



NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Department of Disability Affairs, Ministry of Social Justice & Empowerment,
Govt. of India)

B.T. Road, Bon-Hooghly, Kolkata-700090

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No. EPABX-Telephone Lines/2142/E.O/2014/NIOH/ 4998 (8) 14th October, 2014

NOTICE INVITING TENDER

Sub: Comprehensive Annual Maintenance Contract of EPABX Machine (Samsung Office Serv-500) & its equipment including extensions

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Non-Comprehensive AMC services for all Intercom cable Lines & Direct Telephone Lines with all types of Telephone Sets

Sealed Tenders proposals are invited from authorized and reputed agencies having relevant experience for providing subject services in the existing system of this Institute as per General Terms & Conditions and Scope of work as mentioned in **Annxure-A.**

The interested parties shall visit the site to inspect/Assess the work and details on all working hours/days at NIOH, Kolkata. The Tender documents shall be collected on cash payment of **Rs.250/-** (non-refundable) on or before **20-10-2014** up to 2.30 p.m. from Estate Office of this Institute.

The filled tender Application and Price Bid (Annxure-1 & 2) along with all credentials/relevant documents shall be placed in sealed cover super scribed "**Tender for Comprehensive AMC Services of EPABX (Samsung Office Serv-500) Machine & Non-Comprehensive AMC Services for Intercom and Direct Telephone Lines**" should be addressed to the Director, NIOH, B.T. Road, Bon-Hooghly, Kolkata-90 on or before **27-10-2014** up to 2.30 p.m.

The same will be opened on the same day at **3.30 p.m.** in the Director's meeting Room by the Tender Selection committee in presence of tenderers/representatives, if any.

Those who has already applied against Tender No. EPABX-Telephone Lines/2142/EO/2014/NIOH/4344(8) dated 4 th September 2014, apply afresh but need not submit EMD again.

The authority of the Institute is reserves the right to accept or reject any or all the Tender proposals without assigning any reason what so ever.

I/c, (Genl. Admn.)

NIOH Copy for information and necessary action to:

1. Accounts Office, NIOH, Kolkata
2. P.A to Director, NIOH, Kolkata - to upload in the Institute's Website
3. Coordinator, I.T Section, NIOH, Kolkata
4. Notice Board, NIOH, Kolkata
5. Notice Board, ISI, NSSO, CTTC, Kolkata.
6. Notice Board of AYJNIIHH/NIMH/NIVH (ERCs), Kolkata
7. Leading News Papers
8. Office Copy

I/c, (Genl. Admn.)

General Terms & Conditions

Eligibility:

1. The agency/firm must be authorized dealer/Service Centre of EPABX Machines (Samsung Office Serv-500) services.
2. The Firm/Agency must have relevant experience minimum **03 (Three)** years in any Govt./Semi Govt./Public Sector, etc.,
3. The Firm/Agency shall submit documentary proof for Registration of Firm, Service Tax, VAT and PAN Card details.
4. The Tenderer shall be accompanied by an **Earnest Money Deposit (EMD)** of **Rs.10,000/-** in the form of Demand Draft in favour of "National Institute for the Orthopaedically Handicapped" payable at Kolkata. The Tender proposal received without EMD shall be summarily rejected.

Terms & Conditions

1. Sub – contracting of AMC services is not allowed
2. **Contract period:** the Contract is valid initially for a period of **01 (ONE)** year from the date of commencement of work at NIOH, Kolkata. The same may be extendable for further period on the same rates, terms & conditions subject to satisfactory services.
3. **Payment** will be made on quarterly basis only after satisfactory completion of your services upon presenting the bill along with your Service Report/Log Book/Call Slips, which will be certified by authorized official of this Institute.
4. No demand for revision of rates on any account whatsoever shall be entertained under any circumstances during currency of the rate contract.
5. Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without any interest from the date such bidders are declared as unsuccessful bidders.
6. The successful Firm/Agency's EMD amount will be deposited at NIOH, which shall be released after satisfactory completion of contract without any Interest. In addition, 10% amount will be deducted from your Quarterly Bill, which will be released after completion of satisfactory contract period.
7. The Firm/Agency shall depute the trained professionals/experts only having wide experience of repairing the Extensions / EPABX System/Telephone Lines & Sets on monthly twice for preventive checks & maintenances, as well, as & when call basis.
8. The firm/agency should have to send their representatives on holidays in case of emergency.
9. Successful Firm/Agency shall have to execute an agreement with NIOH on a non-judicial stamp paper worth Rs.100/- (bond paper should be submitted by the agency) duly mentioning the acceptance of the terms and conditions.
10. **Penalty will be charged @ Rs.500/- per day for downtime more the 24 hours for EPBAX System & Rs.25/- per day for telephone. However, the NIOH will not tolerate breakdown more than two days in any case.**
11. The successful Firm/Agency is responsible to maintain the systems on 100% working condition.
12. The firm shall maintain Service Book/Log Book for complaints by the users for your services at NIOH with the signature of authorized official of NIOH. A record will be maintained indicating the working status of all the equipment.
13. At the end of contract period, the firm/agency shall ensure that the equipment

- originally contracted for maintenance shall be in full working condition, as per original specifications, failing which the Security Deposit will be forfeited and no further payment will be made.
14. The NIOH reserves the right to cancel the contract even after agreement, at any point of time without assigning any reason thereof.
 15. The authority of this Institute is reserves to increase or decrease or omits the scope of work from the Tender.
 16. The works may be awarded to one agency or two difference agencies based on the competency & rates as per the decision of this Institute.

SCOPE OF WORK for EPABX Machine (Comprehensive Basis)

1. The firm shall provide on-site expert services and spare parts/components for breakdown and remedial maintenance as and when required for the EPABX. The **comprehensive maintenance** services includes:
Identifying the problem
Rectifying the same
Checking and certifying of the proper functioning of the equipment.
2. The firm shall provide services in all working days/hours, irrespective of holidays, also as and when basis.
3. The contract includes corrective maintenance, preventive maintenance, Repair & replacement of genuine spare parts from the original equipment manufacturer only.
4. The terms 'maintenance' means that rectification of all hardware and software problems / defects and also include cost of all parts / repairs / replacements necessary for the proper maintenance / functioning of the aforesaid systems. No extra charges for any general wear and tear / spare parts, etc.
5. The system/machine is presently on good working condition. The work shall be carried out with coordination of authorized official of this Institute and least disturbance to the office/staff.
6. The scope of maintenance contract shall also include periodical checking, cleaning, servicing, inspection and testing, preventive maintenance, necessary repair and replacement etc. ensuring continuous and effective functioning of EPABX system.
7. Any other work assigned to the agency from time to time related maintenance and servicing of the EPABX system and its related services.
8. In addition to regular CAMC, preventive maintenance service is to be carried out in every three months for all systems and its peripherals. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has breakdown or not.
9. In case of delay in repair, procurement of spares, a standby of same make must be provided for on irrupted operation and that can be taken back once the faulty system is put back into operation.
10. The firm/agency is liable to replace the defective parts of the EPABX Machine with original and new parts strictly as per the configuration of the manufacturer and will be guaranteed for a period of minimum one year from the date of replacement. The defective parts (old) & replaced parts (new) will become the property of the NIOH. The Firm/Agency should have to clean all instruments in every month.
11. In the case of major repair where the EPABX system or any part of the system has to be taken to firm/agency's workshop, the standby arrangement from the firm/agency side will be mandatory without disruption of work of the office. The equipment being taken to the workshop for repair would be at the firm/agency's expenses.
12. The NIOH reserves the right to shift equipment mentioned in list from one division to another depending on the requirement of work. Any such changes will be intimated to the Agency/Firm. The Agency/Firm shall act accordingly, if required.

13. The Firm/Agency must contact with other service providers to get done works as & when required basis, mainly, BSNL for P & T Lines rectification in case of defective

Scope of work for all Telephone Lines and its accessories Maintenance (Non-Comprehensive basis)

14. The work will be non-comprehensive to all faulty Telephone Instruments, all type of Cables, Line Cord, Coil Cord, Rosette Box and MDF Box/Crown etc. Only branded authorized parts shall be allowed to be replaced.
15. The NIOH reserves the right to shift equipment mentioned in list from one division to another depending on the requirement of work. Any such changes will be intimated to the Agency/Firm. The Agency/Firm shall act accordingly, if required.
16. The Firm/Agency must contact with other service providers to get done works as & when required basis, mainly, BSNL for P & T Lines rectification in case of defective.
17. The NIOH is having EPABX Machine with approx.100 internal lines, 6 P & T Lines (BSNL), twin telephones, etc., to be maintained.
18. The Agency/Firm has also to maintain and service (1+1) instruments installed in the cabin of Director of NIOH and Mini Accord EPABX installed in the director Office.
19. The agency must provide the related services which are not covered in the tender.

I/c, Genl. Admn.,

APPLICATION FORMAT

Sl. No.	Particulars	
01	Name & Address of the Firm/Agency	
02	Name of the proprietor/Authorized with Address & Contact Ph./Mobile No./Email;	
03	Whether the Firm/Agency is authorized service provider of Samsung make Office Serv-500 System, (If yes, the authorization certificate must enclosed)	
04	Firm/Agency Registration details (copy must enclosed)	
05	VAT Registration Details (copy must enclosed)	
06	Service Tax Registration Details (copy must enclosed)	
07	PAN Card Details (copy must enclosed)	
08	EMD Details	
09	Details of Experience (minimum 3 Years)	(As per below format)

Sl. No.	Name of the Organization	Experience		Nature of Contract
		from	To	

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Annxure-2

Price Bid

Sl. No.	Particulars	Qty.	Rates to be quoted
01	Comprehensive AMC: EPABX Machine including all Make/Model: Samsung (office Serv-500)	01	
02	Non-Comprehensive AMC:		
a)	Checking, Repairing & Servicing of all Intercom & Direct Telephone Lines including all Rosette boxes, DP, Telephone Sockets & MDF, etc.,	94 Intercom Lines Approx. & 05 Nos BSNL Lines Approx.	
b)	Checking, Repairing & Servicing of all Telephone Sets	All Telephone sets	
c)	Any other works related to all Intercom & Direct Telephone Lines Maintenance, if not mentioned		
Total Rs.			

Note: Annual Rates shall be quoted inclusive of all taxes and NIOH is not responsible, if any variations in any applicable taxes

Declaration

Total Contract amount for one year is Rs. _____/- (Rupees only) inclusive of all taxes.

I/We _____ (Name of the agency/firm) have inspected the existing subject services and read to understand the Scope of Work, Terms & Conditions and hereby agreed to abide by the said work & conditions.

Signature of the Tenderer
With seal