



DIRECTORATE OF REVENUE INTELLIGENCE
7th FLOOR, 'D' BLOCK: I.P. BHAWAN: I.P. ESTATE, NEW DELHI-02
Fax No. - 23370954, Tel. No. - 23378629, 23379871, e-mail: drihqrs@nic.in

DRI.F.No. D-13011/03/2021-admn

Date: 22.07.2021


TENDER NOTICE

On behalf of the President of India, Directorate of Revenue Intelligence (Hqrs.), D-Block, 6th – 7th Floor, Drum Shape Building, I.P. Bhawan, I.P. Estate, New Delhi invited sealed quotations from reputed individuals agencies/firms having capability to provide Maintenance Contract of "Matrix" make Digital EPABX system equipped with 8 P&T, 1 operator console and 64 analog extension with cabling networks and all standard features as following terms and conditions:-

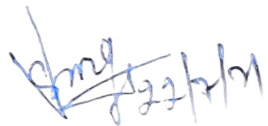
1. The tender should be quoted for Maintenance Contract of all the items as mentioned below:-
 - a. Matrix make EPABX system- 01 No.
(Equipped with 8 P&T line, 01 Operator Console, 64-analog extension (16-Digital and 48) and all standard features with cabling networks)
 - b. KTS Matrix Phone- 25 Nos.
(1+3 KTS instrument x2 buzzer system, 1+1 KTS instrument x3 buzzer system, 1x13 KTS Instruments)
 - c. Push Button CLI ID phone- 64 Nos.
 - d. 2 MDF Box- 100 pair each with IPM
2. The tender will be considered on the basis of total price of the all the items.
3. The rate should be quoted in figures clearly. Deviation, if any, firm the specifications not be accepted.
4. The quotations are to submit alongwith refundable earnest money of the Rs. 10000/- (Rupees Ten Thousand Only). The earnest money will have to be in the form of demand draft/pay order drawn in favour of "PAO CBIC, New Delhi)" payable at New Delhi. Quotations received without earnest money will be summarily rejected. The earnest money in respect of the unsuccessful bidders will be returned after the award of the contract. EMD of successful bidder is returned on receipt of performance security, which is 5% of contract value. Performance security will be deposited in the form of FDR/ Bank Guarantee.

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22/7/21

5. The contractor should have at least five year experience of in maintenance of EPBAX systems and also authorized by matrix service.
6. The contractor should have tender specified Authorization from the Original manufacturer (MATRIX), which would attach in original proposal. He should also have a regular works place in Delhi, technically qualified engineers and the needed resources and infrastructure to provide the requisite materials and services and he should have functional telephone/mobile phone facility for easy accessibility. Quotations without requisite documents would be summarily rejected.
7. Copy of GST registration number/PAN number/ S. Tax number of the firm must be enclosed with the tender document. A tender lacking these will not be considered at all.
8. The contract will preferably be awarded to the lowest bidder amongst the qualified bidders.
9. The rates are to be quoted on the company's letter head. Each page of the quotation/tender must be signed & stamped by the authorized signatory. Unsigned quotations will not be considered.
10. The bids should be submitted in sealed cover and duly scribed as "Quotation for MAINTENANCE CONTRACT of MATRIX EPABX System"
11. Tender Documents not properly sealed will not be considered.
12. The contract shall remain valid for a period of two years which can be extended for further one year subject to satisfactory performance.
13. The payment shall be made on quarterly basis after satisfactory services rendered by the firm.
14. The EPABX Systems and all other items for which quotations are called may be seen in this office during office hours from 22.07.2021 to 29.07.2021 on working days.
15. The vendor should have not been blacklisted by any organization/ Govt. Department. In this regard, a self attested certificate should be submitted by the firms.
16. The firms shall be responsible for smooth and satisfactory working of "MATRIX" EPABX Systems (equipped with 8 P&T line, 01 Operator Console and 64 analog extension and all standard features) including all items and fixed wire cabling as mentioned in S.No. 1 above.

 22/7/21

17. The representative of the firms is required to visit at least twice in a month as preventive maintenance of EPABX System and to attend the urgent calls on same day on receipt of forenoon complaint and next day for afternoon complaint.
18. No equipment shall be taken away by the SP Engineer/firm without prior intimation and permission from DRI officers)
19. After the expiry of MAINTENANCE CONTRACT, the SP shall handover the possession of EPABX Systems to DRI (HQ) perfect running working conditions.
20. DRI (HQ), New Delhi reserves the right to accept or reject any or all of the bids in full or in part including the lowest, without assigning any reason thereof incurring any liability there by.
21. Sealed quotations will be received up to 03:00 PM of 06.08.2021 at DRI (HQ) New Delhi and will be opened on 09.08.2021 (11:00 AM) in the presence of such renderers or their authorized representatives as may wish to be present.
22. The interested parties/firms are requested to kindly send their quotations for Maintenance Contract as per terms and conditions given above. The quotations should be submitted in sealed cove and duly scribed as "Quotations for Maintenance Contract of Matrix EPABX Systems". The quotations should be sent in the name of the undersigned.

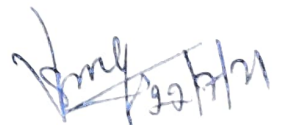


(Vir Singh)

Administrative Officer
DRI (HQ)

Copy to:

1. Official Web portal of DRI (Hqrs.), New Delhi
2. Notice Board of Drum Shape Building, IP Bhawan, New Delhi



(Vir Singh)

Administrative Officer
DRI (HQ)