



Tea Board India
Ministry of Commerce & Industry, Deptt. of Commerce(under Govt. of India)
14, B.T.M., Sarani (Brabourne Road)
Kolkata -700 001

Notice Inviting Quotation No: 04/2018

Ref. No. 1(14)/2018/SO

Date: 30.01.2019

Sealed quotations are invited from the Agencies capable to maintain EPABX System, PRI Card, Modem and Call Billing Software (Aria 300) to link and connectivity of telephones and Telephone Cabling Network System at Tea Board, Head Office, Kolkata on Annual Maintenance Contract basis. Payment may be made proportionately on pro-rata basis at the end of each quarter. The telephone network consists of 115 Nos. of intercoms and 25 Nos. of direct telephone lines. Applicant Company/vendor should submit the quotation as Annexures C, D, E and F. The ARIA-300 Mini Exchange installed at 4th floor and operating console at the Reception Desk at the Ground floor. Service provider has to provide services on the followings in respect of system described in annexure – A & B enclosed.

- a) Submit a list of all extension Nos. and their respective pair Nos. in the ARIA 300 Mini Exchange installed a 4th Floor and operating console at the Reception Desk at Ground floor at the beginning of contract. Once again the same list with latest pair nos. shall be submitted along with the 3rd quarter bill.
- b) Attending to minor and major breakdowns
- c) Periodical quarterly preventive maintenance
- d) Maintenance of System user data
- e) Software update for bug fixing. This does not include new version up gradation that provide additional features functionality.
- f) Maintenance of CVT & Batteries
- g) Maintenance of call billing and Remote desktop software

Followings are the task to be performed for all cabling Network:

1. Connections in the Officers' Chambers have to be checked on daily basis even though no fault is reported.
2. AMC would be comprehensive and inclusive of the cost of spares and change of minor cable length the cost of spares and repairing is to be borne by service provider.
3. The cost of change of minor cable is inclusive of annual maintenance cost. The cost of major changes would be borne by Tea Board.
4. Wiring of telephones should be made properly as per norms.
5. Service provider will provide one Technician to Tea Board, HO during the office hours on all working days including Saturdays who is capable to find out any sort of fault and rectify to run the system efficiently.
6. Service provider will do the liaison work between Tea Board and BSNL including official correspondences.
7. Service provider is required to deploy the technician to operate the console as and when telephone operator remains absent. The Service Provider should ensure that the operating Console is attended throughout the working hours in each working day. At no point of time it should be left unattended.

The sealed quotations should be submitted addressed to the Secretary, Tea Board, 14, B.T.M. Sarani, Kolkata-700001 and dropped at the tender box by 08.02.2019 at 1.00 PM positively and the quotations will be opened on 08.02.2019 at 3.00 PM. The quotations are to be submitted in the following manner. An amount of Rs. 500/- (Rupees five hundred only) and Rs. 3,000/- (Rupees three thousand only) as Tender Fees and Earnest Money Deposit/Bid Security respectively should be deposited to the Tea Board in the Tea Board Tea Fund Disbursement A/c, No.11107799318 by and IFSC- code no.SBIN0000144 through NEFT/RTGS/cash deposit the scanned copy of the UTR No./cash deposit slip has to be intimated by Email at teaboardfin@gmail.com & tbiestate2018@gmail.com. One copy of the UTR No./cash deposit slip or other receipt should be attached along with the quotation duly signed by the authorized signatory as proof of depositing Tender Fees and Earnest Money Deposit along with the quotation.

The tender is for a period of 1(one) year. Tender Fees is non-refundable. The bidders who are registered with National Small Industries Corporation (NSIC) under Single point Registration Scheme may be exempted from earnest money deposit. A proof regarding valid registration certificate with NSIC under Single Point Registration for the Tendered Item will have to be attached along with the bid. Any Small Scale Industry/Firm claiming exemption from payment of bid security should submit the copy of the current registration with NSIC for the tendered items. In the case of unsuccessful tenderer, the earnest money will be refunded immediately after the tender procedure is completed. Before executing the agreement and issuing work order successful bidder should deposit 10% of the quoted amount in the Tea Board "Tea Fund Disbursement A/c," IFSC- SBIN0000144, A/c No.11107799318 by NEFT/RTGS as performance security deposit. The performance security money will be refunded after expiry of the contract. The bid document will be out rightly rejected if the head office of the bidding company/firm/agency is not located at Kolkata and Tender Fees & Earnest Money not deposited by the bidding company/agency. In case the successful tenderer declines the offer of Contract, for whatsoever reason(s), his EMD will be forfeited. **Tea Board, Kolkata reserves the right to cancel the AMC at any time, without assigning any reasons thereof.** The successful tenderer cannot sublet his contract to the other person. Meanwhile site visit may be carried out any working day from 11.00 AM to 5.00 PM (Monday to Friday) with the prior permission of Estate Officer.

By order
Secretary In-Charge

ANNEXURE – A

This annexure lists below is only illustrative and consist of the items: hardware, software and accessories that are covered for maintenance services under the terms of the contract. Items not mentioned are also covered under this contract and service provider will be responsible for supporting the same at any given point of time in case of breakdown of the system or otherwise.

Equipment: ARIA 300 Configurations - Co: 80

Analogue Extensions: 118 + 12 Digital Extensions: 12

Sl. No.	Item Description	Quantity (Nos.)
1	KSU	2
2	PSU	2
3	DRGU	2
4	MPB	1
5	PMU	1
6	LMU 1	1
7	LLMU 2	1
8	LCOB 8	1
9	DTIB	12
10	SLIB II	10
11	VMIB	1
12	30 DS	4
13	DSS	2
14.	Analogue Trunk	6 (STD)
15.	Voice Card	1
16.	PRI Channel	40 with PRI card
17.	PRI Modem	2 (one with Tea Board another install in BSNL server)

FOLLOWING ARE THE DETAILS OF SERVICE SUPPORT

HOURS OF SUPPORT

8 hours (between 10 AM to 6 PM) 5 days a week from Monday to Friday and 6 hours of Saturday (between 10 AM to 4 PM) for weekly routine maintenance of EPABX system and entire cabling network.

RESPONSE TIME – MAJOR FAULT

Service provider response within 06 hours for all major faults during office hours (Monday to Friday 10 am to 6 pm and Saturdays 10 am to 4 pm)

RESPONSE TIME - MINOR FAULT

Service provider response within 12 hours for all minor faults during office hours (Monday to Friday 10 am to 6 pm) and on (Saturdays 10 am to 4 pm)

PROBLEM ESCALATION

The customer will be provided with an escalation chart listing contracts at various levels of the organization in order to facilitate communication. Service provider will routinely provide the customer with the undated escalation process.

PREVENTIVE MAINTENANCE

Preventive maintenance will be provided 4 times during the contract and will be scheduled on mutually agreed dates.

Maintenance of log book: Service provider should maintain a log book for all the services rendered. A copy of service book duly countersigned by the designated official of the Board/ Telephone operator should be produced along with quarterly bill. Payment will be released only if the bill is accompanied with service log book duly signed by the designated official of the Board/ telephone operator.

TECHNICAL BID FORM

Comprehensive Annual Maintenance Contract to maintain EPABX System, PRI Card, Modem and Call Billing Software (Aria 300) to link and connectivity of telephones and Telephone Cabling Network System at Tea Board, Head Office, Kolkata for a period of 1(one) year.

Sl.No.	Document	Details
1	Self-attested scanned copy of receipt of EMD Deposit	
2	Self-attested scanned copy of receipt of Tender Fee Deposit	
3	Name of Tendering Company/ Firm	
4	Name of Owner / Partner / Directors	
5	Address of Office/ Offices Full Particulars of Office Including Telephone No. Fax No & E-Mail	
6.	Self-attested scanned copy of GST Registration No.	
7.	Self-attested scanned copy of Pan Card	
8.	Bank Details with copy of cancelled cheque	
	Bank Account No.	
	Name & Address of the Bank	
	IFSC Code.	
9.	Self-attested scanned copy of Agreement and Work Order Showing Experience of at least 3 Years in Public Sector/Govt./Semi Govt./Private	
10.	Self-attested copy of License Issued by the Licensing Authority, if any.	

Date:

Full name of authorized signatory with

Place:

Signature and seal

DECLARATION

Shri

Proprietor/Partner/Director / Authorized Signatory of _____ is competent to

Sign this declaration and execute this tender document; _____

- a. I have carefully read and understood all the terms and conditions of the tender including contract agreement and hereby convey my acceptance of the same.
- b. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
- c. I have apprised myself fully about the job to be done during the tenure of period of agreement and also acknowledge bearing the consequences of nonperformance or deficiencies in services on my part.
- d. Company/firm has done the contract satisfactorily/ disciplinary and not have been blacklisted in the past by any of the clients.

Date:

(Signature of authorized signatory)

Place:

Name :

Designation :

Seal :

Firm Name & Address:

UNDERTAKING: (To be submitted in non-judicial stamp paper of Rs. 100/-)

To,
 The Secretary,
 Tea Board of India,
 14, B.T.M. Sarani,
Kolkata-700001.

Sir,

I/We do hereby solemnly declare and undertake that:

1. The terms & conditions of the tender is acceptable in complete. If any information in the tender submitted by me is found incorrect/false, at any time, the tender/ contract is liable to be rejected.
2. The firm is in this business since last three years.
3. The firm is not black listed in any Govt. org. /institution.
4. I/We give the rights to the Tea Board of India, Kolkata to forfeit the performance security deposited by me/us if any delay/failure occurs on my/our part to supply the items within the prescribed time or the items of desired quality.

Date:

(Signature of authorized signatory)

Place:

Name :

Designation :

Seal :

Firm Name & Address:

ANNEXURE-F**FINANCIAL BID FORM (PRICE SCHEDULE-BOQ)**

Tender Inviting Authority: Tea Board of India, Kolkata

Name of Work : Comprehensive Annual Maintenance Contract to maintain EPABX System, PRI Card, Modem and Call Billing Software (Aria 300) to link and connectivity of telephones and Telephone Cabling Network System at Tea Board, Head Office, Kolkata for a period of 1(one) year.

NIQ No : 04/Security/2018

Name of the Bidder/Bidding Firm/Company:

Description of Work	Amount of AMC Service Charges excluding GST (in Rs. and in words)
Comprehensive Annual Maintenance Contract to maintain EPABX System, PRI Card, Modem and Call Billing Software (Aria 300) to link and connectivity of telephones and Telephone Cabling Network System at Tea Board, Head Office, Kolkata for a period of 1(one) year.	

Payment will be made on quarterly basis depending on the invoice/bill raised by the bidder. The rate quoted for the AMC services shall be excluded of all applicable GST. The rate of applicable GST will be subjected to revision from time to time as and when notified by the Government. The rates quoted by the tendering agency shall be inclusive of all statutory liabilities, if any.

Date :

(Signature of authorized signatory)

Place:

Name :

Designation :

Seal :

Firm Name & Address :