



RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LIMITED

OFFICE OF THE SUPERINTENDING ENGINEER (MIS&IT)

Regd. Office: VidyutBhawan, Janpath, Jyoti Nagar, Jaipur-302005

IT CENTRE , CHAMBAL POWER HOUSE PREMISES JAIPUR

Phone: +91-141- 2293713(Ext.11010) Email-se.mis@rvpn.co.in

ISO 9001:2015 Certified Company

No.RVPNL/SE (MIS & IT)/XEN-2 /F.73/AMC of EPBX –IP PHONE /20-21 D.332 Dt. 9/7/2020

Request For Quotations

Sealed quotations/offers are invited from experienced firms under RFQ Notice for undertaking the **Onsite AMC of Matrix Eternity GE 6S EPABX Systems** detailed below.

S No	Description	Qty.
1	Onsite AMC of - Matrix Eternity GE 6S Small EPABX Systems with in built 4 port voice mail , no. of extension :24 , no. of junction :8 , no.of expandable ports :96 , operators Console :01 Compatible : ISDN	01
2	IP Gateway Card for 16 Channels	2
3	IP Phone with Display	140
4	IP Soft phone Client Licence	150
5	GSM Card for 4 nos. GSM sim	1
6	(Main distribution frame) No. of pairs -100 pairs along with IPM	1


Quotation form, terms & conditions and scope of work attached herewith. The offered prices should be valid for 90 days from the **date of opening of quotations and should reach to this office up to 3.00 PM on dated 21-07-2020** along with quotation form duly filled and signed/sealed of the firm.

The offers shall be opened on the same date at 3.30 PM in the chamber of the **SE (MIS&IT& IT), Chambal power HOUSE Hawa Sarak RVPN Jaipur**. The sealed envelope should be marked "**Quotations for Onsite AMC of Matrix Eternity GE 6 S EPABX Systems and 140 IP Phone**."


Superintending Engineer (MIS&IT& IT)
RVPN Jaipur

Copy submitted / forwarded to the following for information:-

1. The Chief Engineer (IT), RVPN, Vidyut Bhawan Jaipur.
2. The Sr AO (Civil) RVPN, , Jaipur with request to arrange to depute any Actt / Jr.actt to attend as a member of bid opening committee on dated at 3.30 PM to open aforesaid NIT .
3. The Sr. Accounts Officer (EA-Cash), RVPN, Vidyut Bhawan, Jaipur.
4. The XEN-2 (MIS & IT), RVPN,Vidyut Bhawan Jaipur. **IT Centre JPR** ,
5. Web admin O/o SE (MIS & IT) RVPN to upload on RVPN website.
6. The Notice Board, IT centre, Jaipur.


Superintending Engineer (MIS&IT& IT)
RVPN Jaipur

QUOTATION FORM

1.0 Material and Price Schedule:-

S. No	AMC ITEM	Qty. (Nos.)	Unit Rate (Rs.)	GST @ 18%	Unit FORD Price (Including GST) in Rs	Total Price inclusive of all Taxes (Rs.)
(A)	(B)	(C)	(D)	(E)	G= (D+E)	H= (G+C)
1	Onsite AMC of - Matrix Eternity GE 6S Small EPABX Systems with in built 4 port voice mail , no. of extension :24 , no. of junction :8 , no. of expandable ports :96 , operators Console :01 Compatible : ISDN , IP Gateway Card for 16 Channels , IP Soft phone Client Licence , GSM Card for 4 nos. GSM SIM & Main distribution frame	1				
2.	Matrix Sparsh IP Phones	140				
Total Amount in Rs.:						

Note: - The unit rate quoted in column no. (D) Shall include any applicable transportation, insurance charges, custom duty taxes etc, but excluding GST.

Total Price in words _____

Name of Bidder/Co. Name: Signature of Bidder with Seal

Bidding document for Onsite AMC Matrix Eternity GE 6S EPABX Systems and 140 IP Phone is to be submitted to the office of SE (MIS & IT) Chambal power House ,Hawa Sarak Jaipur (Raj).

(2) (A) **ELIGIBILITY CRITERIA:** -

Sealed tenders are invited from various bidders for the Annual Maintenance Contract for Onsite AMC of - Matrix Eternity GE 6S EPABX Systems and 140 IP Phone from eligible bidders as per eligibility criteria given below:-

- I. the bidders should have successfully executed similar contract in at least one no Govt. / PSU / Autonomous bodies of repute or any other organization heaving work order value Rs. 50000/- or more (copy of work order & work completion satisfactory certificate required .)
- II. The bidders should have facility of Service of reputed brand of Matrix Eternity GE 6S EPABX Systems and 140 IP Phone. (Certificates required)
- III. The bidders should have experience of at least one year or more on maintenance of such type of work preferably in one Govt. / PSU / Autonomous offices or any other organization or any other reputed company. (Certificate required)
- IV. The bidders should have sufficient trained man power having experience of repair maintenance of Matrix Eternity GE 6S EPABX Systems and 140 IP Phone facilities are available.
- V. The bidders should have GST registration with the relevant statutory authority.
- VI. The bidders should be having annual turnover for service contracts at least of Rs.1.0 Lac in each last two financial year.
- VII. The bidder may receive the tender form, before the last date, from the office of SE (MIS & IT) Chambal power House Jaipur (Raj) or alternatively, the bidder may download the tender document from the RVPN web site. All tender forms must be complete in all respects and dropped before the last date and time, mentioned, in the Tender Box placed at the above-mentioned address along with the other tender documents. Bidders will submit "in sealed envelopes, addressed to the office of SE (MIS & IT) Chambal power House Hawa Sarak Jaipur (Raj) .

The complete bidding documents should be kept in one envelope and sealed and super scribed with the name of work on the top of envelope.

(B) In the bid, the bidders will have to accept all the terms and conditions as mentioned in tender document. The validity period of the tender shall be for 90 days from the date of opening of tender document. Bidder will also have to deposit the following documents in the Bid.

1. Company's profile on the letter head bearing full address and it must contain the following details along with self-attested proof of all the documents:

- i) Place of registration
- ii) GST No.if available
- iii) PAN No.
- iv) Telephone / Mobile No. / Email ID.
- v) Official Address along with Contact Details & email address.

RVPN reserves the right to accept / reject any or all of the quotations without assigning any reason what so ever. Unrealistic prices quoted by the bidder would debar them from being considered for this and future contracts by this office.

The right is reserved by the RVPN to revise or amend the tender documents prior to the date notified for submission of the tender. The addendum or corrigendum shall be notified / published at RVPN Website. Bidders are advised to look at RVPN website regularly for any such addendum/corrigendum.

Any false information furnished by the contractor shall lead to out the firm from tender process.

Tenders are liable to be summarily rejected due to incomplete, incorrect information and / non fulfillment of eligibility criteria The S E (MIS&IT) decision shall be final and binding on the bidders.

Sealed tenders/envelopes super scribed as Onsite AMC of - Matrix Eternity GE 6S EPABX Systems and 140 IP Phone be deposited in the office of SE (MIS & IT) Chambal power House Jaipur (Raj).

2. The number of IP Phone to be covered under AMC may increase or decrease during the period of contract.
3. During the period of contract the bidders will be responsible for proper and consistent functioning of all the Matrix Eternity GE 6S EPABX Systems and all 140 IP Phone.
4. In case EPABX Systems goes out of order, the repair work should be carried out by the bidder in the premises of installation. Only such work, which cannot be executed in the premises of installation, will be allowed to be carried out in the workshop of the firm with the prior permission of The SE (MIS & IT) for which no extra charges etc. will be paid. The maximum period for normal functioning of the EPABX system and IP Phone shall be of 48 hrs (2 days). Beyond the stipulated period a penalty of Rs. 500.00 per day shall be imposed or shall be recovered from the bill/payments of subsequent month/s.
5. The payment will be made to the firm on quarterly (03 months) basis on successful completion of each quarter (03 months) on submission of the bill in triplicate in the name of SE (MIS & IT) along with satisfaction report from the concerned in charge of work i.e. AEN (MIS &IT) /JEN(MIS &IT) under control of XEN- (MIS & IT).
6. Bidder is advised to visit the site of Matrix Eternity GE 6S EPABX Systems and 140 IP Phone, installations before quoting the price.
7. The bidder is advised to acquaint himself with the job involved, examine site conditions, labor, power, water, material availability, transport, communication facility, environmental regulation, laws & bye laws of statutory bodies and collect all information that is necessary for preparing the bid and for entering into a contract. The cost of visiting the site and collecting information for the purpose of the bid shall be on bidder's account.
8. While submitting the quotation, the bidder will be deemed to have accepted, understood and accepted all the terms and conditions stated in this document and no change, whatsoever will be entertained by RVPN.
9. The bidder shall ensure that Matrix Eternity GE 6S EPABX Systems and 140 IP Phones are in proper working conditions throughout the contract period.
10. No interest will be paid, if the payment is delayed due to any reason.

TERMS & CONDITIONS OF CONTRACT:-

(1) SCOPE OF WORK of AMC /TECHNICAL SPECIFICATION

The scope and nature of services to be provided by the bidder shall include scheduled on site preventive maintenance services which cover periodic and break down servicing, along with replacement of parts became defective and other consumables, if required during the contract period. The rate quoted for services shall also include the charges for deputing manpower if required. The routine maintenance service which shall include at least the following services:

1. Calls will be addressed by firm between 9.30am to 6.00 pm. Support will be available from Monday to Saturday from 9:30 AM to 6 PM. except Sunday, Public & National Holidays.
2. Response Time: - Response time for the calls will be 4 hrs from the complaint register to firm. If the call is logged before 2 pm otherwise it will be attended on the next business day
3. Resolution time: - Resolution time will be 24 hrs. If the problem is not resolved, stand by parts will be provided by the firm until the problem is resolved.
4. Sufficient quantity of spares will be maintained by the firm to ensure uptime. Whenever the repair of equipment is likely to take more time than stipulated time, spare equipment will be provided.
5. This Annual Maintenance Contract does cover: - The repair, maintenance of EPABX System & 140 IP phones and power supply unit with parts i.e on comprehensive basis.
6. Unscheduled-on call corrective and remedial maintenance.

TERMS

- (A) This agreement is initially for the period mentioned above or commencing from the date as mutually agreed upon and may be renewed at expiry, for a further period of one year at each time unless specifically terminated by either party in giving minimum one month's written notice prior to the end of the maintenance contract period, under the agreement.
- (B) The RVPN shall be responsible for providing proper power source.
- (C) The RVPN will provide adequate working space to firm personnel for maintenance purpose.
- (D) The RVPN shall not directly or indirectly open, alter try to tamper with or in any way do any act which result in intruding with the internal operation of the machine (expert routine input/output). None other than FIRM personnel have authority to alter or change any item inside the system.
- (E) The RVPN shall not be entitled to assign this Service arrangement or any benefit or interest herein to any other external agency without the prior written consents to firm.

CHANGE OF LOCATION

- a. During the period, this maintenance agreement is in effect; the system shall not be relocated or shifted without the prior written consent of RVPN & if any shifting is required by the RVPN, all cost shall be borne by the firm.
- b. In case of relocation of the system, RVPN will not pay any relocation charges, Installation charges varying as to the nature of location and complexities involved in shifting the systems.

LIMITATION OF LIABILITY

Firm Liability under this agreement does not extend to:

- a. Any work external to the machine, which affect performance of the machine, like power supply, cable from main power supplies, etc.
- b. Any repair or alteration arising out of any damage or physical loss caused by natural calamities or for any reason beyond the control of either party shall be rendered by firm .

JURISDICTION

In case if any dispute or differences arising at any time between the parties in respect of this instrument, they shall be resolved in accordance with and subject to the provisions of the Indian Arbitration ACT. 1940 and only courts at Jaipur shall have jurisdiction, in all matters arising out of or connected with this agreement.

The servicing and maintenance shall be carried out without disturbing the normal functioning of the office, The filters shall be cleaned on weekly basis and record thereof shall be maintained.

The history sheet of servicing /breakdown repairing of each and every unit shall be Maintained & verified by AEN (MIS & IT)/JEN (MIS &IT) under control of XEN- (MIS &IT) .

(2) DURATION OF CONTRACT

The contract would be initially for a period of 12 months from the date of commencement of work order. It can be extended further on the same terms and conditions, with mutual agreement between RVPN and bidder.

The contractor is also required to work on holidays in case of need for which no extra payment shall be made. Daily attendance and complaint register must be maintained and will be produced before the office / in charge of work.

(3) UNSATISFACTORY PERFORMANCE

If the performance of the contractor is not satisfactory and he fails to attend the complaints in time as stipulated in the tender, ~~fails~~ to attend the complaint to any of the works as contained in the scope of work, recovery from his bills will be made. The decision of the RVPN in respect of the magnitude of non-performance and its recovery thereof shall be binding on the contractor.

The contractor shall be responsible for the acts and deeds of its staff. RVPN will in no way be responsible for violation of any applicable law, rules and / or other loss caused either by the contractor or its staff.

RVPN reserves its right to recover from periodical payments to be made to the Contractor, any loss or damage that may be caused to the equipment, machinery, building or any other property of RVPN by negligence or any other reason whatsoever by the Contractor.

The bidder shall be bound to maintain service record of complaints received and attended by his staff. The Staff will be under the control and supervision of the Contractor including their performance and discipline.

The bidder shall be responsible to comply with the provisions of all the applicable laws and other enactments and amendments made thereto, from time to time and the labour laws as may be in force and applicable.

None of the staff of the contractor shall be liable to claim any sort of employment with RVPN.

GENERAL TERMS & CONDITIONS:-

1. Completion Period:-

The period of contract will be 12 months from the date of P.O and may be extended on satisfactory performance of work.

2. Working Hours:-

The normal working hours for various AMC works shall be 9.30 AM to 6.00 PM.

3. Estimated Cost :-

The estimated cost of AMC of Matrix Eternity GE 6S EPABX and 140 IP Phone for one year is Rs. **99,120/-** (Rupees Ninety Nine Thousand One Hundred & Twenty only) including Labor & all materials, equipment's required for this work & taxes also.

4. Performance Security:

(a). In order to secure/assure the due fulfilment of the contract, the firm shall have to deposit the performance security amount equivalent to 10% (ten Per cent) of the amount of work order in the form of BG. However, the successful bidder at the time of signing of the contract agreement, may submit option for deduction of performance security from his each running and final bill @ 10% of the amount of the bill. Performance security amount equivalent to 10% (ten Per cent) of the amount of work order will be refunded after 90 days of completion of satisfactory performance of work.

(b) Contract Agreement:

For the fulfilment of the contract you shall execute an agreement in triplicate in the prescribed form (Performa enclosed at Annexure A' on non-judicial stamp paper equivalent to 0.25% of the contract value and minimum Rupees 500/- within 15 days from issue of the letter of award/work order. Such Agreement shall be executed and signed by the competent authority of the company with seal thereon. All expenses on this account will be on firm account.

5. Scope of Work:

The scope of work has been mentioned in the term and condition of contract. The bidder takes up the work as per the Price-Schedule & term and condition of contract. All materials & T&P required for AMC of EPBAX -IP PHONE work will be provided by the bidder on his own cost. Bidder will provide man power as per work requirements.

6. TERMS OF PAYMENT:

- I. The payments shall be made as under through RTGS/NEFT only after execution of the contract documents and furnishing performance security as per the relevant clause.
- II. The 90% payment shall be made by the Sr.A.O.(EA-Cash) RVPNL, Jaipur. The bill on quarterly basis in triplicate should be submitted in the name of Superintending Engineer (MIS&IT) RVPN Jaipur.
- III. 10% (ten Per cent) as performance security amount shall be deducted from the running bill (03month). If option under clause 4 of general terms & conditions is exercised and shall be refunded after 90 days of completion of work and satisfactory performance of work.

7. **Deduction:-** GST and any other tax etc. shall be deducted from the running bills as per rules applicable. **Any statutory variation in the taxation law shall be borne by the contractor.**

7.1. Firm shall be responsible for any tax, if any, applicable under this work order and Nigam shall not entertain any claim whatsoever in this regard. Nigam shall, however, deduct such taxes at source as per the rules and issue TDS certificates to firm.

7.2. Nigam shall be entitled to deduct tax at source in accordance with the provisions of Tax Laws as applicable from time to time. In such case, necessary TDS certificate shall be issued by Nigam.

7.3. Firm shall be solely responsible for payment of all taxes, duties, license fees etc., if any, for all the equipment and material covered under this Contract to the concerned authorities as applicable from time to time.

8. IN-CHARGE OF WORK:

The Assistant Engineer (MIS&IT)/JEN (MIS & IT) under control of XEN- (MIS & IT), RVPNL, Jaipur, shall be the Officer In-charge of the work. He will verify the bills of the contractor and attend all other matters pertaining to this contract.

9. Disputes:-

All disputes, differences, questions what so ever arising between the Nigam & the Contractor in relation to or in connection with the Contract, shall be decided to have arisen at Jaipur (Rajasthan) only and no Courts other than Courts in Jaipur shall have jurisdiction to entertain the same.

10. Reserve of Rights:-

RVPN reserves the right to make any changes in the scope of works as defined in the bidding documents.

11. Termination of Contract:-

The contract can be terminated at any time if the work is not found satisfactory and non-complying the term and condition of the contract.

12. Sub letting of Contract:-

The Contract will not be sub-let in full or part thereof to any other agency by the contractor.

13. LEGAL LIABILITY:

The contractor shall be liable for all legal complications which may come up during the course of execution of this contract.

14. FINANCIAL LIABILITY:

The contractor shall also be responsible for financial liability which may occur to him or his personnel and Nigam's personnel during the course of contract. The contractor shall also be liable to pay any statutory taxes/levies & duties etc. of the State/ Central Government which may accrue during the course of contract or in future related to the contract.

15. GENERAL LIABILITY:

The contractor shall be liable for any damage, theft, missing of his own equipment and material as well as to the Nigam's material and equipment's during the course of execution of the work. In case of any kind of fatal or non-fatal accident ~~occur to the firm personal~~ all responsibility will be the contractor and RVPN will **not** share

any kind of losses/financial liabilities.

16. PENALTY:

The bidder should provide the mobile number & E-mail id for lodging the complaint of unit .The complaints must be attended by the bidder during 48 hrs , if the bidder fails to attend the complaint during 48 hrs the penalty @ of 500/- per day will be levied or deducted from the running bills of the bidder.

In case of failure to provide the service on the above terms & conditions as per order, or any part thereof a penalty of 1/4% per week or part thereof of the un-executed work subject to maximum of 10% of contract value shall be imposed on the contractor.

17. CANCELLATION OF ORDERS:

(i) Order placed can be cancelled as per the decision of SE (MIS&IT) RVPN Jaipur in consultation with Sr.AO (Civil) RVPN Jaipur or as per applicable provisions from time to time.

(ii) In case of failure to complete the work within the contract period then the Superintending Engineer (MIS&IT) RVPN Jaipur shall be at liberty to cancel the order and forfeit firm's performance security. & charge risk & cost.

18. ACCEPTANCE OF THE ORDER:

The acceptance of the order shall be intimated to the Superintending Engineer (MIS&IT), RVPNL, Jaipur within 7 days of the receipt of the order failing which it will be presumed that the terms & conditions incorporated in the order are accepted to the contractor.



**Superintending Engineer (MIS&IT)
RVPN Jaipur**

**Seal & Sign of firm
with address, Mobile No.**



RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LTD.

(On Non-Judicial Stamp of Rajasthan State of Appropriate Value)

AGREEMENT

This Indenture made at **Jaipur** on _____ this _____ day of the Month of _____ of the year _____ between the **Superintending Engineer (MIS), Rajasthan Rajya Vidyut Prasaran Nigam Ltd. ,Chambal Power House , Hawa Sarak Jaipur,** (hereinafter referred to as the Service Recipient) which expression unless the context does not permit includes his successors and assignees) of the one part and **M/s-**

.....
A Private Limited Company incorporated on.....under the**1956 (No.1 of 1956)** Companies Act and having its Branch Office at.....and registered Head Office at
.....(Hereinafter referred to as Service Providers which expression unless the context does not permit includes their successors and permitted assignees)of the second part witnesses as follows:

- 1) The Service provider does by these presents agree to provide to the Service Recipient and the Service Recipient does agree to receive the
- 2) Services from the Service provider specified in the Work Order No. **RVPN/SEMIS&IT)/XEN-3 (MIS)/AEN/ F.73 /21-21/ D. , Dated** on the terms & conditions contained in the said order. The terms & conditions of the contract and work order are considered a part of this agreement.
- 3) The Service Provider has deposited Rs...../- (in Words **Rs.** _____) towards **10%** Performance Security.
 - a. (a) In cash, or
 - b. By furnishing a Demand Draft No. _____ dated _____ drawn in favor of _____ or
 - c. The firm shall have to deposit the performance security amount equivalent to **10%** (Ten present) of contract value excluding taxes shall be deducted from the first running bill of the firm.
 - d. By furnishing a bank guarantee equivalent to 0.25% of the contract value towards security deposit with the Service Recipient for performance of this agreement by the Service Provider. The Security deposit receipt duly endorsed in favor of the Service Recipient should be lodged to his safe custody.
- 4) The Specifications of the service to be provided under this agreement shall be as set forth in the work order.
- 5) (a) The Service Providers to provide the services& supply the material:-
 - (vii) Ex-works basic price Rs..... in words only) including all Taxes
 - (viii) To F.O.R Destination(s) anywhere in Rajasthan by train.

Handwritten signatures and initials at the bottom of the page.

- (ix) Free delivery at Consignees Stores/ Site by Road Transport, duly packed in good condition conforming to the specification.
- (k) Sales tax, duties and charges etc., which may be payable as per clause No. _____ of P.O. would be the Service Provider's liability and if incurred would be to his account.
- (l) If so required by the Service Recipient, the Service Provider will book the consignments by Rail/Road to any destination stipulated by the Service Recipient.
- (m) In case the consignments are to be insured to cover risks in transit, such insurance charges, if payable extra would be to the Service Provider's account.
- (n) The Service Recipient shall not reimburse to the Service Provider any such expenditure, that may be incurred by the service provider in this behalf under clause
- (o) In case of dispute as to whether any materials supplied are or are not in accordance with specifications set forth in the schedule, the decision of the Chief Engineer (IT) /HoD RVPN shall be final and binding on both the parties.
- 6) The service shall be affected and completed as per clause No.of the work order.
- 7) Payment of the price for the services provided under this agreement shall be as under:
- 8) As per clause No 12 & as per clause No 1.(ii) table no.1(enclosed) of the Purchase Order.
- 9) The deposit made by the service provider under clause () of this agreement will be returned to the Service Provider after due fulfillment of this agreement by them.
- 10) If the Service Provider fail wholly or in part to fulfill this agreement the Service Recipient shall be entitled at his discretion to retain the whole or any part of the deposit made by the Service Provider under clause (5-ii & iii ,7, 9 & 13) and if the loss suffered by the Service Recipient exceeds the amount of said deposit, he will be entitled to recover the said loss from the Service Provider.
- 11) If any sum remains due or becomes recoverable from the service provider on account of the non-fulfillment of this agreement or on account of any other reason, the service provider shall pay the same immediately on demand. If the service provider does not make such payment on demand, the Service Recipient shall be entitled to recover the same from the service provider as arrears of Land Revenue.
- 12) All disputes arising under the said agreement, between the service provider and the RVPN pertaining to the agreement shall be subject to the jurisdiction of courts, only at **JAIPUR** in Rajasthan alone.
- 13) shall be deputed from the service provider from to

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14) In witness of the due execution of this agreement the parties have hereunder set their hands.

Signed and delivered by

In case of limited/ Partnership Shri _____ (1)
Signature.....

Companies & Firms Designation (2)
Signature.....

For and on behalf of _____ (1)
Signature.....

In presence of witness (2)
Signature.....

In the presence of witness:

Shri _____ Designation (1)
Signature.....

Shri _____ Designation (2)
Signature.....

Signed and delivered by the _____ RVPN by order and on behalf of the CMD of the Nigam.

Rajasthan Rajya Vidyut Prasaran Nigam Ltd. (Seal to be affixed)

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