

Ref. NIA/ENGG/2025-26/009

Date: 09/02/2026



**NATIONAL
INSURANCE
ACADEMY**

Bale wadi, Baner Road, NIA P.O.,
Pune 411 045 (India).
Tel. (O): 020 – 27204000 / 27204042
Email: kishor@niapune.org.in
Website: www.niapune.org.in

**Subject: Quotation form for non-comprehensive annual maintenance contract for
EPABX System at NIA, Pune**

Dear Sir/Madam,

NIA invites you to submit your offer by sending sealed quotations at National Insurance Academy(Office no 17-Reprography) for Quotation form for non-comprehensive annual maintenance contract for EPABX System at NIA, Pune in complete accordance with enquiry documents:

Due Date & Time : 18.02.2026 at 05:00 pm.

Quotation Evaluation Criterion :

The quotation completed in all respects should reach NIA on or before 05.00 pm of the scheduled date. Quotations received after the due date and time are liable to be rejected. NIA reserves the right to accept or reject any or all quotation received to its absolute discretion without assigning any reason whatsoever.

Thanking You,

Yours truly,

Engineering Department
National Insurance Academy
Pune-411045

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

1) DOCUMENT REQUIRED FROM THE BIDDERS.

1. Attested copy of the valid **Registration Certificate** of Registered contractors engaged in State PWD / CPWD / MES / MJP / Railways / P&T / Municipal Corporation / Semi-Government Organization / Government Organization / Large Corporate Entity for electrical works Authority letter from the holder of the certificate/Proprietor Certificate
2. **PAN & GST** Certificate.
3. Attested copy of **Partnership deed / Memorandum** and articles of association, as the case may be if the tenderer is a Partnership Firm.
4. **Power of Attorney** on behalf of firm issued in the name of person/s authorized to sign agreements / bills etc. for the work done.
5. Valid Electrical Contractor License issued by government.
6. Details of similar three works/projects (Electrical works) completed **with a work completion certificate from the client.**
7. Bidder Information
8. **EMD of Rs.10,000/- (Rs. Ten thousand Only)** in the form of Demand Draft/NEFT/RTGS in the Favor of National Insurance Academy Pune.
9. **Annual Turnover Certificate** duly certified by CA. (For last 3 years i.e. 2022-23,2023-24,2024-25)
10. Client List with contact details.
11. Quotation form duly signed along with Stamp agreeing all the terms and conditions.

("Bidders should note that submission of all the documents mentioned above is mandatory. Failure to provide any one of these documents may result in disqualification of the quotation.")

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

2) TERMS AND CONDITIONS:

1. Prices- Rates quoted should be firm.
2. The rates should be quoted on the basis on the units specified in words as well as in figures without any cutting, in case of differences in values / rates in figure and words or any confusion it will be constituted to take the rates which are lowest.
3. **Payment-** Payment shall be made within **15 days of receipt of bills in hard copies** along with compliance documents from the agency/firm/company after the completion of entire work/Period. Quarterly payment will be made after successful completion of service and submitting the reports
4. The quotation should be valid for a minimum period of **90 days** from the date of enquiry letter date.
5. The acceptance of items/modifications is subject to inspection by the ENGG. Dept.
6. Incomplete quotation will be rejected summarily.
7. Kindly note that changes will be made in the contract as and when required as per requirements of NIA, Pune
8. The successful bidder whose quotation is accepted shall, within seven days from issuing / receiving the work order must be required to provide letter of acceptance along with deposit of **10%** of awarded contract amount as a **security deposit** by Demand Draft/NEFT/RTGS in the Name of National Insurance Academy, payable at Pune and to attend in person or through a duly authorized representative at the Office of ACADEMY and execute the Contract Agreement with the ACADEMY as per the General Conditions / Special conditions enumerated in the Prescribed form documents, on a Non-Judicial Stamp Paper of Rs.500/-. If he / she / they decline/s or fail/s to remit the Security Deposit or to execute the contract agreement within the stipulated time, the entire amount of EMD submitted shall stand forfeited, without prejudice to ACADEMY's right to rescind the contract and other rights and remedies warranted by the law.

Signature and seal of agency/firm/company
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3) **Scope of Work:**

Objective

To ensure continuous, smooth and reliable operation of the MATRIX ETERNITY LE EPABX and all associated accessories/components installed at NIA, Pune, through quarterly preventive maintenance, routine maintenance, and breakdown support as per defined response timelines under a Non-Comprehensive AMC.

System & Equipment Covered (As per Annexure-A)

The AMC shall cover maintenance support for the complete EPABX setup supplied/installed by Matrix and deployed at NIA, including:

2.1 EPABX Core and Interface Cards

- ETERNITY LE EPABX Cabinet – 1 No
- Eternity ME CARD CO8 + SLT24 – 4 Nos
- Eternity ME CARD SLT 32 – 1 No
- Eternity LE CARD SLT 48 – 8 Nos
- Eternity ME CARD VOIP 32 – 1 No
- Eternity ME CARD T1E1 PRI – 2 Nos

2.2 Ancillary / Add-on Equipment

- EON 48S – 2 Nos
- MDF 1000 Pair with IPM – 1 No
- Power Supply Unit 48V, 25A (SMPS without battery) – 1 No

2.3 End Devices / Telephones

- Eternity LE IP 10 – 16 Nos
- SPARSH VP 110 IP Phone – 130 Nos
- Push Button CLI Phone (Bina tone Concept 700) – 100 Nos

2.4 Cabling / Installation Work (Included)

- Cable installation work from EPABX to Exchange Side MDF is included under this AMC scope.

Note: Any additional equipment attached later by NIA will be coordinated for integration support as described in Section 10.

Nature of AMC (Non-Comprehensive)

This is a Non-Comprehensive AMC, meaning:

Included (Service & Labor)

- Quarterly preventive maintenance of entire EPABX system.
- Routine servicing and onsite troubleshooting.
- Breakdown call handling and restoration support.
- Quarterly cleaning and servicing of EPABX system and ancillary equipment.
- Manpower/effort charges for procurement coordination and replacement activity are deemed included in the AMC value.

Excluded / Payable by NIA (Material Cost Only, with Approval)

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- Cost of spares/parts/kits/components required for replacement/repair shall be reimbursed only for component cost, after prior approval by NIA.
- This also applies to firmware/software/application package updates as notified by OEM (Matrix COMSEC PVT Ltd.), where applicable component/license costs (if any) are reimbursable with approval.
No Extra Visit Charges
- No additional charges will be entertained for extra visits during the contract period (being Non-Comprehensive AMC). Visits required to rectify faults or as requested shall be covered within contracted AMC charges (excluding approved material cost).

Preventive Maintenance (PM) – Quarterly Schedule

The service provider shall carry out quarterly PM (4 times/year) covering the entire EPABX system.

PM Activities shall include (minimum)

A) EPABX System Health

- Visual inspection of cabinet, cards, racks, connectors.
- Check alarms, logs, error counters, card status and port health.
- Verification of PRI/E1/T1 status, VoIP trunk registration, CO line health.
- Inspection of extensions, SLT ports, IP extension status and registration.

B) Power & Environmental Checks

- Verify 48V SMPS output, load condition, ripple/noise symptoms.
- Check earthing, power connections, cable dressing, ventilation.
- Cleaning of cabinet and accessible modules to prevent dust accumulation.

C) MDF & Cabling Checks

- Check MDF terminations, labelling, jumper integrity, and continuity where required.
- Ensure EPABX-to-Exchange side MDF cable routes are intact and safe.

D) Endpoint Checks (Sample / As Required)

- Functional checks of IP phones and CLI phones (dial tone, incoming/outgoing, display, key functions).
- Basic network connectivity verification for IP phones where required.

E) Documentation

- PM checklist completion and submission along with recommendations.
- Highlight any aging components, error trends, or required replacements.

Breakdown / Complaint Support & SLA

Response Time

- Complaints lodged by NIA shall be attended within 4 hours.

Restoration Approach

- Remote troubleshooting (if feasible) + onsite visit as required.

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- Fault isolation to card/module/port/endpoint/cable/SMPS/MDF level.
- Temporary workaround to restore critical services wherever possible.
- Final rectification including replacement of approved parts/components.

Service Register, Reporting & Sign-off

- The service engineer shall visit NIA and maintain a service register onsite.
- Each visit shall include entry of:
 - Date/time of call
 - Complaint description
 - Diagnosis/actions taken
 - Parts required/replaced (if any)
 - Status (restored/pending/observations)
- After completion of maintenance call/PM, engineer must obtain signature of authorized NIA personnel as confirmation of service completion and satisfaction.

Spares/ Parts / Kits Management (Non-Comprehensive Terms)

- Whenever spares/parts/kits are required:
 1. Service provider will submit a proposal/estimate with failure details and part specification.
 2. Obtain prior approval from NIA before procurement/replacement.
 3. NIA will reimburse only the cost of components (as per proof/invoice), while effort and replacement charges remain included in AMC value.

Firmware / Software / Application Package Updates

- Service provider shall support updating of firmware/software/application packages as notified by OEM (Matrix), subject to:
 - Approval from NIA where required,
 - Compliance with NIA's IT/security procedures,
 - Any paid licenses/components (if applicable) reimbursed only as material cost with approval.

Quality & Performance Obligations

The service provider shall ensure:

- Smooth and stable performance of EPABX and connected endpoints.
- Proactive identification of faults during PM.
- Minimized downtime through timely response and rectification.
- Proper housekeeping, cable management, and documentation.

Coordination for Additional Equipment & Licensed Software

- Attachment of Additional Equipment: NIA may attach additional

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equipment essential for its applications; vendor shall provide necessary coordination and support for integration with EPABX.

- Licensed Software Installation: NIA may install licensed software on the system; vendor shall coordinate for installation on the vendor hardware and ensure system compatibility/support (within AMC scope, excluding paid materials/licenses unless otherwise approved).

Contract Period (Reference)

- AMC duration: 02 Years
- Renewal documents to be submitted 2 months prior to expiry of AMC period.

Deliverables (Minimum)

1. Quarterly Preventive Maintenance Report (with checklist and observations)
2. Service Call Reports for breakdown calls
3. Updated Service Register Entries signed by NIA authorized personnel
4. Spares/Replacement Proposals with approval trail (when required)
5. Quarterly Invoice on pro-rata basis (as per payment clause in work order)

ANNEXURE-A

Sr. No	<u>ITEM</u>	QTY
1	ETERNITY LE EPABX Cabinet	1 No
2	Eternity ME CARD CO8 + SLT24	4 Nos
3	Eternity ME CARD SLT 32	1 No
4	Eternity LE CARD SLT 48	8 Nos
5	EON 48S	2 Nos
6	Eternity ME CARD VOIP 32	1 No
7	Eternity ME CARD T1E1 PRI	2 Nos
8	Eternity LE IP 1 0	16 Nos
9	SPARSH VP 110 IP PHONE	130 Nos
10	PUSH BUTTON CLI PHONE — BINATONE CONCEPT 700	100 Nos
11	MDF 1000 PAIR with IPM	1 No
12	Power Supply Unit of 48 Volts, 25A. i.e., AC to DC Converter for DC supply to EPABX System (SMPS without battery)	1 No

Signature and seal of agency/firm/company
Date:

Address:
Mobile No

4) Additional Terms and Conditions:

1. Liability & Responsibility

1.1 The service provider shall be fully responsible for safety, security, and discipline of its staff deployed at NIA.

1.2 NIA will not be liable for any loss, accident, injury, or compensation to the service provider's personnel during execution of AMC duties.

1.3 The service provider shall ensure only qualified and technically trained engineers handle the EPABX system.

2. Confidentiality & Data Security

2.1 The service provider shall maintain strict confidentiality regarding NIA communication systems, configuration details, call routes, passwords, IP settings, and any sensitive or classified information accessed during service.

2.2 No data/configuration shall be shared externally without written approval of NIA.

2.3 The engineer shall not take any system logs, call data, or configuration backups outside NIA premises without authorization.

3. Replacement of Engineer

3.1 In case of repeated delays, poor workmanship, or misconduct by the deployed engineer, NIA reserves the right to demand replacement.

3.2 The service provider must arrange a replacement engineer within 48 hours of such request.

4. Tools, Test Equipment & Software

4.1 The service provider shall bring all necessary tools, meters, LAN testers, crimping tools, laptop with required diagnostic software, and other instruments required for troubleshooting.

4.2 No additional cost shall be charged for tools, diagnostic software usage, or onsite testing.

5. Penalty for Delay

5.1 If complaints are not attended within the stipulated **4 hours**, NIA reserves the right to impose a penalty of **₹500 per hour of delay**, after the first 4 hours, up to a maximum of ₹5,000 per incident.

5.2 Repeated delays (more than 3 instances in a quarter) will be treated as breach of service level obligations and may result in termination of AMC.

6. Damage Due to Mishandling

6.1 Any damage caused to the system due to negligence, mishandling, or improper servicing by the service provider's personnel shall be rectified/replaced at the service provider's cost and risk.

6.2 This includes wrong connections, firmware failure due to mishandling, or short-circuit due to improper jumper work.

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7. Spare Parts & Originality

7.1 All spare parts used (if approved by NIA) shall be genuine, new, and OEM-certified.

7.2 Using refurbished or non-OEM parts without written approval will lead to immediate termination of the AMC and forfeiture of pending payments.

8. Access & Permissions

8.1 Service engineers shall sign the entry register/security register while entering and exiting NIA premises.

8.2 Access to restricted areas shall be provided only under escort of NIA authorized officials.

9. Termination Clause

9.1 NIA reserves the right to terminate the AMC with one-month notice, without assigning any reason.

9.2 In case of severe breach of contract or misconduct, termination may be immediate and without any financial liability on NIA.

9.3 Upon termination, the service provider shall hand over all configuration backups, reports, and documents to NIA.

10. Integrity & Anti-Malpractice Clause

10.1 The service provider shall ensure that no engineer demands or accepts any payment, favor, or benefit from NIA personnel.

10.2 Any such incident will result in immediate blacklisting and contract termination.

11. Force Majeure

11.1 Neither party shall be held responsible for failure to perform obligations due to events like natural calamities, war, floods, or government restrictions.

11.2 However, the service provider must notify NIA immediately in writing with evidence.

12. System Configuration Backup

12.1 The service provider shall maintain updated configuration backups of the EPABX system and hand them over to NIA after every PM cycle.

12.2 Backups shall remain the property of NIA and shall not be retained after AMC expiry.

13. Payment & Compliance

13.1 Payments will only be made after submission of:

- Quarterly PM report
- Service call register copy with signatures
- Invoice with GST details
- No-pending-complaint certificate from Engineering Department

13.2 Any non-compliance in documentation may delay payment processing.

5) Particulars of the Bidders

INDIVIDUAL / FIRM / COMPANY PROFILE		
Sr. No.	Required Information (QUERY)	ANSWER
1	Name and registered address of the Individual/firm/company.	
2	Name, designation, and telephone nos. of the contact person / persons. Mobile Nos. Fax No. E-mail id	
3	Month and Year of commencement of service business in present name.	
4	(Photocopies of following documents to be Uploaded)	
	• Registration number of the firm. (As per Shop and Establishment act.)	
	• PAN No. and TIN No.	
	• Goods and Service Tax No	
5	Name and complete postal address of bankers.	
	Name of Bank	
	Branch	
	Account No	
	Account Type	
	IFSC Code	
6	Additional Information if any.	

Signature and seal of agency/firm/company
Date:

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6. Commercial Details

Format for quotation

To be filled in by agency on their letterhead

S No	Description	Qty	Unit	Rate in Rs 2026-2027	Rate in Rs 2027-2028	Total Amount in Rs
1	Non-Comprehensive Annual Maintenance Contract Charges for EPABX system as per ANNEXURE-A (On page 7)					
	Total amount					
	GST					
	Final Amount					

Signature and seal of agency/firm/company
Date:

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