



অসম লোকসেৱা আয়োগ

ASSAM PUBLIC SERVICE COMMISSION

Jawaharnagar, Khanapara, Guwahati-781022.

No.259PSC/Sty-7/1/2001-2002

Dated, Ghy, the 27th April/2023

RE-TENDER NOTICE FOR AMC OF AVAYA IP OFFICE 500 V2 EPABX SYSTEM) at APSC OFFICE BUILDING KHANAPARA GHY-22

This office invites tenders/quotations for Annual contract for non-comprehensive maintenance of AVAYA IP OFFICE 500 V2 EPABX SYSTEM at the office premises of the **Assam Public Service Commission, Jawaharnagar, Khanapara, Guwahati- 781022 (Assam)** for a period of one year with provision for extension depending on quality of service.

The last date for the submission of tender is **19/05/2023** upto **03.00 P.M**

The details of the tender may be obtained from the Commission's website www.apsc.nic.in & www.sppp.assam.gov.in

Self
Secretary

Assam Public Service Commission
Jawaharnagar, Khanapara, Ghy-22

Memo No. 259PSC/Sty-7/1/2001-2002(A),

Dated, Ghy, the 27th April/2023

Copy to:

1. The Director, Information and Public Relations, Assam, Dispur, Guwahati-6 with a request to publish the NIT in atleast one widely-circulated English dailies and two widely-circulated Assamese local dailies each.
2. F.A.O., APSC
- ✓ 3. Programmer, A.P.S.C to upload in the website
4. Notice Board
5. Order File

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Assam Public Service Commission
Jawaharnagar, Khanapara, Ghy-22

Website: www.apsc.nic.in E-mail: apsc-asm@nic.in

TERMS & CONDITIONS

The tender documents must be accompanied with the following documents:

- (i) Non refundable court fee stamp of Rs. 8.25 only
- (ii) GST Registration certificate & upto date GST Return
- (iii) Pan Card
- (iv) Valid trade license, Bank A/c details
- (v) The firm must have expertise and have executed AMC of at least one Government organizations (Government Departments, Commissions and PSUs etc). certificate of experience must be accompanied with the tender.
- (vi) The address of the workshop with mobile/telephone no. in Guwahati should be furnished.
- (vii) Only the firms meeting the above terms & conditions should submit their tender in sealed cover.
- (viii) The rates may be quoted on non comprehensive basis in the proforma placed at Annexure-B in sealed cover.
- (ix) The amount of AMC should include GST and other taxes.
- (x) TDS return statement for last 3 years.
- (xi) Minimum 3 years work experience with Govt. deptt.

GENERAL TERMS AND CONDITIONS

Scope of work

1. To provide regular on-site Preventive maintenance immediately as and when required by this office.

Deployment of Engineers

1. The vendor will provide service from 9.30 AM to 6.30 PM on all working days and if necessary the engineer will have to remain present on any holiday (including second and fourth) Saturday every month.
2. The Contractor shall ensure that full particulars equipped with mobile phones to ensure their availability of engineers should be furnished to Nazarat Section before their deployment for the purpose of entry passes.

Service Assurance

1. The Firm would put a set number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed / located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Nazarat Section would assist the firm in this task and ensure this to be done under the supervision of the Nazir.
2. The schedule of preventive maintenance shall be as follows:-
 - (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
 - (b) Checking of power supply source for proper grounding and safety of equipment.
 - (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - (d) Shifting of equipment within the building as and when required.
3. The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. The firm will also provide maintenance and repair services on holidays in case of emergency.
4. The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
5. Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system. The rate charged for such replacement should not be more than the price of the manufacturer and submit the invoice of the manufacturer in support of price charged.

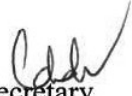
6. The vendor shall check all the AVAYA IP OFFICE 500 V2 EPABX SYSTEM within 3 days of signing the contract and submit report to this office. In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.
7. At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the AVAYA IP OFFICE 500 V2 EPABX SYSTEM are in satisfactory working condition and that no fault or complaints are pending.
8. It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Commission, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Commission on maintenance of machines for the balance period of contract by alternative means.
9. The above act of backing out would automatically debar the firm from any further dealing with this Commission.
10. This office shall have the right to inspect company's site to assess infrastructure before awarding the Non Comprehensive AMC and it may reject contract in the event of Commission's dissatisfaction about company's infrastructure or otherwise.
11. The contract can be terminated by the Commission at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the period of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
12. This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
13. At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the Commission.

Penalty

1. If the company does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.
2. If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
3. Penalty shall be deducted from the running payment

Payment

1. No advance payment would be made in any case.
2. The company will not have any legal right to proceed against the Commission in the event of late payment due to unforeseen reason.
3. The interested firms should submit their tenders in a sealed cover duly super scribed with “**Tender for Non Comprehensive AMC of AVAYA IP OFFICE 500 V2 EPABX SYSTEM)**” for Assam Public Service Commission, Jawaharnagar, Guwahati and sent to this office. Tender will be opened on **19/05/2023 at 3.00 P.M.**
4. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted.. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.


Secretary

Assam Public Service Commission
Jawaharnagar, Khanapara, Ghy-22



Annexure-A

Details of the Firm

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope super scribed with Tender for Non Comprehensive AMC of AVAYA IP OFFICE 500 V2 EPABX SYSTEM)

1.	Name of the Organisation/Firm	
2.	Name(s) of the Proprietors/Partners/director	
3.	Registered Address, Telephone & Fax No.	
4.	Whether firm is registered under GST (Goods & Services Tax)	
5.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
6.	Total Engineer working under this firm.	
7.	Name(s) of the Public Sector/Govt Organisation to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector)	
8.	Name of the website, email ID etc, if available	

:

Signature of authorized signatory with date:

Name:Designation:

Name of firm:

Address:

Annexure-B

Details of the rate:

Name of item	Number of items	AMC rate per item (Rs)	Total rate (Rs)
AVAYA IP OFFICE 500 V2 EPABX SYSTEM	40 nos.		
		Grand total(inclusive of all taxes)	

Signature of authorized signatory with date:

Name:Designation:

Name of firm:

Address: