



THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(STATUTORY BODY UNDER AN ACT OF PARLIAMENT)

12, SUDDER STREET, KOLKATA - 700 016

TELEPHONES: +91 33 40364777/22521031/1034/1035/1492

Website: www.icmai.in

Local Purchase Committee

TENDER NOTICE

Ref. LPC/ADMN/EPABX-2024-2026

July 23, 2024

Tender for Annual Maintenance Contract for EPABX System

Reputed and reliable service provider located in and around Kolkata are invited to offer their Rate for Annual Maintenance Contract for EPABX System as per details given below -

1. Specification:

S.No.	Description of Items	Qty.	Places of job
1	<i>Syntel NEO 16S IP EPABX System Internal Extension, Airtel & BSNL LINE</i>	1 Job	CMA Bhawan, 12, Sudder Street, Kolkata – 700 016
	<i>156 Line Analog Extension</i>		
2	<i>NEC SL 1000</i>	1 Job	4th floor, 84, Harish Mukherjee Road, Kolkata – 700 025
	<i>48 lines</i>		

2. Scope of work:

- 2.1 Regular Servicing / Maintenance / Programming of telephone set EPABX System / intercom. 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. 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. In case the machine is idle for replacement of the parts, the company will replace the parts in reasonable time which in any case will not be more than 24 hours from the registration of complaint and also attend for breakdown service call as and when necessary against the corrective maintenance; failing which the work will be done from the open market and the expenses incurred thereon shall be deducted from the bill of the company.
- 2.2 If system is to be taken to the Service Station/Workshop for repairs etc. with the permission of the Institute, the company will provide standby system. The Institute will not pay any charges for standby system and will not be responsible for any damage occurred in the standby system.
- 2.3 A schedule for the quarterly monitoring visit as a part of the preventive maintenance service should be developed at the beginning of the year and this should be got approved from competent authority. The approved preventive maintenance schedule is to be strictly followed.
- 2.4 There should not be loose cables, hanging boards, naked live cables etc. Proper earthing is must wherever it is required.



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2.5 Any other work related to but not specifically mentioned above, required for completion of the job as per the intent and scope of work.

Interested vendors may contact Sri Suneel Kaushik, contact number – 033 – 400364709 / email - admin.kolkata@icmai.in and may also inspect the setup at CMA Bhawan, 12, Sudder Street, Kolkata – 700 016 during office hours 9.30am to 6.00pm on Monday – Friday except National Holidays.

3. Instructions for bidders :

- 3.1 The rates to be offered should include all supply, commissioning, packing, labour, transportation, loading, unloading etc. No other additional payments would be made.
- 3.2 Only taxes as applicable will be paid extra.
- 3.3 Bidders shall bear all costs associated with the preparation and submission of its bid.
- 3.4 Vendor may visit the sites for assessing the quantum of job.
- 3.5 Adequate precaution shall be taken to prevent danger from electrical equipment. No materials on any of the sites of work shall be so stacked or placed as to cause danger or inconvenience to any person.

3.6 Valid trade license copy is to submitted with bid

4. Terms & Conditions:

- 4.1. The price quoted by the bidder should remain valid for 90 days.
- 4.2. Period of contract – Two (2) years from the date of issuance of work order and may be extended for a period of one year at same terms & conditions upon mutual agreement of both party.
- 4.3. If a firm quotes NIL charges/consideration/abnormal charges, the bid shall be treated as unresponsive and will not be considered
- 4.4. Canvassing in any form in connection with the contract is strictly prohibited.
- 4.5. L1 will be decided based on the consolidated amount quoted in the Annexure 1 box Amount (Rs.) for AMC / per annum**
- 4.6. Institute reserves the right to extend the last date for receipt of bids at its own discretion.
- 4.7. Once the supply order is placed, it will be the vendors' responsibility to make the project functional. Any additional cost incurred for completing the project and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.
- 4.8. Wherever the ground/wall is dug for cable laying etc, it shall be restored to original condition. All debris etc. shall be disposed off to the nearest defined place by municipal authority or by Institute, as applicable.
- 4.9. Any damage to the property of the Institute, while performing the duty, shall be restored to original condition at the own cost of the bidder. All debris etc. shall be disposed off to the nearest defined place by municipal authority or by Institute, as applicable.
- 4.10. The Institute shall not be responsible for any loss, damage, theft, burglary or robbery of any item in course of transit and for any financial loss or other injury to any person



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deployed by the contracting firm in the course of their performing the duties to the Institute in connection with this Tender.

- 4.11. The Bidder shall not sub-contract the mentioned work to any organization, person, firm or its franchise without the prior approval of the Institute
- 4.12. The Institute may, for any reason whether at its own initiative or in response to the clarification requested by the prospective bidder, issue amendment in the form of addendum during the bidding period and subsequent to receiving the bids. Any addendum thus issued shall become part of bidding document and bidder shall submit the addendum duly signed and stamped in token of his acceptance.
- 4.13. Institute reserves the right to repudiate the contract and entrust the work to any other third party in the event of breach of terms and conditions of this agreement or in the event of unsatisfactory performance observed by the Institute.
- 4.14. Institute may ask clarifications if any during the evaluation and the bidders are expected to respond. Lack of response from them will enable the Institute arrive at its own decision about such bids.
- 4.15. The Institute shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the engaged personnel of the contracting Firm.
- 4.16. The work executed by the vendor should be to the satisfaction of the concerned officer where work was executed. If the same is not found satisfactory, the firm will have to do the job again at its own cost. The decision of the concerned officer and of the Institute in this regard will be final and unassailable and binding on the vendor.
- 4.17. Upon being selected as the successful bidder and being awarded the Order, the bidder is expected to reply to all queries/ complaints that may be raised by the Institute from time to time.
- 4.18. The participating bidder has to submit this tender document signed and sealed on each page, together with Technical Bid, as acceptance of the terms and conditions mentioned herein.
- 4.19. The order will be placed for the best interest of the Institute.

5. Payments:

- 5.1 No advance payment will be made.
- 5.2 Payment will be made to you on quarterly basis after completion of each three months' service.
- 5.3 The payment will be made in electronic mode only within 30 days of submission of bills.

6. Submission of Bids:

The sealed quotations superscribed 'Tender for Annual Maintenance Contract for EPABX System' (Bid Reference - LPC/ADMN/EPABX-2024-2026) have to be deposited at the Tender Box number 1 labelled as Local Purchase Committee on or before 4:00pm, 7th August, 2024.

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Annexure 1

Format of bid

Sl. No.	Details Requested	Provide Details
1.	Name of the Company/ Vendor	
2	Contact person & Mobile number	
3	Full address of the office With Email Address	
4.	RTGS Bank Account Details	
5.	Details of GSTN (if available)	
6.	PAN of the Proprietor/Firm	
7.	Certification of Incorporation/Trade License (Copy to be enclosed)	

Sl. No.	Description of Items	Qty.	Amount (Rs.) For AMC / per annum
1	<i>Syntel NEO 16S IP EPABX System Internal Extension, Airtel & BSNL LINE</i>	1 Job	
	<i>156 Line Analog Extension</i>		
2	<i>NEC SL 1000</i>	1 Job	
	<i>48 lines</i>		

Applicable Taxes - %

Declaration: We /our Company has visited the site and understood the job involved. We agree to all the terms and conditions as indicated in this EOI/Tender Notice.

Signature of bidder:

Seal:

Date: