

## Annexure-A

**SCOPE OF WORK**

The scope of work is given below and the work is to be performed as per the specification and conditions mentioned in different parts of this document and as per any further amendments issued in this regard and the contract to be signed by the successful bidder.

**1. AMC Coverage:**

- a) AMC hereunder covers corrective maintenance of complete system and free replacement of defected components.

**2. Equipment Maintenance:**

- a) The contractor shall maintain the equipment in good working condition during the contract period and shall correct faults and failures, repair, or replace defective parts during normal working hours.

**3. Preventive Maintenance:**

- a) During the period of AMC, preventive maintenance will be done at least once in every month. This includes checking all machines, Hardware, Software, keeping the inner parts of the equipment dust-free, checking the configuration, checking the supply voltage, ground, etc.

**4. Replacement of Unserviceable Parts:**

- a) Unserviceable parts will be handed over to the institute and shall be replaced at no extra cost with brand new parts of equipment or superior specification.

**5. Repair of Defective Parts:**

- a) The contractor will have sufficient spare parts to avoid downtime. Equipment will be made functional within 24 hours if repairable on-premises; if repair is required off-premises, it should be functional within a maximum of 48 hours. Defective parts will be retained in ESIC.

**6. Replaced Parts:**

- a) Any defective component should be replaced by the contractor at no extra cost. The replaced part should be equivalent or higher in function, quality, and performance. The contractor may retain the defective parts in lieu of the replaced part.

**7. Service Deployment:**

- a) Service Provider should deploy technically competent service engineer/engineers at users' premises as per deployment details intended in bid document to ensure proper upkeep of equipment and quick resolution of faults during the CAMC period.

**8. Coordination:**

- a) Need to coordinate with the IPABX CAMC provider as and when required in resolving the problem either in telephone network or in IPABX system.

**9. Fault Resolution:**

- a) The fault shall be rectified by a deputed Service Engineer within 24 hours from the time of reporting of failure/defect.

**10. Maintenance Visits:** Service Engineer Person shall attend the corrective and preventive maintenance of the equipment at least once a month at all locations. The preventive maintenance of the systems should cover essential aspects.**11. Maintenance Log:**

- a) A log book is to be maintained by the Service Engineer authorized by the contractor.
- b) The service engineer will write down the job done/inspection carried out/parts replaced in the log book, which is to be duly signed by the Engineer-in-Charge/custodian of the equipment.

**12. No Additional Costs:**

- a) No freight of any sort is admissible for moving the equipment.
- b) There should not be any revision of rate during the currency of the AMC.

**13. Quality Standards:**

- a) Only Class-I, reputed brand, and BIS marked materials would be used in repair work.

**14. Compliance:**

- a) The agency should provide every material as per ISI norms.
- b) The agency shall maintain all statutory records and registers.

**15. Work Orderliness:**

- a) The work is to be carried out in an orderly manner without noise and obstruction of flow of traffic.

**16. Site Presence:**

- a) The agency shall depute their officials in Hospital to meet Dean/MS/AE/JE or Maintenance-in-charge and note if any finding found during the project.

**17. Safety Precautions:**

- a) The agency shall maintain safety precaution for laborers.

**18. Wiring Regulations:**

- a) No temporary wiring should be allowed in the building in the normal course.
- b) No bare/open wiring should exist over the flooring/wall without mechanical protection by a conduit/channel.

**19. Materials and Tools:**

- a) The required consumable materials & tool items for the work shall be arranged by the firm at their own cost and shall be kept ready at the site in sufficient quantity, for which nothing extra shall be paid.

**20. Alternative Arrangements:**

- a) In case the Service Provider fails in adhering to the daily maintenance requirements, and Buyer must make alternative arrangements for the servicing/maintenance, then Service Provider would reimburse the cost of such arrangements.

**21. Work Completion:**

- a) All fabrication works, repairs, servicing of machines/equipment's/parts therein (or arrangement for the same) within the purview of this contract shall have to be carried out by the contractor within specified time.

**22. Contract Closure:**

- a) The contractor, at the end of the time of CAMC, shall hand over all the equipment in good and working condition and with full configuration to the institute.
- b) Final payment of the last quarter shall be done after receipt of satisfactory handing over receipt by the Engineer-in-charge.

*Relh-Kumar*

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*Abhok K.*



## TECHNICAL SPECIFICATIONS OF IP-PBX SYSTEM

S.No	Description of Work	Unit	Qty.
A.	Comprehensive Annual Maintenance Contract (CAMC) of following NEC SV 8000 series IP-PBX equipment:		
1	3 ISDN PRI Trunk 16 Analogue Trunks 48 Digital Extensions 880 Analogue Extensions DSP 16-IP Media Gateway Card With following built in features Two Port Auto Attendant with simplified Voice Mail - 32 Party Meet Me (Dial-in) Conference- 8x4, 3x10 Party Conference - LAN Port Communication Assistant License (CTI) DXDP Flexible Numbering Plan 1, 2, 3, & 4 digits, Single Digit numbering for Imp. Services, Call routing by CLI Multi-call Forwarding, Internal / External Dial Tone transfer, Built in two external paging ports- Built in ASMDR. etc all complete.	Nos.	1
2	Three Line LCD Display with backlit and 24 Programmable keys, 24 Programmable CO buttons, Speaker phone Bluetooth compatible with KXNT307Adaptor—(Note: Bluetooth capability requires v.5 system software), Digital Extra Device Port, Alphanumeric Directory Search etc. all complete	Nos.	1
3	DSS Console with 60 Programmable Keys etc. all complete	Nos.	3
4	One Line LCD Display with backlit and 08 Programmable keys 1-line x 16 character Caller ID LCD 8 Programmable CO keys with dual color LED Whisper off-hook Announce Hands-free speaker phone Large message/ringing lamp (red/green) Digital XDP (extra Device Port) Jack etc. all complete.	Nos.	30

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5	Main distribution Frame with All Cabling & Connecting point with Connectors as required complete with Connecting Cords etc. all complete	Nos	2
6	Voice Processing System Equipped With 8 Ports Expandable to 24 Ports 1024 dial Boxes 1000 Hours of Recording Email Integration 2 way Call Recording Facility etc. all complete.	Nos.	1

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