



No. 10/8/2011-Adm.III

भारत सरकार

Government of India

विद्युत मंत्रालय

Ministry of Power

Shram Shakti Bhawan, Rafi Marg, New Delhi – 110001

Telephone No. 23715507; FAX No. 23717519

Date: 04.08.2011

To,

As per list enclosed

Subject: Annual Maintenance contract for comprehensive maintenance (including spare parts) of various telephone systems installed in the Ministry of Power.

Sir,

I am directed to say that Ministry of Power intends to enter into Comprehensive Annual Maintenance Contract (including spare parts) for various telephone system installed in the Ministry of Power (list enclosed at Annexure-I) at Shram Shakti Bhawan, Nirman Bhawan and office of MOP at Parliament House. Period of the contract will for the period of one year w.e.f. 1.10.2011 to 30.9.2012.

2. The general terms and conditions of the contract are indicated in the Annexure-III. The firm who are in the field of maintenance of telephone system/ EPABX system as per Annexure-I and have valid authorization for sell and maintenance of the particular brand (certificate of authorization for repair of concerned systems should be enclosed) may submit their best quotation in sealed cover addressed to the Section Officer, room No. 22, Ministry of Power, Shram Shakti Bhawan, Rafi Marg, New Delhi so as to reach him by 16.08.2011 on or before 3.00 PM.

3. The bid document should be accompanied by an earnest money as details at Annexure -I in the form of crossed pay order in the name of Pay & Account officer, Pay & Account Office, Ministry of Power.

4. Firms are also requested to quote rate for the items mentioned at Annexure –II which will be valid till the expiry of AMC.

Yours faithfully

(P.K. Singh)

Section Officer

2335-8267

Enclosure: Annexure I, II and III

Details of the systems to be covered under maintenance contract

S.No.	Exchange Details	Quantity	Details of the systems	Installed in room No.	CAMC period	EMD required	Rate without resident technician	Amount in RuP
1	Panasonic make system installed with AS(AGBP), JS(A), JS(ICPK), JS(SK), JS&FA & JS(DS)	6	Each with four digital extensions	208, 209, 413, 402, 405, 415 at S. S. Bhawan	1.10.2011-30.9.2012	Rs. 10, 000/-		
2	Panasonic make system	1	10 digital extension	Office of MOS(P)				
3	Panasonic make system	1	20 digital extensions	at Nirman Bhawan				
4	EPABX system	1	175 intercom line (contract will cover all telephone instrument, MDF with crones and wiring)	With all officer, Section and Unit at Shram Shakti Bhawan				
5	1+1 Plan system	21	All Beetal make	All Plan systems installed at shram shakti Bhawan				
6	Panasonic make system	1	6 digital extensions	205 at S. S. Bhawan				
7	Panasonic make system	1	8 digital extension	502, MS flat, BKS marg New Delhi	11.2.2012 to 30.9.2012	Rs. 10, 000/-		
8	Siemens make system		20 Digital Extensions	206, 201, 200 at shram shakti Bhawan	1.10.2011-30.9.2012			
9			4 Digital extensions	Installed in the office of MOP at Parliament				

Note: 1. Separate rate should be quoted for all the items mentioned at serial number 1 to 9.

- Wiring and power backup system installed with all the system will be covered under Comprehensive Maintenance contract.

[Signature]

Amount in Rupees

S. No.	Subject	Rate	Installation and laying charges
1	2 Pairs cable (per mtr)		
2	3 Pairs cable (per mtr)		
3	5 pairs cable(per mtr)		
4	10 pairs cable (per mtr)		
5	15 pairs cable (per mtr)		
6	20 pairs cable (per mtr)		
7	25 pairs cable (per mtr)		
8	50 pairs cable (per mtr)		
9	SMF battery 12V 7 AH		
10	SMF battery 12V 15 AH		
11	SMF battery 12V 26 AH		
12	½ inch channel with clip		
13	1 inch channel with clip		
14	½ inch PVC pipe with fitting		
15	1 inch PVC pipe with fitting		
16	Telephone instrument (Panasonic make) with caller ID		
17	MDF 10 Pairs		
18	MDF 20 Pairs		
19	Rojer		
20	Line code (Intercom)		
21	Line code (1+1 Plan)		
22	Line code (KTS)		
23	Hand set code		
24	1+1 Plan system (Beetal make)		
25	1+1 Plan system (Beetal make) (hands free)		



General terms and conditions

1. The scope of work covers comprehensive maintenance (including spare parts) of all the Digital Key Telephone Systems mentioned at Annexure-I. Contract will also cover power backup systems installed with all the systems, all cabling including MDF and crone.
2. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written orders of the Section Officer (Admn. III-Section) are conveyed, the original specification/ characteristics /features shall not be changed.
3. All the complaints received shall be attended immediately as follows:
 - a. Minor faults with in 4 working hours.
 - b. Major faults within 24 working hours.
4. If the equipment is required to be transported to the firms/Manufacturer service workshop for repairs, the same shall be undertake at the risk and cost of the firm and standby equipment has to be provided to keep the system operative.
5. The replacement of the components i.e. Main unit, trunk card, extensions card, all type of telephone instruments installed, all parts of power backup system, cable connector, connecting wire etc will be free of any charges but if any cable replacement and SMF battery for power backup is required that may be on chargeable basis, as per the approved rates.
6. Firms are also requested to quote rate for the accessories items as mentioned at Annexure-II.
7. The firm will not be allowed to charge any extra amount for repair/replacement, if any, after entering in to the contract.
8. The Dir/Dy. Secretary (A), Ministry of Power shall have the right to terminate the contract without assigning any reason, what so ever to the firm at any time.
9. On expiry of the contract after one year, the firm will have to hand over the system in perfect working conditions to the Ministry, failing which suitable amount will be deducted from the due payment & earnest money.
10. Payment shall be made pro-rata on half yearly basis at the end of every six months subject to no long complaint pending.
11. Penalty, if any, shall be deducted from the running payments.
12. The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, so that maintenance is carried out in each equipment atleast once in three months.
13. Rates for shifting of complete exchange if any, may be mentioned separately.

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It may be noted that for the earnest money, cash or cheque will not be accepted under any circumstances. The quotations which are received without the earnest money (pay order) shall be summarily rejected and tenderers shall have no right to represent against it, even if their quotation happens to be the lowest one. The firm who performance security is already available with the Ministry may not deposit earnest money with the quotations.

15. The Firm should quote WCT & Service tax Registration number and TIN number with documents.

16. All rates quoted should be without tax/VAT.

17. Rate should be quoted separately for each system.

18. Successful firms have to deposit an performance security as per detailed below:

- a. For Siemens make system : Rs. 10, 000/-
- b. For all other system as single contract Rs. 20, 000/-

19. The cover of the tender shall be superscripted as under: -

“QUOTATION FOR MAINTENANCE CONTRACT FOR COMPREHENSIVE MAINTENANCE (INCLUDING SPARE PARTS) OF VARIOUS MAKE TELEPHONE SYSTEM”

20. Ministry may extend the period of contract on the same cost and terms & conditions after expiry of the contract for any period as approved by the competent authority.

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