

No.107-1/AMC of EPABX/2018/LA- 10
Government of India,
Ministry of Jal Shakti,
Department of Water Resources, River Development and Ganga Rejuvenation
Central Ground Water Board, Bhujal Bhawan,
NH-IV, Faridabad (Haryana) - 121001

Dated: 01 JAN 2021

To,

Sub: Comprehensive Annual Maintenance Contract of EPABX systems including software, telephone wiring and telephone instruments installed in CGWB, Bhujal Bhawan, NH-IV, Faridabad.

Sir / Madam,

Sealed quotations are invited from eligible contractors for awarding Comprehensive Annual Maintenance Contract of EPABX system software, telephone wiring and telephone instruments which shall comprise of:-

1. Rectification of all hardware / software problems / defects and also include cost of all parts / repairs / replacements necessary for the proper maintenance / functioning of the below mentioned EPABX systems, telephones and telephone wiring. No extra charges for any general wear and tear / spare parts, etc... shall be paid by CGWB, Faridabad.
2. Maintenance of Software / Programme of EPABX system and Mini-EPABX system, Adaptor, Line Cord, Telephone Cable (internal / external), PVC channel / pipeline (internal / external), MDF box with Krone frame, Roget box and all other related peripherals etc... including replacement as and when required.
3. Laying of telephone lines for new or fresh connection, if required, including cables and PVC channel / pipelines and other necessary peripherals.
4. Maintenance / repair of Telephone instruments as and when required.
5. Proper cleaning of EPABX system and telephone instruments installed in Bhujal Bhawan as and when required.

Following are the details of EPABX System for which AMC is to be awarded:-

Make	Coral (256 lines)
Number of active lines	170
Number of telephone instruments	160 + 10 (1+1 Plan set)
Make of telephone	Beetel / Panasonic / KTS (Coral)

Following are the details of Mini-EPABX System for which AMC is to be awarded:-

Make	NEC SL 2100 (8 COlines 16 Digital extension)
Number of telephone instruments	04
Make of telephone	NEC

Eligibility Criteria:-

1. The firm must be in business of 'AMC of EPABX system' for at least 3 (three) years.
2. The firm must be registered firm and should have PAN, GST etc...
3. The firm must have infrastructural facilities at Delhi / NCR.
4. The firm must have performed at least one similar type of contract in a Government Department during last three years in Delhi / NCR.

The terms & conditions as detailed below are to be followed by the Contractor:-

1. The tenure of the contract will be for a period of one year starting from the date of awarding the AMC to the successful bidder, which can be extended further for one year in case of satisfactory performance.
2. It will be the responsibility of the Contractor to follow all the Rules and Regulations of the Local Authorities, as applicable.
3. The Contractor will ensure that his staff is polite, courteous and well behaved with the Officers / employees of CGWB.
4. The contractor will maintain a call register and make service report to this office before quarterly release of the payment.
5. It will be ensured by the Contractor to attend the complaint within 24 to 48 hrs., otherwise a penalty of Rs.100/- per day will be charged from the Contractor. The working days are from Monday to Friday from 09:00 to 17:30 hrs. IST.
6. The Head of Office reserves the right to terminate the contract after giving one month's notice in case it is felt that the contractor has failed to fulfil the required terms and conditions. In this connection decision of the Head of Office shall be final and binding upon the contractor.
7. The final rate of AMC will not be enhanced during the AMC period.
8. The Contractor will not sublet the award to anybody during the contract period.

9. The Bidder shall deposit 'Earnest money' of ₹ 5000/- (₹ Five thousand only) with the quotation as Demand Draft in favour of **"DDO, CGWB, Faridabad"**. The Earnest money received from the bidders will be returned without interest immediately after the process of selection is over.
10. The successful bidder would be required to deposit Security amount, of 10% of the final amount of AMC order, in form of Demand Draft in favour of "DDO, CGWB, Faridabad" within 5 (five) working days of the receipt of the AMC Order, which shall be refunded only after the expiry of the Contract successfully and to the satisfaction of the Competent Authority.
11. CGWB has the right to forfeit the Security money, in case of non-cooperation, disobedience of the instruction, non attending of the complaint within time or due to any damage of the equipment on the part of the contractor / employees of the contractor.
12. All the submitted documents must be signed & stamped by the bidder along with an undertaking that **"I (name of the firm) have read the terms & Conditions of the NIQ and are acceptable to me / us"**. An undertaking may also be submitted with the Tender that the firm is not black listed by any Ministry / Government Office.
13. Incomplete or unsigned quotation / documents would be summarily rejected.
14. The quotation must be valid for 60 days from the date of opening.
15. No advance payment shall be given; however, quarterly payments would be released subject to the submission of the bill with satisfactory performance of the contractor.
16. CGWB, Faridabad reserves the right to cancel the entire process of awarding the AMC at any time without assigning reasons.

Documents to be submitted along with the Quotation:-

1. Registration certificate of the firm
2. Documentary proof of facilities in Delhi / NCR
3. Copy of PAN, GST etc...
4. Certificate of acceptance of all terms & conditions of the NIQ
5. Validity of the Quotations must be specified
6. Details of the past experience along with documentary proof.

The complete and sealed quotations with **"QUOTATION FOR AMC OF EPABX SYSTEM IN BHUJAL BHAWAN, FARIDABAD"** written on top must reach the office of the undersigned latest by 15:00 hrs. on 11.01.2021. **No quotations will be accepted after 15:00 hrs.** The bid will open at 15:30 hrs. on the same day in the presence of the bidders or their respective representatives.

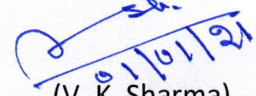
Interested bidders can visit the site for inspection, i.e. Bhujal Bhawan, NH-4, NIT Faridabad, Haryana – 121001, from Monday to Friday between 09:00 to 17:30 hrs. IST till 08.01.2021 excluding the Gazetted Holidays.

For any queries / confusion you can contact us on:-

0129-2477230

0129-2477161

Yours faithfully,



(V. K. Sharma)

Administrative Officer

प्रशासनिक अधिकारी

Admn. Officer

कैम्पूजो बोर्ड, फरीदाबाद

C.G.W.B. Faridabad

Copy to-

1. Sh. M. Senthil Kumar, Sc. 'C', CGWB, Faridabad with a request to upload the above letter on CGWB and other Government websites.
2. P.S. to the Director (Admn.), CGWB, Faridabad.
3. Notice Board.