

Centre for Cultural Resources & Training

**Plot No. 15A, Sector-7, Dwarka,
New Delhi-110075**

NOTICE INVITING TENDER

Non-comprehensive AMC for 03 no. EPBAX systems alongwith extension lines's and telephone instruments installed in CCRT, Sector-7,Dwarka, New Delhi-110075

Period of contract	(one year w.e.f award of contract)
Date of publishing of tender	21.08.2026
Clarification end date & time	27.08.2026 (3.00 PM)
Last date of receipt of bids in hard copy	10.09.2026 (3.00 PM)
Date and time of opening of bids.	10.09.2026 (3.30 PM)
Phone No. & email	011-25088638 email: genadm-ccrt@nic.in

Tender envelops should be superscribed as " Bids for Non-comprehensive AMC for EPBAX systems installed at CCRT, New Delhi".

**S/d-
(Ashutosh)
Deputy Director (G.A.)**

File No. CCRT/11015/03/2024

Date: 21/08/2026

To

M/s

Subject :- Notice Inviting Tender (NIT) for Non Comprehensive Annual Maintenance Contract for Matrix ETERNITY GENX12SDC, PANASONIC KXTES 824, NEC PABX SYSTEM SL2100 with all extension line's and telephone instruments of Centre for Cultural Resources and Training (CCRT), HQ, located at Sector-7, Dwarka, New Delhi-110075.

TERMS AND CONDITIONS

1. Tender for Non Comprehensive Annual Maintenance Contract for Matrix ETERNITY GENX12SDC, PANASONIC KXTES 824, NEC PABX SYSTEM SL2100 with all extension line's and telephone instruments are cited as under :-

a. Last date and time for submission of quotation : 10/09/2026, 3:00 PM

b. Date and Time for opening of quotation : 10/09/2026 , 3:30 PM

(Firm may depute their representative at the time of opening).

2. The Bid should be submitted with a Demand Draft of Rs.1000/- (Rupees one thousand only) in favour of "Earnest money A/c, CCRT" as EMD. The bid without EMD will not be considered and summarily rejected.

3. The tender is invited under single BID system. The concerned firms are advised to submit it in sealed envelopes containing Bids super-scribing "Tender for Non Comprehensive Annual Maintenance Contract for Matrix ETERNITY GENX12SDC, PANASONIC KXTES 824, NEC PABX SYSTEM SL2100 with all extension line's and telephone instruments at CCRT, Dwarka New Delhi."

4. The tendering firms are required to enclose photocopies of the following documents (self attested) along with the tender documents failing which their BIDs shall be summarily/out-rightly rejected and will not be considered further.

A. Self attested copy of PAN.

B. Self attested GST Certificate.

C. Self declaration to the effect that the firm has not been banned/ blacklisted by any Ministry/Department in the past.

D. Document supporting the fact that the firm is having minimum experience of 12 months in maintenance, servicing & repairing of the Matrix ETERNITY GENX12SDC, PANASONIC KXTES 824, NEC PABX SYSTEM SL2100 with all extension line's and telephone instruments in government sector/autonomous bodies/ statutory bodies/ PSUs. A certificate to this effect from the user organization be furnished officially.

5. The Firm shall not be allowed to transfer, assign, pledge or sub-let contract, its rights and liabilities under this contract to any other agency without prior consent of the Director, CCRT.

6. The EMD of successful bidder of Rs.1000/- (Rupees one thousand only) will be retained by CCRT as a performance security deposit and same will be refunded on successful completion of period of contract.

7. The firm which is awarded the contract shall carry regular and periodic preventive maintenance checks. The firm which is awarded the contract shall also furnish the 24 Hrs. Helpline telephone numbers, besides mobile number and engineers, on which they can be contacted if needed at odd hours for any repair/maintenance jobs.

8. The contract is for a period of one year w.e.f. award of contract, which may be extended, on the same rates terms and conditions for a further period of one year, mutually agreed upon by the firm and the Director, CCRT, subject to satisfactory performance during contract period.

9. The Firm which is awarded the contract, will ensure that the complaints regarding breakdown of the telephone systems are attended on the same day and in case of any spares required, it needs to be completed in 48 hours. Request of supply for consumables should be attended within 24 hours. In case of any delay, the firm will intimate the CCRT for delay with sufficient reason. In case of delay without any specific reasons penalty @ Rs. 100/- per day will be imposed till the complaint is attended and machine repaired.

10. All disputes are subject to Delhi Jurisdiction only.

11. Payment will be made on quarterly basis, as per GFR Rule 172 (I) after submission of the bill by the vendor alongwith satisfactory report service for AMC equipments from G.A Section of CCRT.

12. The Director, CCRT reserve the right to terminate / withdraw /cancel the tender at any time without assigning any reason and withdraw /relax/ any of the terms and conditions mentioned above so as to overcome problem encounter by Contracting parties.

**S/d-
(Ashutosh)
Deputy Director (G.A.)**

Scope of Work :

1. The System being taken under contract will be inspected by service engineer of "Vendor" in presence of CCRT Official to ensure that equipment is functioning properly.
2. The old parts and dismantled equipment/ material shall have to be deposited to CCRT.
3. Provision of maintenance services will be confined to "Vendor" within (09:30 AM to 05:30 PM) i.e. in working hours.
4. The contract will cover mentioned equipments and accessories without material (Non Comprehensive).
5. During the contract period company's engineer/technician shall attend break down unlimited calls/complaints within 24 hours.
6. "Vendor" shall not liable for any failure to perform any of its obligation if such failure due to force major accident, strike, fire, storm, flood, earthquake, explosion, lock out, industrial trouble , high voltage, lighting, transportation , embargo or any such kind of measure taken by the Government.
7. In case of any accident happened during the execution of work, CCRT will not entertain any claim, compensation, penalty etc. on this account.
8. If repair/replacement are necessitated by the CCRT then "Vendor" shall claim additional charges on this account.
9. "The firm" shall rectify, if there is any fault in the cabling in connection with system. However if any fault in cable, telephone accessories has to be replaced and shifting of EPBAX, intercom another location is involved, the charges for the same will be paid extra.
10. Any complaint lodged from this office will be attended with in 24 Hrs. if the company fails in it the penalty @1% of contract value per day will be charged subject to maximum of 10 days and beyond this contract shall be terminated.

**S/d-
(Ashutosh)
Deputy Director (G.A.)**

(ANNEXURE –A)

Submission of Financial Bid

Notice Inviting Tender (NIT) for Non Comprehensive Annual Maintenance Contract for Matrix ETERNITY GENX12SDC, PANASONIC KXTES 824, NEC PABX SYSTEM SL2100 with all extension line's and telephone instruments of Centre for Cultural Resources and Training (CCRT), HQ, located at Sector-7, Dwarka, New Delhi-110075.

S. No.	Particulars	Rate in Rs. inclusive of GST & Taxes for One Year
1.	Matrix ETERNITY GENX12SDC, PANASONIC KXTES 824, NEC PABX SYSTEM SL 2100 with all extension line's and telephone instruments	In Figure (₹)
		In Words

Note:- Last Date for receipt of bids is 10/09/2026 upto 3.00 P.M. in sealed envelopes (Hard copy) in CCRT, HQ, plot no. 15A, Sector-7, Dwarka, New Delhi.

The Envelops should be superscribed " Bids for Comprehensive Annual Maintenance Contract for EPBAX systems installed at CCRT, New Delhi"

EMD Details:

DD No. & Date:.....

Payble at

Date:

Place:

(Signature & Seal of Bidding Agency)