



राष्ट्रीय फैशन टेक्नालॉजी संस्थान, कोलकाता केन्द्र

NIT No.: e-18/2019(Pur-Kol)



NATIONAL INSTITUTE OF FASHION TECHNOLOGY, KOLKATA

(A Statutory Body governed by the NIFT Act 2006 &
set up by Ministry of Textiles, Govt. of India)

e-TENDER

For

“Comprehensive AMC of SIEMENS Hipath 3550 EPABX System (02 sets)”

Tender No.: e-18/2019(Pur-Kol)

OPENING DATE FOR ONLINE SUBMISSION OF TENDER	08/08/2019
CLOSING DATE FOR ONLINE SUBMISSION OF TENDER	30/08/2019 up to 2.00 pm.
Date and time of opening of tenders (Technical Bid)	30/08/2019 at 3.00 pm.

Opening Date and Time of Financial Bidding: will be notified to the short listed bidders only

PREAMBLE / INTRODUCTION

National Institute of Fashion Technology is a Statutory Body governed by the NIFT Act 2006 & set up by the Ministry of Textiles, Govt. of India

- Note:**
- 1. NIFT Donations are exempted u/s 80 (G) of Income Tax Act.**
 - 2. Being registered with DSIR, NIFT is entitled for Custom/Central Excise duty exemption.**

TENDER NOTICE

NIFT, Kolkata invites **online** tender under two bid systems for “Siemens Hipath EPABX” (02 sets) from eligible reputed Firms/Agencies having at least 03 (Three) years work experience in executing similar kind of services/jobs in Central/State Govt. Department/PSUs/MNCs Reputed Academic Institutes /Organisations.

The hard copy of the tender alongwith fees (i.e EMD), necessary/relevant documents should be placed in a sealed envelope superscribed with **“Siemens Hipath EPABX” (02 sets) (NIT No.: e-18/2019(Pur-Kol))** and shall be addressed to and sent to the Purchase Officer, National Institute of Fashion Technology, Block-LA, Plot-3B, Sector-III, Salt Lake City, Kolkata- 7000106 or dropped in the Tender Box kept at the said address on or before schedule financial bid should be quoted online only and need not to be submitted in hard copy .

Seal and Signature of the tenderer with date

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SUBMISSION OF BID

- i) The interested firms should apply online and submit their bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids – all duly signed – on the <https://nifttenders.eproc.in>
- ii) Tender documents are also available for viewing on the “tenders” link of the NIFT website i.e. <https://nifttenders.eproc.in>
- iii) Applications to this tender will be accepted only in the online mode through the website <https://nifttenders.eproc.in>. No other mode of application will be considered & accepted.
- iv) For applying online, the prospective bidder/Firm should get itself registered at <https://nifttenders.eproc.in>
 - Registration Charges of Rs.2000/- + Rs.360/-(GST) = Rs.2360/- non-refundable.
 - Bid Processing Fee charges of Rs. 80/- + 14/-(GST)=Rs 94/- non-refundable through online payments only.
- v) The interested firms are advised to read carefully the entire tender document before submitting their tender and the tender documents not received online and in the prescribed format and/or are found incomplete in any respect shall be summarily rejected.
- vi) Any further clarifications can be sought from the NIFT office on Telephone No. 033- 23357546, National Institute of Fashion Technology, NIFT Campus, Block-LA, Plot-3B, Sector-III, Salt Lake City, Kolkata- 700106.

For online procedure:

For More enquiries/For Helpdesk officers:-
Phone No.:- 0124-4302033/36/37
E-mail:- sandeep.bhandari@clindia.com

Details of equipments Covered under AMC

(A) Hipath 3550 EPABX installed in the New Block

i. EPABX Model	: Hipath 3550
ii. MAC ID	: 00:1A:E8:5F:42:E3
iii. Software Version	: Ver 9.0
iv. Configuration	: (a) IP, compatible, 100% non blocking voice switch system Expandable up to 70 extensions capacity (b) Analog Trunk ports for P&T – 05 nos. (c) digital Trunk ports for P& T (d) Digital Extension ports – 20 nos. (e) Old System – Digital extension support -30 nos.
v. Date of installation	28 th March 2014
vi. All the associated MDF, Cable joints, socket etc.	As installed

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vii. Merger system with 10 pair of cable form old EPABX to New EPABX (Old bldg. to new bldg.)	As installed
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(B) Hipath 3550 EPABX installed in the Old Block

i. EPABX Model	: Hipath 3550
ii. Software Version	: As Installed
iii. Configuration	: As Installed
iv. Date of installation	June 2006 (Tentatively)
v. All the associated MDF, Cable joints, socket etc.	As installed
vi. Merger system with 10 pair of cable form New EPABX to Old EPABX (New bldg. to Old bldg.)	As installed

(C) Passive Item Maintenance

- All the Associate installed MDF, DBS joint works (if any)
- Repair/Replacement of side cable
- Repair/Replacement of existing analog handset
- Repair/Replacement of existing open stage (15T) digital handset
- Existing merger system with 10 pair of cable from old EPABX to New EPABX (old bldg to new bldg.)
- Other works, if any/any no. of break down.

Note: The whole system including all ports, cable etc. to be covered under the AMC (Site may be visited with prior appointment to inspect the installed systems before submission of bid).

SCOPE OF WORK

A) General:

- During Normal Service Hours to receive fault reports & complaints, Outside Normal Service Hours, special telephonic support must be made available.
- Provide telephonic support via public network. The NIFT authority may use the telephonic support for general questions on system configuration, on installation and questions relating to operation of the system. Regular information about new technical developments on the system i.e. new hardware and software
- Availability of telephonic consultation with product-specific and system-specific specialists during Normal Service Hours.
- Preventive maintenance- 4 times in a year for H 3550
- To provide breakdown service as & when required at the earliest preferably within 4 hrs.

B) Hardware Service:

- Availability of Special tools, measurement and inspection devices, test apparatus and diagnostics equipment required
- Remote diagnostics i.e. fault localization for hardware problems if possible via remote access.
- Undertake measures to determine and assess the current status and try to eliminate the problem.
- Undertake measures to restore the system to working condition after repairs as defined in the system overview. The measures will cover the following activities

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- a. Tracing of the cause of the fault in case of problems
- b. Elimination of problems in the hardware due to normal wear and tear
- c. Carrying out of necessary installation and de-installation operations and also putting the system back to operation.
- v) Advising technical modifications to maintain operational reliability
- vi) Existing Merger system with 10 pair of cable between old EPABX system 3550 (old block) & new EPABX system (at new block).

C) Software Service

- i) Such faults are reproducible at site for the purpose of diagnostic & debugging. Program faults shall mean the deviations from the relevant
 - ii) For any software problems other than arising due to modification/alternations carried
 - iii) Incorporation of the updates pertaining to bug fixing for the relevant system configuration. Installed software should be updated with latest version from time to time.
 - iv) Telephone support for fault analysis
 - v) Necessary software/support system for existing installed merger system as per mentioned above.
1. In case any shifting and re-installation/re-fixation of telephone set as and when required to be done without any additional charge.
 2. The AMC is of Comprehensive type, i.e. inclusive of all spares/parts and configuration and All UTP cable & RJ-11 and telephone rosette box & cable etc. and also casing & piping etc.
 3. UP-TIME: The service provider should attend to any call within 2-3 hrs. from the time of logging of the call and fault should be rectified within 4 to 5 hours. If the fault is not rectified within 8 hours from the time of registering the complaint, the contractor should provide stand-by system with the same or higher configuration. Otherwise, NIFT reserve the right to get the system rectified from any other source(s) and cost to this effect will be recovered from quarterly/monthly bill(s) and/or from the security deposit and/or to be paid by the contractor.

TERMS AND CONDITIONS

1. Only on-line bids will be considered. Please read the terms & conditions carefully before online submission/filling up the document. Incomplete tender documents will be summarily rejected.
2. Conditional and/or offline tender will not be accepted and/or the condition(s) may not be considered.
3. The Contract shall be initially for one year and may be extended/renewed for further periods subject to satisfactory service.
4. The agency/tenderer should have at least Three years of relevant experience in executing/rendering such services.
5. The contract for AMC of EPABX System (02 sets) shall be commercial contract and between NIFT & the successful tenderer. There shall be no employer-employee relationship between NIFT and the Tenderer or the staff/personnel deputed by the successful bidder/agency.
6. Hard copy of tender(s) submitted beyond the scheduled last date & time due to whatever reason including postal delays and without the required fees, Annexure(s) & documents will not be considered.

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7. All tenderers are required to submit **Earnest Money Deposit (EMD) of Rs.3750/-** (refundable) in the form of Demand Draft (should be drawn beyond the date of notification of this NIT) in favour of NIFT Kolkata payable at Kolkata. No interest shall be paid on the said EMD and will be returned after finalization of the tender; however, the EMD of the successful bidder will remain with NIFT and will be forfeited in the following events:

- If information declared/document submitted found false/fake/forged
- If the selected/successful bidder does not accept the W.O., or, unable to provide services
- If the bidder withdraws his bid/quote

However, those who have valid NSIC registration certificate EMD may not be required.

8. The successful tenderer shall be required to deposit **Security Money of Rs.7,500/-** within 15 days of receiving of Work Order. No interest shall be paid on such security deposit, which shall remain with the Institute during the entire period of the contract and it shall be released after two months from the date of expiry of the contract after deducting dues, recovery, etc., if any and as applicable. However if the contract is terminated due to any default of the contractor, the said security deposit will be forfeited.

9. The bidder should have at least minimum of 3 (three) years experience in the relevant field. The average minimum annual turnover of the tenderer for past 02 (Two) years should not be less than **Rs.12-15 Lakh** which should be substantiated by Audit report/ITR.

10. No payment shall be made in advance. Payment will be made quarterly in arrear basis against bill in triplicate and based on satisfactory certification by the concerned NIFT official(s), Kolkata. Penalty may be imposed on the bill amount due to non-satisfactory service. Generally the penalty amount will be 5-10% of the bill amount; however, the same may vary based on the level of performance which may be decided by the NIFT authority and decision of NIFT in this regard will be final & binding on the contractor.

11. In case of L-I is more than one, the selection criteria [viz. the past performance, etc.] would be at the discretion of NIFT. The decision of NIFT, in this regard and for selection of successful bidder in such a situation, will be final in all respect and will be binding on all the tenderers.

12. Lowest bid may not be the only criteria for selection; preference shall be given to the other factors, viz. previous relevant experience with other organization(s), turnover, quality of service, reputation, etc. and successful tenderer will be selected accordingly. Decision of NIFT Authority in this regard shall be final and binding on all the bidders.

13. On termination of the agreement, the contractor will hand over the building, all the equipments/articles as supplied by the NIFT in good working condition back to NIFT.

14. Care must be taken to ensure while carrying out the work so that no fittings, fixtures, furnishings are damaged. Any damages done to the same or any other property will have to be repaired/replaced by the contractor, failing which the same will be got done at his risk and cost. The decision of the Designated Officer shall be final and binding on the contractor.

15. All work shall be carried out with due regard to the convenience of NIFT. The orders of the concerned authority shall be strictly observed.

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16. The contractor will work in close co-operation and co-ordination with other agencies working at site.
17. The contractor shall be fully responsible about the conduct of his employees and shall ensure that their behavior with the students, residents, supervisors, officers is always good and cordial. If it is found that the conduct or efficiency of any person employed by the contractor is unsatisfactory, the contractor shall have to remove the person concerned and engage a new one within (48) hours of intimation. the division of the Designated Officer in this regards shall be final and binding on the contractor.
18. NIFT will not provide any mode of transport in respect of manpower or any items/materials required by the contractor for executing said service.
19. The Contractor shall not engage any Sub-Agent or Sub-Contractor whatsoever for the said service.
20. The Contractor and his/her staff member shall abide by the Rules and Regulations of the NIFT, as may be enforced from time to time.
21. The contract may be withdrawn by either side due to any reason by giving a minimum of two months notice. The agreement with NIFT, in such case, will be treated as cancelled before its expiry. However, the said notice period may be extended by mutual agreement till alternate arrangements are made by NIFT. However, NIFT reserves the right to terminate the contract at any point of time at its sole discretion due to non-satisfactory service or violation of T&Cs or due to any default of the Contractor or due to any applicable reason and NIFT's decision in this regard shall be final and binding on the contractor.
22. As per the NIFT policy, payments and receipts to Government and Semi Government Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e., paisa 50 or above will be rounded off to the near higher rupee and paisa less than 50 will be ignored.
23. An agreement on Non-judicial Stamp paper containing all the terms and conditions of the service is to be made by the successful tenderer with NIFT within one month from the date of receiving of work order and the same shall be notarised by the contractor at his own cost.
24. It is strongly recommended that the tenderer should inspect the site any time during working hours on any working day with prior appointment (Tel. 033-23357546) before submission of bid; no extra shall be payable for lack of knowledge of the site conditions/items and constraints, if any.
25. Any query/clarification with respect to the tender (T&Cs, etc.) may get cleared prior to submission of bid; concerned NIFT official(s) may be contacted in this regard in between 10.00 am to 05.00 pm on any working day with prior appointment (033-23357546). However, NIFT will not entertain or clarify any such query during post bid.
26. All disputes are subject to Kolkata Jurisdiction only.

NIFT reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at any stage of the tendering process at its sole discretion without assigning any reason whatsoever and decision of NIFT in this regard shall be final and binding on all the tenderers. No further correspondence in this regard will be entertained.

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Annexure- I

(TENDERER TO FILL UP THIS PAGE)

1. a. Name of the tenderer / organization
 - b. Name of the proprietor/partner(s).....
 - c. Date of Establishment:
 - d. Please specify as to whether Tenderer is sole proprietor/ Partnership firm/ Private or Limited Company.....Registration No. Company/firm/Agency in regard to ownership
2. a. Address (Office):
 - b. Telephone No.:
 - c. Mobile No.:
 - d. Email Id.:

3. Details of relevant work experience:

Sl.	Client's Name	Contact Person	Contact number (with email-id, if any)	Remarks, if any
1				
2				
3				

4. Furnish copies of the following documents:
 - a) Trade License
 - b) PAN
 - c) Experience Certificate
 - d) GST Registration
 - e) ITR 2016-17, 2017-2018 & 2018-19) (any two years)

5. DD [Enclosed] details

DD No.....,dtd....., amt..... bank..... [EMD]



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ANNEXURE-II

TECHNICAL BID
FOR

AMC for SIEMENS Hipath 3550 EPABX System (02 Sets)

Sl. No.	Particulars	Mention 'Yes' or 'No'
01	Whether Demand Draft of Rs.3750/- (Refundable) in favour of NIFT, KOLKATA is submitted as EMD (to be submitted with the Technical Bid).	
02	Whether capable and agreed to submit Rs.7500/- (Refundable) as Security Deposit, if work order is awarded.	
03	Whether document in support of having minimum 03 (Three) years experience in executing of similar service of service alongwith a list of organizations (Govt., PSU, reputed MNCs/Educational Institutes/organisations) where the Tenderer is currently providing/ has earlier provided this kind of service, submitted.	
04	Whether Trade License for this kind of jobs submitted	
05	Whether copy of PAN submitted	
06	Whether copy of GST Registration submitted	
07	Whether average minimum Annual turnover is Rs.12-15 Lakhs during the last two years [i.e. <u>Financial Year</u> : 2015-2016, 2016-2017 & 2017-18] (any two years) [Please attach relevant documents, viz. Trading, PL & Balance Sheet (audit report from authorized chartered Accountant), etc. as a proof]	
08	Whether Copy of Income Tax Return for last 2 years submitted (<u>Assessment Year</u> : 2016-17, 2017-2018 & 2018-19) (any two years)	
09	Whether agreed to abide by all the terms & conditions of this tender	
10	Whether all DDs, Annexure-I, II & undertaking duly filled has been submitted with "Technical Bid"	

All above enclosures must be valid

Seal and Signature of the tenderer with date

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Annexure-III

UNDERTAKING

I/We hereby undertake that the information provided above and elsewhere in the tender is true and the tender is liable to rejection if the same is found to be false or the information is found to have been suppressed by me/us.

Date:.....

Place:.....

Signature

Name:.....

Address:.....

Phone No.:.....



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ANNEXURE-IV

FINANCIAL BID

FOR

AMC for SIEMENS Hipath 3550 EPABX System (02 Sets)

Sl. No.	Details	Quoted rate (Rs.)	GST @18% (Rs.)	Total amount including GST (Rs.)
		A	B	C(A+B)
1	(A) Hipath 3550 EPABX at New Academic cum Administrative Building at NIFT Kolkata (B) Hipath 3550 EPABX installed at old Building, NIFT Kolkata (C) Passive Item Maintenance			

Total AMC Charges = Rs.....

[Rupees.....]

[Quote the rates in figures as well as in words]

Note: It not clearly mentioned, the above rates will be considered as 'All Inclusive'.

Seal and Signature of the tenderer with date

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