

F.No. 3-43/2012-2013/S&S
NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
New Delhi - 110016.

The National Council of Educational Research and Training (NCERT) New Delhi invites online bids for CAMC (Comprehensive Annual Maintenance Contract) of 03 EPABX system (one EPABX system is of Siemens Hipath 4000 having capacity of 300 analog extension (currently 200 operating) installed in telephone exchange and two mini EPABX system is Siemens Hipath 1150 installed in Director & Joint Director office) from OEM or their authorized dealers through Central Public Procurement portal e-tender system website: <https://eprocure.gov.in/eprocure/app> and the details of tender also available on NCERT website i.e www.ncert.nic.in may be read out carefully before applying the same. Offline/physical bids shall not be accepted and no request will be entertained on any ground/reason:-

CRITICAL DATE SHEET

Published Date	21.08.2020 at 04.00 p.m.
Bid Document Download / Sale Start Date	22.08.2020 at 11.00 a.m.
Bid Submission Start Date	24.08.2020 at 11.00 a.m.
Bid Submission End Date	14.09.2020 up to 2.30 p.m.
Bid Opening Date	15.09.2020 at 03.00 p.m.

For any queries/clarification, you may kindly contact S&S Section at phone no. 011-26534138. However, any queries relating to the process of online submission of bids relating to CPP portal in general may be directed to 24x7 CPP portal help desk on Toll Free Number – 1800-233-7315

(R. Selvaraj)
Sr. Stores Officer
011-26534138

General Information

1. The National Council of Educational Research & Training (NCERT) is an autonomous body under the Ministry of HRD. The NCERT is interested in inviting e-tender from OEM or their authorized dealer for 03 EPABX system (one EPABX system is Simens Hipath 4000 having capacity of 300 analog extension (currently 200 operating) installed in telephone exchange and two mini EPABX system of Siemens Hipath 1150 installed in Director & Joint Director office).
2. The Tender shall be accepted under Two Bid Systems. The interested firms have to submit the Technical Bids and Financial Bids online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tender sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever may be.
3. All tender documents attached with this invitation to tender including the Specifications are sacrosanct for considering any offer as complete offer. It is therefore important that Tender Acceptance Letter which is a written undertaking that all the terms and condition of the tender are understood and accepted should be signed and submitted through e-Procurement site <https://eprocure.gov.in/eprocure/app>.
4. The Tender cost (not refundable) of Rs.500/- and Earnest money Deposit (EMD) refundable of Rs. 10,000/- (Rupees ten thousand only) shall be payable in the form of DD/BC drawn in favour of Secretary, NCERT, payable at New Delhi. Earnest Money will be refunded to unsuccessful tenders/bidders after finalization of the tender. After award of work to the bidder has to deposit 10% of total CAMC value as performance security Deposit. Performance Security should remain valid for 90 days beyond the date of completion of all contractual obligations including warranty/guarantee. **Hard copy of EMD and tender cost must be submitted in S&S Section, NCERT before last date of tender.** The firm seeking exemption in Tender cost and EMD under MSME/NSIC should submit the certificate in the relevant field.
5. Conditional bids shall not be considered and will be rejected summarily.
6. The Technical Bid shall be opened on the scheduled date and time i.e in the chamber of Head DEK, **Workshop Building, NCERT, Sri**

Aurobindo Marg, New Delhi-110016.

7. The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Committee constituted for the purpose.

8. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.

9. The NCERT reserves the right to reject any or all the tenders submitted by the bidders/firms at any time or relax/withdraw/ add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.

10. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from _____ up to and also from NCERT website www.ncert.nic.in

11. Any subsequent Updates, Addendums, Corrigendum's etc., if any will be published _____ only _____ on _____ the website <http://eprocure.gov.in/eprocure/app> and www.ncert.nic.in. All bidders are required to regularly check the websites for any updates.

Sd/-
(R Selvaraj)
Sr. Store Officer

TERMS AND CONDITONS

1	<p>The bidder/firm will have to undertake Comprehensive Annual Maintenance Contract (CAMC) of EPABX of Siemens Hipath - 4000 (01 Nos.) installed in telephone exchange of NCERT and mini EPABX of Siemens Hipath 1150 (04x08) (02 nos.) installed in Director & Joint Director office. All the accessories and spare parts of EPABX system such as EPABX cards, batteries etc. will be covered under CAMC which will be replaced with original one if faulty/damaged. However, consumable items such as telephone cables, telephone instruments etc. will not be covered under CAMC and provided by NCERT if required to be replaced.</p>
2	<p>The CAMC of EPABX will be initially awarded for a period of 1 year which may be extended up to 3 years on same rates and terms and conditions on year to year basis on mutual consent and satisfactory performance of the firm.</p>
3	<p>The maintenance contract includes labour, service, preventive maintenance, supply of the parts / components to replace the defective parts for the entire period of contract. The maintenance contract covers breakdown calls and preventive maintenance for all the items. However consumable items such as telephone wire, telephone instrument, etc. will be provided by NCERT if required to be replaced.</p>
4	<p>(a) The contractor/firm shall be responsible for attending the fault relating to Exchange switch room and console operator within the same day on which the complaint is lodged, failing which a penalty of Rs.1000/- (Rs. One thousand only) per day shall be charged from service provider beyond call-attending time (same day) which shall be recovered from the running account bill.</p> <p>(b) During the period of contract, Service Engineer/ representative of firm will inspect the (EPABX) system installation regularly at least once in a month to carry out preventive maintenance.</p> <p>(c) The complaint of intercom should be attended within the same day and rectify within 24 hrs otherwise penalty of Rs.100/- per day shall be charged.</p>

5	The contractor shall be require to station its staff for attending day- to -day fault and other breakdown call/complaints. The contractor has to ensure that his staff will be available from 09:00 am to 5:30 pm. on all working days and in case of holidays and Sundays, the staff should be available as and when desired by Telephone Operator of Exchange for any technical assistance.
6	The Firm should maintain existing 200 analog extension running in Siemens Hipath -4000 system installed in different building/departments/section of NCERT which may be extended up to 300 which will be maintained on the same rates of CAMC. If new extension is provided through this EPABX consumable items such as wire and telephone instrument will be provided by NCERT but laying work will be done by the firm/contractor. However, shifting of telephone number from one room to another will also be done by firm/contractor.
7	The firm will have to increase or decrease the no. of extensions, provide or withdraw certain facilities and execute the programming of the extensions as and when required by competent authority of NCERT
8	The replacing of components ,if required, will be done by the contractor in consultation with Telephone Operator of Exchange.
9	This Contract will cover replacement of cards of exchange and components of operator console, which may be necessary for smooth functioning of system.
10	Defective cards / components / parts can be taken out by the contractor only after ensuring that healthy component of same make or equivalent make is available. The decision about the replacement of components / parts by new one shall primarily be taken by the Telephone Operator, NCERT in consultation with S&S Section and the contractor shall carry out the work accordingly. However, NCERT reserves all rights regarding acceptance / rejection of any components for replacement. No extra payment on any account shall be made by NCERT.
11	If the contractor is not able to maintain any Cards of EPABX and other peripherals due to non-availability of components, contractor have to upgrade the components at his own cost in order to make the system operational, else contractor shall provide alternate / substitute till the above components get repaired or replaced.

12	All types of tools, devices required to perform specified works including any temporary arrangement which may be necessary during maintenance work at work place shall have to be arranged by the contractor/firm only.
13	The contractor/firm shall quote lump sum charges for the CAMC of the EPABX System for one year, covering the maintenance of the system including service charges, labour charges, repairs / replacement of spares(if any) etc. No extra amount on any account shall be paid by NCERT. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to change.
14	NCERT reserves the right to accept or reject any bid and cancel the bidding process and reject all quotations at any time prior to the award of contract.
15	No careless handling of equipment's shall be permitted and charges arising due to damages caused shall be borne by the contractor/firm.
16	Contractor/firm shall ensure that no items taken out of NCERT premises without necessary approvals/permission of S&S Section.
17	During the CAMC period, of this contract the contractor/firm will allow only unauthorized person to handle the system in order to rectify the defect whatever, minor it may be.
18	Payment will be made on quarterly basis. However no advance payment will be made.
19	At the time of leaving CAMC contract the firm/contractor hand over the EPABX system in functioning condition. However, the last quarter CAMC payment will be released only after confirming the functioning of EPABX system.

Technical Bid

S.N	Description of Company/Firm	Detailed to be filled up	Page Number of this tender document where copy/certificate is attached
1.	Name of Firm/Company		
2.	Address		
3.	Telephone No.		
	Mobile		
	Fax:		
	E-Mail		
4.	Type of Organization (whether OEM/ sole proprietorship/ partnership/private limited etc.) <i>Attached Documentary Proofs</i>		
5	PAN number of the firm (copy enclosed)		
5.	GST number of firm (copy enclosed)		
9	Scanned copy of last 03 year experience certificate with completion certificate for the year 2016-17, 2017-18, 2018-19 in providing AMC/CAMC support of EPABX in govt./PSU/Autonomous body		
10	ITR of the firm of last three financial year i.e 2016-17, 2017-18 & 2018-19		
11	Annual turnover of the firm for last three F.Y i.e 2016-17, 2017-18 & 2018-19 is Rs.5.00 lakh duly attested by CA.		

11	Tender fee of Rs.500/- in shape of DD/BC		
12	EMD of Rs.10,000/- in shape of DD/BC.		
13	Firm shall enclosed the OEM authorization certificate		
14	Registered service center/office in Delhi/NCR (proof enclosed)		
15	Undertaking in r/o non-blacklisting on non-judicial paper of Rs.100/- as per Annexure-IV		
16	Tender acceptance letter as per Annexure-II		

Financial bid

S. No.	Name of items with detailed specifications	Qty.	CAMC charges per annum in Rs.
1.	<p>Siemens Hipath – 4000 (08 Trunk x 01 PRIx 08 Dig x 300 Ana) equipped with</p> <p>Trunk side : 08 trunk lines & 01 PRI line for EPABX Extension side : 300 Analog extension interface, 8 digital extension, 01 operator console Digital phones: open stage digital phone – 01 voice mail Call billing software, MDF 400 pair, UPS including replacement of battery Further equipped with: Control section cPCI architecture. Based on real time 2 GLP platform. 100% non blocking universal and distributed architecture. Interface with PA system. Ethernet port for LAN connectivity. Remote maintenance. Inbuilt music on hold. Unix operating system. Built in system data back in MOD. Built in MSDR for call detail billing. Built in networking protocol (Coronet NQ & Q- SIF) Least cost routing feature Web based management & administration software) (Installed in the telephone exchange of NCERT having capacity of 300 extension, at present 200 extension is working through this system with PRI features)</p>	1 set of EPABX system	
2	Siemens Hipath 1150 (04x08) installed in Director office	1 set of mini EPABX	
3	Siemens Hipath 1150 (04x08) installed in Joint Director office	1 set of mini EPABX	
		GST as applicable	
		Total charges	

UNDERTAKING BY THE AGENCY IN NON-JUDICIAL STAMP PAPER OF RS.100/-

I,.....on behalf of(Name of the firm/agency) hereby declare that there is no legal/suit/criminal case pending or contemplated of legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violations of any of the laws in force and company is not black listed by any Government Organization.

I,.....on behalf of(Name of the firm/agency) hereby declare that our organization or the staff to be provided has no business or direct family relationship with member(s) NCERT.

I,.....on behalf of(Name of the firm/agency) hereby undertake that all relevant statutory requirements will be complied with.

I,.....on behalf of(Name of the firm/agency) understand that if the above declaration is found incorrect, the present engagement would be terminated and (Name of the firm/agency) would be debarred from any further engagement by NCERT ever.

Signature(s)
(Name & Address of the Tenderer(s)
With Official Seal)

Place:

Date:

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

(Enclose with Technical Bid)

Date: _____

To,

The Senior Stores Officer
S&S Section, Workshop Building
NCERT, Sri Aurobindo Marg New Delhi – 110016

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: F.....

Name of Tender / Work: -TENDER FOR CAMC OF 0 3 Nos. EPABX installed in NCERT

Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned Tender/Work" from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. In case any provisions of this tender are found violated , then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

(Signature of the Bidder, with
Official Seal)

