

**GOVT. OF ASSAM**  
**OFFICE OF THE PRINCIPAL CUM CHIEF SUPERINTENDENT**  
**Tezpur Medical College & Hospital, Tezpur, Bihaguri-784010, Assam.**  
(Under Society for Medical Education Tezpur)  
Tel: 03712-241328, Website: [www.tmcassam.org](http://www.tmcassam.org), e-mail: [tmctezpur@gmail.com](mailto:tmctezpur@gmail.com)

No. SMET/TMC/NIT/792/2017/ 2481

Date :28/05/2020

**NOTICE INVITING QUOTATION**

The Principal cum Chief Superintendent, Tezpur Medical College & Hospital (TMC&H), Tezpur, Tumuki, Bihaguri, Pin-784010, Sonitpur, invites quotations in sealed envelope under single bid system from the interested eligible & experienced firms for maintenance of telephone system & internal wiring and its related accessories which are being used in TMC&H.

Quotations are to be dropped in the Tender Box kept in the office of the undersigned. Last date of submission of the quotation is fixed on 10.06.2020 within 1:00 pm. The quotations received will be opened, in presence of intending bidders, on the same day at 2:00 pm.

The undersigned reserve the right to cancel partly or wholly the quotation process without assigning any reason thereof.

**IMPORTANT POINTS:**

1. The Annual Maintenance Contract shall be Comprehensive in nature covering the cost of all spares and accessories to be changed/replaced by the service provider, except telephone instruments. Replacement of telephone, if required, may be billed separately and will be paid by TMC&H.
2. Rate should be quoted both in word and in figure including all taxes and other charges as per proforma given at the end of this Notice Inviting Quotation.


3. The consolidated rate should be quoted per point inclusive of all other charges per year after understanding the requirement of this office. It is expected that scope of work may vary (reduced or increased) due to non-availability of technical know-how. Therefore, interested bidders may inspect the premises and the system during office hours on any working day before the rate is quoted.
4. Quotation must be accompanied by EMD instrument (in original), attested photocopies of valid Trade Licence, Professional Tax, PAN card, Income Tax returns, turnover certificate, credentials certificates along with rate failing which the quotation may not be accepted. The name & address of the tendering firm and the words "Quotation for A.M.C. of Telephone System of TMC&H, Memo No, Last date & time of bid submission" should be inscribed on the cover.
5. If any clarification is required on any particular point, the undersigned may please be approached for the same, before the closing date of the instant tendering process.
6. The AMC vendor would have to coordinate with BSNL and any other authorities as may be required.
7. The initial period of contract will be for two years and may be further extended for another one year after satisfactory services and mutual consent on the same rates, terms and conditions of the tender notice. The department reserve the right to terminate the contract prior to its expiry by serving 30 days written notice in case of breach of any terms & conditions under the contract during the contract period or in case of unsatisfactory performance.
8. The firm must have adequate experience of at least 3 years of doing aforementioned maintenance job in the Government department/PSU/autonomous body and the average annual turnover of the firm in this sector must not be less than Rs. 25.00 lakhs (Rupees twenty five lakh only) for the last three years. Copies of proofs in this regard are to be submitted along with the bid.

9. EMD (Bid Security)= Rs. 25,000/- (Rupees twenty five only). The bid must be accompanied by DD for bid security amount of Rs. 10,000/- drawn in favour of Member Secretary, SMET, payable at Tezpur, failing which tender shall be summarily rejected. The bidders who are exempted from submission of EMD for tenders floated under Rule 170 of GFR, 2017 shall be dealt with as per the General Financial Rules, 2017 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant Orders/documents regarding such exemption should be submitted along with the bid.
10. No advance payment in any case would be made. The payment will be made in four equal installments after successful completion of work on each quarter based on satisfactory performance as assessed by TMC&H.
11. As & when required for any break-down of telephone system, the representative of firm should attend and repair the fault. Except break-down, the firm should visit the telephone system once in a month and maintain overhauling process.
12. The service engineer would take up any reported fault within 4 hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide stand-by for the same.
13. If any item could not be repaired on the same day within 8 hours, and in any case, within 24 hours, the firm will provide a stand by accessories. However, if the firm fails to carry out repairs/provide a stand-by accessories within 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- per day or part thereof will be charged for delay beyond the maximum permissible limit.
14. Qualified personnel should maintain Log Registers of all service calls attended/pending issues/periodical preventive checks conducted and details of all spares/parts/consumables. Every visit of the service personnel should be recorded and connected service reports should be produced to the concerned officer for acknowledgement.

15. The validity of bids will be 180 (One Hundred eighty) days from the date of opening of the tender in the instant tendering process. Further extension of validity of bid will be at the discretion of the Principal cum Chief Superintendent, TMC&H, but the bidders would be asked for their opinion on the same if the validity period is to be extended.
16. The successful bidder will be decided based on, among other things, the least amount quoted.
17. The successful bidder will have to furnish a security deposit 10% of the contract value within 7 days from the date of giving intimation to him to acceptance of his tender.
18. The undersigned reserves the right to reduce or increase the number of point offered for maintenance contract during the currency of the CAMC.
19. It shall be the responsibility of the firm to hand over the telephone system/equipment under contract owned by TMC&H in working condition at the end of the contract period.

**PROFORMA FOR SUBMISSION OF RATE**

Particular	Rate per year (In figure)	Rate per year (In word)
Telephone connection - 100 Nos. (approx.) (Repairing and Maintenance of telephone system & internal wiring and its related accessories)		

  
**Prof. (Dr.) Karuna Hazarika**  
**Principal cum Chief Superintendent**  
**Tezpur Medical College & Hospital, Tezpur**