



Tender No: AG(A&E)-1/GD(M)/CAMC/2025-26/16457

Dated: 20.06.2025

To

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Subject: Limited Tender Enquiry for Comprehensive Annual Maintenance Contract of EPABX Systems & Telephone Line Maintenance for the period from 07.07.2025 to 06.07.2026

Sir/Madam,

I am directed to request you to submit your most competitive quotation towards comprehensive annual maintenance contract of EPABX Systems & Telephone lines maintenance in the office premises of O/o the Accountant General (A&E)-1, UP, Prayagraj. The details of the items proposed to be put under CAMC is as under:-


Sl. No.	Description of Work	Quantity
1	Comprehensive Annual Maintenance Contract of EPABX System (Siemens HI-Path 3800) <ul style="list-style-type: none">• Trunk Line-08• Analog Extensions-288	1
2	Comprehensive annual maintenance contract of EPABX System (Matrix) <ul style="list-style-type: none">• Analog Extensions-32• SIP Extensions expandable upto-32	1
3	Comprehensive Annual Maintenance Contract of Telephone Line Maintenance with spring wire, rojar box, DP box and telephone set repairing	269

CAMC includes Regular Servicing/Maintenance of EPABX Systems & Telephone Line as per above details. The terms and conditions of CAMC will be as per Annexure-I (Pertaining to submission of quotation) and Annexure-II (Pertaining to CAMC) attached with this document.

In case you are interested and you accept the terms and conditions mentioned in Annexure-I and Annexure-II, you may quote your rates in the enclosed proforma (Annexure-III). The tender document floated on office website www.agup.nic.in for this purpose can also be downloaded and submitted through offline mode by dropping

into the tender box kept in the cell of Sr. DAG/Admn. Sealed quotation superscribing as "Quotation for CAMC of EPABX Systems & Telephone Line Maintenance" must reach this office by 12.00 P.M. on 02.07.2025. The quotations will be opened at 03.00 P.M. on 02.07.2025. Quotation received other than mentioned mode, time & date will not be accepted.

Yours faithfully,


Sr. Accounts Officer/GD(M)

Terms & conditions relating to submission of the quotations.

1. There should be no cuttings/overwriting. The cutting, if any should be duly attested. Non-attested corrections/amendments/overwriting will not be considered.
2. Quotation should be sent in a sealed cover and the cover containing the quotation should bear the words: "**Quotation for the COMPREHENSIVE AMC of EPABX Systems and Telephone Lines Maintenance**".
3. Quotations received in an unsealed cover or received after the due date are liable to be rejected. The bids received **from blacklisted bidders will be rejected. Ambiguous bids will also be rejected.**
4. The bid must accompany Earnest Money Deposit of Rs. 5,000.00 (Rupees five thousand only) in the form of Demand Draft/Fixed Deposit Receipt in favour of "PAO, O/o The Accountant General (A&E)-1, UP, Prayagraj". Bids received without EMD will be rejected. The Bid Security of unsuccessful Bidders shall be returned as promptly as possible after conclusion of the tender process. No interest will be payable upon the security deposit or amounts payable to the contractor under the contract.
5. Bid Security i.e. EMD of successful bidder shall be returned on receipt of Performance Security by the O/o The Accountant General (A&E)-1 UP, Prayagraj. EMD of the bidder(s) will be forfeited if:
 - a) The bidder is not willing to abide by the terms and conditions after submission of the bid.
 - b) The bidder withdraws the bid before receipt of final acceptance.
 - c) The successful bidder fails to furnish Performance Security as indicated in Annexure-II within the stipulated time.
6. O/o The Accountant General (A&E)-I, UP, Prayagraj reserves the right to reject any/or all the quotation(s) received without assigning any reason thereof.
7. The firm should quote the rates after proper inspection at the premises of O/o The Accountant General (A&E)-1 UP, Prayagraj.
8. For technical information related to Comprehensive AMC and any other related discussion, the firm/service provider should consult the Sr. Accounts Officer/GD (M) in O/o The Accountant General (A&E)-1 UP, Prayagraj.
9. The bidder should have at least three years of experience of maintenance/repair in similar services, in the field of telecommunication instruments and also should have carried out AMC of Telephone Line Maintenance for Govt./PSU/Autonomous Bodies. Such detail should also be enclosed with bid document failing which bid will be rejected.
10. The firm will have to execute an agreement with this office within fifteen days of issue of work order. The bidder is required to attach self-attested photocopies of Registration, GST registration, PAN card etc. Failure in submission of any of these documents will lead to rejection of bid document.
11. The firm should quote rates inclusive of all taxes/duties.
12. O/o The Accountant General (A&E)-1 UP, Prayagraj reserves the right to increase/decrease the scope of work of CAMC.



Sr. Accounts Officer/GD (M)

Buyer added bid specific additional Terms and Conditions

1. The Comprehensive Annual Maintenance Contract (AMC) will be valid for a period of 12 months from the date of issuance of work order.
2. Subsequent upon the past experiences of this office with regard to smooth execution of the maintenance service, Bidders /Firms with their office or geographical presence in Prayagraj will only be considered in Technical Bid.
3. The CAMC covers maintenance of Two EPABX system viz. (a) Matrix EPABX system, model- Eternity PENX6SAC with extension 32 Analogue Trunk (b) Siemens HIPATH 3800 IP Ready Communication Platform: 8 Trunk Line & 288 Analogue Extension.
4. The CAMC covers maintenance of the above Two EPABX system comprehensively, including main control units, subscriber lines, Telephone Line Maintenance with spring wire, rojar box, DP Box and Telephone set repairing (within office premises having five building blocks viz. TAD, Library, Stone, MS and DE Building), handsets, and minor configuration or programming issues necessary to keep the system operational.
5. The bidders are advised to inspect the premise/site thoroughly before quoting their rates.
6. The firm shall quote the rates that will cover comprehensively each & every aspects of the EPABX system as well as Telephone Lines as mentioned in point no. 4.
7. The contract amount of CAMC shall be inclusive of all taxes and the service provider will not be paid any amount other than the contract amount.
8. The contract includes both preventive maintenance (to be carried out at least once in every month) and corrective maintenance, which will be provided as and when a fault or issue is reported.
9. Any expansion of the system, such as addition of new extensions, ports, or major reconfiguration, will be covered under this CAMC and will not be charged separately.
10. External telephone line issues (such as faults from the telecom service provider side) are outside the scope of this CAMC, although the service provider may assist in coordination upon request.
11. Spare parts required for repair or replacement are covered under this CAMC and in any case, the cost of spares will not be borne by this office.
12. The service provider will acknowledge any complaint or service request within 4 working hours of logging and will attempt to resolve the issue within 48 working hours, depending on the complexity of the problem.

13. The buyer agrees to provide necessary access to the EPABX equipment, a clean and safe working environment, and a stable power supply to facilitate proper maintenance and service.
14. CAMC charges will not be paid by the buyer in advance. It shall be paid on half yearly basis on satisfactory completion of the work.
15. Performance Security @5 % of contract value will have to be deposited with within two week of receipt of work order. This will be in the form of Fixed Deposit Receipt (FDR) from any of the scheduled bank in the name of "Pay and Accounts Officer" O/o the Accountant General (A&E)-I, UP, Prayagraj. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended, the validity of Performance Security shall also be extended by the contractor accordingly. In the event of breach/violation or contravention of any terms and conditions by the contractor, the said Performance Security shall be forfeited. In Addition, contract may also be terminated and firm may be blacklisted.
16. No other charges like transportation, fare etc. for providing the services, will be payable.
17. On completion of CAMC, it shall be the responsibility of the contractor to handover the system and accessories included in the CAMC back to this office in fully working condition.
18. The buyer reserves the right to terminate the contract at any time without assigning any reason. Any decision of the Accountant General (A&E)-I, UP, Prayagraj with regard to the CAMC will be binding on the contractor.
19. The O/o the Accountant General (A&E)-I, UP, Prayagraj shall have no liability, financial or otherwise, for any harm/damage/injury incurred by the manpower deployed by the Contractor in the course of executing CAMC. Neither contractor nor his workers shall have any claim on this office for compensation or financial assistance on this account.
20. The service provider shall be held responsible for any business loss, revenue loss, or data loss caused due to malfunction, downtime, or delay in repairing the EPABX systems.
21. Service support will be available during regular working hours of the office. The service provider will attend to all the calls from this office on all working days. The urgent and unavoidable calls are also to be attended before and after the usual office time and even on holidays.

22. If the service provider fails to respond within the agreed response time (4 working hours) or resolve the issue within the resolution time (48 hours), a penalty of [1% of CAMC value per day of delay] may be imposed, subject to a maximum of [10% of CAMC amount] or as decided by the Competent Authority of this office. In case the service provider fails to attend the complaint and due to urgency the services of an outside vendor is availed by this office on payment basis, the paid amount will be deducted/recovered from the service provider.
23. The service provider shall ensure that all information, data, and communications related to the buyer's telephone system are kept strictly confidential and shall not be disclosed to any third party without prior written consent.
24. The service provider will comply with all applicable safety regulations and insurance requirements while performing maintenance work on the buyer's premises.
25. The service provider shall not subcontract the maintenance work to a third party.
26. The Competent Authority may extend the contract further for a year on existing rate & terms and conditions after successful and satisfactory completion of the contract.
27. Any disputes arising from this agreement shall be resolved under the jurisdiction of the civil courts located in the city or region where the buyer's office is situated.


Sr. Accounts Officer/GD (M)

Dated: _____

To,

Sr. Accounts Officer/GD(M),
O/o the AG (A&E)-I,
UP, Prayagraj.

Ref: Invitation for TENDER NO. _____, DATED _____.

Sir,

We, the undersigned, quote charges for the CAMC of work mentioned in table and declare that:

Sl. No.	Description of Work	Quantity	Rate (Incl. of GST)
1	Comprehensive Annual Maintenance Contract of EPABX System (Siemens HI-Path 3800) <ul style="list-style-type: none"> • Trunk Line-08 • Analog Extensions-288 	1	
2	Comprehensive annual maintenance contract of EPABX System (Matrix) <ul style="list-style-type: none"> • Analog Extensions-32 • SIP Extensions expandable upto-32 	1	
3	Comprehensive Annual Maintenance Contract of Telephone Line Maintenance with spring wire, rojar box, DP box and telephone set repairing	269	

1. I/We have read & understood all the terms and conditions of the tender and I/we are quoting our rates after having understood the scope of work.
2. I/We offer to execute in conformity with the Bid Document for providing the required services as per the details given in the tender document for the O/o the AG (A&E)-I, UP, Prayagraj.
3. If our bid is accepted, we commit to submit a performance security in accordance with the Bid Documents.
4. I/We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of any nature.
5. We also accept all the terms and conditions of this bid document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid/lowest bid or any other bid that you may receive.

Yours Sincerely,

Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of bidder's firm)

Full Name and Designation