



**OFFICE OF THE ACCOUNTANT GENERAL (A&E)-I, UTTAR PRADESH,
PRAYAGRAJ**

Tender No.AG(A&E)-I/GD(M)/AMC/EPABX/2021-22/10181

Dated:04.06.2021

To,

Subject: Limited Tender Enquiry for Comprehensive Annual Maintenance Contract of EPABX (Siemens Hi-Path 3800) System and telephone line maintenance for the period from 04.07.2021 to 03.07.2022.

Sir/madam,

I am directed to request you to submit your most competitive quotation towards comprehensive annual maintenance contract of EPABX (Siemens Hi-Path 3800) and Telephone line maintenance in the office premises of O/o the Accountant General (A&E)-I, UP, Allahabad. The details of the items proposed to be put under AMC are as under:-

Sl.No	Description of Work	Quantity
1	Comprehensive Annual Maintenance Contract of EPABX (Siemens Hi-Path 3800) <ul style="list-style-type: none">• 08 Trunk Lines• 288 Analog Extension	1
2	MDF 400 Pair	1
3	Telephone Line Maintenance with spring wire, rojar box, DP box and telephone set repairing	269

AMC includes Regular Servicing/Maintenance/Programming EPABX System and Telephone Line Maintenance as per above details. The terms and conditions of AMC will be as per Annexure-I (Pertaining to submission of quotation) and Annexure-II (Pertaining to AMC) attached with this document.

In case you are interested and you accept the terms and conditions mentioned in Annexure-I and Annexure-II, you may quote your rates in the enclosed proforma (Annexure-III). The tender document floated on office website www.agup.nic.in for this purpose can also be downloaded and submitted through offline mode by dropping into the tender box kept in the cell of Sr.DAG/Admn. Sealed quotation superscribing as "Quotation for AMC of "EPABX System and Telephone Line" must reach this office by 03.00 P.M. on 21.06.2021. The quotations will be opened at 03.00 P.M. on 22.06.2021. Quotation received other than mentioned mode, time & date will be not accepted.

Yours faithfully,

sd-04.06.2021

Sr. Accounts Officer/GD (M)

Terms & conditions relating to submission of the quotations.

1. There should be no cuttings/overwriting. The cutting, if any should be duly attested. Non-attested corrections/ amendments / overwriting will not be considered.
2. Quotation should be sent in a sealed cover and the cover containing the quotation should bear the words: **“Quotation for the COMPREHENSIVE AMC of EPABX System/intercom and telephone line maintenance”**.
3. Quotations received in an unsealed cover or received after the due date are liable to be rejected. The bids received **from blacklisted bidders will be rejected. Ambiguous bids will also be rejected.**
4. The bid must accompany Earnest Money Deposit of Rs.5,000.00 (Rupees five thousand only) in the form of Demand Draft in favour of “PAO, O/o The Accountant General (A&E)-I, UP, Prayagraj”. Bids received without EMD will be rejected. The Bid Security of unsuccessful Bidders shall be returned as promptly as possible after conclusion of the tender process. No interest will be payable upon the security deposit or amounts payable to the contractor under the contract.
5. Bid Security of successful bidder shall be returned on receipt of Performance Security by the O/o The Accountant General (A&E)-I UP, Prayagraj EMD of the bidder(s) will be forfeited if:
 - a) The bidder is not willing to abide by the terms and conditions after submission of the bid.
 - b) The bidder withdraws the bid before receipt of final acceptance.
 - c) The successful bidder fails to furnish Performance Security as indicated in Annexure-II within the stipulated time.
6. O/o The Accountant General (A&E)-I, UP, Prayagraj reserves the right to reject any/or all the quotation(s) received without assigning any reason thereof.
7. The firm should quote the rates after proper inspection at the premises of O/o The Accountant General (A&E)-I UP, Prayagraj.
8. For technical information related to Comprehensive AMC and any other related discussion, the firm/service provider should consult the Sr. Accounts Officer/GD (M) in O/o The Accountant General (A&E)-I UP, Prayagraj.
9. The bidder should have *at least three years of experience of maintenance/repair/system recovery etc.* in the field of telecommunication instruments and also should have carried out AMC of EPBAX for Govt./PSU/Autonomous Bodies. Such detail should also be enclosed with bid document.
10. The firm will have to execute an agreement with this office within fifteen days of issue of work order. The bidder is required to attach self-attested photocopies of Registration, GST registration, PAN card etc. Failure in submission of any of these documents will lead to rejection of bid document.
11. The firm should quote rates inclusive of all taxes/duties.
12. O/o The Accountant General (A&E)-I UP, Prayagraj.reserves the right to increase/decrease the scope of work of AMC.

sd-04.06.2021

Sr. Accounts Officer/GD (M)

Terms & conditions of Comprehensive Annual Maintenance Contract of EPABX System

- I. The Annual Maintenance Contract (AMC) shall start from the date of awarding the contract by this office. The contract shall be valid for a period of **one year initially which can be extended at mutual consent basis on the same rates and existing terms and conditions.**
- II. The rate quoted shall remain in force for the full period of contract. No demand for revision of rates on any account whatsoever shall be entertained during the currency of the contract.
- III. The AMC shall be Comprehensive. The maintenance contract shall cover replacement of a part or all parts (genuine/branded) by the contractor free of cost, as and when required. This shall include laying of new cable line and replacement of broken cable wires.
- IV. During the validity of the contract, the company will render preventive maintenance services of the equipments at the frequency of at least once in every month. The equipments will be thoroughly cleaned, tested, repaired and kept in working condition all the time. All the maintenance/repair/programming work will have to be attended within 24 hours of the complaint by the competent authority. In case the machine remains idle for replacement of the parts, the company will replace the parts in reasonable time, which in any case will not be more than 48 hours. The period of 48 hours will be reckoned from date and time of the registration of the complaint. After 48 hours's time penalty @ Rs 1,000/- perday will be charged. In case the service provider fails to attend the complaint and due to urgency the services of an outside vendor is availed by this office on payment basis, the amount will be deducted/recovered from the next AMC payment.
- V. The contractor will attend to all the calls from this office on all working days. The urgent, and unavoidable calls are also to be attended before and after the usual office time and even on holidays. The Service Provider is liable to take the maintenance job in the holidays due to urgency of work/ instruction of the In-Charge, Telecom of this Office.
- VI. A log register/book shall be maintained in the designated sections of the offices for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.
- VII. No advance payment will be made. The payment of AMC will be allowed in two installments (first after completion of six months on satisfactory maintenance work and second after expiry of satisfactory AMC period).
- VIII. Performance Security @ 10% of the total contractual value will have to be deposited with within one week of receipt of "Letter of Offer". This will be in the form of Bank Guarantee (BG)/ Fixed Deposit Receipt (FDR) from any of the scheduled Bank in the name of the "PAO O/o The Accountant General (A&E)-I UP, Prayagraj. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. **In the event of breach/violation or contravention of any terms and conditions by the contractor, the said Performance**

Security shall be forfeited. In addition, the contract can also be terminated and firm may be blacklisted.

- IX. No other charges like transportation, fare etc. for providing the services, will be payable.
- X. At the time of completion of the AMC period, it shall be the responsibility of the contractor to hand over the system and its accessories as included in the AMC back to this office in fully working condition.
- XI. O/o The Accountant General (A&E)-I UP, Prayagraj reserves the right to terminate the contract at any time without assigning any reason. Any decision of O/o The Accountant General (A&E)-I UP, Prayagraj with regard to the AMC will be binding on the contractor.
- XII. The O/o The Accountant General (A&E)-I UP, Prayagraj shall have no liability, financial or otherwise, for any harm /damage/injury incurred by the manpower deployed by the Contractor in the course of performing AMC. Neither Contractor nor his workers shall have any claim on this office for compensation or financial assistance on this account.
- XIII. The contract shall be governed by Laws of India for the time being in force. All disputes will be subjected to Allahabad (Prayagraj) jurisdiction.

sd-04.06.2021

Sr.Accounts Officer/GD(M)

Date:

To

SR. ACCOUNTS OFFICER/GD(M)
OFFICE OF THE AG (A&E)-I, UP,
PRAYAGRAJ

Ref: Invitation for **TENDER No** **DATED**

We, the undersigned, **quote charges for the AMC of work maintained in table and declare that :-**

Sl.No	Description of Work	Quantity	Rate inclusive of GST
1	Comprehensive Annual Maintenance Contract of EPABX (Siemens Hi-Path 3800) <ul style="list-style-type: none"> • 08 Trunk Lines • 288 Analog Extension 	1	
2	MDF 400 Pair	1	
3	Telephone Line Maintenance with spring wire, rojar box, DP box and telephone set repairing	269	

1. I/We have read & understood the all terms and conditions of the tender and I/we are quoting our rates after having understood the scope of work.
2. I/We offer to execute in conformity with the Bidding Documents for providing the required services as per the details given in the tender document for the Office of the AG (A&E)-I, UP Prayagraj.
3. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
4. I/We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of any nature.
5. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorised Signatory

(Authorised person shall attached a copy of Authorisation for signing on behalf of Bidding company)

Full Name and Designation

Checklist for Bidder

(Before dropping your bid make sure that all details have been attached with your bid document)

Sl. No	Particulars	Yes/No	If yes Detail
1	Enclosed EMD		
2	Enclosed Pan No		
3	Enclosed GST No.		
4	Enclosed Experience Certificate		
5	Filled, signed and attached Annexure – III		

Authorised Signatory

(Authorised person shall attached a copy of Authorisation for signing on behalf of Bidding company)

Full Name and Designation