E-TENDERS NOTICE INVITING 
(NATIONAL COMPETITIVE BIDDING)

Online bids are invited on single stage two bid system for “Complete EPABX System with MDF & IDF with other Accessories”

Tender documents may be downloaded from NDRI web site www.ndri.res.in (for reference only) and CPPP site https://eprocure.gov.in/eprocure/app as per the schedule as given in CRITICAL DATE SHEET as under:-

CRITICAL DATE SHEET

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Published Date</td>
<td>11th Dec.,2019 (04:00PM)</td>
</tr>
<tr>
<td>Bid Document Download / Sale Start Date</td>
<td>11th Dec.,2019 (04:30PM)</td>
</tr>
<tr>
<td>Bid Submission Start Date</td>
<td>11th Dec.,2019 (05:00PM)</td>
</tr>
<tr>
<td>Bid Submission End Date</td>
<td>6th Jan.,2020 (10:30AM)</td>
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<tr>
<td>Bid Opening Date</td>
<td>7th Jan.,2020 (11:00AM)</td>
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<tr>
<td>Place of opening of Technical bid</td>
<td>Chamber of Assistant</td>
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<td></td>
<td>Administrative Officer (P)</td>
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<tr>
<td>Address for communication</td>
<td>Purchase Section, ICAR-NDRI, Karnal-132001</td>
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1. On behalf of Director, ICAR-NDRI, Karnal, Electronic Quotations/tenders under Open tender enquiry, Bids are invited from the registered firms/their authorized dealer registered on portal etc. for the goods mentioned below. The Quotations/bids duly sealed/signed & completed in all respect should be submitted with scan documents online at CPPP latest by 10.30 AM on 06.01.2020. The incomplete Quotations/bids will be treated as rejected. The Quotations received after stipulated date & time will not be considered & rejected, and no correspondence in this regard will be entertained.

2. The Tender form/bidder documents may be downloaded from the https://eprocure.gov.in/eprocure/app. **Online submission of Bids through** Central Public Procurement Portal (https://eprocure.gov.in/eprocure/app) is mandatory. Manual/Offline bids shall not be accepted under any circumstances. However, for the purpose of realisation, the bidder has to send the Demand Draft/ banker’s cheque/ pay order in original to this institute through post or by hand so as to reach by the time of tender opening.
3. Bidders are requested to visit the website https://eprocure.gov.in/eprocure/app regularly. Any changes/modifications in tender enquiry will be intimated by corrigendum through this website only.

4. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Director, ICAR-NDRI, Karnal reserves the right to accept or reject any or all the tenders.

5. The firms are required to upload copies of the following documents:-
   • **Technical Bid**
     i. Scanned copy of Earnest Money Deposit (EMD)/its exemption, if any.
     ii. Scanned copy of Firm’s registration under Companies Act/ or any other Act, PAN Card, GST No., Tender acceptance letter.
     iii. Scanned copy of Manufacturers authorization certificate issued by Principal Manufacturer duly verified by the Indian Agent or Manufacturing certificate.
     iv. Scanned copy of Income Tax Statement for the last three years.
     v. Scanned copy of all authentic documents regarding firm’s turnover etc. during last three years.
     vi. Scanned copy of User List/Purchase Orders of its satisfactory installation.
     vii. Scanned Copy of Make and model of all systems, sub systems and additional items should be mentioned in the technical bid and complete technical details should be provided in the form of Brochures and write-ups.
     viii. The scan copy of an undertaking stating that if the information/declaration/scanned documents furnished in respect of eligibility criteria are found to be wrong or misleading at any stage, the firm will be liable to punitive action.
     ix. The scan copy of all additional documents as per Clause 13 should also be submitted by the bidder.

   • **Financial Bid:**

     Financial bid should be quoted as per BOQ. The Bidders are requested to check/ensure the Total Amount in the BOQ carefully.

6. The Bidders may submit their Techno-Commercial bids and price bids online on the portal of CPP. No conditional bids shall be allowed/ accepted. Bidders will have to upload scanned copies of various documents required for their eligibility and all other documents as specified in NIT, techno-commercial bid in cover-I, and price bid in Cover-II. To enable system generated techno-commercial and price comparative statements, such statement may be submitted in Excel formats strictly. The bidder will have to give an undertaking online that if the information/declaration/scanned documents furnished in respect of eligibility criteria are found to be wrong or misleading at any stage, they will be liable to punitive action. **EMD (demand draft/ banker’s cheque/ pay order) amounting to Rs. 1,00,000/- is to be submitted in the electronic format online** (by scanning) while uploading the bid. This submission shall mean that EMD and tender fee are received electronically. However, for the purpose of realisation, the bidder has to send the Demand Draft/ banker’s cheque/ pay order in original to this institute through post or by hand so as to reach by the time of tender opening. In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission.
7. The Financial Bid of the Technically Qualified bidders only will be opened after short listing of commercially acceptable bidder with due information through system generated emails & SMS alerts.

8. Description of the goods required and quantity:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Equipment</th>
<th>Qty</th>
<th>Minimum Warranty &amp; CMC</th>
<th>Bid Security/EMD (Rs.)</th>
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<tbody>
<tr>
<td>1.</td>
<td>Complete EPABX System with MDF &amp; IDF with other Accessories</td>
<td>As per the specifications</td>
<td>Three Years warranty onsite</td>
<td>Rs.1,00,000/- In favour of ICAR Unit NDRI, Karnal</td>
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ii) Guiding specification and other technical detail:

**Specifications:-**

1. Number of Analog Extensions – 650 Nos.
2. Number of IP Extensions-50 Nos.
3. Number of Digital Extensions – 16 Nos.
4. Number of ISDN( Integrated Services Digital Network) PRI(Primary Rate Interface) – 02 Nos.
5. Number of Analog Trunks – 08 Nos.
6. Number of Voicemail User with Email Integration – 10 Nos.
7. Universal Port Architecture
8. Flexible number plan
9. In built caller ID
10. In built Message Lamp
11. In built battery charger
12. In built caller ID CLI (Caller Line Identification)
13. Auto Call Back
14. Call Billing & Call Monitoring
15. 32 Party Audio Bridge (Support up to 20 Groups)
16. Meet-me Conference
17. Remote Conferencing

18. Built-in MCU feature for video conferences

19. VOIP (Voice over IP) Resources

20. Mobile Client user(Extensions)

21. Auto Attendant

22. Battery Charger Feature

23. Standalone System Expandability up to 1000 Ports


**Accessories:-**

2. IP Telephone (As per tech specs Copy attached) – 25 Nos.
3. Digital Telephone 12 Key(As per tech specs Copy attached) – 04 Nos.
4. Caller ID Telephone (As per tech specs Copy attached) – 100 Nos.
5. Main Distribution Frame 800 Pair
6. 32U Rack with all Accessories
7. 19" Rack Mountable
8. Call Billing Software

**Other Specifications:-**

1. System should allow media gateways to have both IP & TDM communication device (digital terminals, analog terminals, Digital/Analog/ISDN trunks).
2. Exchange should support Automatic Call Distribution (ACD) functionality.
3. Pure IP for Peer - Peer Switching.
4. Enables 100% TDM on IP Platform

**Generic Technical Specification of Digital Telephone Instrument:**

1. LCD display
2. 4 lines x 28 characters per line LCD display with adjustable angle
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<tr>
<td>3.</td>
<td>Separate Visual Message Wait Indicator Lamp</td>
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<td>4.</td>
<td>Minimum 12 flexible programmable keys &amp; 4 soft keys support</td>
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<tr>
<td>5.</td>
<td>Dual colour LED indication</td>
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<tr>
<td>6.</td>
<td>Navigational Keys</td>
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<tr>
<td>7.</td>
<td>Incoming Speech Gain Control</td>
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<tr>
<td>8.</td>
<td>Ringer Volume Control</td>
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<tr>
<td>9.</td>
<td>Display of minimum of 10 numbers of Incoming call/out going calls/ Missed call display</td>
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<tr>
<td>10</td>
<td>Full Two Way Duplex speaker phone</td>
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<tr>
<td>11.</td>
<td>Hot dial form key pad</td>
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<tr>
<td>12.</td>
<td>Adjustable Handset and Monitor speaker volume</td>
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**Generic Technical Specification of IP Telephone Instrument:**

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<tbody>
<tr>
<td>1.</td>
<td>XML support</td>
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<tr>
<td>2.</td>
<td>2 ports, 10base-T/100base-TX, Full/Half Duplex, Auto Negotiation/Fixed LAN interface</td>
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<tr>
<td>3.</td>
<td>IP address setting direct or via DHCP server</td>
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<td>4.</td>
<td>PoE (IEEE802.3af) or Local Power Adaptor</td>
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<td>5.</td>
<td>4 line X 28 digit display</td>
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<td>6.</td>
<td>Backlit Display and Dial Pad</td>
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<td>7.</td>
<td>12 Programmable keys with Dual Colour LED support</td>
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<td>8.</td>
<td>10 Fixed feature keys e.g. Hold, Redial</td>
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<tr>
<td>9.</td>
<td>4 Soft keys</td>
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<tr>
<td>10.</td>
<td>Full Duplex Hands free mode, Wideband Codec</td>
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<tr>
<td>11.</td>
<td>500 Directory Entries</td>
</tr>
<tr>
<td>12.</td>
<td>Call History 50 records each for Incoming and Outgoing</td>
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</table>
**Generic Technical Specification of Analog Caller ID Telephone Instrument:**

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<table>
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<tbody>
<tr>
<td>1.</td>
<td>Pulse or Tone dialing.</td>
</tr>
<tr>
<td>2.</td>
<td>CLI (Caller Line Identification) display minimum 3 line 16 character</td>
</tr>
<tr>
<td>3.</td>
<td>Recall key</td>
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<tr>
<td>4.</td>
<td>Last number redial</td>
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<tr>
<td>5.</td>
<td>Ringer volume adjustable</td>
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<tr>
<td>6.</td>
<td>Manual pause</td>
</tr>
<tr>
<td>7.</td>
<td>Visual Message Wait lamp indication for Voice Mail</td>
</tr>
<tr>
<td>8.</td>
<td>Telephone instruments shall be compatible with all digital exchange</td>
</tr>
<tr>
<td>9.</td>
<td>Hands Free</td>
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</tbody>
</table>

9. **Bid Opening:** Both the techno-commercial and price bids will be opened online by the bid openers mentioned at the time of creation of the tender online. Relevant bidders can simultaneously take part in bid opening online and can see the resultant bids, of all bidders. The system automatically generates a technical scrutiny report and commercial scrutiny report in case of the techno-commercial bid opening and a price comparative statement in case of price bid opening which can also be seen by participating bidders online.

10. i. **Terms of delivery:** Delivery at site, viz. AAO (Stores), NDRI, Karnal.
    
ii. **Delivery period for goods:** Within One month from the date of issue of Purchase Order. In case the Purchase Order is placed to foreign supplier in foreign currency, delivery period will be at least 3 months from the date of purchase order.

iii. Erection / installation and commissioning are to be completed within 15 days of delivery of the goods at site.

iv. Terms of **Inspection** by the purchaser’s representative: At NDRI, Karnal after Receipt of Supply of Goods.

11. **Price structure:**

The ICAR Research Institutes are exempted from Excise and Customs Duties on Research Consumables, vide Notification No. 10/97-CE dated 1.3.1997 (as amended by 16/07-CE) and Notification No. 51/96-Customs respectively. However, for the ICAR Institutes to avail the aforesaid Duty Exemption benefits, the **Prices** are required to be quoted by Manufacturers preferably on Ex-Works basis, without including any Excise/Customs Duty component. Freight & Transit Insurance are required to be quoted extra, as per actuals, for insured transportation from Ex-Works to Destination.
a. The rates and prices quoted by the supplier shall remain firm and fixed during the currency of the contract and shall not be subject to variation on any account, whatsoever, including stator variations, if any.

12. **Receipt of Goods & Terms of Payment:**
   a. **Payment term for supply of goods :-**

      Immediately on receiving the goods at site, the purchaser will verify the quantities of the items supplied as specified in the delivery challans of the supplier and also check for any superficial damage etc. in the goods so supplied and issue a provisional receipt accordingly. Presence of Seller’s representative at the time of supply is desirable for lodging objection, if any.

      The purchaser, **within three days of issue of the provisional receipt**, will issue acceptance certificate (of the goods) to supplier, provided the goods supplied are technically acceptable in terms of the contract. The supplier will then send its invoice along with accompanying documents to the paying authority for payment. The paying authority will release the full payment to the supplier as due in terms of the contract, within seven working days of receipt of supplier’s invoice, provided the invoice and the accompanying documents are in order.

   b. **Paying Authority:** The Comptroller, ICAR-NDRI, Karnal – 132 001.

   c. **Liquidated Damage Clause:**

      If any time during the performance of the contract, the supplier encounters conditions hindering timely delivery of the goods, the supplier shall promptly inform the purchaser in writing the fact of the delay and the likely duration of the same.

      After receipt of supplier’s communications, the purchaser shall decide as to whether to cancel the contract for the un-supplied portion after the existing delivery period, or to extend the delivery period suitably by issuing an amendment to the contract.

      If the supplier fails to deliver the goods and / or perform the services within the contractual delivery period for reasons other than circumstances beyond supplier’s control (which will be determined by the purchaser) and the purchaser extends the delivery period, the purchaser will also deduct from the contract price, as liquidated damage, a sum equivalent to 0.5% (half per cent) of the delivered price of the delayed goods or unperformed services for each week of delay or part thereof until actual delivery or performance.

      The maximum limit of such deduction will, however, be 10% (ten per cent) of the contract price of the delayed goods or services.

      Further, during such delayed period of supply and / or performance, the supplier shall not be entitled to any increase in price whatsoever on any ground.

      However, the purchaser shall be entitled to the benefit of any decrease in price and cost, on any ground, whatsoever, of the goods & services, during the period of delay.

      The purchaser’s letter (to the seller with copies endorsed to other concerned) extending the delivery period will be subject to the above conditions.

   d. **Warranty Clause:**

      The minimum period of Warranty / Guarantee for items shall be **three years onsite** from the Date of Installation of equipment.

   e. **Quality of Supply of Equipment:** The Quality of Equipment to be supplied must be such
that the time-period between their Date of Manufacture and their Date of Supply is ensured to be minimum possible and, in any case, not more than maximum 1 month.

f. **Dispute Resolution Mechanism:**
   If any dispute or difference of any kind arises between the purchaser and the supplier in connection with the contract, the parties shall make every effort to resolve the same amicably by mutual discussions.
   However, if the parties fail to resolve the disputes or differences by such mutual discussion **within 30 days**, either the purchaser or the supplier may give notice to the other party of its intention to refer the same to arbitration.
   The arbitration will be conducted by a sole arbitrator, who will be appointed by the Secretary, ICAR and the procedure to be followed in this respect will be as per the Indian **Arbitration act, 1996**.
   The venue of the arbitration shall be the place (i.e. **NDRI, Karnal**), from where the contract is issued.

**g.** In case of any Legal Dispute, the jurisdiction will be at Karnal.

13. You are also required to fulfill the following conditions and also furnish the required details as indicated in subsequent paragraphs.
   a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 25%, the quantity of goods & services as specified in the above requirement, without any change in the unit price or other terms & conditions.
   b) Please furnish a certified copy of your latest ITCC (Income Tax Clearance Certificate).
   c) Please indicate if you are registered with any Govt. organization; and, if registered, furnish all relevant details.
   d) Please state whether business dealings with you presently stand banned by any Government organization; and, if so, furnish relevant details.
   e) Bidders are advised that one bidder cannot represent two suppliers or quote on their behalf in a particular tender. Specifications mentioned in Firm’s Brochure will only be acceptable.
   f) The supplier shall at all times indemnify the purchaser, at no cost to the purchaser, against all third party claims of infringement of patent, trademark of industrial design rights arising from the use of the goods or any part thereof, with respect to the goods quoted by the supplier in its offer.
   g) The quotation(s) as well as the contract shall be written in English language. All correspondence and other documents pertaining to the quotation(s) and the contract, which the parties exchange, shall also be written in English.
   The quotation and all correspondence and documents relating to the quotation exchanged between the bidder and the purchaser may also be written in Hindi language, provided that the same is accompanied by an English translation, in which case, for the purpose of interpretation of the quotation, the English translation shall govern.
   h) The contract shall be governed by the laws of India and the interpreted in accordance with such laws.
   i) The quotation / offer shall remain valid for acceptance for a period not less than 60 days after the specified date of opening of the offer.
   j) The Bidder quoting the Bid of foreign equipment on behalf of Foreign Manufacture/Foreign Supplier, the Authorization Certificate from the Principal is essentially required and should be attached with the bid.
   k) The bidder should submit the Certificate of Non-Blacklisting/ Not Banned/Temporarily
l) The SSI/MSEs Registered with NSIC are exempted from Tender Fees and EMD subject to submission of NSIC Registered with valid certificate with the items list.

m) The EMD is essentially required from the bidders. The NSIC registered firm who quote their bid of foreign make on behalf of the Foreign Manufacturer/Principal supplier should also submit the EMD. In case the required EMD is not submitted by the bidders, their bid will not be considered and will be treated as rejected.

n) The Annual Maintenance Contract / Comprehensive Maintenance Contract, if required by the user later on, will be awarded separately. However, the bidders are required to quote the years wise rates for the requisite period in their bids.

o) Alternate/ conditions/ Optional bids will not be accepted.

p) **Important Note:** The bidders who are interested to quote their bid in foreign currency should submit their rates on CIF/CIP, New Delhi (FOB+ Air Freight & Insurance charges) in the prescribed BOQ clearly. The bidder who did not reflect their CIF/CIF rates in particular column of BOQ, it will be assumed that their quoted rates are CIF/CIF, New Delhi and no further communication will be entertained with bidders.

q) Bidders should not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids. However, any request of the bidder to add any document on later stage will not be accepted.

r) The firm may ensure that the specification of the quoted model should be clearly indicated in the submitted broucher and on the website of the firm. Just write yes in technical compliance statement is not valid if the same specifications are not found in broucher as well as website. If any specifications are not indicated in the broucher as well as on the website of the firm on the date of opening of the tender, this Institute has all right to reject the bid on the same basis and no further correspondence may be entertained.

s) All the MSME firms are eligible to get the benefit as per Govt. of India Guidelines.

14. Notwithstanding the above, the purchaser, reserves the right to accept or reject any quotation or annual the tendering process and reject all quotations at any time prior to award of the contract, without assigning any reason, whatsoever, and without incurring any liability or obligation, whatsoever, to the affected tenderer or tenderers.

Before executing supply, the successful Bidder will have to deposit Performance security as per Rule which is equal to 5% to 10% of the ordered value of goods, in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment.

**NOTE:** All the participating bidders should be complying with GST provisions enacted by Govt. of India from the date of 1st July, 2017.

Asstt. Admin. Officer (P)
(On the behalf of Director, ICAR-NDRI, Karnal)