

No.20-33/2011-GA
Government of India
Ministry of Agriculture
Department of Agriculture and Cooperation

Krishi Bhavan, New Delhi
Dated the 30 January.1012

To

M/S

As per list

Subject:- AMC of Key Telephone System (Samsung) installed in the Department of Agriculture and Cooperation -regarding.

Sir,

I am directed to say that Department of Agriculture & Cooperation intends to award Comprehensive Annual Maintenance Service Contract of Key Telephone System (Samsung) installed in the Department. The details etc. of machines are as under:-

S. No	Location of the machines.	Model	AMC period
1.	R.No. 119, KB	Samsung(with 16 instuments)	01.02.2012 to 31.01.2013
2.	R.No. 132, KB	Samsung(With 11 instru.)130,131,133, 137A, 218, 218A	-do-
3.	R. No. 15, KB	Samsung(with 8 instuments)	-do-

The interested firms may like to inspect the systems on any working day from **1st Feb. 2012 to 3rd Feb . 2012** between 3.00 pm to 4.00 pm. The Department is looking for service providers who are authorized service providers of Original Equipment Manufacturer (OEM) of Machines and have minimum of three years experience in Govt. Sector in respect of maintenance of KTSs of different configurations are invited for submitting quotations. The documents in this regard shall be annexed to the quotation. The service providers capable of maintaining the machines and interested in undertaking the said work, may submit quotation in a sealed cover latest by **3.00 p.m. on 21st Feb. 2012** in proscribed Performa.

The Quotations may be dropped in Tender Box placed at facilitation centre of DAC in front of Room No. 12-A (outer gate no. 2) Ground floor Krishi Bhawan, New Delhi. The cover should be super scribed as:-

“Quotation for maintenance of Key Telephone Systems of Department of Agriculture & Cooperation”. The quotation shall be opened at 3.30 P.M. on the same date during which you or your representative may like to be present.

The terms and conditions of tender/contract will be as under:-

1. The contract shall be effective for one year with effect from date of award of tender and consolidated lumpsum amount for all the systems taken together make wise has to be indicated in the proformas enclosed. No demand for revision of rates on any account whatsoever shall be entertained under any circumstances during currency of rate contract.
2. The quotation shall be accompanied by an earnest money deposit of Rs. 5,000/- in the form of Demand Draft in favour of P&AO(Sectt.-I), Department of Agriculture and Cooperation (Cheque/cash will not be accepted). The quotations received without earnest money or with cheques/cash shall be summarily rejected and no representation in this regard shall be entertained. The earnest money shall be forfeited if the contractor declared successful declines the offer or does not accept work for any reason, whatsoever. The earnest money of firms whose quotation are not approved shall be released only after award of contract to successful tenderer.
3. The contract shall ordinarily be awarded to lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform contract satisfactorily as per terms and conditions incorporated in bidding document. The rates offered shall be kept open for acceptance within 45 days of tender opening. The contract shall be normally awarded for one year and extendable with mutual consent, if required.
4. The tenderer whose quotations is finally accepted, shall have to furnish a performance security deposit @ 10% of finalized bid bill in favor of P&AO (Sectt.-I), Department of Agriculture and Cooperation, New Delhi by means of a Fixed Deposit Receipt pledged from any scheduled Bank.
5. The Company shall depute trained engineer(s) only having wide experience of repairing Key Telephone System on daily basis for preventive checks & maintenances and complaint received during the day shall be attended to promptly and rectified within two hours. The company may have to send their representatives on holidays in case of emergencies.
6. The contract will be comprehensive in nature and Department will not make payment for any spare parts excluding batteries, wire etc.. All parts will be replaced free of cost including change of faulty telephone instruments etc. Only genuine authorized parts shall be allowed to be replaced.

7. The company is liable to replace defective parts of machine with original and new parts strictly as per configuration of manufacturer and will be guaranteed for a period of one year from date of replacement. The defective parts will be taken over by company and new parts provided will become the property of Department. Company should have to clean all instruments every month.

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 company side will be mandatory without disruption of work of user. The equipment being taken to workshop for repair would be at company's expenses.

9. In case company is found to be failing in rectifying/making functional the system on the same day, a penalty of Rs. 1,000/- (Rupees One thousand only) per default would be imposed. In case of three successive failures, the contract will be terminated forthwith and performance security deposit would be forfeited. Under such circumstances only proportionate charges for the period for which services rendered shall be payable to contractor that too only if services provided by the firm had been satisfactory.

10. The payment will be made on quarterly basis in equal installments only on completion of service to the satisfaction and other formalities as may be requested by Department.

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

Yours faithfully

(D. Praveen)
Under Secretary to the Govt. of India

Copy to: PSA, NIC,DOAC for putting the tender on website of the Department of Agriculture and Cooperation, Krishi Bhavan, New Delhi. This has the standing approval of JS(A).

Sd/-
(D. Praveen)
Under Secretary to the Govt. of India

PROFORMA

SUB:- MAINTENANCE OF KEY TELEPHONE SYSTEMS (SAMSUNG MAKE)

- 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. -----
2008-2009
2009-2010
2010-2011
- VII) RATE QUOTED : RS.------(RUPEES-----
----- ONLY)
- VIII) We hereby undertake to abide by the terms/conditions of the tender No. 20-33/2011-GA, Dated _____ 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 Authorized representative)
Seal

LIST

1. **M/s Unique Services
L-19B, Sheihk Sarai, Phase-II,
New Delhi. 17**
2. **M/s. Oasis Telecom Systems,
M-6, Laxmi Nagar, Near Jagat Ram Park,
Delhi-110092**
3. **M/s. Sun Line Communication Systems
DA-4, First Floor, Vikas Marg,
Shakarpur, Delhi-110092.**
4. **M/s. Uttranchal Telecom Pvt. Ltd.
E-7, 2nd floor, Jawahar Park, Laxmi Nagar,
Delhi-110092**
5. **M/s Galaxy Telecommunication,
48, DSIDC Complax,
Kotla Mubarakpur, New Delhi.**
6. **M/s. Welcome Telecom Pvt. Ltd.
144-A, Main Road, Near Meerabai Polytechnic,
Maharani Bagh, New Delhi-65**
7. **M/s J.K. Communication
167/8, Sona Priya Chamber, Mandir Lane,
Near Hotel Surya, Sarai Jullena, New Delhi-110025**