



POLICE



DEPARTMENT

KERALA

**No. H5-57327/2025/PHQ**

Police Headquarters,

Thiruvananthapuram

✉phq.pol@kerala.gov.in

☎04712721547

Dated. 12-07-2025

**Quotation Notice No. 22/2025**

Sealed quotations are invited for the Annual Maintenance Contract for the EPABX System installed in Police Headquarters. List of items and their specification are as follows:-.

SL No	Particulars / Model No.	No. trunk Cards & Extension Cards	No. of Connections and Lines
1	KAREL DS 200	one 8 port trunk Card & 11 numbers of Extension Cards	4 BSNL Lines connected to 115 Intercoms

**The AMC will be subject to the following terms and conditions:-**

(A) The quotation should be submitted only by reputed authorised companies / firms having minimum 5 years experience of AMC in Govt. organizations / PSUs in a sealed cover envelope superscribed as **“Quotation for the AMC of EPABX System”** and addressed to Assistant Inspector General of Police, Police Headquarters, Vellayambalam, Thiruvananthapuram, 695010, Kerala. **Last date of receipt of the quotation is on 21.07.2025 at 11 A.M.** Quotations received after due date or bids not contained in a sealed envelope will be summarily rejected.

(B) The charges for service and maintenance 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 repairs shall be payable by the Department.

**Terms and Conditions**

i. 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/she should be available on call and should report to Assistant Inspector General of Police ( Procurement) 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



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purpose. Technicians contact details such as name (Phone No., Mobile No., mail-id etc.), should be informed to Assistant Inspector General of Police ( Procurement) Police Headquarters and Duty officer PHQ, he will maintain a record of all the visits technicians made to this office, duly acknowledged by the Duty officer PHQ.

ii. The 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.

iii. 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, 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.

iv. 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.

v. 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.

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

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

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

ix. 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.

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

1. GST registration Number of the firm
2. List of technically qualified employees at your organization.
3. Total years of experience with the Government in providing Maintenance services for EPABX and Intercoms.
4. Bank details for transferring payment through RTGS.



VIVEK KUMAR IPS  
Additional Assistant Inspector General  
For Director General of Police-cum-State  
Police Chief



To : The official website of Kerala Police  
Copy To : The Duty Officer, PHQ for information and necessar action.



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