

F.No. 6-20/2015-S&S  
Government of India  
Ministry of Human Resource Development  
Department of Higher Education  
(S&S Section)

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New Delhi, the January, 2017

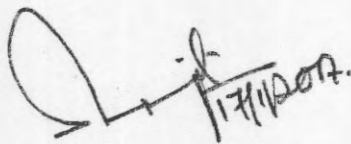
**TENDER DOCUMENT**

**TENDER FOR UPGRADATION OF INTERNAL TELEPHONE EXCHANGE OF  
MINISTRY OF HUMAN RESOURCE DEVELOPMENT.**

Date of issue of Tender Document	:	19 <sup>th</sup> January, 2017
Last Date & time for submission of Tender Document	:	09 <sup>th</sup> February, 2017 upto 11.00 AM
<b>Date &amp; time for opening of Tender Document</b>		
Technical Bids	:	10 <sup>th</sup> February, 2017 at 11.30 AM
Financial Bids of eligible Tenderers	:	Would be indicated later.

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17/1/2017

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Shastri Bhawan, New Delhi-110 001  
Dated the January, 2017

**1. e-TENDER NOTICE**

e-tenders are invited by the Ministry of Human Resource Development in two bid system (i.e. **Part-I: Technical Bid and Part II: Financial Bid**) from **authorized dealers of Siemens/Unify Key Telephone System only** for procurement of items as listed below for **upgradation of internal telephone exchange of Ministry of Human Resource Development.**

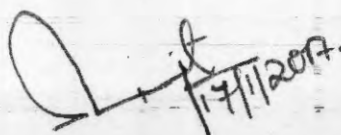
S.No.	Item	Qty.
1.	Unify(Formerly Siemens) Expansion Cabinet	01
2.	24 Analog Extension hardware	05
3.	Software/Licenses for 24 line analog card	05
4.	MDF(200 Pair)	01
5.	Cable in channel/PVC Conduit	100 Mtrs. (Subject to actual as per requirement)

2. The tender documents can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 19<sup>th</sup> January, 2017 to 9<sup>th</sup> February, 2017 (upto 11.00 AM).

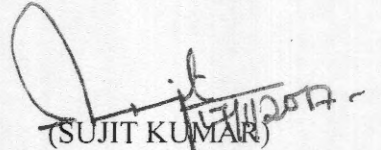
3. The interested authorized dealer of Siemens/Unify KTS may submit the tenders **online** at <http://eprocure.gov.in/eprocure/app> in two-bid system (i.e. Part-I: Technical Bid and Part II: Financial Bid) in the prescribed proforma. Tenders are to be submitted **only online** through e-Procurement portal "<http://eprocure.gov.in/eprocure/app>". All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

4. Reputed firms (only authorized dealers of Siemens/Unify Key Telephone System) having experience of minimum of 3 years in the field of specially Siemens/Unify in Government/Semi-Government Organizations, including Public Sector Undertakings, and those having the requisite competence/capacity to handle the jobs in question may submit their quotations. All the documents in support of authorization letter and work experience etc. are also to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

5. The Earnest Money of Rs.20,000/- (Rupees Twenty thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer, Department of Higher Education, Shastri Bhawan, New Delhi must be submitted to the Section Officer, S&S Section, Room No. 123-C, Shastri Bhawan, New Delhi on or before last date of bid submission without which the quotations will not be considered. Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.

  
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6. The Technical Bids will be opened online on 10<sup>th</sup> February, 2017 at 11.30 AM in Room No.123, 'C' Wing, Shastri Bhawan, New Delhi. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee. At the second stage, the Financial Bids will be opened of only those bidders who qualify in the technical bid.
7. The competent authority in the Ministry reserves right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.
8. The Ministry of Human Resource Development reserves the right to reject any or all the quotations without assigning any reason thereof.




(SUJIT KUMAR)  
Under Secretary to the Government of India  
Tel. No.23073109

## 2. SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. Ministry of Human Resource Development, Shastri Bhawan, New Delhi requires to upgrade the existing Siemens/Unify Internal telephone exchange.
2. The estimated value of the contract is about Rs.6.00 lakhs.
3. The Earnest Money of Rs.20,000/- (Rupees Twenty thousand only) in the form of a Demand Draft/pay order/Fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer(Education)**, Shastri Bhawan, New Delhi has to be submitted along with the tender. Bids shall not be considered in case the earnest money is not submitted by 9<sup>th</sup> February, 2017 upto 11.00 AM. Late receipt of earnest money viz., after closure of online bidding time, or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.
4. The said Earnest Money Deposit will not bear any interest and the earnest money of unsuccessful tenderer would be returned without any interest after finalization of the contract.
5. The successful bidder will have to deposit a **Performance Security Deposit of Rs.50,000/-(Rupees Fifty thousand only)** in the form of Account Payee Demand Draft, Fixed Deposit, Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer(Education)**, Shastri Bhawan, New Delhi with the Ministry of Human Resource Development for the due fulfilment of the contractual obligations, which is refundable without any interest on termination of the contract after deducting any penalty / any liability of any kind imposed by the Ministry of Human Resource Development on account of unsatisfactory services.
6. **Conditional bids shall not be considered and will be rejected summarily.**
7. The Technical Bids shall be opened online on the scheduled date and time i.e. **at 11.30 AM on 10<sup>th</sup> February, 2017.**
8. The bidding firm has to give a self certificate to the effect that it has not been blacklisted by any Central Ministry/Department, PSUs or Banks etc. The certificate has to be scanned and uploaded alongwith the tender documents. If it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents, etc. the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefor.
9. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
10. All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. **No correction either in the Technincal Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. The bids submitted in the proforma other than the proforma provided for the purpose, will be rejected summarily.**

A handwritten signature in black ink, followed by the date '11/11/2017' written in a similar style.

11. If after award of the contract, the successful bidder (L1) fails to provide and install the required items, the contract is liable to be cancelled alongwith forfeiture of performance security deposit and other consequential actions such as blacklisting of the firm etc.
12. The financial bid of only those tenderers will be opened who qualify in the technical bid. The schedule time for opening of financial bids would be indicated later.
13. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.

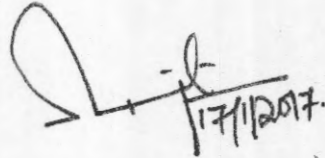
  
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### 3. ELIGIBILITY CRITERIA

1. The firm must have average annual turnover of Rs. 10 Lakhs per annum during 2013-14, 2014-15 and 2015-16. Documents in support of turnover (along with Income Tax Returns of the relevant years) must be uploaded with the tender.
2. The firm must have such experience of having successfully completed similar works mentioned in para one of scope of work and general instruction for tenderers during last 7 years ending last day of March, 2016 i.e. 2009-10 to 2015-16 as given in at least one of the following :-
  - i) Three similar completed works (as mentioned in para (i) of scope of work and general instruction for tenderers) costing not less than the amount equal to 40% of the estimated cost (Rupees Six lakhs only) i.e. Rs. 2.40 Lakhs (Rupees Two lakhs forty thousand only).

OR
  - ii) Two similar completed works (as mentioned in para (i) of scope of work and general instruction for tenderers) costing not less than the amount equal to 50% of the estimated cost (Rupees Six lakhs only) i.e. Rs. 3 lakhs (Rupees Three lakhs).

OR
  - iii) One similar completed work (as mentioned in para (i) of scope of work and general instruction for tenderers) costing not less than the amount equal to 80% of the estimated cost (Rupees Six lakhs only) i.e. Rs. 4.80 lakhs (Rupees Four lakhs eighty thousand only).
3. Experience certificates as per para 2 above, award letters and performance certificates of last three years i.e. 2013-14, 2014-15 and 2015-16 issued by officers of the level of section officer or above should be uploaded.
4. Only the interested authorized dealer or OEM of Siemens/Unify KTS may submit the bids.

  
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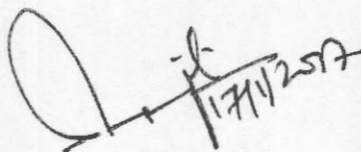
#### 4. TERMS AND CONDITIONS

6. The terms and conditions of the said contract are as under: -

i) Participating firms are required to upload authorization duly signed by the manufacturing/marketing company in ink clearly stating as to who will be responsible for after sale services and maintenance of the system during the period of warranty and services available in this regard failing which bid will be rejected summarily.

ii) The firm should clearly specify the period of warranty and furnish performance security money worth Rs.50,000/- (Rupees Fifty Thousand only) in the form of Fixed Deposit Receipt/Bank Draft/Banker's cheque/Bank Guarantee in favour of "Pay & Account Officer(Education), MHRD New Delhi within 10 days from the date of award of the contract which will be returned after satisfactory completion of the contract/warranty. The security money should remain valid for a period of sixty days beyond the date of completion of the contract/warranty. The Ministry of HRD may verify the authenticity of the firm from Siemens/Unify Enterprise Communications Pvt. Ltd. at any time.

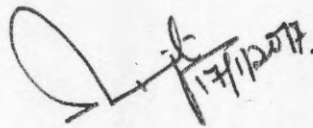
iii.) **Only one firm shall be selected as L-1 to undertake the entire scope of work on the basis of the sum of amounts quoted against each item.**

A handwritten signature in black ink, followed by the date "11/7/11" and the number "257".

**5. PROFORMA FOR TECHNICAL BID**

1	Name of the firm / company / Agency	
2	Complete Address & Telephone Number	
3	EMD of Rs.20,000/- to be submitted to the undersigned.	Upload copy of EMD to be uploaded.
4	Annual turnover of the firm for <i>last three</i> years (with proof) in the form of CA's certificate/Last 3 years balance sheet / profit & loss A/C)	Upload copies of Balance Sheet and Profit & Loss Account for F.Y. 2013-14, 2014-15 and 2015-16 and CA certificate.
5	Number of years of experience in providing Key telephone systems in the Government Sector/PSUs.  The firm must have such experience of having successfully completed similar works mentioned in para two of eligibility criteria	Upload the copies of work ordersw.
6	Name & Address of the Departments / Ministries and other organisations where, at present, KTS have been provided during the last three years.	Upload the <b>self certified duly stamped copies of contract letters/work orders.</b>
7	Copy of latest Income Tax return and PAN Number ( <b>with proof</b> )	Upload copies of Income tax Returns for F.Y. 2013-14, 2014-15 and 2015-16 & copy of PAN Card.
8	15 Digit Service Tax Code No. ( <b>with proof</b> )	Upload copy of Registration Certificate for Service Tax
9	Authorization from Siemens/Unify or OEM certificate	Authorization letter/OEM certificate to be uploaded.

(Signature with name & address)

  
17/12/17




6. PROFORMA FOR FINANCIAL BID

S.No.	Item	Qty.	Rate (in Rupees) Excluding Taxes
1.	Unify(Formerly Siemens) Expansion Cabinet	01	
2.	24 Analog Extension hardware	05	
3.	Software/Licenses for 24 line analog card	05	
4.	MDF(200 Pair)	01	
5.	Cable in channel/PVC Conduit	100 Mtrs. (Subject to actual as per requirement)	
<b>TOTAL</b>			<b>"X"</b>

"X" will be taken as final quote for selecting L-1 bid.

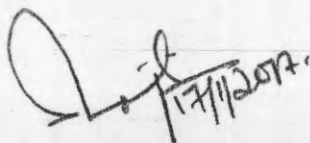
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### 7. Instructions of Online Bid submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender

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- requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
  - 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
  - 18) The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
  - 19) The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
  - 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
  - 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
  - 22) If the price bid format is provided in a spread sheet file like BoQ\_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
  - 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
  - 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
  - 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
  - 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
  - 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
  - 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
  - 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

  
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30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to [cppp-nic@nic.in](mailto:cppp-nic@nic.in).

 17/12/17

Date

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work:-

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(s) namely:

\_\_\_\_\_  
\_\_\_\_\_

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all 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 totally / entirely.

5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

