

Government of India  
Ministry of Tourism

Transport Bhawan  
1, Parliament Street  
New Delhi-110001  
Dated:- 26.02.2018

No. D-25013/1/2018-Admin IV

Notice Inviting Tender

**Sub:- Quotation for the AMC of EPABX system of SIEMENS in the Ministry of Tourism, Govt. of India, New Delhi.**

1. Ministry of Tourism, Transport Bhawan, New Delhi invites quotations in sealed cover for the Annual Maintenance Contract for the EPABX System installed in this office. List of items and their specifications are as follows:-

S.No.	Particulars / Model No.	Quantity
1.	Siemens Hipath 3550 Key Telephone System in Transport Bhawan	With 08 P&T lines, 08 Digital lines and 72 Analog Extns.
2.	Siemens Hipath 3550 Key Telephone System in Minister office, Transport Bhawan	With 12 P&T lines, 16 Digital lines and 04 Analog Extns.
3.	Siemens Hipath 3350 Key Telephone System in Secretary (T) office, Transport Bhawan. <b>Warranty Period till Dec 2018.</b>	With 04 P&T lines, 08 Digital lines and 04 Analog Extns.
4.	Siemens Hipath 3550 Key Telephone System in DG(T) office, Transport Bhawan.	With 04 P&T lines, 08 Digital lines and 04 Analog Extns.
5.	Siemens Hipath 3350 Key Telephone System in ADG(T) office, Transport Bhawan.	With 04 P&T lines, 08 Digital lines and 04 Analog Extns.
6.	Siemens Hipath 3800 Key Telephone System in C-1 Hutments Dalhousie Road.	With 04 P&T lines, 08 Digital lines and 40 Analog Extns.
7.	Siemens Hipath 1150 system in JS (PS) office Transport Bhawan.	With 04 P&T, 04 Digital lines, 04 Analog Extns.
8.	Siemens Hipath 1120 Systems In Economic Advisor Room C-1, Hutments	With 02 P&T lines, 04 Digital lines, 04 Analog Extns.
9.	Siemens Hipath 1120 Systems In ADG(MR Room, C-1, Hutments	With 02 P&T lines, 04 Digital lines, 04 Analog Extns.
10.	Siemens Hipath 1120 Systems In Director (MR) C-1, Hutments	With 02 P&T lines, 04 Digital lines, 04 Analog Extns.

2. The quotation must be supported with following documents:-


- Registration No. of the Agency
- Service Tax No., GST No., if any, of the agency.
- Work experience, if any, in the Govt./Semi Govt./Undertaking/ Autonomous bodies and Private Organization etc.
- An earnest money of Rs.10,000/- (Rupees Ten Thousand Only) shall be deposited along with quotation in the form of a bank draft/pay order in the name of Pay & Accounts Officers, Ministry of Tourism, New Delhi. The tender received without the earnest money shall be rejected forthrightly.

3. The quotation should be submitted only by the **Original Equipment Manufacturers (OEMs) of Siemens Company or their presently authorized dealers with five years experience in relevant field** in a sealed cover envelope superscribed as **"Quotation for the AMC of EPABX System"**, by **21st March, 2018 before 02.00 PM**, in this office and addressed to Sh. Harish Kumar, Under Secretary (Admn-IV), Room No. 130, Ministry of Tourism, Transport Bhawan, 1-Parliament Street, New



Delhi-110001. Certificate of authorization should be valid on the date of submission. Bids received after due date or bids not contained in a sealed envelope will be summarily rejected. **The received bids will be opened in this office on 21.03.2018 at 3.00 PM in the presence of the authorized representatives of the bidders.** All the bidders are therefore informed to be present either personally or through their representatives on the aforementioned time and date in this office. However, this office also reserves the right to reject any bid without assigning any reason. The AMC is subject to the following terms and conditions:-

- i. The charges for repair and maintenance/replacement of defective parts/components of all the equipments cited in Para (2) above (i.e. the 03 Siemens Hipath 3550 Key Telephone system & 02 Siemens Hipath 3350 Key Telephone system, 01 Siemens Hipath 3800 Key Telephone system, 03 Siemens Hipath 1120 Key Telephone system, 01 Siemens Hipath 1150 Key Telephone system), if any, will have to be borne by the contractor during the period of the contract. No transportation of any component or charges for removal to workshop for repairs shall be payable by the Department.
- ii. The entire responsibility for smooth working of all the components, under this contract shall rest with the contractor and the contractor will be required to give trouble free prompt service throughout the contract period.
- iii. Regular services will be provided by contractor's service Engineer dedicated to this office and he should be available on call and should report within two hours of lodging the complaint and at least twice every month. His contact details such as name (Phone No., Mobile No. etc.), should be informed to Under Secretary (Admn-IV). He will maintain a record of all his visits made to this office, duly acknowledged by Under Secretary (Admn-IV).
- iv. In case during the period of the contract for service, the contractor does not rectify the fault/defects pointed out to him within the above specified time (specified in para (iii) above, the job will be got done from the open market at the contractor's risk and cost. In case the contractor's services are found unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the open market at the contractor's cost.
- v. The contractor would require handing over the repaired/new components to the department in perfect working condition at the time of expiry of contract. The contractor shall obtain a certificate to this effect from the Under Secretary (Admn-IV) upon the completion of contract.
- vi. The contractor shall be responsible for the loss of any Government property due to any negligence on his or his representative's part.
- vii. Repair work shall be carried out within the office premises.
- viii. The bills will be raised by the contractor on a quarterly basis.
- ix. The Inspecting officer (Admn-IV)/Under Secretary (Admn-IV) of this office will judge the quality of work as satisfactory/unsatisfactory.
- x. **The successful bidder will have to deposit 5% performance security of the Tender cost.**
- xi. The AMC will be operative for one year w.e.f. date of acceptance of the contract.

  
(Harish Kumar)  
Under Secretary (Admn-IV)

Copy to:

1. NIC for placing on web site.