



# DELHI STATE LEGAL SERVICES AUTHORITY

(Constituted Under the 'Legal Services Authorities Act, 1987', an Act of Parliament)

**Under the Administrative Control of High Court of Delhi**

Central Office, Patiala House Courts Complex, New Delhi - 110001

Ph. : 23384781, Fax : 23387267, Email : [dslsa-phc@nic.in](mailto:dslsa-phc@nic.in)



Ref. No. 42/42/Estt. Wiing/P.Wing/AMC/15-16/14649 dated : 29/11/16

## TENDER NOTICE

The last date for submission of bid for Comprehensive Annual Maintenance Contract of EPBAX System (make Panasonic model no. KX-TES824BX) with 16 lines intercoms system in the Central Office, DSLSA, Patiala House Courts, New Delhi-110001 has been extended to 14/12/2016 upto 3 P.M.

The other terms and conditions shall remain the same as mentioned in Tender Notice no. 42/Estab Wing/P.Wing/AMC/15-16/13085 dated 21/10/2016 which are as follow :-

S.No.	Description	Qty.	Location
01	EPBAX System (make Panasonic) model no. KX-TES824BX Advanced Hybird System	01	Central Office, Patiala House Courts, New Delhi-110001
02	Intercom	16 lines	Central Office, Patiala House Courts, New Delhi-110001

### General Terms and Conditions :-

- I. The Financial Bids in separate envelope should be strictly as per the format given in Annexure-I. The rates quoted in the Financial Bids should be both in words and figures and quotations with any cutting or overwriting in figures will not be considered, unless corrections are countersigned. The financial bid should be properly sealed/signed and kept in separated sealed envelope. The rates quoted should be indicated in figures as well as in words and there should not be any overwriting.
- II. The contract shall be initially for a period of 01 (one) year, which may be extended for further two years, one year at a time, subject to satisfactory performance of the firm and at same rates and terms & condition. The AMC will be terminated at any time during the pendency of contract, if the service are not found to be satisfactory.

*Signature*  
29-11-2016

- III. The AMC charges will be paid quarterly (once in every three months) on production of the preventive service report and satisfactory functioning of instruments.
- IV. The preventive maintenance service has to be carried out by way of 03 periodical services (once in a month) in a quarter a service report of which duly signed by user must be submitted with the Bill.
- V. Rates quoted for each item should be inclusive of all taxes/duties, cost of spares and other material, labour charges etc.
- VI. The contract will be comprehensive in nature and the Department will not make any payment for any spare parts. All parts will be replaced free of cost including replacement of telephone instrument, line cord, coil cord, rosette box, card etc. Only genuine authorized parts as per the configuration/manufactured by OEM shall be allowed to be replaced with.
- VII. Each and every page of the tender should be signed by the tender before submission as a token of acceptance.
- VIII. Any complaint/breakdown call will be attended promptly and defects rectified within 24 hours or shall provide with standby unit, wherever required, failing which penalty of Rs. 500/- per complaint for the delay and/or the Authority will also have the option to get the machine/defect rectified from other source at the cost of the contractor to be recovered from the AMC bills/performance security. In case of three successive failure, the contract may be terminated forthwith and the performance security deposited would be forfeited.
- IX. The number of machine may increase/decrease during the course of the contract.
- X. On the award of contract, the party has to deposit 10% of the total amount of annual contract award as Performance Security Money in the form of FDR in favour of "DDO, Delhi State Legal Services Authority" valid for a period of 60 more days than the period of contract and in case of extension of contract for 60 more days than the extended period which will be returned after 60 days of expiry of the contract period.
- XI. All repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In the case of major repair where the EPBAX system or any part of the system has to be taken to Company's workshop the standby arrangement shall be made by the company. The equipment being taken to the workshop for repair would be at the company's expenses.
- XII. The firm will also give the details of technically qualified personnel who will be available during office hours on all working days and also on Saturdays and Sundays in case of exigencies.


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- XIII. The interpretation of the contractual terms and conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the Ministry.

**Conditions for Technical Bid**

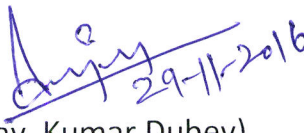
- XIV. The quotation shall be accompanied by an EMD of Rs. 5000/- (Rs. Five thousand only) by means of a Demand Draft in favour of "DDO, Delhi State Legal Services Authority". Cheque/cash will not be accepted. The quotations received without EMD will be summarily rejected. The EMD shall be forfeited if the contractor declared successful declines the offer or does not accept the work for any reason whatsoever.
- XV. The Registered Office or Branch Office of the Company/firm/Agency must be located in Delhi/NCR Region. The bidding Company/Firm/Agency should submit duly self attested copies of proof of its office address along with telephone number.
- XVI. The participating firm shall either be an OEM or authorized dealers of OEM for service and maintenance OR firms which have at least two years experience in the field of service and maintenance (A copy of the authorization letter from OEM, Proof of experience in the form of certificates obtained from various Government Ministries/Departments/PUSs to be enclosed).
- XVII. The firm should have at least 03 ongoing/completed Annual Maintenance Contract in respect of maintenance and service of similar equipments (copies of 03 completed/ongoing AMCs for the similar work in Government Ministries/Department/PSUs to be enclosed).
- XVIII. The company/Firm/Agency should furnish a self attested copies of following :-
- (a) Bank Account in the name of the company with IFSC code.  
(b) Self attested copies of service Tax registration. VAT
- XIX. DSLSA reserves the right to accept or reject any or all tenders without assigning any reason.
- XX. The tender notice is also available on the website of this Authority [www.dslsa.org](http://www.dslsa.org)
- XXI. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "**Quotation for Comprehensive Annual Maintenance Contract of EPBAX System (make Panasonic model no. KX-TES824BX) with 16 lines intercoms system**" addressed to "Member Secretary, Delhi State Legal Services Authority, Patiala House Courts, New Delhi-110001" latest by 14/12/2016 upto 3 P.M.

  
29-11-2016

Ref. No . 42/Estab Wing/P.Wing/AMC/15-16/114650-51 Dated: 29/11/16

Copy forward to:-

- I. For display at Notice Board, DSLSA, Patiala House Courts, New Delhi.
- II. Ms. Sonia Chikkara, Sr. Programmer with the directions to upload the same on the website of this Authority.
- III. Sh. Mahesh Giri, Dealing Hand, Diary Section, DSLSA, Patiala House Courts, New Delhi (for information).

  
(Sanjay Kumar Dubey)  
Superintendent (Procurement)