

Office Of The Accountant General (A&E) , Punjab & U.T., Chandigarh

Plot No.-20, Sector-17E, Chandigarh

CRT-I/AMC / EPBAX / 2023-24/39

Date:- 05-04-2023

Limited Tender Notice

Subject: Annual Maintenance Contract for EPBAX Machine & Telephone Instruments, Junction boxes and Cable etc. from 01-05-2023 to 31-03-2024.

This office desires to enter into Annual Maintenance Contract for EPABX Machine Model Karel DS 200 and NEC SL 1000 and Telephone instruments and junction box & Cables etc. from 01-05-2023 to 31-03-2024. Sealed quotations are invited from reputed vendors. The Quotations should reach the undersigned on or before 04:30 PM on 25-04-2023. Quotations will be opened on 26-04-2023 and 2.00PM.

The cover containing quotation should be super scribed as “**Quotation for AMC for EPBAX Machine & Telephone Instruments, Junction boxes and Cable etc. for year 2023-24.**” The Contract amount of EPBAX machine and Telephone instruments Junction Box & Cables etc. may be mentioned in the quotation separately as Annexure :-

Conditional quotation will not be accepted. This office reserves the right to accept or reject any or all quotations without assigning any reason whatsoever. Please see Annexure for Terms and Conditions.

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Sr. Accounts Officer (CRT)

Terms & Conditions in respect of Limited Tender for AMC Services of
EPABX System

1. The AMC shall be purely comprehensive and maintenance services and shall consist of corrective maintenance of the EPABX System including all Hardware/Software/Telephone Instruments, Junction Box and Telephone Cables etc.
2. The vendor should have its office in tri-city.
3. The vendor should have been maintaining similar work in other departments for last two years.
4. The duration of the AMC shall be for one year or up to 31.3.2024 whichever is earlier.
5. This office 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.
6. Either party (i.e. Office of the A.G. (A&E) Punjab & UT, Chandigarh and the AMC Provider) can terminate the AMC by giving one month prior notice to the other party. But in case of services rendered not found satisfactory, A.G. (A&E) Punjab and UT, Chandigarh reserves the right to terminate the contract without any prior notice.
7. EMD amounting to Rs. 5000/- in shape of Demand Draft in favour of PAO , O/o A.G. (A&E), Punjab & U.T Chandigarh-160017 is required to be submitted which will be refunded only after successful implementation and completion of AMC while the EMD of unsuccessful bidders will be released after the award of the work to the successful bidder.
8. The 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 quotations.
9. All the major hardware items and other important installations shall be checked/serviced thoroughly at least thrice in a week and a report thereon shall be submitted to this office. Materials/Labours required for this purpose shall be brought by the AMC service provider and carry out all necessary repair and servicing of the equipment installed at A.G. (A&E), Punjab & UT, Chandigarh office on site.
10. Complaints logged up to 11.30 Hrs. shall be attended on the same day. If any complaint is not attended within the stipulated time period (24 hours), appropriate penalty @ Rs. 200/- per complaint per day will be deducted from the AMC charges.
11. 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.
12. If any defect is 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 AMC Service provider.

13. 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.
14. The contractor shall not sublet 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.
15. The contractor shall at all times during the currency of contract conform to and comply with the regulations & 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.
16. 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.
17. No advance shall be paid towards AMC charges and the payment of AMC charges shall be paid in quarterly instalments after satisfactory services of each quarter and receipt of the bill from the AMC service provider. TDS @ 2% will be deducted at the time of making payment.

Signature/Seal of the Firm/Bidder

Financial Bid

Sr. No	Description	Qty.	Rates including GST (in both figure & Words)
1.	Comprehensive AMC of Karel DS 200 EPABX system	1	
2.	Comprehensive AMC of NEC SL p1000 EPABX System	1	
3.	Comprehensive AMC of Wiring Network and Telephone instrument connected with EPABX system at Sr. No. 1 & 2 (200 slots).	200	
4.	Fixing of telephone cables (02/04 pair) for new connections.	Per Set	
5.	Shifting charges of Extension/Telephone without cable. (Cost of cable, if required will charged extra as per requirement as stated at Sr. No. 4 above).	Per Set	
6.	Cost of cable (02/04 pair)	Per meter	

Signature/Seal of the Firm/Bidder

Office of the Accountant General (A&E), Punjab & U.T., Chandigarh
Plot No.-20, Sector-17E, Chandigarh

Other information required from the bidder in respect of Limited Tender for
AMC Services of EPABX System

1	Name of Firm	
2	Address of Firm	
3	PAN Number & GST Number (Please enclose the Copy)	
4	Details of EMD (Rs. 5000/-)	
5	Details of Similar work executed by the firm (Please enclose the Copy)	1. 2. 3.

Declaration:

I on behalf of my firm confirm that all the Term and Condition of the Tender Document are acceptable.

Signature/Seal of the Firm/Bidder

**Office of the Accountant General (A&E) ,Punjab &U.T., Chandigarh
Plot No.-20, Sector-17E, Chandigarh**

Scope of Work for AMC of EPABX System

Maintenance of the following items of EPABX System is required under AMC of EPABX System:

Sr.No.	Description of item	Qty.	Location	Year of Purchase
1.	Karel DS 200 EPABX System	1	Room No. 7, Ground Floor	2016
2	NEC SL 1000 EPABX System	1	AG Sectt. 2 nd Floor	2018
3.	Telephone instruments connected with above EPABX System and wiring network 200 slots.	200		
4.	Fixing of telephone cables (02/04 pair) for new connections.	Per Set		
5.	Shifting charges of Extension/Telephone without cable. (Cost of cable, if required will charged extra as per requirement as stated at Sr. No. 4 above).	Per Set		
6	Cost of cable (02/04 pair) per meter.			

The bidder may visit the office premises on any working day during (10.00 AM to 4.00 PM) before the last date of submitting Bid.

Signature/Seal of the Firm/Bidder