



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान

196, राजा एस सी मल्लिक रोड, कोलकाता - 700 032, भारत

CSIR - CENTRAL GLASS & CERAMIC RESEARCH INSTITUTE

196, Raja S C Mullick Road, Kolkata - 700 032, India



Tender No.: P/I/AMC/283/PR/MK/25-26

Dated: 08/01/2026

To,

M/s. MVD Technologies Private Limited,
Unit 606-608, Tower B, 6th Floor,
Plot No. B-8, Noida One, Sector 62,
Noida-201309, U.P., India
Ph. No.: +91 9007007407
E-mail: rajeev.sharma@mvdtc.com

Dear Sir,

Sub: Comprehensive Annual Maintenance Contract of "MITEL MXONE SERVER 6.3 System, CGCRI Kolkata (Telephone Exchange)"

Director, CSIR-CGCRI, Kolkata, is interested in inviting offer for Comprehensive Annual Maintenance Contract (AMC) of "**MITEL MXONE SERVER 6.3 System, CGCRI Kolkata (Telephone Exchange)**" for a period of **ONE (01) year**. 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 mentioned in the e-tender notice. Only online quotations will be entertained from the registered bidders of CPP Portal. While submitting a quotation, please note the terms & conditions mentioned below:

Sl. No.	Description	Qty.
Comprehensive Annual Maintenance Contract (AMC) of the following Equipment:		
01.	MITEL MXONE SERVER 6.3 System, CGCRI Kolkata (Telephone Exchange)	01
02.	1) Preventive maintenance Visits: Four (04) 2) Breakdown visit: Unlimited	

TERMS & CONDITIONS for Annual Maintenance Contract

Sl No	Description
01.	A bid securing declaration is to be submitted, as per the provided format on your company's letterhead, as per Annexure V, by the bidder. Bids of those Bidders whose bid securing declaration is not received with the bids, will be summarily rejected. The Hard copy of Bid Securing Declaration Form must be submitted to CSIR-Central Glass & Ceramic Research Institute, Kolkata, before the opening of the Technical Bid.
02.	The Annual Maintenance Contract (AMC) will be valid for One (01) Year .
03.	The schedule of requirements must be followed, and required documents must be uploaded by the bidders; otherwise, the bid will not be considered.
04.	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).
05.	Price bid should be given as per the format in PDF and BOQ. There should not be any price difference between the PDF & BOQ versions. 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 the basic cost, taxes, etc., in your quotation.



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06.	Discount: Institutional discount, if any, should be mentioned clearly
07.	GST/other Govt. Levies will be paid at the actual and the prevailing rates of GST and other taxes, etc., if any, may be mentioned separately. No other charges than those mentioned clearly in the quotation will be paid.
08.	Manual/Offline bids shall not be accepted under any circumstances. No fax/E-mail quote would be accepted.
09.	Reasonability of Price: The bidders are requested to furnish the user list of the same instruments/equipment 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 precautions and compensation payment.
13.	CSIR-CGCRI, Kolkata is not responsible for any disability or casualty caused to workers/ service engineers while performing the services, and no claim for any payment on compensation on such grounds 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 expenses incurred on this account.
15.	If the work is found unsatisfactory or if the firm dishonours 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.	Payment Terms: Payment to be released on a half-yearly basis within 30 days of submission of bills, duly supported by service reports signed by the User Department, evidencing satisfactory service rendered by the vendor.
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 the end of the service period, if required.
20.	The bidders who have been suspended/ blacklisted/banned by the Central Government Institution, State Government Institution, PSU, etc., shall be ineligible for participation in the bidding process.
21.	The Purchaser reserves its right to terminate the maintenance contract at any time after giving due notice without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms.
22.	<ul style="list-style-type: none"> • Channel of registering service request; response time for resolving the request. • Channel for escalation of service request in case of delay or unsatisfactory resolution of request, monitoring of Service levels, etc. This would include provision of help lines, complaint registration and escalation procedures. • Certificate from the bidder to the effect that the prices charged by him should not exceed the prevailing rates charged by him from others for similar services. While claiming



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	<p>payment, the AMC holder is also to give a certificate to this effect in his bill.</p>
23.	<p>Settlement of Disputes:</p> <p>(i) 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.</p> <p>(ii) 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.</p> <p>(iii) The dispute settlement mechanism/arbitration proceedings shall be concluded as under:</p> <p>(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 and Arbitration & Conciliation (Amendment) Act 2015, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Delhi International Arbitration Centre (DIAC), Delhi High Court, New Delhi.</p> <p>(b) "Arbitration Clause" in the domestic agreement will be as under: -</p> <p>(i). In the event of any question /dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the Delhi International Arbitration Centre for appointment of the Arbitrator to adjudicate the dispute.</p> <p>(ii). The award of the Arbitrator shall be final and binding on the parties. The Arbitrator may give interim award(s) and /or directions, as may be required.</p> <p>(iii). Subject to the aforesaid provision, the Arbitration and Conciliation Act, 1996, and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause."</p> <p>(c) In the case of a dispute between the purchaser and a Foreign Supplier, the dispute shall be settled by arbitration in accordance with the provisions of sub-clause (a) above. But if this is not acceptable to the supplier, then the dispute shall be settled in accordance with the provisions of UNCITRAL (United Nations Commission on International Trade Law) Arbitration Rules.</p> <p>(d) The venue of the arbitration shall be the place where the purchase order or contract is issued.</p> <p>(e) Notwithstanding any reference to arbitration herein,</p> <p>(i) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and</p> <p>(ii) The Purchaser shall pay the Supplier any monies due the Supplier.</p>



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24. 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 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)	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.
(h)	Work Order copies of identical or similar types of equipment during the last 3 years, along with details of such supplies and prices eventually or finally paid.
(i)	Declaration of Eligibility Bidders
(j)	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
(k)	PAN and GST details to be attached/indicated with documentary evidence.
(l)	Acceptance of Terms and Conditions of Tender
(m)	Quotation
(n)	BOQ
(o)	Price Reasonability Certificate

✓ 09/01/2021

S.O. (S&P)/SPO
For and On behalf of CSIR
राजीव राय / RAJIB RAY
अनुभाग अधिकारी (भं. एवं क्र.)
SECTION OFFICER (S&P)
सीएसआईआर-केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान
CSIR-CENTRAL GLASS & CERAMIC RESEARCH INSTITUTE
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कोलकाता / Kolkata-700 032



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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



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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)



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान

196, राजा एस सी मल्लक रोड, कोलकाता - 700 032, भारत

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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 along with the bid. I hereby certify that this bidder fulfills 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.)

M/s.....

For and on behalf of

[Seal of the firm]

Place: -

Date: -.....



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान

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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 _____



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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 refuse 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)



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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



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान

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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:



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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 to 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]*



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान

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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 with the Tender Prices, Instructions to Bidders, 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: _____

