

UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI-110 002

NOTICE INVITING TENDER

Sealed quotation are invited from the reputed firms for annual maintenance contract for EPABX System make- 'Beetacom CT-100' installed at the UGC's two branch office (i) 35, Feroze Shah Road, New Delhi with 8 P&T line & extension 50 and (ii) UGC- NET Bureau, South Campus of Delhi University, Benito Juarez Marg, New Delhi with 4 P&T and extension 40.

1. The quotations will be opened by a Committee in the UGC office.
2. A Demand Draft of Rs. 5,000/- (Rupees five thousand only) in favour of the Secretary, University Grants Commission, New Delhi may be enclosed as Earnest Money. The quotation received without Earnest Money will not be considered.
3. The Earnest Money will be refunded to the unsuccessful tenderers without any interest. However, the Earnest Money deposited by the successful tenderer will be kept as Security Deposit. The same will be refunded without any interest after 60 days of the successful completion of the contract or extended terms of contract.
4. Non-compliance of terms and conditions will result in forfeiture of Security Deposit. Similarly, non-acceptance of contract by the successful tenderer will also result in forfeiture of Earnest Money.
5. The contractor will abide by the terms & conditions of the tender strictly.
6. Preventive maintenances shall be carried out on monthly basis on a mutually agreed date and time.
7. Major and minor fault shall be checked and corrected in the shortest possible time.
8. The firm shall send an efficient Engineer for maintenance and service of the EPABX system.
9. The defective parts/cards will be repaired/replaced free of cost during AMC. Replaced parts will become the property of UGC. The defective parts shall be required to be replaced at the initial stage.
10. The payment of the AMC will be made on quarterly basis after expiring of each quarter on the basis of satisfactory report during the quarter. No Advance payment will be made.
11. Over-writing must be avoided, otherwise quotation is liable to be rejected.
12. Sealed quotations properly superscribed as "Quotation for AMC of EPABX System make- 'Beetacom CT-100' addressed to Mr. P.K. Sharma, Under Secretary (Admn.), Room No.319, University Grants Commission, Bahadur Shah Zafar Marg, New Delhi-110 002, latest by **31.08.2011** upto 5.00 P.M

13. Repairing work, if necessary, during the contract will have to be carried out in the premises of UGC Offices and only in exceptional circumstances, the units will be allowed to be taken outside the Office for repairs with the written permission of the Under Secretary (Genl.Admn.) under proper receipt in writing. All new accessories/spare parts required for replacement should be a product of reputed firms with ISI mark.
14. The successful tenderer will depute two of their mechanics daily on all working days to be present in our Office premises during normal working hours for attending the normal complaints otherwise a proportionate amount for the days of absence will be deducted from the bill of the contractor pending for payment at that time.
15. After putting all the instruments in perfect running condition, the firm or its representative should obtain a certificate of satisfactory performance for each instruments from the user/section concerned on every alternate day. In the absence of the certificate, the payment will not be released.
16. In case of unsatisfactory services rendered by the contractor, the Secretary, University Grants Commission, New Delhi reserves the right to terminate the contract even during the season and no payment will be made after that. Of course, an opportunity will be provided to him to clarify the position.
17. The contract is awarded for a period of one year, if service is found satisfactory the same be extended for a further period of one year.
18. If any accident occurs with any worker of the contractor while doing his job, the UGC will not be liable in any way and the sole responsibility will be of the contractor.
19. The tenderer should also submit proofs in respect of his past successful performance in the field of maintenance.
20. The tenderer should give the Service Tax Number and copy of IT return for the last year i.e. 2009-10
21. The tenderer should submit the performance certificate from atleast three Govt. organizations where they have successfully executed the contract for maintenance.
22. If the service is unsatisfactory during the contract the tender may be cancelled and forfeit the security deposit.

23. The PAN number of the firm may be indicated. The Quotations of the firms who do not have PAN number will not be considered.
24. The Secretary, University Grants Commission reserves the right to accept or reject any or all of the tenders without assigning any reason thereof.

(P.K. Sharma)
Under Secretary