



महानिदेशक, लेखापरीक्षा का कार्यालय (केन्द्रीय), कोलकाता
OFFICE OF THE DIRECTOR GENERAL OF AUDIT (CENTRAL), KOLKATA
जि. आई. पी. बिल्डिंग, 8, किरण शंकर राय रोड, कोलकाता – 700001
G. I. P. BUILDING, 8, KIRAN SANKAR ROY ROAD, KOLKATA – 700001



Tender no.	Reference	Rec-I/C/EPABX System/2026-27/72
Date of Issue of Tender		01/07/2026
Date of pre-bid meeting		06/07/2026
Venue of pre-bid meeting		O/o the Director General of Audit(Central), Kolkata 8, Kiran Shankar Roy Road, Govt. of India Press Building Kolkata-700001
Last date for Receipt of Tender		10/07/2026 till 2 PM
Time and Date of Opening the Tender		10/07/2026 till 3 PM
Place of Opening the Tender		O/o the Director General of Audit(Central), Kolkata 8, Kiran Shankar Roy Road, Govt. of India Press Building Kolkata-700001

Sub: Notice Inviting Tender for Comprehensive Annual Maintenance Contract of EPABX Systems of this office.

Office of the Director General of Audit (Central), Kolkata, (hereinafter referred as O/o the DGA(C), Kolkata) is an office under the Comptroller & Auditor General of India(C&AG). Sealed quotations are hereby invited from various bidders/agencies/organization(hereinafter referred to as service provider) for entering contract on Comprehensive Annual Maintenance Contract (AMC) for NEC Aspilla make EPABX system for the period from 01.08.2026 to 31.07.2027 installed in this office. Details of EPABX systems, location of the contract are stated in Annexure-A.

General Terms and Conditions

1. The service provider should submit the Notice Inviting Tender along with the tender format (Annexure-I) complete in all respect with signature and stamp at the time of submission of bid as token of acceptance of the scope of the work and terms and conditions of the bid.
2. The selected vendor/bidder will not be allowed to sublet the tender/work or engage any other third party to do the AMC work. Transferring, sub-contracting or subletting the contract after award of contract will lead to termination the contract.
3. Bid shall remain valid for a period of 90 days from the last date of submission of bids.
4. A pre-bid interaction meeting shall be held on 06.07.2026 . Bidders are requested to attend the pre-bid meeting to acquaint themselves with the nature of the work, inspect the site and equipment's within the ambit of AMC. No extra cost shall be payable to attend the pre-bid meeting.
5. Conditional/Incomplete offers and bids not meeting the minimum eligibility criteria etc shall be liable for rejection. Further, O/o the DGAC, Kolkata reserves the right to reject all or any bid wholly or partly without assigning any reason whatsoever.
6. **Duration of contract and price escalation:** The initial period of contract, if awarded shall be 01(one) year. The contract may be extended for a period of two years, one year at a time, subject to satisfactory performance and similar terms and conditions. However, there will be no price escalation.

7. The service provider shall observe the highest standards of ethics during the period of the contract. O/o the DGAC, Kolkata will declare a firm ineligible to be awarded a contract, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt or fraudulent practices for or after securing the contract.
8. No other person, except service provider's authorized representative, shall be allowed to enter in this office. Within the premises of this office, the service provider's personnel shall not do any private work other than their normal duties. In case authorized representatives employed by service provider resort to any theft the cost of the article shall be recoverable from the service provider in addition to any other criminal action against the service provider/authorized personnel. All the technicians deployed should carry proper authorized ID Card provided by service provider while entering this office premises to carry out their work. Service provider or representatives shall not make any videography/photography of office premises or within the office for preservation or upload/share the same in social media or any other platforms.
9. The technicians deployed by the service provider shall never accept any service calls in an inebriated state and appropriate safety measures to carry out the work must be always ensured by the service provider. This office shall have no liability, financial or otherwise, for any harm/injury etc occurred to the manpower deployed by the service provider while performing the work. Neither the service provider nor his technicians shall have any claim on the office for compensation or financial assistance of this account.
10. The service provider must service the machines during office hours i.e. 10 AM to 6.30 PM from Monday to Friday. However, if need arises service provider may be called on Saturday/Sunday/Holidays on no extra charges. The details of technician/engineer/service personnel who shall be used for carrying out work should be informed in advance to maximum extent possible. The service provider shall bring their own tools and machinery for repairing.
11. All the machines must be serviced onsite at the office premises.

The service provider will provide adequate standby machines / systems if the problem is not solved within 3 days. Only in exceptional circumstances is the service provider allowed to take away the machines for repairing with prior written permission of Record-I section. If the service provider requires carrying out the machine from office premises, a loan machine is to be provided as standby. Further, no transportation charges will be provided to transport the machines/parts.

12. Service provider shall have facility to enable this office to register complaints/breakdown calls either through telephone or by email. Moreover, all the complaint/breakdown call should be attended within 24 hours and restored within 3 days, failing which penalty for not attending the complaint or for not restoration of the machine will be made penalty @ Rs 250 per day per equipment of delay, as will be deducted from the quarterly bill. In case any EPABX system is not repaired within 3 days or an alternative machine not supplied within the period of 3 days from the time of failure reported, then the O/o the DGA(C), Kol reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be deducted from the bill of that quarter.
13. Spare parts of equal/higher specification should be used for replacement of defective parts whether permanently or as stop gap measure while the defective component is being repaired. The newly installed components should be compatible with the rest of the system. If required, replacement of any other part which may require to be replaced due to any other part being defective and such part is no longer available due its being obsolete, then such part will also have to be replaced along with the defective part to make the machine operational. The new parts when to be fitted is to be verified before fitting the equipment. The removed part is to be handed over to O/o the DGAC, Kolkata. Service provider to also provides warranty for the replaced part as per OEM warranty or at least 6 months if not covered in OEM warranty.
14. FORCE MAJEURE: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God

etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or cease to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

15. Additions/Withdrawal of Machines/Goods: This office reserves the right to include/exclude any of the goods/machines in the existing contract during the currency of the contract. However, the rates for inclusion/exclusion of goods into the contract shall be on pro-rata basis mutually worked out and agreed upon by both the parties. This office also reserves the right to relocate the goods as and when necessary, after introducing the service provider.
16. Performance of the service provider will be monitored by O/o the DGAC, Kolkata and in case of deficiency the contract may be terminated. 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.
17. The service provider must comply with the rates/quotations, specifications and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained in any circumstances. In case of successful bidder/service provider found in breach of any terms and conditions/agreement at any stage, the service provider would be terminated.
18. Any additional work not covered under the AMC contract must be paid on the agreed rates before doing the work.
19. If any damage to the existing peripherals of the EPABX systems is done by the service provider, the service provider must make good to it during the AMC period.
20. The AMC contract is based on comprehensive rate per annum. If a service provider quotes the rate without showing the tax

component, quoted rate furnished by the service provider will be treated as 'inclusive of all taxes'. The service provider should quote the rates in both figures and words. Price breakup of the rates may also be provided. The service provider shall quote all the rates in Indian Rupees.

Payment Terms:-

21. The payment to the service provider shall be made on **quarterly basis**, after deduction of penalty amount, if any, at the end of each quarter subject to satisfactory performance on submission of bill by service provider. If performance is not found satisfactory, payment for that quarter will be forfeited and the contract is liable to be terminated. Tax deduction at source (TDS) will be deducted as per extant rules / act made under Income Tax Act/Goods and Service Tax Act, if applicable, from each amount of bill submitted by the service provider.
22. No request for increase in the rates will be entertained during the period of comprehensive AMC. No advance payment will be made. Also, no interest will be paid on delayed payment.
23. **Eligibility Criteria of the Bidder intend to participate:-**

- i. Bidders should have a minimum of 5 years of experience in comprehensive AMC of EPABX system at Central Government/PSU/State Government offices. Credentials /Work Orders/Work Completion certificates prior to 2020-21 issued by Ministries/Departments under Government are to be submitted in support of this criterion.
- ii. The Bidders must have Goods and Service Tax (GST) Registration. A copy of GST certificate should be furnished.
- iii. The Bidders must have Permanent Account Number (PAN) Registration. A copy of PAN certificate should be furnished.
- iv. The bidder should have its office located in Kolkata, West Bengal and the same must be mentioned either in Trade Licence or GST certificate or MSME certificate failing which the bid shall be technically disqualified.
- v. The bidder must have a certificate of Enlistment(Trade Licence) as service provider and self attested copy of the certificate is to be furnished.
- vi. The bidder must have average annual turnover of more than 4

- lakh. Documentary evidence of audited statement of accounts should be submitted.
- vii. The bidders must have successfully executed/completed similar services, during the last five years(FY 2021-22 to FY 2025-26)
- a. **Three** similar completed services valuing not less than the amount equal to ₹30,000
 - b. **Two** similar completed services valuing not less than the amount equal to ₹40,000
 - c. **One** similar completed services valuing not less than the amount equal to ₹75,000
- viii. MSME bidder are eligible for relaxation in prior turnover and prior experience subject to production of MSME certificates with similar service.
- ix. Non furnishing of the aforesaid documents will lead to rejection of bid.

24. Scope of Work: The Service Provider shall carry out:

- i. Proper maintenance of EPABX systems, direct lines, extensions and to maintain the system in proper working condition. Identifying and rectifying potential issues before they lead to system breakdown.
- ii. On-site repairing of faulty EPABX system/telephone instrument along with the UPS installed. Testing and validating connectivity across all extensions and trunk lines
- iii. Checking and verifying proper functioning of operator consoles and telephone handsets.
- iv. Shifting of existing connection from one place to other within respective premises.
- v. Clean central equipment, MDF (Main Distribution Frame), cards, and telephone instruments to prevent dust accumulation.
- vi. Pictorial representation of cable layout for each (Main Distribution Frame) MDF and EPABX should be prepared and pasted adjacent to MDF.
- vii. Proper fixing of cables wherever loose or not in order. The cables should be properly fixed using channels or conduit as per requirement.
- viii. Complete cabling replacement, if required for telecom

- infrastructure including BSNL lines attached to EPABX system.
- ix. The service provider should visit the site quarterly for effective maintenance and an attendance in this respect of each visit should be maintained by the service provider.
 - x. The breakdown maintenance call shall have to be attended within 24 hours. The service provider should maintain a proper log of complaint registration, attending and closure in this regard.

Annexure-A

Details of the EPABX Systems to be covered by Comprehensive AMC

Make: NEC Aspilla SV-9100

Financial Year of Purchase: 2016-17

The EPABX system comprises of :

- i. EPABX - 02(two) cabinets
- ii. No. of extension - 128
- iii. No. of Junction - 24
- iv. 16 port digital card - 01(one) no
- v. KTS phone - 15 nos.
- vi. ISDN Interface Card (PRI) - 01(one) no
- vii. Extra Operator Console - 09 (Nine) nos.
- viii. Junction Card for 4 ports - 01 (one) no
- ix. Junction Card for 8 ports - 02 (two) nos
- x. UPS - 1(one) nos
- xi. MDF box - 17(seventeen) nos
- xii. Complete Cabling & telecom infrastructure including BSNL lines attached to NEC SV-9100 EPABX system.



Senior Audit Officer (Record)

O/o the DGA, Central, Kolkata

Annexure-II

Tender Format

To

The Dy. Director (Administration),
Govt. Of India Press Building (East Wing),
8, Kiran Sankar Roy Road,
Kolkata-700 001.

Sir/Madam,

With reference to your tender no. _____
dated_____, I/We am/are to submit tender for comprehensive
Annual Maintenance Contract for EPABX Systems installed in your
office and I/We hereby declare that:

1. I/We have thoroughly examined and understood all the terms and conditions as contained in the bid documents and agree to abide by them, which are being signed in token of my/our acceptance.
2. I/We offer to work at the rates as indicated in the price bid, inclusive of all applicable taxes.
3. I/We have never been blacklisted by any central government/State Government/PSU Department. Furthermore, I/We have no criminal case registered/pending against owner/partners/directors of the bidding firm at anywhere in India.
4. I/We hereby certify that the information furnished above in true and correct to best of my/our knowledge. I under that in case, any deviation is found in the above statement at any stage or I/We fail to abide by the terms and conditions or to carry on the contract satisfactorily, I/we will be liable to the termination of contract as mentioned in the terms and conditions. Further, I/We shall be blacklisted and will not have any dealing with the office in future.

Enclo: As stated in Eligibility Criteria of bid documents

Signature

Name of Bidder

M/s