



Core-1, Scope Complex, 7 Institutional Area, Lodhi Road, New Delhi-110 003 (INDIA)  
Phone No. +91 11 24362200, 24366305, 24360527, Fax +91 11 24364587

No.MMTC/Admn/Tel//AMC/2016

September 22' 2016

To,

M/s. \_\_\_\_\_

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Dear Sir(s)

Sub: Quotations for Annual Maintenance of Alcatel Omni PCX e-Communication Appliance EPABX System installed in CBO Division at Core 1, SCOPE Complex, 7, Institutional Area, Lodi Road, New Delhi – 110 003.

MMTC Limited, a Govt. of India Enterprise, having its registered office in SCOPE Complex, Lodi Road, New Delhi-110003 is engaged in trading of various commodities both in domestic and international markets. For maintenance of Alcatel Omni PCX e-Communication Appliance EPABX system, Tenders are invited in sealed envelope from experienced and professionally competent Contract Agencies having valid licence/certificate for maintenance and minimum experience of 3 years in relevant field(copy to be enclosed) and have been performing such services in reputed organizations/Govt. organizations/Public Sector Undertakings. The terms & conditions and other details are given below:

## **GENERAL TERMS & CONDITIONS**

Sub: Quotations for maintenance of Alcatel Omni PCX e-Communication Appliance EPABX System

Sealed tenders are invited from experienced and reputed contractor/service providers for maintenance of Alcatel Omni PCX e-Communication Appliance EPABX System(details available in **Annexure – I**) and have running experience of 3 years in the field. The main assignments of the contractor would be as follows:

1. The bidder will have to undertake comprehensive maintenance of EPABX of Alcatel Omni PCX e-Communication Appliance.
2. In case of fault in card in the system the bidder will have to change the card within 01 hour of booking of complaint and will have to provide one card in spare.
3. The bidder will have to attend fault in EPABX within 01 hour of booking of complaint.
4. A register will have to be maintained at AMC site as well as at the bidders office.
5. The bidder will have to increase or decrease the no. of extensions, provide or withdraw certain facilities and execute the programming of the extensions as and when required by competent authority of AMC.
6. The bidder will have to attach authorized certificate of Ms. Alcatel Lucent India Limited for maintenance of EPABX system mentioned above with the tender without which the tender will not be considered.
7. The contract will be normally valid for a period of Two years w.e.f. 11.11.2016 TO 10.11.2018. However MMTC reserves the right to terminate the contract in case the performance of the contract is not found satisfactory.
8. The tender must be accompanied with an earnest money deposit of Rs.5000/- (Rupees five thousand only) in the shape of bankers cheque/DD payable in favour of MMTC Limited, payable at New Delhi. The EMD of unsuccessful bidders will be refunded after finalization of awarding of the contract.
9. As the work is to be executed in restricted area, the contractor shall strictly observe all safety, security and labor regulations prevailing in the office premises. The contractor shall be responsible for the behavior of the staff employed by him and also for any breach of security regulations, theft, sabotage etc. The contractor shall withdraw any person so desire by the In-charge, if in the opinion of the In-charge it is not desirable to permit that particular person to work inside the office.
10. The payment of contracted value of each quarter shall be paid on satisfactory completion of each quarter.
11. Monthly review of the status will be done by the In-charge to review the performance/ corrective measures required if any. Contractor's supervisor will attend such reviews and comply with the instruction given by the In-charge.

12. Tenderer should rectify the telephone line fault with the co-ordination of the concern EPABX manufacturer of dealer.

13. The Tender should also accompany Xerox copies of valid Registration Certificate, PAN/TIN/ Service Tax Registration Certificate issued by the competent authority, duly self attested, failing which the Tender will be rejected (Annexure-II).

#### 14. Maintenance Service

(a) Remedial maintenance of the equipment at the User's request and its preventive maintenance required periodically shall be provided.

(b) Shifting of EPABX, extensions, connecting of new extensions or laying and maintaining of cables on charged basis.

(c) Maintenance services to the user shall be provided

#### Type of Complaints

Category – A (Faults leading to an interruption in Communication Operations)

- (i) Total system down or System not booting
- (ii) No dial tone on any extension
- (iii) No P&T lines BRA/PRA/PCM working (However, not responsible for rectification of faults on DOT or any other service Provider's end)
- (iv) 50% of ACD agents do not work (if ACD is present)
- (v) Failure of FCBC, if supplied by the service provider

Category B (Normal communication is not effected)

- (i) Extensions working but some EPABX functions not working
- (ii) Faults in few extensions, software charges or programming

15. Bid Amount plus applicable taxes for AMC of EPABX system with its accessories\* and Name of the firm & postal address, Mailing Address, Telephone/ Mobile Nos. and FAX No. may please be forwarded per Annexure-II.

\*Excluding Batteries, Cables, CVT and UPS and Adaptors

**16. Under Public Procurement Policy for Micro & Small Enterprises (MSEs), a minimum 20% share out of the total procurement of goods and services by Central Ministries/ Departments /Public Sector Undertakings are to be made from MSEs. Further out of 20% target of annual procurement from MSEs, a sub-target of 4% is earmarked for procurement from MSEs owned by Scheduled Cast (SC)/Scheduled Tribes (ST) entrepreneurs. Preference will be given to firms registered with the Ministry of MSME. MSEs registered parties are required to submit registration certificate and they will be eligible for the benefits as applicable to them under MSMEs Act, 2006.**

17. Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning and scope operation or effect of this contract or the validating or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director (CMD) of MMTC. The provisions of arbitration and Conciliation Act 1996 shall apply to such arbitration proceeding. The venue of such arbitration shall be New Delhi.

18. The Courts of Delhi shall have jurisdiction in the matter of dispute.

19. If the service provider(s) gives unsatisfactory services at any point of time to MMTC Limited, MMTC Limited have the right to terminate the agreement/contract with the service provider(s) without assigning any reason, thereof.

20. MMTC reserves the right to reject any or all the offers without assigning any reason.

The offers in sealed cover superscribing “Quotation for Maintenance of Alcatel Omni PCX e-Communication Appliance EPABX System”. on the top may kindly be submitted on or before 14.10.2016 by 1500 hrs (IST) in the format enclosed as **Annexure-I & II** to General Manager(Admn.), Scope Complex, Core-I, 7-Institutional Area, Lodhi Road, New Delhi – 110 003 and bids will be opened at 1500 hrs on 14.10.2016. The Offers should be complete in all respects alongwith the Annexure I & II and other documents.

Thanking you,

Yours faithfully,  
For MMTC Limited,

**(S. B. Mathpal)**  
**Addl. General Manager(Admn.)**

Encl: as above



**Annexure - II**

1. Name of the firm & postal address :
2. Mailing Address :
3. Telephone/ Mobile Nos.:
4. FAX No. :
5. TIN No. :
6. PAN No. :
7. Bid Amount for AMC of EPABX system  
Plus applicable taxes
8. Details of Experience (Documentary proof):
9. E.M.D Details :

**Signature of the firm**  
**Seal:**