



प्रधान महालेखाकार का कार्यालय (लेखा व हकदारी) - I, महाराष्ट्र  
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (ACCOUNTS & ENTITLEMENT)-I, MAHARASHTRA

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No. Record-I/ EPABX/2021-22/

Date: 19 /07/2021

### Tender Notice

**Sub: Annual Maintenance Contract for EPABX Machine, Telephone instruments, Voice mail system, Junction boxes & Cables etc. from 01/08/2021 to 31/07/2022.**

This office desires to enter into Comprehensive Annual Maintenance Contract (CAMC) for EPABX machine Model-Siemens "Hipath 3800", and Telephone Instruments, Voice mail system, Fax machine, Cables & Junction boxes etc. from **01/08/2021 to 31/07/2022**. Quotations are invited from reputed vendors along with necessary documents duly filled. Please see Annexure-I for terms and conditions of the contract, Annexure-II to be filled by the tenderer(s) giving their details.

The sealed cover containing the tenders, complete in all respect and super scribed "**Quotation for A.M.C. for EPABX Machine & Telephone Instruments etc for 2021-22**" with the Name and address of the Bidder, should be dropped in **Tender Box** kept in **Room No.202, Record-I Section, O/o the Accountant General (A&E)-I, 'Pratishta Bhavan', 101, M.K. Road, New Marine Lines, Mumbai-400020** by **03:00 p.m. on or before 29<sup>th</sup> July, 2021**. No Bid shall be accepted after the aforesaid date and time. However, the competent authority of the office of this office reserves right to extend the date / time for receipt of bids. In the event of the specified date for submission of bids being declared a holiday, the bids will be received up to the appointed time on the next working day.

A Performance security of Rs. 8,000/- (Rupees Eight thousand only-) in the form of Fixed Deposit Receipt (FDR) /Bank Guarantee should be furnished within one month of awarding the contract with validity beyond 60 days of the expiry of the contract.

  
Sr. Accounts Officer/R-I

## Annexure-I

### Terms & conditions:

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Inadequate or incomplete tenders in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers/bidders will result in rejection of their tenders.
2. The AMC shall be purely comprehensive and maintenance services shall consist of corrective maintenance of the EPABX communication system which includes all components, includes all hardware/software/ telephone instruments, junction boxes voice mail system, Fax machines & Cables etc.
3. However, detailed list of parts and nature consumable/non-consumable) thereof to be included or excluded under the proposed AMC shall clearly be mentioned by the bidder/ tenderer in their respective quotation (s).
4. All the entire major hardware item (5) and other important installations shall be Checked/serviced thoroughly at least once in a month and a report thereon shall be submitted to this office. Materials labours required for the purpose shall be brought by the contractor.
5. Payment shall be made at the end of half yearly proportionately after rendering satisfactory services at this end, TDS 2% will be deducted at the time of making payment and GST, as applicable, from time to time shall be deducted.
6. All the complaints made by the users' concerned of this office throughout the contract period, shall be attended immediately. If any complaint is not attended within the stipulated time period, appropriate penalty, which shall be decided by the competent authority of this office, per complaint beyond the stipulated time shall be imposed till the completion of work/call closure.
7. If any item (s) or part thereof is to be removed from the machine then the contractor shall arrange (i) to deploy his labour (s) to shift the item out of this office premises (after getting prior approval of the competent authority) (ii) to replace faulty parts or to provide suitable standby item (s) immediately along with consumable and non-consumable relevant spare parts (if any).
8. If any defect(s) is (are) noticed or any complaint pending during the contract period, the levy of compensation for any dislocation of work due to delayed rectification or any other reason, will be decided by the competent authority of this office to enforce penalty claim from the contractor.
9. If for any reason, the contractor is not able to attend the complaints/problem, the job shall be got done from some other firm or from the open market at the risk and cost of the contractor and the expenditure incurred thereon shall be recovered from the contractor. This may also entail the termination of the contract.

10. The vendor shall not sub-contract the whole or part of the works, except where otherwise provided in the contract, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he shall be responsible for the acts, defaults and neglects of his and any of his agents' servants or workmen.
11. The contractor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
12. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen or to other persons inside the office premises while executing any of the work (s) under the contract and for any damage to the property.
13. The contractor shall hand over entire system (s) including all hardware, software, password and other installations of this office, which are under AMC in working condition on expiry of the contract.
14. The successful tenderer shall submit Performance security of Rs. 8,000/- (Rupees Eight thousand only) in the form of Fixed Deposit Receipt (FDR) /Bank Guarantee. The performance security should be furnished within one month of awarding the contract with validity beyond 60 days of the expiry of the contract.



Sr. Accounts Officer (R-1)

## ANNEXURE-II

- 1) Name of the Agency:
- 2) Address of the Agency:
- 3) Name of the proprietor/partner of the Agency:
- 4) Telephone No. of Agency and Proprietor/partner:
- 5) Details of Ministry/Department in which the Agency has supplied items/services as mentioned in this Tender:
- 6) PAN/TIN number of the agency:
- 7) GST No:

Sr No	Name of the Ministry/Department	Year	Name/Contact no. of the Officers of Client Ministry/Department

This is certified that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that this Agency is not black listed by any Government Department nor any criminal case is registered/pending against the Agency/Firm or its owner/partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of the Tender Notice no. Record-I/AMC/EPABX/2021-22/ and will abide by them till the completion of the contract period.

Dated:

Place:

(Signature of Proprietor/partner)

Seal of the firm/Agency