



सत्यमेव जयते

OFFICE OF DEVELOPMENT COMMISSIONER,  
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Dated: 11.06.2015

**Sub: Comprehensive Annual Maintenance Contract of EPABX**

Sealed quotations are hereby invited from reputed, experienced and financially sound service providers for the AMC of EPABX system and telephone lines installed in the Office of Development Commissioner, SEEPZ-SEZ, Andheri(E), Mumbai.

**SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS:**

1. AMC of EPABX System Coral DX 2000 EPABX and Siemens Model 3000 Digital EPABX System with Keyphone and System Junction Box with intercom and direct MTNL line connections.
2. The work consists of service and upkeep of EPABX system, rectifying errors in the telephone lines i.e. intercom as well as MTNL lines, telephone instruments
3. Shifting of existing connection from one place to other within respective premises.
4. Rates for New Telephone Instrument (per instrument Branded).
5. The firm shall provide standby telephone instrument till the telephone instrument is got repaired by the firm in case of any delay.
6. Monthly Servicing of the EPABX system and telephone instrument with cleaning of instruments or as and when asked for in emergent case be got done by the experienced service engineer. The wiring network also required monthly servicing/checking by Experienced Service engineer.
7. The contractor will have to apply for passes for carrying out the work. The contractor will ensure the discipline while working in Office.
8. The bidder should submit an undertaking that he is not currently black listed by any Govt. Department / PSU / Autonomous Bodies.
9. If performance is not found satisfactory, payment for that quarter will be forfeited and if un-satisfactory performance is continued then contract is liable to be terminated.
10. The contract will be initially for a period of **one year** and shall commence from the date of signing of the agreement. SEEPZ-SEZ however, reserves right to terminate/curtail the contract at any time after giving one week's notice to the selected service providing Agency without assigning any reason.
11. The successful tenderer will have to deposit Performance Security Deposit of 10% of total contract value in the form of Demand Draft from a public sector bank.
12. The performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations by the firms. In case, the contract is further extended beyond the initial period, the performance security will have to be accordingly renewed by the Agency.
13. The tendering Agency are required to enclose duly attested photocopies of the following documents along with the quotation, **failing which their bids shall be summarily/outrightly rejected and will not be considered any further**

- (a) Copy of PAN card
- (b) Copy of the Service Tax registration certificate or in case of non-availability of service tax registration, the firm has to ensure that it shall be getting registered in accordance with Service Tax Act.
- (c) Copies of contracts awarded by the Central Government/State Government/PSUs/ Bank/reputed private firms during previous years in case where such contracts have been awarded.

14. **Conditional bids shall not be considered and will be rejected outright.**

15. All entries in the tender form should be legible and filled clearly duly signed by the authorized signatory. **No overwriting or cutting is permitted in the Bid Form. In no case should there be any change in the format of the bid. In such cases, the tender shall be summarily rejected.**

16. Each page of the tender should be signed by the tenderer or by his authorized signatories with seal of the agency.

#### **SUPPORT**

- (i) The agency will repair, service and maintain the EPABX system, cabling, telephone instruments etc.
- (ii) The service person from the agency would visit the site on alternate days in a week and submit the report of work done on each visit.
- (iii) In case of breakdown of the EPABX, the complaint would be attended within two hours.
- (iv) It would be the responsibility of the agency would take preventive measures to safeguard the EPABX against damage due to power surges and other reasons.
- (v) The agency will also provide its services for maintenance and fault free functioning of MTNL lines. Any problem in MTNL lines will be rectified through MTNL staff.

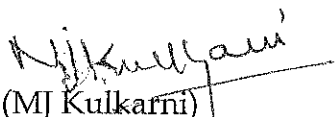
#### **PAYMENT TERMS:**

- (i) Payment will be made in cheque after the end of each quarter. No advance payment will be made.
- (ii) The relevant details of bank account may be furnished for Electronic Clearance System (ECS). The beneficiary is requested to either provide the Photostat copy of cancelled cheque or to take attestation from concerned bank, as a documentary support.

The quotation must be submitted in sealed covers duly super scribed as "**Quotation for Comprehensive Annual Maintenance Contract of EPABX**" addressed to "Office of Development Commissioner, SEEPZ-SEZ". Also the bidder should mention the name and address of himself on the cover.

The sealed quotations complete in all respect must be submitted to the "Office of Development Commissioner" by the quotationers personally or through their authorized representatives on or before **30.06.2015 at 5.00 P.M.** The quotations will not be accepted after the specified date and time. The quotations will be opened on the same day at **5.30 P.M.** in presence of quotationers or their authorized representatives.

The authority reserves every right of rejecting any part of or all the quotations without assigning any reason thereof.

  
(MJ Kulkarni)

Asstt. Development Commissioner  
SEEPZ-SEZ