

NHB (ND)/Estate/28/ /2011
January 4, 2011

To

(As per list enclosed)

Dear Sir,

Sub: - Maintenance of C-DOT 256 PORT EPABX system with accessories

We are interested in awarding annual maintenance contract for the C-DOT 256 PORT EPABX system located at our office at Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003. The notice inviting tender of the work is enclosed. You are requested to send us your quotation for the same including maintenance of the telephone lines & instruments. The quotation is to be addressed at to the Deputy General Manager, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003. The quotation must reach us latest by 15.00 hrs. on January 17, 2011 in a sealed cover marked 'TENDER FOR AMC-C- DOT EPABX in the enclosed format.

Earnest money amounting to Rs.10,000/- in the form of demand draft/pay order of any nationalized Bank payable to National Housing Bank must accompany the tender. Tenders without earnest money shall be summarily rejected. Conditional tenders are likely to be rejected.

Thanking You,

Yours faithfully,

(Ashok Kumar)
Regional Manager

NATIONAL HOUSING BANK: NEW DELHI
NOTICE INVITING TENDER
AMC EPABX

1. Offers are invited for annual maintenance of C-DOT 256 Port EPABX including hardware/software located at NHB Office, Core 5A, IIIrd Floor, India Habitat Centre, New Delhi – 110003. The contractor should have a 5 years experience for maintaining C-DOT system.
2. The agency is advised to inspect and examine the site and satisfy himself as to the conditions prevailing at site and its surroundings regarding extent of work, scope and conditions under which the work is to be executed. The contractor shall also satisfy himself about the accessibility to the premises.
3. The agency shall submit the offer, which satisfies each and every condition laid down in this notice, failing which the tender will be liable to be rejected. The rates shall be on the enclosed format.
4. NHB reserves to themselves the right of accepting the whole or any part of the offer rates and the agency shall be bound to perform the same at his quoted rates.
5. All the taxes and levies in respect of this contract shall be payable by the contractor and NHB will not entertain any claim whatsoever in this respect. The rate shall be for complete item of work including all transports, lifts, leads, scaffolding and tools etc.
6. The work shall be carried out in close coordination and with least disturbance to the office staff.
7. The agency shall have to make good the damages, if any caused during the performance of the work to Bank's properties at his own cost.
8. The brief descriptions of the items of work to be carried out are given in Annexure-II.
9. It would be the agency's responsibility to enforce safety measures/precautions required as per relevant codes for carrying out the work. NHB shall not be responsible for any mishap/injury/impairment caused to the workers.
10. The agency shall comply with the provision of the apprentices Act, 1961 and the rules and orders issued there under from time to time. The contractor shall be liable for any pecuniary liability arising on account of any violation by him of the provisions of the Act.

11. After completion of the work, the site shall be cleared of all rubbish, wires & tapes etc. All holes shall be filled up and finished as per existing finishers or as directed by officer-in-charge.
12. On acceptance of the work order, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the officer-in-charge shall be communicated to NHB.
13. Some restrictions may be imposed by the NHB/IHC security etc. on the working and/or movement of labour, material etc. Agency shall be bound to follow such restrictions/instructions and nothing extra will be paid on this account.
14. All the defects/replacement of parts etc. caused in the work order period shall be got remedied by the agency at his own cost and nothing extra shall be payable on this account.
15. The maintenance contract shall be for a period of one year, but the initial award of the work shall be for a period of six months. The contract period may be extended for a further period of one year only after the work of the agency is found satisfactory in the first six months. NHB reserves the right to review the working of the agency after every six months.
16. The scope of maintenance contract shall include checking, cleaning, servicing periodical inspection and testing, preventive maintenance, necessary repair and replacement etc. ensuring continuous and effective functioning of C-DOT EPABX system. **Cleaning & Anti bacterial treatment** to all telephone instruments once in 15 days and maintaining of telephone lines.
17. After awarding of work, the agency shall deploy one technical representative in our office **from 10.00 AM to 06:00 PM on all working day** for attending to immediate complaints for effective functioning of EPABX system. In case, the contractor fails to depute their technical representative for any reason whatsoever, the Bank shall be free to make recovery of Rs. 500/- (Rupees five hundred only) per day towards the absence of technical representative.
18. The agency shall also ensure timely and adequate deployment of personnel required for carrying out the maintenance of their system. No conveyance charges/traveling charges will be paid to the personnel by the Bank.
19. Any other work assigned to the agency from time to time related to maintenance and servicing of the C-DOT EPABX system.
20. Technical attendant to attend all telephone complaints installed in Jangpura officers flats (appx- 30 no)

OFFER FOR MAINTENANCE OF C-DOT 256 PORT EPABX, TELEPHONE LINES AND INSTRUMENTS INCLUDING NECESSARY HARDWARE / SOFTWARE.

The site where EPABX is installed and is to be maintained has been seen and inspected by us. We agree to maintain the C-DOT 256 PORT EPABX, telephone lines and instruments including all hardware/software at your office at the following rates.

S. No.	Description of item	Qty.	Unit	Rate	Amount (Rs.)
1.	Comprehensive Annual Maintenance charges for C-DOT 256 Port EPABX equipped with 208 extensions / 45 P&T lines and one operator console with DID and with all standard features including Float cum Booster charger inclusive battery maintenance.	1 No.	Each		
2.	Comprehensive Annual Maintenance charges for telephone instruments connected with C-DOT 256 Port EPABX equipped with 208 extensions / 45 P&T lines / MTNL / IHC exchange all inclusive with one technical attendant.	Appx For 200 instruments.			

Total Amount :-

Signature
Name and Designation
Name of the Agency
Office seal

Name of contract person
Telephone Nos: Office:
Residence:
Mobile No.