

No. 25013/1/2007-Admn  
Government of India  
Ministry of Housing & Urban Poverty Alleviation

Nirman Bhawan, New Delhi  
Dated 08th February 2008

To,  
All Ministries and Departments

Subject:- Comprehensive Maintenance Contract in respect of Key Telephone System installed in the various offices of M/o- HUPA, Nirman Bhawan, New Delhi.

Dear sir,

I am directed to invite quotations for comprehensive Maintenance of the following Key Telephone System installed in various offices of the Ministry as detailed in the enclosed proforma for a period of one year that is extendable on satisfactory performance.

2. The quotations may be submitted in a sealed cover superscribed "Quotations for Comprehensive Maintenance of KTS" and addressed to the US (Admn), Ministry of Housing & Urban Poverty Alleviation Room No. 201-C Nirman Bhawan, New Delhi so as to reach by 3 p.m. on or before 28.02.2008. The quotations will be opened on the same day at 3.30 p.m. in room No. 201-C Nirman Bhawan, Interested addressee or their authorized representatives who wish to be present at the time of opening of quotations may remain present.

3. The contract shall be on comprehensive maintenance service basis i.e. no extra charges for any spare parts etc. will be paid by this Ministry. During the currency of the contract period it will be the responsibility of the company to keep the equipment in perfect working order. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be repaired in the Company's Workshop.

4. The payment towards AMC charges would be made in two installments each at the end of six month on production of satisfactory reports from the concerned users.

5. Once accepted, the rate will not be altered during the contract period.

6. The Ministry can terminate the contract at any time without assigning any reason. If the services of the firm are found to be unsatisfactory, the contract will

be awarded to another firm at the risk and expense of the defaulting firm. In this regard, the decision of the Ministry shall be final and binding upon the firm.

7. The work will be awarded to only such firm who have successfully undertaken similar work in at least three Ministries/Deptt.

8. The complaints should be attended on the same day they are reported.

9. If the firm fails to attend the complaints within 24 hrs and repair the KTS within a reasonable period, a penalty of 5% for the delay of each work or a fraction thereof shall be charged and the same shall be deducted from the gross amount of the bill. The decision of the Ministry for the reasonable period of repair shall be final.

10. The tenders are required to prove their competence for undertaking the job in question and also furnish their standing and good will through a certificate from a Govt. Department mentioning name, designation and telephone Nos. of the officer of the department/Ministry.

11. Quotations received after due date and time will not be accepted. The Ministry reserves the right to select or reject any an all quotations without assigning any reasons whatsoever and also reserve the right to reduce or increase the number of items offered for maintenance contract. The tender is not transferable.

**Yours faithfully**

**(S C VERMA)**  
Section Officer (Admn.)  
M/o- HUPA  
Ph. No. 23063631

Proforma showing the list of the KTS installed in the various offices of this ministry to be awarded under AMC.

## **List of Key Telephone System**

1. AMC of Samsung System installed at the office of Secretary (HUPA)
2. AMC of Samsung Digital KTS System installed in Adm (HUPA)
3. Siemens KTS installed at the office of JS(H)