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कार्यालयमहालेखाकार (लेखा एवं हकदारी) प्रथम, उ० प्र०,  
इलाहाबाद  
20, सरोजिनीनायडूमार्ग, इलाहाबाद-211001

No. G.D.(M)/AMC /2015-16/ 56446

Date: 7.1.2016

To,

For all Authorized Vendor

Subject: Limited Sealed Tenders for Comprehensive Annual Maintenance contracts of EPABX (Siemens Hi-Path 3800)

The office of the AG (A&E) -I, U.P., Allahabad intend to obtain quotation (Limited Sealed Tenders) for the Comprehensive Annual Maintenance Contract for EPABX (Siemens Hi-Path 3800) installed on 15<sup>th</sup> November 2014 in this office under following terms & conditions :-

**TERMS & CONDITIONS**

1. Annual Maintenance Contract shall be for one year from the date of issue of work order.
2. The Firm should quote comprehensive maintenance rate considering all the terms and conditions listed in the quotation enquiry.
3. The firm will submit dealership/authorization certificate of Unify Enterprises Communications Pvt. Ltd (erstwhile Siemens Enterprises Communications Pvt. Ltd) for servicing/maintenance of above mentioned equipments and experience certificate may also be enclosed with quotation.
4. The firm will have to visit systems (EPABX) twice in a quarter for routine/preventive maintenance. However, breakdown call shall be attended within 48 hours from the date and time of reporting complaint through letter or telephonic message failing which a penalty of Rs. 1000/- shall be levied per day till date of repair of fault.
5. The firm must enclosed an EMD of ` 5000/- in shape of DD of any nationalized bank in favor of Pay and Accounts Officer, O/o the AG (A&E)-I, U.P. Allahabad with their quotation.
6. No advance payment will be made. The payment of AMC will be allowed in two installments (first after completion of six months on satisfactory maintenance work and second after expiry of satisfactory AMC period).
7. A log register/book shall be maintained in the designated sections of the offices for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.
8. The qualified bidder shall be liable to submit Security Deposit at the rate 10% of the contract value in the shape of TDR/FDR/Bank Guarantee.
9. Quotation will be dropped in the tender box kept in the Cell of DAG/Admn office of the AG (A&E)-I U.P. Allahabad on or before 20<sup>th</sup> January 2016.
10. The decision of the Accountant General will be final in case of any dispute.

Yours faithfully,

  
Accounts Officer/GD