



Tender No. : P/I/AMC/71/MK/TT/SQ/21-22

Dated: 11/10/2021

To,
MVD TECHNOLOGIES PVT LTD.
OFFICE NO. 202, KRISHNA COMPLEX,
52A, HASANPUR, I.P EXTENSION
DELHI-110092
Ph: 919007007407, Email: mehebub.alam@mvdtec.com
CPP user ID: Rajeev.sharma@mvdtec.com

Dear Sirs,

Sub: Annual Maintenance Contract of MITEL MXONE SERVER 6.3 SYSTEM

Director, CSIR-CGCRI, Kolkata is interested to award Annual Maintenance Contract (AMC) of MITEL MXONE SERVER 6.3 System with Model and Serial No.: MXONE SERVER 6.3 SYSTEMS for a period of one year from the date of issue of award letter. Please send your Online bid/quotation through Central Public Procurement (CPP) Portal (<https://www.etenders.gov.in>) with complete terms and conditions within the stipulated time period as has been mentioned in the e-tender notice. Only online quotations will be entertained from the registered bidders of CPP Portal. While submitting quotation, please note the terms & conditions mentioned below:

Sl No	Description	Qty
Comprehensive Annual Maintenance Contract (AMC) of the following Equipment:		
1	MITEL MXONE SERVER 6.3 System , Model and Serial : MXONE SERVER 6.3 SYSTEM	01
Number of Preventive calls required: 04 and All Breakdown Calls, as & when required.		
Scope of Work: As per enclosed Annexure- 'A' which may be confirmed		

CRITICAL DATE SHEET

Sl. No.	Stage	Date & Time
1 .	Publish Date & Time	11/10/2021 05.00 PM
2 .	Clarification Start Date	NA
3	Clarification End Date	NA
4 .	Pre-bid Conference, if any	NA
5 .	Bid Submission Start Date & time	11/10/2021 06.00 PM
6	Bid Submission End Date & Time	21/10/2021 03.30 PM
7.	Bid Opening Date & Time	22/10/2021 03.30 PM



TERMS & CONDITIONS for Annual Maintenance Contract

Sl No	Description
1.	A bid securing declaration is to be submitted as per the provided format on your letter head as per Annexure IV by the bidder. Bids of those tenders whose bid securing declaration are not received with the bids will be summarily rejected. Hard copy of Bid Securing Declaration Form must be submitted to CSIR-Central Glass & Ceramic Research Institute, Kolkata before opening of Technical Bid.
2.	The Annual Maintenance Contract (AMC) will be valid for one year or for a period mentioned in Award letter from the date of work award order.
3.	The schedule of requirement must be followed and required documents must be uploaded by bidder otherwise the bid will not be considered.
4.	Your offer shall be valid for 120 days from the date of opening of the quotation. No revision in price will be allowed after opening the bid(s).
5.	Price bid should be given as per format in PDF and BOQ. There should not be any price difference between PDF & BOQ version. All statutory taxes like TDS, TDS on GST etc. will be deducted from the quoted price. No claim is to be entertained as these taxes are extra. Therefore Prices are required to be quoted clearly mentioning of basic cost, taxes etc. in your quotation.
6.	Discount: Institutional discount if any should be mentioned clearly
7.	GST/other Govt. Levies will be paid at actual and the prevailing rates of GST and other tax etc, if any may be mentioned separately. No other charges than those mentioned clearly in the quotation will be paid.
8.	Manual/Offline bids shall not be accepted under any circumstances. No fax/E-mail quote would be accepted.
9.	Reasonability of Price : The bidders are requested to furnish the user list of same instruments / equipments with contact details. Further also submit at least 02-03 AMC copies of similar items(s) with other Govt. R & D Institute /Department / University / Organization during the past 1-2 Years OR any last purchases/contracts
10.	Fall Clause : The fall clause will be applicable : "In case your firm supplies or quotes a lower rate for the tendered item to other Governments, public sector or private organizations, your firm will have to reimburse the excess payment
11.	Conditional bid(s) shall not be considered and will be summarily rejected.
12.	The AMC firm shall employ staff above 18 years of age after verifying their antecedents and loyalty. It is your responsibility to comply with the statutory requirements of safety precaution and payment on compensation.
13.	CSIR-CGCRI, Kolkata is not responsible for any disability or casualty caused to workers/ service engineer while performing the services and no claim for any payment on compensation on such ground will be entertained.
14.	If any fire/ damage or any type of mishappening occurs while maintenance/servicing of equipment(s) in CSIR-CGCRI premises, the successful bidder will indemnify all the expenses occurred on this account.
15.	If the work is found unsatisfactory or if the firm dishonors the contract, the job will be entrusted to any other firm/party at the risk and expense of the contractor. Suitable action as deemed fit will be initiated against the successful bidder.
16.	You will be responsible for adhering to all the tender conditions.



17.	The bill should accompany the Original Service report and the Payment Term is - 50% after completion of first six months subject to satisfactory service certificate given by the concerned user and remaining 50% after completion of contract period subject to satisfactory service certificate given by the concerned user. No other payment terms will be accepted.
18.	The Bidder should not have been declared Bankrupt by any statutory body.
19.	The Bidder will assume total responsibility for the fault-free operation of equipment, application software if any, and maintenance during the service period and provide necessary maintenance services after end of service period, if required.
20.	The bidders who have been suspended/ blacklisted/banned by Central Government Institution, State Government Institution, PSU etc shall be ineligible for participation in the bidding process.
21.	DISPUTE SETTLEMENT: The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract. The dispute settlement mechanism/arbitration proceedings shall be concluded as under: a) In case of Dispute or difference arising between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re- enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to Delhi International Arbitration Centre (DIAC), Delhi High Court, New Delhi. The award of the DIAC shall be final, conclusive and binding on all parties to this order. Notwithstanding any reference to arbitration herein, The parties shall continue to perform their respective obligations under the contract unless they otherwise agree. All disputes will be subject to Kolkata, West Bengal .jurisdiction only.
22.	The Director, CSIR-CGCRI reserves the right to accept or reject any bids or accept all tenders either in part or in full or to split the order, or to annul the bidding process without assigning any reason.

The bid prepared by the Bidder shall include documents as under:

Techno-Commercial bid

Sl. No.	Name of Document
(a)	Bidder Information Form
(b)	Declaration abiding by the Code of Integrity and no conflict of interest for public procurement;
(c)	Bid Securing Declaration
(d)	Service support details form
(e)	Manufacturer's Authorization Form (specific to this tender)



(f)	Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted
(g)	Format for Affidavit of Self Certification regarding Class of Local Supplier, Local Content and Domestic value addition for the quoted item
(h)	Documentary evidence about the status of the bidder i.e. whether MSE or not, owned by SC/ST or not and whether the MSE is owned by a women entrepreneur or not.
(i)	Work Order copies of identical or similar type of equipment during the last 3 years along with details of such supplies and prices eventually or finally paid.
(j)	Declaration of Eligibility Bidders
(k)	Self Certification regarding land border sharing with India. Note: Bidders not submitting the above certificate will be considered as non-responsive and liable to be summarily rejected
(l)	PAN and GST details to be attached / indicated with documentary evidence.

अंजनी कुमार पाण्डेय/Anjani Kumar Pandey
घण्डार एवं क्रय अधिकारी/Stores & Purchase Officer
सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान
CSIR - CENTRAL GLASS & CERAMIC RESEARCH INSTITUTE
196, राजा एस. सी. मल्लिक रोड / 196, Raja S. C. Mullick Road
कोलकाता / Kolkata- 700 032

34/11.10.2021
(A.K.PANDEY)

Stores & Purchase Officer
For and On behalf of CSIR

SCOPE OF WORK FOR COMPREHENSIVE AMC OF MITEL MXONE SERVER 6.3 Systems..

- The proposal is for Comprehensive Annual Maintenance Contract.
- The Support Pack includes both services and spares required (if any).
- The MXONE SERVER 6.3 shall be Covered in contract Excluding, Analog Phone, Field Side Cabling, Batteries .
- Dyna FCBC,CUBE call Billing software and Voice mail software shall be covered in contract.
- All Mitel digital / IP instruments shall be covered in contract.
- Any natural failure or breakdown of the system shall be covered under the contract.
- All spares will be replaced FREE of charge and the defective spares shall be the property of MVD.
- Preventive Maintenance shall be performed by MVD once in a quarter on mutually agreed schedule (However, Break-down maintenance have to be performed by MVD on emergency basis , as & when required) .
- Uptime Report shall be sent on quarterly basis.
- Management meeting/Concall to review the support shall be done quarterly basis.
- MVD will regularly send the information on New Developments in the product / launches by Mitel so that M/s CGCRI can take benefit of the same.
- Any Breakage of plastic covers / parts of the system / handset due to mishandling shall not be covered under the contract.
- UPS, Printers, Headset and Coil Cords shall not be covered under the scope of this contract.
- Any failures arising due to lightening, accidents and natural calamities shall not be covered under the scope of the contract.
- MVD Technologies Pvt Ltd will provide all necessary service support round the clock if any major break down or any emergency support is required.
- Dedicated Remote support Engineers for instant support.
- Resolution within 0 to 48 business hours of call logging.
- For any critical failure/complete break-down of system, service shall be available for 24X7 basis



Annexure-I

PRICE REASONABILITY CERTIFICATE

(to be submitted on firm's letterhead)

This is to certify that we have offered the maximum possible discount to you in our Quotation No. _____ dated _____ for (Currency) _____ .

We would like to certify that the quoted AMC price are the minimum and we have not quoted the same AMC on lesser rates than those being offered to CSIR- CGCRI, Kolkata to any other customer nor they will do so till the validity of offer or execution of purchase order, whichever is later.

Seal and Signature of the tenderer



Annexure II

To

Date :

Sub.: Acceptance of Terms & Conditions of Tender

Tender Reference No. _____ Name of Tender: _____

1. I/We have downloaded/obtained the tender document(s) for the above mentioned tender from the website (s) namely: _____
2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to page No. _____ (including _____ all documents like annexure(s), schedule(s) etc, which form part of the contract agreement and I/we shall abide hereby the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organisation too has also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.
5. I/We do hereby declare that our firm has not been blacklisted/debarred by any Govt. department/Public Sector Undertaking.
6. I/We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposited, absolutely

Yours faithfully,

(Signature of the Bidder with official seal)



Annexure III

CERTIFICATE

[To be submitted by the bidding/participating firm in their letter Head]

With reference to CGCRI tender Enquiry bearing No. dated
..... it is certified that:

We have read clause regarding restriction on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; We certify that the bidder is not from such a country or, if from a such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the competent Authority. A valid certificate issued by the Competent Authority has been attached with the bid. I hereby certify that this bidder fulfill all requirements in this regard and is eligible to be considered. (As per requirements under P-45021/112/2020-PP(BE-II)(E-43780) dated 24.08.2020 of Ministry of Commerce and Industry, Department for Promotion of Industry and Internal Trade and any amendments thereon.)

For and on behalf of M/s.....

[Seal of the firm]

Place:-

Date:-.....



Annexure-IV

Bidder Information Form

- (a) The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted. This should be done of the letter head of the firm]

Date: [insert date (as day, month and year) of Bid Submission]

Tender No.: [insert number from Invitation for bids]

Page 1 of _____ pages

01.	Bidder's Legal Name [insert Bidder's legal name]
02.	In case of JV, legal name of each party: [insert legal name of each party in JV]
03.	Bidder's actual or intended Country of Registration: [insert actual or intended Country of Registration]
04.	Bidder's Year of Registration: [insert Bidder's year of registration]
05.	Bidder's Legal Address in Country of Registration: [insert Bidder's legal address in country of registration]
06.	Bidder's Authorized Representative Information Name: [insert Authorized Representative's name] Address: [insert Authorized Representative's Address] Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers] Email Address: [insert Authorized Representative's email address]
07.	Attached are copies of original documents of: [check the box(es) of the attached original documents] Articles of Incorporation or Registration of firm named in 1, above.

Signature of Bidder _____

Name _____

Business Address _____



Annexure-V

Bid-Securing Declaration Form

Date: _____

Bid No. _____

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- (a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of : (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)



Annexure-VI

Format for declaration by the Bidder for Code of Integrity & conflict of interest
(On the Letter Head of the Bidder)

Ref. No: _____

Date _____

To,

(Name & address of the Purchaser)

Sir,

With reference to your Tender No. _____ dated _____ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as mentioned under Para 1.3.0 of ITB of your Tender document and have no conflict of interest.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- a
- b
- c

We undertake that we shall be liable for any punitive action in case of transgression/ contravention of this code.

Thanking you,

Yours sincerely,

Signature
(Name of the Authorized Signatory)
Company Seal



Annexure-VII

SERVICE SUPPORT FORM

Sl. No.	Nature of training Imparted	List of similar type of equipment serviced in the past 3 years	Address, Telephone Nos. , Fax Nos. and e-mail address

Signature and Seal of the manufacturer/Bidder.....

Place :

Date :



Annexure–VIII

MANUFACTURERS' AUTHORIZATION FORM

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer and be enclosed with the technical bid.]

Date: *[insert date (as day, month and year) of Bid Submission]*

Tender No.: *[insert number from Invitation for Bids]*

To: *[insert complete name and address of Purchaser]*

WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a bid the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods]*, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 2.21 of the General Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*



ANNEXURE IX

Format for Affidavit of Self Certification regarding Class of Local Supplier, Local Content and Domestic value addition for the quoted item

Date: _____

I _____ S/o, _____ D/o, _____ W/o _____, Resident of _____ do hereby solemnly affirm and declare as under:

That I will agree to abide by the terms and conditions of the policy of Government of India issued vide Notification – Public procurement (preference to Make in India) Order 2017 dt. 15th June, 2017, its revision dated 04th June, 2020 and its subsequent amendments.

That the information furnished hereinafter is correct to be of my knowledge and belief and I undertake to produce relevant records before the procuring entity or any authority so nominated for the purpose of assessing the local content.

That the local content for all inputs which constitute the said equipment has been verified by me and I am responsible for the correctness of the claims made therein.

That in the event of the domestic value addition of the product mentioned herein is found to be incorrect and not meeting the prescribed value-addition norms, based on the assessment of an authority so nominated for the purpose of assessing the local content, action will be taken against me as per Order No. P-45021/2/2017/-E.E.-II dated 15.06.2017, its revision dated 04th June, 2020 and its subsequent amendments.

I agree to maintain the following information in the Company's record for a period of 3 years and shall make this available for verification to any statutory authority: (Kindly fill up the below mentioned particulars)

- i. Name and details of the Domestic Manufacturer (Registered Office, Manufacturing Unit location, nature of legal entity)
- ii. Date on which this certificate is issued
- iii. R & D Equipment for which the certificate is produced
- iv. Procuring entity to whom the certificate is furnished
- v. Percentage of local content claimed
- vi. Name and contact details of the unit of the manufacturer

I/We do hereby declare that as per the order no.P-45021/2/2017-PP (BE-II) dated 04 June 2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India, We are _____ (Class-I/Class-II) supplier.

The bidders offering imported products will fall under the category of Non-Local suppliers. They cannot claim themselves as Class-I/ Class-II local suppliers by claiming profit, warehousing, marketing, logistics, freight etc. as local value addition.

Also, the bidders offering imported products will fall under the category of Non-local suppliers. They can't claim themselves as Class-I local supplier / Class-II local supplier by claiming the services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC as local value addition.

I/WE CERTIFY THAT ALL INFORMATION FURNISHED BY THE OUR FIRM IS TRUE & CORRECT AND IN THE EVENT THAT THE IFNORMATION IS FOUND TO BE A FALSE DECLARATION IT WILL BE A BREACH OF THE CODE OF INTEGRITY UNDER RULE 175(1)(i)(h) OF THE GENERAL FINANCIAL RULES FOW WHICH A BIDDER OR ITS SUCCESSORS CAN BE DEBARRED FOR UP TO TWO YEARS AS PER RULE 151(iii) OF THE GENERAL FINANCIAL RULES ALONG WITH SUCH OTHER ACTIONS AS MAY BE PERMISSIBLE UNDER LAW.

For and on behalf of

(Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Director)

Bidders not submitting the above certificate will be considered as non-responsive and liable to be summarily rejected.



ANNEXURE X

DECLARATION OF ELIGIBILITY

Name of the Contract:

Name and address of

The Purchase Officer

CSIR-Central Glass & Ceramic Research Institute

196, Raja S. C. Mullick Road, Kolkata – 700 032

Phone: -----

Fax: -----

Name and address of Tenderer:

Whereas the Tenderer declares in accordance of Tender Prices, Instructions to Tenderers; Conditions of Tender; that all eligibility criteria set for documents forming the tender.

(I) None of the following applies to us, that:

- a) We are bankrupt.
- b) Payments to us have been suspended in accordance with the judgment of a court or a judgment declaring bankruptcy and resulting, in accordance with our national laws, in total or partial loss of the right to administer and dispose of our property.
- c) Legal proceedings have been instituted against us involving an order suspending payments and which may result, in accordance with our national laws, in declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of our property.
- d) We are guilty of serious misrepresentation with regard to information required for participation in an invitation to tender.
- e) We are in breach of contract on another contract with the Employer and/or in any part of the country.
- f) We (including all partners of a joint venture) have any connection with a firm or entity which has provided consulting services during the preparatory stages of the Works or of the project of which the Works form a part, or which has been hired (or is intended to be hired) as the Employer's Representative for the Contract.

Signature(s) for and on behalf of the Tenderer _____

Date: _____