

Guru Nanak Dev University, Amritsar
(General Branch)

Sub: AMC for EPABX Exchange (Siemens Model HIPATH 4000).

Sealed quotations are hereby invited from reputed, experienced and financially sound service providers for the AMC of EPABX system installed in the Guru Nanak Dev University Campus, Amritsar.

Specifications:

1. AMC of EPABX System Siemens Model HIPATH 4000 equipped with :
 - a. Analog Cards = 34 (one analog card = 24 extensions)
 - b. Trunk Cards = 03 (one card = 08 lines)
 - c. MDF =01
 - d. IDF = 01
 - e. Operator Console with PC base = 01
 - f. Operator Console without PC = 01
 - g. FCBC without Batteries = 01 set

Terms and Conditions and general instructions for bidders:

1. The work consists of service and upkeep of EPABX system, rectifying errors and report of telephone lines i.e. analog cards as well as Trunk Cards.
2. In case of breakdown of the EPABX, the complaint would be attended within 3-5 hours.
3. Monthly servicing of the EPABX system or as and when required in emergent case be done by the experienced service engineer. The service person would visit the site every month and submit the report of work done on each visit to Assistant Registrar (General) through Telephone Supervisor, Telephone Exchange.
4. The bidder will keep one Trunk Card spare in stock at GNDU, Amritsar.
5. The bidder will submit an undertaking that he is not currently black listed by any Govt. Department/PSU/Autonomous Bodies.
6. If performance is observed to be unsatisfactory, then contract is liable to be terminated.
7. The contract will be initially for a period of one year but extendable upto 3 to 5 years from the date of signing of the agreement.
8. The quotation should be accompanied by Demand Draft amounting to its 2% of the quoted price in favour of the Registrar, Guru Nanak Dev University, Amritsar as earnest money. The earnest money of successful bidder will be retained by the university as a security and the same will be refunded to the contractor after completion of contract.

9. The quotation should be valid atleast for 60 days from the date of opening of the Tender. No increase in the rates shall be entertained in any case after the quotation received from the firm.
10. GST should be mentioned separately.
11. Conditional bids shall not be considered and will be rejected outrightly.
12. The quotation should be legible and filled clearly and duly signed by the authorized signatory. No overwriting or cutting is permitted in the Bid Form. In no case, should there be any change in the format of the bid. In such cases, the tender shall be summarily rejected.
13. Each page of the bid should be signed by the bidder or his authorized signatories with seal of the agency.
14. In case of any dispute, the matter will be referred to sole arbitration of Vice-Chancellor, GNDU, Amritsar whose decision shall be binding and final and arbitration shall be conducted under Indian Arbitration & Conciliation Act at Amritsar in English.
15. The Vice-Chancellor reserves the right to reject all or any of the quotation without assigning any reason.
16. Negotiations may also be held to determine the rates and other terms & conditions, if needed.
17. The bidder should have office within 250 km. from installation site (i.e. Guru Nanak Dev University, Amritsar, Punjab) and should be able to provide support and maintenance for the offered solution.
18. **Payment:** 20% payment after one month will be made to the bidder from the date of contract, 40% payment will be made after six months and rest payment will be made at end of the year.
19. Company will sign SLA with the University.

The quotation must be submitted by Registered Post in two sealed envelopes, **one envelop supersubscribed as “Technical bid for Comprehensive Annual Maintenance Contract of EPABX”** and **second envelop supersubscribed as “Financial bid for Comprehensive Annual Maintenance Contract of EPABX”** addressed to **Registrar, Guru Nanak Dev University, Amritsar** so as to reach his office **within 20 days.** Technical specification may be quoted in an envelope for technical bid & rates may be quoted in a envelope for financial bid. The bidder should also mention the name and address of himself on the cover. The authority reserves every right to reject any part of or all the quotations without assigning any reason thereof.

Assistant Registrar (General)