

C-050-02

Date :02.08.2013

Comprehensive Annual Maintenance Contract of IP Telephonic System

Sir,

Sealed quotations are invited for Comprehensive Annual Maintenance Contract of **IP Telephonic System** installed in the Institute.

You are requested to mention charges for Comprehensive Annual Maintenance Contract of **IP Telephonic System** with warranty and other relevant support packs for a period of one year and optional quotes for second and third year. The details of System, Terms and Conditions of the contract are enclosed in Annexure I and II .

Yours sincerely

(SMD Jeelani)
Head CDD
For Director

Encl: Annexure I , II & III

Copy to Accounts :

ANNEXURE - I

Terms and Conditions

1. Indian Institute of Tropical Meteorology, Pune intends to enter into Comprehensive Annual Maintenance Contract (CAMC) of **IP Telephonic System** for items mentioned in Annexure II.
2. Tenders/Quotations addressed to the Director, Indian Institute of Tropical Meteorology, Pashan, Pune - 411008 must be submitted in sealed cover superscribing "Quotation for Comprehensive Annual Maintenance Contract of **IP Telephonic System** installed in IITM".
3. Last date for the receipt of completed quotations is up to 1600 hrs. of 12.08.2013.
4. The quotation must be valid for a period of 90 days from the date of opening.
5. System can be inspected on any working days between 10.00 AM to 17.00 PM
6. Vendor should have at least 5 years proven experience in the relevant field.
7. The Contract Shall Cover both Preventive as well as corrective maintenance of all equipment for all the working days (and holidays as and when required) the maintenance (both Preventive as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified components.
8. The hardware and software problems will be reported to the contractor and will be attended by them based on priority indicated by IITM. On some occasions such complaints may be given directly by the IITM on non-working days/off duty hours or in emergency telephonically.
9. CAMC includes the supply of **software support packs and other relevant Software** for existing hardware.
10. Payment Terms :
 - a. No advance can be paid towards the maintenance charges.
 - b. Quarterly payment on completion of each quarter.
11. The successful firm/contractor, within a period of 10 days, shall furnish a Bank Guarantee for 10% of the total cost of CAMC, valid till the end of the contract period towards security for smooth performance of the CAMC.
12. The contract may be terminated by either party by giving one month's notice in writing.
13. Taxes if any should be shown separately. Taxes will be paid only after copy of Govt. notification is produced by the vendor.

14. Maintenance Services should be available from Monday to Friday from 9.30 to 18.00 hrs.
15. The vendor should give an SLA for 24x7 support valid for 1 year with 2 hours response time and same day resolution.
16. **Penalty Clause** : Penalty Clause shall be imposed for not meeting the SLA i.e. if not responded within 2 hours (on any working day 8x5) at the rate of ₹500/- for delay of every 2 hours and maximum upto 10% of the total contract value.
17. The Contract will be valid for a period of 1 year. Institute may be terminate the CAMC if not satisfactory.
18. The contract may be extended for second and third year if the services are found satisfactory
19. The successful bidder be based on lowest quotation for 3 years of CAMC charges
20. Director reserves the right to reject any or all tenders without assigning any reason.
21. In case any dispute regarding maintenance, the Director, Indian Institute of Tropical Meteorology Pune, will be the final authority to decide the appropriate action and it will be binding on the vendor.

(SMD Jeelani)
Head CDD
For Director

Specifications for IP Telephonic System

Sr. No.	Item Details	Qty	Unit rate of services / maintenance work	Total Rates of services / maintenance work
Hardware				
1	IBM System x3650M2	1		
2	Media Gateway	1		
3	Cisco IP Phone : 7975G	70		
4	Analog 24 Port Gateway	1		
Software				
1	IP PBX Server	1		
2	O.S Centos 5.4	-		

(SMD Jeelani)
Head CDD

ANNEXURE III

Bill of quantities

Sr. no.	Description	Qty	Unit rate	Taxes	Total Amt.
1	Cost for comprehensive annual Maintenance contract with necessary Support Packs as per Annexure II for 1 year	1 Job			
2	Cost for comprehensive annual Maintenance contract with necessary Support Packs as per Annexure II for 2 years	1 Job			
1	Cost for comprehensive annual Maintenance contract with necessary Support Packs as per Annexure II for 3 year	1 Job			
	Total cost				

**(SMD Jeelani)
Head CDD
For Director**