



SOUTH ASIAN UNIVERSITY

Akbar Bhavan, Chanakyapuri
New Delhi – 110 021

Phone: +91 -11-24122512 – 14 Fax: +91-11-24122511 www.sau.int

INVITATION OF BIDS

Comprehensive AMC Services for

Siemens HiPath Digital-IP Based EPABX System

SAU/SP/ICT/2020/01122020 dated 01 December 2020

The South Asian University (SAU) is an international university sponsored by the eight member countries of the South Asian Association for Regional Cooperation (SAARC) viz. Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka.

The University invites sealed bids from reputed authorized distributors/dealers/retailer etc. for providing AMC services for Digital-IP Based EPABX System at SAU.

The EPABX system to be supported has the specifications given below:

TABLE 1: System Specifications

S.No.	Description	Qty.
1	Siemens EPABX System 3800 Hi-Path	2 Box
2	SLMA24 card (Analog)	7 Nos.
3	SLMO8 Card (Digital Card)	2 Nos.
4	TMANI8 (Trunk Card)	2 Nos.
5	DIUT 2 PRI Card (30 channel)	1 No.
6	Call Billing Software (SMDRCAP V8.3.9)	1 No.
7	Lines	184 Extensions, 30 Channel PRI, 16 Trunk Lines
8	Digital Phone sets (Opti Point 500 & Open Stage 15 T) and Analog phone sets (Beetel M53 or similar)	

Comprehensive AMC services shall include any and all repairs / replacements (due to any reason whatsoever) that may be needed to be carried out to keep the system functional. No extra cost whatsoever shall be payable.

Additional extensions as and when activated would attract the same monthly per extension AMC charge (excluding the cost of new instrument, if needed).

PROPOSAL DUE DATE: 21 DECEMBER 2020



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Terms and Conditions for Submission of Bids

1. The Bid must be made in a duly sealed and signed cover with the Contract Name and Tender Number at the top left corner of the envelope and addressed to the **Assistant Registrar (Stores & Procurement), Room No. 424 Floor, South Asian University, Akbar Bhawan, Chanakyapuri, New Delhi 110021** or submitted at the Reception of South Asian University. The university assumes no responsibility in respect of a bid not made and/or not submitted as required.
2. The Bid must reach the university no later than **3:00 PM on Proposal Due Date**. The University may reject any late submitted Bid. All timely-received bids are scheduled to be opened on the same date **at 3:30 p.m.** If this date is declared a holiday, the same will be done on the next working day.
3. All valid Bids shall remain valid for a period of 60 (sixty) days after the last date for the submission of bids.
4. There is no bid security or EMD but bidder has to give Bid Security Declaration as per format specified in Annexure II.
5. While submitting their bids, the bidders are required to submit a duly-certified copy of the stipulated conditions evidencing their full acceptance of the terms and conditions and without which their bids are liable to be rejected summarily.
6. The Bid must be typed or legibly written in English with indelible ink and signed with official stamp by a person duly authorized to sign on behalf of the vendor.
7. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish any information required by the bidding documents or submission of a Bid not substantially in every required term of the bidding documents may result in rejection of bid.
8. The bid proposal must be properly indexed and bound with all the pages duly signed and stamped. Any loose or unauthenticated document submitted by bidders will not be considered.
9. The price of each item should be indicated in the price schedule given in Annexure I. The applicable Tax should be indicated separately, if any. Additional charges to be levied should be clearly specified. The vendor shall quote only in INR.
10. The contract price(s) shall remain fixed for the purposes of the vendor's due performance of the contract.
11. Uncertain/incomplete offers shall not be considered. The vendors are advised not to quote different options for the same item but, furnish the most competitive among the options available. A Bid submitted with an adjustable price shall be treated as non-responsive and may be rejected.
12. The bidder shall make a duly-signed declaration that he/she has never been convicted on the ground of moral turpitude and that no civil or criminal case is continuing or pending against him/her or against any other natural or legal person he/she represents or claims under.



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13. The University has the right to withdraw this invitation at any time prior to its any acceptance, and to reject any bid without assigning any reason.
14. The University will accept the bid which it has found to be the lowest evaluated bid and in substantial/material conformity with the documents inviting bids.
15. The goods shall be supplied within 4 weeks from the date of receipt of the purchase order. The date of supply and installation shall be strictly adhered to, failing which the University reserves the right to reject the goods and claim reasonable damages or make an alternative purchase at the supplier's cost and risk. If the supplier fails to supply and install the goods within the above mentioned period, a reasonable compensation may be recovered at the rate of 1% of the cost of the order for every week of delay or a fraction thereof, subject to a maximum of 10% of the cost of the goods. If and when required, an extension for the date of delivery should be obtained reasonably in advance and for a proper justification. Part supplies will not be accepted.
16. **PERFORMANCE SECURITY:** Performance security of 10% of the total value of the contract may be furnished in the form of an Account Payee Demand Draft/ Fixed Deposit Receipt/or a Bank Guarantee from any Scheduled Commercial Bank in an acceptable form to the University drawn in favour of **South Asian University**, payable at New Delhi. Performance security shall remain valid for a period of sixty days beyond the AMC validity period. No interest will be payable by SAU on the Performance Security.
17. **SERVICE LEVELS:** All complaints shall be addressed, at the most, within the same business day if reported in forenoon or by next business day if reported in the afternoon (Severity 1). Problems relating to the EPABX hardware or software or complaints impacting multiple users or top management user(s) must be resolved within **four hours** of reporting (Severity 2).
18. **PAYMENTS & PENALTIES:** Payments will be made after the last working day of each quarter against a proper invoice. If any Severity 1 complaint is not resolved within the stipulated service level resolution time then 1% of the monthly payable amount will be deducted for each day (or part thereof) of down time from the payment due. For Severity 2 problems, a penalty of 5% of the monthly payable amount will be deducted for each day (or part thereof) of down time from the payment due. Penalties for each incident shall be capped, subject to a maximum of 10% of the monthly payable amount for Severity 1 complaints and up to 25% of the monthly payable amount for Severity 2 complaints.
19. Matters regarding any dispute shall be referred for arbitration to any Officer appointed by the President of SAU, whose decision shall be binding and final.
20. Please note that South Asian University is an International Organization declared by the Central Government in pursuance of Section 3 of the United Nations (Privileges and Immunities) Act, 1947 (46 of 1947) and is therefore entitled to claim refund of Goods and Services Tax (GST) paid on the procurement of Goods and/ or Services.

We have been allotted UIN: 0717UNO00175UNQ

Please ensure that our UIN is mentioned on all invoices raised on us for the goods and services supplied. The invoice raised should be in conformity with the various provisions of respective GST Acts and should include the following-



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- The Invoice should be Tax Invoice;
- Name, address and GSTIN of the supplier;
- Invoice Number;
- Date of issue
- Name, address UIN of the recipient;
- HSN code of goods or Accounting Code of services (SAC);
- Description of goods or services;
- Quantity in case of goods and unit or Unique Quantity Code thereof;
- Total value of supply of goods or services or both;
- Taxable value of supply of goods or services or both considering discount or abatement, if any;
- Rate of tax (central tax, State tax, integrated tax, Union territory tax or cess);
- Amount of tax charged in respect of taxable goods or services (Central Tax, State Tax, Integrated Tax, Union territory Tax or cess);
- Place of supply along with the name of State, in case of a supply in the course of inter-State trade or commerce;
- Address of delivery where the same is different from the place of supply;
- Signature or digital signature of the supplier or his authorized representative.

**Assistant Registrar
Stores & Procurement**



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Annexure I

Price Schedule for AMC of Siemens HiPath Digital-IP Based EPABX System

S.N O.	[A] Description	[B] Tax <i>exclusive</i> Unit Price (INR)	[C] Tax %	[D] Tax <i>inclusive</i> Price (INR)
1.	Per Extension AMC Price* (168 analog extensions, 16 digital lines, 30 channel PRI)			
2.	New analog handset (Beetel M53 or better)			
3.	New Digital handset (OpenStage 15T or better)			

***THIS ANNUAL PRICE INCLUDES MAINTENANCE OF EPABX, CABLING / CONDUITS / DBs etc, ANALOG HANDSETS (Beetel M53 or similar) and DIGITAL HANDSETS (Opti Point 500 & Open Stage 15 T)**

DECLARATION

1. This is certified that the rates quoted above are not more than the rates charged from any other Government Institution/Department/Organization.
2. I/We have gone through the terms & conditions stipulated in the tender document and undertake to abide by the same.
3. No other charges would be payable by the University.
4. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of the services as required under this tender.
5. We are not black-listed by any Central/State Government/Public Sector/Educational Institute Undertaking in India.
6. I/we undertake that the documents submitted are genuine/ authentic and nothing material has been concealed there from and that I/we are not debarred by any Government organization and are competent to have the contract. I/we understand that the contract is liable to be cancelled, if found to be having obtained, through fraudulent means/concealment of information.



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Full Name of the Bidder:

Signature of the Bidder: Date:

Official Seal

Complete Address: _____

Contact Nos. _____



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Annexure II

[The Bidder shall fill in this Form in accordance with the instructions indicated]

Date: *[insert date (as day, month and year) of Bid Submission]*

Bid No.: *[insert identification number of Bid]*

To: *[insert complete name of Contracting Authority]*

We, the undersigned, declare that:

We understand that, according to your bid inviting conditions, proposals must be supported by a Bid-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the South Asian University for a period of time of **3 years** starting on the last date of submission of this bid, if we are in breach of our obligation(s) under the bid conditions, because we:

- (a) have withdrawn/modified/amended, impaired or derogated from the tender, our Bid during the period of bid validity as specified in the abovementioned Bid;
- (b) having been notified of the acceptance of our proposal by SAU during the period of applicable bid validity mentioned in the aforementioned Bid, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the specified Performance Security upon completion of the RFP process consequent upon being shortlisted by an EOI process

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of our Bid.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Bid- Securing Declaration Form]*

Name: *[insert complete name of person signing the Bid-Securing Declaration Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____ month, _____ year *[insert date of signing]*