

www.cift.res.in
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केन्द्रीय मात्स्यकी प्रौद्योगिकी संस्थान
CENTRAL INSTITUTE OF FISHERIES TECHNOLOGY
(भारतीय कृषि अनुसन्धान परिषद)
(INDIAN COUNCIL OF AGRICULTURAL RESEARCH)
विल्लिंगडन आइलैंड, मत्स्यपुरी पी. ओ., कोच्चिन-682 029
WILLINGDON ISLAND, MATSYAPURI P.O., COCHIN-682 029



TENDER FOR THE ANNUAL MAINTENANCE CONTRACT OF THE EPABX, INTERCOM TELEPHONE, CABLES etc. AT CIFT, KOCHI

Tender Enquiry No.: **[F.No. 12-2/2019-Purchase](#)**

([Click here to view the tender in CPP Portal](#))

email: ciftpurchase@gmail.com

website: www.cift.res.in

www.eprocure.gov.in

Tel: 0484 – 2412397 / 2412345

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NOTICE INVITING TENDER

CIFT invites e-tenders for the Annual Maintenance Contract of the EPABX INTERCOM TELEPHONE, CABLES through the website www.eprocure.gov.in under single bid system from reputed service providers

Tender Enquiry No. : F.No. 12-2/2019-Purchase	
Published Date	13.03.2019 - 1500 hrs
Bid submission start date	13.03.2019 - 1530 hrs
Bid submission end date	02.04.2019 - 1130 hrs
Bid opening date	03.04.2019 - 1130 hrs

IMPORTANT NOTES:-

1. Tender Documents can be downloaded from CIFT website www.cift.res.in or from the Central Public Procurement Portal www.eprocure.gov.in. Bidders should enroll / register in the e-procurement module of Central Public Procurement Portal through the website : www.eprocure.gov.in for participating in the bidding process. Bidders should also possess a valid DSC for online submission of bids.
2. **Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.**
3. CIFT reserves the right to accept / reject any or all the tenders in part /full without assigning any reason thereof.
4. CIFT will not be responsible for any delay in enrollment / registration as bidder or submitting / uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website www.eprocure.gov.in and enroll their Digital Signature Certificate and upload their quotation well in advance.
5. Any change / corrigendum/ extension of opening date in respect of this tender shall be issued through websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.

(P. Krishna Kumar)
Asst. Admn. Officer (P)
FOR DIRECTOR

Place: Kochi
Date: 13.03.2019

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INSTRUCTIONS TO THE TENDERERS

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. For Online Bid Submission, as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.

More information useful for submitting the online bids on the CPP Portal is available obtained at [“Bidders Manual Kit”](#)

2. **For Registration:** Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link [“Online Bidder Enrollment”](#). Enrolment on the CPP Portal is free of charge.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. Director, CIFT, reserves the right to accept/reject any bid wholly or partly or to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Institute’s action.
5. The Technical Committee constituted by the Director, CIFT shall have the right to verify the particulars furnished by the bidder independently.
6. All the tender documents to be uploaded as per this tender are to be digitally signed by the bidder.
7. All the communications with respect to the tender shall be addressed to:

The Director,
ICAR- Central Institute of Fisheries Technology,
Willingdon Island, Matsyapuri P.O.
Kochi – 682029.

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GENERAL TERMS & CONDITIONS

1. Name of the Contract : **ANNUAL MAINTENANCE CONTRACT OF THE EPABX, INTERCOM TELEPHONE, CABLES AT CIFT, KOCHI**
2. Only bids received on CPP Portal will be considered for opening. Bids in any physical form sent through fax/email/courier/post/ delivered personally will not be considered.
3. Bidder should log into the site well in advance for bid submission so that the bid is uploaded in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
4. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
5. Description/configuration of the items can be physically verified before submitting quotation/entering in to AMC.
6. The contract includes preventive maintenance visit once in every three months and attend the on-call complaints for the equipment as and when required.
7. The rates quoted should be for the service at this Institute. The period up to which the rates quoted are valid should be specified.
8. Cost of the spares, if any, to be replaced will be borne by this Institute, provided an estimate and service report in this regard by the contractor. Only original parts should be used for replacement of damaged or defective parts.
6. If taxes, duties or any other charges over and above the rate quoted are payable by the purchaser actuals/percentage of such taxes/duties/ charges should be clearly indicated. The rates quoted shall be inclusive of all taxes and in the Indian Rupees only. Please note that this Institute is entitled to concessional sales tax applicable, to Educational/Research Institutions/ Laboratories etc. against declaration form.
7. Firms having ample experience in providing AMC for EPABX to reputed organizations only will be considered. Documentary evidences for the experience/references may also be uploaded in pdf format
8. It shall be the responsibility of the firm to make all the EPABX, Intercom, UPS, Battery working satisfactorily throughout the contact period.
9. The firm must have valid TIN/ST Registration No. and submit documentary proof in this regard. PAN number of the firm is to be uploaded in pdf format
10. The entire responsibility for smooth working of all the components, under this contract shall rest with the contractor and the contractor will be required to give trouble free prompt service throughout the contract period.

- 11 Regular service will be provided by contractor's service engineer dedicated to this office and he should be available on call basis and should report to the O/o the CIFT, Cochin within 4 hours of lodging the complaint and after attending the work the service provider should take counter signature by the respective section officers in his register and must be submit at the time of billing. His contact details such as Name, Phone No. etc should be informed to the Asst. Admn. Officer (Cdn). He will maintain a record of all his visits made to this office, duly acknowledged by Asst. Admn Officer (Cdn).
- 12 Contractor will be responsible for taking all sorts of safety measures for his workers during duty hours to avoid any type of incident.
- 13 Unauthorized person should not be allowed to enter to maintain the EPABX, Intercom telephone, cables, UPS, Battery etc.
- 14 The Contractor will be responsible to come at site on call basis at any time during office hours (9.30 am – 4.30 pm.) with their technical staff if needed at the time of repair and maintenance of intercom system. No extra payment will be made for the same.
- 15 In case of damages/losses occurred due to negligent of contractor or his working staff, said damages will be covered from the contractor's bill.
- 16 In case of any dispute between the Employer and the contractor, the decision of the Director, CIFT, Cochin shall be final and binding on both the parties.
- 17 Any type of conveyance/transportation etc. will be borne by the contractor.
- 18 In case during the period of the contract for service, the contractor does not rectify the fault/defects pointed out to him within the above specified time, the job will be got done from the open market at the contactor's risk and cost. In case the contractor's service are found unsatisfactory, the contract shall be terminated without any notice.
- 19 The contractor would be required to hand over the repaired/new components to the department in perfect working condition at the time of expiry of the contract.
- 20 The contractor shall carry out work within the office premises.
- 21 During the period of contract if this office takes some new connections for landline/intercom connection then maintenance of those will also have to be done by the contractor.
- 22 The contractor will be responsible to maintain the record in separate register.
- 23 Payment will be made on quarterly/half yearly basis after the satisfactory completion of service for the quarter along with user satisfactorily reports and pre-receipted stamped bill in triplicate.
- 24 either in full or in part without assigning any reason.
- 25 The firm shall upload the duly filled Proforma attached as Annexure-I in pdf format**
- 26 Quotations not complying with the above conditions are liable to be rejected.

SCOPE OF WORK

1. The ICAR-CIFT headquarters at Willingdon Island, Cochin includes Ground, First, Second & Third Floor and CIFT Guest House at Thevara, consisting BSNL Direct line -13 Nos. & Intercom - 130 Nos. (Approx.) are to be maintained.
2. The service provider should take care of smooth working/functioning of all the instruments.
3. The service provider should take care of all cables ie EPABX, telephone cables, intercom lines, direct lines-BSNL, UPS & battery

DETAILS OF EQUIPMENT

Sl. No.	Particulars	Quantity
1.	Direct Line (BSNL)	13 Nos.
2.	Intercom	130 Nos. (Approx.)

Yours faithfully

**Asst. Admn. Officer
Stores (Purchase)**

Proforma duly filled to be uploaded in pdf format

Sl. No.	Particular	Details
1	Name of Organization/Company	
2	Valid Registration Number of bidder of proprietary or firm or company and organization	
3.	Document related to minimum one year experience in providing maintenance of EPABX, telephone cables intercom lines landlines	
4.	Self attested copy of ST Registration Certificate (if applicable), copy of PAN / IT returns for the last year	
5.	Self attested copy of Bank Account of Bidder	
6.	Mobile Number & Email address to all correspondence	
7.	Any other information	
	Details of authorized representatives	
8	Name	
9.	Postal address	
10.	Telephone No.	
11.	Fax Number	
12.	Mobile Number	
13.	Email address	
	Particular of item and detail of work	
14.	Rate for AMC for maintenance of total 13 Nos.(Approx.) of BSNL Direct Line and 130 Nos. (Approx.) of intercom lines, internal direct line (BSNL), UPS & Battery and repairs/shifting of telephone instruments/cables etc. as per the terms and conditions mentioned in the tender notice	

Signature of Authorized person with date:

Name & full address with Telephone No

Office:

Fax No:

Email:

Online Bid Submission Details

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded online as explained below:-

<u>COVER I</u>			
(The Technical Bid to be provided as PDF file)			
S.No.	Documents	Content	File Types
1.	Technical Bid	Terms & conditions of the contract	.PDF
2.		Copy of GST, Income Tax PAN	.PDF
3		Copy experience in maintaining EPABX	.PDF
4	Financial Bid	Price bid (BOQ) to be filled in Excel format as per instructions given in price bid	.xls

All the documents and BOQ has to be digitally signed by the bidder.

(P. Krishna Kumar)
Asst. Admn. Officer (P)
For Director