

## **TERMS AND CONDITIONS**

FULLY - COMPREHENSIVE ANNUAL MAINTENANCE & SERVICE CONTRACT FOR NEC SV-8100 IP Digital EPABX SYSTEM.

- SCOPE OF WORK TO BE CARRIED OUT UNDER THE CONTRACT AND THE ELIGIBILITY CRITERIA

### **1. General Terms & Conditions**

- 1.1. Maharashtra Electricity Regulatory Commission (MERC) office is situated at 13<sup>th</sup> floor, Centre -.1, World Trade Centre, Cuffs Parade, Mumbai 400 005.
- 1.2 This contract is fully Comprehensive, includes all repair and replacement of all EPABX equipment and accessories (Minor & Major Parts) installed at MERC office on 11, 12 & 13<sup>th</sup> floor. The NEC SV-8100 IP Digital EPABX system which are in original condition will have to be replaced with new EPABX system of same make when they fail, the cut EPABX System can be got repaired.
- 1.3 Maintenance work **under this comprehensive Annual Maintenance Contract (AMC)** for EPABX systems (NEC SV-8100 IP Digital EPABX) with 24 Digital Consoles covers the telephone instruments (Single & Twin sets), backup system, Direct Lines, Extensions, call correctives and cables installed in MERC Office.
- 1.4 All the machines will be in working condition at the time of commencement of contract. The contractor will have to hand over all the machines in working condition at the time of completion of contract (The list of equipments are attached herewith in Annexure -A).
- 1.5 The contractor has to deploy technicians and helpers on regular basis for the servicing and attending breakdown of machines.
- 1.6 On acceptance of the rates quoted by the contractor, the contractor will be allowed to start the work only after producing the receipt of the security deposit @ 10% of the cost of maintenance and service contract.
- 1.7 The payment will be made monthly only after satisfactory completion of monthly services.
- 1.8 The contract shall be for the period of 3 years from the date of issue of work order.
- 1.9 If the contractor shall make default in any one or more of the following respects that is to say,
  - a. If the contractor without reasonable cause wholly suspends the carrying out of work before completion thereof or
  - b. If the contractor fails to proceed regularly or diligently with the work or
  - c. If the contractor refuses or persistently neglects to comply with the written notice from MERC asking him to remove defective work or improper material or goods, the MERC has the right to terminate the contract immediately.

### **2, Contract Duration:**

The contract shall be for a period of three (3) years.

### **3 Eligibility Criteria:**

3.1 The bidders should have undertaken similar magnitude maintenance contract for at least Three years in Mumbai / Mumbai Suburban and Thane with Government organization PSU/ Ministries.

3.2 The bidders should submit the related completion certificates in support of above works issued by the respective departments. The bidder should submit the proofs regarding well established infrastructure (in terms of manufacturing assembling and Service Centre) in Maharashtra since last five years with relevant Government registration document and proofs having office/ Service Centre within Mumbai/ Mumbai Suburban.

3.3 The bidder should be a Firm/ Proprietary / Agency / company registered with the appropriate authority.

3.5 The bidder should also have valid PAN or TIN/ GST number.

### **4. Terms for Maintenance:**

4.1. Proper maintenance of EPABX systems, (NEC SV-8100 IP Digital EPABX) Digital Key telephone instruments repair/replace for backup system, direct lines, Extensions and to maintain the system in proper working condition.

4.2. On-site repairing of faulty telephone instrument.

4.3. Shifting of existing connection from one place to other place within respective premises.

4.4. Reallocation of existing intercom connections as per Cabins/Cubical.

4.5. Pictorial representation of cable layout for each MDF and EPABX should be prepared and pasted adjacent to each MDF.

4.6. The vendor would have to coordinate with MTNL and any other service provider for proper functioning of direct lines.

4.7. The vendor will provide maintenance and repair service on holidays and weekends also in case of emergency, without payment any additional remuneration.

4.8. Proper fixing of cables wherever loose or not in order. The cables should be properly fixed using channels or conduit as per requirement.

4.9. Material required to be replaced for proper functioning of EPABX, direct telephone connections and intercoms shall be the part of comprehensive AMC.

4.10. All the components required to be repair/replaced, should be of manufacturer's make or of equivalent standard quality.

4.11. The breakdown maintenance call shall have to be attended within 24 hours. The vendor will maintain a proper log of complaint registration, attending and closure.

4.12. Apart from attending any breakdown call on requirement basis, service engineer should visit the site once in a month for effective maintenance.

4.13. In case, if the above conditions are not complied with, a penalty @ Rs. 50/-- per day for noncompliance of complaint and/or @ Rs, 100/- per non visit for noncompliance of monthly visit will be levied on the firm. The amount of penalty will be recovered from the current bill.

4.14. The firm will bring its own tools for carrying out repair work at site.

4.15. No material (except Cat 6 cable) will be issued by the department. Contractor has to arrange all materials and satisfactory completion of this work at his own cost.

4.16. The repair and maintenance work shall be carried out in the premises of office and only such work which is not possible for execution in the premise of this office shall be permitted to be taken out but not without formal/written permission of this office. No transportation, labour charges will be paid.

Sd/

(Aarti Bodhare)  
Dy. Director (A & F),MERC

## ANNEXURE-A

### The List of EPABX equipments

Sr. No.	Description	Quantity
<b>Model - NEC SV-8100 IP Digital EPABX System Configured for</b>		
1	PRI Lines	1
2	Trunk Lines	16
3	Digital Lines	32
4	Analog Extensions	168
5	Call Billing Software	1
6	Operator Console DSS-60 with key Phone	1
7	DT330 Digital Key Phone (24 Keys)	14

**Note : Existing EPABX Systems Purchased on April 2013**

## **Financial Bid Format (Annexure-B)**

**Nature of Work** : FULLY – COMPREHENASIVE ANNUALMAINTANANCE & SERVICE  
CONTRACT FOR NEC SV-8100 IP Digital EPABX SYSTEM

<b>Sr. No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Amount INR for 1 Year (Including GST)</b>
1	PRI Lines	1	
2	Trunk Lines	16	
3	Digital Lines	24	
4	Analog Extensions	168	
5	Call Billing Software	1	
6	Operator Consol DSS-60 with key phone	1	
7	DT330 Digital Key Phone (24 Keys)	14	
	Total Rs. (Including GST)		

Company Seal

To  
M/s.....

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SUBJECT : FULLY - COMPREHENSIVE ANNUAL MAINTENANCE & SERVICE  
CONTRACT FOR NEC SV-8100 IP Digital EPABX SYSTEM.

Sir's,

On behalf of Maharashtra Electricity Regulatory Commission (MERC) invites sealed Quotation from established and well-known firms in the prescribed format for Fully Comprehensive Annual Maintenance & Service Contract for 3 years of NEC SV-8100 IP Digital EPABX System with 24 Digital Consoles.

The terms & Conditions and quotation format as per Annexure 'A' and 'B' are enclosed herewith and are also available on the Commission's website [www.merc.gov.in](http://www.merc.gov.in). The format can be availed free of charge from Administration Department on working days (Monday to Friday) during office hours from 10.00 an. to 6.00 p.m.

The quotation should be submitted in sealed envelopes superscribed "Quotation for AMC of EPABX System" and addressed to the Deputy Director (Admin & Finance), Maharashtra Electricity Regulatory Commission, 13<sup>th</sup> Floor, Centre -1, WIC, Cuffe Parade, Mumbai — 400005 before **1400 hrs on 23/03/2021** in prescribed format. If need be, the quotation may be filed after inspecting the above NEC SV-8100 IP Digital EPABX system in the office of the Commission during office hours.

MERC is not bound to accept the lowest quotation and reserve the right to reject any or all the quotations, without assigning any reasons whatsoever.

Quotations received after the last date, after the specified time and without seal will not be considered.

Yours faithfully,

Sd/

(Aarti Bodhare)

Dy. Director (Admin & Finance)

Encl - Terms & Conditions and quotation format