



भारतीय लघु उद्योग विकास बैंक
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

**TENDER FOR SUPPLY & INSTALLATION OF EPABX AT SIDBI'S
ANDHERI STAFF QUARTERS AT 25, VEERA DESAI ROAD,
ANDHERI (WEST), MUMBAI-53**

(PREMISES DEPARTMENT)

PART-I (Commercial)

**Last date of submission AUGUST 18, 2011
upto 1500 hrs.**

**The Dy. General Manager [Premises],
SME Development Centre,
Small Industries Development Bank of India
5th Floor, Premises Department,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East),
Mumbai-400 051
Phone No. 6753 1220 / 1146**

**Supply and installation of EPABX (ISDN) with 64 Analog extension, 02
Digital extension & 01 no Digital phone -01 no at SIDBI's Officers' quarters,
at 25, Veera Desai Road, Andheri(W), Mumbai-53
(Detailed advertisement)**

Small Industries Development Bank of India (SIDBI) invites the offers from the Companies / their authorised agencies or dealers for the supply and installation of EPABX-01 no at SIDBI Officers' quarters, at 25, Veera Desai, Andheri(W), Mumbai-53. The agency should have adequate experience in supplying and doing the installation work (complete in all respect) for both residential & office buildings, besides taking up the Annual Maintenance Contracts for the same. The interested agencies should submit their offers in the requisite Performa with earnest money deposit of **Rs.2500/-** in the form of demand draft of a nationalised bank drawn in favour of "**Small Industries Development Bank of India, Mumbai**".

Interested Companies / Agencies, who satisfies the criteria as given above and as given in detailed terms and conditions may forward their application to the Dy. General Manager, Premises Deptt., Small Industries Development Bank of India, C-11, 'G' Block, Bandra Kurla Complex, Bandra(E), Mumbai-400 051 with complete details in sealed envelope no.1.

The broad scope of work and other terms and conditions for appointment are given in the tender document. Interested agencies should submit the required details and relevant documents in **Envelope no.1** (Technical Bid) duly signed and stamped by the authorised person else their application is likely to be rejected.

Interested parties are also required to submit their financial bid in **Envelope no. 2**.

The envelope no.1 and 2 shall be sealed and & kept in one main envelope (which should be sealed) and shall be submitted to the authority as indicated before the last date. Financial bid, i.e., Envelope no. 2 of the parties, whose application is found incomplete or with any condition imposed or without EMD will not be opened.

The completed applications shall be submitted on or before **August 18, 2011** upto 3 PM. or the extended date, if any. The Envelope No 1 (technical bid) shall be opened at 4 p.m. on the same date in presence of representatives of bidders who chose to be present. The envelope No 2 i.e. **Financial Bid** will also be opened on the same day, if possible or any other suitable date in presence of Tenderers. The bank reserves the right to reject any or all the applications without assigning any reasons.

- Manufacturer's authorisation to the bidder for their specific tender for spare support for next eight years and AMC support for next five years.
- The bidder/vendor/tenderer should have full fledged /fully equipped service center at Mumbai.
- The tenderer has to carry out comprehensive AMC after warranty period.

1. Installation of the system & training in consignee place for a minimum period of two days will have to be arranged by you/your principals/ Agents. In case installation/training charges are to be not to be paid extra, the offered rates will be treated as inclusive of installation/training charges. Name and postal address of the agency who will provide after sales service MUST be clearly mentioned in your offer. Installation and training clauses MUST be clearly mentioned in your offer (both in technical and commercial bids).

2. The equipment quoted shall be complete in every respect with all mounting, fittings, fixtures and standard accessories needed for installation and safe operation, though some of them may not have been detailed in the technical specification.

The existing EPABX system in the office is equipped with about 62 extension lines.

It is now required to be replaced with a new digital EPABX. The proposed new EPABX should utilize the existing two wire cable network and telephone instruments with provision for providing additional extension lines as and when required. The bidder should clearly mention if addition or any modification is required to this effect or not. It is also intended to integrate the new EPABX with the existing lines in the Andhei quarters. The bidder should ensure the system compatibility in this respect.

ANNEXURE – ‘I’

To,
The Dy. General Manager
Premises Department
SIDBI, Mumbai

Dear Sir,

Subject : Tender for Supply and installation of EPABX (ISDN) with 64 Analog extension, 02 Digital extension & 01 no Digital phone -01 no at SIDBI's Officers' quarters, at 25, Veera Desai Road, Andheri(W), Mumbai-53

Please refer to your web site advertisement & the broad terms & conditions for the supply & installation of EPABX as given in detail. Having examined the site, contract documents, specifications and schedule of quantities, Further, I / we herewith deposit Rs.2,500/- as **Earnest Money Deposit** as per the Terms of Contract and our offer. In the event of my / our tender being accepted, I/we agree to enter into and execute the necessary contract required by you. I am /We are aware that the Bank intends to complete the entire work as covered in the scope of this tender within scheduled completion period with time being essence of the contract. I/we agree to complete the works within the said period. As required by you, I / we are returning herewith the tender documents duly signed by us at each page in token of our acceptance of the provisions in the documents.

Yours faithfully,

(Name of the agency)

Sign & Designation of Authorised official

Seal

Date :

Place :

Note : 1. Enclose appropriate power of authority for the authorised signatory.

1. Experience:

The bidder must have executed similar work in any Government office/ PSU and other similar organization during last three years. Satisfactory service / maintenance report from clients (certificate / report to be submitted). Necessary documents to this effect must be enclosed along with the offer.

2. Financial Status:

The firm in this regard should submit the following documents -

- (a) Income Tax clearance/IT certificate
- (b) PAN Number
- (C) Sales tax registration certificate
- (d) TIN number of the firm
- (e) Telephone number (landline & mobile)

3. Delivery:

3.1 Supply and installation of the items should be made within **21 days** from the date of the purchase/work order.

3.2 The contract is liable to be cancelled unilaterally if the supply/ installation is not completed within the specified time. Extension of contracted delivery period will be at the sole discretion of the buyer with applicability of liquidated damages clause.

4. Liquidated damages:

0.5% per week subject to a maximum of 5% of the undelivered stocks will be recovered in case of delay in delivery beyond the accepted delivery period as per general conditions of contract.

5. Scope of Supply: -

The scope will cover Supply and installation of EPABX (ISDN) with 64 Analog extension, 02 Digital extension & 01 no Digital phone -01 no at SIDBI's Officers' quarters, at 25, Veera Desai Road, Andheri (W), Mumbai-53

6. Earnest Money Deposit:

The bidders will be required to furnish bid security (EMD) of Rs. 2,500/- (Rupees Two Thousand Five Hundred only) in the form of Bank draft from any nationalized bank drawn in favor of Small Industries Development Bank of India. The bid shall be valid for a period of 90 days from the date of opening of bids. Offer not accompanied with earnest money of the requisite amount or without proper validity will be summarily rejected.

7. Validity of Offer:

The tenderer must keep their offer open for acceptance for a minimum period of 90 days from the date of opening of tender.

8. Acceptance of Offers

Order will be placed after the tender has been examined and negotiations with the tenderer, as considered necessary, have been completed. The purchaser

may accept the tender for a part or whole of the quantity offered or reject the same without assigning any reason

9. Price

The price quoted by the bidder shall be firm and not subject to variation on any account during the fulfillment of the order. The price quoted shall also be including all taxes and duties e.g. Excise Duty, CST, Service Tax and VAT etc. and any other Govt. levy as applicable, cartage, labour and nothing shall be paid extra on this account. All the rates mentioned in the tender should be inclusive of all materials including wastage, freight, Octroi, all types of taxes including works contract tax, duties, octroi, service tax, royalties, tools, tackles, plant and equipments, supervision, overheads and profits, statutory charges, costs for licenses / liaisoning and any other expenditure etc. and shall remain firm till completion of work. Escalation in price will not be payable for whatsoever reasons.

10. Terms of Payment:

100% payment of the cost will be paid on satisfactory supply & installation of works after inspection. Bill in this regard duly supported with the inspection by the above document should be submitted to the Paying Authority and particulars of dispatch advised to the consignee.

11. Facilities for Test & Examination:

If the material supplied by the manufacture/ supplier or performance of the material and/ or stores during inspection and tests is not found satisfactory, the Purchaser reserves the right at his discretion and without any claim for compensation to the Contractor, either cancelled the order altogether or modify the quantity ordered.

12. If the performance of the successful tenderer is found to be unsatisfactory, the employer reserves the right to cancel in part or whole of the contract and get the works executed through alternative means at the entire risk and cost of the tenderer on whom the order was first placed by giving 7 days notice. In such cases, the tenderer should make good all losses that the employer may incur due to this.

13. WARRANTY FOR PRODUCT PERFORMANCE:

13.1 The successful bidder shall warrant that everything to be furnished hereunder shall be free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for EPABX ordered and in full conformity with the contract specification if operated properly.

13.2 Items shall be under minimum warranty for a period of **one year** from the date of successful installation. The contractor shall replace any defective goods/stores free of any charges or the repair of defective goods/stores within the warranty period.

13.3 The Contractor shall, if required replace or repair the goods or such portion thereof as is rejected by the Purchaser free of cost at the ultimate destination or

at the option of Purchaser, the Contractor shall pay to the Purchaser value thereof at the contract price or in the absence of such price at price decided by the Purchaser and such other expenditure and damages as may arise by reason of the breach of the condition herein specified.

13.4 All replacement and repairs that the Purchaser shall call upon the Contractor to deliver or perform under this warranty shall be delivered and performed by the Contractor within one month promptly and satisfactorily. If the Contractor so desires, the replaced parts can be taken over by him or his representative for disposal as he deems fit at the time of replacement of goods/parts. No claim whatsoever shall lie on the Purchaser for the replaced parts thereafter.

13.5 The decision of the Purchaser in regard to Contractor's liability and the amount if any, payable under this warranty shall be final and conclusive.

13.6 **TRANSIT INSURANCE:** The transit insurance for the goods will be arranged by the vendor. The vendor will pay transit insurance charges.

14. The Earnest Money Deposit submitted along with the tender shall be converted into security deposit (RMD) as bearing no interest in case of successful contractor and shall be released after completion of guarantee period of 01 year. The EMD submitted by you shall be converted into Retention Money Deposit as per Tender Provisions. The total retention money which is @10% of contract value and shall be released to you after satisfactory completion of Warranty period of 01 year (defects liability period). The RMD (cash amount) deducted from the bill can be released after satisfactory installation and testing of machine against Bank Guarantee (BG) of same amount in the proforma approved by SIDBI as per terms of tender. After completion of warranty period (DLP), RMD shall be released on submission of BG for AMC as indicated in Annexure-II hereof.

15. Evaluation Period: The broad guidelines for evaluation of offer will be as follows:

15.1. Only those offers shall be evaluated which are found to be fulfilling all the eligibility and qualifying requirement of the tender both technically and commercially.

15.2. SIDBI shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed and whether the bids are generally in order.

15.3. Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price shall be corrected by the SIDBI. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of errors, his bid shall be rejected.

The lowest acceptable tender shall be considered further for placement of contract/supply order after complete clarification and price negotiations as applicable

16. If the progress of manufacture and supply or performance of the material and/or stores during inspection and tests is not found satisfactory, the Purchaser reserves the right at his discretion and without any claim for compensation to the Contractor, either cancel the order altogether or modify the quantity ordered.

The Dy General Manager [Premises],
SME Development Centre,
Small Industries Development Bank of India
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Phone No. 6753 1220 / 1146

ANNEXURE – 'II'
BANK GUARANTEE FORM FOR PERFORMANCE SECURITY DURING ANNUAL MAINTENANCE CONTRACT

To,
The Dy General Manager [Premises], SIDBI
WHEREAS

..... (Name and address of the supplier) (Hereinafter called "the supplier" has undertaken in pursuance of

contract no. Dated to supply (description of goods and services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract ;

AND WHEREAS we have agreed to give the supplier such a bank guarantee NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of

.....
(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amounts of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein,.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid upto and including the Day of2011

.....
(Signature with date of the authorized officer of the Bank)

.....
(Name and designation of the officer)

.....
(Seal, name & address of the Bank and address of the Branch)

BID FORM

Tender No. Date

(Name & Address of the Purchaser)

Dear Sir,

Having examined the conditions of contract and specifications including addenda Nos. The receipt of which is hereby duly acknowledge, we, undersigned, offer to supply and deliverin conformity with said drawings, conditions of contract and specifications for sum of (Total Bid amount in words and figures) or such other sums as may be

ascertained in accordance with the schedule of prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence deliveries within () days to complete delivery of all the items specified in the contract within () days calculated from the date of issue of your work order.

If our Bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum not exceeding 5% of the contract sum for the due performance of the Contract.

We agree to abide by this Bid for a period of ___ days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a format Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated thisday of2011

Signature of in capacity of

Duly authorized to sign the bid for and on behalf of

Witness Tele No(s):-.....

Signature FAX No(s):-.....

Address E-Mail Address:-

SAFETY CONDITIONS OF THE CONTRACT:

As part of the contract, the contractor must satisfy the under mentioned safety requirements and must ensure at all item that these are followed without any deviation.

1. The contract shall take all precautions to avoid accident and causes of accident. He must be careful regarding safety during working of his staff in the premises.

2. Safety precautions of portable electrical appliances : Precaution in handling portable electrical appliances are more significant under monsoon conditions, some likely situations are highlighted here for your attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.

i) Broken sockets/ pin plug/ loose connections: These conditions cause sparks which lead to fault conditions or electrical shock situations. Wires shall not be directly inserted into the sockets as the earth lead of the equipment inserted into the phase socket may give shock to the operator.

ii) Polarity of phase/ neutral and earth: certain appliances like Poroscope may give violent electrical shock during work if polarity conditions are not satisfied.

iii) Joints in flexible cables: Usage of portable appliances is such that electrical and physical integrity of joint may be suddenly affected, leading to severe sparking and fire if combustible/ inflammable materials are present near the joint. Perhaps this may not be noticed by operator at all.

iv) Appliance body grounding and system grounding: In absence of or ineffective appliance body grounding, operator may receive severe shock in case of phase to earth fault during usage. And also, all earth pins in sockets must have low impedance and mechanically firm earthing according to Indian Electricity Rule so that safety is assured to operator even under fault conditions.

Place: Mumbai
Date:

Signature of the Contractor &
Name & Seal of the firm

(1) Scope of Work:

- (a) Supply and installation of EPABX (ISDN) with 64 Analog extension, 02 Digital extension & 01 no Digital phone -01 no at SIDBI's Officers' quarters, at 25, Veera Desai Road, Andheri (W), Mumbai-53
- (b) The electric supply for EPABX shall be arranged by the Bank.
- (c) You have to carry out supply, installation, testing, commissioning (SITC) of above reffered EPABX system.
- (d) Payment shall be made based on actual quantity on completion of work.

An amount of 10% of contract value will be deducted and retained as security deposit for due fulfillment of the contract. No interest shall be payable on the security deposit. The RMD (cash amount) deducted from the bill can be released after satisfactory installation and testing of machine against Bank Guarantee (BG) of same amount in the proforma approved by SIDBI as per terms of tender. After completion of warranty period (DLP), RMD shall be released on submission of BG for AMC.

(2) AMC (Annual Maintenance Contract)

SIDBI reserves the right to enter into an AMC after the expiry of defects liability period at a rate not exceeding 5% of the equipment under consideration. The supplier also undertakes support and ensures spares availability for the equipment under supplies for at least a period of 5 years from the date of commissioning. Proportionate payment for AMC charges shall be made half yearly in advance.

(3) Arbitration

Disputes, if any, shall be dealt as per Arbitration & Conciliation Act, 1996 and only courts in Mumbai shall have jurisdiction for the same.

SPECIAL CONDITION OF THE CONTRACT-

- (a) The materials supply rate shall also be inclusive of the transportation charges up to the delivery site.
- (b) The Bank reserves the right to cancel the offer without assigning any reason whatsoever.
- (c) The work shall be completed within **21 days** in all respects from the date of receipt of work order.
- (d) The quotation shall be valid for a minimum period of 90 days from the date of opening of quotations.
- (e) The supplier shall give undertaking that they shall extend prompt service facility against defects/ breakdowns during guarantee/ warranty period.
- (f) Kindly note that no advance shall be payable against the work order.

Place : Mumbai

Date :

Signature of the Contractor &
Name & Seal of the firm

Technical & Functional Specifications of EPABX

Please confirm your compliance by indicating in the space provided

1. The EPABX shall cater for

| Equipped Capacity | Expandable to | Complied (Yes/No) |
|--|----------------------|------------------------------|
| 64 Analog extensions | 80 Analog extensions | |
| 02 Digital extension | 04 Digital extension | |
| 1 Digital Phone for operator consoles | 2 Digital Phone | |

| No. | Scope of EPBAX System | Complied (Yes/No) |
|------------|--|------------------------------|
| 2. | The EPABX should be fully digital and should employ Stored Program Control (SPC) using Pulse Code Modulation (PCM) and Time Division Multiplexing (TDM), confirming to latest ITU-T (earlier CCITT) standards. | |
| 3. | The system should have valid approval from TEC (Telecom Engineering Center) for the ISDN PRI as well as for the system. | |
| 4. | The system should have modular design for expansion / addition of features as well as hardware | |
| 5. | The system should be 100% non-blocking architecture. | |
| 6. | The system shall utilize single codec per line. | |
| 7. | The Central Processing Unit (CPU) of EPABX should use 32 bit microprocessor | |
| 8. | The system memory should be on a MMC card / Internal Hard Disk. | |
| 9. | The system should offer backup memory / configuration in the form of Floppy Disk / Magneto Optical Disk | |
| 10 | The system software should be protected against loss / alteration of memory due to power failure, unauthorised command or other faulty condition. | |
| 11 | The system should support party conferencing from 3 users upto 5 users. | |
| 12 | The maintenance package for the EPABX system should be of Windows OS based. | |
| 13 | The system should be suitable to accommodate both Decadic Pulse(DP) and DTMF telephone. The system should also support DTMF DID facility | |
| 14 | The system should be able to restart automatically without human intervention when the external ac power supply is resumed after complete power failure i.e. even after the batteries are discharged. | |

| | | |
|----|--|--|
| 15 | The System should have Integrated Modem on the central motherboard or capable to connect external modem for remote maintenance. The system should also support LAN based remote maintenance and centralized system administration using SNMP (Simple Network Management Protocol) | |
| 16 | There should be an LED indication on each card, which can help to determine the state of the card. | |
| 17 | It should be possible to remove and put back line or trunk cards from the system even in online condition. | |
| 18 | The system should work with any type of public exchange or similar network to which it will be connected without requiring any modification in networks. It should be possible to network with exchanges of different makes / technologies using either E&M lines or ISDN BRI/PRI lines. | |
| 19 | The exchange shall accept different types of trunk signaling such as : <ul style="list-style-type: none"> • EDSS1/1TR6 for ISDN BRI and PRI • Ringdown • 2W/4W E&M signaling, Type 1 to Type 5 • Analog C.O.Lines • DTMF Signaling | |
| 20 | The system should have the capability to directly connect to a battery bank. The batteries should be sealed maintenance free (SMF) and be able to give a minimum 1 hour backup to the system in case of main power failure. | |
| 21 | The system should support simultaneous voice and data capability over the same single pair telephone cable in (2B+D) ISDN BRI format. The following voice & data terminals should be supported. | |
| 22 | The features mentioned below should be available from extensions. <ul style="list-style-type: none"> • Call forwarding • Do not disturb • Override do not disturb • Speed dialing :system numbers • Speed dialing :individual numbers • Barge in • Call back • Paging, both external and internal • Call parking | |
| 23 | PC Based Operator Console features: <ul style="list-style-type: none"> • Electronic Telephone Directory • Total number of queued calls and graphical display • Display showing call status , name and directory number • Answer telephone calls • Speed servicing of calls • Busy lamp panel on PC for all subscribers with direct dialing • Call toggling • Conference with up to 5 Party | |

| | | |
|----|--|--|
| | <ul style="list-style-type: none"> • Park / Hold • Dial / Redial / Notebook function • Supplementary functions such as override, call back, disconnect users & lines • On - line help under Windows Operating System | |
| 24 | <p>Phone Based Operator Console should offer the following features:</p> <ul style="list-style-type: none"> • Minimum 2 X 24 Character Display • Minimum 32 nos function keys • Redial • Screened call transfer • Unscreened Call transfer • Automatic call bach on Busy Trunk, Tie • Trunk Queing • Trunk Reservation • Busy Override • Night Service | |
| 25 | <p>The System should support digital phone on Single pair cable with simultaneous voice & data capability. The distance between digital phones & System should be 1000 meters. Digital phones should offer the following features / Functionality.:</p> <ul style="list-style-type: none"> • 2 X 24 Charcter Tilttable Display • 3 Interactive Menu Keys for Interactive User prompting • 12 programmable keys with led • Add on key module of 16 keys with leds. It should be possible to connect upto 4 such modules per digital phone. • In-built USB port to which a keyboard/PC can be connected to enter names. • Electronic volume control, pitch control and display control • Possible for the user to program the DSS keys. No administrative command should be required to program the keys as feature keys or extension keys • Adapter for connecting additional Digital phone. • Functionality of connecting a PC to the Digital phone via an in-built USB port eliminating the need of using an extra adapter for this application. It should be possible to perform directory dialing from this PC. (Support for 1st party CTI functionality) • On receiving an incoming call the display should indicate the extension name and number on the display (If incoming trunk lines are digital) • Possible to send messages from one Digital phone to another. • Possible to send messages from digital phone to DECT cordless phones and vice versa. • A Digital phone should be able to register message text, which can be displayed to any incoming extension caller. • Editing the digits before transmission of the number. <p>Rejection of calls by pressing a key. This call can be transferred to any other predefined extension or to the operator.</p> | |



भारतीय लघु उद्योग विकास बैंक
SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

TENDER FOR SUPPLY & INSTALLATION OF EPABX AT SIDBI'S
ANDHERI STAFF QUARTERS AT 25, VEERA DESAI ROAD,
ANDHERI (WEST), MUMBAI-53
(PREMISES DEPARTMENT)

PART-II (Price Bid)

Last date of submission AUGUST 18, 2011
upto 1500 hrs.

The Dy General Manager [Premises],
SME Development Centre,
Small Industries Development Bank of India
5th Floor, Premises Department,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East),
Mumbai-400 051
Phone No. 6753 1220 / 1146

BILL OF QUANTITY

(To be submitted in envelope no. 2)

NAME of work :- Supply and installation of EPABX (ISDN) with 64 Analog extension, 02 Digital extension & 01 no Digital phone -01 no at SIDBI's Officers' quarters, at 25, Veera Desai Road, Andheri(W), Mumbai-53

| Sl. No. | Particulars | Qty. | Rate (in Rs) In figure and words | Amount (in Rs.) |
|---------|--|--------|----------------------------------|-----------------|
| 1 | Supply and installation of EPABX (ISDN) with 64 Analog extension, 02 Digital extension & 01 no Digital phone with Float Cum Boost Charger(FCBC) and Battery Bank Note:- The work will have comprehensive Guaranty period of one year from the date of installation of EPABX system. For the performance of the same, SIDBI shall retain an amount equivalent 10% of quoted cost in the form of cash/bank guarantee in the SIDBI's format as security deposit towards performance during Guaranty period. Specifications:- <ul style="list-style-type: none">• 1 P&T Lines.• 2 Digital Lines.• 64 Analog extension ports.• Voice Mail ports.• Power Supply Unit.• 1 Operator Console. | 1 nos. | | |
| 2 | BUY-BACK / DISCOUNT Offer for Old / Existing EPABX System (LOT) (HCL Make) | 1 nos. | | |
| 3 | NET TOTAL OFFER (1-2) (In figure and words) | | | |

Date:

Place:

Signature of Tenderer

**FORMAT FOR PROVIDING TECHNICAL SUPPORT and COMPLIANCE DURING
AMC i.e., AFTER COMPLETION OF DEFECT LIABILITY PERIOD**

| No. | Scope of Services for comprehensive AMC of EPBAX System | Compliance (Yes / No) |
|-----|--|-----------------------|
| 1. | The contractor at his cost shall inspect the site during the working hours before quoting the rates and ascertain about the facilities/ hindrances and generally obtain his own information on matters effecting the rates and execution of the work. | |
| 2. | Vendor shall maintain & repair the said equipment to keep it under working condition for normal usage. | |
| 3. | Vendor will provide services through its employees or authorized agents. | |
| 4. | One visit for physical check for the equipment in a month by engineer. | |
| | i) Routine Preventive maintenance (servicing) at the end of every 03 months (a quarter). | |
| | ii) Attendance for breakdown of the systems as & when reported within 02 hours of the complaint, rectify the complaint within 04 hours and get the alternate arrangement if problem is not solved within 08 hours. Alternate arrangement of similar capacity is to be provided during any repair work on the EPBAX system. | |
| | iii) The services are to be provided round the clock 24X7X365 days. | |
| | iv) Any repair required should have to be intimated well in advance so that this office can plan its related activities accordingly. | |
| | v) Log book to be maintained for all visits and the same will be kept at Sidbi Andheri Qtrs security check point or with the concerned department. | |
| | vi) 2% per month of the total AMC value would be deducted if the problem of the call logged is not rectified / alternate arrangement is not provided within time period mentioned above. The same would be implemented on subsequent calls. | |
| 5. | The comprehensive AMC charges for the EPBAX system, should be inclusive of all the spares/parts of EPBAX system like Circuit boards, Logic cards, cables & connectors, fuses, display meters, Software configuration, User addition/deletion, PSU, PSU's battery etc. TOOLS, MANPOWER, labour, repair, maintenance, servicing of EPBAX, time & expertise, costs of travel, accommodation and incidental expenses. | |
| 6. | Vendor is bound to replace necessary parts only by parts of certified quality. | |
| 7. | The contract will also include Power Supply Unit (PSU) and on every physical visit the checking of the same will be done. | |
| 8. | Vendor should have adequate technical expertise / field experience/infrastructure facilities/ spares in stock / back up facilities and manpower. Documentary evidence to be submitted on demand. | |
| 9. | The vendor will be bound to replace necessary parts only by parts of certified quality. In case of replacement of defective parts, the parts should be accompanied with the proper challan mentioning details of parts replaced and make. | |

Signature of Tenderer