

No. 25013(1)/08-GA
Government of India
Ministry of Heavy Industries & Public Enterprises
Department of Heavy Industry
G.A. Section

Udyog Bhawan, New Delhi.
Dated 24th July,2008

To.

Sub: Comprehensive Annual maintenance Contract of Siemens KTS Systems installed in the Department of Heavy Industry

Sir,

I am directed to invite sealed quotations for award of Comprehensive Annual maintenance Contract of following the Siemens KTS Systems installed in the Department of Heavy Industry. The rates should be quoted for each system model-wise separately. The tender offers in sealed covers should be dropped in the Tender Box kept in Room No. 15, Udyog Bhavan, New Delhi. on or before 18-8-2008 up to 3.00PM along with earnest money of Rs.5,000/- (Rupees five thousand only) in the form of a DD/FDR in favour of DDO, Department of Heavy Industry. The tenders would be opened on the same day i.e. 18-8-2008 at 4.00 PM in room No.15, Udyog Bhavan, New Delhi.

S.No.	Name of the Office.	Item & Model No	Qty
1.	O/o M(HI&PE) Room No.150-A	Siemens Hicom 100E Communications system with 04 P&T Lines,06 Digital extns. & 20 analog Extns.	01
		Optiset Advance+ Comfort	02
		Optiset Std.	10
		Key Module	02
		UPS	01
2.	O/o SHI Room No.173	Siemens Hicom 3350 Communications system with 04 P&T Lines,08 Digital extns. & 04 analog Extns.	
		Optiset Std.E	05
		Alum 4	01
		MDF 20 Pair	01
		UPS	01
3	O/o AS(M) Room No.181	Siemens Hicom 100E Communications system with 04 P&T Lines,04 Digital extns. & 04 analog Extns.	01
		Optiset Std.	04
		Key Module	02
		Euroset 815	02
		UPS	01
4	O/o JS(S) Room No.172-E	Siemens Hicom 100E Communications system with 04 P&T Lines,06 Digital extns. & 12 analog Extns.	01

		Optiset Std.	04
		Key Module	01
		MDF 30 Pair	01
		UPS	01
5	O/o MOS(HI&PE) R.No.126-B	Siemens Hi-path 3500 with 2 BRI ISDN lines and 8 P&T lines with 16 extensions:- Opti Point-500 Advance Opti Point-500 Standard Push button telephone Opti Point Key Module UPS	1 9. 4. 3 2 1

TERMS & CONDITIONS

- a) the firm should be a registered service provider of Siemens KTS system and a certificate to this effect may be endorsed failing with the quotation will not be entertained.
 - b) The contract will be initially for one year which can be extended upto 3 years if the service provided is found satisfactory. However, the contract can be terminated at any time without assigning any reason.
 - c) The contract will be comprehensive and the contractor will be required to replace all defective parts.
 - d) The contractor would ensure that all the parts being replaced are new and genuine and are of the same brand name/quality failing which the contract will be canceled and security deposit forfeited.
 - e) The contractor will ensure that at least one qualified Engineer having 5 years experience is always available in Udyog Bhawan on all working days to attend to the complaints from the users. Depending up- on the work requirements, you will have to depute more engineers including on holidays.
 - f) All the complaints should be attended to within one hour and faults rectified from the time of the complaint. In case the System is required to be taken to the workshop for any major repair, the machine would be taken with permission, repaired and returned to the users in the Department within 24 hours from the time of the complaint. If there is any failure on the part of the contractor, he would be liable to penal charges @ Rs.200/- per hour on the first day and Rs.500/- per hour on the second day.
 - g) The payment will be made on quarterly basis after the service is rendered, on production of bills and based on satisfactory work performance reports received from users.
 - h) The successful firm will be required to deposit an amount of Rs.10,000/- in the form of DD/FDR/ Bank guarantee in the Department of Heavy Industry in favour of DDO,DHI towards performanc3e Security. The earnest money of Rs.5000/- will be adjusted.
 - i) It may also be noted that this Department reserves the right to accept or reject in part or in full any or all the quotations without assigning any reason whatsoever.
2. The contract will be started from the date of acceptance of the above terms & conditions and deposit of Security money of Rs.10,000/-.

Yours faithfully

(K.K.SHARMA)
UNDER SECRETARY TO THE GOVT. OF INDIA