

No. D-19015(2)/2018-GA
Government of India
Ministry of Micro, Small and Medium Enterprises
(GA Section)

Room No. 429-D, Udyog Bhawan,
New Delhi, dated 19th August, 2020

Subject: Invitation of quotations for Comprehensive Annual Maintenance Contract (CAMC) for Unify KTS/EPABX Telephone exchanges installed in the office of Secretary (MSME) at Udyog Bhawan

Sir,

I am directed to invite the tender for Comprehensive Annual Maintenance contract for Siemens KTS /EPABX telephone exchanges installed in the Ministry of MSME Udyog Bhawan , New Delhi from authorised dealers of Siemens/Unify:-

Sl. No.	Description of Goods	Qty.
1.	KTS System- Unify Open Scape X3W	

- (i) Start date and time for submission of bid : 19.08.2020 at 05:00 PM
(ii) Last date for submission of Online Bid : 04.09.2020 at 03.00 Pm
(iii) Opening of Bid : 04.09.2020 at 03.30 PM

2. The Firm shall have to adhere following terms and conditions:

I. The authorized dealers of Siemens having adequate experience of at least three years in the relevant field in Government Ministries/departments/ Semi Govt. Organization, PSUs etc. having the requisite competency/ capacity to provide AMC of KTS/EPABX Telephone system in Government establishments need to apply.

II. The contract will be awarded for a period of one year from the date of issue of the contract which can be extended up to three years subject to the performance of the firm. However, in the event of services rendered being found unsatisfactory, the contract can be terminated at any time without assigning any reason thereof. The decision of the Ministry of in this regard will be final.

III. The Ministry of reserves the right to reject any or all the bids in full or part or not to award the contract to the lowest bidder without assigning any reason thereof and giving any compensation. The decision of the Ministry in this regard shall be final and binding to all.

IV. Services/repair of all parts/accessories of the Siemens KTS/EPABX systems are covered in the AMC unless & until any damages occurred due to natural calamities.

V. The firm should be in existence for over 5 years in the trade with the maintenance business (service business turn over) of more than Rs. 10 lakhs per annum during the last 3 years.



VI. The contractor will raise bill in duplicate on quarterly basis up to the 15th of the succeeding quarter. The payment will therefore be made on quarterly basis.

VII. The complaint should be attended to within 24 hrs. For deficient and unsatisfactory services, penalty up to 20% of the monthly bill will be imposed.

VIII. Any cabling work of repairing/changing/installing will be done by the firm itself.

IX. The firm should have Proof of Income Tax Assessment/Return for the last three years along with the Income Tax Return Clearance Certificate. The firm should have Proof of Annual Turnover which should not be less than rupees 10 Lakh per year for last three years viz. 2016-17, 2017-2018 and 2019-20.

X. Under no circumstances, the contractor shall appoint any sub-contractor or sublease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice by the Head of Office.

Yours Faithfully,



(S.C. Kashyap)

Under Secretary to the Govt. of India
Tel: 23063289

Financial Bid

The rate may be given unit wise of the following items for Comprehensive Annual Maintenance contract (Excluding GST):-

Sl. No	Description of Goods	Qty.	Rate per Unit	Total Amount
1.	KTS System- Unify Open Scape X3W			

Yes