



Phone (O): 0261-2259571-82-83-84

Fax: 0261-2227334/2228394

Grams: SVARCET

**SARDAR VALLABHBHAI
NATIONAL INSTITUTE OF TECHNOLOGY,
SURAT (GUJARAT) 395007.**

No : Estate/EPABX_AMC/657/2018-19

Date : 07/03/2019

To,

Sub.: Enquiry for Providing Annual Comprehensive Maintenance Contract of EPABX system installed at SVNIT, Surat for the period 01/04/2019 to 31/03/2020.

Dear Sir,

You are requested to quote your prices for Providing Annual Comprehensive Maintenance Contract of EPABX system installed at SVNIT, Surat. (Including Sardar Patel Guest House). The quotations may be sent to the Director, SVNIT, Surat in a sealed envelope and subscribed as: "Quotation with reference to Enquiry No. Estate/EPABX_AMC/657/2018-19, Dated: 07/03/2019. Your quotation should reach **the Director, S. V. National Institute of Technology, Ichchhanath, Dumas Road, Surat, Pin code: 395 007 on or before 22/03/2019 upto 5:00 PM only**. However, SVNIT, Surat accepts no responsibility for offers received after the due time and date.

The quotations shall abide by the following terms and conditions:

A. Technical Requirements

This contract will provide Annual Comprehensive Maintenance Contract of EPABX system installed at SVNIT, Surat. (Including Sardar Patel Guest House). This contract shall cover the following:

1.1 Call Centre Services :

- (i) These services should provide single point of contact for all assistance for all services. End users would contact this service as a first point of contact for problem resolution.
- (ii) Site In-Charge would determine the severity level and would assign task to competent service engineer & take feedback and call slip of call resolution
- (iii) Site In-Charge shall make daily & monthly reports and discuss with the Prof. In-charge (Electrical & Communication System), SVNIT, Surat.
- (iv) The Contractor should adhere to the following Response and Resolution time as per the severity of the utility and as per their definitions here viz.
 - a. Response time: This is defined as the time taken by the Site In-charge to respond to the user over telephone, person or deputing service engineer.
 - b. Resolution time: This is defined as the time taken to resolve a problem & call is closed.

Sr. No.	Type of problem/service	Response time	Resolution time
1.	Telephone Services which affect user only	Within 4 hours	Within 24 hours

In case call is not closed next level escalation shall be done and user shall be informed with estimated hours for resolution. In any case all the calls shall be closed within 72 hours.

- 1. If problem is not resolved within 24 hours then a penalty at the rate of Rs. 50 per day per user under consideration will be imposed on the contractor.**
- 2. If problem is not resolved within 72 hours then Rs. 100 per day per user under consideration till the problem is resolved.**
- 3. If problem is not resolved within three months then SVNIT has right to get it resolved from other sources and expense incurred to do so will totally be deducted from the contractor.**

Above penalty will be directly deducted from the AMC charges. The decision of SVNIT's nominated officer viz. Professor In-Charge (Electrical & Communication System) will be treated as final in such cases

1.2 Technical Support Services :

- (i) This service shall include installation, maintenance and support of all major equipments.
- (ii) The contractor shall perform regular check up of EPABX Systems installed in the campus along with all associated accessories for proper functioning of the system.

1.3 Comprehensive Maintenance of All Devices:

- (i) This comprehensive maintenance contract shall cover, proactive, preventive, breakdown maintenance of hardware & software support for the various EPABX equipments installed at SVNIT, Surat. For a detailed list of items covered under this contract is included in this enquiry.
- (ii) **The contractor will keep necessary spares as per requirement in working condition as stand by at SVNIT campus to achieve agreed uptime at the client's end. Any increase in down time due to non-availability of spares shall be the sole responsibility of contractor and SVNIT holds the rights to take appropriate penalty action thereof.**
- (iii) The Contractor shall submit on 1st working day of every month list of backup spares at SVNIT along with value to Professor In-charge (Electrical & Communication System), SVNIT, Surat.
- (iv) The Contractor shall track the spare inventory and seek replacement of used spares **within 48 hours.**
- (v) The complete records of inventory must be maintained by the contractor & the counter signature of SVNIT nominated officer viz. Professor In-charge (Electrical & Communication System), SVNIT; must be taken for any transaction of hardware items. **Institute property-**

hardware or software must not be taken out of the institute premises without prior permission of the concerned.

- (vi) The entire inventory kept at the institute by the contractor must be of reputed make. No unbranded hardware or pirated software should be kept by contractor.
- (vii) The maintenance service shall include repairs and replacement of all parts/sub-assemblies including consumables items except batteries and list of items treated as consumable as separately mentioned by the bidder.
- (viii) The contractor shall carryout comprehensive preventive maintenance in each quarter of the year for each system with the prior appointment with the user. The contractor's Service Engineer shall check the system by running diagnostics to ensure that all the units are working satisfactorily. The contractor will also do the internal and external cleaning of the system during this preventive maintenance. Preferably, the contractor will plan a preventive maintenance schedule for each section and inform the Heads of Dept/Sections and Professor In-charge (Electrical & Communication System), well in advance.**
- (ix) The Contractor is required to check all equipment of all the department / Section in each quarter and submit the report to Head of Department/ Section after rectifying the problem if any.**
- (x) The contractor shall take the signature of the concerned department head/section/In-charge, laboratory or end user on call report in triplicate after each call, as a proof of having provided the satisfactory service. The contractor shall submit one copy of call report to the concern end user and submit one copy to office of Professor In-charge (Electrical & Communication System), SVNIT, Surat on next working day.
- (xi) The contractor shall have to provide the services of additional Engineer as and when required to resolve the faults as per the timeframe mentioned in this document.
- (xii) The contractor should furnish the complete bio-data, address-proof, Certificates of his staff deployed at SVNIT, Surat and these persons have to wear uniform with company's badge stitched on their uniform. The identity card issued by contractor must be there with these persons while in duty.
- (xiii) All of your staff will be under the direct control of Professor In-charge (Electrical & Communication System), SVNIT, Surat. They have to follow the instructions of Professor In-charge (Electrical & Communication System), SVNIT, Surat. Further all the financial & legal matters will be settled only through SVNIT's representatives.
- (xiv) Shifting of telephones should be done no extra cost.
- (xv) If due to any demand institute installs new connection at any location in the campus. Contractor should bring it to operating condition by making necessary changes in existing system at no extra cost.
- (xvi) Contractor should maintain cable network, KTS, SLT and programming of the EPABX system as per the needs of the institute at SVNIT, Surat.
- (xvii) Minimum one service engineer is required to visit thrice a week during office time of the Institute. He should put signature in muster roll which is kept at Telephone Operator office. However, agency must attend any emergency.

(xviii) Contractor must do liaison work with external agency such as BSNL etc on behalf of the institute if required.

(xix) In future, some work for EPABX system is awarded to third party, agency should co-operate with third party regarding work related to EPABX system.

1.4 Asset Management Services :

(i) The contractor shall take perpetual inventory of assets by personally visiting each devices and update database as and when requested by SVNIT. You will also make hardcopy of such records. Any addition or removal or transfer of asset must be properly recorded in asset register.

(ii) This exercise must be done in each quarter and submit the report to the Professor In-charge (Electrical & Communication System), SVNIT, Surat.

(iii) In the condition of replacement / standby of all the equipments mentioned. **It must be replaced by same or higher brand and same or higher configuration with suitable documentation.**

B. General Terms & Conditions

1. Any quotation received after the due date will be out-rightly rejected.
2. All **concessions available to an educational institutions and Government organizations** should be specified and also taken into account while quoting.
3. Enquire should be enclosed in a **sealed covers**, super scribed “**Enquire For Providing Annual Comprehensive Maintenance Contract of EPABX system installed at SVNIT, Surat**” addressed to the “Director, Sardar Vallabhbhai National Institute of Technology, Ichchhanath, Surat – 395 007.”
4. The validity of offer must be at least 120 days from the last date of submission of quotation.
5. The bidder after collecting the Enquiry documents should preferably visit the departments/sections where EPABX and the associated equipments are kept and shall satisfy himself about the local conditions, locations, accessibility of equipment installed in the department/sections, nature/extent/character of work and obtain clarification in writing from the Professor In-charge (Electrical & Communication System) SVNIT, Surat., if required.
6. No claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on. Interested parties may contact Professor In-charge (Electrical & Communication System) for inspection of EPABX during working hours of the institute.
7. The rates quoted once will be treated as final. No alteration either in rates or in enquiry documents will be entertained.
8. No negotiation meetings will be conducted.
9. The successful bidder to whom the work is awarded will be under direct control of the Professor In-charge (Electrical & Communication System) SVNIT, Surat. and has to follow the instructions from time to time as issued by Professor In-charge (Electrical & Communication System) SVNIT, Surat.

10. In case of any dispute, the decision of SVNIT authority/Director shall be final and abiding to the contractor.
11. The Director, SVNIT Surat reserves the right to split the maintenance contract into two or more contracts.
12. The bidder will not be permitted to assign or give sub contract of the work awarded to him without prior permission from the Director, SVNIT, Surat. The decision of SVNIT authorities in this regard shall be final and binding to the contractor/bidder.
13. The contractor must meet necessary statutory and legal compliances. SVNIT will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.
14. The contractor must take necessary insurance for their personnel deputed at the institute. The institute will not be responsible for any damage caused to these personnel by way of accident including the loss of life.
15. No attempt shall be made by the contractor or the staffs deputed by the contractor at SVNIT Surat to unlawfully reveal, misuse or encroach upon the intellectual or private data/information at the SVNIT, Surat to which they may have access, too, as part of the maintenance work carried out.
16. Any loss or damage caused to the institute property by the personnel deputed by the contractor will be recovered from the contractor and the decision of institute authority in this matter will be treated as final and abiding to the contractor.
17. The duration of the contract shall be initially for the period of one year. However, the maintenance contract may be extended for further one more year or part thereof at the same terms & conditions at the sole discretion of SVNIT, Surat.
18. **After accepting work order** contractor is required to inspect all the equipment which are to be covered under contract and submit the detail report to Professor In-charge (Electrical & Communication System) SVNIT, Surat. Then list of equipment to be covered under contract should be finalized in consultation with Professor In-charge (Electrical & Communication System) SVNIT, Surat.
19. The successful bidder must submit the list of spares to be maintain as inventory at SVNIT, Surat duly approved by Professor In-charge (Electrical & Communication System) SVNIT, Surat and get it verified physically before the commencement of the contract.
20. The successful bidder must submit a Service Level Agreement along with accepting the work order within 15 days of receipt of work order otherwise the work order is liable to be canceled without intimation. Service Level Agreement should be executed on Non-judicial stamp paper of Rs. 100/- (Cost of paper is to borne by contractor) on receipt of work-order. **The contract will commence only after duly signed Service Level Agreement is submitted to Professor In-charge (Electrical & Communication System) SVNIT, Surat.**
21. The bidder must deposit a Security Deposit at a rate of **5%** of work order at the time of accepting the work order within 15 days of receipt of work order otherwise penalty of 2% of the work order leveled. **The contract will commence only after Security Deposit and penalty if applicable is deposited.**

22. Security deposit shall be released only after the satisfactory completion of work, due if any and faithful performance of the work. No Interest will be paid on security deposit, In case of any default on the part of the contractor, the security deposit will be forfeited and the decision of SVNIT authorities in this regard will be treated as final and abiding to the contractor.
23. The rates quoted for the items under AMC should be on pro-rata basis i.e. considering only remaining effective period.
24. Though the successful bid shall be decided based on **the total value of the bid** as one of the parameter after evaluating all the qualification and technical criteria – **the quarterly bill will be calculated for the number of equipment which are in service in a given quarter on pro-rata basis.**
25. SVNIT authorities reserves the right to add/delete item/items at any point of time during the entire duration of the contract. The addition / deletion of the items will be as per rates mentioned in the contract for that group of item (on pro-rate basis).
26. The bidders are STRONGLY advised **to fill in the cost of the solution in the SUMMARY SHEET** provided at the end of this document – which shall become the basis for the financial comparison of the bid. Any bids without the summary sheet will be rejected.
27. **The rates quoted should include all the taxes, duties, levies including sales tax, service tax and turnover tax etc. as applicable on work contract in the state of Gujarat.**
28. **Payment Terms :**
- (i) No advance payment will be released for annual contract.
 - (ii) Payment of maintenance services shall be made at the end of each quarter on satisfactory completion of the work during the quarter within 30 days after receipt of bill duly certified by each concerned department/sections at SVNIT which would be finally certified by Professor In-charge (Electrical & Communication System), SVNIT, Surat.
 - (iii) The necessary deduction of income tax at source will be done as per government norms.
29. **Termination:**
- (i) The contract can be terminated by giving one month notice by either party. In such case, the payment shall be made of appropriate amount of rendered services after deducting at least **10%** of bill amount.
 - (ii) In case of failure on the part of the contractor to sustain the maintenance work to the satisfaction of the departments/sections at SVNIT, Surat, the Director/institute authority reserves the right to forfeit security deposit and any of the dues due to the contractor, terminate the maintenance contract with immediate effect and will be at liberty to get the work executed through a separate contractor at the risk and cost of the defaulting contractor.
30. **The bid from the vendor who is found in fraud activity with SVNIT or on the name of SVNIT shall not be allowed for bidding and the bid from such vendor will not be accepted and will be rejected. The bid submitted in consortium with such vendor will not be considered and if**

such information is found later then the work order issued will be terminated immediately without any notice.

31. At any time prior to the deadline for submission of bids, SVNIT may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
32. The battery supplied by the institute for replacement in the EPABX under AMC, has to be installed by the vendor at no extra cost.
33. In case of failure of Cable either due to cut because of civil work or any such type of activities in the campus, contractor shall rectify the problem by making necessary joint or replacing cable, necessary digging work or any type of civil work required for making joint will be done by SVNIT.
34. **All prospective bidders should keep looking at the institute website for information concerning the changes/amendments on the website.** No claim of any nature on any ground on inadequate information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on.
35. **It is compulsory to attach all the mentioned and required documents at time of submission of Enquiry. No additional attachment is permitted later on.**
36. **All documents along with Enquiry form must be numbered.(1...n), no further clarification will be entertained.**
37. Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the prospective Supplier does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
38. Dispute, if any will be subject to Surat jurisdiction only.

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Prof In-charge
Electrical & Communication
System

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Dean
Planning & Development

SUMMARY SHEET COMMERCIAL OFFER

Sr. No.	Description	Units	Amount (Rs.)
1.	The system consist of 1000 line karel make EPABX system (1 main unit and five remote local unit), 1 PRI line and network of cables and telephone instruments.		
01	<u>Administrative Building:</u> Karel make Three rack cabinet with following accessories:		
	LCC extension card	28 Nos	
	PRI/S2GW Card	4 Nos	
	Junction card	1 Nos	
	Operator console	1 Nos	
	Media gateway card	1 Nos	
	Power supply cards cum battery charger	3 set	
	MDF	1000 line	
	Modem (PRI)	2 Pair	
	KTS	8 Nos	
	SLT	700	
02	<u>Boiler Lab</u>		
	Karel make cabinet 224 port	1 Nos	
	LCC cards	06 Nos	
	PRI/S2GW card	01 Nos	
	Power supply cum battery charger card	1 set	
	MMF	100 pair	
03	<u>Karel cabinet at Staff Club</u>		
	PRI/S2GW card	01 Nos	
	MDF	200 pair	
04	<u>IPG 500 karel cabinet at Advance Hydraulic Laboratory</u>		
	LCC card	06 Nos	
	Media gateway card	1 Nos	
	Power Supply card	1 Nos	
	UPS	1 Nos	
05	<u>Karel make 124 port cabinet at Guest house</u>		
	Wireless line between Administrative building and Guest house		
	LCC card	7 Nos	
	Junction (Trunk card)	1 Nos	
	Power Supply cum battery charger	1 set	
06	<u>308 EPABX at Director Bunglow</u>		

I / We am/ are willing to carry out the work at Rs._____ (should be written in figures and words).

Note :

- (i) All taxes should be inclusive.
- (ii) Comprehensive maintenance service does not include charges for consumables like batteries. **If any deviation, please clearly specifies the list of items treated as consumables otherwise only battery will be considered as consumable item.**
- (iii) I/We hereby declare that I / We have visited the site and fully acquainted myself / ourselves with the local situation regarding materials, labour and other factors pertaining to the work before submitting this bid.
- (iv) I / We hereby declare that I/We have carefully studied the condition of contract, specifications and other enquiry documents of this work and agree to execute the same accordingly.

Date:

Signature & Stamp of Bidder

Place: