

**Office of the Principal Accountant General (Audit-I)**  
**Madhya Pradesh, Audit Bhawan, Jhansi Road, Gwalior**

No./Ex Br/F-154/AMC-Package/D-20

Dated- 20/5/2025

**Tender Notice for Annual maintenance of EPABX system**

**(कार्यालय में EPABX system के वार्षिक अनुरक्षण निविदा सूचना)**

Sealed Tenders are invited from the reputed firms for Annual maintenance of EPABX system at Audit Bhawan & Mrignayni Guest House, maintenance of all extension lines and repair of all faulty telephone instruments in the office of the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior, Audit Bhawan, Jhansi Road, Gwalior. The sealed tenders may be addressed to the Deputy Accountant General (Administration), office of the Principal Accountant General (Audit-I), Madhya Pradesh, Audit Bhawan, Jhansi Road, Gwalior. The sealed tender may be submitted in his chamber on any working day on or before 10/6/2025 (3.00 PM). The tenders received late will not be considered. Any delay on the part of the postal authorities will be the sole responsibility of the tenderer.

कार्यालय प्रधान महालेखाकार (लेखापरीक्षा- I), म. प्र., ऑडिट भवन, झॉंसी रोड, ग्वालियर में EPABX system के वार्षिक अनुरक्षण के लिए प्रतिष्ठित फर्मों से मुहर बंद निविदा आमंत्रित की जाती है। मुहर बन्द निविदाएँ उप महालेखाकार (प्रशासन) कार्यालय प्रधान महालेखाकार (लेखा परीक्षा- I), ऑडिट भवन, झॉंसी रोड, ग्वालियर को नामित होनी चाहिए। मुहर बन्द निविदा दिनांक 10/6/2025 (दोपहर 3.00 बजे) 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 10/6/2025 (4.00 PM) in the chamber of Deputy Accountant General (Administration), office of the Principal Accountant General (Audit-I), Madhya Pradesh, Gwalior.
1. निविदा दिनांक 10/6/2025 (शाम 4.00 बजे) उप महालेखाकार (प्रशासन), कार्यालय प्रधान महालेखाकार (लेखापरीक्षा- I), म. प्र., ऑडिट भवन, झॉंसी रोड, ग्वालियर के कक्ष में खोली जाएगी।
2. Terms and conditions attached as per **Appendix A.**
2. नियम व शर्तें परिशिष्ट 'अ' में उपलब्ध हैं।
3. Conditional tenders shall not be accepted.
3. सशर्त निविदाओं 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।

5. All disputes and differences arising out of/or in connection with this order shall be subject to the exclusive jurisdiction of the courts at Gwalior.
5. इस आदेश के कारण /या इसके संबंध में उत्पन्न होने वाले सभी विवाद एवं मतभेद केवल ग्वालियर के न्यायक्षेत्राधिकार के अधीन किया जायेगा।

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Deputy Accountant General/Administration

उपमहालेखाकार/प्रशासन

Tender Notice for Annual maintenance of EPABX System and its allied  
works in Audit Bhawan/Mrignayni Guest House

Terms & conditions

1. The rates shall be quoted for the comprehensive maintenance of the EPABX system including repair maintenance of all extension lines, repairs of telephone instruments and deployment of technical person for prompt attendance of any faults in the system and its immediate rectification.
2. The AMC of EPABX system (kept at Audit Bhawan & Mrignayni Guest House) that includes maintenance of the system including its repairs and maintenance of all extension lines at Audit Bhawan and in Mrignayni Guest House and deployment of technical person for prompt attendance of any fault in the system and its immediate rectifications.
3. Details of EPABX system-

Sl. No.	Description of Items	Make/ Model	Qty.
1	EPABX system	1.Unify HiPath 3000 Hybrid (Microprocessor based also supporting SIP extensions)	1
		2.HP 120 EPABX analog extension -16 (Make- Progility)	1
	i) Digital Extension Cards (24 ports)	Atos/Unify/Siemens HiPath 3000	2
	ii) Analog extension cards	Atos/Unify/Siemens HiPath 3000	11
	iii) Trunk cards (8 ports)	Atos/Unify/Siemens HiPath 3000	3
	iv) PRI card 2 Lines	Atos/Unify/Siemens HiPath 3000	1
	v) Digital Telephone instruments	Open stage 60T	2
	vi) Digital Telephone instruments	Open stage 40 T	12
	vii) Digital Telephone instruments	Open stage 15 T	34
	viii) Analog Telephone instruments	Euro set 2025	210
	ix) Other	Other accessories (Hardware and software) related to EPABX system	

4. The rates tendered by the bidder/ firm shall be inclusive of GST. No increase on any account would be accepted by this office.
5. **The bidder should have their registered office or branch in Gwalior (MP).**
6. The bidder/firm should be registered with GST authorities and must be in possession of PAN. The documentary proof in this regard should be attached along with the bid.

7. The firm should have previous experience of at least five years in maintenance of EPABX system. Copies of experience are to be enclosed along with the bid.
8. Conditional tenders shall not be accepted.
9. 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 complaints. The service provider will install any new phone lines that are needed without charging for labor or services.
10. Any breakdown 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 per day from the AMC bill payable to the firm.
11. All the items related to EPABX replaced will be of standard quality with ISI/BIS mark.
12. The faulty items once replaced, the same should be handed over to the office by the firm.
13. The technical person (s) must have an identity card and must wear it while on duty in this office. The identity card must be visible to make it easy to identify the technical person.
14. The technical person shall make his entry in the entry register kept by Caretaker/ Receptionist.
15. Earnest money deposit (EMD) of Rs. 10000/- (Rupees ten thousand only) in the form of FDR in favor of Principal Accountant General (Audit-I), MP, Gwalior is to be furnished along with the bid.
16. The bidders are advised to visit the office during any working days to check the EPABX system and line layout.
17. The bid not complying with the conditions prescribed above will be summarily rejected.
18. The contract period shall initially be for one year only after the execution of the agreement of the contract. The contract may be renewed for further two years, one year at a time, at the discretion of this office based on satisfactory services provided by and the willingness of the contractor. However, the firm has to provide services at the current rate for the period up to the finalization of new agreement.
19. The successful bidder shall be required to furnish a performance security of Rs. 25,000/- (Rupees twenty five thousand only) through FDR in favor of Principal Accountant General (Audit-I), MP, Gwalior.
20. The performance security shall remain valid for a period of sixty days beyond the completion of all contractual obligations.
21. The office reserves the right to accept or reject any tender/all tenders in full or in part without assigning any reason whatsoever.
22. All disputes and differences arising out of/or in connection with this order shall be subject to the exclusive jurisdiction of courts in Gwalior.

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Deputy Accountant General/Administration

**Subject – Notice Inviting Tender for Annual Maintenance of EPABX system and its allied works – Financial Bid**

<b>S. No.</b>	<b>Description</b>	<b>Rate quoted by the firm</b>	<b>Remarks</b>
1.	Annual Maintenance of EPABX system and its allied works – Financial Bid		

Date –

Place –

(Signature of tenderer with stamp of the firm)