

शुष्क वन अनुसंधान संस्थान
(भारतीय वानिकी अनुसंधान एवं शिक्षा परिषद्,
पर्यावरण एवं वन मंत्रालय, भारत सरकार की स्वायत्त संस्था)

ARID FOREST RESEARCH INSTITUTE

(Indian Council of Forestry Research & Education,
An Autonomous Body of the Ministry of Environment & Forests, Govt. of India)

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क्रमांक --- /शुवअसं/कय/ससु/(270)IV/14-15

दिनांक: मई, 2014

To,

M/s

Sub:Annual Maintenance Contract for EPABX System and Annual Rate Contract for EPABX system accessories/works for the period 1st July, 2014 to 30 June, 2015

Sir,

The Director, Arid Forest Research Institute, Jodhpur is pleased to invite quotation for Annual Maintenance Contract for EPABX System and Annual Rate Contract for EPABX system accessories/works for the period 1st July, 2014 to 30 June, 2015 as per attached Annexure-I on the terms and conditions mentioned in Annexure-II. The subject mentioned quotation should reach to this office by the **18.06.2014** up to 16.00 hour. The quotation received after stipulated time will not be considered. The quotation will be opened on **18.06.2014** after 16.00 hour.

While opening the quotation you or your representative should be available in this office.

Yours faithfully,

Encl: As above.

Purchase Officer
AFRI, Jodhpur

Annexure-1

Rates for AMC, new equipments/units and works of EPABX connected telephones & lines in office buildings and residential quarters of AFRI main Campus, Jodhpur (1st July, 2014 to 30th June, 2015)

S. N.	Item of Supply/Work	Rate Quoted per connection, per month
1	Annual Maintenance Contract of EPABX connected telephone instruments and cables of AFRI Main Campus. AMC includes maintenance and repairing of cables, telephone instruments, other fittings and accessories to make the whole system in functioning condition. Material is excluded. (Total Connection:120) (1st July, 2014 to 30th June, 2015)	

S. No.	Name of device/work	Unit	Rate per unit/qty. (Specify make)
1.	Jelly filled unarmed 5 pair telephone cable, Make- Delta or Sanchar any other ISI make	Per Running meter	
2.	Jelly filled unarmed 10 pair telephone cable, Make- Delta or Sanchar or any other ISI make	Per Running meter	
3.	Jelly filled unarmed 20 pair telephone cable, Make- Delta or Sanchar or any other ISI make	Per Running meter	
4.	DP Box with 10 pair crown	Per unit	
5.	DP Box with 20 pair crown	Per unit	
6.	Connectors for jointing unarmed 10/20 pair jelly filled telephone cables	Per pair	
7.	Rosette for connecting telephone instrument lead	Per unit	
8.	Lead for connecting telephone instrument & rosette-7 ft (branded)	Per unit	
9.	Lead for connecting telephone instrument & rosette-15 ft-20 ft (branded)	Per unit	
10.	Lead for connecting telephone instrument & rosette-35-40 ft (branded)	Per unit	
11.	Lead for connecting telephone instrument & receiver	Per unit	
12.	Installation and laying of telephone cable including material 2 paired PVC cable of 0.5 mm thickness, casing 1 inch, rosette and other required accessories. Complete in all respect.	Per Running meter	
13.	Charges for digging and refilling of channel size-1 ft wide and 2 ft depth including installation of Jelly filled unarmed 5/10 pair telephone cable. Cable material excluded.	Per Running meter	
14.	Charges for repairing of damaged/faulted underground unarmed 10/20 paired jelly filled telephone cables by jointing new cable and connectors including digging and refilling of soil. Underground Cable and jointing materials excluded.	Per fault	

**Special Terms and Conditions for the AMC of EPABX lines/phones at Arid Forest Research Institute,
Jodhpur (One Year)**

1. The company undertaking the AMC of EPABX phones and Connectivity shall be responsible for preventive as well as corrective repair and maintenance of all equipments/lines of the EPABX phones installed at the Office buildings /rooms and users residences.
2. The companies tendering rates for the AMC of EPABX lines/phones must read the terms and conditions carefully and understand the EPABX working at AFRI by visiting the institute before quoting for the AMC. Accordingly the rates should be quoted for the AMC.
3. The company undertaking the AMC of EPABX lines/phones shall be responsible for rectification of any kind of the problem in the 'equipments' and will be responsible for providing a hassle free EPABX connectivity at the locations mentioned above.
4. The AMC include maintenance and repair of all the parts of the equipments and lines. Any fault in the above mentioned equipments/lines must be repaired by the Agency undertaking the AMC. Without any concrete reason of not repairing of any equipment, excuse will not be entertained.
5. To ensure proper maintenance of the 'equipments/lines' the Agency undertaking the AMC of EPABX lines/phones shall provide the services of expert engineer having good knowledge and practical experience for the repair and maintenance in the relevant field.
6. The Engineer will visit AFRI twice a week compulsorily and will check the system and rectify the problems related to the EPABX lines/phones at office and residences. The engineer can also be called anytime depending on the problem.
7. During the validity of this agreement, the engineer shall undertake all the required preventive maintenance/repair and shall also rectify any mistake mentioned in the complaint register maintained with In charge/ reception of the institute and will rectify the mistake immediately. In case the faulty equipment could not be repaired at the resident engineer's end, it will be the responsibility of the engineer to get it repaired from the company.
8. In case any equipments is not made operational within a period of 24 hours from the time of the intimation of its breakdown or malfunction, the company undertaking the AMC of EPABX lines/phones shall provide standby equipment of the similar or higher model, at its own expenditure, till such equipment is made fully operational. The original equipment should be refitted within seven days of taking for repairing, otherwise suitable action will be taken against party and a penalty will be imposed, decided by competent authority.
9. The AMC includes maintenance and repairing of the underground EPABX cable of multiple pairs, if any fault occurs, material will be provided by AFRI.

10. If any of equipment or its part/accessories are taken outside for repairing purpose, should be brought in the notice of concern In charge and receipt of such equipment or its part/accessories should be provided to this office with the details of make, Sr no. or part no., quantity etc.
11. Material shall be provided by office, if required. If any material could not be provided by office due to not availability or any unavoidable circumstances, the company undertaking AMC will arrange material at own level and complete the work within 7 days. The cost of procured material will be paid at feasible market rate.
12. In case any equipment is not made operational within a period of 7 days from the date of intimation of its breakdown or malfunction, AFRI shall reserve the right to get it repaired from any other source and recover the cost of such repair from the company undertaking the AMC of EPABX lines/phones.
13. 'AFRI' shall reserve the right to deduct cost of any damage to the 'equipments' caused due to carelessness of the company undertaking the AMC or any of the persons engaged by him from the passed bills of the company undertaking the AMC.
14. If any time "0" facility in EPABX number doesn't work, the agency undertaking the AMC shall be responsible for taking immediate action for proper functioning of "0" dial on main EPABX number. For this purpose, the company shall be responsible for liaisoning with BSNL and CORAL and shall rectify the problem within two days.
15. Agency undertaking the AMC shall be fully responsible for functioning of all the EPABX numbers all the time. If any problem related to card or item installed by BSNL/CORAL for EPABX system is not in functioning condition or faulty, the AMC Company shall contact BSNL and CORAL and shall rectify it within two days. No excuse will be entertained.
16. If company undertaking AMC fails to made functional or repairs any equipment/line within stipulated time within the period as mentioned in above paras, suitable action will be taken against party and the second party will has to pay Rs. 10 as fine per connection per day for non functioning of equipment/line.
17. If any changes required in configuration and passwords of the system or computers due to administrative/technical reasons, the company undertaking AMC shall cooperate organization and will take action immediately.
18. All password and configuration details of the system should be kept with Concern In charge by the AMC Company.
19. No interest shall be payable on the security deposit by the AFRI to the company undertaking the AMC.
20. If the engineer is not able to carry out his duties properly or his conduct is not found up to the mark, the AFRI reserves the right to get the engineer changed from the company.

21. If the agency undertaking the above mentioned AMC does not provide the services of engineer as mentioned in point no. 7 of Special Terms and Conditions, an appropriate amount of deduction will be made from the quarterly bills of the agency as per decision of competent authority.
22. The agreement shall be valid up to one year. However, 'AFRI' shall reserve the right to terminate this agreement at any time without assigning any reason.
23. Payment shall be made to the company undertaking the AMC on quarterly basis. After successful execution of maintenance work for every three months, the 'second party' shall submit the bills to the Director, AFRI. The CO(F) or concern Incharge after making necessary deduction if any, in respect of the non-satisfactory maintenance during the concerned period, may forward the bills to the accounts section., AFRI for making necessary payment.
24. In case of any dispute as to the interpretation of any clause of this agreement, decision of the 'AFRI' shall be final and binding on the company undertaking the AMC.