

TENDER DOCUMENT

TECHNICAL BID (To be sealed in Envelope-01)

**“SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF CENTREX FACILITY
FOR 525 TELEPHONES AT NPL CAMPUS FOR A PERIOD OF 5 YEARS”**

NAME OF AGENCY.....



CSIR-NATIONAL PHYSICAL LABORATORY

DR. K.S. KRISHNAN MARG,

NEW DELHI-110012.

NATIONAL PHYSICAL LABORATORY
DR. K.S. KRISHNAN MARG
NEW DELHI-110012

**NAME OF WORK: - SUPPLY, INSTALLATION TESTING AND COMMISSIONING OF CENTREX FACILITY FOR 525
TELEPHONES AT NPL CAMPUS FOR A PERIOD OF 5 YEARS.**

CONTENTS

SR. NO.	DESCRIPTION	NUMBER OF PAGES
1	CONTENTS	2
2	NOTICE INVITING TENDERS	3-4
3	ARTICLE OF AGREEMENT	5-5
4	ARBITRATION CLAUSE	6-6
5	GENERAL CONDITIONS AND SPECIFICATIONS OF THE SYSTEM	7-7
6	ESSENTIAL & DESIRABLE FEATURES OF CENTREX FACILITY	8&9
7	COMMERCIAL BID (Rate are not to be quoted)	10&11

NOTE: - The agency is to sign all papers in documents before submitted.

CSIR- NATIONAL PHYSICAL LABORATORY
Dr. K.S. Krishnan Marg,
New Delhi-110012

Notice Inviting Tender (04/ 0052 /2015-W&S)

Sealed tenders are hereby invited in two envelope system, for the below mentioned work from the National level telephone service providers having valid license for provision of basic Telephone service in Delhi service area.

Name of work	Estimated Cost/value for one year in Lacs	Tender Fee/EMD (DD in favor of Director NPL, New Delhi)
S.I.T.C. Of Centrex facility For 525 Telephones at NPL campus for a period of 5 years.	Rs. 15.375 lac	<u>Rs. 500/-</u> Rs. 31000/-

1. The tenders shall not be issued physically. The interested and eligible parties are to download the complete tender document from website www.nplindia.org.

2. The tenderers shall be required to submit the bids in two envelopes (envelopes should super scribed with envelope no. & documents in envelope).

Envelope- 1:- Technical bid will contain the following:-

- (A) Tender Fee& EMD.
- (B) Valid license for provision of basic telephone service in Delhi service area.
- (C) Complete tender document downloaded from website marked as Technical Bid along with compliance report from the bidders and duly signed.
- (D) Other relevant documents like company profile, list of clients etc.

In case any of the above documents is found missing or non satisfactory, the tender may be rejected. Envelope-2 of such agencies shall not be opened.

Envelope-2:- Will contain Financial Bid .

(3). Prebid conference shall be held **on 26/10/2015, at 2.30 PM** in conference room on 2nd floor, NPL main building. The minutes of prebid meeting shall be available on website.

4. Envelope-1 & 2 are to be sealed (**lakh sealed**) separately. Both the envelope are to be sealed in bigger size envelope. The tenders are to be dropped in the box **kept in the office of undersigned latest by 2:30 pm on 03/11/2015.**

5. The tenders will be opened **on 03/11/2015, 3:00 pm**, in the presence of tenderers or their representatives if any. Only Envelope-1 shall be opened on this date & time.

6. The bidders shall be qualified after scrutiny of credentials.

7. Envelope-2 shall be opened only of qualified bidders, on notified date & time, in the presence of qualified tenderers or their rep., if any. The notification shall be available on website.

8. When no rate has been quoted for any item, leaving space both in figures, words and amount blank, it will be considered that the tenderer has included cost of this item in other items and rate for such item will be considered as zero and work will be required to be executed accordingly. Tenderers must ensure that all the prints of downloaded document should be of good quality. Vogue /poor quality of printed documents and incomplete documents will not be accepted. The decision of TOC in the matter will be final.

9. Conditional tenders & tender with **use of fluid** shall be rejected.

10. The tenderer shall not be permitted to tender for work in the concerned unit of CSIR in which a relative is posted in the grade between Controller of Administration and Junior Engineer (both inclusive). He shall also intimate the names of persons who are working with him in any capacity or subsequently employed by him and who are relatives as mentioned above.

NOTE: A person shall be deemed to be a relative of another if, and only if, (a) they are members of a Hindu undivided family; or (b) they are husband & wife, or (c) the one is related to the other in the following manner: Father, Mother (including step mother), son (including step son), Son's son's son. Son's son's wife, son's daughter, son's daughter's son's wife, daughter's daughter, daughter's daughter's husband, Brother (including step brother), Brother's wife, Sister (including step sister), Sister's husband.

11. Tender submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work, validity beyond 90 days from the date of opening shall be by mutual consent.

12. The tenderer shall quote rates both in figures and words failing which, tender is liable to be rejected. On check if there are differences between the rates quoted by the tenderer in words and in figures or in the amount worked out by him, the following procedure shall be followed:

(i) When there is a difference between the rates in figures and in words, the rates which correspond to the amounts worked out by the tenderer shall be taken as correct.

(ii) When the amount of an item is not worked out by the tenderer or it does not correspond with the rate written either in figures or in words, the rate quoted by the tenderer in words shall be taken as correct.

(iii) When the rate quoted by the tenderer in figures and in words tallies but the amount is not worked out correctly the rate quoted by the tenderer shall be taken as correct and not the amount.

13. Before tendering, the tenderer shall inspect the site to fully acquaint himself about the condition in regard to accessibility of site, nature and extent of ground, working condition of site and locality including stacking of materials, installations of tools and plants (T&P) etc., conditions affecting accommodations and movement of labour etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the Employer in any circumstances.

14. Earnest money will be forfeited if the contractor fails to commence the work as per letter of award.

15. Except writing rates and amount, the tenderer should not write any conditions or make any changes, additions, alterations and modifications in the printed form of tenders. Tenderers who are desirous to offer rebate the same should be brought out separately in the covering letter and submitted along with the tender.

16. EMD of successful bidder shall be refunded immediately after completion of contract/work.

The NIT is also available at website www.nplindia.org.

Corrigendum/Addendum, if any, will be on www.nplindia.org only.

Sr. S.E. & Head SASD-04

ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT MADE AT _____ this _____ day of _____

BETWEEN the Council of Scientific & Industrial Research, New Delhi, a Society registered under the Societies Registration Act 1860 (Hereinafter referred to as the Employer, which expression shall include its successors and assignees and authorised officers of the Society) of the one part and _____ ^trading in the name and style of; _____ (herein after referred to as the contractors) which expression shall include his their respective heirs, executors, administrators and permitted assignees) of the other part. WHEREAS the Employer is desirous of

getting the work of _____ ; _____ !
done and has caused drawings, schedule of Quantities and Specifications describing the work to be prepared. AND Whereas the said specifications and the schedule of quantities and other documents have been signed by on behalf of the parties.

NOW IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS ;

- 1. In consideration of the payments to be made to them as hereinafter provided me Contractor shall upon and subject to the conditions hereinafter contained execute and complete, the work at the rates specified in the attached schedule of quantities and with such materials as are provided for and in accordance in all respect with specifications, designs, Drawings and instructions in writing.

Time for carrying out the work will be _____ and the date of commencement shall be reckoned from the tenth day of issue of award letter

- 2. The Employer shall pay to the Contractors such sums as shall become payable here under at the times and in the manner specified in the said conditions.

- 3. This agreement contains the following documents in addition to pages of Articles of Agreement.

(i) Original tender document along with the covering letter of the firm dated...

_____ Page No. 1 to _____

(ii) _____

(iii) _____ . _____

(iv) _____

In witness whereof the parties hereto have set their respective hands the day and year here in Above written.

SIGNED BY, FOR AND ON BEHALF OF EMPLOYER _____ .

In the presence of

(1) _____ (2) _____

SIGNED BY THE SAID CONTRACTOR

In the presence of

(1) _____ (2) _____

ARBITRATION CLAUSE:

(a) Except where otherwise provided in the contract, all questions and disputes relating to the interpretation of the specifications, designs, drawings and instructions herein before mentioned, and as to the quality or workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, specifications, estimates, instructions, orders-on these conditions or otherwise concerning the works, or the execution or failure to execute the same, whether arising during the progress of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of the person appointed by the Director-General, Council of Scientific and Industrial Research. The arbitrator shall be appointed within 30 days from the receipt of a request by any party. The arbitrator to whom the matter is originally referred, being unwilling or unable to act for any reason, the Director-General shall appoint another person to act as of Arbitrator in accordance with the terms of the contract, such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. The arbitrator shall give a speaking award. The award of the Arbitrator shall be final and binding on the parties. The cost of the Arbitrator shall be borne equally by both the parties.

(b) It is also a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.

(c) It is also a term of the contract that if the contractor does not make any demand for arbitration in respect of any claim in writing within 90 days of receiving the intimation from the Employer that the final bill is ready for payment, the claim of the contractor will be deemed to have been waived and absolutely barred and the Employer shall be discharged and released of all liabilities under the contract in respect of these claims.

(d) Subject as aforesaid the provisions of the Arbitration and conciliation Act, 1996, or any statutory modification or re-enactment thereof and the rules made there under and the time being in force shall apply to the arbitration reference under this clause. -

GENERAL CONDITIONS AND SPECIFICATIONS OF THE SYSTEM

1. NPL-CSIR is premier constituent laboratory of CSIR. The existing contract of contract facility is likely to expire with in a short period. The agency who is awarded the new contract, may either take over the existing infrastructure from Existing agency (NPL will not be responsible for such arrangement, it will be a purely mutual in between existing service provider and new one.) or may create their own infrastructure including necessary cabling work. If new infrastructure is required to be created by the agency, the work should be completed within two months of award.
2. Any damage made to NPL infrastructure during work should be made good by the service provider free of cost.
3. Initially 525 lines capacity will be installed in the premises but the service provider shall ensure the provision of 10% increase, If require.
4. Maintenance of the system & telephones will be responsibility of service provider without any further charge beyond quoting in financial bid.
5. The NPL shall provide floor space for equipment.
6. The actual location for individual telephones to be installed will only be provided at the time of actual execution of order.
7. NPL has satellite buildings within its campus and the Centrex facility is to be extended to all these buildings. It shall be the responsibility of the quoting agency/vendor to have a physical survey of the site, before submitting the offer. The service provider will include all costs, including all cable lying to the actual locations of the instruments.
8. The service provider will confirm that the free calls quota available for each of the lines will be pooled and adjusted against the total external calls/STD/ISD made from all the Centrex exchange lines.
9. The service provider will indicate extra expenses for installation and operation of any of the facilities mentioned in the table.
10. The service provider will enable NPL for automatic disconnection of external calls facility from any of the telephone connection. It would be desirable that this provision can be selectively implemented on some of the lines installed in the system.
11. Caller ID telephone instruments will be provided for all lines.
12. During contract any telephone can be shifted from one room to other room & defective telephone will be repaired/replaced by the service provider free of cost.
13. Billing of all telephones line will start after completion of total installation work, the billing will be on monthly basis.
14. Before quoting rates the intended bidder is advised to visit the site.
15. Average call used by each telephone is 200 nos approx.
16. Rates will be same through out contract period.
17. Service taxes if any will be extra, as applicable.

SIGNATURE OF CONTRACTOR

WITH DATE & SEAL

ESSENTIAL FEATURES FOR THE CENTREX FACILITY REQUIRED:

A. ESSENTIAL FEATURES FOR EACH CENTREX LINE:

Sr. No.	Features	Explanation
1	Directory Number	Line telephone number includes the Centrex exchange number.
2	Local Call Access	Numbers within the Centrex exchange will be called using a shortened number (4 digits).
3	Calling Line Identification	Displays the calling party's telephone number.
4	Call Waiting	Series of beeps in the midst of a conversation indicating a second call to the user.
5	Voice Mail Box (With Visual Message Waiting Indication)	Collects messages from callers who get a busy tone or a no replay and are diverted to the voice mailbox. The messages can be retrieved from any phone using a user authentication mechanism. There is also a message wait indication sent, where in the dial tone is stuttered.
6	Call Forward	This facility automatically diverts incoming calls to a user selected number when busy No Replay Unconditional Forward . The user can also forward calls to his voice mailbox as an option.
7	Call Transfer	Any call made or received and be transferred, to any other phone desired.

**SIGNATURE OF CONTRACTOR
WITH DATE & SEAL**

DESIRABLE FEATURES FOR THE CENTREX FACILITY REQUIRED:

A. ESSENTIAL FEATURES FOR EACH CENTREX LINE:

Sr. No.	Features	Explanation
1	Alarm Call	Allow the user to set up an alarm, which makes the phone ring at the set time.
2	Call Conferencing	A conference facility that allows three or more people on different phones to converse at the same time with each other.
3	Easy Hotline	A pre-designated telephone number gets automatically dialed 5 second after the handset is lifted and no number is dialed.
4	Dynamic STD/ISD/External call Locking	Lock the STD/ISD facility using a password over the telephone line.
5	Parallel Ringing	Enables simultaneous ringing of the telephone and any other pre-designated number for all the incoming calls.
6	Short Digit Dialing	Allow store up of 10 numbers that can be accessed by dialing a single digit.
7	Dial-up Internet Access	Directly connect to the internet via ISP dial up number.
8	Call Pick-up	Enables the user to pick up any call within his call pick up group by just dialing a code.
9	Auto Call Back	This feature allows users to automatically be connected to an extension that is busy or unavailable.

**SIGNATURE OF CONTRACTOR
WITH DATE & SEAL**

NATIONAL PHYSICAL LABORATORY
DR. K.S. KRISHNAN MARG
NEW DELHI-110012

NAME OF WORK: - SUPPLY, INSTALLATION TESTING AND COMMISSIONING OF CENTREX FACILITY FOR 525 TELEPHONES AT NPL CAMPUS FOR 5 YEARS.

(RATES ARE NOT TO BE QUOTED)

SR. NO.	DESCRIPTION	RATE IN FIGURE	RATE IN WORDS	AMOUNT
1	Supply, Installation, Charges of complete system (INCLUDING NECESSARY CABLING WORK, excluding cost of telephone equipment etc.)			
2	Other, if any (Please Specify)			
3	Rental Each TELEPHONE (Monthly)			
4	Free call allowance for each Telephone (Monthly)			
5	Call charges (please specify Pulse rate also) Local , Land line to land line (pulse rate.....) Local , landline to mobile (pulse rate.....) STD , Land line to Land line (pulse rate.....) STD , Land line to mobile (pulse rate.....) ISD , Land line to land line (pulse rate.....) ISD , Land line to mobile (pulse rate.....)			

6	(a) Free calls amount available for each line which will be pooled and adjusted against total external calls / STD/ISD.			
	(b) Total amount available for 525 telephone lines for free calls.			
7	Special features charges, if any, (Please specify features in separate sheet).			
8	Installation charges, if any for additional lines, including equipment and cable cost. (Above 525 lines installed capacity)			
9	S.I.T.C. of unlimited Broad band facility with 04 no. Telephone lines & 16MBPS speed.			
10	Caller I.D./ordinary telephone instrument cost for 525 telephones, if any.			

NOTE :- Service taxes if any will be extra, as applicable.

TOTAL Rs. (.....)

RUPEES IN WORDS (.....)

**SIGNATURE OF CONTRACTOR
WITH DATE & SEAL**

NATIONAL PHYSICAL LABORATORY
DR. K.S. KRISHNAN MARG
NEW DELHI-110012

NAME OF WORK: - SUPPLY, INSTALLATION TESTING AND COMMISSIONING OF CENTREX FACILITY FOR 525 TELEPHONES AT NPL CAMPUS FOR 5 YEARS.

TENDER DOCUMENT

COMMERCIAL BID (To be sealed in Envelope-02)

SR. NO.	DESCRIPTION	RATE IN FIGURE	RATE IN WORDS	AMOUNT
1	Supply, Installation, Charges of complete system (INCLUDING NECESSARY CABLING WORK, excluding cost of telephone equipment etc.)			
2	Other, if any (Please Specify)			
3	Rental Each TELEPHONE (Monthly)			
4	Free call allowance for each Telephone (Monthly)			
5	Call charges (please specify Pulse rate also) Local , Land line to land line (pulse rate.....) Local , landline to mobile (pulse rate.....) STD , Land line to Land line (pulse rate.....) STD , Land line to mobile (pulse rate.....) ISD , Land line to land line (pulse rate.....) ISD , Land line to mobile (pulse rate.....)			

6	(a) Free calls amount available for each line which will be pooled and adjusted against total external calls / STD/ISD.			
	(b) Total amount available for 525 telephone lines for free calls.			
7	Special features charges, if any, (Please specify features in separate sheet).			
8	Installation charges, if any for additional lines, including equipment and cable cost. (Above 525 lines installed capacity)			
9	S.I.T.C. of unlimited Broad band facility with 04 no. Telephone lines & 16MBPS speed.			
10	Caller I.D./ordinary telephone instrument cost for 525 telephones, if any.			

NOTE :- Service taxes if any will be extra, as applicable.

TOTAL Rs. (.....)

RUPEES IN WORDS (.....)

**SIGNATURE OF CONTRACTOR
WITH DATE & SEAL**