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. 37-12/2014-15/GA
September 15, 2015

To

As per attached list

Subject: Inviting proposals for AMC of Video Conferencing System(Room No.113)

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 video conferencing system (polycom-make) installed in Lecture Hall of this University for a period of 1 year, which can be extended for a period of upto 3 years on mutual agreement on the same rates.

The detailed specification of the system is as follows:

S.No.	Description	Serial No.
1.	Polycom Executive Collection – 8000 with display with Eagle Eye Director, Touch Panel & Digital Recorder for recording. Face detector camera, touch panel, recording system	8211080D47F6CG

2. The AMC will be comprehensive in nature and will include technical on-site support, maintenance, repair and replacement of all the parts by the firm as and when needed. The contract will be valid for a period of one/three year(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. In case the service call is not attended within 24 hours or call log register is not maintained properly, penalty upto Rs. 500/- per day will be imposed for non-compliance.

4. Before quoting rates, the participating bidders are also advised to visit the site for inspection of the system, as no price variation will be advised after the AMC has been awarded.

5. You are requested to submit your proposal for comprehensive AMC of the Video Address system(Polycom-make) in a sealed cover super scribed "Proposal for AMC of Video Conferencing System-Polycom" addressed to the Registrar, NUEPA to reach on or before 29.9.2015 upto 03:00PM. The proposals will be opened on the same day at 03:30PM.

6. NUEPA reserves the right to add, modify or delete any of the terms of the contract and its decision shall be a binding on the firm

Yours sincerely,

(G.Veerabahu)
Administrative Officer