



**National Institute of Electronics and Information Technology
(NIELIT), Agartala Centre
Department of Electronics and Information Technology, MOCIT, Govt. of India,
Directorate of Information Technology Campus, ITI Road,
Indranagar, Agartala-799006, West Tripura. Tel-0381-2350010**

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Tender Ref. No.: RIELIT/AGT/OE-II/2010/P-2/EPBAX, Dated 15th July, 2015

NAME OF THE WORK

Supply of EPBAX at permanent campus
of NIELIT Agartala Centre.

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National Institute of Electronics and Information Technology (NIELIT), Agartala Centre

Brief Information about the Tender

Tender Ref. No.: RIELIT/AGT/OE-II/2010/P-2/EPBAX, Dated 15th July, 2015

NAME OF THE WORK	Supply of Office Equipment at permanent campus of NIELIT Agartala Centre.
PLACE OF THE WORK	NIELIT Agartala Centre, Opposite NEEPCO R.K.Nagar, Khayerpur Agartala-799008, Tripura West.
TIME OF COMPLETION	30 (Thirty) Days
DATE OF ISSUE OF TENDER PAPERS	(11 AM), 15th July 2015
TENDERS TO BE SUBMITTED AT	NIELIT Agartala Centre, Directorate of Information Technology (DIT) Campus, ITI Road, Indranagar, Agartala-799006, Tripura West.
ESTIMATED COST	Rs. 6,00,000/- (Six Lakhs)
LAST DATE OF SUBMISSION OF TENDER DOCUMENT	(05:00 PM), 6th August 2015
DATE & TIME OF OPENNING OF TECHNICAL BID	(11:00 AM) 7th August 2015
DATE & TIME OF OPENNING OF FINANCIAL BID	Will be informed to successful Bidders later on.
EARNEST MONEY DEPOSIT	Rs. 12,000/- (Rupees Twelve Thousand only) in favour of 'NIELIT Agartala Centre' payable at Agartala
COST OF TENDER DOCUMENTS (Download from NIELIT Agartala Centre Website)	Rs. 1,000/- (Rupees One Thousand only) in favour of 'NIELIT Agartala Centre' payable at Agartala.

Director-in-charge
NIELIT Agartala Centre



**National Institute of Electronics and Information
Technology (NIELIT), Agartala Centre**

In Firms Letter Head

Letter of Acceptance to be submitted in the Technical Bid

To

The Director-in-Charge,
NIELIT Agartala Centre,
Directorate of IT Campus, ITI Road,
Indranagar, Agartala – 799006, Tripura West

Sub: **Acceptance of Terms & Conditions of Tender.**

Ref: **Tender Ref. No.: RIELIT/AGT/OE-II/2010/P-2/EPBAX, Dated 15th July, 2015**

Sir,

Having Examined in details of the tender documents relating to the work and having acquired all the requisite information affecting the tender invited by you, I/We here by agree to all terms and conditions of the contract [as laid down in tender document(s)]. I/We also agree that the printed term(s) and condition(s), if any, at back of our quotation form and / or any other paper enclosed are not applicable.

I/We undertake to complete the whole work(s) within the period specified in the tender. In this connection I/ we are providing herewith the following information.

1. Proof of Address of the firm and its service station.
2. Annual Turnover of the last three financial year :
(Copies of Balance Sheet & Income Tax Clearance & return enclosed)
3. In case Bidder is an Authorised Dealer/ Distributor,
 - a. Proof of Dealership/Distributorship from parent company.
 - b. Authorization Certificate from parent company authorising participation in the tender.
 - c. Letter of Confirmation from parent company for providing direct service.
4. Service Centre details at Agartala (if any).
5. List of clients at different states of N/E regions for the last 3 (three) years along with copies of relevant Work Order and timely completion certificate if any.
6. Details of EMD paid Amount of **Rs. 12,000/- (Rupees Twelve Thousand only)** DD/BC No , dated Bank & Branch
7. Details of tender fee paid Amount **Rs. 1000/- (Rupees One thousand only)** DD/BC/Receipt No , dated Bank Branch
8. VAT Registration No..... Service Tax Regd. No. PAN (Copies Enclosed)
9. Non Relationship certificate with NIELIT Agartala Centre.
10. Affidavit/Power of Attorney stating the capacity & Authority of the person signing on behalf of the firm.
11. Declaration that the firm has not been banned or de-listed by any Govt. or Quasi Govt. Agency or Public Sector Undertaking.
12. Technical Bid format as per **Annexure-II**
13. Commercial Bid format as per **Annexure-III**
14. Any other relevant Documents (please specify).

**Signature with Seal
(Name & Designation in Block Letters)**



**National Institute of Electronics and Information
Technology (NIELIT), Agartala Centre**

INSTRUCTION REGARDING TENDER

Note: Bidders are requested to note that noncompliance of the following instructions are liable to render their tender being rejected.

1. Bidders should put their endorsement (signature & seal) on each page of the tender documents as token of acceptance.
2. The bidder should make no alterations and/ or addition to the tender papers. Only typed quotation will be accepted.
3. Bidders should not sublet/delegate the whole or part of the work.
4. Non-refundable Tender Fee of **Rs. 1,000/- (Rupees One Thousand only)** should be placed in the technical bid envelope in the form of DD/BC drawn in any nationalized bank in favour of **NIELIT Agartala Centre**, payable at **Agartala**.
5. The bidders will be required to furnish the interest free earnest money worth **Rs. 12,000/- (Rupees Twelve Thousand only)** only to be placed in the technical bid envelope in the form of FDR/DD/BC drawn in any nationalized bank in favour of **NIELIT Agartala Centre**, payable at **Agartala**. Without the Earnest Money the tender will be summarily rejected. The EMD of successful bidder will be kept as Security Deposit till total supply as ordered & installation is executed/till completion of the warranty period or project period whichever is earlier. EMD of the unsuccessful bidders will be returned on request after finalisation of the tender and acceptance of work order by the successful bidder.
6. **The reference no. and date of this tender notice should be superscribed on the sealed tender envelope.** Technical & Commercial bid duly signed by the authorised signatory should be submitted in separate sealed envelope & both should be placed in one sealed envelope. EMD should be placed in the technical bid envelope, failing which the same will be summarily rejected.
7. Items are to be quoted in Indian Rupees only.
8. No. Quotation will be accepted by fax, email, telax, or any other such means.
9. Acceptance should be as per enclosed format without any alterations.
10. All rates quoted will be considered to be inclusive of all taxes and freights and installation charges- **F.O.R. NIELIT Agartala Centre** site Directorate of Information Technology Campus, ITI Road, Indranagar, Agartala-799006, Tripura West even if stated otherwise. Details of the Taxes as applicable should be mentioned in the quotation clearly. In case of any ambiguity the same will be considered inclusive all.
11. The quoted rates shall have to be valid for a period of minimum 6 (six) months from the date of opening of the tender.
12. Bidders should submit all supporting documents in favour of information submitted in the tender. Further copy of all statutory licences and documents like PAN, VAT, Service Tax (if ST is charged), etc should be enclosed. All documents submitted should be serially numbered.
13. NIELIT Agartala Centre shall be under no obligation to accept the lowest quotation. Further the Director-in-Charge of NIELIT Agartala Centre reserves the right to reject all or any of the tenders without assigning any reasons, if any discrepancy is found in the bids.
14. The list of Equipment and Technical specifications are placed at **Annexure-I**.

Director-in-charge
NIELIT Agartala Centre

GENERAL TERMS AND CONDITIONS OF CONTRACT

1. **Eligibility** – To be eligible to participate in the tender, a bidder should be:-
 - a. A manufacturer of nationally/Internationally reputed brand or its Authorised dealer or distributor or supplier.
 - b. Tenders providing warranty for a minimum period of 1 (one) year on all products & services offered will be eligible.
2. Tenderer(s)/Contractor(s) who are having near relatives in NIELIT Agartala Centre/NIELIT or who have been removed/dismissed from service of NIELIT (Formerly DOEACC Society) are not eligible for the tender(s) bid(s). If this fact is found out later, such contractors will be terminated and debarred from future tender(s)/ bid(s) and their security deposit (if any) etc will be forfeited.
3. The entire delivery, installation of the items shall have to be completed within 30 (thirty) days from the date of order. The selected bidder may co-operate and coordinate with the other contractors.
4. The execution of supplies and installation of the items shall be completed within the stipulated time and no extension will be granted under normal circumstances. In case of late delivery/installation not exceeding 05 (five) days, a penalty @ 1% (One Percent) of the bill amount shall be imposed. Beyond that period, for any further delay in delivery/installation, the Director-in-Charge shall impose other penal clause as deemed fit.
5. The rates quoted should be F.O.R. NIELIT Agartala Centre, Directorate of IT (DIT) Campus, ITI Road, Indranagar, Agartala-799006, Tripura West and should be inclusive of freight/packing/forwarding charges/installation charges even if it is not mentioned in the quotation.
6. Two copies of complete printed literature for the items should accompany quotation, in absence of which the quotation may not be considered.
7. Copy of PAN No, proof of Sales Tax Registration & Service Tax Registration (if ST is charged) should accompany the technical bid otherwise tender shall be rejected.
8. Quotations with overwriting alterations will not be considered. Only typed quotations will be accepted.
9. The rates quoted have to be valid for 6 months from the date of opening of commercial bid.
10. NIELIT Agartala Centre shall be under no obligation to accept the lowest quotation.
11. Supplies not as per order or as per specifications will be rejected and returned at the cost of supplier and EMD will be confiscated.
12. The tenderer will be required to furnish interest free earnest money worth **Rs. 12,000/- (Rupees Twelve Thousand only)** only to be placed in the technical bid envelope, in the form of crossed Demand Draft/Bankers Cheque in favour of 'NIELIT Agartala Centre' payable at Agartala from any nationalised scheduled bank. EMD should remain valid for a period of 45 (forty five) days beyond the final bid validity period. Without the earnest money the tender shall out rightly rejected. Earnest money of suppliers to whom work is awarded shall be kept as Security Deposit till total supply as ordered is executed and it may be forfeited in case of (i) non-compliance of contract /supply order (ii) incomplete supply (iii) material not supplied as per specifications. EMD of unsuccessful bidders will be returned on request after declaration of successful bidders.
13. Successful Bidder(s) should submit Performance Security in the form of Account Payee Demand Draft/Fixed Deposit Receipt/Bank Guarantee from any nationalised scheduled bank enforceable at Agartala in favour of NIELIT Agartala Centre for 10% of the total bill value of contract/supply & installation and shall have to be valid for a period of 60 (sixty days) beyond the date of completion of all supply & installation of the items including entire warranty period or minimum 12 (twelve) months from the date of certification. The EMD will be refunded to the successful bidder on receipt of the Performance Security in an acceptable form.
14. Bills in triplicate should bear the Income Tax Number and Sales Tax/VAT/CST/Service tax (if ST is charged) Number(s) & for payment of bills. Details of the Taxes as applicable should be mentioned in the bills clearly. In case of any ambiguity prices will be considered inclusive of all taxes.

15. NIELIT Agartala Centre will release 80% of the amount after successful certification of supply order, including installation and demo of operation. Remaining 20% will be paid after one month of certification of satisfactory performance or one month after release of the 80%, whichever is later.
16. Warranty shall have to be for a period of **at least 1 (one) year** from the date of Certification. However, weightage should be given to bidders offering additional warranty period without extra cost. The vendor should enter into a comprehensive **AMC** for a minimum 2 years/1 year from the date of expiry of the warranty period if the warranty is for 1 year/2 years respectively.
17. Items damaged in transit will have to be replaced by the supplier at his own cost.
18. It will be binding on the part of the successful bidder to supply the goods at the quoted rates failing which the name of the firm will be removed from the suppliers list and no further inquiries would be sent. Other relevant terms and conditions of this tender would also be made applicable automatically.
19. Repeat order if necessary will be placed within 6 months and has to be executed by the suppliers.
20. In case of any dispute on account of deviation of the terms and conditions the responsibility will be of the suppliers and the decision of the Director-in-Charge, NIELIT Agartala Centre shall be binding and final.
21. Certified copies of balance sheet for the last three years, along with IT clearance & return may be submitted along with the technical bid.
22. Persons signing the tender paper should be duly authorised by means of an affidavit or power of Attorney to this affect.
23. All dispute lie within the jurisdiction of High Court of Tripura.
24. After Sales Service should be provided by the manufacturing principal directly. Outsourcing of such service will not be accepted. The facility of After Sale Service should be clearly indicated along with its location. The repairing/servicing should be carried out in the office premises itself. However, only such works which cannot be done in the office premises will be allowed to be done outside with written permission of the section in-charge and signing authority of the organisation only on providing stand by equipment, if necessary at no extra cost.
25. The tender is likely to be rejected because of non fulfilment of any of the above terms.
26. Items are to be quoted in Indian rupees only.
27. The detail specifications of the goods are as per **Annexure-I** attached.
28. No quotation will be accepted by fax, email, telex or any other such means.
29. The Director-in-Charge, NIELIT Agartala Centre reserves the right to reject all or any tender without assigning any reason thereof.

Specification of the equipment

Sl. No.	Item Description	Quantity (Nos.)
1.	<p>Electronic Private Automatic Branch Exchanges (EPABX) of Reputed Brand</p> <p>1. FULL IP READY EPABX SYSTEM EQUIPPED WITH THE FOLLOWING:</p> <ol style="list-style-type: none"> i. Full IP ready EPABX System equipped with the followings: ii. 200 Analog extension lines (CLI enabled) iii. 6 Digital extension lines iv. 4 BSNL Trunk Lines v. 1 Digital Phone as operator Console vi. In Built 2 Port Voice Mail System. <p>2. TECHNICAL SPECIFICATIONS:</p> <p>A. GENERAL:</p> <ul style="list-style-type: none"> • The system should be a hybrid PBX supporting IP, Analog and Digital Extensions. • The system should support standards-based multi-site networking, using QSIG, H.323 trunks or advanced networking, to interoperate with other PABX's, allowing feature transparency. • System should be able to provide backup/redundancy options in case of failure of one box • System should be able to provide centralized voicemail with the option of Distributed centralized voicemail in case of connectivity failure. • The system should support BRI/ PRI/ T1/ E1/ E1R2/ Analog Trunks. • The system should have in-built 2 port auto-sensing 10/100 Mbps LAN Switch (Layer 3) <p>B. TELEPHONY FEATURES: Besides the normal Telephony features, the system should support the following features.</p> <ul style="list-style-type: none"> • Absent Text • Call Coverage • Call Forwarding • Call Hold • Call Pickup Ring Back When Free • Suspend Call Waiting • Call Barring • Bridged Appearance • Group Paging • Group Listen • Call Recording • Telecommuter Mode • Maximum Call Length • Call Detail Recording <p>C. DATA COMMUNICATION FEATURES:</p> <ul style="list-style-type: none"> • INTERNET ACCESS: Firewall protected, leased line or dial-up connectivity via PRI, T1 or WAN port • System should have in built-in DHCP Server, which should be able to given IP Addresses to the endpoints. • System should have a Built-in Firewall functionality • System should support built-in IPSEC based VPN connectivity • System should have built-in LAN and WAN ports <p>D. TERMINAL SUPPORT:</p> <ul style="list-style-type: none"> • System should support the following type of terminals 	01 Unit

- Analog Phones
- Digital Phones
- IP Hard-phones
- IP Softphones
- Wireless IP Phones
- 3rd party SIP telephones
- ISDN Extensions
- E. EXTENSIONS AND TRUNKS:**
 - System should be able to support up-to 384 extensions in any combination.
 - System should support up to 16 analog trunks or 8 digital trunks (240 E1 Channels)
- F. VOICEMAIL FEATURES:**
 - System should support PC-BASED Voice mail system.
 - Voice mail system storage should be dependent on the PC hard disk storage capacity
 - SIGNATURE OF THE TENDERER WITH SEAL
 - Voicemail to email option should be available
- G. CONFERENCING FEATURES**
 - The system should have built-in 2 x 64-party meet-me conferencing bank.
 - Multiple conferences with variable number of users should be possible within each of the 2 conferencing banks.
 - System should be able to generate detailed reports about the conference.
 - System should be able to send emails to all the participants giving them the conferencing details
- H. CALL RECORDING:**
 - System should have in-built capability to automatically as well as manually record and store calls into any voicemail box or a central database, for later retrieval, sorting, searching through a web-based browser interface
 - System should support automatic deletion of oldest recordings, if needed
- I. PHONE MANAGEMENT THROUGH PC:**
 - System should support an PC based application for every user providing easy access to CLI display, telephony features, call information and call control
 - Application should support directory synchronization using LDAP
 - Application should allow users to book a conference or join a web-conference
- J. WIRELESS SUPPORT:**
 - System should support wireless IP Phones which will work through the Access Points which are being used for Wireless Data network supporting 802.11a/b/g protocol.
 - System should support IP DECT, wherein the system and the Base Station are connected over the IP Network
- K. COMPUTER TELEPHONY INTEGRATION:**
 - CTI capability should be in-built in the platform.
 - System should support CTI using open standards over LAN.
 - System should be able to provide 1st party CTI as well as 3rd party CTI control to external applications.
- L. CALL CENTER FEATURES:**
 - System should support up-to 150 agents.
 - System should have built-in ACD (Automatic call distribution) features.
 - System should have capabilities to support outbound calling and call lending.
 - Calls should get routed to the agents based on the Most Idle Agent Criteria.
- M. SMDR:**
 - System should be able to print the SMDR in readable format without the need to have external software.
 - The SMDR should be stored in the excel format.
 - Separate excel files for each day should be available.
 - SMDR should be able to be sent over LAN to a specified IP address and port number.

PRO FORMA FOR FURNISHING TECHNICAL BID

(Please go through the documents with terms and conditions before filling up this Pro forma)

1. Name, Address and Telephone Number of the Organization:
2. Date of commencement of Business
(Please furnish proof in support of your statement):
3. Status of the organization *(i.e. whether Proprietorship, Partnership, Private Limited/Public Limited Company, Registered under Societies Registration Act, etc.):*
4. Registration Number of the Organization. *(Please attach Certificate of Registration/Incorporation):*
5. Name of the C.E.O. / Proprietor:
6. Name, designation and address, including phone / mobile number of the Contact Person.:
7. Annual Turnover
(Attach Photostat copies of Balance Sheet/I.T. Returns/C.A.'s Certificate).:
2012-13 Rs.
2013-14 Rs.
2014-15 Rs.
8. Sales Tax/VAT No., if any *(Must, if ST/VAT is charged.):*
9. Service Tax, if any *(Must, if ST is charged):*
10. P.A.N. Number of the Organization / Owner *(in case of proprietorship organization where no P.A.N. has been issued in the name of the Organization).:*
11. Details of three prominent organizations served/being served with similar services *(attach a comprehensive list)*
Name & Address
Name & Phone No. of the contact person
Annual cost of contract
Since when the services are being provided
12. Details of E.M.D. (enclose D.D.): D.D. No. _____ dated _____ for Rs. _____ Drawn on _____ bank in favour of NIELIT Agartala Centre, payable at Agartala.

13. Number of employees on the rolls of the vendor. :

Managerial:

Engineers:

Supervisory:

Other (please specify):

14. Number of clients being served in and around

Tripura on the date of submission of bid *(please enclose a comprehensive list with address and telephone numbers)*..:

15. Whether you have any point of disagreement with the terms and conditions stipulated in the

Tender Document. If yes, please specify and also

indicate suggested solution *(if space is not sufficient, please attach separate sheet)*..:

DECLARATION

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreements and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the NIELIT to accept/reject “the points of disagreements and proposed solution provided by us” would be final and binding.

Place

Date

Signature:

Name:

Designation:

Seal of the Company:

PRO FORMA FOR COMMERCIAL BID

1. Name & Address of the organization *(including phone numbers, e-mail id)*:

2. Sl. No. Name of the Items Rates offered Unit Taxes Total

It is certified that the information furnished above is correct to the best of our knowledge & belief.

Place: _____

Date: _____

Signature: _____

Name: _____

Designation: _____

Seal of the Organization: _____