

**OFFICE OF THE ACCOUNTANT GENERAL (GENERAL & SOCIAL SECTOR  
AUDIT) MADHYA PRADESH, GWALIOR**

No. Ex Br / EPABX /D-

Dated –

**Sealed Limited Tender Notice for Annual Maintenance of EPABX System**

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Sealed Limited Tenders are invited from the local firms for Annual maintenance of EPABX System kept at Audit Bhawan & Mrignayani Guest House, maintenance all extension lines & repair of all faulty telephone instruments to the office of the Accountant General (General and Social Sector Audit), Madhya Pradesh, Gwalior, Audit Bhawan, Jhansi Road, Gwalior. The sealed tenders may be addressed to Deputy Accountant General (Administration), office of the Accountant General (General and Social Sector Audit), Madhya Pradesh, Gwalior. The sealed tender may be given in his chamber on any working day on or before **09/04/2018 (03.00 PM)**. The tender received late will not be considered. Any delay on the part of the postal authorities will be the sole responsibility of the tenderer.

कार्यालय महालेखाकार(सामान्य एवं सामाजिक क्षेत्र लेखा परीक्षा ) म.प्र. ऑडिट भवन झॉसी रोड ग्वालियर में EPABX System के वार्षिक अनुरक्षण के लिए प्रतिष्ठित फर्मों से मुहर बंद निविदा आमंत्रित की जाती है। मुहर बंद निविदाएँ उपमहालेखाकार (प्रशासन) कार्यालय महालेखाकार (सामान्य एवं सामाजिक क्षेत्र लेखा परीक्षा ) म.प्र. ऑडिट भवन झॉसी रोड ग्वालियर के नामित होनी चाहिए। मोहर बंद निविदा को दिनांक **09/04/2018 3-00 cts ½** या उससे पहले किसी कार्य दिवस पर उनके कक्ष में दी जा सकती है। देरी से प्राप्त निविदा पर विचार नहीं किया जाएगा तथा डाक द्वारा देरी से प्राप्त निविदा का उत्तरदायित्व स्वयं निविदा कर्ता का होगा।

- 1 The tender will be opened on **09/04/2018 (04:00 PM)** in the chamber of Deputy Accountant General (Administration), office of the Accountant General (General and Social Sector Audit), Madhya Pradesh, Gwalior.
- 1 निविदा दिनांक 09/04/2018 ('kke 4-00 ct) को उपमहालेखाकार (i l kkl u½ कार्यालय महालेखाकार(सामान्य एवं समाजिक क्षेत्र लेखा परीक्षा )म.प्र. ऑडिट भवन झारासी रोड ग्वालियर के कक्ष में खोली जाएगी।
- 2 Terms and conditions for Annual maintenance is at appendix A
- 2 सेवा प्रदाय हेतु नियम व शर्तें पा 'V' में उपलब्ध है।
- 3 Conditional tenders shall not be accepted
- 3 सशर्त निविदाए को स्वीकार्य नहीं किया जाएगा।
- 4 The office has full right to cancel the tender without assigning any reasons to the firm.
- 4 कार्यालय को बिना कोई कारण बताए निविदा को निरस्त करने का पूरा अधिकार होगा।



## Appendix A

### Office of the Accountant General (General and Social Sector Audit) MP, Gwalior

#### Terms and Conditions – Annual Maintenance of EPABX System

1. The rates are quoted for the comprehensive maintenance of the EPABX system including repair maintenance of all extension lines, repairs of telephone instruments and deployment of mechanic for prompt attendance of any faults in the system and its immediate rectification.
2. The AMC of EPABX system (kept at Audit Bhawan & Mrignayani Guest House) including maintenance of the system including its repairs and Maintenance of all extension lines at Audit Bhawan and in Mrignayani Guest House and deployment of mechanic for prompt attendance of any fault in the system and its immediate rectifications.(Opens cape Business X8 UC enabled IP Ready Switch – Make Unify, Open stage 60T Digital phone – 2 Nos, Open stage 40T Digital Phone - 12 Nos, Open Stage 15T Digital Phone – 34 Nos, EURO set 2025 Analog Phone –210 Nos, HP 120 EPABX Analog Extension – 16 – Make Progility.
3. AMC payment will be released in two installments after successful completion of 6 months period,
4. The office has full right to cancel the tender without assigning any reasons to be the bidders.
5. Conditional tenders shall not be accepted.
6. The rate tendered by bidder/firm shall inclusive of GST. No increase on any account would be accepted by this office.
7. The bidder/firm should be registered with Income Tax Department/Sales Taxes/GST.
8. The faulty items once replaced, the same should be handed over to the office by the firm.
9. All the items related to EPABX replaced will be of ISI Mark.
10. Corrective maintenance will be carried as and when the complaints are registered with the firm in writing or on phone. The faults should be rectified by the same day or on the next day of the date of complaint.
11. Any break down in the system should be rectified within 24 hours of registering the complaint. In case of failure to rectify the complaint within 24 hours, an amount of Rs 500/- will be deducted for per day from the AMC bill payable to the firm.

12. Performance security of Rs.20000/- (Rupees twenty thousand only) through FDR in favor of Accountant General (G&SSA) MP, Gwalior is to be furnished immediately after the work is awarded to the eligible bidder.
13. Earnest Money Deposit (EMD) of Rs 5000/- in the form FDR in favor of Accountant General (G&SSA) MP. Gwalior is to be furnished along with the bid.
14. The AMC is for one year, but it can be extended for their period subject to the satisfactory performance and the wiliness of both parties.
15. All disputes and difference arising out of /or in connection with this order shall be subject to the exclusive jurisdiction of courts at Gwalior.

Sd/-  
**Sr. Audit Officer/Ex Br**