

F. No. 23-1/2009-GSS
Govt. of India
National Commission for Minorities

5th floor, Lok Nayak Bhawan,
Khan Market, New Delhi-11003
Dated: 7.12.2011

To

Subject: Comprehensive Annual Maintenance of EPBAX system, telephone/intercom instruments in the Commission.

Sealed tenders are invited alongwith refundable earnest money of Rs. 3000/- (Rs. Three thousand only) through Demand Draft in favour of DDO, National Commission for Minorities, New Delhi addressed to Under Secretary, National Commission for Minorities, 5th Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110003 for annual maintenance contract for the Metrix EPBAX system, 2+1 Plan, 1+1 plan and telephone/intercom instruments in the Commission.

2. The firms have to submit their rates as per performa attached with this letter. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The firm must have expertise in maintenance and repair of EPBAX systems.
- (ii) The contract will be valid for a period of one year and the exact period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- (iii) The service engineers would attend to any reported fault within one day. As far as possible, the repairs will have to be carried out in NCM office itself. However, in case any equipment is taken to the workshop, the firm would provide a stand-by for the same.
- (vii) It may also be noted that in the case of contractor backing out in midterm without any explicit consent of this department, the office will recover the costs which may have to be incurred by this Department on maintenance of EPBAX system/telephone etc. for the balance period of contract through alternative means, at higher rates, if any.
- (viii) Quotation received without earnest money will not be considered. The earnest money deposited by successful tenders shall be retained as the Security deposit for the

fulfillment of satisfactory performance of the terms and conditions of the contract. The security deposit without interest will be refundable after successful completion of the contract and after the adjustment of dues, if any against the contractors. Earnest money received from other unsuccessful bidder will be returned without interest on demand.

(ix) No advance payment in any case would be made. However, quarterly payment on pro- rata basis, on satisfactory rendering of service, would be made on submission of the bill(s).

(x) Penalty of Rs. 100/- per day per telephone/complaint will be imposed on the contractor and the total amount so accrued will be deducted from the bill(s) of the contractor, if the problem/complaint is not resolved within 24 hours.

(xi) The sealed envelope containing the quoted rates and documents relating to acceptance all the terms and conditions, etc may be submitted superscribed with "Quotation for Annual Contract for the Annual Maintenance of EPBAX system, telephone/intercom instruments" addressed to Under Secretary, National Commission for Minorities, Lok Nayak Bhavan, New Delhi by post or by hand should be dropped in tender box situated in the office of National Commission for Minorities on 19.12.2011 before 3.00 PM. The quotations will be opened on the same date at 3.30 P.M.

(xii) Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post,/by Hand. Quotations received after due date and rates not quoted in the specified proforma will not be accepted. The NCM reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

4. The rates quoted should be net and no discount, free services / offers quoted will be considered. This tender is not transferable. National Commission for Minorities reserves the right to accept or reject any or all tenders without assigning any reasons. The firm interested in bidding may also inspect these items on any working day prior to the last day of submitting quotation.

5. Governing Law:- The contract in all respect shall be governed by Indian Laws.

6. The office reserves the right to cancel any or all tenders without assigning any reason.

Yours faithfully,

(S. S. Negi)
Administrative Officer
Tel. No. 24618349

Proforma

Sl. No.	Particulars	Rate in Rs. (per unit)	Remarks if any
1.	Annual Maintenance Contract for Metrix EPBAX (48 points)		
2.	Plan Phone 1+1		
3.	Plan Phone 2+1		
4.	Wire Per meter		
5.	Ordinary Intercom Instrument		
6.	Telephone Instrument (Plan) (Beetle Make)		