

No.19011/1/2011-Admn.  
Government of India  
Ministry of Chemicals & Fertilizers  
Department of Pharmaceuticals  
(Administration Section)  
.....

218-A, Shastri Bhawan, New Delhi  
Dated:- 24.8.2011

To

1. As per list
2. NIC with the request that it may be placed in the website of Dept.

Subject:- Annual Maintenance Contract of Intercom Service of Telephone of the Dept.

Sir,

I am directed to invite sealed quotations for Annual Maintenance Contract for intercom services (in working condition) installed in this Department for a period of one year as per details enclosed. The rates may be quoted for Annual Maintenance, cleaning of instruments, supply of various model of instruments. The detailed terms and conditions of the Annual Maintenance Contract (AMC) are as follows:-

2. The firm must have an experience of atleast two years of maintaining intercom services in a Ministry / Department.
3. The AMC will start from the date of award and will be for a period of 12 calendar months.
4. The comprehensive maintenance contract would inter alia include replacement of defective parts, change of wire/cable as and when required, cleaning of instruments, from time to time.
5. The instruments will be serviced periodically so that preventive action is taken for extinguishing any possibility of malfunctioning and non-functioning of the same.
6. The firm will provide skilled engineer to attend the intercom services as and when complaints are received on the same day failing which at the earliest, the next day.

7. The rates quoted by the firm will be valid for one year from the date of commencement of contract.

8. The payment will be made in four equal installments on completion of the quarter after awarding the contract and will be subject to the satisfactory service thereof. The engineer will obtain certificate from the users that the intercom has been working satisfactory during the relevant period and a copy of the same will be annexed with the bill for payment.

9. The contract may be terminated on account of unsatisfactory service or inordinate delay in attending to the complaints, or due to the Admn. decision taken by the Competent Authority.

10. Servicing, replacement, renewals etc. will be carried out on site and only genuine company specific spare parts/assemblies/cables will be used for the purpose.

11. The quotations must be submitted with an earnest money of Rs. 2500/- in the form of DD in favour of the DDO, Deptt. of Pharma, New Delhi-110001. The quotations received without EMD will not be considered. The EMD of the unsuccessful renderers will be refunded. The successful tenderer has to deposited 10% of the total amount of the tender amount in the form of Bank Guarantee or FDR in the name of Pay & Accounts Officer, Department of Pharma, New Delhi.

The interested firms are requested to deposit their quotations in a sealed cover superscribed quotations for "AMC of Intercom Services", addressed to Section Officer (Admn.), Dept. of Pharmaceuticals and drop in the Tender Box kept in Room No. 218, A-Wing, Shastri Bhawan, New Delhi, not later than 3.00 P.M. on 9.9.2011. The tender shall be opened at 3.30 P.M. on the same day. The authorized representative of the firm may like to be present at the time of opening the Tenders.

Yours faithfully,

( S.R. Meena )  
Under Secretary to the Govt. of India  
Ph: 23382096

**Details of Intercom facilities**

S.No.	Officer/PPS/ PS/Sections	Intercom No.	Room No.
	Secretary (Pharma)	294	218, A-Wing
	PPS to Secretary ( P)	296	218,A-Wing
	JS(DC)	305	340-B, A-Wing
	Sr.PPS to JS(DC)	310	340-B, A-Wing
	JS(AJ)	382	207, D-Wing
	PS to JS(AJ)	255	208, D-Wing
	Director (PSU)	370	235, A-Wing
	Director (PI)	217	228, A-Wing
	PS Director (PI)	237	218-A, A-Wing
	Director (NIPER)	371	346, A-Wing
	TD (NIC)	327	225, A-Wing
	D.I.A.	303	348, A-Wing
	US(RC)	316	347, A-Wing
	US (SRM)	215	Garage No.19
	US(PSU)	208	348, A-Wing
	SO(Admn.)	251	218-A, A-wing
	SO(NIPER)	249	218-A, A-wing
	SO(R&D)	249	218-A, A-wing
	SO(PI-III)	264	218-A, A-wing
	SO(PSU)	347	218-A, A-wing
	SO(PII & Vigilance)	225	347, A-Wing
	SO(IT)	299	308, A-Wing
	SO(Estt.)	326	Garage No. 33
	SO(PIV)	208	348, A-Wing

**LIST OF ITEMS / WORK**

S.No.	Item / work	Quantity	Amount
1	Maintenance of Intercom	1+3 Plan + 2 (Panasonic) 1+1 Plan= 1 (Panasonic) 1+1= 5 (Beetal)	
			Rate in Meter
2	Cable / wire	1 Pair 2 Pair 3 Pair 4 Pair	
3	PVC Channel Providing & fixing	Size 1" Size 1-1/2"	
4	Telephone Instrument With Caller ID  1+1 Plan Set 1+2 Plan Set Single	Beetal	Panasonic
5	Telephone Instrument cleaning & Service	Beetal	Panasonic
6	Simple Line Cord		
7	Roget		
8	AC/DC Adaptors for Plan		
9	Plan Set /Roget/Line Cord		
10	TAX /VAT		