



KERALA AGRICULTURAL UNIVERSITY
Centre for e-Governance
KAU Main Campus, KAU P.O., Thrissur, Kerala, 680 656

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No. CeG/0005/2018(002-I)

Dated: 09-03-2018

TENDER NOTICE

Sealed competitive tenders are invited from Manufactures/Suppliers/Authorized dealers for supply and installation of the following items as per the terms and conditions detailed below

Item A: Private Branch Exchange

Approximate Quantity: **1 No**

Parameter	Specification
General	Private Branch Exchange system based on Digital technology with support for up to 128 extensions
Trunk interfaces	Should support 1 X PRI, 3 x CO,1 x GSM and 1 x SIP trunk lines
Auto Voice attendant	Should come with an auto voice attendant that can handle at least 5 calls simultaneously
Caller Line Identification	The system must support CLI and route calls directly to the configured extension
Voice prompts	should have built in multi-language voice guidance prompts to easy self-navigate callers through various options
Music on Hold	Should allow an external caller hear music (default or user programmable) while he/she is kept on hold. The feature must be built in to the system without integrating with any external music player.
Call logs	the system should have in-built memory to keep logs of at least 10000 calls (incoming, outgoing, missed)
Least Cost Routing	While multiple trunks are present, the system should allow to configure and make calls via route which ensures the least possible call charges to the user
Direct inward Access	System should support both DISA (Direct Inward System Access) and DID (Direct Inward Dial-in).
software tools	Should comes with a PC software that displays caller details on an incoming/outgoing calls and keeps logging which can then be used to produce reports.
Reception phone	should include a reception phone having LCD display,12 or more Extension selector switches

Cabling

Underground Cable	<p>20 pair Armored cable conductor: solid annealed bare copper; insulation material: 0.5mm dia.</p> <p>High-density polyethylene with insulation 0.20mm insulation thickness; Rip cord: Nylon; Conductor Resistance: 92.20 ohms/km at 20 °C; Mutual Capacitance: 50nf/km; Insulation Resistance in Air: 10,000Mohms/ km ; Capacitance Unbalance Pair to Pair: 250 pF/km; Brand choice, Finolex /Molex/amp/Schneider; Estimated Length : 1300 mtrs.</p> <p>Mention Trenching charge separately</p>
Telephone Cable	<p>2Pair Cable. With ISI Standard PVC pipe and casing cap protection; Brand choice: Finolex /Molex/amp/Schneider Estimated length 600 mtrs. Mention Laying charge separately</p>
Main Distribution Frame	<p>100 pair one number 30 pair 3 numbers</p>
Line outlet	<p>RJ 11 Wall Socket + Back Box + Single Faceplate; Estimated quantity 70 Brand choice: D Link / Molex/ Schneider</p>
Krone	<p>16 pairs</p>
Warranty	<p>3-year onsite warranty including parts & labors with 24/7 online support from OEM (warranty should cover damages due to surge issues)</p>

Terms and conditions:

The tender form may be downloaded from the Related Documents section in the following website <http://www.kau.in/tenders> . The cost of the tender form will be accepted by way of DD in favour of **Systems Manager, Centre for e-Governance, KAU Main Campus**, payable at SBT, Vellanikkara and should be enclosed along with tender. The tender cost and tax amount should be specified, while submitting the tender. The cost of tender form may be checked in the Store Purchase Manual (under the section **Cost of Tender Documents**) available in the KAU website (<http://www.kau.in/tenders>) under the “Tender Related Documents”

1. Price should be quoted for single piece in Indian Rupees and the quoted price should be inclusive of all taxes/delivery/freight charges etc, if any. The bidder will have to supply the items within 45 days from the date of receipt of supply order. He should also be willing to supply additional quantity, if any, if ordered.
2. All tenders in response to this invitation shall be submitted their bids in two parts.
 1. PART-I (Technical Bid)
 2. PART-II (Priced Bid)
3. PART-1(Technical Bid) shall contain
 1. Bidder Information Letter as shown in ANNEXURE-01
 2. Certificate of Incorporation or Registration of the Firm
 3. Copies of VAT and Service Tax Registration Certificates
 4. Copy of the Permanent Account Number card
 5. Tender Form
 6. DD for the cost of Tender Form and VAT amount
 7. Compliance statement as shown in ANNEXURE-03 shall be submitted
 8. Data Sheet of quoted item from OEM with specification sought marked or highlighted
 9. Letter for un-conditional acceptance of Terms & Conditions of as per ANNEXURE-02 of the Tender Document
 10. Detailed specification of the item offered (Copy of commercial bid without price details)
 11. Manufacturer's Authorization Form (MAF) in original as shown in ANNEXURE-04
 12. Agreement as per ANNEXURE
4. PART-II (Priced Bid) shall contain the price bid
5. PART-I (Technical Bid) and PART-II (Priced Bid) should be submitted in separate sealed covers, super scribed with the Purchasers tender number and the part number say PART-I (Technical Bid) and PART-II (Priced Bid)
6. Both the part envelope should be sealed in a cover envelope super scribed with the tender number and the title “**Tender for the supply & Installation of Private Branch Exchange**” and should be addressed to the **Systems Manager, Centre for e-Governance, KAU Main Campus, KAU P.O., Thrissur – 680656 so as to reach before 12.00 p.m. on 23-03-2018.**

7. The tenderer should submit Manufacturer's Authorization Form (MAF) for the quoted item in the format given in ANNEXURE-04. MAF should be produced in original
8. Compliance statement as shown in ANNEXURE-03 shall be submitted.
9. Bidder must attach required technical brochures / literatures / data sheets for all the products asked in the tender to ensure that compliance to all the specifications given in the tender document can be verified. All the brochures/literature/datasheets shall be counter signed and stamped by the vendor or authorized signatory of vendor. Non-availability of specifications (as mentioned in the tender document) in the brochure/literature will be treated as non-compliance and no clarifications shall be asked in this regard. If bidder fails to submit the required brochures/literatures along with the tender document, it shall be treated as non-compliance and may lead to outright rejection of bid submitted by bidder. No clarifications in this regard shall be sought from the bidder.
10. Each specifications sought shall be marked or highlighted in the attached brochures / literatures / data sheets. The brochures / literatures / data sheets shall be superscripted with the Item Number and shall be arranged sequentially. The supporting documents shall carry all the required specifications and same shall be marked.
11. The compliance statement submitted shall be duly supported by technical literature, equipment brochures & other related reports / documents from the OEM. The compliance statement not supported by the documentary evidence shall not be considered. Such bids shall be considered as nonresponsive and may result in rejection on technical grounds.
12. Products that have reached end-of-life shall not be quoted. Proof for the same has to be submitted along with the tender documents.
13. Each tender should be accompanied by tender fee and Earnest Money Deposit (**EMD**) of 1% of the cost of the quoted item by way of two crossed Demand Drafts **separately for tender fee and EMD** drawn in favour of the Systems Manager, Centre for e-governance **payable at State Bank of India, Vellanikkara , KAU P.O., Thrissur. Late and incomplete tenders and tenders without EMD, tender fee and agreement will not be accepted** under any circumstances. Firms who are exempted from the payment of EMD should furnish copy of the currently valid certificates issued from Stores Purchase Department, Government of Kerala.
14. The tender should be accompanied by an agreement as per format available in the KAU website (www.kau.in/tenders) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format. Withdrawal of tender after its acceptance or failure to supply the item or not according to the specifications will entail cancellation of the tender.
15. The item should be delivered and installed at the site. The rate quoted should be inclusive of all charges i.e., Excise Duty, VAT, Service tax etc. The installation site is **Rice Research Station, Moncompu**
16. Validity of the quoted price should be clearly mentioned in the offer. Prices may preferably be valid up to 30-06-2018.

17. We are exempted (registered with DSIR) from payment of excise duty and customs duty (in excess of the 5% basic duty as applicable) for our procurements and hence prices quoted should be exclusive of these. We shall provide the necessary forms and certificates as required. Prices inclusive of VAT and other taxes and installation charges, if any, is indicated.
18. **Tenders received will be opened at 13.30 p.m. on 24-03-2018** in the presence of the tenderers or their authorized agents who is present at that time. PART-I (Technical Bid) of the tender will be opened at the first stage on the due date and time indicated for opening in the tender notice. While the PART-II (Priced Bid) will be opened at the second stage on the date and time as intimated after scrutiny of PART-I (Technical Bid).
19. The tenderers whose PART-I (Technical Bid) are found suitable/acceptable to the Purchaser, will be given advance intimation by the Purchaser to enable such tenderer to depute their representative to participate in the opening of the PART-II (Priced Bid) of the tender. The opening of the PART-II (Priced Bid) of the Tender can be attended to only by such of those tenderers whose tenders are found to be technically suitable/acceptable to the Purchaser and to whom intimation thereof is given by the Purchase. The technically unqualified tenderers will neither be given any intimation about the due date and time for opening PART-II (Priced Bid) of the tender nor will they be permitted to participate in the opening of the same. **PART-II (Priced Bid) of the technically disqualified tenderers will not be opened.**
20. If the date of opening the tender happens to be a holiday due to unexpected circumstances like bandh, hartal etc., quotations will be opened on the next working day at the same place and time.
21. The undersigned has the right to accept or reject any or all of the offers without assigning any reason thereof. The decision of the undersigned in finalizing the tenders will be final and binding.
22. Tenderers should be ready to provide samples if so required within four days of date of opening of tender.
23. The successful tenderer should execute an agreement in format available in the KAU website (www.kau.in/tenders) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format and furnish a **Security Deposit of 5%** of the total cost (including all taxes, excise duty & installation charges, if any) of the item quoted in the form of Term Deposit /Bank Guarantee/Demand Draft drawn in favour of the **Systems Manager, Centre for e-governance, KAU Main Campus, Thrissur – 680656** payable at the State Bank of India, Vellanikkara , Thrissur, as and when directed from this office.
24. The items should be supplied within 45 days from the date of receipt of supply order.
25. The EMD/Security Deposits furnished will be forfeited in case the contract is not fulfilled as per the terms and conditions mentioned in the tender notice and agreement.
26. In the event of failure to deliver the materials as per the agreed delivery schedule, we should be entitled to recover a sum equivalent to 1% of the value of materials not supplied in time for every 15 days delay or part thereof subject to a maximum of 10% value. Also if the supplies are not within

control, the buyer is entitled to cancel the order and make necessary alternative immediate arrangements. Furthermore, if the delay exceeds 21 days after the scheduled date of supply, such suppliers will not be considered for the subsequent tenders.

27. All the rules and regulations applicable to Government tenders will be applicable to this tender also.
28. The undersigned reserves the authority to accept or reject any or all of the offers for any particular item without assigning any reason whatsoever. Complete deduction/ reduction/increase in number of any item listed, if necessary, at the time of purchase will be at the discretion of the undersigned. The decision of the undersigned in finalizing the tenders shall be final and binding.
29. Further information such as terms and conditions, detailed specifications of the equipments, etc. can be had from the Systems Manager, Centre for e-governance, KAU Main Campus, Thrissur-680656 in the phone Number 0487-2438182 during office hours.

-Sd-
Systems Manager

BIDDER INFORMATION LETTER

To

Systems Manager,
Centre for e-Governance,
Kerala Agricultural University,
Vellanikkara, Thrissur-680 656.

Sir,

Sub: - Tender for the Supply & Installation of Private Branch Exchange – Bidder information letter

Ref: - Tender no CEG/0005/2018(002-I) dated 09/03/2018

I / We have downloaded tender document from the website <http://www.kau.in/tenders> for the Tender and furnishing the following details for your information.

My / our full address for communication (with Telephone/ FAX Nos.)	My/our full address on which PO to be placed (with Telephone/ FAX Nos.)

Signature of Bidder
(Seal)

Note: To be submitted in letter head

BID FORM

To

Systems Manager,
Centre for e-Governance,
Kerala Agricultural University,
Vellanikkara, Thrissur-680 656.

Sir,

Sub: - Tender for the Supply & Installation of Private Branch Exchange –
Unconditional Acceptance Letter

Ref: - Tender no CEG/0005/2018(002-I) dated 09/03/2018

1. Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged, I / We, undersigned, offer to Supply, Installation & Onsite Warranty Support for Supply & Installation of quoted item and execute the P.O with tender specifications referred above and also to the said terms & conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.
2. I / We undertake, if our Bid is accepted, to complete supplies and installation within 45 days from the date of confirmed P.O.
3. I / We agree to abide by this Bid up to 3 months from the date of confirmed P.O. and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. We understand that you are not bound to accept the lowest or any bid, you may receive.
5. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specification of the items quoted by me/us.
6. The tender document for the works mentioned above have been obtained by me from the URL <http://www.kau.in/tenders> , the official website of Kerala Agricultural University and I / We hereby certify that I / We have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / We shall abide by the conditions / clauses contained therein.

7. I / We hereby unconditionally accept the conditions of tender document in its entirety for the above supplies.

Dated thisday of..... 2018

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of -----

Witness 1. -----

Signature

Name & Address

Witness 2. -----

Signature

Name & Address

COMPLIANCE STATEMENT

Sub: - Tender for the Supply & Installation of Private Branch Exchange –
Compliance Statement

Ref: - Tender no CEG/0005/2018(002-I) dated 09/03/2018

No.	Name & Model No. of product offered	Specificatio n as per tender	Specification of the item offered	Variation	Cross reference to attached brochures /documents

Name & Address of Company

Signature of Bidder
(Seal)

MANUFACTURER'S AUTHORIZATION FORM

To

Systems Manager,
Centre for e-Governance,
Kerala Agricultural University,
Vellanikkara, Thrissur-680 656.

Sir,

Sub: - Tender for the Supply & Installation of Private Branch Exchange –
Manufacturer's Authorization Form

Ref: - Tender no CEG/0005/2018(002-I) dated 09/03/2018

We _____ having our
factories at _____ Registered office at
_____ and our Indian operations office at
_____ do hereby authorize
M/s. _____ having their office at
_____ to bid ,supply , install and maintain
following products manufactured by us (insert name/part no of goods) as mentioned in
above tender.

We hereby extend our full guarantee and warranty as mentioned in tender
document referred above, with respect to the goods offered by the above bidder. We assure
that the support shall be provided for at least 3 years from the date of supply and including
the warranty & AMC

Yours faithfully

(Name)

for & on behalf of M/s.(Name of Manufacturer)

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed
by a person competent and having the power of attorney to bind the Manufacturer.