

F. No.E-III-SERCOAMC(EPBX)/1/2023-E-III

Dated: 27.03.2026

TENDER NOTICE

Subject: Invitation of Tender Document for Comprehensive Annual Maintenance Contract of EPABX System, DP Boxes and In-House Telephone Lines with Cabling of DGCI&S, Kolkata.

For and on behalf of the president of India, the Director General, Directorate General of Commercial Intelligence & Statistics, 565, Anandapur, Sector-i, Plot No. 22, Kolkata-700 107 invites quotation for the task named as “Annual Maintenance Contract of EPABX System, DP Boxes and In-House telephone Lines with cabling of DGCI&S, Kolkata.”

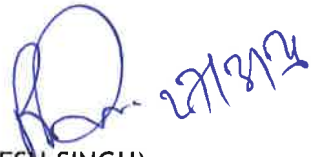
Organizations capable and interested, may please submit the quotation separately in sealed envelope through post for **Technical Bid** and **Financial Bid** for this tender. The envelope cover must be written “Tender Document for Annual Maintenance Contract of EPABX system, DP Boxes and In-House telephone Lines with Cabling” on the top.

Tender Published Date	27.03.2026
Tender Submission Start Date	28.03.2026
Tender Submission End Date & Time	16.04.2026 @ 02:00 P.M
Tender Opening Date & Time	16.04.2026 @ 03:00 P.M

Earnest Money/(refundable) of **Rs.3000/- (Rupees Three Thousand)** only in the shape of Demand Draft/ Banker's cheque from any nationalized/Scheduled bank in favour of “Directorate General, DGCI&S, Kolkata” payable at Kolkata shall have to be submitted for the tender in the envelope containing the Technical Bid.

This office reserves all rights to accept or cancel any quotation without showing any reason.

This issues with the approval of the Competent Authority.


(RAMESH SINGH)
Asst. Director & Head of Office

GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
DIRECTORATE GENERAL OF COMMERCIAL
INTELLIGENCE & STATISTICS
VANIJYA TATHYA SADAN
565 – ANANDAPUR, SECTOR-I, PLOT NO.22
KOLKATA – 700 107

TENDER DOCUMENT FOR
COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF EPABX SYSTEM, DP BOXES AND IN-
HOUSE TELEPHONE LINES WITH CABLING
INSTALLED AT DGCI&S, KOLKATA

The Director General of Directorate General of Commercial Intelligence & Statistics, Kolkata invites sealed tender towards Comprehensive Annual Maintenance Contract for EPABX system, DP Boxes and In-House Telephone Lines with Cabling installed at DGCI&S, Kolkata.

Bidder is invited to submit its bid for the subject work as detailed below in accordance with the tender documents enclosed.

1. Application form: Annexure-A
2. Scope of the work: Annexure-B
3. Prequalification conditions: Annexure-C
4. Terms and conditions: Annexure-D
5. Format of Technical bid: Annexure-E
6. Format of Financial bid: Annexure-F
7. General Instructions: Annexure - G

Earnest Money Deposit	: Rs.3000/- (Rupees Three Thousand)
Bid publishing date	: 27.03.2026
End of Bid Submission date & time	: 16.04.2026 @ 02:00 P.M
Bid Opening date & time	: 16.04.2026 @ 03:00 P.M

Sd/-
(Ramesh Singh)
Assistant Director/ Head of Office

ANNEXURE - A

Date:

From

To
The Director General,
D.G.C.I&S,
565, Anandapur, Ward No. 108,
Sector- 1 , Plot No. 22, ECADP
Kolkata – 700107.

**Sub: Tender for Comprehensive Annual Maintenance
Contract for EPABX system, DP Boxes and In-House
Telephone Lines with Cabling installed at DGCI&S,
Kolkata-reg.**

I/we have read the contents of the terms and conditions mentioned in your tender schedule and its enclosures and agree to abide by the same.

I/We have also examined the requisite specifications of the equipments and my/our offer is to provide the required service/materials/equipment in accordance with the requisite scope of work.

I/We quote the rate inclusive of all taxes, duties, transportation, etc. in complete.

Yours faithfully,

(Signature and stamp of the tenderer,
State legal status, Whether Prop.,Partner,
Registered firm, Company etc.)

SCOPE OF THE WORK:

The scope of work involves the maintenance and repair of EPABX system, DP Boxes and In-House Telephone Lines with Cabling installed at DGC&S Kolkata and shall cover the existing **Electronic Private Automatic Branch Exchange (EPABX) system** to ensure uninterrupted communication services:

1. The scope of CAMC shall include carrying out of Breakdown & Preventive maintenance of the EPABX System, Checking power supply and backup system, Testing trunk lines and extension lines, Ensuring minimum downtime,
2. The Comprehensive CAMC include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. All spare parts shall be **genuine and compatible** with the system. Any problem arising due to hardware defect, software problem (Programming and configuration changes), and software updating, Extension shifting, addition, or modification, Backup and restoration of system configuration will be covered in the maintenance.
3. Apart from break-down/fault call, the firm is also required to conduct preventive maintenance checks **each month** to ensure effective working of devices.
4. Normal service hours will be from 10:00 AM to 6:30 PM on all working days (Monday to Friday). In exceptional circumstances, services may need to be provided outside of these hours or on Saturday/Sunday/Holidays at the discretion and convenience of this office.
5. In case the equipment is required to be taken to the workshop for repairing, standby equipment shall be provided, free of any cost to this office. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.

ANNEXURE-C

PREQUALIFICATION CONDITION:

1. The bidder must be a **registered company / firm** having a valid Certificate of Incorporation/Registration, PAN Card and GST Registration.
2. GST registration certificate along-with copy of PAN should be submitted.
3. The Bidder must have an established service base in West Bengal.
4. The Bidder should attend to the complaints within 24 hours.
5. The Bidder should not be black-listed by any PSU banks/Govt. organizations. **D u l y s i g n e d** Self- declaration of non-blacklisting certificate by the authorized official of the company should be submitted at the time of submission of the bid.
6. Minimum **3 years' experience** in EPABX installation or maintenance.
7. Must have **trained service engineers** for EPABX maintenance.

ANNEXURE-D

TERMS AND CONDITIONS:

1. The work consists of maintenance and repair of EPABX system, DP Boxes and In-House Telephone Lines with Cabling installed at DGCI&S in accordance with the technical specifications, terms and conditions mentioned in tender documents.
2. The contract is regular in nature and interested party is requested to go through each and every page of the tender documents before submitting the same. The financial bid is required to be submitted on separate envelope in case of open tender, anyhow display of financial bid other than in closed envelope will lead to disqualification of the vendor from the current bid.
3. It is highly desirable that the vendor may visit this directorate before going for the bidding process in order to understand the scope of work.
4. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this directorate.
5. The tenderer will be bound by the details furnished by him/her to this directorate while submitting the tender or at subsequent stage, in case, any of such documents furnished by him/her is found false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.
6. The contract can be **terminated** by this directorate at any time without assigning any reasons after giving **one month's notice** and the decision of this directorate shall be final and binding.
7. The tender(s) received after the due date shall be summarily rejected, and not taken into consideration.
8. Conditional/Unsolicited tenders shall not be considered.
9. Offers' vaguely described or incomplete offers are liable to be rejected.
10. The prices quoted in the Financial Bid should be inclusive of maintenance, repair/replacement charges inclusive of all taxes and includes serviceman/ mechanic wages, installation charges, parts, spare parts, labour, tools, transportation charges, etc. The Bidder should quote the prices for providing complete service. After placing the order, the DGCI&S will not pay any extra amount which is not mentioned in the financial bid.
11. The DGCI&S Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
 - a). The Service Provider will be fully responsible for safety, welfare and any casualty or accident during the work. The DGCI&S will not be responsible at any time.
 - b). The Service Provider shall not be entitled to make any claim whatsoever against the DGCI&S under or by virtue of or arising out of this contract, nor shall the DGCI&S entertain or consider any such

claim, if made by the Service Provider.

12. The successful bidder should commence the work within 02 days from the receipt of the order.
13. Please note that the DGCI&S will apply penalty/ cancel the contract in case it observes any unsatisfactory services, indiscipline/ misconduct, delay in repair / maintenance after giving a 15 day notice to the Service Provider.
14. No Advance payment whatsoever will be made to the service provider under the contract. The Service Provider should submit the bills on **quarterly basis** only after receiving satisfactory completion work report from the DGCI&S Administration.
15. The TDS as applicable will be deducted as per provisions of the Income Tax and GST law.
16. The contract will be for a maximum period of **one year** and the Director General, DGCI&S also reserves the right to exercise 25% Option Clause, subject to satisfactory performance of the contractor.

ANNEXURE-E

FORMAT FOR TECHNICAL BID :

PART-I

Sl. No.	Particulars	Details
1.	Name of "The Service Provider"	
	Full address of the Service Provider	
	Telephone no.	
	Email:	
	Complaint person name and contact no.	
2.	PAN.	
3.	GST Registration Number.	
4.	Authorized service centre (proof from the manufacturer).	
5.	Non-Black listing declaration	
6.	Experience Criteria Documents	

Note:

Attested Photo copies of above for proof should be attached.

Name of the Authorized Signatory

Signature & Seal with date of the Authorized Signatory

PART-II

-DECLARATION-

1. I Son/ Daughter /Wife of
Shri Proprietor/ Partner/
Director/ authorized signatory of competent
to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of
the tender and undertake to abide to them;
3. The information / documents furnished along with the above
application are true and authentic to the best of my knowledge and
belief. I / we, am / are well aware of the fact that furnishing of
any false information / fabricated document would lead to rejection
of my tender at any stage besides liabilities towards prosecution
under appropriate law;
4. I understand that in case any deviation is found in the above statement
at any stage, the concern shall be blacklisted and shall not have any
dealing with the Department in future.

Signature of authorized person Name
& Seal

Date:

ANNEXURE – F

FORMAT FOR FINANCIAL BID

Sl. No .	Particulars	Rate in Figure and Words	GST (%)	Total Price (Inclusive of GST)
1	Annual Maintenance Contract for EPABX system, DP Boxes and In-House Telephone Lines with Cabling			

Name in block capital letters.

Signature along-with seal
& date.

GENERAL INSTRUCTIONS:

- The Service Provider will submit both the bids i.e. Technical Bid and Financial Bid as per format of the Tender. All relevant documents should be attached with the bid. This tender being Single Bid Tender, both the bids will be opened at the same time. Tenders submitted otherwise would not be considered.
- Each interested bidder is allowed to submit only a single tender.
- Tax Deduction at Source (TDS) will be deducted as per the provisions of the Income Tax & GST laws, as amended from time to time
- **The Service Provider should fulfill prequalification conditions of the tender.**
- This directorate reserves the right to reject any or all tenders/extend the date of opening of tender etc. without assigning any reasons thereof.
- In addition to its right to determine the contract upon fault of the successful bidder, this directorate reserves the right to cancel the contract without assigning any reasons and also reserves the right either to pay or not to pay the successful bidder for either part of the contract work or whole of the contract work executed, if they are not according to the directorate's specification and complete satisfaction.
- Furnishing fake information on all or any requisite documents may lead to rejection of the quotation/application.
- The successful company/Firm/Agency shall maintain all statutory register under the Law. The agency shall produce the same on demand to the concerned authority of this directorate or any other authority under the law.
- In case of breach of any terms and conditions attached to this contract, this directorate reserve right to terminate the contract without assigning any reasons.

Sd/-
(Ramesh Singh)
Assistant Director/ Head of Office