



## Institute of Infrastructure, Technology, Research And Management

(An Autonomous University Established by Government of Gujarat)

IITRAM Campus, Near Khokhra Circle,  
Maninagar (East), Ahmedabad – 380026, Gujarat.

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Website: [www.iitram.ac.in](http://www.iitram.ac.in)

No. IITRAM/ITS/PUR(AMC)/JB/2024/1422

Date: 05.07.2024

## **NOTICE INVITING QUOTATION**

### **Important Information:**

Name of Work:	Non-Comprehensive Annual Maintenance Contract for EPABX System (160 lines + 05 digital lines) installed at IITRAM
Date of Issue of NIQ:	05.07.2024
Last Date & Time for Physical Submission of NIQ offer:	06.08.2024 till 05:00 PM
<b>Date &amp; Time of opening of NIQ offer:</b>	<b>07.08.2024 at 11:30 AM (at IITRAM Campus)</b>
Quotation Inviting Authority and Address:	The Registrar Institute of Infrastructure, Technology, Research And Management Near Khokhara Circle, Maninagar (East), Ahmedabad – 380026, Gujarat. Phone: - 079-67775430 E-mail: <a href="mailto:purchase@iitram.ac.in">purchase@iitram.ac.in</a>

**NOTICE INVITING QUOTATION**

**Subject: Inviting Quotation through NIQ format for Non-Comprehensive Annual Maintenance Contract for EPABX System (160 lines + 05 digital lines) installed at IITRAM – reg.**

Institute of Infrastructure, Technology, Research And Management (IITRAM) invites quotation(s) for “**Non-Comprehensive Annual Maintenance Contract for EPABX System (160 lines + 05 digital lines) installed at IITRAM**” as per details shown in the Annexure-I on the following General Terms & Conditions:

**1. GENERAL TERMS AND CONDITIONS (GTC):**

- 1.1 The bidder should have valid PAN Card. Copy of PAN Card to be submitted.
- 1.2 The bidder should have valid GST Registration. Copy of GST Registration to be submitted.
- 1.3 Photo copies of filed Income Tax Returns (ITR) for the last three Financial Years (i.e. 2021-22, 2022-23 and 2023-24).
- 1.4 The bidder will have to submit duly filled & properly signed bid in the attached performa(s)/ formats and annexures.
- 1.5 The bidder shall have to submit quotation to the IITRAM office on or before **06.08.2024 till 05:00 PM** in sealed envelope super-scribed **“Non-Comprehensive Annual Maintenance Contract for EPABX System (160 lines + 05 digital lines) installed at IITRAM”**.
- 1.6 The IITRAM, Ahmedabad reserves the right at the time of purchase/ contract award to increase or decrease quantity of item(s).
- 1.7 The bidder has to quote the price for the items according to the specifications mentioned in **Annexure-I**.
- 1.8 The price quoted shall include taxes, other levy payable, all freight, packing & forwarding, transportation, loading & unloading, custom duty, excise duty & other duties, other charges (if any) to supply the item(s)/goods/ service(s) mentioned in Annexure-I at our site.
- 1.9 The contract will be initially for a period of one year which may be renewed annually for further period of two years (one year at a time) by IITRAM, Ahmedabad depending on requirement of the Institute and performance of the Contractor/ Service provider. However, IITRAM reserves the right to terminate the Contract by giving 1-month notice period if the services found unsatisfactory.
- 1.10 Material used must be as specified and other unspecified material should of good quality.
- 1.11 The bidder/ contractor(s) may visit at IITRAM, Ahmedabad for location and condition of EPBX System.
- 1.12 Wherever the Parts replacement necessitated, Call Report required to be submitted by the contractor with the tentative list of Parts to be replaced/required. Payment will be made according to the rates agreed by both parties and the rates schedule will remain valid till expiry of the CONTRACT.
- 1.13 The replaceable parts must be of standard make/quality (preferably ISI mark). Prior permission must be taken from officer in-charge of Institute (IITRAM) before replacement of any part.
- 1.14 All dismantled/ replaced spare parts to be deposited with the authorized representative of IITRAM, Ahmedabad.
- 1.15 The services related to replacement of parts/ components will remain well within the scope of AMC service provider only.

- 1.16 The successful Contractor would attend to the complaints during the normal office hours i.e. between (09:00 AM to 05:30 PM) and if necessary, beyond office hours also with the approval of IITRAM. Contractor has to solve the problem on call basis as and when required.
- 1.17 The Contractor should ensure that all the equipment included in the CONTRACT are in working condition at all time. While minor repair should be carried out within 02 hours on the same day, for the major repairs relating to the parts, the maximum permissible time period will be two (02) working days from the day of breakdown of the equipment.
- 1.18 Generally, any repair/ replacement will be done at our site. If needed, machine may be taken at your premises with prior permission of officer in-charge of IITRAM. The cost to and fro carting will be borne by yourself. Unit taken out of the office premises for the service at workshop shall be returned at the earliest & in any case, within a week time.
- 1.19 Any liability arising on IITRAM, Ahmedabad shall be deducted from the bills of the Contractor. There would be no liabilities towards the workers of the Contractor by IITRAM, Ahmedabad.
- 1.20 If there happens to be a holiday on any date indicated in this NIQ notice, the transaction shall be performed on the next working day.
- 1.21 The quotations will be opened on **07.08.2024, at 11:30 AM** at IITRAM Ahmedabad Premises. No separate information shall be given to individual bidders.
- The bidders or their authorized representative may remain present during the opening of the quotations, if they desire so, at their own expenses.
- 1.22 Incomplete quotations, amendments and additions to quotations after opening or late quotations are liable to be ignored and rejected.
- 1.23 All or any Claim(s), dispute(s) or difference(s) arising out of or in connection with this agreement shall be subject to the jurisdiction of the Courts at Ahmedabad only.

## 2. VALIDITY OF QUOTATION:

The offer shall be valid up to 90 (ninety) days from the end date i.e. **06.08.2024** mentioned in this NIQ for submission of quotation.

- No bidder shall withdraw his rates after the quotation is opened. If a bidder does so, that bidder shall be considered ineligible for work/contract in IITRAM in future.

## 3. EVALUATION OF QUOTATION:

The NIQ evaluation committee of the Institute will evaluate and compare the received quotation(s) to determine the substantially responsive quotations i.e. (i) NIQ is complete (ii) properly signed (iii) conform with the terms/conditions and specifications. Further, the financial evaluation will be made only for the substantially responsive bid based on the following parameter(s):

- **Total price quoted at FB - SECTION 'A' (refer ANNEXURE – III).**
- It is compulsory for bidders to quote their rates for both **SECTION 'A' and SECTION 'B'**. If the bidder fails to quote their price for either section, their bid will not be considered for further processing. However, the L1 bidder will be finalized who has offered lowest total price for **SECTION 'A'**.

## 4. AWARD OF CONTRACT:

IITRAM will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest quotation for requested item(s)/ services:

- Notwithstanding the above, IITRAM reserves the right to accept or reject any quotation and to cancel the NIQ process and reject all quotations at any time prior to the award of contract without giving any reason.

- IITRAM reserves its right to choose, accept or reject any or all requests/deviations/offers, in full or part and also reserve the right at any stage to reduce or increase the quantity and split the order.
- The bidder whose quotation is accepted will be notified of the award of contract by the IITRAM prior to expiration of the quotation validity period. The T&Cs of the accepted offer shall be incorporated in the Work Order.
- The rates offered for components as specified in **SECTION 'B'** should be competitive in nature. The appointed committee will review the rates offered by the bidder(s) and make a decision accordingly. IITRAM reserves the right not to award the offer with components as specified in SECTION 'B'.

## 5. CONTRACT PERIOD & PENALTY:

- 5.1 The contract will be initially for a period of one year which may be renewed annually for further period of two years (one year at a time) by IITRAM, Ahmedabad depending on requirement of the Institute and performance of the Contractor/Service provider. However, IITRAM reserves the right to terminate the Contract by giving 1-month notice period if the services found unsatisfactory.
- 5.2 **Penalty:** If any complaint is not resolved within a week by the supplier, penalty per week @ 2% of the quarterly bill amount will be deducted from the bill.

## 6. TERMINATION OF CONTRACT:

- 6.1 Termination on expiry of the Contract

This Agreement shall be deemed to have been automatically terminated on the expiry of the CONTRACT period unless IITRAM has exercised its option to extend this CONTRACT in accordance with the provisions, if any, of this CONTRACT.

- 6.2 Termination on Account of Insolvency

In the event the CONTRACTOR at any time during the term of this Agreement becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then IITRAM shall, by a notice in writing have the right to terminate this CONTRACT and all the CONTRACTOR's rights and privileges hereunder, shall stand terminated forthwith.

- 6.3 Termination for Unsatisfactory Performance

If IITRAM considers that the performance of the CONTRACTOR is unsatisfactory or, not up to the expected standard, IITRAM shall notify the CONTRACTOR in writing and specify in detail the cause of such dissatisfaction. IITRAM shall have the option to terminate this Agreement by giving 30 days' notice in writing to the CONTRACTOR, if CONTRACTOR fails to comply with the requisitions contained in the said written notice issued by IITRAM.

## 7. TERMS OF PAYMENT:

- 7.1 **Payment:** The payment will be released on quarterly basis (every three months) within 30 (thirty) working days, upon successful providing services, submission of clear tax-invoice(s) and supporting documents.
- 7.2 Advance payment will not be made under any circumstances.
- 7.3 All bills along with relevant supporting documents shall be submitted to Registrar IITRAM, Ahmedabad – 380026. The original invoice (with first Invoice only) should also accompany the following documents/details:
- a) Copy of valid Registration certificate under the GST rules.
  - b) Particulars required for making payments through Cheque/RTGS/NEFT, in accordance with the clause on 'Terms of Payment' of bid documents.
  - c) Mobile No.
  - d) e-mail ID (If any)

7.4 Recoveries as per the Institute's norms shall be made while making payment (if any) without prior intimation to the CONTRACTOR.

**8. Address for the submission of physical NIQ offer:**

The Registrar  
Institute of Infrastructure, Technology, Research And Management  
Office No. G2,  
Near Khokhara Circle, Maninagar (East),  
Ahmedabad- 380026, Gujarat.

We look forward to receiving your quotation.

**Sd/-  
Registrar**

**Name of Work: Non-Comprehensive Annual Maintenance Contract for EPABX System (160 lines + 05 digital lines) installed at IITRAM**

**(SCOPE OF WORK)**

- Maintenance of entire Matrix EPABX system with 05 Digital and 160 lines Analog phones installed at in IITRAM - Campus.
- The EPABX system and its connected lines shall operate round the clock and throughout the year. The Scope of Work shall cover the Non Comprehensive Annual Maintenance Services of these systems part i.e. Epbax system (SARVAM UCS ENT - V01R07.04.00), MDF, KRONE, jelly cable, Cat5 and Cat6, rj11, connector, punching and Analog/digital instrument etc.
- The firm shall be responsible for the proper functioning of the EPABX system and its relevant cards and their components, software (configuration and update) and hardware on regular basis. Which is listed below in table:

Slot No.	Card Type	Firmware Version	CPLD Version	Total CH
0	Master/CPU	V1R7.4.0		Total CH
	VoIP M-1 - 064	V1R6.7.0		
	SWITCH DSP(A)	V07R06.1	V01R03	
	Comm. Manager	V01R01	N.A.	
1	SLT32	V04R12	V03R03	32
2	SLT32	V04R12	V03R03	32
3	SLT32	V04R12	V03R03	32
4	SLT32	V04R12	V03R03	32
5	SLT32	V04R12	V03R03	32
6	CO8	V04R11	V03R03	8
7	DKP16	V04R05	V03R03	32

- One visit must be provided by expert in every month and further attendance will be given on lodge of complains.
- If any lines need to be shifted, added, or removed, the firm will take care of this task.
- The firm must carry out repair/service of EPABX system on all working days/hours.
- Complaint shall be attended within 24 hours on receipt of the complaint failing which penalty as deemed considered by IITRAM shall be imposed.
- Penalty: If any complaint is not resolved within a week by the supplier, penalty per week @ 2% of the quarterly bill amount will be deducted from the bill.
- If any diagnoses fault parts or card replacement needed, Firm should be submitting detailed report by mail or physical copy to institute with estimated cost.

**Seal & Signature of Company**

Date:

Place:

*(To be printed on firm's letterhead)***FORMAT FOR SUBMISSION OF BIDDER'S INFORMATION**

1	Registered Name of the Bidder:	
2	Registered Office Address: Contact Number Fax Number E-Mail	
3	Correspondence Address: Contact Number Fax Number E-Mail	
4	Details of the authorized person: (Name, Designation, Address) Contact Number Fax Number E-Mail	
5	Bidder Registration Type - <ul style="list-style-type: none"> <li>• Proprietary Firm</li> <li>• Partnership Firm (if yes, give partnership deed)</li> <li>• Company or LLP</li> <li>• Government/ Public Sector Undertaking</li> <li>• Member of a group of companies (if yes, give name, address &amp; details of group companies)</li> <li>• Subsidiary of a large corporation (if yes, give the name &amp; address of the parent organization)</li> </ul> <p>If the company is subsidiary, state what involvement will the parent company have in the project.</p>	
6	Permanent Account Number (PAN):	
7	Goods & Service Tax Number (GST):	
8	<u>Particulars of Bank Account</u> Name of the Bank: Name of the Branch: Branch Code: Address & Contact Details: IFSC Code: Type of Bank Account: Bank Account No.:	

**Seal & Signature of Company**

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**FINANCIAL BID****(Format for Submission of Financial Details)**

Name of Work: **Non-Comprehensive Annual Maintenance Contract for EPBX System (160 lines + 05 digital lines) installed at IITRAM**

**FB - SECTION 'A'**

Sr. No.	Items Description	Unit	Total Amount (Without GST) (INR)	Applicable GST Slab Rate (%)	Gross Total Amount (Including GST) (INR)
1.	Annual Maintenance Contract (Non-Comprehensive) for EPBX System (160 line + 05 digital lines) installed at IITRAM	Per Year			
<b>TOTAL AMOUNT - A (INCL. OF GST)</b>					
<b>(RUPEES IN WORDS:</b>					

**FB - SECTION 'B' (PARTS RATES)**

Sr. No.	Model / Part Number	Items Description	UOM	Qty.	Rate (Without GST)	Total Amount (Without GST) (INR)	Applicable GST Slab Rate (%)	Gross Total Amount (Including GST) (INR)
<b>COMPONENTS FOR SYSTEM</b>								
1	Matrix MENX Card CPU	CPU Card for Eternity MENX with Built in Port 01 x Lan and 01 x Wan.	No.	01				
2	Matrix ME Card PSUNI-500W	AC Power Supply with Universal Input	No.	01				
3	Matrix ME Card SLT32	Expansion Card for 32 Analog Extension	No.	01				
4	Matrix ME Card DKP16	Expansion Card for 16 Digital Extension	No.	01				
5	Matrix ME Card CO8	Expansion Card for 08 Analog Trunk	No.	01				
6	Matrix NX DBM VOCODER64	VOCODER Daughter-board Module, Support Maximum 64	No.	01				



		Simultaneous VOCODING Channels						
7	Matrix SARVAM VOCODER CHNL4	License for VOCODER Channels, To Support 4 Simultaneous Calls with Transcoding	No.	01				
8	Matrix Sarvam UCS ENT	License For Unified Communication Server For ENT, Universal Slots: 8, IP Users: 5, VOCODER Channels: 4, VMS Channels: 4	No.	01				
9	Matrix SARVAM EXP4 ENT	License to Expand 4 Slots in ETERNITY MENX and ETERNITY LENX, For MENX, the Activation of Slots are from Left (Adjacent to PS Redundant Slot) to Right	No.	01				
<b>COMPONENTS FOR CONNECTIVITY</b>								
10	Cat-6 Cable with laying	Cat-6 UTP Cable. along with fixing	Mtr.	01				
11	PVC Conduit with Laying	25mm PVC Conduit, MMS with required Acc. along with fixing	Mtr.	01				
12	Finolex Jelly Field Cable. with Laying	Un-armored 10 Pair Jelly Field Cable along with fixing	Mtr.	01				
13	Finolex Jelly Field Cable. with Laying	Un-armored 20 Pair Jelly Field Cable along with fixing	Mtr.	01				
14	Finolex Jelly Field Cable.	Un-armored 50 Pair Jelly Field Cable along with fixing	Mtr.	01				

	with Laying							
15	Finolex Jelly Field Cable. with Laying	Un-armored 100 Pair Jelly Field Cable along with fixing	Mtr.	01				
16	10 Pair MDF	10 Pair MDF with Krone	No.	01				
17	20 Pair MDF	20 Pair MDF with Krone	No.	01				
18	50 Pair MDF	50 Pair MDF with Krone	No.	01				
19	100 Pair MDF	100 Pair MDF with Krone	No.	01				

**Note:**

- a) It is compulsory for bidders to quote their rates for both **SECTION 'A' and SECTION 'B'**. If the bidder fails to quote their price for either section, their bid will not be considered for further processing. However, the L1 bidder will be finalized who has offered lowest total price for **SECTION 'A'**.
- b) The rates offered for components as specified in **SECTION 'B'** should be competitive in nature. The appointed committee will review the rates offered by the bidder(s) and make a decision accordingly. IITRAM reserves the right not to award the offer with components as specified in **SECTION 'B'**.

**DECLARATION:**

I/We hereby declare and affirm that I/We have read and understood the entire terms & conditions and item descriptions as stipulated in the NIQ. I/we shall abide by the terms / conditions / clauses contained in the NIQ document(s) (page 1 to 10) and unconditionally accept it in totality / entirety.

**Seal & Signature of Company**

Date:

Place: