



**GREATER MOHALI AREA DEVELOPMENT AUTHORITY**  
PUDA BHAWAN, SECTOR-62, SAS NAGAR  
(IT & C Branch)

No.GMADA-IT&C/2017/532

Dated: 5/7/2017

To

GMADA Website.

**Subject: Rates for Comprehensive Annual Maintenance Contract of Ericsson EPABX system model BP250.**

Sealed quotations are hereby invited from OEM's & their Authorized Distributers/ Partners/ Service Providers for the comprehensive maintenance of Ericsson EPABX model BP250 system at PUDA, Bhawan. The quotation with detailed terms and conditions should reach in the office of General Manager (IT & C), GMADA, SAS Nagar, Room No. 428, PUDA Bhawan, Sector-62, SAS Nagar within 1 week from the issue of this letter.


**The terms and conditions are as under:-**

1. The rates in the specified format (Annexure-A) should be quoted for comprehensive annual maintenance contract including cost of any spares that are required to maintain the EPABX in working order.
2. If the last date of receiving/opening of quotations declared as public holiday, then the quotations will be received and opened on the next working day on the same time and place.
3. The vender should submit their bid in a envelopes superscribed with "quotation for AMC for EPABX system model BP250.
4. Conditional quotation shall not be accepted. GMADA takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
5. All the prices, technical specification and other terms and conditions proposed by the vender should be valid for a minimum period of 3 months after the deadline fixed for bid submission and the same should be clearly mentioned in the quotation. **Quotation received after due date will not be accepted.**
6. The maintenance service will consists of:-
  - (a) On site preventive and corrective maintenance of EPABX system and where the above equipments are installed.
  - (b) The maintenance will include necessary repairs to the installed EPABX and replacement of defective/damaged parts, components and other accessories free of cost. During the currency of the contract period it will be the responsibilities of the vender to keep the equipment in perfect working order. The repair work will have to be carried out at the location of the equipment. Any component if required to be taken out for repair in workshop, it should be taken with the permission of General Manager (IT & C). Stand by equipment will be provided immediately by the firm as and when the defective equipment taken for repair.
  - (c) The maintenance also includes repair & replacement, cabling, software patch updation, software support/troubleshooting to keep the EPABX fully operational. The vender will be responsible for providing virus free communication environment in PUDA.
7. The vender should have service centre at Chandigarh/Mohali.
8. The AMC will be for one year from the date of commencement.
9. AMC will be terminated any time during the pendency of contract, if the services are found unsatisfactory.
10. The contract covers all expenses of the technician deputed by vender i.e to & fro, stays, conveyance etc. The vender itself will be responsible for the damage due to negligency on the part of Technician deputed for the repair and maintenance of EPABX.
11. The contract will be comprehensive AMC and will include all the parts and operating system.
12. The parts/components/sub-assemblies used for repair/replacement by the vender will be of the same equivalent or higher make and functional capability as originally available in EPABX system.



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13. The system that is not serviceable by the vender due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of GMADA regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the vender and equivalent and maintenance charges shall be deducted from the amount due to the vender.
14. No transportation charges will be paid by GMADA for any type of services.
15. The payment will be half yearly on assessment of service and submission of bills.
16. GMADA reserves the right to accept or reject summarily any or all quotation in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful vender shall perform the same at the rate quoted.
17. Nothing extra will be payable on any account whatsoever from the rates accepted by the GMADA and no claim on this account will be entertained. The rates should be final and valid for one year from the date of allotment and inclusive of all charges, taxes or other levis imposed by Govt. and F.O.R. S.A.S.Nagar.

  
General Manager (IT&C)  
GMADA, S.A.S.Nagar



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Annexure-A

Sr. No	Particulars	Amount in (figures & words)
1.	Annual maintenance/repair & replacement charges for Ericsson EPABX system model BP250 of approx. 272 intercom, 16 PNT and 4 KTS.	

**Terms & Conditions:-**

1. The rate shall be inclusive of all taxes. If quoted rates found exclusive then it should be treated inclusive of taxes.
2. The rates should be quoted in figures and words.
3. The bid should be unconditional and conditional bid shall be reverted.
4. The bidder should quote the rate on Item basis.

I/We do hereby undertake that I/We agree to abide by all the terms and conditions of your quotation letter and also by the bid for a period of 90 days for the date fixed for the same.

SIGNATURE  
SEAL OF THE BIDDER.