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Army Institute of Technology
Dighi Hills, Alandi Road
Pune-411015

AIT/0810/58/2018-19/Proj

13 Aug 18

To

TENDERING ENQUIRY FOR PROCUREMENT OF EQUIPMENTS FOR TELEPHONE EXCHANGE

Sir/Madam,

1. Army Institute of Technology, hereinafter referred to as Customer, is interested in procurement for of Equipments for Telephone Exchange.

(a) Only the enclosed formats (Appendix 'A' and 'B') in original will be used. All sheets will be submitted duly affixed with the Companies stamp and signature of the authorised signatory of the company. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify specific issues.

(b) Costs indicated in offer for each item should be the landed cost of the item, giving break up of basic cost of item, excise, all types of taxes specified separately, levies and freight etc.

(c) Cost per unit item considering all the taxes as well as the total costs for the full quantity to be supplied will be indicated.

(d) Incomplete tender is liable to be rejected.

2. **Project Schedule.** The work should be completed on turnkey basis within **three weeks** of placement of supply order with necessary installations.

3. **Payment Terms.** 100% on completion of work duly certified by the board of officers.

Warranty and Maintenance Backup

4. **Warranty.** Vendors will provide **free onsite comprehensive warranty** for the complete network devices for a minimum period of **One year or higher as provided by OEM.** Warranty shall include hardware, software and any other pre-loaded software as ordered **from the date of acceptance.** During the warranty, the vendor will repair/replace without any cost any equipment/part/accessory, which becomes, defective. During the warranty period all warranty benefits received by vendor from the OEMs, for any equipment pertaining to third parties will be passed on in to the Customer. The Customer may invoke the Bank Guarantee in case vendor fails to ensure rectification of defects within one week of the defect being intimated. Vendor will ensure 99% devices availability during the warranty period. Items of consumable nature that may not be replaced free on account of defect/malfunction must be specified clearly in the offer. Failure to provide this Information shall be treated as all items components consumables are covered under warranty. Software update will be provided free of cost during warranty.

5. **Devices Maintenance During Warranty.** In order to ensure functionality of network devices supplied during warranty period, vendor shall provide devices maintenance which would include hardware maintenance and software support. Vendor will provide the following: -

(a) Vendor will ensure that the devices continue to perform in exactly the same manner as at the time of acceptance.

(b) **Hardware Maintenance.** Maintenance of devices should be onsite. Customer may approve if any equipment is required to be move out of site for repairs at the request of vendor. On site vendor will carry out preventive maintenance once every 2 months.

6. **Devices Maintenance Beyond Warranty Period.** In order to ensure functionality of devices during the life time vendor shall guarantee to provide spares/component backup support and devices support for this entire duration. Vendor will provide the following: -

(a) **Hardware Support.** Ensure availability of spares, components of Hardware supplied, during the life time of **Ten Years** of the devices which may be bought by customer as and when required on termination of warranty period.

(b) **Commercial / Bought out Software by Vendor.** Vendor shall provide all updates/upgrades/patches that may come free of cost from the principles. As and when customer wishes to upgrade commercial software so supplied, vendor shall also provide complete assistance.

7. **Conditions during Warranty.** The vendor should fulfill following conditions during the warranty:-

(a) Any failure in the network devices should be rectified within a maximum period 48 hours of lodging a complaint including loading of operating software if required.

(b) If the device is down beyond 48 hours, penalty at the rate of Rs 500/- (Rs Five hundred only) per day will be charged or recovered out of the Bank Guarantee held towards the warranty. In case of any device being down for more than seven working days, Customer has the option to get it repaired from any suitable agency at the risk and cost to be borne by the vendor, which will be deducted from the Bank Guarantee due to vendor.

(c) Any network devices failing at three times within a period of three months or displaying chronic faulty behavior or manufacturing defects or quality control problems will be totally replaced by the vendor at his risk and cost within 30 days of being intimated.

Submission of Offers.

8. You are requested to indicate the acceptance of the above offer based on the terms and conditions as given out in the aforesaid paragraphs and anywhere in the tender documents as per **Appx 'C'**. The envelope should be sealed with wax and superscribed as **"PROCUREMENT OF EQUIPMENTS FOR TELEPHONE EXCHANGE"**.

9. Once the supply order is placed, it will be the vendors responsibility to make the project functional. Any additional cost incurred for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.

10. Make will be specified for all items being offered.

11. An offer received incomplete or ambiguous is likely to be rejected at the discretion of the AIT without recourse to further clarifications. AIT also reserves the right to seek clarifications with on or more vendors If deemed necessary and also not accept any offer at all In case they are not reasonably priced.

12. Any conditions/terms given in the technical or commercial bids by vendors will not be binding on the AIT, Pune. In case the product specifications called in tender are not available technical specification set out in the tender may be changed at the discretion of the customer. The decision of the customer in deciding the technical specification shall be final. All the terms and conditions for the supply, delivery, testing and acceptance, payment, warranty, uptime, penalty will be as given herein and no change in any term or condition by the vendors will be acceptable. Alterations, if any, in the tender documents should be attested properly by the vendor failing which the tender will be rejected. Vendors will not make any assumptions while submitting their bids. If required, clarifications will be sought prior to submission of bids.

13. Withdrawal of offer by vendor after opening of commercial bids shall render the vendor unreliable and out right debar him from attending any further transaction/ negotiations without giving any reason thereof. Proceeding shall be initiated by Customer to black list the vendor on this account.

14. Vendors/authorised reps of vendor shall be required to attend the Technical Evaluation Committee (TEC) meeting. TEC will be held at AIT. TEC reserves the right to disqualify the vendor, due to non-attendance of ' any ' of the meeting by the vendor or his representative or not submission of necessary documents.

15. All items for which excise duty is applicable at varied rates shall be specified discretely, in the commercial bid Vendor shall be responsible to produce excise duty and other duty levy certificates in respect of all such Items, whether manufactured by the vendor or otherwise.

16. Terms and conditions for the procurement are attached as Appendix 'B'. The details of similar project executed by vendor in various Govt/reputed firm may be enclosed. These will be signed by the authorised company representative and stamped with the company stamp.

17. You are requested to send your best offer in the office of the undersigned by **29 Aug 18**. Any offer received after this may be rejected at the discretion of the AIT, Pune. **Tender fee of Rs 250/- to be deposited along with tender through a cheque in favour of Army Institute of Technology.**

18. Please ensure that this is your best and final offer.

19. Please clearly indicate quality of material (make/ISO No etc).

20. **Bank Guarantee**. 5% of the complete Supply Order cost shall remain under Bank Guarantee till the expiry of the warranty of one year. The vendor shall furnish a performance Bank Guarantee equal to five percent (5%) of the total value of the contract within the 7 days of the receipt of work order.

(**Note**. Vendors will submit their bids on the original tender documents including appendices and annexure. Photocopies will not be accepted. Vendors will also submit **Manufacture Authorisation Form (MAF)** from OEM duly signed with **current date**).

Sd/-xxx
(K E Vijayan)
Col (Red)
Joint Director
for Director

TECHNICAL OFFER :
PROCUREMENT OF EQUIPMENTS FOR TELEPHONE EXCHANGE

Ser No	Facilities	Requirement	Compliances (Yes/No)
(a)	IP PBX for 300 ports	IP PBX expandable upto 500 users	
(b)	Analog extensions 224 ports	FXS 112 ports single chassis with dual power supply & motherboard	
(c)	10 SIP IP Phone	Soho IP Phone with Color Display 2 Sip Accounts, HD Voice : HD Codec, HD speaker, HD Handset, Power adapter, Colour Display 2.4 inch (320 * 240) LCD. Support EHS Wireless headset	
(d)	Analog Trunk	16 ports analog trunk gateway	
(e)	Inbuilt call recording facility	Yes	
(f)	Inbuilt Welcome message	Yes	
(g)	Inbuilt IVR	Yes	
(h)	Inbuilt voicemail to email	Yes	
(j)	Mobile softphone	Should support on Android or iOS mobile phone	
(k)	Phone provisioning	Automatically provision phones from Cisco, Yealink, Polycom and more	
(l)	Conference multiple call	Yes	
(m)	Concurrent user Registration	5	
(n)	SIP Trunks	100	
(o)	Exchange Value	Replacement with old Exch – CG-5000	
(p)	AMC	1 year	
(q)	Installation		
(r)	Warrantee period	(Mention Period)	

(Note. Vendors will submit their bids on the original tender documents including appendices and annexure. Photocopies will not be accepted. Vendors will also submit **Manufacture Authorisation Form (MAF)** from OEM duly signed with **current date**).

COMMERCIAL OFFER :
PROCUREMENT OF EQUIPMENTS FOR TELEPHONE EXCHANGE

Ser No	Facilities	Requirement	GST	Amt
(a)	IP PBX for 300 ports	IP PBX expandable upto 500 users		
(b)	Analog extensions 224 ports	FXS 112 ports single chassis with dual power supply & motherboard		
(c)	10 SIP IP Phone	Soho IP Phone with Color Display 2 Sip Accounts, HD Voice : HD Codec, HD speaker, HD Handset, Power adapter, Colour Display 2.4 inch (320 * 240) LCD. Support EHS Wireless headset		
(d)	Analog Trunk	16 ports analog trunk gateway		
(e)	Inbuilt call recording facility	Yes		
(f)	Inbuilt Welcome message	Yes		
(g)	Inbuilt IVR	Yes		
(h)	Inbuilt voicemail to email	Yes		
(j)	Mobile softphone	Should support on Android or iOS mobile phone		
(k)	Phone provisioning	Automatically provision phones from Cisco, Yealink, Polycom and more		
(l)	Conference multiple call	Yes		
(m)	Concurrent user Registration	5		
(n)	SIP Trunks	100		
(o)	Exchange Value	Replacement with old Exch – CG-5000		
(p)	AMC Charges	1 year		
(q)	Installation			
Total Amount (Incl of All)				

**ACCEPTANCE OF TERMS AND CONDITIONS FOR
PROCUREMENT OF EQUIPMENTS FOR TELEPHONE EXCHANGE**

1. Validity : Vendor confirms that the prices are valid upto _____
2. Payment Terms. 100% on completion of work duly certified by the board of officers.
3. Completion Period. 04 weeks after receipt of Supply Order.
4. Warranty. Vendors will undertake warranty of item for a period of One year and their maintenance/repair for the items, EMS warranty as applicable shall be extended.
5. The vendor will abide by the delivery schedule as laid out in Paragraph 4 above and elsewhere in the Tender Document.
6. All prices will be the Landed Costs of the items and shall give break up of basic cost, excise, local taxes, levies, freight etc (as per format attached with document). All hard items for which Excise duty is applicable at varied rates will be specified in the bid. Vendor will responsible to produce excise duty certificate in respect of all such items, whether manufactured by vendor or otherwise. Delivery of all goods shall be at Customer's premises.

CERTIFICATE

It is certified that all the terms and conditions as laid down in the above paragraphs and anywhere else in the Tender Document and its appendices are accepted by the Company and we will abide by them.

Company Seal

(Authorised Signatory of OEM/Vendor/Company)

Place _____

Date _____

From,

M/s _____

Mobile No _____

From,

M/s _____

Mobile No _____

To,

Director

AIT

Pune-411015

CERTIFICATE OF ACCEPTANCE AND TERMS AND CONDITIONS

(To Be Furnished on Receipt of Work Order)

Through

Sir,

1. Receipt is acknowledged of your Work Order No _____ dated _____ together with enclosures.

2. We hereby agree to supply the said items as per the terms and conditions contained therein.

Yours faithfully

(Name & Designation of the officer signing this)

(To be signed by Vendor/Suppliers)