

**TENDER FOR AMC CONTRACT OF UNIFY BUSINESS COMMUNICATION SYSTEM**  
**FROM LOK SABHA SECRETARIAT**

To

The Deputy Secretary (GW)  
Lok Sabha Secretariat  
Room No. 404, Parliament House Annexe  
New Delhi.

I/We hereby submit tender for Annual Maintenance Contract of Unify Business Communication System installed at the office of Hon'ble Speaker , Lok Sabha (Parliament House) period specified in the underwritten Memorandum in accordance, in all respects , with the terms and conditions in the Memorandum of agreement and scheduled showing items there in hereto annexed:-

**FORMAT**

**Quotations for AMC of Unify Business Communication System installed at the office of Hon'ble Speaker, Lok Sabha in Parliament House.**

- (a) Description of job:- AMC for (O/o Hon'ble Speaker, Lok Sabha, Parliament House)
- (b) Period of Contract:- The contract shall be initially for a period of one year from the date of award of the contract or any such date decided and conveyed by the Lok Sabha Secretariat renewable at the sole discretion of the Lok Sabha Secretariat subject to a maximum of two terms (yearly) excluding the initial period of one year.
- (c) Name of the firm
- (d) Address of the firm with Tel. No.
- (e) Whether the firm is registered
- (f) If yes, state: (i) Registration No. \_\_\_\_\_  
(ii) PAN No. TIN No. \_\_\_\_\_
- (g) Place where the company/firm is situated \_\_\_\_\_
- (h) Name of the Proprietor \_\_\_\_\_  
(full name and not initials)

- (i) Whether the firm has been black listed by any Ministry/Department/Rajya Sabha Secretariat, if yes give details and reason.
- (j) Quoted rate both in figure and words.

Signature of the Proprietor  
of the firm with stamp of the firm

Dated:

**LOK SABHA SECRETARIAT**  
**(GENERAL WORKS BRANCH)**

**TENDER NOTICE**

Sealed quotations are invited for the Annual Maintenance Contract (AMC) of Unify Business Communication System for period of one year w.e.f. 18.9.2017 to 17.9.2018 . The equipment may be inspected by the firms latest by 05.09.2017 at the site i.e. Office of Hon'ble Speaker, Lok Sabha at Parliament House, New Delhi after seeking prior appointment both the Deputy Secretary (GW) on telephone nos. 23034404/23034406. The envelope containing the quotation should reach to the Deputy Secretary (GW), Lok Sabha Secretariat, Room No. 404, Parliament House Annexe, New Delhi either or through registered/speed post not later than 7th September, 2017 by 1500 hrs complete in all respects.

Tenders will be opened on the same day i.e. 7th September, 2017 at 1600 hrs in Room No. 302, Parliament House Annexe, New Delhi in the presence of tender(s) or their authorized representatives, who wish to be present on this occasion. The firm interested to attend the opening of quotation will have to intimate well in advance to get necessary passes.

**TERMS AND CONDITIONS**

- (i) The period of contract shall be one year from 18.9.2017 to 17.9.2018.
- (ii) The AMC will cover free replacement of components, which may be necessary as a result of normal wear & tear during the period of service contract. With the commitment towards total Customer Satisfaction.
- (iii) Maintenance services shall also include preventive and corrective maintenance.
- (iv) All spare parts which are necessary to keep the System functional shall be supplied promptly after taking prior approval of this Secretariat.
- (v) All complaints shall be attended to immediately (Within 2-3 hours on the same day) but not later than 24 hours in any case.
- (vi) Service Tax will be charged extra (as applicable). Surcharges and other taxes as per Govt. rules, will be deducted from the Bills.

- (vii) The AMC contract is not transferable.
- (viii) This Secretariat reserves the right to cancel the maintenance contract any time after servicing a simple notice of 15 days if it is found that the service being rendered is not up to the mark and the firm will have to refund the balance amount paid to them in advance.