

**UNIVERSITY GRANTS COMMISSION  
BAHADUR SHAH ZAFAR MARG  
NEW DELHI – 110002**

**NOTICE INVITING TENDER**

Sealed quotations are invited from the reputed firms for the award of contract for AMC Digital EPABX AVAYA-APIA-1000, make TATA, Model ARIA-1000 (16 external lines expandable to 32 & 200 extensions expandable to 400 extensions) within 21 days from the date of publications of Tender Notice in UGC website. Only authorized dealer of TATA firms can apply. The terms and conditions are as given below.

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**TERMS AND CONDITIONS**

1. The quotations will be opened by a Committee in the UGC office.
2. A Demand Draft of Rs. 20,000/- (Rupees twenty 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 the successful completion of the 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 quarterly 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 paid on quarterly basis.
11. Over-writing must be avoided, otherwise quotation is liable to be rejected.
12. Sealed quotations properly superscribed as "Quotation for AMC Digital EPABX AVAYA-APIA-1000 addressed to Mr. Satish Ahuja, Under Secretary (Admn.II), University Grants Commission, Bahadur Shah Zafar Marg, New Delhi-110 002.

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 (Admn.II) 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. 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.
18. The tenderer should also submit proofs in respect of his past successful performance in the field of maintenance.
19. The tenderer should attach a copy of the Work Contract Registration Certificate required under the provisions of the Delhi Sales Tax on Work Contract Act, 1999.
20. The tenderer should also attach a copy of Service Tax Registration Certificate.
21. The tenderer should submit the latest Income Tax Clearance Certificate, Sales Tax Clearance Certificate and Balance Sheet for the last three years.
22. The tenderer should submit the performance certificate from atleast three Govt. organizations where they have successfully executed the contract for maintenance.

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 of the tenders without assigning any reason thereof.

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