

**GOVERNMENT OF INDIA
MINISTRY OF COAL**

No.D-25011/1/2010-Admn

New Delhi, the 115.2012.

Notice Inviting Tender

Subject: *Comprehensive Annual Maintenance Contract (AMC) of Matrix Eternity Key Telephone System, instrument and it's accessories in room No. 321-A wing in the Ministry of Coal, Shastri Bhawan, New Delhi - reg.*

Sir,

I am directed to invite quotations for Comprehensive Annual Maintenance Contract in respect of Matrix Eternity Key Telephone System, instrument and it's accessories in room No. 321-A wing in the Ministry of Coal, Shastri Bhawan, New Delhi, as per detail given below:-

Sl. No	Items description with quantity	Status
1	Matrix Eternity Digital Key Telephone System with 16 TRK Lines X 96 Extns. EPABX Systems with key telephone instrument-32 nos., SLT-45, UPS/Battery back-up, MDF & CVT.	Complete Set

2. The quotations may be submitted in a sealed cover superscribed as "**Quotation for Comprehensive maintenance of Matrix K.T.S. System**" and addressed to the *Section Officer(Admn.), Ministry of Coal, Room No.321-A wing, Shastri Bhawan, New Delhi-110 001* so as to reach this Ministry **on or before 24.5.2012 by 12 PM**, clearly stating that all the Terms & Conditions specified by this Ministry for this purpose are fully acceptable by you. Quotations received after due date will not be entertained at all. A Bank Draft amounting to Rs.5,000/- payable to "**PAO, Ministry of Coal**", towards earnest money should also be enclosed with the quotation which will be returned after finalization of the process. Any quotation received without earnest money as stated above, will be summarily rejected. The bids will be opened on the same day at 4.00 PM.

3. The rates inclusive of taxes applicable on date such as Service Tax, VAT etc. may be quoted on comprehensive basis. The payment of AMC charges will be made in two installments of 50% each after completion of first six months period and after completion of first year period. The period of AMC will be one year from the date of award of AMC. No further enhancement of rates during the currency of AMC will be entertained.

...../-

4. A certificate of authorization issued by the OEM Company (ink signed) is required to be attached with the quotation. The firms should have previous experience of providing such maintenance services in other Central Govt. Ministries/Departments for which the copies of the relevant document should be attached with the quotations. Any quotations received without the authorization as mentioned above or without the documents of experience in Central Govt. Ministries/Departments will be summarily rejected.

5. It may also be noted that this Ministry reserves the right to accept or reject in part or in full any or all the quotations without assigning any reason whatsoever.

Yours faithfully,



(Mahesh Chand)
Section Officer(Admn.)
Tel. No.2338 8066

Encl. Terms & Conditions.

Copy to :-

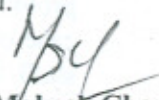
1. Public Procurement Portal, Ministry of Finance, Deptt. of Expenditure, North Block, New Delhi.
2. ✓ NIC (Coal) Cell for publishing on web-site of this Ministry.

Copy also to : All Ministries/Departments of Govt. of India for giving it wide publicity among their service providers.

The Terms & Conditions of the Annual Maintenance Contract (AMC) are :

- (1)
 - i) The company shall have to attend all complaints just on receipt of information from the concerned users directly. The maintenance and service shall be provided on regular basis. After the contract is awarded, it shall be the responsibility of the contractor to fix all the wanted accessories, if any, and depute a well qualified engineer technically sound to inspect the exchange, KTS and instruments covered under the AMC on regular basis and to attend the contingency complaints.
 - ii) To ensure to make preventive maintenance check-up of the system and provide prompt service for breakdown and maintenance as per the need. In case of any breakdown of the system, the repairing and maintenance services shall be provided at the same time which shall be exclusively done at the office premises of the Ministry and no relaxation would be given to take out any equipment outside the premises for repairing etc. It shall also be the responsibility of the contractor to correct the system arising out of any natural and general wear and tear.
 - iii) In case of shifting of telephones from one room to other on account of shifting of officer/rooms or renovations etc., the service should be provided by the contractor without any extra charge for labour etc. except for the cost of cabling on actual basis.
 - iv) The AMC will be valid for a period of one year from the date of award of contract. The payment towards AMC charges shall be made in two installments of 50% each on half-yearly basis. For this purpose, company will be required to submit a pre-receipted bill. The company shall have to attend all the complaints just on receipt of information from any means of communication like telephone, e-mail etc. The Mobile numbers of engineers deputed for the purpose should be provided to this Ministry. This Ministry reserves the right to terminate A.M.C. at any stage and any time during the period of A.M.C., if the performance of the company is not found satisfactory.
 - v) No increase in amount shall be considered for any unforeseen expenditure incurred by you for maintaining the system. Further no interest shall be paid arising out of any delay in payment. No any other charges will be payable like transportation, fare etc. for providing the services.
 - vi) It shall be the responsibility of the contractor to hand over the system and its accessories as included in the AMC to this Department in fully working condition.
 - vii) The Ministry of Coal reserves the right to select or reject any or all the quotations without assigning any reasons whatsoever.
- (2)
 - (i) The firms should have been registered under the companies Act, 1956 and should furnish the detail of its Registered Office.
 - (ii) The firms are required to furnish their standing and goodwill through a certificate/documentary proof of Ministry/Departments with complete address and telephone Nos./Income Tax No./ST/CST No. List of present contracts in Govt. Departments may also enclosed with the quotation.

- (iii) The service provider should have a minimum 5-7 years experience in the operational area. Its financial position and standing should be reflected in its turnover with a minimum of Rs.50 lakhs annual business.
- (iv) The firms should be ISO certified and it should have a work permit or be registered with local authority including sales tax.
- (v) A certificate of its compliance with statutory requirements like EPF, ESI etc. for the last 1-2 years may be furnished alongwith the quotation. The contractor shall also comply with all labour laws in relation to their employees including payment of minimum wages as laid down by any law.
- (vi) The firms should also submit the ink signed authorization **in original from the OEM firm.**
- (vii) The quotations received without the above mentioned documents and Bank Draft towards earnest money as stated in the letter inviting quotations as well as those received after the due date, will be summarily rejected.


(Mahesh Chand)
Section Officer(Admn.)
Tel. No.2338 8066

UNDERTAKING REQUIRED TO BE FURNISHED BY THE BIDDER

I (The proprietor/ partner) of the firm has clearly understood the terms and conditions mentioned in the tender document for Quotation for **AMC of MATRIX Key Telephone System at Min. of Coal, Shastri Bhawan New Delhi** and is agreed to abide by the conditions imposed by the Department. I am also submitting the **original copy of Authorization certificate which is valid on the date of opening of this tender from the MATRIX Comsec Pvt. Ltd. company, the Original OEM of the MATRIX KTS brand** along with the Bid security amount of Rs. 5,000/- Rupees five thousand only) in the form of Bank Draft/bank guarantee/FD payable toI am also enclosing the details of my Sales Tax/TIN number of the firm.

2. I will also abide by the decision of the Department regarding the acceptance/non acceptance of my quotation.

(Name of the signatory)
Status: Proprietor/Partner

