



राष्ट्रीयगतिशीलदिव्यांगजनसंस्थान  
National Institute for Locomotor Disabilities (Divyangjan)  
(दिव्यांगजनसशक्तिकरणविभाग, सामाजिकन्याय एवं अधिकारिता मंत्रालय, भारत सरकार)  
Department of Empowerment of PwDs (Divyangjan), Ministry of Social Justice and  
Empowerment, Govt. of India

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Ref No. EPABX-TELEPHONE LINES/2142/EO/2014/NIOH/PT-I

Date: 29.07.2021

### **NOTICE INVITING TENDER**

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

**&**

**Non- Compressive AMC services for all intercom cable lines & direct telephone lines with all types of telephone sets.**

The interested authorized and reputed agencies having relevant experience for providing above mentioned services in the existing system of the Institute are invited as per General Terms & Conditions and Scope of work as mentioned below.

The interested authorized and reputed agencies may visit the site to Inspect/Assess the works on all working hours/ days at NILD, Kolkata. The last date of bid submission is 19.08.2021

#### **Details of work:**

- (i) Comprehensive AMC: EPABX Machine including all Make / Model-Samsung (Office Serv-500)
- (ii) Annual Maintenance of 94 Nos EPABX Extn. Lines (Extendable), 6 Nos BSNL Lines (Inside of Premises) from D.P Box/ MDF to telephone Sockets as Non-Comprehensive basis servicing and repairing of Telephone sets, including of recording of telephone calls etc.

The authority of this Institute is reserving the right to accept or cancel any or all the quotations without assigning any reason what so ever.

## **GENERAL INSTRUCTION AND TERMS & CONDITIONS**

Tender documents can only be downloaded from the web site ([www.eprocure.gov.in](http://www.eprocure.gov.in)). The cost of tender paper amounting to Rs. 500.00 have to be deposited by the tenderer directly to the bank account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata through online mode, on or before the last date of bid submission date of the tender. The detail of the Bank Account of National Institute for Locomotor Disabilities (Divyangjan), Kolkata is mentioned below. The original copy of the transaction slip, duly signed by the tenderer, must be up loaded along with tender document.

### **BANK ACCOUNT DETAIL OF NILD, KOLKATA FOR DEPOSITION OF TENDER COST**

<b>Name of the Account Holder</b>	<b>National Institute for the Orthopedically Handicapped</b>
<b>A/c No</b>	<b>53015297593</b>
<b>Name of the Bank</b>	<b>State Bank of India</b>
<b>Name of the Branch</b>	<b>NIOH Campus Kolkata</b>
<b>IFSC</b>	<b>SBIN0030468</b>

Kindly online submit your quotation for the above items in two parts on Central Public Procurement Portal [www.eprocure.gov.in](http://www.eprocure.gov.in)

### **THE FOLLOWING DOCUMENTS SHOULD BE ENCLOSED IN TECHNICAL BID:**

1.	Quotation should be enclosed with complete technical details and literature of the product.
2.	Compliance sheet with desired and quoted specifications given in comparative table
3.	Copy of latest and valid Trade license, Income Tax, GST, PAN Card, Current Professional Tax and Challan whichever is applicable for the work etc should be submitted along with quotation
4.	The bidders/ tenderers shall clarify /state whether he/they are manufacturer accredited agent or sole representative indicating principals and agent quoting on behalf of their manufacturers / principals with valid document

## **1. Eligibility**

- i. The Agency/ Firm must be authorized dealer/ service center of EPABX Machine (Samsung office Serv-500) services.
- ii. The Agency/ Firm must have relevant experience minimum 03 (Three) years in any Govt. /Semi Govt. /Public Sector etc.
- iii. The Agency/ Firm shall submit documentary proof for registration of the firm, Service Tax, GST and PAN card details.
- iv. The successful tenderer should be submitting 3% of work order value as a performance security within 05 days after awarded of contract. The performance security will be released after 03 months of successfully completion of the contract.
- v. The Agency/ Firm intending to submit the tender should have well established servicing facility in Kolkata.
- vi. The Agency/ Firm intending to submit the tender should have the experience of successfully carrying out the similar kind of work within the last three years ending March 2021. The documentary proof (i.e. copy of work order along with the satisfactory servicing report from client) along with details of the client/organizations served (with contact details), dully signed by the Officer-in-Charge of that particular client's organization should be enclosed along with the tender.

## **2. Scope of work for EPABX Machine (Comprehensive basis)**

- i. The firm shall provide on-site services and spare parts/ components for breakdown and remedial maintenance as and when required for the EPABX. The Identifying the problem, rectifying the same and checking and certifying of the proper functioning of the equipment.
- ii. The firm shall provide services in all working days/hours, irrespective of holidays also as and when required basis.
- iii. The contract includes corrective maintenance, preventive maintenance, repair & replacement of genuine spare parts from the Original Equipment Manufacturer only.
- iv. The terms maintenance means that rectification of all hardware and software problem/ defect for proper functioning and also include cost of spare parts/repairs/replacements essential for proper maintenance/ functioning of the aforesaid systems. No additional charges for any wear and tear/spare parts etc.
- v. The system/machine is presently on good working condition. The work shall be carried out with co-ordination of authorized official of the Institute and least disturbance to the office/staff.

- vi. The scope of maintenance contract shall also include periodical checking, cleaning, servicing, inspection, testing, preventive maintenance, necessary repair and replacement etc ensuring continuous and effective functioning of EPABX System.
- vii. Any other work assigned to the agency from time to time related to maintenance and servicing of the EPABX System and its related nature.
- viii. 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.
- ix. In case of delay in repair, procurement of spares, a standby of same make must be provided for on interrupted operation and that can be taken back once the faulty system is put back into operation.
- x. 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 Institute. The firm/agency should have to clean all instruments in every month.
- xi. 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 own expenses. No extra cost will be provided for this.
- xii. The Institute reserves the right to shift equipment mentioned in list from one division to other as per requirement. Any such changes will be intimated to the Agency/ Firm. The Agency/ Firm shall act accordingly, if required.
- xiii. **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.**
- xiv. The sub-contract of AMC Service is not allowed
- xv. Routine check-up to be provided at least twice in a month, normally from Monday to Friday and as & when required basis for the above-mentioned work.
- xvi. All complaints to be attended within 24 hours
- xvii. Agency will be solely responsible for the total upkeep and maintenance of all intercom lines (Extensions) & BSNL lines at office buildings, staff quarters and Hostels. In case of the fault in BSNL lines connection, the agency is liable to contact the proper authority & restoring the same immediately

- xviii. As per requirements, number of lines may be increased up to the total capacity of Port without any price escalation within the contract period.
- xix. The Agency/ Firm should have to send their representatives on holidays in case of emergency.
- xx. The successful Firm/ Agency are responsible for maintain the systems with full working condition.
- xxi. The Firm/ Agency should maintain Service Book/Log Book for complaints by the users with signature of the authorized official of NILD, Kolkata. A record will be maintained indicating the working status of all the equipment.

**3. Scope of Work for all Telephone Lines and its accessories Maintenance (Non Comprehensive Basis)**

- i. The work will be non- compressive 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.
  - ii. The Institute reserves the right to shift equipment mentioned in list from one division to other as per the requirement. Any such changes will be intimated to the Agency/ Firm. The Agency/ Firm shall act accordingly, if required
  - iii. 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
  - iv. The Institute is having EPABX Machine with 100 internal lines (approx), 6 P&T Lines (BSNL) (approx), twin telephones, etc to be maintained.
  - v. The Agency/ Firm has also to maintain and service (1+1) installed in the cabin of Director, NILD Kolkata and Mini Accord EPABX installed in the Director office
4. The rate should be including all labor & technician charges for the mentioned service. The work order shall be valid for 02 (Two) year only & extendable depending upon satisfactory performance. Security deposit of 10% will be deducted from the quarterly bill and release after successful completion of agreement period. In case, the work is not satisfactory by any mean, the authority reserves the right to terminate the work order without assigning any reason whatsoever.
5. **The duration of contract is initially for a period of 2 (Two) year and it may be extended further on satisfactory performance and on the discretion of the authority of this Institute**
6. If any document furnished during submission of the tender paper is found false, incorrect or misleading even after opening of tender, the tender may be declared cancelled.

7. This order does not include of spares viz. cable, Telephone set, D.P. Connector, Socket etc. or any other accessories. New spares/ connections will be paid extra as actual basis subject to prior approval from the authority.
8. Payment to be made on Quarterly basis only after satisfactory service along with the verified Service Report/ Log Book/ Call Slips by the authorized official of the Institute. Statutory deductions will be made as per rule.
9. The Agency/ Firm should be entered into an agreement with the institute in a non-judicial stamp paper of Rs. 50/ or above on their own cost within seven days from the date of acceptance.

**Annexure-I**  
**CHECKLIST OF SUBMITTING DOCUMENTS – (TO BE FILLED BY THE TENDERER)**

Sl no	DOCUMENTS	PLEASE MARK “√” IF DOCUMENT SUBMITTED*
01	Tender document, downloaded from the web site Web: www.eprocure.gov.in	
02	Name of the Firm/Agency	
03	Name of the proprietor/Authorized with address & contact Phone/ Mobile No/ E-mail ID	
04	Whether the Firm/Agency is authorized service provider of Samsung Office Serv-500 EPABX System. If yes, the authorization certificate must upload.	
05	Firm/Agency Registration details (Copy must be uploaded)	
06	All document like GST, PAN,IT Return, Experience certificate, Service Tax Registration etc (Copy must be uploaded)	
07	Tender cost detail	
08	Any other documents submitting by the Tenderer, to be mentioned here	

Details of Experience (Minimum 3 years)

Name of the Organization	Dates of services provided during the period		Years/Months
	From	To	

I/We hereby declare that the statement given in this application is true and correct to the best of my/our knowledge including the records and I/We also agreed with the terms and conditions as laid down in the tender documents and otherwise, and signed on all pages as a token of my/our acceptance, as enclosed.

Date:  
Place:

**Signature of the Tenderer**  
with Seal

**PRICE BID**

<b>SER</b>	<b>PARTICULARS</b>	<b>QTY</b>	<b>RATE (₹)</b>
01	Comprehensive AMC: EPABX Machine including all Make/Model-Samsung (office Serv-500)- Non-Comprehensive AMC: Checking, Repairing & Servicing of all Intercom & Direct Telephone Lines including all Rosette boxes, DP, Telephone Sockets & MDF, etc - 94 Intercom lines (Approx) and 06 Nos. BSNL Lines (Approx) Checking, Repairing & Servicing of all telephone sets - All telephone set and Any other work related to all intercom & Direct lines maintenance, if not mentioned	01 set	
<b>Total (₹)</b>			

Note- Annual Rates shall be quoted inclusive of all taxes.

**Signature of the Tenderer**  
with Seal