

TENDER DOCUMENT

Tender for Annual Maintenance Contract of EPABX / Telephone / Intercom Systems and Supply of EPABX Allied Items at GTDC Residencies and Head Office

Tender Notice No.:2/5/07-643/2026/GT/HE/3029

Date of Issue: 25/08/2026

1. NOTICE INVITING TENDER

- 1.1. The Managing Director, Goa Tourism Development Corporation Limited invites online tenders under a two-bid system (Technical Bid and Financial Bid) from eligible, reputed and experienced bidders for undertaking the Annual Maintenance Contract (Comprehensive) of the existing EPABX Systems, Telephone Systems and Intercom Systems installed at various GTDC Residencies and at the Head Office (2nd to 5th floors), Paryatan Bhavan, Patto, Panaji – Goa, together with the supply of EPABX allied items on rate-contract basis, on the terms and conditions set out in this Tender Document.
- 1.2. The tender shall be governed strictly by the terms and conditions annexed hereto, which form an integral part of this Tender Document and of the ensuing contract.

2. IMPORTANT DATES (KEY EVENTS SCHEDULE)

Sl. No.	Event	Date & Time
2.1	Publication / Availability of Tender Document	25.08.2026
2.2	Last date and time for submission of bids	07.09.2026
2.3	Opening of Technical Bid	08.09.2026
2.4	Opening of Financial Bid (of technically qualified bidders only)	09.09.2026
2.5	Validity of Bid	180 days from the date of opening of Technical Bid

3. DEFINITIONS

- 3.1. **"GTDC" or "Corporation"** means Goa Tourism Development Corporation Limited, a Government of Goa Undertaking, having its Head Office at Paryatan Bhavan, Patto, Panaji – Goa.
- 3.2. **"Bidder"** means any firm, company, proprietorship or partnership submitting a bid in response to this Tender Document.
- 3.3. **"Successful Bidder" / "Contractor"** means the Bidder to whom the Letter of Award ("LoA") is issued.
- 3.4. **"AMC"** means the Annual Maintenance Contract (Comprehensive) as described in the Scope of Work.
- 3.5. **"Equipment"** means the EPABX Systems, telephone instruments, intercom systems and associated hardware installed at GTDC Residencies and Head Office covered under this AMC, as more particularly listed in Schedule- A.
- 3.6. **"Residencies"** means all such properties owned and/or operated by GTDC across the State of Goa as listed in Schedule A.
- 3.7. **"Site"** means the premises of the Residencies and the 2nd to 5th floors of the GTDC Head Office at Paryatan Bhavan, Patto, Panaji.
- 3.8. **"Allied Items"** means the EPABX peripherals, spares, telephone instruments, cables, connectors and other consumables listed in Schedule B – Price Bid (Supply).

4. SCOPE OF WORK

- 4.1. Comprehensive AMC - The Contractor shall truly and faithfully carry out the AMC of the Equipment in a proper and workmanlike manner to the full extent and satisfaction of GTDC, and shall keep the Equipment in good working order for the entire contract period.
- 4.2. The AMC is comprehensive Drive software support shall cover preventive measures/ regular checkups and labour charges only. The cost of replacement of all spare parts, and of parts broken/burnt, damaged due to end-user mishandling, or damaged due to adverse electrical conditions on Site, shall not be covered under the AMC and

shall be borne by GTDC on the basis of the rates quoted in Schedule B – Price Bid (Supply).

- 4.3. Preventive Maintenance- The Contractor shall carry out periodic preventive maintenance of the EPABX, telephone and intercom systems, including cleaning, testing, and functional checks, and shall keep the Equipment active, free from defects and disturbances, at all times.
- 4.4. Breakdown / Corrective Maintenance - The Contractor shall attend to all unscheduled calls for corrective maintenance and take appropriate steps in a timely manner to rectify any malfunction. The Contractor shall attend calls on all working days during office hours and, in the case of urgent, immediate or unavoidable calls, before/after office hours and on holidays. GTDC shall have the sole discretion to classify a call as urgent or unavoidable.
- 4.5. On-site Service- Maintenance shall primarily be provided on-Site. Where the Equipment cannot be repaired on-Site, the Contractor may, with the prior written consent of the authorised GTDC official and against a formal receipt, carry the defective Equipment to its workshop and deliver back the repaired Equipment at its own cost and risk.
- 4.6. Replacement of Spares - Replacement of defective spares with original spares or spares of equivalent specification shall be done by the Contractor without any extra labour charge; the cost of the spare/allied item so replaced shall be reimbursed by GTDC at the rates quoted in Schedule B – Price Bid (Supply).
- 4.7. Uninterrupted Service - The Contractor shall maintain uninterrupted telephone/intercom service at all GTDC Residencies and the Head Office throughout the contract period.
- 4.8. Housekeeping of Cabling- The Contractor shall ensure that there are no loose cables, hanging boards or naked live cables at any of the Sites.

- 4.9. Driver / Software Support- It shall be the executive responsibility of the Contractor to provide appropriate device drivers and software solutions for all systems under AMC.
- 4.10 Manpower Deployment - The Contractor shall depute at least three service engineers to carry out the AMC. Each engineer shall be at least a Diploma / ITI holder with computer knowledge or an equivalent qualification from a recognised institute, and shall be well-versed with operating systems. A list of engineers and other technical employees with their names, qualifications, years of service and contact mobile numbers shall be submitted to GTDC before commencement of the contract.
- 4.11 Inventory of Spares - The Contractor shall maintain an adequate inventory of spares with the deputed resident engineer for immediate replacement of defective parts.
- 4.12 Supply of Allied Items - The Contractor shall, on requisition by GTDC, supply the EPABX allied items listed in Schedule B – Price Bid (Supply) at the rates quoted, which rates shall remain firm for the entire contract period. If GTDC in future requires additional EPABX/telephone/intercom systems, the same shall be supplied and installed at the rates so agreed mutually.
- 4.13 Right to add/delete - GTDC reserves the right, during the currency of the contract, to add to or delete from Schedule- A any number of EPABX/telephone/intercom systems. In the case of addition, the AMC shall be extended to such additional systems at the already agreed and settled rates for the main contract of maintenance.
- 4.14 No Sub-contracting - Sub-contracting of the AMC services, in whole or in part, is not permitted.
- 4.15 The Bidder shall be authorised or otherwise competent to service EPABX systems of the make(s) currently installed at GTDC Residencies and Head Office (as inspected during the mandatory site visit).
- 4.16 The Bidder shall not be blacklisted or debarred by any Central / State Government, PSU or Corporate entity in India, and shall not

have any active dispute with any Department of the Government of Goa, and shall not have been disqualified in any tenders of the Department of Tourism, Government of Goa, or of GTDC in the past on account of material misrepresentation or fraudulent submission of documents.

- 4.17 The Bidder shall not be involved in any major litigation that may have an impact on the delivery of services under this contract.
- 4.18 The Bidder shall have completed the mandatory site inspection of the GTDC Head Office and Residencies to ascertain the existing EPABX system before quoting.
- 4.19 The Financial Bids of technically qualified Bidders shall be opened. The evaluation shall be on the basis of the AMC quote. i.e bidder who quote lowest bid for overall Annual Maintenance Contract (Comprehensive) of EPABX / Telephone / Intercom Systems and Supply of EPABX Allied Items at GTDC Residencies and Head Office will be declared as the successful bidder. In respect of the supply of EPABX allied items under Schedule B, the successful Bidder shall be required to match the L1 rates discovered under the tender for any item where its individual quoted rate is higher than the L1 rate for that item.

SCHEDULE A –ANNUAL MAINTENANCE CONTRACT (AMC)

Note:- The financial evaluation shall be on the basis of the bidder who quote lowest bid for overall Annual Maintenance Contract (Comprehensive) EPABX/ Telephone/ Intercom system

Tender Name:- Tender for Annual Maintenance Contract for EPABX/ Telephone/ Intercom System and Supply of EPABX Allied Items at GTDC Residencies and Head Office

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dated:- 25.08.2026

Sr.No	Name of the Residencies	Amount (Per year) without Tax	Amount (Per year) with Tax
1	Head office		
2	Panaji Residency		
3	Calangute Residency		
4	Margao Residency		
5	Vasco Residency		
6	Farmagudi Residency		
7	Old Goa Residency		
8	Mayem Lake View		
	Total		

SCHEDULE B – PRICE BID FOR SUPPLY OF EPABX ALLIED ITEMS

Note: The successful Bidder shall be required to match the L1 rates discovered for each supply item under Schedule B.

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Sr.No.	Description/ Allied Products	Qty	Rate with Tax	Rate Without Tax
1	Supply Of 5 Pair Jelly Filled Cable	1 Mtrs		
2	Supply Of 10 Pair Jelly Filled Cable	1 Mtrs		
3	Supply Of 20 Pair Jelly Filled Cable	1 Mtrs		
4	Laying Charge 5 or 10 or 20 pair jelly Filled cable	1 Mtrs		
5	2 Pair PVC Cable wiring with capping casing per running per double per of cable	1 Mtrs		
6	Supply Of MDF Box 10 Pair with Krone Connectors	01		
7	Supply Of MDF Box 20 Pair with Krone Connectors	01		
8	Supply Of MDF Box 30 Pair with Krone Connectors	01		
9	Supply Of MDF Box 50 Pair with Krone Connectors	01		
10	Supply Of MDF Box 100 Pair with Krone Connectors	01		
11	Supply Of MDF Box 200 Pair with Krone Connectors	01		
12	Rosset Boxes With Fixing	01		
13	Hipath Power Supply Card For 3550 EPABX System	01		
14	Hipath Power Supply Card For 3800 EPABX System	01		
15	Hipath Control Board For EPABX 3550 System	01		
16	Hipath Control Board For EPABX 3800 System	01		
17	24 Port Extension Card For 3550 EPABX System	01		

18	24 Port Extension Card For 3800 EPABX System	01		
19	Hipath PRI Card For 3800	01		
20	Hipath PRI Card For 3550	01		
21	Digital Card For Hipath 3800	01		
22	Digital Card For Hipath 3800	01		
23	8 Line Extension Card 3550 System	01		
24	8 Line Extension Card For 3800 System	01		
25	Hipath Subscriber Line Interface Card (SLI)	01		
26	Float Cum Boost charger for EPABX System to extend five hours backup during power failure	01		
27	Batteries for Float cum Boost Charger (1 Set-4 Batteries)	01		
28	Installation Charges For Float Cum Boost Charger	01		
29	Digital Telephone	01		
30	Digital Telephone Open Stage 30T	01		
31	Head Phone for Digital Telephone 30T	01		
32	Operate Console	01		
33	Telephone Instruments Panasonic 500	01		
34	Caller Id Telephone Panasonic 880	01		
35	Cordless Telephone Panasonic 3611	01		
36	Cabinet For SIEMENS Hipath 3550 EPABX System	01		
37	Cabinet with Mother Board For Hipath 3550	01		
38	Cabinet For SIEMENS Hipath 3800 EPABX System	01		
39	Cabinet with Mother Board For Hipath 3800 EPABX System	01		
40	UPS For EPABX	01		

5. PAYMENT TERMS

- 5.1 AMC Charges- GTDC shall pay the AMC charges as per the rates quoted in price bid upon submission of a satisfactory service report countersigned by the authorised GTDC official at each Site, together with a valid tax invoice.
- 5.2 Supply of Allied Items -Payment for items supplied under Schedule B shall be released upon receipt of the goods in good condition, installation (where applicable), issue of a Goods Receipt Note by GTDC, and receipt of the tax invoice.
- 5.3 Tax Invoice - All tax invoices shall be submitted in duplicate and shall invariably mention the invoice number, date of submission and the Contractor's GST number and GTDC GST Number.
- 5.4 Statutory Deductions -GTDC shall deduct income-tax, GST, TDS and any other statutory deductions at source at the applicable rates.

6. CONTRACT PERIOD

- 6.1 The contract shall be for an initial period of three years commencing from the date of issue of the Letter of Award, renewable for a further period of three years upon satisfactory completion of the first term, on the same rates, terms and conditions.

7 EARNEST MONEY DEPOSIT (EMD) AND SECURITY DEPOSIT

- 7.1. The bidder shall submit EMD of Rs.1,00,000/-. EMD of unsuccessful Bidders shall be refunded without interest after finalisation of the tender. EMD of the successful Bidder shall be adjusted against / converted into the Security Deposit.
- 7.2. The successful Bidder shall furnish a Security Deposit of ₹ 2,00,000/- (Rupees Two Lakh only), which shall remain with GTDC during the currency of the contract. No interest shall be payable on such deposit.
- 7.3 Execution of Formal Contract. The successful Bidder shall execute a formal contract on stamp paper of ₹ 1,000/- within 15 days of the issue of the Letter of Award.

8. PENALTY / LIQUIDATED DAMAGES

- 8.1 In the event of the Contractor's failure to adhere to any of the terms and conditions or service levels stipulated in the scope of work, a penalty of ₹ 100/- per day shall be levied by GTDC, subject to a maximum of 10% of the AMC value of the Equipment in question.
- 8.2 Penalties shall be recovered from the running bills, Security Deposit or otherwise, at the discretion of GTDC.

9. FORCE MAJEURE

- 9.1 The Contractor shall not be responsible for any failure to perform its obligations arising from an act of God (storm, earthquake, lightning, thunder, etc.), accident, strike, fire, explosion, lockout, lockdown, emergency, war-like situation, civil commotion, riot, or non-availability of material, refusal of licence or any other similar circumstance that renders performance impossible or impracticable.

10. TERMINATION

- 10.1 GTDC shall be entitled to terminate the contract, without prejudice to its other rights and remedies, on any of the following grounds:
- 10.1.1 Breach of any or all of the terms and conditions of the agreement;
 - 10.1.2 Unsatisfactory performance of the services by the Contractor;
 - 10.1.3 At any time during the subsistence of the contract, if any document or information furnished with the tender is found to be forged or fabricated.
- 10.2 GTDC also reserves the right to cancel the AMC contract or modify the requirement at any time without assigning any reason, and shall not be under any obligation to give clarifications for doing so. If the AMC services are not satisfactory, GTDC reserves the right to cancel the contract at any time during its currency.

11. DISPUTE RESOLUTION AND JURISDICTION

- 11.1 All disputes concerning the contract with the service provider shall be referred to the Civil Court at Panaji, whose decision shall be final and binding on the parties.

12. GENERAL

- 12.1 Not adhering to any of the conditions herein, or incorporating any condition contrary to those set out in the Terms and Conditions, shall render the bid liable to summary rejection.
- 12.2 GTDC's decision on all matters relating to the interpretation of this Tender Document and the acceptance / rejection of bids shall be final and binding.

Sd/- Managing Director
Goa Tourism Development Corporation Limited
Paryatan Bhavan, Patto, Panaji – Goa