

ERNET India

(An Autonomous Scientific Society under Ministry of Electronics and Information Technology, Govt.)
5th Floor, Block-I, A Wing, DMRC IT Park, Shastri Park, Delhi-110053

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No. EI-D/Tech/57-8/18

Dated: 27.03.2018

Due Date: 09.04.2018 Time 3.00 P.M.

Opening of Bids: 09.04.2018 Time 3.30 P.M.

To

Subject: Comprehensive AMC of One (1) No. of EPABX System – reg.

Sir,

ERNET India, an Autonomous Scientific Society under Ministry of Electronics & Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India. ERNET India is a nodal network for integrating education & research institutions in the country. An Internet service is one of the services being provided by ERNET India to these institutions.

2. Sealed tenders are, invited from authorized dealers of Panasonic for the AMC of EPBAX System as per the specifications provided at Annexure – I. The AMC will be awarded for three years and will be effective from the date of award of AMC. The bidder must quote for 3 years AMC with per year charges. Order will be placed on yearly basis.

The following instructions should be carefully noted:

GENERAL CONDITIONS

1. The bidder must be an authorized dealer/service partner of Panasonic EPBAX System. The authority from the manufacturer/distributor must be submitted along with the bid. **The bids received without authority will liable to be rejected.**
2. The bidder must be a reputed firm having at least 5 years of experience of maintaining EPBAX system.
3. Quotations should be submitted in two separate parts i.e. **Part-I (Technical Bid)** and **Part II (Financial Bid)**.

Part-I - Technical Bid in one cover, consists of

- (i) EARNEST MONEY DEPOSIT (EMD).
- (ii) Unpriced bill of material quoted by the vendor
- (iii) Authorization letter from M/s Panasonic
- (iv) Company Profile
- (v) Supporting document for experience (copies of at least 5 work orders)
- (vi) Copy of the Company Registration/Incorporation, PAN, GST Registration certificate

Part-II - Financial Bid in second cover, should contain:

see

- (i) Second cover indicating “COVER FOR FINANCIAL BID” should consist of the price of AMC of EPBAX system and should be submitted in separate cover marked “Financial Bid - Part II. Rates/cost to be quoted as per Annexure-II only.

Both the covers i.e. **Part-I (Technical Bid)** and **Part-II (Financial Bid)** should first be sealed separately, and then both the covers should be kept in a single sealed bigger cover. This cover should be submitted to the “Registrar & Director, ERNET India, 5th Floor, Block I, A Wing, DMRC, Shastri Park, New Delhi - 110 053” before due date and time of tender. In case of any missing information on the above, the bid is likely to be rejected

3. Bids should be valid for a minimum period of 180 days after the due date.
4. Envelope should bear the inscription
“Quotation for Comprehensive AMC of EPABX System”
“Tender Enquiry No.: No. EI-D/Tech/57-8/18”
“Due Date & Time: 09.04.2018 (3.00 PM)”
“Due Date & Time for Opening of Bids: 09.04.2018 (3.30 PM)”
5. **Earnest Money Deposit**
 The qualified bidders are requested to deposit the EMD of Rs.2000/- in the form of Demand Draft or Banker’s Cheque drawn on/issued by any Nationalized/Scheduled Indian Bank in favour of ERNET India, payable at New Delhi, with the Tender Document as per the schedule given. The EMD shall be denominated in Indian Rupees only.
 - a) No interest will be payable to the bidder on the amount of the EMD.
 - b) Bids submitted without adequate EMD will be liable for rejection.
 - c) Unsuccessful bidder’s EMD shall be returned.
 - d) EMD of Successful bidder will be returned after the award of contract and submission of the Performance Security within specified time and in accordance with the format given in this document
 - e) The EMD may be forfeited:
 - i. If a Bidder withdraws his bid or revises/ increases his quoted prices during the period of bid validity or its extended period, if any.
 - ii. If successful bidder fails to furnish Performance Security within specified time given in this tender document
 - iii. If during the bid process, a bidder indulges in deliberate act that would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the ERNET India regarding forfeiture of the Bid Security shall be final and binding upon bidders.
6. The Bids must reach the undersigned on or before the due date as given above. Bids received after the due date & time is liable to be rejected. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.
7. The rates should be quoted in Indian Rupees for delivery at the premises of ERNET India at New Delhi. All prices shall be fixed and shall not be subject

to escalation of any description. The rates must be quoted as per the Performa provided in Annexure-II. Comparison will be made on the basis of bill of material specified in Annexure-II.

- 8. **Govt. Levies, if any, shall be paid at actual rates applicable on the date of invoice.**
- 9. It may specifically be mentioned whether the quotation is strictly as per tender specifications/conditions. No deviations in the specifications of the items would be accepted. Quotations not adhering to the specifications will be out rightly rejected.
- 10. ERNET India reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.
- 11. Incomplete quotations are liable to be rejected.
- 12. Bidder shall sign all pages of this tender document
- 13. In case of any discrepancy between rates mentioned in figures and words, the later shall prevail.
- 14. ERNET India may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder
- 15. **Penalty Clause:** If the firm fails to provide the services within 24 hours of lodging complaint, penalty at the rate of Rs.100/- per day will be charged. ERNET will provide access to the equipment, if required, on holidays. In case ERNET is not able to provide access on holidays, the period will not be counted for penalty.

If the equipment is not repaired within 15 days of lodging complaint, the Annual Maintenance Contract can be cancelled. ERNET will be free to get it repaired from any other source. The expenses of such repair would be adjusted against the pending bills apart from forfeiture of PBG.
- 16. **Performance Bank Guarantee (PBG) :** Bidder has to submit Performance Security of 10% of total cost of purchase order for annual maintenance contract for EPBAX system, within 15 days of award of purchase order, valid for three years. Performance security should be in the form of DD or PBG. In case of PBG, it should be through Structured Financial Messaging System(SFMS). Bank details of ERNET India for the same will be provided in Purchase Order to successful bidder.
- 17. **Payment Terms:** Payment will be made **quarterly** after completion of satisfactory work and acceptance by ERNET's Concerned officer. A pre-receipted bill should be sent in the name of ERNET India on the above mentioned address for release of payment.
- 18. **Scope of Work**
Bidder has to maintain EPBAX system which includes

and

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- i) Termination of P&T lines
- ii) Configuration of the system as per requirement
- iii) Activation and maintenance of extensions
- iv) Comprehensive Maintenance of hardware including telephone instruments- analog, digital, KTS
- v) Quarterly Preventive maintenance of the system
- vi) Re-organizing patching of cables as and when required

Yours faithfully,



(Meharban Singh)
Registrar & Director

Technical Specification

S.No	Specification	Qty
01.	IP Enabled EPABX exchange having one PRI, 2 IP trunk, 24 P&T, 16 Digital and 80 Analog extensions (Model Panasonic KX-TDE200)	01 Set
02.	24 Keys KTS	07 Set
03.	Analog Extension Phones	48 Set

PRICE SCHEDULE FOR THE SUPPLY OF

To,

The Registrar & Director,
ERNET India
5th Floor, Block-I, A Wing,
DMRC IT Park, Shastri Park,
Delhi-110053

We _____ hereby certify that we are
established _____ firm of manufactures/authorized dealers of M/s.
_____ With office at _____ We
_____ hereby offer to provide AMC services for the following items at the prices and within
the period indicated below:

S.No	Specification	Qty	Unit cost	Total Cost of AMC (in Rupees) per year
01.	IP Enabled EPABX exchange having one PRI, 2 IP trunk, 24 P&T, 16 Digital and 80 Analog extensions (Model Panasonic KX-TDE200)	01 Set		
02.	24 Keys KTS	07 Set		
03.	Analog Extension Phones	48 Set		
TOTAL				

- i. ERNET India may at its discretion reduce/increase the quantity of KTS & Analog Phones, as per requirements, in the Purchase Order.
- ii. **L1 bidder will be finalized on the total sum of Annexure II**
- iii. It is hereby confirmed that we have understood the terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.

(Signature and seal of
Manufacturer/Bidder)

Dated _____ 2018