



Government of India
Indian Audit & Accounts Department
Office of the Director General of Audit, Central, Kolkata
8, Kiran Shankar Roy Road, Kolkata - 700001



TENDER FOR ANNUAL MAINTENANCE CONTRACT OF EPABX SYSTEM

TENDER REFERENCE No	:	Record-I/AMC/EPABX/2015-16
DATE OF ISSUE OF TENDER DOCUMENT	:	01.09.2015
LAST DATE FOR RECEIPT OF TENDER DOCUMENT	:	16.09.2015 up to 03.00 PM
TIME AND DATE OF OPENING OF THE TENDERS	:	16.09.2015 at 03:30 PM
PLACE OF OPENING OF THE TENDERS	:	O/o the D.G.A(C), Kolkata, 8, Kiran Shankar Roy Road, G.I. Press Bldg. (East Wing), Kolkata: 700-001

GENERAL TERMS AND CONDITIONS (GTC)

1. Sealed quotations are hereby invited from the vendors/agencies/organizations and/or from those preferably who have an experience in Government or Semi.-Government, etc. for the work of: Comprehensive Annual Maintenance Contract (A MC) for EPABX systems.
2. Time period of the contract: 01.10.2015 to 30.09.2016 (one year).
3. Bids must be received by Record section of O/o the Director General of Audit, Central, Kolkata as per schedule time and date specified on the cover page. In the event of the specified date for the submission of bids being declared a holiday for DGA, Central, Kolkata, quotations will be received up to the appointed time on the next working day.
4. Sales tax or any other tax or duties on material and on services in respect of this contract will be payable by the Contractor and nothing extra will be paid by O/o the Director General of Audit, Central, Kolkata for increase in such taxes or duties even if imposed or levied either before or after the quotations are opened.
5. Quotations, which do not fulfil all or any of the conditions or are incomplete in any respect, are liable to summarily rejected.
6. The contractor should confirm any ambiguity and discrepancy related to the work before submitting the quotation in writing.
7. Canvassing/Recommendation in connection with the quotation are prohibited and the quotations submitted by the vendor/contractor who resort to canvassing are liable for rejection.
8. Quotation submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.
9. The bidder shall quote rates both in figures and words. He shall also workout the amount for each item of work and shall write in both figures and words. If any difference is found

between the rates quoted by the bidder in words and in figures or in the amount worked out by him, the following procedure shall be followed.

9.1 When there is a difference between the rates in figures and in words, the rates, which correspond to the amounts worked out by the bidder, shall be taken as correct.

9.2 When the bidder has not worked out the amount of an item or it does not correspond with the rate written either in figures or in words, the rate quoted by the bidder in words shall be taken as correct.

9.3 When the rate quoted by the bidder in figures and in words tallies but the amount is not worked out correctly the rate quoted by the bidder shall be taken as correct and not the amount.

10. Before making quotation, the bidder shall inspect the site to fully acquaint himself about the condition in regard to accessibility of site, nature and extent of ground, working condition of site and locality required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the O/o the Director General of Audit, Central, Kolkata in any circumstances.

Payment Terms:

11. The payment to the firm shall be made on quarterly basis, at the end of each quarter subject to satisfactory performance.
12. If performance is not found satisfactory, payment for that quarter will be forfeited and if unsatisfactory performance is continued then contract is liable to be terminated.
13. Director General of Audit, Central, Kolkata reserves the right to accept or reject any tender in full or in part without assigning any reason.
14. One-month notice will be given by either party for termination of the contract during the tenure of contract for breach of clause or otherwise.

Corrupt or Fraudulent Practices:

15. Bidders & Suppliers shall observe the highest standard of ethics during the procurement and execution of the contract.
16. Director General of Audit, Central, Kolkata will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
17. Director General of Audit, Central, Kolkata will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.
18. TDS @ 2% plus Education Cess @ 3% on TDS will be deducted from each amount of bill submitted by the vendor/contractor.

Terms for Maintenance:

19. Proper maintenance of EPABX systems, direct lines, extensions and to maintain the system in proper working condition.
20. On-site repairing of faulty telephone instrument.
21. Shifting of existing connection from one place to other within respective premises.

22. Pictorial representation of cable layout for each (Main Distribution Frame) MDF and EPABX should be prepared and pasted adjacent to MDF.
23. The vendor will provide maintenance and repair service on and weekends also in case of emergency.
24. Proper fixing of cables wherever loose or not in order. The cables should be properly fixed using channels or conduit as per requirement.
25. Materials* required to be replaced for proper functioning of EPABX, direct telephone connections and intercoms shall be the part of comprehensive AMC.
26. Fixing and replacement of cable/material etc., for existing connections shall be the part of comprehensive AMC.
27. All the components required to be replaced, should be of manufacturer's make or of equivalent standard quality.
28. The breakdown maintenance call shall have to be attended within 24 hours. The vendor will maintain a proper log of complaint registration, attending and closure and should be signed by the authorised officer of the O/o the Director General of Audit, Central, Kolkata.
29. Apart from attending any breakdown call on requirement basis, service engineer should visit the site once in a fortnight for effective maintenance and an attendance in this respect of each visit will be signed by the authorised officer of the O/o the Director General of Audit, Central, Kolkata.
30. In case, the above conditions are not complied with, a penalty @ ₹ 100/- per day for non compliance of complaint and/or @ ₹ 500/- per non visit for non compliance of fortnightly visit will be levied on the firm. The amount of penalty will be recovered from the quarterly payment.
31. The firm will bring its own tools for carrying out repair work at site.
32. No materials will be issued by the department. Contractor has to arrange all materials required for execution & satisfactory completion of this work at his own cost.
33. No freight or cartage will be paid for bringing the spare parts to Director General of Audit, Central, Kolkata.
34. No to and fro cartage will be paid for repairing the parts of the telephone instrument at their workshop.
35. All disputes are subject to the jurisdiction of Calcutta High Court only.

* Material / components are to be provided by the vendor at vendor's cost for the above scope of work. This shall include (i) EPABX- 2 cabinets (ii) 1 Digital Card (iii) 1 CO Card (iv) 16 line analog card: 10 no.s (v) KTS:7 no.s (vi) DSS Console: 1 no. (vii) PRI Modem: one pair and (viii) Cables/Wires, MDF box with Krone, Roject box, Line cord, Channel 1", Conduit 1", etc.

Sd/-
Sr. A.O (record)
O/o the DGA, Central, Kolkata

Annexure-I

Tender Format

To
The Director General of Audit,
Govt. Of India Press Building (East Wing),
8, Kiran Sankar Roy Road,
Kolkata-700 001.

Madam,

With reference to your tender Notice No. _____

dated _____ I am to submit my tender for Annual Maintenance Contract of EPABX system installed in your Office.

I further affirm that I have read and fully understood the tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. In case, I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.

Encl:

1. Statement of quoted value of contract.
2. Terms and conditions duly signed.
3. Copy of Trade License.
4. Working experience in reputed office.
5. Income Tax Certificate
6. Xerox copy of PAN card

Signature-----

Name of Tenderer-----

M/s-----

Annexure-II

Quotation for AMC of NEC Aspila EPABX system:

Name of the Company	Rate for AMC for NEC Aspila EPABX system: DB Box to user end telephone instrument inclusive of Telephone cables, telephone instrument, laying etc.) [in ₹]	Rate for AMC for NEC Aspila EPABX system : DB Box to user end telephone instrument exclusive Telephone cables, telephone instrument, laying etc.) [in ₹]	Remarks if any

Signature-----

Name of Tenderer-----

M/s-----