



CENTRE FOR MATERIALS FOR ELECTRONICS TECHNOLOGY,
(A Scientific Society, Under Ministry of Electronics & Information Technology,
Govt. of India) SHORANUR ROAD, M.G. KAVU, P.O. ATHANI, THRISSUR
PIN -680 581. Tel No.: 0487 – 2201156-59; Fax 0487 – 2201347

TENDER NOTICE

Sealed Tenders are invited from reputed firms for the Annual Maintenance Contract for IP based EPABX System(NEC-Model No. SV8100, 16 Trunk, 64 Analog Extensions, 01 IP card), for a period of one year. The detailed specification of the system and terms & conditions is given in Annexure –I & II . The tenders complete in all respect shall be submitted to the Administrative Officer, C-MET, on or before 16th August, 2017. C-MET reserves the right to reject any tender in full or part thereof without assigning any reason.

Sd/-
ADMINISTRATIVE OFFICER

ELIGIBILITY/QUALIFICATION CRITERIA cum INFORMATION TO BIDDERS

1. **Qualification Criteria** : The Contracting agency shall;
 - (i) have GST registration;
 - (ii) have at least three years of experience in such type of work in Government organizations or reputed private institutions,
 - (iii) have liaison office in the state of Kerala; preferably in Thrissur
2. **Scope of the work**:- To maintain the IP Communication Server (EPABX) Model : NEC SV 8100 configured as 64 Analog Extensions, 16 co Line and One Operator Console, installed in C-MET, Thrissur, in good working condition.
3. **Works to be performed**:-
 - i) to attend to minor and major breakdowns
 - b) to do Periodical preventive maintenance for every quarter (4 times in a year)
 - c) maintenance of system user data
4. C-MET has three labs; at Pune, Hyderabad and Thrissur, and all these labs telephonically connected by IP based EPABX system through Local area network. Any complaints related this facility at C-MET, Thrissur Lab must be covered under this AMC.
5. AMC shall cover all the Hardware, Software and Accessories as detailed below;-
EPABX Model : NEC SV 8100; 16 Trunk, 64 Analog Extensions, 01 IP card

Sl.No	Item Description	Quantity
1	CH2U-EU-SV8100 CABIN	2 NOS
2	CD-CPOO-OT	1 NO
3	CD-8DLCA	1 NO
4	PZ8LCE	4 NOS
5	CD8LCA	4 NOS
6	PZ-4COTE	2 NOS
7	CD-4COTA	2 NOS
8	PZ-ME-50-OT	1 NO
9	PZ-BS10	1 NO
10	CD-BS	1 NO
11	IP GATE WAY CARD	1 NO
12	12 KEY OPERATING CONSOLE	1 NO
6. **Period of Contract** : Period of Contract will be initially for one year but extendable on mutually agreeable terms up to three years.
7. Quotation for Annual Maintenance charges shall be on **Comprehensive basis** and shall be on yearly basis. The Payment will be made on quarterly basis by C-MET.
8. All costs, charges and expenses relating to relocation of the equipment including those of dismantling, reinstallation, testing and commissioning, shall be payable extra, as determined by AMC holder in consultation with C-MET in addition to the maintenance charges.
9. **Breakdown calls** shall be attended as and when need arises within 24 hours of reporting of complaint.
10. **Routine preventive maintenance** visits will be made four times a year; ie once in every quarter.

Sd/-
Administrative Officer

GENERAL TERMS AND CONDITIONS

1. Only one quotation should be submitted by each party
2. Agency/Contractor must obtain necessary authorization to do AMC from the manufacturer if requires.
3. The contract is initially for one year but extendable on mutually agreeable terms up to three years.
4. All Statutory obligations arising out of the contract shall be satisfied by the Contractor
5. Quotation shall be valid for 90 days from the last date of submission of the quotation.
6. The quotation should reach on or before 16th August, 2017 to the Admn. Officer, C-MET, Athani-P.O., Thrissur-680581 superscribing '**Quotation for AMC for EPABX System**'
7. The unsigned quotations will be rejected
8. C-MET reserves the right to cancel any of the quotation which are incomplete or for any other reasons and it reserves the right to cancel the entire process at any point of time before finalization
9. It should be specifically mentioned whether the price quoted includes all taxes and duties. Service Tax and / or other duties and levies where legally leviable and intended to be claimed should be distinctly shown separately in the tender.
10. Short listed vendors may be called for discussion at C-MET, Thrissur before finalization
11. C-MET takes no responsibility for delay, loss or non-receipt of quotations/documents send by post and reserve the right to accept or reject any party of the tender without assigning any reasons.
12. Corrections if any, must be attested. All rates shall be indicated both in words as well as in figures. Where there is a difference between rates quoted in words and figures, rate quoted in words will prevail.
13. The authority of the person signing the tender, if called for, should be produced.
14. Terms and conditions for the contract to be signed for the supply of items should be provided along with the quotation.
15. Tenders should submit along with their quotation, details of similar work undertaken to other institutions during the past 3 years in India and the reference to that effect may be clearly mentioned.

Sd/-

Administrative Officer