

F.No.11-1 /2011-Gen. Section
Government of India
Ministry of Culture
Archaeological Survey of India
(General Section)

Dated 29 NOV 2011

To,
Website ASI, Hqrs. Office New Delhi

Subject:- AMC for the maintenance contract of Accord Digital EPABX/80 Lines/ Extensions Intercom System with 65 instruments, installed at ASI, Hqrs. Office, Janpth, New Delhi and 10 line instruments at Central Archaeology Library office ASI, National Archives Building -Regarding.

I am directed to say that Department of Archeological Survey of India, Janpath New Delhi Ministry of Culture intends to award Comprehensive Annual Maintenance Service Contract for Accord Digital EPABX/80 Lines/ Extensions Intercom System with 65 instruments, installed at ASI, Hqrs. Office, Janpth, New Delhi and 10 line instrument at Central Archaeology Library office of ASI, National Archives Building for period of one year.

The interested firms may like to inspect the system on any working day from 1.12.2011 Between 3.00 pm to 4.00 pm. The department is looking for a service provider, who is authorized service provider of Accord Digital EPABX make of Key Telephone System and has three years' experience in the last three financial Years in any Govt. Department /PSU in respect of maintenance of KTS of different configurations. The documents in this regard shall be annexed to the quotation. The service providers capable of maintaining the machines and interested in undertaking the said work, may submit quotation in sealed cover latest by 3.00 p.m. 5 December 2011, in proscribed Proforma.

"Quotation for maintenance of Accord Digital EPABX Key Telephone System at ASI, Hqrs. Office, Janpth, New Delhi as well as at Central Archaeology Library office, ASI, National Archives Building". The quotation shall be opened at 3.30 P.M. on the same (5 December 2011) when you or your representative may like to be present.

Cont.....2/

The terms and conditions of the tender/contract will be as under:-

1. The contract shall be effective for one year with effect from date of award of tender and consolidated lumpsum amount has to be indicated in the proforma enclosed. No demand for revision of rates on any account whatsoever shall be entertained under any circumstances during currency of the rate contract.
2. The contract shall ordinarily be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document. The rates offered shall be kept opened for acceptance within 45 days of the tender opening or any extended period as may be desired by the Department.
3. The company shall depute trained engineer(s) having wide experience of repairing the Accord Digital EPABX Key Telephone system on daily basis for preventive checks & Maintenances and the complaint received during the day shall be attended to promptly and rectified within two hours. The company may have to sent their representatives on holidays in case of emergencies. **Technician (S) will be present throughout the day in this office daily.**
4. The contract will be comprehensive in nature and the department will not make payment for any spare parts excluding batteries. All parts will be replaced free of cost including change of faulty telephone instruments etc. Only genuine authorized parts shall be allowed to be replaced.
5. The company is liable to replace the defective parts of the machine with original and new parts strictly as per the configuration of the manufacturer and will be guaranteed for a period of one year from the date of replacement. The defective parts will be taken over by the company and the new parts provided will become the property of the Department. Company should be clearing all instruments every month.
6. In the case of major repair where the system or any part of the system has to be taken to Company's workshop, the standby arrangement from the company side will be mandatory without disruption of work of the user. The equipment being taken to the workshop for repair would be at the company's expenses.

7. In case the company is found to be failing in rectifying/making functional the system on the same day, a penalty of Rs.1,000/-(Rupees One thousand only) per default would be imposed. In case of three successive failures, the contract will be terminated forthwith and the performance security deposit would be forfeited. Under such circumstances only proportionate charges for the period for which the services rendered shall be payable to the contractor that too only if the services provided by the firm had been satisfactory.
8. The payment will be made on quarterly basis in equal installments only on completion of service to the satisfaction and other formalities as may be requested by the Department.
9. The interpretation of the contractual terms & conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the Department

Yours faithfully



(Arun Banerjee)

Section officer

Tele Fax 011-23018987

gensec.asi@gmail.com

Copy to:- Website ASI, Hqrs. Office New Delhi putting the tender on website.

PROFORMA

- i) NAME/ADDRESS OF THE FIRM: _____
- ii) CONTACT NUMBER : _____
- iii) STATUS OF THE FIRM(INDIVIDUAL/SOLE PROPRIETORSHIP COMPANY ETC):-

- iv) REGISTRATION/VAT/S.TAX/PAN & OTHER DETAILS _____

- v) DETAILS OF AUTHORISATIONS(S)/ EXPERIENCE ETC.(DOCUMENT TO BE ATTACHED) _____

- vi) DETAILS OF THREE YEARS EXPERIENCE(VIZ.
2008-2009
2009-2010
2010-2011
- vii) RATE QUOTED :
RS. _____ (RUPEES _____
_____ ONLY)
- viii) We hereby undertake to abide by the terms/conditions of the tender 11-1/20011-Gen. Section dated. 5.12.2011,and undertake that the information(s) furnished is true and nothing material has been concealed. We understand that he contract is liable to be cancelled if the same has been obtained through concealment of information/ fraudulent means.