

**POLICE**



**KERALA**

**DEPARTMENT**

**No. H2-204089/2016/PHQ**

Police Headquarters,

Thiruvananthapuram

phq.pol@kerala.gov.in

04712721547

Dated. 05-10-2018

**NOTICE INVITING QUOTATIONS**

**1.** Kerala Police Headquarters invites quotations in sealed cover for the Annual Maintenance Contract for the EPABX System installed in this office. List of items and their specification is as follows:-.

**2.**

<b>Sl. No.</b>	<b>Particulars/ Model No.</b>	<b>Details of Lines &amp; Connections.</b>
1.	KAREL DS 200	4 BSNL Lines connected to 115 Intercoms

**3.** The AMC is subject to the following terms and conditions:-

a. The quotation should be submitted only by reputed companies having experience of AMC in Govt. organizations/PSUs in a sealed cover envelope super scribed as "Quotation for the AMC of EPABX System", by 13/10/2018 before 05.00 PM, in this office addressed to Additional Assistant Inspector General of Police, Police Headquarters, Vellayambalam, Thiruvananthapuram, 695010, Kerala. 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 14/10/2018 at 3.00 p.m. 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.

b. The charges for repair and maintenance/replacement of defective parts/components of all the equipment cited in Para (2) above 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



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repairs shall be payable by the Department.

c. The firm is required to undertake preventive maintenance by checking the EPABX and Intercom at least once every month and servicing every 3 months and confirm that the systems are in good working condition. Regular services will be provided by contractor's service technicians dedicated to this office and he should be available on call and should report to Additional Assistant Inspector General of Police, Police Headquarters, within two hours of lodging the complaint and at least twice every month & record his presence with duty officer in the register maintained for this purpose. His contact details such as name (Phone No., Mobile No. etc.), should be informed to Additional Assistant Inspector of Police, Police Headquarters /Duty officer PHQ, he will maintain a record of all his visits made to this office, duly acknowledged by the duty officer PHQ.

d. 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.

e. 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 (c&d) 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.

f. The contractor would be required to hand over the repaired/new components to the department in perfect working condition at the time of expiry of the contract. The contractor shall obtain a certificate to this effect from the Additional Assistant Inspector General of Police, Police Headquarters upon the completion of contract.

g. The successful tenderer will have to deposit Performance Security Deposit of 5% of total contract value in the form of Demand Draft from a nationalized bank. The performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations by the firms.

h. The contractor shall be responsible for the loss of any Government property due to any negligence on his or his representative's part.

i. Repair work shall be carried out within the office premises.

j. The Bills will be raised by the contractor annually on the basis of a certificate of 'Satisfactory Services' rendered by the service provider.

k. The AMC will be for a period of one year commencing from the date that the Agreement comes into force. This can be cancelled unilaterally by this office, whenever the service is not found to be satisfactory or upto the mark.

**4.** The firms are required to forward the following details with the quotation:



1. Valid registration Number of the firm for the VAT / Service Tax purpose.
2. List of technically qualified employees at your organization.
3. Total years of experience in providing Maintenance services for EPABX and Intercom.
4. Bank details for transferring payment through RTGS .



Thomson Jose IPS  
Assistant Inspector General  
For State Police Chief

To : Director, SCRB. It is requested to publish the same in Kerala Police Website urgently.

Copy To : Duty Officer, PHQ to circulate the same. CA to AAIG PHQ

