

INDIRA GANDHI NATIONAL FOREST ACADEMY, DEHRADUN

OPEN TENDER FOR ANNUAL MAINTENANCE CONTRACT OF EPABX (CORAL) AND ALL INTERCOM OUTLET LINES



Date of Receipt of Tender : 10 April, 2017 (up to 1600hrs)
Date of Opening of Tender : 10 April, 2017 (1700 hrs.)

**Ministry of Environment & Forests,
Indira Gandhi National Forest Academy,
P.O. New Forest, Dehra Dun-248006**

Open Tender for AMC of EPABX (CORAL) and All Intercom Outlet Lines

Open Tenders are invited for Annual Maintenance Contract (AMC) of items listed in Annexure-I of the tender form in the Indira Gandhi National Forest Academy, Dehradun.

You may quote against this tender enquiry only if you are a registered for AMC of EPABX/Intercom dealer/manufacturer experienced in providing AMC services and in a position to undertake the services as specified in the tender document. If you fail to abide by this condition your Earnest Money Deposit / Security Deposit will stand forfeited.

The details and specifications for which comprehensive AMC rates are to be quoted are given in Annexure I.

The terms and conditions governing the tender are given in Annexure-II.

Tenders have to be submitted on a prescribed tender form in original, issued from the office of the Director, IGNFA, New Forest, Dehradun, Uttarakhand.

Price of all items must be quoted inclusive of all taxes and duties, if any and VAT.

The quoted prices should be F.O.R. Academy. Annual Maintenance Contract will have to be made at the Indira Gandhi National Forest Academy at New Forest, Dehradun and no transportation & installation charges can be claimed.

**Additional Professor
Indira Gandhi National Forest Academy, Dehradun**

Forwarding Letter
(to be filled in by the tendering party)

To,
The Director,
Indira Gandhi National Forest Academy (IGNFA),
P.O. New Forest, Dehradun (Uttarakhand), PIN - 248006

Sub: Tender for AMC of EPABX (CORAL) and all Intercom Outlet lines

Sir,

I / We are submitting herewith our Open tender for the Annual Maintenance Contract of the articles as specified in the tender form and as laid down in tender documents.

I / We have read and understood all the terms and conditions governing the tender. I / We agree to abide by these terms and conditions.

Accordingly I / we are enclosing herewith our Earnest Money Deposit in the form of bank draft No.....dated.....for **Rs.25,000/- (Twenty five thousand only)** payable to Director, IGNFA for AMC of items mentioned above.

I/We undertake to replace the defective material, if any, at our cost.

I/We have duly signed all pages of the tender document together with the copy of the "Terms and Conditions" contained in the tender document booklet.

We are enclosing the following documents (up-to-date) in original / attested copies in fulfillment of the conditions laid down in the tender document.

(write "Yes" or "No" in boxes)

Enclosures

- | | |
|--|--------------------------|
| 1. Sales Tax Registration Certificate: | <input type="checkbox"/> |
| 2. Income Tax Certificate and PAN No.: | <input type="checkbox"/> |
| 3. Permanent Service Tax No. for maintenance / repair services: | <input type="checkbox"/> |
| 4. Company should be ISO certified: | <input type="checkbox"/> |
| 5. Letter of authority (where required): | <input type="checkbox"/> |
| 6. Appropriate specific authorization from the OEM to quote in the tender: | <input type="checkbox"/> |

- 7. Certificate of the tenderer regarding having
Sales service set up at Dehradun with names of Engineers, qualified to handle
AMC obligations (with biodata including official / residential address, phone
nos. & c.v.) and undertaking that engineer will be stationed at IGNFA as
and when required
- 8. Detailed and signed list of Guarantee/ Warranty
Services / spares / calls / maintenance covered under warranty
(Comprehensive / Open, etc. duly & unambiguously explained)
(both to be annexed)
- 9. List of sites undertaken for AMC
at Dehradun with name and performance certificates of at
least 2 current institutions where AMC is being provided.
- 10. Company profile with age (10 years minimum):
- 11. AMC Terms and Conditions:
- 12. Annual turnover of AMCs with proof :
- 13. Any other enclosure (Please specify)

Yours faithfully

Stamp and Signatures of the Authorized Signatory

Name.....

Complete address.....

.....

.....

.....

Telephone nos. (H.Q.s/Dehradun).....

Annexure - I

Name of the items and specifications for which comprehensive AMC rate is to be quoted				
1	EPABX IRIS-IVDX/IRDX make Coral Telecom and all intercom outlet lines including all active and passive components (Maximums no. of ports 420)			
2	Cable	Location	Type /Block	Measure-ment (in mt.)
a	10 pair	From Distribution box IGNEA Colony to blocks	Type VI	100
			Type VI	50
			Type VI, IV	135
				285
		From Distribution box Old hostel to all blocks	Old hostel A,B, C blocks	40
			Total	610
b	20 pair		Old Hostel	
			A to C block	40
			A to A block	10
			A to B block	30
			E to D block	40
			Total	120
c	50 pair	Exchange to Old hostel E block		550
		Exchange to IGNEA colony		1750
		Old hostel to executive hostel		500

		Exchange to new bldg.		100
			Total	2900
d	100 pair	Exchange to Old hostel		950
		Exchange to New hostel F block ground floor		900
		Exchange to New hostel C block First floor		1010
			Total	2860
3	Software (Coral) to manage EPBAX			
4	Telephone instruments (Nova, Beetal, FTP-93 Delta etc.) 380 approx.			
5	Distribution board 40 approximate			
<p>Consolidated Bid Price (inclusive of all taxes) for all the items</p> <p>(Sl. no. 1 to 5 of Annexure-I) : Rs. _____</p> <p>Total in words (Rupees _____)</p>				

Note: Only those bids which cover all the above listed items will be considered. The present condition of the equipment may be ascertained through personal inspection before submitting the tender.

Dated _____

Stamp & Signature of the Authorized Signatory
Name _____

Complete Address and Contact no.

Pin code No. _____

Services by successful Tenderer:

- i. On-site engineer for the EPBAX and all Intercom outlet lines – The firm will have to provide service of one on-site engineer during the office hours (including Saturday).
- ii The Successful tenderer has to sign an agreement within one week of the issue of work order for the smooth execution of services.
- iii. On receipt of orders, the successful tenderer shall have to start services from the date given in work order.
- iv. The firm shall provide on-site expert services and spare parts/ components for breakdown and remedial maintenance, as and when required for the EPABX. The **comprehensive maintenance** services also include
 - Identifying the problem.
 - Rectifying the same.
 - Checking and certifying to the satisfaction of IGNFA representative, the proper functioning of the equipments.
 - The firm shall provide services every day, irrespective of holiday, as and when a fault is reported by IGNFA.
- v. The breakdown/ remedial maintenance shall include replacement of faulty parts, telephone instruments, patch cords, components, etc. and any other components as required, in the equipment covered under Annexure I, without any additional cost. If any part / unit is not repairable, the replacement part / unit shall be of equivalent make/model or better (with equivalent or better specifications).
- vi. At least ONE Preventive Maintenance (PM) on monthly basis shall be carried out. For this purpose, the service engineer shall make as many numbers of visits as deemed necessary. During PM, the Engineer shall check for proper functioning of the all equipments in list. PM should consist of proper checking of all equipments etc failing which the quarterly AMC charges will not be released.
- vii. The firm will depute skilled Engineer with his own tools, test equipment, testing software, accessories, spares, hardware etc. within the cost quoted
- viii. The firm shall maintain logbook for the maintenance and PM work done at IGNFA with the signature of representative of IGNFA & contractor. A record will be maintained indicating the working status of all the equipments. Contractor will furnish service reports at the time of presenting the quarterly AMC bill.
- ix. IGNFA reserves the right to shift equipment mentioned in list from one location to another depending on the requirement of work. Any such changes will be intimated to the contractor. The contractor may be asked to shift the equipments if required.

- x. The contractor shall ensure that none of the equipments are non- functional for more than ONE working days of IGNFA due to whatever reasons. In case any equipment is non- functional, IGNFA representative will report to the firm, the nature of fault and the time of failure by Telephone or E-mail or FAX and receive a complaint number from contractor. The firm shall depute their Service Engineer(s) within such time from time of intimation of fault by the representative of IGNFA as not to exceed the permissible down-time. The contractor shall ensure that the faulty system(s) shall be made fully functional within ONE working day from the date of report of fault. The down- time of the equipments device shall not exceed ONE working day.
- xi. In case, the equipments as mentioned in Annexure-I are not functional beyond the allowed maximum downtime of one day, the firm shall make alternate arrangement immediately, until the faulty equipments are repaired.
- xii. If contractor fails to repair any equipment or network within 24 hours, they will be warned and if fault continues to remain for more than 48 hours, the contractor will be penalized and rates of penalty will be different and will be as given below:

Particulars	Penalty rate per day
A. EPABX	Rs. 500 per day
B. PRI Services	Rs. 250 per day
C. Telephone	Rs. 25 per day

The penal provision would however be applicable after 30 days from start of the contract.

- xiii.IGNFA may, on its discretion, get the fault repaired from an outside agency and recover the costs from the contractor, if the contractor fails to attend the fault as per specified schedule above.
- xiv. At the end of contract period, the contractor shall ensure that the equipments originally contracted for maintenance shall be in full working condition, as per original specifications, failing which the security deposit will be forfeited and no further payment will be made.
- xv. It shall be the liability of the contractor firm to carry out on-site corrective maintenance and in no case it shall be allowed to take the machines out of the campus without the permission of OIC (IT). The contractor firm will have to report to the OIC (IT) on all working days at 1600 hrs to collect and report the status of all machines. They may have to report on holidays and after normal working hours during emergencies for which no extra charges would be paid.
- xvi. Payment for services shall be made at the end of each quarter on receipt of the bill from the contractor. The contractor shall submit with his bill reports on a quarterly basis to IGNFA of all the machines serviced / repaired / maintained during the

quarter along with, log book, call slips / service slips / maintenance slips duly signed by the representative of IGNFA.

xvii. The services have to be provided F.O.R. IGNFA, Dehradun.

xviii. The Director reserves the right to place the order on any Tenderer in whole or in part, or to split the order amongst more than one tenderer.

xix. Any loss / damage suffered by the IGNFA during the installation of system / performance of the AMC by the contractor shall have to be made good by the contractor to the entire satisfaction of the IGNFA.

xx. If the contractor violates any of these terms and conditions, he shall be liable to forfeit the whole or a part of security deposit as decided by Director IGNFA and the contract may be cancelled.

xxi. The AMC will be valid for a period of one year, but the Director IGNFA will have the discretion to extend the contract for one more year or part thereof, if the services are found satisfactory during the first year.

xxii. The Director, IGNFA can withdraw any machine / equipment from AMC at any time without assigning reasons. The payment for the AMC of that machine / equipment will be reduced accordingly at a monthly rate obtained by dividing the annual charges by 12. Similarly, he can start AMC of any machine / equipment for which rates have been approved in the tender at any time and the payment will be made according to the monthly charge obtained above.

**Detailed General Terms & Conditions for the
Open Tender for Annual Maintenance Contract of EPBAX and all Intercom
outlet lines.**

Note: Please read these terms & conditions carefully as mistakes in filling the tender form may lead to disqualification of the tender partly or entirely.

The firm should fulfill the following conditions:

1. Please do not tear off any leaf of this tender booklet. A spare copy of "Detailed Terms & Conditions" governing this tender can be kept for record.
2. **Please sign all pages of these terms & conditions, so also all other pages of the Tender document booklet.**
3. In case any information furnished in the contract is found to be false, the EMD deposited is liable to be forfeited.
4. Successful bidder will have to submit a Security deposit of 10% of bid value.
5. The EMD of all the bidders will be returned once the supply order is finalized.
6. Delay or default in making the supply as per the supply order may result in forfeiture of the Security Deposit.
7. Income tax PAN is required.
8. Rates of the bid value must be quoted in figures and words. In case of any disputes, rates in words will be considered final and decision of tender opening authority will be final in this regard.
9. Conditional tender will not be accepted.

Scope of work

- The work is Annual Maintenance Contract of equipments located in IGNFA as indicated in **Annexure - I** of the tender form.
- 24/7 (Twenty four hours a day and seven days in a week) running of EPABX and all intercom outlet lines.
- Software maintenance of equipments including installation/reinstallation of software/drivers, data transfer, etc.

QUALIFICATION FOR TENDER

1. Earnest Money Deposit (EMD):

The tenders have to be accompanied by an **Earnest Money Deposit (EMD)** of **Rs. 25,000/-** in the form of a Demand Draft/FDR in the name of **Director, Indira Gandhi National Forest Academy, Dehradun** at any scheduled Bank located in Dehradun.

EMD in any other form shall not be acceptable. It may be noted that no tendering party is exempted from payment of this Earnest Money Deposit. It may be noted that only Govt Agency is exempted from payment of this Earnest Money Deposit. Tenders submitted without EMD shall be summarily rejected.

2. Submission of tenders:

- i. Complete tenders containing
 - Duly filled in Tender Booklet
 - Earnest Money Deposit of **Rs. 25,000/-** in form of Demand Draft/ FDR in the name of "Director, Indira Gandhi National Forest Academy, Dehradun" at any scheduled Bank located at Dehradun.
 - Documents as listed in the forwarding letter of the Tender Document Booklet.
- A. All these should be secured fully and put into a sufficiently large envelope. The envelope should be sealed and superscribed as "**Tender for Annual Maintenance Contract of EPBAX and all Intercom outlet lines.**"
- B. The envelope containing the completed tender should be addressed to, "The Director, Indira Gandhi National Forest Academy, New Forest, Dehradun (Uttarakhand) -248006".
- C. The completed tender should reach the office of the Director, Indira Gandhi National Forest Academy, New Forest, Dehradun (Uttarakhand)-248006, within the due time & date prescribed. The Academy shall not be responsible for any postal or courier delays.
- D. Tenders received after the due time and date shall not be entertained as the tender box shall be closed & sealed immediately after due time on the due date.

Tender submitted on plain paper or unauthorized copies of the Tender Document Booklet shall be treated as invalid and shall be summarily rejected.

3. Tender Schedule:-

Date of Receipt of Tender : **10 April, 2017 (upto 1600 hrs)**

Date of Opening of Tender : **10 April, 2017 (1700 hrs.)**

In case IGNFA office is closed on 10 **April, 2017** due to some reason, the last date and time will automatically get shifted to 1700 hrs on the next working day.

4. Validity of offers:

- i. Offer/s made in the tender shall be valid for a period of 6 months from the date of offer.
- ii. Any unsolicited correspondence after the last date and time for receipt of tenders is liable to render the tender/offer as invalid. Tendering parties are, therefore, advised in their own interest, to desist from filling any uninvited correspondence after the notified time.
- iii. It may be noted that the Tender Document Booklet is non-transferable.
- iv. All offers have to be made clearly in English or Hindi. There should be no overwriting's or cuttings. If a striking out is resorted to, it should be signed.
- v. No alteration or amendments shall be allowed after opening of the tenders.
- vi. Offers submitted by telex, telegram or fax shall not be considered.
- vii. For a tender to be valid, the individuals signing the tender document must specify.
 - Whether they are signing as the Sole Proprietor/ partners or attorneys.
 - Or as Authorized Dealers/ (with proof provided).
- viii Tenders in respect of obsolete products would not be entertained, even if the technical specifications are met.

5. Opening of tenders:

- i. Tenders shall be opened in the office of the Director, Indira Gandhi National Forest Academy, New Forest, Dehradun, as per schedule.
- ii. Tenders shall be opened in presence of representatives of the tendering parties, who wish to remain present.

6. The shortlist:

- i. A shortlist of Open tenders is expected to be ready by a week after the tenders are opened. EMD of other tenderers shall be returned once the supply order is made.
- ii. The tenderer whose tender is finally accepted for AMC of EPBAX and all Intercom outlet lines will be informed in due course and in writing.
- iii. Shortlisting of a tenderer does not confer any rights on any tenderer, it only means that the offer made is under consideration.

7. General Conditions:

- i. The Director, Indira Gandhi National Forest Academy, Dehradun reserves the right without assigning any reason, therefore to
 - Accept or reject, a whole or any part of an offer,
 - Reject any or all offers partly or wholly
 - Cancel or withdraw the tender notice
 - Accept or reject any deviations from these condition

NB. The Director, Indira Gandhi National Forest Academy, Dehradun is not bound to accept the lowest tender or lowest part of any tender.

8. Disputes:

In case of any dispute arising with regards to this tender or its conclusion, the issue may be referred to an Arbitrator appointed by the Ministry of Environment & Forests, Govt. of India, New Delhi. His decision in the matter shall be final. The arbitration charges shall be paid by the tenderer. Any dispute arising out of the Agreement will be settled under the jurisdiction of Dehradun Court (under Nainital High Court).

9. Acceptance

Signing of the tender form and the Detailed Terms & Conditions shall be deemed as the final acceptance of these terms and conditions

**Additional Professor
Indira Gandhi National Forest Academy, Dehradun**