

No.D25016/1/2012-Gen-I
FILMS DIVISION
Ministry of Information and Broadcasting
Government of India

24-Dr.G. Deshmukh Marg, Mumbai-26
Dated the 30th December,2013

**Subject:- Comprehensive Annual Maintenance Contract of MELTRON C.DOT 256P, 32 X
256 EPABX including Operator Console, HFC Fuses, FCBC and Push Button
Telephone Instruments.**

Sir,

The Director General, Films Division invites Sealed Quotations for Comprehensive Annual Maintenance Contract of MELTRON C.DOT 256 P 32 X 256 EPABX System including Operator Console, HFC Fuses, FCBC and Push Button Telephone Instruments and cabling installed in the Office of Films Division at above address for the period of one year/three years.

The General terms and conditions of the Contract are as under:-

- a. No advance payment shall be made on account of service/s to be provided under this contract;
- b. The payment will be made by E-payment on receipt of pre-receipted Bill, on Quarterly basis to the extent of apportioned amount per Quarter of the approved quotation by deducting TDS etc. as applicable and in force;
- c. The successful tenderer will be inspecting the telephone instruments in the premises, buildings, structures at Office of Films Division at above address and the EPABX System installed therein once in a fortnight to provide periodic preventive maintenance service;
- d. The successful tenderer or the technical representative appointed by him will be attending the complaints, if any, within 24 hrs. excluding public and closed holidays as and when reported to them about the occurrence of any fault/non Functioning of the system or telephone instruments, failing which 10% amount of agreed/ approved quotation shall be deducted;

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- e. Tenderer shall remit bid security of Rs.3000/- in the form of Pay Order or fixed Deposit receipt or Bankers cheque or Bank Guarantee from any of Commercial Banks.
- f. The bid security will remain with Films Division for maximum period of 45 days beyond the final bid validity period.
- g. In the event of failure of the successful tenderer to accept the Contract under any circumstances whether within the limit of the tenderer or beyond, the Bid Deposit shall be forfeited to the Government.
- h. Successful tenderer will have to submit a Performance Security Deposit of the amount equal to 5% of the total Contract charges in the form of Account Payee Demand Draft, Fixed Deposit Receipt from or Bank Guarantee from any Commercial Bank drawn in favour of The Accounts Officer, Films Division Mumbai. Performance Security Deposit will remain with Films Division till the contract period is over.
- i. There should not be overwriting and any correction in the rate should be attested by full signature by the tenderers. The department shall not be responsible for delay, loss or non-receipt of tender/ quotation by post.
- j. The sealed quotation should reach the office of Films Division on or before 1.00 pm of **20.1.2014** on any working day(Monday to Friday) between 10.30 am to 5.00 pm in the Films Division, 24-Dr.G. Deshmukh Marg, Mumbai-400 026 in General-II Section 3rd Floor in 1st Phase Building of Films Division.
- k. Sealed quotation shall be furnished in two sealed covers. The outer cover should be super subscribed as quotation for “ **Comprehensive Annual Maintenance Contract for EPABX System of Films Division**” and shall be addressed to Director General, Films Division, Dr .G. Deshmukh Marg, Mumbai-400 026.
- l. Incomplete quotations, the quotations without Bid Deposit shall be rejected summarily without assigning separate or any reason/s thereto.
- m. Tenders will be opened on **20.1.2014 at 3.00 pm in the Films Division** by a Tender Committee to be constituted by the Films Division. The representatives of the tenderers are allowed to be present at the time of opening of the tenders.
- n. The successful bidder shall enter into contract by way of Agreement with Films Division in which the above and other conditions conducive, commensurate and Concurrent to similar type of contract are included which will be set by Films Division after opening of Tender at his cost before taking up the assignment.

- o. The terms and conditions of the Contract Agreement will be set by Films Division.
- p. The contractor shall use appropriate methods/spares and instruments for providing service under this contract.
- q. The contract period will be one year & three years. The rate may be shown separately for each.
- r. The Tenderer shall furnish Vat No. and Pan No. failing which the quotation shall not be considered.
- s. The Contractor shall make his own arrangement for transport of personnel, material at his own cost and expenses and furnish all materials, labourers, supervisors, apparatus, Conveyance and every other item/inventory for the execution of the work covered by this Contract to the full satisfaction of the Films Division and without any extra Remuneration/cost/service charges or any Other charges.
- t. The remedial/periodic maintenance to be provided under this Contract will include free replacement of defective parts/restoration of functioning of the system and Telephone Instruments but does not include shifting of instruments/replacement or changing of cables and lines/providing of additional lines/deletion of lines;
- u. The Contractor shall cease to be responsible to the damages caused to the EPABX System and or telephone instruments that may arise due to fire/floods/explosion and /or accident and/or negligence and/or malicious act not caused due to inadequate or inordinate maintenance provided by the Contractor and Power fluctuations;
- v. The maintenance contract will include the maintenance, repairs and servicing of :
 - MELTRON EPABX SYSTEM including Operator Console, HFC Fuses, Cards
 - excluding Mother panel;
 - ii) Float-cum- Boost charger(including replacement/repairing of faulty components excluding the main transformer replacement and repairing;
 - iii) Push Button Telephone Instruments;
 - iv) Battery set limited to proper charging, acid and water level checks, de-crusting of terminals;

- w. The Contractor shall be responsible to carry out the work in the approved manner and in way conforming to the relevant specification;
- x. The Offer by the Contractor shall be deemed valid initially for 90 days from the opening of the Tender and no Tenderer can withdraw or revoke his offer or revise his quoted rates within the said period of 90 days under any circumstances within or beyond the control of himself and the same shall be held valid for further period of one year or 3 years, in the case the Contract is renewed for further period of any extent not exceeding to one year or 3 years;
- y. The Director General or any other Officer nominated by Director General for this purpose reserves right to cancel/reject any of the tender or all the tenders with or without assigning any reason thereto;
- z. The Contractor shall be bound to provide special repairs, required to be carried out, in the case of damages caused to the system and the instruments and equipment, otherwise than mentioned above, at the appropriate rates conforming to the market price.

Yours faithfully,

(A.Subramaian)
Asstt. Administrative Officer
For Director General

