



**OFFICE OF THE  
PRINCIPAL CHIEF COMMISSIONER OF INCOME-TAX**  
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No.Pr. CCIT/MUM/Admn./EPABX/2018-19

Date : 17/01/2019

**NOTICE INVITING QUOTATIONS**

1. Sealed quotations are invited from bidders qualifying the eligibility criteria and other terms and conditions mentioned hereunder for undertaking the **Annual Maintenance Contract (AMC)** of **HICOM 372 EPABX System** having specifications as mentioned in table below, installed in Income Tax Department at Aayakar Bhavan building in Mumbai for one year starting from the date of award of contract which is however extendable further at the discretion of the Department.

**Table I**

S.No.	Description	Quantity
1	Hicom 372	1
2	Analog Extension Card	55
3	Digital Extension Card	1
4	Trunk Card	12
5	Attendant Console AC2	1
6	Attendant Console AC WIN	1
7	Call Billing Software (W/O PC	1
8	Power Supply Unit	1
9	Euroset 802	350
10	Voice Mail (Voxtron 12 Ports W/O PC)	1

**2. Specification of Services required:**

**The services to be provided by flat-rate charge:**

**2.1 GENERAL:**

1. To operate Call-Centre during Normal Service Hours to receive fault reports and customer orders. Outside Normal Service Hours, special telephonic support shall be made available.



2. Provide telephonic support via public network for - general questions on system configuration, on installation and questions relating to operation of the system. Regular information about new technical developments on the system, i.e. new hardware and software releases, recommendations and useful tips.
3. Availability of telephonic consultation with product-specific and system-specific specialists during Normal Service Hours.
4. Preventive maintenance should be carried out Quarterly.

## **2.2 Hardware Service**

1. Availability of special tools, measurement and inspection devices, test apparatus and diagnostics equipment required by personnel for service purposes (excluding the required transmission equipment at the customer's premises, i.e. for remote diagnostic).
2. Availability of system components, boards and replacement parts for the installed system under AMC. Requirement of consumables such as printer paper, toner, batteries data media, etc. shall be taken care by the customer. The supply shall normally be effected with on - site deployment of the service technician after the problem is identified.
3. Remote diagnostics i.e. fault localization for hardware problems if possible via remote access.
4. Undertake measures to determine and assess the current status and try to eliminate the problem.
5. Undertake measures to restore the system to working condition after repairs as defined in the system overview. These measures will cover the following activities
  - Tracing of the cause of the fault in case of problems.
  - Elimination of problems in the hardware due to normal wear and tear
  - Carrying out of necessary installation and de-installation operations and also putting the system back to operation.
6. Advising technical modifications to maintain operational reliability, wherever necessary. However, this shall be done in consultation with the Department.

## **2.3 Software Service**

1. Elimination of Program Faults through the provision of software corrections (patches); provided such faults are reproducible at site for the purpose of diagnostic & debugging. Program Faults shall mean the deviations from the relevant Program description or deviation of a feature in the installed system under AMC.





2. For software problems other than arising due to modifications/alterations carried out by the Department and if the Department is not able to process the jobs that cannot be deferred, until the software corrections are carried out, the Bidder shall endeavor to provide an interim solution.
3. Incorporation of the updates pertaining to bug fixing for the relevant system configuration shall be carried out in consultation with the Department.
4. Telephone support for fault analysis.

### 3. Eligibility Criteria and Terms & Conditions:

#### 3.1 Eligibility Criteria:

- (i) The Bidder must have minimum experience of 05 years in the Service/maintenance of **HICOM 372 EPABX System**.
- (ii) The bidder must have a minimum annual turnover of Rs.1 Crore from the service/maintenance of **HICOM 372 EPABX System** in any of the last 3 financial years i.e. 2015-16, 2016-17 and 2017-18.
- (iii) Necessary documentary proof and details should be submitted with the quotation documents in respect of item numbers (i), and (ii) mentioned above in Part C.

#### 3.2 Terms and Conditions of the Contract:

- (i) Bids ones submitted shall not be allowed to be withdrawn and any default after acceptance of the bid shall be deemed to be non compliance of terms of contract.
- (ii) The technical bid must accompany with copies of three Return of Income filed for A.Yrs. 2015-16, 2016-17 and 2017-18 and copy of Balance sheet as a proof of turnover in these years.
- (iii) The Financial Bid will be opened only if the bidder fulfills the eligibility criteria and conditions stipulated in the **"Technical Bid"**
- (iv) The Income Tax Department reserves the right to accept or reject any bid without assigning any reason.
- (v) Two separate bids viz. Technical Bid and Financial Bid are to be submitted by each bidder.
- (vi) Tender bid should be submitted in a big sealed envelope marked as **"Tender- AMC for HICOM 372 EPABX System"** containing two smaller sealed envelopes marked as **"Technical Bid" & "Financial Bid"**
- (vii) This office reserves the right to terminate the contract during initial period also after giving a week's notice to the firm.
- (viii) For each default of service Rs.200/- will be charged as penalty.
- (ix) The AMC Charges are payable on half yearly- 50% after 6 months and balance 50% after satisfactory completion of the contract period on submission of bills duly certified by the competent authority.



- (x) Rates quoted should be all inclusive.
- (xi) The quotation documents are to be submitted in the office of the ITO (HQ) Security, Mumbai at Room No.12A, Ground floor, Aaykar Bhavan, M.K.Road, Mumbai 400 020 **on or before 01.30 p.m on 28.01.2019.**
- (xii) No bid will be accepted thereafter.
- (xiii) The quotation will be opened at **2.30 p.m on 28.01.2019.**

5. **General:-** The Annual Maintenance Contract will be extended after expiry of aforesaid period on the terms and conditions mutually agreeable by the parties unless terminated by either party by giving three months notice to other party at the time of renewal. The decision of Income Tax Department, Mumbai shall be final in all matters of selection of the contractor for **AMC for HICOM 372 EPABX System.**

The bidders can contact the O/o ITO (HQ) Security, Mumbai on behalf of Pr.CCIT, Mumbai at Room No.12A, Ground floor, Aaykar Bhavan, M. K. Road, Mumbai 400 020 for further details during office hours.



( **Ranjeet Kumar Sinha** )  
Income Tax Officer(HQ) Security,  
Mumbai.

रंजीत कुमार सिन्हा  
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आयकर अधिकारी (मुख्या.) सुरक्षा  
Income Tax Officer (HQ) Security  
मुंबई / Mumbai

# AMC – HICOM 372 EPABX System

## ANNEXURE –A

### TECHNICAL BID

1	Name & Address and Telephone Nos. of the Bidder		
2	P.A.N		
3	Existing Clients of the Bidder(List to be attached for the last 3 financial years i.e. 2015-16, 2016-17 and 2017-18 (Proof to be attached) i. Work order ii. Satisfaction Certificate		
4	Annual Turnover(Proof to be attached)	F.Y. 2014-15	
		F.Y. 2015-16	
		F.Y. 2016-17	
5	Details regarding experience in the field(Proof to be attached)		Name of the Organisation: _____  Contract Period: _____
6	GST Registration Certificate (Copy to be attached)		G S T No.

(Name & Sign of the Authorised Signatory)

**AMC – HICOM 372 EPABX Systems**

**ANNEXURE-B**

**FINANCIAL BID**

1	Name & Address of the Bidder	
2	Telephone Nos. of the Bidder	
3	Rate (Excluding Taxes) for one year in rupees.	Rs.(in fig.) _____ (in words) _____ _____

(Name & Sign of the Authorised Signatory)