



भारतीय सूचना प्रौद्योगिकी संस्थान, इलाहाबाद Indian Institute of Information Technology, Allahabad

An Institute of National Importance by Act of Parliament
Deoghat, Jhalwa, Allahabad-211015 (U.P.) INDIA

Ph.: 0532-2922025, 2922067, Fax : 0532-2430006, Web : www.iiita.ac.in, E-mail : contact@iiita.ac.in

Ref. No. : IIIT-A/ENQ/FIP/452/ 2018

Date : 29/01/2018

Enquiry Letter

To,

M/s.

.....

.....

Sub. : Annual Maintenance Contract of maintenance and service for intercom telephone line and wiring at IIIT-A Allahabad.

Dear Sir,

Institute intends to search an agency for an Annual Maintenance Contract of maintenance and service for Intercom Telephone Line and wiring (EPABX) installed at our campus Indian Institute of Information Technology-Allahabad, Allahabad for which quotations are invited as per specification and details given below:

Sl. NO.	Specification	Total Qty.	Rate/Unit (Rs.)	Amount (Rs.)
1.	IIIT Allahabad : Yearly Intercom Line and wiring maintenance and service of 600 Extension for six days in a week with providing: One Skilled Person (Line Man) One Semi Skilled Person (Helper)	1		
	Total Amount-			
	GST -			
	Other tax if any-			
	Grand total Rs.-			

1. The firm will have to provide one skilled person to maintain and service telephone line circuit throughout campus and one semi-skilled person as helper to assist him for six days in a week.
2. The firm must have an experience of at least Five years of maintaining intercom services in a Government Offices / Department.
3. The AMC will start from the date mentioned in the work order and will be for a period of 12 calendar months. It may be renewed further on mutual agreement if the services are found satisfactory on same rates for another one-year period.
4. The maintenance contract would inter alia include replacement/repair of defective parts of Line Maintenance devices and cables, cleaning of instruments, from time to time.

[Handwritten Signature]
29/1/2018

5. If during line maintenance additional Item/ Component are required, that will be provided by the institute, or permitted by the institute to the agency to provide them. In such case either agency needs to arrange the same. Charges for supply of any additional items will be raised separately and will be as per actuals. Suitable verification of replaced parts may be carried out at the discretion of the institute.
6. The payment will be made on monthly basis after awarding the contract and will be subject to satisfactory service thereafter.
7. The contract may be terminated on account of unsatisfactory service or inordinate delay in attending to the complaints, or due to the Administrative decision taken by the Competent Authority.
8. Servicing, replacement, renewals etc. will be carried out on site and only genuine company specific spare parts/assemblies/cables will be used for the purpose.
9. Maintenance of call log register shall be duty of the service providing agency.
10. Firm will have to create/move new/old telephone circuit up to the current capacity of existing EPABX. However for additional items required separate payment will be made by the institute.
11. Existing telephone network cables are underground. Additional cables if required to be laid will also be underground/over ground, as the case may be.
12. On Evaluation of satisfactory performance of the agency, AMC for next financial year will be considered by institute, otherwise agency will have to handover responsibility properly to the institute.

You are requested to send the quotations in sealed envelopes by courier/speed complete details of specifications, terms & conditions, warranty/guarantee etc. up to- **20/02/2018** till **12:00 Noon**. Quotations duly sealed may be dropped in the tender box placed in the office of the Faculty In-Charge Purchase, IIIT-A. Basic rate, taxes and freight charges etc. should be quoted separately on letter head.

Please indicate any promotional benefit offered for above product to the Educational Institution. The Institute is exempted from custom and excise duty in terms of notification No. 51/96-Customs dated 23/07/1996 and is an University established under M.H.R.D. Govt. of India. Certificate to this if, required, shall be provided by the Institute.

Quotation should be addressed to Faculty In-charge Purchase, Indian Institute Information Technology-Allahabad.

A. Terms & Conditions:

1. Rate quoted exclusive all taxes & Taxes, duties etc. should be quote separately.
2. Trade/Sales tax/VAT or any other tax or other charges on the material, which has not been mentioned while quoting their rates, shall not be paid by the Institute under any circumstances. The firm has to bear all taxes.
3. Conditional quotation/ tenders will not be considered in any case. They will be summarily rejected.
4. Quotation/tender must be quoted in prescribe format as above on company letter head.
5. May feel free to contact on E-mail-info.purchase@iiita.ac.in, Ph. No. : 0532-2922051.
6. In view of wide publicity the details are also available on our web site (www.iiita.ac.in), may be seen.
7. Fax/E-mail address/contact no. /Name of person to be contacted.
8. The lowest rate will not be the basis of claim to get the order.
9. The Transit permit (road permit) will be provided by the Institute, if requires.
10. Director, Indian Institute of Information Technology, Allahabad reserves the right to reject or accept any tender.
11. Director, Indian Institute of Information Technology, Allahabad will be the sole arbitrator of all the dispute and his decision will be binding on both the parties.

12. It is mandatory to mention enquiry reference number, subject, due date contact address etc. on your quotation. Incomplete quotation will not be accepted.
13. All disputes are subject to Jurisdictions of Allahabad.
14. Kindly quote your email ID and Bank details etc.

D. Payment:

1. Payments shall be made on monthly basis in twelve equal installments and sum of amount will be equal to amount quoted for AMC.

E. Delay in Service:

1. The firm must provide timely service in order to ensure uptime EPABX. Penalty @ 1% of the AMC cost will be charged to the supplier for a delay of one day or part thereof after 48 hours & 72 hours of the receipt of complaint for normal faults and critical faults respectively, subject to maximum 10% of the value of the AMC at the discretion of the competent authority.

F. Validity:

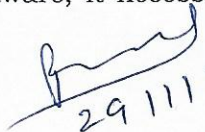
1. The price of the offer should be valid for at least a period of 30 days from the date of opening and no escalation of cost is allowed during the AMC period. The price with validity of less than 30 days may be rejected.

G. AMC Service Period:

1. The period of AMC Service will be of one year from the date of award of work which may be extended on requirement and on the basis of performance of the firm.

H. Scope of work :

- 1 In case, batteries required to be replaced in isolated manner, Institute will provide the same.
- 2 The service provider shall attend to the calls necessary for attending trouble shooting.
- 3 The service provider should submit a plan in advance for 4 preventive maintenance schedules, distributed equally throughout the year.
- 4 The service provider should also monitor the status of EPABX and submit a report during each preventive maintenance and also call maintenance.
- 5 The service provider should repair/replace/re-install the software, it necessary along with all drivers.


29/11/2018

Faculty In-Charge Purchase

Read and accepted

**Signature & stamp of Bidder or
Authorized Signatory**