



Surat Municipal Corporation

Fire & Emergency Services

Head Quarter, Muglisara, Surat : 395003

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

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Sub: Quotation for providing comprehensive maintenance services of IP-PBX System

Dear Sir/Madam,

Sealed quotation is hereby invited for comprehensive maintenance services of IP-PBX System meeting the below mentioned minimum specifications.

Sr. No.	Particular	AMC Rate in Rs. (Inc. all Taxes)	Qty.	Total Amount in Rs. (Inc. All Taxes)
1	<ul style="list-style-type: none">• Comprehensive maintenance of IP-PBX (Matrix Eternity PENX6SAC) (NX DBM VOCODER64) with Universal Connectivity and Mobile Extensions with following configuration. Analog extension-40, Analog co line-8, SIP Trunk-01 with redundancy & redundant control and power cards. Maintenance of Digital/PCM/TDM/IP PBX System having Surface Mount Technology design, system with flexible universal slots. Inbuilt Auto attendant facility, Minimum 15 Nos. conference, Analog extension line and Analog trunk line, Calling GSM, E&M line, PRI & VOIP program through Analog telephone digital key from Ethernet, public address cord, shall have unrestricted simultaneous dialing facility, STD / ISD / Local-Locking, Class of Service, Quick Dial-Single Digit dialing of any two external number, Once only ring device, Boss/Secretary-Do not disturb Facility, Power Down Mode, Hot Line, Hot Outward Dialing, Day Night Mode, Auto Call Back, Barge-in, Call Pick Up & Call Transfer, Call transfer while Ringing with Voice Guide System, Direct Inward System Access (DISA), Caller ID (CLI), CLI Base routing Internet Ready Port, External Music Port, Call Budgeting, Call Most Calculation, DID Direct Inverse Dialing, External Music, Fax Homing, Global Directory Printing with following capacities [E] No of Extension 40, No. of Analog trunk -08, No of SIP Trunk (50 channels with license), Compatible : ISDN and Networking. With redundant EPABX Cabinet (with CPU, Power Supply & IP Card along with required IP channel licenses as per specifications mentioned in above.• Comprehensive maintenance of 50 pair Junction box including Kronos (System MDF & Field MDF) for IP-PBX System with cabling work and end point instruments for emergency lines.		02 Years	
			TOTAL	

❖ **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 Quotation once offered shall not be withdrawn by Service provider/Contractor.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 IP-PBX 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 ICCC, Udhna Magadalla Road, 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 IP-PBX System at ICCC**"
15. Quotation must be sent in sealed cover on or before **22/05/2026** up to 18:00hrs to the below mentioned office:
Chief Fire Officer
Fire & Emergency Services,
2nd floor, Tapipura Fire Station,
Gordhandas Chokhawala Marg,
Surat, Gujarat - 395003

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FES/Outward No/469
Date: 05/05/2026

Chief Fire Officer
Fire and Emergency Services
Surat Municipal Corporation