-GA
Government of India
Ministry of Commerce & Industry
(GA Section)

Udyog Bhavan, New Delhi
Dated 29th April, 2010

To ,

Subject: AMC of Key telephone systems (KTS) of Siemens make installed in the Department of Commerce -regarding.

Sir,

I am directed to say that Department of Commerce intends to award Comprehensive Annual Maintenance Service Contract of 15 KTS (Siemens) installed in the Department. The details of machines are enclosed at annexure 'A'.

2. The interested firms may like to inspect the systems on any working day from 10th to 11th May, 2010 between 3.00 pm to 4.00 pm. The Department is looking for service providers who is an **authorized dealer of Siemens** and have a minimum of three years experience in Govt. Sector in respect of maintenance of KTS (Siemens) of different configurations. The documents in this regard shall be annexed to the quotation. Other things being equal preference will be given to the firms having authorization for service/maintenance from Principal manufacturer of the machines. The service providers capable of maintaining the System and interested in undertaking the said work, may submit quotation in a sealed cover latest by 3.00 p.m. on Monday, the 17th May, 2010. The Quotations may be dropped in Tender Box placed at R. No. 27-C, Ground floor, Udyog Bhawan, New Delhi. The cover should be superscribed as "Quotation for maintenance of KTS (Siemens) of Department of Commerce". The quotation shall be opened at 3.30 P.M. on the same when you or your representative may like to be present. The terms and conditions of the tender/contract will be as under:-

1. The contract shall be effective from 1st July, 2010 and upto 30.6.2011 and consolidated lumpsum amount for all the system taken together has to be indicated in the proforma enclosed (excluding taxes). No demand for revision of rates on any account whatsoever shall be entertained under any circumstances during currency of the contract.

2. The quotation shall be accompanied by an earnest money of Rs.8500/- (Rupees Eight Thousand Five Hundred only) in the form of Demand Draft in favour of "Under Secretary (Cash), Department of Commerce, New Delhi" (Cheque/cash will not be accepted). The quotations received without earnest money or with cheque/cash shall be summarily rejected and no representation what so ever in this regard shall be entertained. The earnest money shall be forfeited if the contractor declared successful declines the offer or does not accept the work for any reason, whatsoever. The earnest money of the firm whose quotation are not approved shall be released only after the award of the contract to the successful tenderer.

3. The contract shall ordinarily be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document. The

rates offered shall be kept open for acceptance within 45 days of the tender opening or any extended period as may be desired by the Department. The contract shall be normally be awarded upto 30.6.2011 and extendable with mutual consent, if required.

4. The tenderer whose quotations is finally accepted, The firm shall have to furnish a performance security of 10% of the value of contract, in favour of "Under Secretary (Cash), Department of Commerce" by the means of Bank Guarantee/Fixed Deposit receipt from a commercial bank, which shall be refunded only after satisfactory performance and expiry of the contract.

5. The Company shall regularly depute trained engineer(s) only having wide experience of repairing the (Siemens) and the complaint received during the day shall be attended to promptly and rectified within two hours. The company may have to sent their representatives on holidays in case of emergencies.

6. This contract includes free replacement of part(s) with genuine ones (except consumables like cable and adaptor) which may be necessary as a result of normal wear and tear during the period of contract.

7. The general preventive maintenance of the machine would be undertaken twice a month for which a separate card will be maintained by the company. The company is required to replace the defective parts of the machine with original and new parts strictly as per the configuration of the manufacturer and will be guaranteed for a period of one year from the date of replacement. The defective parts will be taken over by the company and the new parts provided will become the property of the Department.

8. In the case of major repair where the system or any part of the system has to be taken to Company's workshop, the standby arrangement from the company side will be mandatory without disruption of work of the user. The equipment being taken to the workshop for repair would be at the company's expenses.

9. In case the company is found to be failing in rectifying/making functional the system on the same day, a penalty of Rs.500/- (Rupees five Hundred only) per day on default would be imposed. In case of three successive failures, the contract will be terminated forthwith and the performance security deposit would be forfeited. Under such circumstances only proportionate charges for the period for which the services rendered shall be payable to the contractor that too only if the services provided by the firm had been satisfactory.

10. The payment will be made on two equal half yearly instalments only on completion of service to the satisfaction and other formalities as may be requested by the Department.

11. The interpretation of the contractual terms & conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the Department.

Yours faithfully

(Sher Bahadur)
Section Officer
Tel: 23062521

PROFORMA

SUBJECT:- MAINTENANCE OF KTS (SIEMENS)

I) NAME/ADDRESS OF THE FIRM :-----

II) CONTACT NUMBER:-----

III) STATUS OF THE FIRM(INDIVIDUAL/SOLE PROPRIETORSHIP
COMPANY ETC.) -----

IV) REGISTRATION/VAT/S.TAX/PAN & OTHER DETAILS.-----

V) DETAILS OF AUTHORISATION(S)/EXPERIENCE ETC.(DOCUMENT
TO BE ATTACHED) -----

VI) DETAILS OF THREE YEARS EXPERIENCE(VIZ. ----- 2007-2008
2008-2009
2009-2010)

VII) RATE QUOTED (excluding taxes): RS.-----

(RUPEES-----ONLY)

VIII) We hereby undertake to abide by the terms/conditions of the tender No.25011/3/2007-GA dated 10.3.2010 and undertake that the information(s) furnished is true and nothing material has been concealed. We understand that the contract is liable to be cancelled if the same has been obtained through concealment of information/fraudulent means.

(Signature of the Authorised representative)
Seal

Details of KTS (Siemens)

Sl. No.	Name of officer	KTS (Main System) installed in Room No.
1.	MOS (JRS)	145
2.	SS&FA (SB)	34C
3.	AS (PKC)	242
4.	AS (AKM)	242
5.	AS (DKM)	125
6.	JS (SA)	32A
7.	JS (PKD)	250B
8.	OSD (JD)	288 A
9.	JS (RK)	288A
10.	JS (AK)	250B
11.	JS (AGM)	163
12.	JS (BSS)	233A
13.	JS (DS)	250B
14.	EA(NS)	228
15.	EA (Chalam)	225A

