



Govt. of India
(Ministry of Home Affairs)
Office of the Registrar General, India
2/A, Man Singh Road
New Delhi

No. D-25012/3/2003-GS

Dated:27.05.2009

To

Sub: Quotation for a comprehensive Annual Maintenance Contract (AMC) of EPABX Systems of ORGI - reg.

Dear Sir,

This is regarding the AMC of EPABX Systems of ORGI, the details of which are as under:-

S.No.	Building	Description of EPABX
1	Sewa Bhawan, R.K. Puram, New Delhi	C-Dot, 04 Digital Extension & 36 Analog Extensions
2	Pushpa Bhawan, New Delhi	Siemens Hicom 100 Lines 04 Digital Extensions & 36 Analog Extensions

2. Sealed quotations from the reputed dealers are invited for the annual maintenance of above systems in a comprehensive manner. The firm should be well established in the relevant field and should also indicate the technical infrastructure available with them. Documentary evidence in support of experience in maintenance of the EPABX Systems, particularly in Govt. offices, may also be attached. The list of clients may also be enclosed.

3. As a comprehensive Annual Maintenance Contract is proposed to be signed, the service provider may clearly indicate the parts, if any, not covered by the contract.

4. The payment of AMC amount will be made in two equal six monthly installments after receiving the satisfactory report from the users. The AMC providers would maintain a complaint register in which details like lodging of complaints, settlement of complaints with replacement/repair of parts etc. would be recorded by the AMC provider with counter signature of the complainant. A complaint number would also be given by the firm to the complainants for reference. In case, complaint remains unattended for more than 24 hours, proportionate payment for delay beyond 24 hours or part thereof would be recovered. The quotations should reach this office latest by 09.06.2009.

Yours faithfully,

(A.K. SAMAL)
DEPUTY DIRECTOR