



केन्द्रीय कर के प्रधान आयुक्त का कार्यालय, जीएसटी आयुक्तालय बेंगलूर पूर्व  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX  
GST COMMISSIONERATE, BENGALURU EAST  
ट्रैफिक एण्ड ट्रांसिट मैनेजमेंट सेंटर: बी.एम.टी.सी बस स्टैण्ड:  
TRAFFIC & TRANSIT MANAGEMENT CENTRE: BMTc BUS STAND:  
ओल्ड एयरपोर्ट रोड: दोमलूर: बेंगलूरु- 560071  
OLD AIRPORT ROAD: DOMMALURU: BENGALURU - 560071

सी:सं/.C.No: I//18/04/2018- B. East Admin

दिनांक/Dated: 27.07.2018

NOTICE INVITING TENDER FOR  
“ANNUAL MAINTENANCE CONTRACT (AMC) FOR  
EPABX (HiPath 3800)” mentioned in Annexure-02

The Office of the Principal Commissioner of Central Tax, GST Commssionerate, Bengaluru East, invite sealed quotations from the authorized manufacturer/agency/supplier towards “Annual Maintenance Contract (AMC) for “EPABX (HiPath 3800)”. Details of AMC and other terms & conditions relating to the award of Contract are given in the Annexure-1.

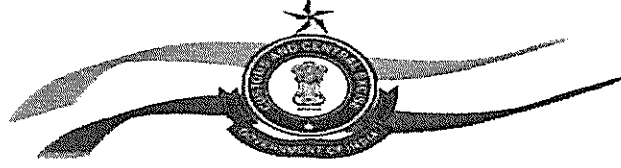
All interested authorized manufacturer/agency/supplier, therefore, are requested to submit their sealed quotations as per Annexure-2 separately in a single sealed cover to the undersigned on or before **05.00 PM of 31.08.2018** The bids must be superscribed as **“Quotation for Annual Maintenance Contract for EPABX (HiPath 3800)”**.

The sealed quotations will be opened on 04.09.2018 in the presence of authorized representative of bidders in this office.

*S. Soikhanthang*  
27/7/18

(H. SOIKHANTHANG)  
JOINT COMMISSIONER (P&V)

एच. सोईखानथंग, आई.आर.एस.  
H. Soikhanthang, I.R.S.  
केन्द्रीय कर प्रमुख आयुक्त  
Joint Commissioner of Central Tax  
जी.एस.टी. आयुक्तालय, बेंगलूर पूर्व  
GST Commissioner, Bengaluru East  
बेंगलूरु, Bengaluru



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ANNEXURE-1

**TERMS & CONDITIONS FOR AWARD OF CONTRACT TOWARDS (AMC) for EPABX  
(HiPath 3800 Systems) MENTIONED IN ANNEXURE-02**

1. LAST DATE & TIME OF RECEIPT OF QUOTATIONS : 31.08.2018 05:00 PM
2. DATE & TIME OF OPENING OF QUOTATIONS : 04.09.2018
3. PLACE OF SUBMITTING QUOTATIONS : Administrative Officer
4. ITEMS & QUANTITY REQUIRED TO BE AMC :

Description of the items for AMC is given hereunder. Rates must be quoted in Annexure-2 in figure and words in the prescribed format.

Sl. No.	Description	No. of machines	AMC rate in figures per Unit	AMC rate in words per Unit
	HiPath 3800 EPABX System equipped with 32 Digital Extensions 200 Analogue Extensions 01 PRI Trunk card (30 Channels)			

5. Eligible Criteria:

The bidder should have the following qualifications for bidding:

- Bidder should have been in existence for not less than five years.
- Bidder should be having sufficient experience and expertise in the relevant field.
- Bidder should have PAN/TAN number. GST registration.
- Bidder should have experience in dealing with any Government Departments.

6. Documents to be submitted along with Quotation:
  - The Quotation should be submitted on or before **31.08.2018**. The sealed envelope should be clearly superscribed **“Quotation for Annual Maintenance Contract for EPABX (HiPath 3800 Systems).”**
  - Registration Certificate, GST registration, PAN No., TIN No., **valid authorization/dealer certificate for OEM (Original Equipment Manufacturer)**, Agreement copies with other firms must be attached with the submissions.
  
7. Late/Delayed:
  - Late/delayed Quotations will not be considered. This office will not be responsible for any kind of postal delay.
  
8. Scope of Work:
  - Annual Maintenance Contract (AMC) labour/maintenance labour charges including cleaning EPABX (HiPath 3800 Systems).
  - Preventive Maintenance service will be undertaken once in a Month (30 days) & breakdown visits as and when required.
  - Should rectify the major fault within 24 hours.
  - Any number of Breakdown calls to be attended for EPABX (HiPath 3800 Systems) without any extra cost.
  
9. Contract Period:
  - The Contract period shall start from date of issue of work order & acceptance of agreement. The Contract is valid for one year from the date of acceptance.
  
10. Rates:
  - The rate quoted should be only on labour maintenance charges.
  - The price should be **exclusive of all taxes.**
  - Taxes if any, applicable should be mentioned clearly.
  - The rates should be clearly/legibly mentioned in figures as well as in words.
  
11. Terms of Payment:
  - The payment will be released on quarterly basis only after every three preventive maintenance visit duly certified by end user.
  - i) Invoice in two (2) copies duly certified by end-user.  
ii) Advance payment is not permissible under the rule.
  
12. Penalty:
  - In case of breakdown EPABX (HiPath 3800 Systems) party shall immediately rectify the same i.e., within 2 days to the satisfaction of the user, a penalty of Rs. 100 per day or part thereof shall be levied for the delay beyond two days till such time of the repair is carried out.
  
13. Termination:
  - GST Commissionerate, Bangalore East, will be at liberty to terminate the

14. Terms & Conditions:

- i) The quotations should be submitted in a sealed cover which may be superscribed as "**Quotation for Annual Maintenance Contract (AMC) for EPABX (HiPath 3800 Systems)**". The Agency should provide the details about the Firm, whereas the Quotation Annexure 2 will contain the rates. Tender Processing Committee will open the Quotations.
- ii) The tender validity period is 90 days from the date of opening or tender. The rates quoted by the bidders will remain valid for a period of 90 days or till the date of finalization of tender, whichever is later.
- iii) The rates quoted by the selected firm, and approved by this Commissionerate shall remain valid throughout the period of contract and requests to increase the rates for any item(s), during the currency of the contract, will not be considered.
- iv) The Office, however, reserves the right to conduct performance review at anytime during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. If the tenderer fails to rectify the deficiencies or fails to comply with other directions/instructions of the Office, his contract is liable to be terminated. The Office further reserves the right to terminate the contract at any point of time.
- v) The company Engineer/Service Person shall have valid ID card or authorization letter from Agency for every preventive maintenance visit every month.
- vi) AMC order, after due compliance of all formalities, will be placed on the selected agency to effect the contract.
- vii) Service/Supply should normally be made during the office hours on any working day. This Commissionerate will have the authority to place order for AMC beyond office hours and on holidays, for which, no additional payment will be made.
- viii) AMC will be placed on requirement basis. No advance payment will be made by this Commissionerate. Payment will be released only after submission of Bill/Invoice duly certified by machine end user and to the entire satisfaction of this Commissionerate.
- ix) This Commissionerate will have the authority to cancel the AMC order, if the required services are not supplied on time.
- x) AGENCY shall not sub-contract the Contract Work in whole or part of the work to third parties for the performance of this Contract.
- xi) This Commissionerate reserves the right to reject any/all offer(s) without assigning any reason thereof. Any enquiry after submission of the tender will not be entertained.
- xii) The firm may visit the office to inspect the EPABX (HiPath 3800 Systems) before submitting the quotation on any working days/hours with prior intimation and permission of competent authority of the Office.

**DETAILS OF THE AUTHORIZED MANUFACTURER/AGENCY/SUPLLIER**

1. Name of the Firm :  
(With Tel./Mob. Nos.)
  
2. Office Address :  
(With Tel./Mob. Nos.)
  
3. Contract Person(s) Name for AMC :  
(With Tel./Mob. Nos.)
  
4. GST No. :
  
5. Past experience with any Govt. :  
Departments- Period and name to  
Whom service provided if any
  
6. Whether Terms & Conditions issued :  
by this Commissionerate are acceptable  
to the firm
  
7. Other details, if any :
  
8. Bank Account Details :  
(Name of the Bank, Account Number,  
Branch Address, IFS Code, etc.)  
Attach separate sheet if required.



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ANNEXURE-2

“Quotation for Annual Maintenance Contract (AMC) for EPABX (HiPath 3800 Systems)”

Sl. No.	Description	No. of machines	AMC rate in figures per Unit	AMC rate in words per Unit

(PRICE QUOTED EXCLUSIVE OF ALL TAXES, TAXES IF ANY MENTIONED SEPARATELY)

(Signature of Owner/Authorized Representative)