

Date: 30/08/2021

To,

**Sub: Quotation for Annual Maintenance Contract (AMC) for Intercom EPBX system at Sir J.J. Mahanagar Raktapedhi, Byculla Mumbai.**

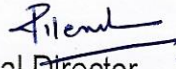
Ref. : e File no. 74311 of 20/08/2021

Sir,

The Sir J.J.Mahanagar Raktapedhi invites quotations for Annual Maintenance Contract (AMC) of Intercom EPBX system at Sir J.J.Mahanagar Raktapedhi ,Byculla Mumbai. Detailed scope- of work is shown in Annexure –A enclosed.

2. Terms and conditions:

1. Agency should have 2years experience in maintaining the Intercom system in Govt./Semi Govt. Sector of having at least 20 or more extensions of Intercom.
  2. The rates should be quoted on the basis per month maintenance.
  3. The rates should be inclusive of all taxes.
  4. The agency should possess : GST no. or PAN no.
  5. The payment of AMC will be made quarterly on the basis of submission of bills and work log book maintained
3. The interested parties are requested to the send their quotation dully signed sealed and superscribed as : "Quotation for Annual Maintenance Contract (AMC) for Annual Maintenance Contract (AMC) for Intercom EPBX system "on or before 15.09.2021 up to 3 .00 pm. The certificate of GST / PAN number should also be provided along with quotation . Quotations received after this date will not be accepted. This document has also been displayed on our website : [www.mahasbtc.org](http://www.mahasbtc.org)

  
Medical Director,  
Sir J.J.mahanagar Raktapedhi

ANNEXURE - "A"

Annual Maintenance Contract (AMC) for Intercom EPBX system Sir  
J.J.Mahanagar Raktapedhi ,Byculla, Mumbai.

SCOPE OF THE WORK

1. Maintenance services shall consist of preventive & corrective maintenance of Intecom-EPBX system. Also to attend troubleshoot including cable replacement, crimping etc.
2. The AMC holder will have to attend the call / compliant for repairs / maintenance within 2 hours from the time of call and ensure to rectify the errors and faults in the system and machines and make them in working conditions immediately.
3. Response time of a call should be immediate and in case of any failure to respond within the stipulated time, a penalty of Rs. 100/- per day shall be imposed which will be deducted from the bill of A.M.C. contractor firm. However the penalty clause will not be applicable if a stand-by system is provided by the contractor firm.
4. Maintenance contract will be effective from the date of signing the contract and valid for 2 years.
5. If the services are not found satisfactory during A.M.C. tenure , the contract can be terminated by giving one month's notice to the A.M.C. Service provider/contractor.
6. The A.M.C. Contractor/Firm shall provide support to all software used.
7. Service Provider/Contractor should have a proper complaint Call registration procedure, follow-up etc. and provide traceability of all complaints from registration to call clearance. The log book should be maintained.
8. Contractor firm shall issue a customer service slip after every service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the A.M.C. holder, nature of fault observed and whether cleared or not, if under further observation, then whether normal usage can be continued, and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.
9. At the end of each month the Head and A.M.C. holder shall systems related Devices are in satisfactory working condition and that no faults or complaints are pending.