

73/2010
F. No. A. 11019/25/2007-NMPB
Government of India
Ministry of Health & Family Welfare
Department of AYUSH
National Medicinal Plants Board

Chandralok Building
36- Janpath, New Delhi- 110001.
Telefax: 011-23319356, 011-23315637
Date: 18th May 2012

To,
As per list attached

Subject: - Annual Maintenance Contract (AMC) for EPABX & Intercom-- reg.

Sir,

It is proposed to engage a reputed and experienced agency for award of AMC for regular maintenance of the following items:-

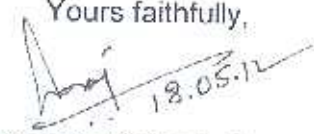
S. No.	Particulars	Number
1.	EPABX	3 (Three)
2.	Intercom	29 (Twenty nine)

The terms and conditions for AMC are also annexed.

You may send your quotation for AMC along with a Demand Draft of Rs. 3,000/- (Rupees three thousand only) in favour of Pay & Accounts Officer (Sect.), Ministry of Health & Family Welfare as EMD in sealed envelop inscribed "Quotation for EPABX & Intercom" on the top of the envelop, addressed to the Chief Executive Officer, National Medicinal Plants Board (NMPB), Department of AYUSH, Chandralok Building, Ground Floor, 36, Janpath, New Delhi- 110001. The documentary proof regarding work experience in this field may also be attached.

The quotations should reach this office latest by 31.05.2012 and will be opened on the next day i.e. 1st June, 2012 at 3:30 PM in the Committee Room of, NMPB.

Yours faithfully,


(Arup Kumar Bhattacharjee)
Finance & Administrative Officer

Encl: as above

Copy to: 1. Sh. Parveen Kumar, Computer Operator for loading the tender notice on website of NMPB immediately and report.
2. Notice Board of NMPB.
3. Notice Board of AYUSH.

1. Matrix Telecom Solutions
394-GIDC, Makarpura,
Vadodara-390010.

2. Aanisha Communication Pvt. Ltd.
S-530,108, Tyagi Chamber, School Block-II,
Shakarpura, Delhi-110092.

3. Welcome Telecom Pvt. Ltd.
144-A, Main Road (Near Meerabai Polytechnic),
Maharani Bagh, New Delhi-110065.

4. Teen Tele Communication Pvt. Ltd.
G-57, 3rd Floor, Vikas Marg, Laxmi Nagar,
Delhi-110092.

Terms and Conditions for the Annual Maintenance Contract (AMC) of Air Conditioners for the year 2012-13

1. AMC will be for a period of one year commencing from the date that the Agreement comes into force. This can be cancelled unilaterally by this office whenever the service is not found to be satisfactory or upto the mark.
2. The total amount of AMC will not exceed the lowest rates accepted by this office as per the quotations. The AMC charges are payable in four quarterly installments and nothing over and above this amount is payable.
3. The release of payment will be made on a quarterly basis (at the end of each quarter) on the production of '**Satisfactory Service Certificate**'.
4. The firm is required to undertake preventive maintenance by checking all the EPABX and Intercom at least once every month and servicing every 3 months and confirm that the systems are in good working condition.
5. All service request / calls for repair work must be attended to within 24 hours of the complaint being lodged with the AMC Provider. There should be adequate number of Telephone lines for lodging of service requests. If the AMC Provider firm fails to attend the calls within 24 hours, this office reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of exceptional and repeated delays, poor services, fault, break down etc., this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.
6. Mere submission of Quotation does not entitle the firm to forward its claims for awarding the AMC even if it has quoted lowest rates, the AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.
7. The firms must have experience of successful conduction of the Annual Maintenance job of EPABX and Intercom system in Government Organization / Semi-Government Organization / PSUs. List of such Clients and Quantum of AMC handled must invariably be enclosed.
8. The firms are required to forward the following details with the quotation:
 - a. Valid registration Number of the firm for the VAT / Service Tax purpose.
 - b. Income Tax Return for the last financial year.
 - c. List of Engineers and other technically qualified employees at your organization with years of experience.
 - d. Total years of experience in providing Maintenance services for EPABX and Intercom.
 - e. List of Government Organizations which renewed the AMC with the firm, with copies of orders.
 - f. Agency/Bank details for transferring payment through ECS.
9. All quotations in the prescribed format should be submitted before the time and date fixed for the receipt of quotations. Quotations received after the stipulated time and date will be rejected.
10. The bidder must ensure that the conditions laid down for submission of offers detailed above are correctly and completely fulfilled. The quotations found to be deficient in any respect shall be summarily rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.
11. The envelope for submission of quotation should be sealed properly and required to be superscribed as "**Quotation for EPABX & Intercom**" to be addressed to The Chief

Executive Officer, National Medicinal Plants Board (NMPB), Chanderlok Building, 36, Janpath, New Delhi – 110 001.

12. The bids shall be opened on 01st June 2012 at 3.30 p.m. in the Committee Room, NMPB in the presence of representative of firms.
13. A Security deposit / Bank Guarantee of Rs. 5,000/- (rupees Five thousand only) will have to be deposited by the successful Contractor to whom the AMC is awarded before commencement of the contract. This will be refunded on the completion of the Annual Maintenance Contract and handing over all the EPABX and Intercom in working condition. The Security Deposit will be forfeited if any of the condition of the contract is contravened besides any other action that may be taken against the contractor.
14. Initially, service has to be rendered at the address given in serial no.11 above and same may be required to be rendered in new address in New Delhi if location of office is changed during the currency of the contract on the same Terms & Conditions.