



राष्ट्रीय फैशन एवं प्रौद्योगिकी संस्थान, गांधीनगर
(निफ्ट अधिनियम, 2006 के तहत एक सांविधिक संस्थान)
घ-०एक्सटेंशन-सड़क, इन्फोसिटी के नजदीक, गांधीनगर-३८२००७
दूरभाष नंबर. ०७९-२३२६५०००, २३२४०८३२, २३२४०८३४ फैक्स.
नंबर ०७९२३२४०७७२
Website : <http://www.nift.ac.in/gandhinagar>

निविदा दस्तावेज़

निविदा संख्या: NIFT-GNR/Building/860/2018

पावतीनं. एवं जारी करने की तिथि: _____

केपक्ष में जारी किया गया: _____

निविदा प्रक्रिया के लिए निर्धारित की गयी समय सारणी:

निविदा सूचना प्रकाशित करने की तिथि	22/09/2022
निविदा दस्तावेज़ की बिक्री आरम्भ करने की तिथि	22/09/2022
निविदा दस्तावेज़ की बिक्री की अंतिम तिथि	10/10/2022 को 15:00 बजे पूर्वान्ह तक
निविदा दस्तावेज़ खोलने की तिथि एवं समय	11/10/2022 को 16:00 बजे अपरान्ह

नोट: इस निविदा दस्तावेज़ में कुल 07 पृष्ठ शामिल हैं। सभी निविदाकारों से अनुरोध है कि वे निविदा दस्तावेज़ के सभी पत्रों पर हस्ताक्षर करें तथा तकनीकी एवं वित्तीय संविदाओं को विधिवत भर कर एक कवर में अच्छी तरह मुहरबंद करके उस पर "निफ्ट गांधीनगर केंद्र में स्थापित इ.पी.ए.बी.एक्स. प्रणाली के व्यापक वार्षिक रखरखाव अनुबंध के लिए वार्षिक दर अनुबंध सेवाएं प्रदान करने के लिए नए वार्षिक रखरखाव अनुबंध की निविदा" लिख कर ही जमा करें।

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**INVITATION OF TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF Siemens
make Hi-Path(3800) EPABX SYSTEM AT NIFT CAMPUS GANDHINAGAR**

TENDER NOTICE NO.NIFT-GNR/Building/860/2018

Sr. No. _____

Tender issued to M/s.	:	
Address	:	
Phone/Mobile & Fax No.	:	
Last Date & Time for Submission of Tender	:	10/10/2022 up to , by 15:00 Hrs.
Date and Time of Opening of Technical Bid	:	11/10/2022 by 16:00 Hrs.

Details of EMD to be attached with the tender document

Amount	<u>Rs./- (Rupees: only)</u>
In favour of & payable at	NIFT, Gandhinagar ; Payable at Gandhinagar/ Ahmedabad
D.D. / Pay Order No. & Date	
Drawn on	

Date : _____	Joint Director
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NATIONAL INSTITUTE OF FASHION TECHNOLOGY
Gh-0 Extension Road, Nr. Infocity, Gandhinagar-382 007

**INVITATION OF TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF Siemens
make Hi-Path(3800) EPABX SYSTEM AT NIFT Campus**

NIFT invites sealed tenders in two bid system from interested contractors having experience of similar services to organizations of similar repute with statutory registrations for providing Comprehensive AMC for **Siemens make Hi-Path(3800) EPABX SYSTEM AT NIFT CAMPUS**.

Name of work: - SIEMENS MAKE Hi-Path(3800) EPABX SYSTEM AT NIFT CAMPUS

EMD in Rs.	Validity of Contract	Last date & time for submission of tender	Date of opening of Technical Bid
(Refundable)	One year for the date of issue extendable for further two years	10/10/2022 15:00 Hrs.	11/10/2022 16:00 Hrs.

The Tender Document shall be available **from 22/09/2022 to 10/10/2022 during 10.00 am to 5.00 pm on working days** or can also be down load from our website www.nift.ac.in/gandhinagar. The bid shall have to be dropped in Tender Box kept in Administrative Block, duly filled, sealed and signed at the above mentioned address. All the bidders should also enclose a demand draft of Nationalized Bank of Rs. 5000/- (Rupees two thousand only) (refundable) drawn in favour of **“National Institute of Fashion Technology”** payable at Gandhinagar/Ahmedabad, as the non-interest bearing Earnest Money Deposit enclosed with Bid.

The offers should be submitted sealed tender document superscribed with **“Tender for Comprehensive AMC for Siemens make Hi-Path (3800) EPABX SYSTEM”**. Both covers shall be put in another sealed cover superscribing the envelope with **“Tender for Comprehensive Annual Maintenance Contract for smooth functioning of EPABX System at NIFT Campus and elsewhere in Gandhinagar”**. The last date and time of submission of bid is 10/10/2022 **up to 15:00 hrs**. The Tender bid shall be opened on 11/10/2022 **at 16:00 hrs**.in the presence of attending tenderers or their authorized representatives.

After opening of Technical bids, the capability and suitability of the bidders shall be evaluated by evaluation committee and Price bids of qualified bidders shall be opened in the presence of the attending bidders on the date and time communicated later.

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Eligibility/ Qualification Criteria

1. The agency must have authorized dealer of Siemens make instruments (EPABX System).
2. The agency having experience of similar types of work in organizations of similar repute with statutory registrations for providing Comprehensive AMC for **Siemens make Hi-Path(3800) EPABX SYSTEM AT NIFT CAMPUS.**
3. The agency has three year experience of similar types of work in similar organizations.
4. Bid should be accompanied with the supporting documents as proof of condition no: 1 to 3

General Terms and Conditions:-

1. Your rate must be send in this format to the Administrative Block in sealed envelope marked with "Rate for Comprehensive AMC of Siemens Hi-Path (3800) EPABX System at NIFT Campus Gandhinagar.
2. Time shall be considered as the essence of this Contract and the Company hereby agrees to commence the servicing of EPABX Systems immediately after receipt of formal complaint as lodged over telephone. However, the company shall provide services and check units at required frequency for smooth functioning of EPABX System under contract period.
3. The Comprehensive Annual Maintenance Contract includes installed hardware's and software's as mentioned above.
4. The period of contract would be for one year and extendable upto two year on the basis of requirement by NIFT only.
5. The company and his staff must abide by various rules and regulations of NIFT as prevalent from time to time.
6. NIFT would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not upto the standard, or in case there is any violation of NIFT rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Company or his staff. The decision of NIFT's management in this regard would be final and binding on the company. In such an event NIFT shall have the right to engage any other company to carry out the task.
7. In case the company wants to terminate the contract, the company shall have to give three months' notice in advance to this effect to the NIFT's management. Breach in this condition shall empower NIFT to forfeit the security deposit.
8. Regardless of the above, it will be obligatory on the part of company to continue to work at the rates prevailing on the date of contract even beyond contract period for at last 03 (three) months or till new company is finalized, which is earlier.
9. The Company and his staff shall comply with all instructions and directions of the NIFT authorities given from time to time. In the event of any emergent situation, the staff of the company shall comply with instructions given by the NIFT authorities, without waiting for confirmation by the Company.
10. It will be the responsibility and liability of the Company to have Accident Insurance Policy of its staff to cover accidental risk as per Workmen's Compensation Act, during maintenance of EPABX System. NIFT will not be responsible in this regard in any manner.
11. The company shall be responsible to maintain the equipment's and other articles if issued by the NIFT in good condition. In case of any damage he shall be responsible to carry out the repairs without any delay to avoid any interruption in service. Cost of repairs shall be borne by the company himself. In case of theft or damage company shall replace items lost, broken or damaged with items of the same quality at his own cost and expense.

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12. The company shall work in close co-operation and co-ordination with other agencies working in the campus.
13. NIFT is not bound to provide any mode of transport in respect of men or material required for the contract.
14. No other charges (TA, DA, lodging & Boarding) will be paid to your engineer /representative during service period.
15. All statutory obligations under various laws from time to time will have to be met by company for which no extra payment shall be made to him at any time during the contractual period.
16. Sub-contracting of the contract shall not be permitted.
17. Dispute, if any arising out of others service contracts shall be settled by mutual discussion. The decision of NIFT shall be final in the matter.
18. The company is liable for any loss, direct or indirect, due to delay in inspection or attending to faults whatsoever or due to fire, explosion or any other circumstances.
19. Non-compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract and liable for penalty as mentioned in penalty clause.
20. The agency shall have to deposit **as Security Deposit 3% of tender value**. Security deposit shall be deposit within 15 days after receipt of work order. The same shall be returned till the AMC contract is in-force and shall be returned after getting clearance from the NIFT authority after expires of the contract.

In case of the successful tender, the SD shall be liable to be forfeited if tenderer does not fulfill any of the following conditions:

- a. An agreement is signed by him in the prescribed form within 30 (Thirty) days of the receipt of letter awarding the contract.
 - b. The maintenance service will commence within immediately after the receipt of the letter awarding the contract.
21. Each tender must be accompanied by Non-interest bearing Earnest Money Deposit of Rs. 5000/- (Rupees two thousand only) by way of Demand Draft/Pay order of Nationalized Bank in favor of "National Institute of Fashion Technology" payable at Gandhinagar/ Ahmedabad without which the tender shall be summarily rejected. The Earnest Money Deposit (EMD) of tendering parties, whose tenders are not accepted, shall be refunded, without interest, within 90 days of opening of tender documents.
 22. In case of the successful tender, the EMD shall be liable to be forfeited if tenderer does not fulfill any of the following conditions:
 23. The Earnest Money Deposit of successful tenderer shall be converted in Security Deposit and held by the National Institute of Fashion Technology as security deposit for the execution and due fulfillment of the contract. No interest shall be paid on the said deposit
 24. EMD retained towards security deposit shall be released to the Contractor on completion of the AMC period.
 25. If any agency, which is awarded contract for maintenance services, refuses to undertake the work, the SD of that Agency shall be forfeited.
 26. The successful tenderer shall deposit (including amount of EMD) as security deposit by way of Demand Draft/Pay order of Nationalized Bank in favor of "**National Institute of Fashion Technology**" payable at Gandhinagar/Ahmedabad. No interest shall accrue on this deposit which will be returned after expiring the AMC period and after adjusting dues, if any.
 27. The bid should be valid in the case of all the tenders for at least 03 months from the date of opening of tender.

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28. L-1 agency will be decided on the basis of allover rates quoted parties.
29. All the rates quoted by bidder should be inclusive of all applicable taxes
30. The rate shall remain valid for a period of one year from the date of issue of work order for Comprehensive AMC and it may be renewed on mutually acceptable same terms and conditions and rate for further two years, period of the services are found satisfactory by NIFT Authorities.
31. NIFT reserves the right to reject any bid or all bids without assigning any reason thereof.
32. Any deviation from the Technical Specification shall be clearly indicated by the agency in his offer. In case on deviation is not indicated it will be presumed that agency is agreeable to all specification and Terms and Conditions of NIFT.
33. The agency must visit the site for physical assessment of proposed AMC work of EPABX System before quoting the competitive rates.

Financial Terms and Conditions:-

1. The payment shall be released on half yearly basis after satisfactory completion of the service period and submission of service reports in duplicate by the agency. The bills should be accompanied by same certificate as NIFT may prescribe from time to time. Income Tax (TDS) as applicable at prevailing rates from time to time shall be deducted as source. Payment will be made within 15 days after submission of the bill along with service report duly certified by NIFT authority supervisor. However, in event of any query, objection or dispute with regard to the bill or a part thereof, the agency shall not be entitled to any interest to be paid for late payment till such time that the query, objection or dispute is resolved. The agency will be entitled for the payment of amount as agreed by NIFT on satisfactory completion of work after deducting TDS as per the existing rates including the cost of men and material for performance of the duties as mentioned in this work as applicable. In the event of failure discharging duties of maintenance services on any day upto desired standard in part or full including delay in attending complaints during AMC period, the agency is liable to be penalized as per penalty clause (mentioned below) which shall be recovered from the bills or otherwise including security deposit. For purpose or imposing penalty, the decision of the Director will be final and binding on the agency and shall not be subject to dispute or arbitration.
2. Income tax, as per prevalent rules, shall be deducted at source while making payment of contractor's bills.
3. As per NIFT's 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.
4. SD shall be returned after completion of AMC period of defect liability period

Scope of Work:-

1. Servicing of EPABX Systems to ensure their proper functioning without break down as per. Following work is Included in the annual maintenance contract of EPABX Systems.
2. Preventive maintenance 4 times in year (once in each quarter).
3. EPABX Systems: Servicing of EPABX Systems as per schedule(4 time in a year) , including supplying and fixing of any material (free of cost) needed for keeping the EPABX Systems in

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- functioning state all the time, with original company manufacturer or repaired one as approved by NIFT's Engineer.
4. EPABX Systems work is to be done as per its maintenance manual of manufacturer it is to be ensured that EPABX Systems are functioning in good conditions.
 5. At the time of expiry of contract all the EPABX Systems shall be handed over to NIFT or other AMC company in good running condition as per NIFT's instructions.
 6. The company shall, ensure visits by Service Engineer on required frequency as per instruction of NIFT's Engineer.
 7. The entire component required for replacement shall be of manufacturer's make.
 8. **The penalty amount per complaint will be as follow:**
 - The breakdown maintenance call shall have to be attended within four hours and the system will have to be set functional within twenty-four hours. Failing which penalty of Rs.200 per day subject to maximum of 5% of the bill amount.
 - Any delay beyond 07 days in rectifying the major fault, the penalty will be enhanced to Rs.500/- per day.
 - Beyond 10 days if the equipment gets repaired in the open market, the actual cost of the same shall be recovered from the agency. In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority of NIFT Gandhinagar
 - In case of non-performance, in respect of stipulated time period for completion of work or defect liability of during AMC period of EPABX Systems depending upon the case, the penalty amount shall be deduct from the payment and the decision of Director, NIFT shall be final.
 9. All disputes arising out of or in any way connected with Agreement shall be deemed to have arisen at Gandhinagar and only Courts in Gandhinagar shall have the jurisdiction to determine the same.
 10. After receiving of work order, Comprehensive AMC work shall be considered to be liability of company for discharging the responsibilities laid down under AMC.
 11. A formal contract agreement on non-Judicial stamp paper of Rs. 100/- for the work will be signed as per terms and conditions with eligible agency to whom the contract will be assigned failing which NIFT can be terminate the contract without any notice period.

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Attach the proof of following:

**Description of Registration to be filled up by Agency
(PAN card, GST)**

Sr. No.	Description of Registration	Registration No.	Validity Period	Copy attached	
				Yes	No
1.					
2.					

**Please indicate below, Comprehensive AMC for EPABX Systems carried out
by your firm for similar type of AMC.**

Sr. No.	Organization / Institution	Brief Description of AMC work	Year
1.			
2.			
3.			
4.			
5.			

(Please attach Photo copies of AMC work orders)

Details of Demand Draft/pay order attached:

Sr. No.	DD/pay order No.	Amount (Rs.)	Bank Name	Issue date
1.				
2.				

Signature of Tenderer

Place: _____

Address: _____

Date : _____

Phone No. : _____

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BOQ:

With reference to above cited subject, we invite sealed bids for providing Comprehensive Annual Maintenance Service Contract of Siemens Hi-Path (3800) EPABX System, NIFT Centre, Gandhinagar for a period of three years on yearly renewal basis subject satisfactory service at the firm. Rate must be quoted in this format and inquiry letter only.

Sr. No.	Description of items	Qty. installed in Nos.	Amount for AMC per year (Rs.)
1	H3800	01	
	Analog Trunk Lines	08	
	Digital Extension	24	
	Analog Extension	144	
	PRI Line	01	
	OPTI 500 STD	02	
	Call Billing software	01	
	PC based console (without PC)	01	
		Total Rs.	
		Taxes and Duties	
		Grand Total Rs.	
Amount in Words:-			

- The rate should be inclusive of Transportation, Installation and Fixing at required area at site as per requirement.

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