

DR. BABASAHEB AMBEDKAR MARATHWADA UNIVERSITY,  
AURANGABAD – 431 004, Maharashtra State (India)

NAAC – Accredited 'A'

University Science Instrumentation Centre

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UNIVERSITY CAMPUS  
AURANGABAD-431004  
(Maharashtra) INDIA

INVITATION FOR QUOTATION

Ref. No. USIC/2020-21/636

Date: 02/03/2021

Dear Sir/Madam,

The university invites sealed quotations for comprehensive annual maintenance contract (AMC) for maintenance of one number telephone EPABX System ( Make-Ericsson, Model-MX-One ) and its allied items for the period of One Calendar Year starting from work order. The details are given in the enclosed Quotation Format.

If you are interested, please quote your rate in the enclosed Quotation Format including all taxes and any other charges and considering the terms & conditions given therein.

Please send your quotation to The Head, U.S.I.C., Dr. Babasaheb Ambedkar Marathwada University Aurangabad so as to reach the office on or before 09/03/2021 upto 3.00 pm in a sealed envelope superscribed as

**"Quotation for AMC for EPABX due on 09/03/2021"**

Please enclose following mandatory documents along with the sealed quotation envelope.

1. Copy/Receipt of updated Registration of Business or Shop Act License.
2. GST registration.
3. Copy of PAN card.
4. Copy of certificate of Authorized Dealer/distributor/Service Provider if the manufacturer if any.

Head

University Science Instrumentation Center



To,  
The Registrar,  
Dr. Babasaheb Ambedkar Marathwada University,  
Aurangabad.

Dear Sir/Madam ,

We are ready to provide maintenance service and ready to enter into Comprehensive Annual Maintenance Contract (AMC) with you for the items stated in clause A of the Terms & Conditions given herein below.

#### **Terms & Conditions for Annual Maintenance Contract (AMC) for Maintenance of EPABX System**

##### **A. Material Covered in AMC**

Following items of EPABX system would be covered in AMC.

1. Ericsson make, model MX-ONE telephone EPABX System equipped with two hundred and sixty four analog extension ports, sixteen digital extension ports, two PRI ports, 32 PSTN ports, two RS232 console ports, one Music on Hold port.
2. FCBC (48V DC power supply) and UPS/inverter including batteries.
3. Operator Console with Head Gear Set Ericsson make.
4. Digital Key Telephone, model 4223 Ericsson make.
5. MDF equipped with High Voltage Protection Modules and cables connected to EPABX.

##### **B. Material Not Covered in AMC**

Following items of EPABX system would not be covered in AMC.

1. Batteries if used for more than two years.
2. Fuses and built-in fuse modules.

##### **C. Scope of AMC**

The AMC would cover following things.

1. Provide required material and service at site to keep the EPABX system in continuous good working condition.
2. Supply of spares required for maintenance and repair of the EPABX during the AMC period.
3. Solve problems reported with in stipulated time limit on regular basis and replace parts and components by new one having equal or higher quality as and when necessary for preventive maintenance or repair.
4. Configuration of EPABX facilities for extensions and trunks as and when required during the AMC period.

##### **D. Responsibility**

The cost of AMC would include cost of all required material, service, taxes and any other charges. The contractor would bear all risks except failure due to fire, theft, flood, damage or loss due to riots, very high voltage power supply or mishandling by unauthorized entity. If university purchases a new compatible attachment for EPABX system, the contractor would test and satisfy himself about its compatibility and then attach it to the system. Such newly attached item would not be covered in the scope of AMC.

##### **E. Schedule of Preventive Maintenance**

The contractor should inspect the system at least once in 90 days period and prepare Service Report duly certified by telephone operator of the university.



### **F. Penalty**

If the contractor does not rectify a reported fault within a period of 24 hours or does not provided preventive maintenance service within the stipulated period , penalty of Rs. 100/- per day of delay would be charged to the contractor and it would be deductible from his subsequent payments or Security Deposit.

### **G. Payment**

Quarter part of the total cost of AMC would be paid after every completion of three months of satisfactory service and submission of satisfactory Service Report of that period.

### **H. Performance Security Deposit**

The contractor would have to keep 5% of the cost of AMC with the university during the period of AMC as performance Security Deposit and it could be forfeited, if the contractor's performance is not found to be satisfactory. The Security Deposit would not carry any interest.

**The terms and conditions given above are acceptable to me/us. Our total rate for the AMC is Rs.**

**in wards Rs.** \_\_\_\_\_

Authorized Signature

Date:

Name and Designation:

Seal of the Firm: