

INDIAN AUDIT & ACCOUNTS DEPARTMENT
Office of The Director General of Audit (Central), Kolkata
8, Kiran Shankar Roy Road, Kolkata 700 001

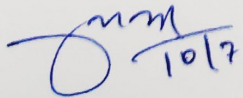
TENDER REFERENCE No: Record-I/AMC/EPABX system/2024-25/ dated 03.07.2024
DATE OF ISSUE OF TENDER DOCUMENT: 10/07/2024
LAST DATE FOR RECEIPT OF TENDER DOCUMENT: At 03.00 pm on 19/07/2024
TIME AND DATE OF OPENING OF THE TENDERS: At 04.00 pm on 19/07/2024
PLACE OF OPENING OF THE TENDERS -: O/o the D.G.A(C), Kolkata, 8, Kiran Sankar Roy Road, G.I. Press Bldg. (East Wing), Kolkata: 700-001

1. (NIT- Notice Inviting Tender)

Director General of Audit (Central), Kolkata, West Bengal (**hereinafter referred as O/O the DGA(C) & Buyer**) is an office under the (Comptroller & Auditor General of India) C&AG. DGAC, Kolkata is entrusted with Audit duties of different Central Government institutions. Sealed quotations are hereby invited from the vendors/ agencies/ organizations (**hereinafter referred to as Service Provider-(SP)**) and/or for entering into Contract for "**Comprehensive Annual Maintenance Contract (AMC) for NEC Aspilla make EPABX system at the O/o the Director General of Audit, Central, Kolkata for the period from 01.08.2024 to 31.07.2025.**"

2. Eligibility Criteria of the Bidder intend to participate

- a. Vendor with valid authorization certificate of NEC Aspilla make EPABX system will be preferred.
- b. Bidders should have minimum 3 years of experience in maintaining of EPABX system to Central Government or PSU or State Government offices and should have completed at least two such works in the similar activity in the last five years. Evidence for the same should be provided..
- c. Bidders must have GST Registration, the copy of which should be enclosed.
- d. Bidders must have a Permanent Account Number (PAN) under Income Tax Act, 1961. A copy of the same should be enclosed.
- e. The Bidder must have a registered office in Kolkata. This office address must be mentioned either in Trade License or GST Certificate or MSME Certificate otherwise it will be treated as the company don't have any registered office in the Kolkata. **BIDDERS FAILING TO ESTABLISH THEIR OFFICE ADDRESS AT KOLKATA WILL BE DISQUALIFIED IN TECHNICAL SPECIFICATION.**
- f. The bidder, before quoting must visit this office and pre-inspect the EPABX system to be taken under maintenance. Once the bid is finalized, informing poor conditions of any components of EPABX and requesting to take it out from the purview of AMC will not be entertained.
- g. Service provider may depute/engage a suitable team to visit the site before bidding if required to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The site's visits shall be entirely at service provider's own cost


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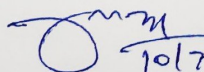
and expense.

h. Incomplete quotations will be rejected outright.

3. Scope of Work

“Annual Maintenance Contract Service” shall mean and include in general, Adequate maintenance of proper functioning of EPABX, direct telephone connections and intercoms shall be the part of comprehensive AMC for the following setup- (i) EPABX-2 cabinets (ii) 128 port extension (iii) 16 port digital card (iv) KTS: 15 nos. (v) 15DN Interface Card (PRI): one (vi) Extra Operator Console: 09 (Nine) nos. (vii) Junction Card for 4 ports: 01 (one) (viii) Junction Card for 8 ports 02 (two) and (ix) complete Cabling & telecom infrastructure including BSNL lines attached to NEC SV-9100 EPABX system.
The Service Provider (SP) shall carry out

- a. Proper maintenance of EPABX systems, direct lines, extensions and to maintain the system in proper working condition.
- b. On-site repairing of faulty telephone instrument.
- c. Shifting of existing connection from one place to other within respective premises.
- d. Pictorial representation of cable layout for each (Main Distribution Frame) MDF and EPABX should be prepared and pasted adjacent to MDF.
- e. Proper fixing of cables wherever loose or not in order. The cables should be properly fixed using channels or conduit as per requirement.
- f. All the components required to be replaced, should be of reputed manufacturer's make or of equivalent standard quality.
- g. 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 authorized officer of the O/o the Director General of Audit, Central, Kolkata.
- h. Apart from attending any breakdown call on requirement basis, service engineer should visit the site once in a month for effective maintenance and an attendance in this respect of each visit will be signed by the authorized officer of the O/o the Director General of Audit, Central, Kolkata.
- i. 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 monthly visit will be levied on the firm. The amount of penalty will be recovered from the quarterly payment/ at times of occurrence.
- j. The firm will bring its own tools for carrying out repair work at site.
- k. No materials will be issued by the department. The SP has to arrange all materials required for execution & satisfactory completion of this work at his own cost.
- l. No freight or cartage will be paid for bringing the spare parts to Director General of Audit, Central, Kolkata.
- m. No to and fro cartage will be paid for repairing the parts of the telephone instrument at


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Service Provider's workshop.

- n. Any other requirement as per the specific scope of service provided by the buyer.
- o. In case no part is required to be replaced, then such complaint must be attended within 24 hours of lodging of such complaint. **However, in case of requirement of change of spare part, then complaint should be resolved within 7 days of lodging. In case the faulty component does not get repaired, or an alternative system not supplied within the period of 7 days from the time of failure reported, then the Buyer reserves its right to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recovered from the Service Provider. The penalty charges will be determined by this office if such circumstances arises.**

At the end of each quarter, job card for of AMC must be signed by Record-I Officials. Subject to satisfaction of the officials, this work agreement will extend further for the rest of the contract period. It is also depicted that any type of negligence or remissness from Service provider side will be treated as a major lapse and the contract agreement will be at once terminated without issuance of any notice period. If any past payment exists, it will also be ceased.

4. Corrupt or Fraudulent Practices:

a. Bidders & Suppliers shall observe the highest standard of ethics during the procurement and execution of the contract.

b. 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.

c. 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.

5. Payment Terms and Conditions

a. If a bidder quotes the rate without showing the tax component, quoted rate furnished by the bidder will be treated as 'inclusive of all taxes'. Payment will be made to Service provider on quarterly basis (if the services are satisfactory) only on submission of bill by the vendor on completion of each quarter.

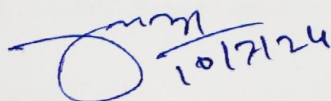
b. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.

c. Director General of Audit, Central, Kolkata reserves the right to accept or reject any quotation in full or in part without assigning any reason.

d. 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.

e. Tax at source will be deducted from each bill of the vendor as applicable under rules in respect of Income Tax Act and Goods & Services Act

f. Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed because of the above.

A handwritten signature in blue ink, followed by the date '10/7/24' written in blue ink.

4. Other Terms and Conditions

a. Service Provider shall depute OEM Authorized Service Engineer/technically competent service engineer /engineers along with skilled helpers at Buyer's premises to ensure proper upkeep of the EPABX system and quick resolution of the fault during the AMC period.

b. **The selected vendor will not be allowed to sublet the tender or engage any other third party to do the AMC work.**

c. The service Provider shall not demolish, remove, or alter structures or Buyer facilities on the site without prior written approval of the Buyer.

d. The Service Provider shall undertake to arrange genuine spare parts of the EPABX system as and when required. The Service Provider has to ensure the availability of the spare parts in their stock. In case some of the major spare are not available with Service Provider, the same shall be arranged within 07 days.

e. On award of the service order, the Service Provider would prepare a report regarding taking over of the EPABX system upon commencement of the AMC Service. **It shall be the responsibility of the Service Provider to make the sure the EPABX system work satisfactorily throughout the contract period, also to hand over the same to the department in working condition on expiry of contract. Any damage to the EPABX system in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.**

f. No work will be undertaken on closed holidays and beyond office hours on any day except by prior approval / direction of the Buyer.

g. Quotation submitted shall remain valid for 90 days from the date of receiving for the purpose of acceptance and award of work, validity beyond 90 days from the date of receiving shall be by mutual consent.

h. Service provider shall provide minimum warranty of 6 months for the replace part from date of such replacement /repair.

i. The resources used by Service Provider to carry out maintenance shall be on rolls of the Service Provider and shall have no claim whatsoever for any benefits from this office i.e. **O/o the DGA(C)**.

j. The contractor must engage competent and licensed personnel, so that the quality of work is maintained. Appropriate safety measures to carry out the work must be ensured by the **SP as "O/o the DGA(C)"** will no way be responsible for any accident which may take place during carrying out of the jobs.

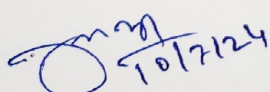
k. If desired outcome is not achieved as intended by **O/o DGA(C)** while carrying out works, the contractor is liable to carry out the rectification work at his own cost.

l. While performing works by the personnel/technician deployed by the contractor, **O/o DGA(C)** may oversee their work.

m. **O/o the DGA(C), Kolkata reserves the right to terminate the contract at any stage without citing any reasons.**

n. **In case of any deficiency from the Service provider in providing services under AMC; the contract may be terminated without any further claims thereof. Prior to this type of termination, a 15-day notice will be issued.**

o. One-month notice will be given by either party for termination of the contract during the

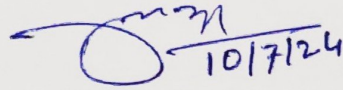
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tenure of contract for breach of clause or otherwise.

p. No other person, except the Service Provider's authorized representative/ technician, shall be allowed to enter in this office. The Service provider must furnish details of identity of the technician beforehand to the office. In case any person employed by the contractor commits any misconduct/ indiscipline/ incompetence or involve in any crime while in work, he/ she will be immediately debarred from the office and disciplinary action against that person will be taken.

q. The SP will not be allowed to perform his personal work/ outside work in this office premises during the contract period.

r. All disputes are subjected to jurisdiction of Calcutta High Court.



Senior Audit Officer/Record

O/o the DGA(C), Kolkata

वरिष्ठ लेखापरीक्षा अधिकारी
Sr. Audit Officer
जनरल लेखापरीक्षा (केंद्रीय), कोलकाता का कार्यालय
Office of the Director General of Audit (Central), Kolkata

Tender Format

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

Sir,

With reference to your tender Notice No. _____

dated _____ I am to submit my tender for Annual Maintenance Contract of EPABX installed in your Office and I hereby declare that:-

- (i) I have thoroughly examined and understood all the terms and conditions as contained in the Bid document and agree to abide by them.
- (ii) I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes.
- (iii) I undertake that I have carefully studied all terms and conditions of the tender and shall abide by them, which are being signed in token of my acceptance. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.
- (iv) I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case, any deviation is found in the above statement at any stage or 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 Further, I shall be blacklisted and will not have any dealing with the department in future.

Enclosures:

1. Statement of quoted value of contract.
2. Terms and conditions duly signed.
3. Copy of Trade License.
4. Self Attested copies of registration certificate of Goods & Service Tax.
5. Working experience in reputed office.
6. Xerox copy of PAN card

Signature-----

Name of Tenderer-----

M/s-----