



Surat Municipal Corporation

Fire & Emergency Services

Head Quarter, Muglisara, Surat : 395003

Phone : 0261-2423751-56 Control room : 24141495-96, Fax : 2451935 Mo.9724345553

To,

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Sub : Quotation for providing comprehensive maintenance services of EPABX System.

Dear Sir/Madam,

Sealed quotation is hereby invited for comprehensive maintenance services of EPABX System meeting the bellow mentioned minimum specifications.

Sr. No.	Perticular	Unit Rate (Inc.Taxes)	Qty	Total Rate
1	<p>Comprehensive AMC (EPABX System- Make – Matrix & Model No.- PE6SP)</p> <p>1. Type of switching of system - PCM/TDM Digital switching with 32-Bit RISC processor with universal slots.</p> <p>2. SLT (Analog extension) signaling - Loop Start with DTMF & Pulse dialing.</p> <p>3. DKP (Digital extension) signaling - Proprietary Digital</p> <p>4.Trunk (Co line) signaling - Loop Start with CLI reception.</p> <p>5. GSM band - Quad band, Compliant ETSI GSM phase 2/2 +</p> <p>6. Voip protocols - SIP v2 Supported, Network Protocol : 1PU4,TCP,UDP,DHCP</p> <p>7. System Universal slots - 06. Supported</p> <p>8. Total user Ports - 48 ports. Supported</p> <p>9. Power supply - 90-265 VAC, 47-65Hz. with LED indication.</p> <p>10. Voice mail system compatible.</p> <p>11. Built In Interface : Music ports, PA System Port, Computer Interface, Ethernet port.</p>		02 Year	

❖ TERMS & CONDITIONS:-

1. Quotation once offered shall not be withdrawn by Service provider/Contractor.
2. Quotation once accepted shall be binding to the Service provider/Contractor.
3. The rates quoted must include all taxes, duties/levies, GST (Goods and Service Taxes) freight, insurance, transportation, delivery, and loading unloading of required material if any at the site etc.

4. OEM of existing system can participate and authorized Service provider/ Dealer can participate through its authorization letter from OEM. Service provider / Dealer has to quote comprehensive rates for items mentioned in above table, fault/malfunctioning arise in any of them or in any part of the system whole EPABX SYSTEM/part of it shall be replace/ repair by Service provider/ Dealer within quoted rates (except damage caused power fluctuation or physical impact).
5. Right to accept any or to reject any or all the Quotation or reduced the scope of work without assigning any reason thereof is reserved by the competent authority of Surat Municipal Corporation, Surat.
6. Quotation to whom the award is made must enter into agreement and other formalities on Stamp Paper as per latest Gov. Rules. Expenditure shall be borne by the contractor.
7. 02% SD (Security Deposit) of total contract value shall be submitted in form of D.D. by contractor within 15 days after awarding the contract. Failure to this tends to SD delay penalty 0.065% of SD amount per day.
8. While Calculating total amount, Service period to be taken into consideration will be the Service period executed by work order.
9. The Service provider/Contractor must keep available their technician at SMC Head Quarter, Muglisara, Surat on call basis and routine service/maintenance shall be done on regular basis.
10. Firm who have not registered party code in SMC, may also apply for the said work subjected they have to generate the party code of the payment purpose by submitting required documents.
11. Quotations received after due date will not be considered.
12. Quotations sent by post or courier of services or in person is preferable.
13. The contractor will submit the invoice to the SMC having GSTIN of SMC mentioned therein and the taxes shall be shown separately on the face of the invoice to claim as ITC by SMC.
14. Sealed envelope should bear on top: "**Quotation for comprehensive Maintenance work of EPABX System**"
15. Quotation must be sent in sealed cover on or before **30/10/2024** up to 18:00hrs to the below mentioned office:

Chief Fire Officer
Fire & Emergency Services
2nd floor Muglisara Fire Station.
Gordhandas Chokhawala Marg,
Surat, Gujarat 395003

FES/Outward No/3137
Date:-18/10/2024

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Chief Fire Officer
Fire and Emergency Services
Surat Municipal Corporation