

**Terms & Conditions for AMC of AVAYA IP EPABX System and existing EPABS SYSTEM, ,
Assam Legislative Assembly.**

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1. The tenders must be submitted the copies of following documents along with dully self attested tender paper without which the tender will be liable for rejection.
 - a) GSTIN Registration Certificate.
 - b) Permanent Account No.(PAN).
 - c) A copy of Registration Certificate issued from competent authority.
 - d) Up to date Municipal Trade Licenses.
 - e) Certificate of Tax Exemption from the competent authority if any.
 - f) Last years income tax return certificate.
2. The firm has to depute well trained and experienced staff as under in each shift on all days of operation by **AVAYA IP EPABX System**.
3. The firm will depute one service engineer once in a month to counter check the status by **AVAYA IP EPABX System**.
4. The complaints received should be attended within 4 hours of their receipts where as major shall have to be checkup within 4 hours failure to do so a penalty of Rs.1000/- per day.
5. All the preventive and breakdown maintained work done should be recorded in service log book to be maintained by the Firm with necessary countersigned from I/c officer.
6. A Logbook for the daily basis to be mentioned by the firm with signature from the concern officer as & when services provided.
7. The firm has to maintain attendance register for staff, log book of plant and all the working hours should be recorded on daily basis. The same to be verified with signature from i/c Nazarat Branch, ALA.
8. Income tax, work contract tax would be deducted as per rules.
9. AMC will initially be awarded for one year and can be extended up to 2 years on same terms and conditions if services found satisfactory after one year w.e.f. 01/01/2021 to 31/12/2021.
10. The testing of each **AVAYA IP EPABX System** shall be done by the operator daily as routine Checkup.
11. Security deposit money of Rs. 10,000.00 only in the form of NSC/BD/KVP etc. to be pledged in favour of the Principal Secretary, Assam Legislative Assembly.

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Secretary In-Charge,
Assam Legislative Assembly.