

QUOTATION NOTICE

Competitive tenders are invited for the Annual Maintenance Contract (AMC) of the EPABX system Matrix Digital ISDN KTS Model ETERNITY GE 6S with Digital Keyphone EON510 (configured for 4 trunk lines, 02 digital key phone ports, 48 extensions) installed at Matsyafed Head Office, Kamaleswaram, Trivandrum. You are requested to submit the quotations for the AMC of the EPABX system by 3.00 pm on 11.11.2024.

TERMS AND CONDITIONS

1. The price should be inclusive of all taxes and other charges. The tax percentage should be separately indicated. The rate should be quoted in both words and figures. There should be no erasing or overwriting in the words or figures, otherwise the quotation will be ignored/rejected.
2. The tenders should be submitted by hand/post to the Managing Director, Matsyafed, Kamaleswaram, Manacaud P.O., Trivandrum - 695009, on or before 11.11.2024 at 3.00 pm, and the quotations will be opened at 3.00 pm on the same day. Quotations received after the prescribed date will not be considered.
3. All EPABX functions must be reconfigured as needed, including setting up department-wise extension groupings. Any changes in the office structure should be accounted for in the reconfiguration.
4. The EPABX system must be configured such that external calls can be routed directly to the required extension, department or to the operator after the welcome/greeting message is heard.
5. Regular servicing of the EPABX system must be carried out during the contract period to ensure smooth operation. This includes periodic inspections to ensure all components function optimally.
6. Maintenance and repair of EPABX system and its components should be carried out as and when required.
7. The EPABX system, digital keyphone software, and related firmware should be updated to the latest versions as soon as they become available, and all EPABX functions must be reconfigured to ensure proper functionality.
8. Rectification of all hardware/software problems, repairs, and functioning of the EPABX system installed in Matsyafed Head Office must be done in a timely manner.
9. Any issue regarding the EPABX system must be resolved within 48 hours of receiving a complaint. Major issues must be resolved within 12 hours.
10. Proper cleaning of the EPABX system, cable joints, connectors, and related equipment must be done to avoid malfunctions.
11. If additional cables, patch cords, or analogue telephone instruments (New/replacement/service) are required for the proper functioning of the system, their prices should be specified in the tender details.
12. The competent authority reserves the right to accept the tender either in full or in part, or reject any or all tenders received, without assigning any reasons thereof.


GENERAL MANAGER

