



OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, COMMISSIONERATE-III  
COMMUNICATION WING, CUSTOM HOUSE, 60, RAJAJI SALAI, CHENNAI-600 001.

**NOTICE**

COMN/621/2012

Dated: 29.08.2015

**Sub:** ANNUAL MAINTENANCE CONTRACT OF SIEMENS HICOM 300E EPABX-Reg

Quotes are invited for Annual Maintenance Contract of **EPABX System- SIEMENS HICOM 300E** associated accessories, installed at Custom House, Chennai-1.

**DESCRIPTION OF WORK**

Maintenance of hard wares and soft wares SIEMENS HICOM 300E DIGITAL ELECTRONICS EXCHANGE (EPABX) WITH THE FOLLOWING CONFIGURATION.

- 384 ANALOG EXTENSIONS, 24 DIGITAL EXTENSIONS
- 32 ANALOG TRUNKS , 8 ISDN BRI CIRCUITS, 01 DID CARD
- 8 PORT VOICE MAIL SYSTEM (with PC), 4 NOS. SO - ADAPTERS
- 2 NOS. AC-OPERATOR CONSOLE
- 4 NOS. OPTISET STANDARD DIGITAL INSTRUMENTS

**I. Terms and conditions**

The services be provided by the Company/Firm against **FLAT RATE CHARGE** comprising:

1. Special telephonic support should be made available to receive fault reports during the office hours (0915 hrs to 1745 hrs) as well as out of office hours.
2. Quarterly preventive maintenance is required

**II. Hardware services.**

1. Ensure the availability of system components, board and replacement parts for the installed system under AMC.
2. Undertake measures to restore the system to working condition after repairs as defined in the system overview.
3. Carryout necessary installation and de-installation operations and also place the system back to operation.

**III. Soft ware services:**

Elimination of program faults through the provision of software corrections (patches), provided if the customer is using relevant current program version or predecessor version available and applicable at firms; provided such faults are reproducible at site for the purpose of diagnostic and debugging

1. The contract shall be valid from 01.09.2016 to 31.08.2017.
2. The AMC charges will be payable quarter-yearly in advance.
3. It is not binding on the Department that the contract shall continue for the full term of one year and in case if any deficiency in service is noticed, the contract is likely to be terminated at any time.

Those who are interested may go through the description of the work, terms and conditions and present their quotations to the under-signed on or before 20.08.2016 by the sealed cover with writings on the cover as **QUOTATION FOR EPABX MAINTENANCE.**

(Dr P Sri Ram)  
DEPUTY DIRECTOR (Comns)

Chennai

Dated: 29.08.2016