

No.D-25018/3/2006-Ad.II
Government of India,
Ministry of Personnel, P.G. & Pensions,
(Department of Personnel & Training)

North Block, New Delhi
Dated : 26 February 2010

TENDER NOTICE

Subject :- Comprehensive Annual Maintenance Contract of NEC Key Telephone Systems - Quotations.

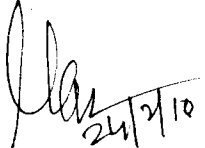
Sealed quotations for Comprehensive Maintenance Service Contract are invited in respect of the following NEC Models Dx Z 96 Key Telephone Systems belonging to this Department.

Sl. No.	KTS operating
1	AS (S&V) & JS(E) Room No. 109, 111 & A112/I, North Block
2	JS(Trg.) Room No. 304,308, Old JNU Campus, New Delhi

2. The terms and conditions of the contract will be as follows:-
 - (a) The rates quoted will remain in force during the currency of contract and no demand for revision of rates on any account whatsoever will be entertained.
 - (b) Rates may be quoted for the above Key Telephone Systems along with UPS and battery.
 - (c) The contract will be for "Comprehensive maintenance service" i.e. if any part is required to be replaced the same will be replaced under the contract and no extra charges will be paid by the Department for any spare part. It will be the responsibility of the company to provide genuine spare parts of system and to keep all the machines in working order.
 - (d) The intending firm may inspect the state of the Systems before quoting rates. They may get in touch with the Section Officer, Admn. II Section, Department of Personnel and Training, North Block, New Delhi (Telephone No. 23093904) in this regard.
 - (e) The intending firm must be authorized dealer/channel partner/distributor of the NEC Models Dx Z 96 Key Telephone Systems and are required to produce certificate to prove their competence for undertaking the job in question for a minimum period of 3 years and also furnish proof of their standing and good-will. The Income-Tax clearance certificate should also be sent alongwith PAN number.
 - (f) The Selected firm shall be required to depute technically and professionally competent personnel to provide requisite maintenance service. All complaints for the repair of systems will be attended within the office premises within 24 hours of the complaint.
 - (g) The payment of maintenance charges will be made on quarterly basis after completion of the quarter.

- (h) Any failure on the part of the firm to maintain the systems satisfactorily will entail deduction of such amount of penalty from the maintenance charges as may be decided by the competent authority.
- (i) It shall also be the responsibility of the contracting firm to hand over the systems in good working condition at the end of the contract period to this Department, failing which the firm shall be liable to pay liquidated damages to the Department as determined by the competent authority.
- (j) Tenderers are requested to deposit earnest money of Rs. 4000/- (Rupees Four Thousand only) through a crossed demand draft on any scheduled bank in Delhi/ New Delhi drawn in favour of the Under Secretary(Cash), Department of Personnel and Training, North Block, New Delhi along with the quotation. The earnest money deposited by the successful tenderer shall be retained as Security deposit for the due fulfillment/performance of the terms and conditions of the contract. The said security deposits will be refunded after the successful completion of the contract subject to the adjustment of dues against the contractors. The earnest money received from other unsuccessful tenders will be returned without interest.
- (k) The Government reserves the right to select any tender or reject any or all tenders without assigning any reason whatsoever. It will also not be obligatory on the Govt. to accept the lowest quotation and no explanation shall be given with regard to reason for rejection of quotation of any tenderer. The Government further reserves the right to terminate the contract at any time without assigning any reason by giving one month's notice to the contractor.

12.3.2010
3. If the above terms and conditions are acceptable, quotations addressed to Under Secretary (Coordination), Department of Personnel and Training, Room No.3A/III, North Block, New Delhi, may be submitted in a sealed cover superscribed "QUOTATIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF NEC KEY TELEPHONE SYSTEMS" and deposited in the Tender Box placed at the Information Facilitation Centre of this Department near Gate No.8, North Block latest by 3.00 PM on or before ~~02-3-2010~~ 24/3/10. The quotations will be opened on the same day at 3.30 PM in the room of the undersigned (3A/III, North Block). Owners of the firms or their authorised representatives who wish to be present at the time of opening of tenders are welcome.



(P.K. Misra)

Under Secretary to the Govt. of India
Telephone No. 23094579

Copy to Senior Technical Director (NIC) with a request to display the above in the official website of this Ministry and on the Tender Portal of Government of India.