

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (GENERAL & SOCIAL SECTOR AUDIT) UTTAR  
PRADESH, 15-A, MAHARSHI DAYANAND MARG, ALLAHABAD- 211001**

No.: PAG(G&SSA)/GD(M)/AMC/EPABX/2018-19/405

Dated: 27.07.2018

To,

-----  
-----  
-----

**Subject: Limited Tender Enquiry for Comprehensive Annual Maintenance Contract of Telephone Systems, Fax Machines and EPABX System/Intercom for the period 01.09.2018-31.08.2020.**

Sir/Madam,

I am directed to request you to submit your most competitive quotation towards Comprehensive Annual Maintenance Contract of Coral EPABX System Model DX 2000, 128 Lines, installed in the Office premises of O/o The Principal Accountant General (G&SSA) UP, Allahabad and Syntel EPABX System Model Neos Expandable to Ports 24, ISDN Compatible and 16 Extensions in the A. G. Colony, at Dr. Lohiya Marg, Allahabad. The details of the items proposed to be put under AMC are as under:-

S. No.	Description of Items	Qty. (Office Premises)	Qty. (A. G. Colony)	Total Qty.
1	Coral EPABX System Model DX 2000, 128 Lines,	01	-	01
3	Syntel EPABX System Model Neos Expandable to Ports 24, ISDN Compatible and 16 Extensions	-	01	01

AMC includes Regular Servicing/Maintenance/Programming of EPABX System of above details.

The terms and conditions of AMC will be as per Annexure-I (Pertaining to submission of quotation) and Annexure-II (Pertaining to AMC) attached with this document.

In case you are interested and you accept the terms and conditions mentioned in Annexure-I and Annexure-II, you may quote your rates in the enclosed proforma (Annexure-III). Your sealed quotation superscribing as "Quotation for AMC of EPABX System" must reach this office by 3.00 P.M. on 16.08.2018. The quotations will be opened at 4.00 P.M. on the same day i.e. 16.08.2018.

Thanking you,

Yours faithfully,

sd

**(Jai Kishan)  
Audit Officer/GD(M)**

**Annexure - I**  
**Terms & conditions relating to submission of the quotations**

1. The rates quoted should be valid for 120 days from the date of the opening of the quotation.
2. There should be no cuttings/overwriting. The cutting, if any should be duly attested. Non-attested corrections/ amendments / overwriting will not be considered.
3. Quotation should be sent in a sealed cover and the cover containing the quotation should bear the words: "Quotation for the AMC of "EPABX System".
4. Quotations received in an unsealed cover or received after the due date are liable to be rejected. Ambiguous bids will also be rejected.
5. The bid must accompany Earnest Money Deposit of Rs.5,000.00 (Rupees five thousand only) in the form of Demand Draft in favour of "PAO, O/o The Accountant General (A&E)-I, UP, Allahabad". Bids received without EMD will be rejected. The Bid Security of unsuccessful Bidders shall be returned as promptly as possible after conclusion of the tender process. Bid Security of successful bidder shall be returned on receipt of Performance Security by the O/o The Principal Accountant General (G&SSA) UP, Allahabad.  
EMD of the bidder(s) will be forfeited if:
  - a) The bidder is not willing to abide by the terms and conditions after submission of the bid.
  - b) The bidder withdraws the bid before receipt of final acceptance.
  - c) The successful bidder fails to furnish Performance Security as indicated in Annexure-II within the stipulated time.
6. O/o The Principal Accountant General (G&SSA) UP, Allahabad reserves the right to reject any/or all the quotation(s) received without assigning any reason thereof.
7. The firm should quote the rates after proper inspection at the premises of O/o The Principal Accountant General (G&SSA) UP, Allahabad (SatyaNishthaBhawan and A. G. Colony).
8. For technical information related to Comprehensive AMC and any other related discussion, the firm/service provider should consult the Audit Officer in O/o The Principal Accountant General (G&SSA) UP, Allahabad.
9. The bidder should have at least three years of experience of maintenance/repair/system recovery etc. in the field of telecommunication instruments, and also should have carried out AMC for Govt./PSU/Autonomous Bodies.
10. The firm will have to execute an agreement with this office within fifteen days of issue of work order. The bidder is required to attach self attested photocopies of Registration, GST registration, PAN card etc. Failure in submission of any of these documents will lead to rejection of bid document.
11. The firm should quote rates exclusive of all taxes/duties.
12. O/o The Principal Accountant General (G&SSA) UP, Allahabad reserves the right to increase/decrease the scope of work of AMC.
13. The contract shall be awarded to the lowest bidder on the basis of the total of the rates quoted against all the items.
14. The Tender may be deposited in the Tender Box placed at the Cell of Dy. Accountant General (Admn.), II<sup>nd</sup> Floor of Satya Nishtha Bhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad and should be addressed to The Dy. Accountant General (Admn.), II<sup>nd</sup> Floor of Satya Nishtha Bhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad-211001.

OR

The Tender can also be sent through post addressed to Dy. Accountant General (Admn.), II<sup>nd</sup> Floor of SatyaNishthaBhawan , O/o The Principal Accountant General (G&SSA) UP, Allahabad-211001. The bidder shall be solely responsible for postal delay, if any.

**sd**

Audit Officer/GD (M)

## **Annexure - II**

### **Terms & conditions of Comprehensive Annual Maintenance Contract of Telephone Systems and Fax Machines/EPABX System/intercom.**

- a) The Annual Maintenance Contract (AMC) shall start from the date on which the charge of the maintenance contract is taken over by the service provider. The contract shall be valid for a period of two year initially which can be extended for one year mutual consent basis on the same rates and existing terms and conditions.
- b) The rate quoted shall remain in force for the full period of contract. No demand for revision of rates on any account whatsoever shall be entertained during the currency of the contract.
- c) The AMC shall be Comprehensive. The maintenance contract shall cover replacement of a part or all parts (genuine/branded) by the contractor free of cost, as and when required. This shall include laying of new cable line and replacement of broken cable wires.
- d) During the validity of the contract, the company will render preventive maintenance services of the equipments at the frequency of at least once in every month. The equipments will be thoroughly cleaned, tested, repaired and kept in working condition all the time. In case the machine is idle for replacement of the parts, the company will replace the parts in reasonable time which in any case will not be more than 24 hours from the registration of complaint.
- e) If system is to be taken to the Service Station/Workshop for repairs etc. with the permission of the authority competent of this office, the company will provide standby system. This office will not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
- f) The contractor will attend to all the calls from this office on all working days. The urgent, immediate and unavoidable calls are also to be attended before and after the usual office time and even on holidays. However, the reasonable time would be allowed for the specific jobs on the merits of the jobs. This office reserves the rights to decide any job as urgent or unavoidable depending upon the nature and venue of the job. The Service Provider is liable to take the maintenance job in the holidays due to urgency of work/ instruction of the In-Charge, Telecom of this Office.
- g) All maintenance/repair/programming work has to be attended within 24 hours of the complaint by the competent authority. After that period of time Rs. 200/- penalty per day will be charged. Further, in case the service provider fails to attend the complaint, and due to urgency the services of an outside vendor is availed by this office on payment basis, the service provider will be liable to reimburse the amount to this office.
- h) A schedule for the quarterly monitoring visit as a part of the preventive maintenance service should be developed at the beginning of the year and this should be got approved from competent authority. The approved preventive maintenance schedule is to be strictly followed.
- i) Payment will be made on a quarterly basis after the completion of the AMC for that quarter and the submission of bill. Payment will be made only after certification for the satisfactory work done by the service provider.
- j) There should not be loose cables, hanging boards, naked live cables etc.
- k) Proper earthing is must wherever it is required.
- l) Performance Security @ 10% of the total contractual value will have to be deposited with within one week of receipt of "Letter of Offer." This will be in the form of Bank Guarantee (BG)/ Fixed Deposit Receipt (FDR) from any of the scheduled Bank in the name of the "PAO O/o The Accountant General (A&E)-I UP, Allahabad. The Performance Security shall remain valid for a period of sixty days beyond

the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. In the event of breach/violation or contravention of any terms and conditions by the contractor, the said Performance Security shall be forfeited. In addition, the contract can also be terminated and firm may be blacklisted.

- m) No other charges like transportation, fare etc. for providing the services, will be payable.
- n) It shall be the responsibility of the contractor to hand over the system as included in the AMC back to this office in fully working condition.
- o) O/o The Principal Accountant General (G&SSA) UP, Allahabad reserves the right to terminate the contract at any time without assigning any reason. Any decision of O/o The Principal Accountant General (G&SSA) UP, Allahabad with regard to the AMC will be binding on the contractor.
- p) The O/o The Principal Accountant General (G&SSA) UP, Allahabad shall have no liability, financial or otherwise, for any harm /damage/injury incurred by the manpower deployed by the Contractor in the course of performing AMC. Neither Contractor nor his workers shall have any claim on this office for compensation or financial assistance on this account.
- q) The firm/contractor shall be responsible for any injury/accident to the person deployed by the contractor/firm for performing the AMC.

**sd**

Audit Officer/GD (M)

**Annexure – III**

**Format for price schedule for quoting charges for AMC of**

<b>S.No.</b>	<b>Description of Items</b>	<b>Total Qty. (including SatyaMishthaBhawan and A. G. Colony)</b>	<b>Rate per unit / (Excluding taxes**)</b>	<b>Amount (Rs.) (Excluding taxes**)</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>
1	Coral EPABX System Model DX 2000, 128 Lines, 4 CO Line and 4 Digital Line	01		
4	Syntel EPABX System Model NeosExpandable to Ports 24, ISDN Compatible and 16 Extensions	01		
<b>Total</b>				

**\*\* Taxes, if any, to be specified.**

I/We have read & understood the all terms and conditions of the tender and I/we are quoting our rates after having understood the scope of work.

Place :

(Signature of Owner/Authorized Representative)

Date:

Name of firm with Seal