

**ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION
(DEEMED UNIVERSITY)**

MUMBAI – 400 061



**COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR ARIA 1000 EPABX SYSTEM INSTALLED
AT CIFE OLD AND NEW CAMPUSES, CIFE, MUMBAI**



TENDER DOCUMENT

ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION

(DEEMED UNIVERSITY)

PANCHAVATI, PANCH MARG, OFF YARI ROAD, VERSOVA, ANDHERI (W)

MUMBAI - 400 061

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR ARIA 1000 EPABX SYSTEM INSTALLED AT CIFE OLD AND NEW CAMPUSES, CIFE, MUMBAI

IMPORTANT DATES AND INFORMATION

SNO	DETAILS OF SCHEDULE OF TENDER	DATE, TIME, AND INFORMATION
1	ISSUE OF TENDER DOCUMENT	From 04.01.2020 to 27.01.2020
2	ACCEPTENCE OF On line TENDERS	Up to 1500 hours on 27.01.2020
4	VALIDITY OF TENDER	180 days from the date of opening of tender
5	CONTRACT PERIOD	One year
6	EARNEST MONEY DEPOSIT	Rs.9,000/- (Rupees Nine thousand only) Demand Draft to be drawn in favour of "ICAR Unit - CIFE," payable at Mumbai.
7	SECURITY DEPOSIT	10% of the Tendered Amount (For 1 Year)
Original DD of EMD should be submitted to OIC (Works) CIFE Mumbai on behalf of Director, ICAR-CIFE Mumbai before the bid/tender submission end of date and time.		

TO,

Name of the Work: Comprehensive Annual Maintenance Contract for Aria 1000 EPABX system installed at CIFE old and new campuses, CIFE, Mumbai.

Director, ICAR – Central Institute of Fisheries Education, Mumbai invites on-line tenders for **“Annual Maintenance Contract for Aria 1000 EPABX system installed at CIFE old and new campuses, CIFE, Mumbai”** as per the Specifications, and Quantities (BOQ) reflected in the enclosed Annexure from eligible and approved Govt. Registered Contractors.

FOLLOWING ARE SOME IMPORTANT INSTRUCTIONS AND TERMS & CONDITIONS:

1. The list of Documents is to be scanned and uploaded within the period of bid submission with the tender failing which the tender shall be rejected out rightly :
 - Demand Draft of EMD . Original DD of EMD should be submitted to OIC (W), CIFE Mumbai, on behalf of Director, ICAR-CIFE Mumbai before the bid submission end date and time.
 - Certificate of Registration for GST, acknowledgement of up to date filed return if required.
 - Experience of two works of similar nature of last three years with satisfactory completion.
 - A Photostats (i. e Xerox) copy of blank cheque for making payment by RTGS method.
 - Original DD towards EMD must be submitted to the Office, OIC (Works) before the time and date of opening of Tender/Bid, failing which the Tender will be summarily rejected without any communication.
 - Tender Documents accompanied by an Earnest Money Deposit (EMD) amounting: Rs9,000/- (Rupees Nine thousand only) should be paid in the form of crossed demand draft drawn in favour of "ICAR Unit, CIFE, Mumbai".
2. The quoted rates should be valid for 1 year. No increase in the quoted rates shall be allowed during the period of AMC.

3. The Quotation received after due date and time shall not be entertained.

Qualification criteria:- The firm shall be based in Mumbai and having a minimum annual turnover of **Rs. 10 lakhs and above** in the last 3 financial years (2016-17, 2017-18, and 2018-19). The firm should have experience of having undertaken similar type of works in Govt or Public Sector Undertaking in the past. A minimum of one work of Rs. 10 lakhs or more, **OR** two works of Rs.5lakhs each or more during one financial year in the last three consecutive years.

4. **CHECK LIST:** The following documents **must be enclosed** along with the duly filled in tender form so as to consider it eligible for services (for technical bid):-
5. **Registration Certificate:** Registration certificate of the firm under **BOMBAY SHOPS & ESTABLISHMENT ACT 1948 (FORM – D)**, Govt. of Maharashtra or equivalent.
6. **Copy of Work Orders:** Work / Supply Orders in support of Minimum Annual Turnover of the Agency / Firm in the last 3 years (2016-17, 2017-18, and 2018-19) and also in support of continuous experience of the firm in the field of providing such services in Central Govt Establishment/Autonomous Bodies of Govt.Of India/Corporations of Govt. of India/Corporate Offices/Reputed public or private organizations must be enclosed.
7. **Certificate for turnover:** Certificate for turnover of the firm for the last 3 financial years. **This turnover certificate should be issued by registered Chartered Accountants**, failing which tender is liable to be rejected.
8. **IT and Balance Sheet:** Income Tax Return and balance sheet of the Firm/Agency for the last 3 Years, and a copy of the PAN Card.
9. **Experience - Cum - Satisfactory Services Certificate:** Duly certified copies (minimum three) of the satisfactory performance where the Tenderer has provided satisfactory services during the last three years.
10. **Client list:** A list of clients where the Firm has undertaken similar works
11. GST registration certificate issued by Govt. of India.
12. **Labour License:** The contractor/agency must have a valid labour license (Regulation & Abolition) Act, 1970. If the Tenderer is not presently having the labour license, the same should be obtained by the successful bidder within a month under the said Act.
13. The successful bidder has to pay Security Deposit amounting to 10% of the quoted amount. The security deposit will be released only after six months from the date of successful completion of work.
14. The quoted rate shall not be increased under any circumstances during the contract period i.e. comprehensive maintenance.

15. If applicable, GST & other taxes must be clearly mentioned; failing which, it will be presumed that the quoted rates are inclusive of all taxes. No claim to this effect after opening of Tenders is entertained.
16. The tenders/bidders in their own interest are instructed to visit the site for evaluating the site conditions, nature of work involved, etc. the EPABX system are to be taken over for Comprehensive Maintenance on **“as is where is basis” and could be inspected by prospective bidder on any working day between 3.00 p.m. to 5.p.m. from 04.01.2020 to 25.01.2020**
17. **The scope of Annual Maintenance Contract (AMC) for Aria 1000 EPABX system installed at CIFE old and new campuses, CIFE, Mumbai is comprehensive type, The job includes:**
- Maintaining 2 Aria 1000 EPABX Systems (2 Nos.) installed at Old & New Campuses of CIFE, Mumbai.
 - Maintaining & replacement of faulty Control Processor card of both EPABX systems as and when required.
 - Maintaining & replacement of faulty Power supply card of both EPABX systems as and when required
 - Maintaining & replacement of faulty Mother board with data storage disk on chips of both EPABX systems as and when required.
 - Maintaining & replacement of faulty Trunk card with daughter board of both EPABX systems as and when required
 - Maintaining & replacement of faulty Analog, Extension line card of both EPABX systems as and when required
 - Maintaining & replacement of faulty Digital Extension line card of both EPABX systems as and when required
 - Maintaining & replacement of faulty Digital Extension & operator console card of both EPABX systems as and when required
 - Maintaining & replacement of faulty IOTU system programming interface card with computer PC of both EPABX systems as and when required.
 - Proper linking between both the EPBAX systems and facilitating intercom connection between both the campuses round the clock.
 - Maintaining & replacement of faulty External DC power supply of both EPABX system as and when required
 - Maintaining & replacement of faulty Digital Operator Console of both EPABX system as and when required
 - Maintaining & replacement of faulty Digital Telephones of both EPABX systems as and when required

- Maintaining & replacement of faulty Auto attendant unit of both EPABX systems as and when required
 - Maintenance of system data and back up of both EPABX systems as and when required
 - Attending major & minor Complaints of both the campuses of EPABX systems.
 - Engineer service supports for both EPABX systems.
 - The AMC awarded Firm should produce similar type of ongoing or completed AMC work orders and experience certificates.
18. Contractor shall obtain end user's certificate every month regarding satisfactory working of machines during the previous month.
 19. If the Agency/ contractor fails to do the work, the same shall be got done through some other firms or from the open market at the risk and cost of the contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of contract: forfeiture of the performance guarantee and debarred for any future contracts from the Govt. Departments.
 20. The contractor shall be responsible for payment of wages/settlement of dues with the worker engaged by the firm as per prevailing labour/wages laws in force. The contractor shall arrange to get the character and antecedents of worker and verified the same before deployment and their full particulars shall be furnished to the institute.
 21. No advance payment shall be made. **The payment shall be made on quarterly basis** in respect of the actual number of machine repaired/maintained by the firm, on submission of bills.
 22. The successful bidder is responsible for carrying out all types of repairs and maintenance of EPABX System. No extra charges whatsoever on repairing of EPABX system will be paid under any circumstances.
 23. The Annual maintenance Contract (AMC) is initially for a period of 1 year and can be extended by 1 more year depending upon the merit of the performance (i.e. if the performance is satisfactory).
 24. **Before the expiry of A.M.C. tenure, all Aria 1000 EPABX system installed at CIFE old and new campus, machines with all accessories must be handed over to the Institute in good and perfect working condition in all respects.** The Security Deposit of the Agency shall be released only after the taking over the EPABX system in good and working condition. And, the cost of shortcomings, if any, should be borne by the outgoing contractor, In this regard, the decision of the Director, CIFE, Mumbai shall be final and binding on all concerned.
 25. **Monthly Servicing:** EPABX system should be serviced and cleaned every month during the period of contract.

26. **Attending to Complaints:** All complaints about non-functioning of any intercom or related problems shall be brought to the notice of the Firm. The Firm should attend to the problems immediately within 2 - 3 hours; and initiate necessary repairs to bring back the system in perfect working condition. All defects and problems are to be rectified at the earliest. No unwanted or fabricated delay shall be tolerated.
27. **Liquidity Damages:** If written complaints are not attended within 24 hours, a penalty amounting up to Rs. 2,000/- (Rupees Two Thousand only) per day shall be charged and the Firm has to pay the same, failing which the same shall be deducted from the bill.
28. **Sub contract:** The successful bidder with whom the contract of AMC shall be awarded should not subcontract with second/third party. Subcontract is not allow under any circumstances. It shall be obligatory on the part of the contractor to carry out repair/ maintenance of machine under his direct supervision and in no case this shall be sub-contracted.
29. **Tools and Tackles:** No tools and tackles shall be provided by the Institute. The Firm must make their own arrangement to keep all requisite tools and tackles in the premises for carrying out day-to-day repairs and maintenance works. Frequent bringing and taking out of tools and tackles should be avoided as it leads to wastage of time of the firm as well as the concerned Officers in issuing Gate Pass and fulfillment of other Security concerned formalities.
30. **Safety of the Technician and Labours:** The selected Firm is responsible for taking all safety and welfare measures to their workmen during the period of AMC. Important measures like keeping the First Aid Box with lifesaving medicines should be kept in ready –to- use condition in the premises near the site. The Firm should abide by all prevailing labour laws including providing medical facilities to their workers. CIFE shall not be responsible in such matters.
31. **Risk Clause:** CIFE/ICAR reserves the right to discontinue the services of the Firm/ Agency at any time, if the services are found unsatisfactory by giving a show-cause notice to be replied within a week and also has the right to award the contract to any other Agency at the risk and cost of the current Agency, and excess expenditure incurred on account of this can recovered from S.D. or pending bills or by rising a separate claim.
32. **Security Deposit:** The successful Agency has to pay Security Deposit amounting to 10% of the annual contract value. The Security Deposit shall be released only after 6 months from the date of expiry of the AMC.

33. **Arbitration Clause:** In case of any dispute, the Director, CIFE will appoint an arbitrator in consultation with the Secretary, ICAR, New Delhi and the decision of the arbitrator shall be final and binding to both the parties
34. The Firm/Agency shouldn't give any lenient or casual impressions in duties. They should be always be alert and attentive. The Contractor/Agency shall be solely and fully responsible for carelessness and negligent attitude of his staff/supervisors towards assigned work/job. In case of any loss, theft, damage to the life and property of the institute and its employees due to carelessness and inattentiveness attitude of his staff/supervisor, the Contractor/Agency shall compensated the amount of loss or damages.
35. No legal Suit / Criminal Case against the Agency/Firm: Whether the firm has any legal suit/ criminal case pending against it for violation of PF/ESI, Minimum Wages Act or other law (give details). The firm/agency must enclose a certificate indicating that there is no criminal/legal suit pending or contemplated against it.

The Director, CIFE, Mumbai reserves the right to accept or reject any tender / all tenders without specifying any reason whatsoever. No correspondence shall be entertained in this regard. The decision of the Director, CIFE shall be final and binding on all concerned in such matters.

Yours faithfully,

Senior Administrative Officer

Enclosed: BOQ with technical specifications

Special terms for Qualification criteria

1. The bidder shall have knowledge of LG-ARIA technology and shall submit the customer experience certificate of same.
2. The bidder shall have minimum 5-years experience in AMC contract of LG- ARIAEPABX in Government sector.
3. The bidder shall submit the 5-years Copy of purchase / work order of LG-ARIAexecuted for similar work by Government sector.
4. The bidder shall submit maintenance / Authorized Dealership / distributor certificate for LG-ARIA by manufacturer / principal company.
5. The bidder shall enclose the stock list of spares like CPM, ASLC, PSU, DNIC etc., available at their custody and this will be inspected by CIFE.
6. The successful Bidder shall bring the spares of LG-ARIA system like CPM, ASLC, APTC, PSU, DNIC, IOTU and MOTHERBOARD at CIFE premise for inspection, and the same shall be returned after inspection by CIFE.
7. If your product / company has been qualified by CIFE, if so the documentary evidence toward the same shall be submitted.

Scope of Work under this Comprehensive Annual Maintenance Contract for Two Aria1000 and two numbers IP-Office EPABX System installed at Old CIFE & New CIFE.

1. Maintaining two numbers Aria 1000 and two numbers IP-Office EPABX System installed at Old CIFE at Fisheries University Road and New CIFE at Panch Marg.
2. Replacement of Faulty Control Processor Card of both EPABX Systems.
3. Replacement of Faulty Power Supply of both EPABX Systems.
4. Replacement of faulty Motherboard with data storage disk on chip of both EPABX Systems.
5. Replacement of Faulty Trunk Cards with Daughter Board of both EPABX Systems.
6. Replacement of all faulty Analog Extension Line Card Old & New version of both EPABX Systems.
7. Replacement of faulty ISDN Pri Network Card used for connecting Old CIFE and New CIFE of both EPABX Systems.
8. Replacement of faulty Digital Extension & Operator Console Card of both EPABX Systems.

9. Replacement of faulty IOTU System Programming Interface Card with computer PC of both EPABX System
10. Replacement of faulty External DC Power Supply of both EPABX Systems.
11. Replacement of faulty Digital Operator Console of both EPABX Systems.
12. Replacement of all faulty Digital Telephones of both EPABX Systems.
13. Replacement of faulty Auto Attendant unit of both EPABX Systems.
14. Maintenance of System data and back-up of both the EPABX Systems.
15. Attending Major & Minor Complaints of both EPABX System.
16. Engineer Service Support for both the EPABX System.

Financial Bid**AMC for Aria 1000 EPABX system**

SN	Description of items	Qty	Unit	Amount Per year (Rs.)
1	Comprehensive AMC of Two number Aria 1000 EPABX system , with control Processor cards, Mother board, Power supply, All Analog Extension cards, All ASLC 3 Analog Extension cards, All Trunk Cards, ISDN PRI Network Cards, Attended Console, Digital Key phones, 4 port Voicemail with auto attendant and complete system for the one year period (Details of work to be done are also mentioned at Point No. 19)			
	(a)New campus	1	Each	
	(b) Old campus	1	Each	
2.	Comprehensive AMC of Two number IP office, IP 500 Hardware, and Software ,ISDN PRI card for connection Aria EPABX, 2-IP Voice networking channels for Hard ware , 20 IP voice networking channels at CIFE old & New campus internal connectivity system (Details of work to be done are also mentioned at Point No. 19)			
	(a)New campus	1	Each	
	(b) Old campus	1	Each	
	Taxes if any_____%			
	Grand total			

(Total Rupees_____only)**Date:****Seal:****Sign. of bidders**