NATIONAL UNIVERSITY OF EDUCATIONAL PLANNING AND AD MINISTRATION
17-B, Sri Aurobindo Marg, New Delhi-110016
Ph.No.: 011-26544829/874; E-mail: admingen@nuepa.org

Please quote your reference No. and address your quotations and all future correspondence to The Registrar, NUEPA at the above printed address.

F.No. 13-1/2015-16/AG
May 14, 2015

To

Subject: Inviting Quotations for AMC of EPABX system.

Sir/Madam,

National University of Educational Planning and Administration is a University under the Ministry of Human Resource Development of India. The University intends to enter into an Annual Maintenance Contract (AMC) for providing maintenance services of EPABX systems installed in the University for a period of 1 year, which can be extended for a period of not more than 3 years on mutual agreement on the basis on the same rates.

The detailed specification of the system is as follows:

S.No.	Description and Model	Quantity
1.	Siemens Hipath 3800 (16x24x384) with all accessories	01
2.	SLA 24 N card	01
3.	Siemens Hipath 1120 (02 x 08) with accessories	02
4.	Canon MF 4450/HCE - 35769 & HCE-35629	02

2. The AMC will be comprehensive in nature and will include technical on-site support, maintenance, repair and replacement of parts, components or modules by the firm as and when required. Consumables like cables, batteries etc. will be charged separately. The contract will be valid for a period of one/three(s) and the payment for the AMC will be released on half yearly basis after certification by the authorized nominee of NUEPA.

3. All service calls should be attended by the engineers within 24 hours time. Apart from on-call services, the service engineer shall also attend to the system every quarter for preventive maintenance. Each visit should be recorded by the engineer in his call

book/register and got signed by the authorized official of NUEPA. Maintenance of call log is compulsory as payment will only be released after verification of the call book/register.

4. The payment for AMC will be made on half yearly basis after verification of the call book/register and certification of satisfactory services by the authorized nominee of the University.

5. Interested parties may visit the site to inspect the equipments as detailed above on any working day between 10AM to 4PM.

6. The successful bidder shall be required to deposit a sum equivalent to 10 percent of the total work order as security deposit pledged in favour of the NUEPA, New Delhi.

7. You may submit your proposal for Comprehensive AMC of the EPABX system in a sealed cover super scribed "Quotation for AMC of EPABX System" addressed to the Registrar, NUEPA to reach on or before 29.5.2015 upto 03:00PM. The proposals will be opened on the same day at 03:30PM.

Yours sincerely,

14/5/15

(G.Veerabahu)
Administrative Officer