



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

DIVISIONAL OFFICE MUZAFFARPUR.

"JEEVAN PRAKASH" BUILDING, U.S.P.D.MARG, CLUB ROAD MUZAFFARPUR- 842002. PHONE NO. 0621-2245316, E mail- os.muzaffarpur@licindia.com

ELIGIBILITY CRITERIA FOR TENDER

The basic eligibility qualification criteria is as given below –

1. The applicant for the Tender must be a registered entity (Public Limited/Private Limited/Partnership Firm/Sole Proprietor/Individual) and should be based / having an authorized Office / Service centre in the city of Bihar preferably in Muzaffarpur .
2. The Tenderer should be empanelled vender in any division / zone / Central office of LIC of India, Banks, Railway and Central Govt PSU's.
3. The Tenderer should have a minimum average annual turnover of Rs 10 lakhs through EPABX business, for last 3 financial years. The certificate to this effect should be issued by the CA / CS / Finance Head, of the Tenderer.
4. The Tenderer should have experience of at least 5 years of Selling, Installing, Testing and Commissioning EPABX equipment to any reputed Insurance Company / Banks / PSUs / Educational Institutes such as Colleges, Universities / Central Govt. / State Govt. / Autonomous Institutes / Corporate Establishments.
5. The Tenderer should be able to provide Annual Maintenance Contract (AMC) for a period of 5 years after expiry of the warranty period.
6. Conditional tenders will not be accepted.

TECHNICAL SPECIFICATIONS FOR EPABX SYSTEM

	Description
1	Configuration required: 4 Trunk Lines (with inbuilt card) + 5 Digital Port (with inbuilt card) + 66 Analog Extensions (with inbuilt cards) + 2 hour battery backup + PRI support (with inbuilt card) + CLI (on extensions also) - (MAKE - MATRIX / CORAL / NEC / SIEMENS / PANASONIC / KAREL /SYNTEL
2	The system shall have multiple port interface facility such as Analog extension lines, Digital key phone, Trunk line and PRI. All interfaces shall be in form of the expansion cards and can be plugged into the universal slots of the system as and when required in future.
3	The system power supply should have input range 220 Volts + 10 Volts.
4	The system should have universal slot architecture to enable seamless growth by adding the desired necessary cards, as and when required.
5	It should have in-built 6 party conference facilities.
6	All the peripheral cards should be hot swappable, i.e. it should be possible to replace them while EPABX is in Power on condition.
7	The system should have in-built outgoing call log buffer for minimum 1000 calls.
8	Extension features: <ul style="list-style-type: none"> • Extension to Extension calls • Extension to Trunk calls (without STD & 0 dialing facility) • Automatic Call back • Call Transfer • Call forward • Follow me • Boss / Secretary • Do not Disturb • Priority • Emergency Reporting • Conference • Automatic Call distribution
9	The offered system should have in-built auto attendant for incoming calls.
10	Digital Key Phone Specifications: <ul style="list-style-type: none"> • Minimum 16 Programmable keys with LED indication • Message wait lamp • Ringer lamp • Minimum 2 x 24 LCD display with tiltable facility • Full Duplex Speaker Phone
11	SLT Telephone instruments with CLI (Beetel / Panasonic / Orpat)
12	System MDF MDF Box having 100 port capacity, manufactured by metal sheet with power coated and lock facility
13	Distribution Point / Junction Boxes with Krone, Frame, Metal Box, with powder coated and lock facility – 20 pair
14	Cable - (Polycab / Finolex/ Le Grande / RR Kabel) – 100 pairs, 20 pairs, 10 pairs, 5 pairs, 2 pairs
15	PVC conduit of medium duty (minimum 25 mm conduit) (Crown, AKG, Precision)
16	Casing & Capping (Crown, AKG, Precision) – a. 1 inch



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b. 2 inches

SCOPE OF WORK

1. Subsequent to signing of contract, Purchase Order will be issued by MUZAFFARPUR DIVISIONAL OFFICE. Security Deposit required for the above contract is @10% of the Purchase Order/s. Hence, the selected Tenderer (L1) will be required to deposit this amount, in the form of a demand draft drawn on any scheduled bank in favour of “Life Insurance Corporation of India”, payable at Muzaffarpur, towards Security Deposit OR The L1 Tenderer can deposit a Performance Bank Guarantee (PBG) of the full amount DD/PBG should be submitted within 5 days of issue of Purchase Order.
2. The Tenderer has to submit a certificate as per Annexure IV (Manufacturer’s Authorized Form [MAF]), from the manufacturers along with Annexure II, that the Tenderer is an authorized dealer for the sale and service of their products and the concerned manufacturer undertakes to provide spare parts to support the after sales service of the product for 5 years, post warranty period.
3. EMD of the unsuccessful Tenderers will be refunded without any interest within 30 days of issue of Letter of Intent to the L1 Tenderer.
4. Security Deposit made through DD will be retained for a period of 05 years and three months from the date of issue of Purchase Order.
5. The PBG will be as per the format in Annexure IV. It should be of a Scheduled / Nationalized Bank. The PBG should be valid, for a period of six years and three months from the date of issue of Purchase Order/s. The PBG should be sent by the issuing bank directly to MUZAFFARPUR DIVISIONAL OFFICE, Muzaffarpur by Registered Post (AD).
6. Any delay in signing the contract and/or submission of Security Deposit/PBG will attract a penalty of Rs 1000/- per day, subject to a maximum of Rs 15000. Failure to sign and submit the contract and/or submission of Security Deposit / PBG within 10 days of intimation as above may result in the forfeiture of EMD and cancellation of selection as L1 Tenderer and the contract will then be offered to the L2 Tenderer at L1 rates and so on and so forth. However MUZAFFARPUR DIVISIONAL OFFICE at its discretion may cancel the tender and the decision will be final and binding.
7. The EMD/Security Deposit/PBG will not bear any interest of whatsoever kind.
8. The selected Tenderer shall be required to execute the Purchase Order issued by within 30 days of receipt of Purchase Order. In case the Purchase Order is not implemented as per the schedule, MUZAFFARPUR DIVISIONAL OFFICE reserves the right to cancel the purchase order and forfeit the Security Deposit / PBG, in full or part, as decided by MUZAFFARPUR DIVISIONAL OFFICE.
9. The submission of the Tender will be taken as a confirmation of acceptance of our Terms and Conditions of Tender after understanding the Tender completely.
10. The whole process of EPABX Supply, Installation, Testing and Commissioning (SITC) has to be completed within 15 (Fifteen) days of issue of purchase order by MUZAFFARPUR DIVISIONAL OFFICE, Muzaffarpur.
11. L1 Tenderer must arrange to obtain Entry permits, Road permits and certificates that might be required, from all concerned local / other authorities for final delivery and should not look to MUZAFFARPUR DIVISIONAL OFFICE to obtain such permits. Delay arising in final delivery due to delay in obtaining such permits, will attract penalty as per point 5 below.
12. L1 Tenderer shall be solely responsible for any damages arising out of transit. Any damages arising on delivery or while installing for whatsoever reasons should be made good forthwith.
13. In case of delay in EPABX Installation/Commissioning after the stipulated period of 15 days, the L1 Tenderer shall be liable to pay liquidated damages at a percentage of the total purchase order subject to maximum of Rs 25000/-as detailed below -
@ 2% for the first week

@ 3% for the second week

@ 3% for every week of delay after the second week

For calculating delay as above, part of the week will be reckoned as full week.

14. Delay in the EPABX Installation & Commissioning process may also attract withdrawal of offer by MUZAFFARPUR DIVISIONAL OFFICE and blacklisting of the L1 Tenderer, apart from forfeiture of PBG, in part or in full. MUZAFFARPUR DIVISIONAL OFFICE in such a case will be free to award the Tender to L2 Tenderer at L1 rates, if L2 Tenderer agrees for the same.
15. FORCE MAJEURE CONDITION: The liquidity damages as mentioned above may not be enforced if the L1 Tenderer applies for extension of time, mentioning the reasons for such extension. Principal, MUZAFFARPUR DIVISIONAL OFFICE may grant such
16. Extension in case it is found that the L1 Tenderer is not at fault for extending the work beyond the stipulated date of completion.
17. All products have to carry a minimum one year "on site comprehensive warranty" against all manufacturing defects.
18. During the warranty period the L1 Tenderer shall provide Quarterly Preventive Maintenance Services and will have to attend to all break-down calls within 24 hours of lodging the complaint, free of cost. If the complaint is not resolved within 48 hours of lodging the same, penalty clause as mentioned in serial no 20 below will be automatically invoked.
19. The Tenderer shall remove all malba, debris, waste materials etc. and wash & clean the site at their own cost and hand over the site in proper manner on completion of work.
20. The Tenderer shall make adequate arrangements for Watch & Ward of his materials and shall ensure its safety, breakage and any theft of materials fixed or unfixed by him/her.
21. The work executed should be got approved by MUZAFFARPUR DIVISIONAL OFFICE and the Tenderer shall rectify any bad workmanship pointed out at any stage and remove from site all the rejected materials immediately.
22. The L1 Tenderer shall be responsible for application of labour laws, compensation for injury and accident to person(s) deployed at our site for execution of the work.
23. The L1 Tenderer shall ensure that no damage is caused to MUZAFFARPUR DIVISIONAL OFFICE's property, including any decorative structure / fittings, while carrying out the work. The Tenderer will have to make good / rectify such damages at its cost to the satisfaction of MUZAFFARPUR DIVISIONAL OFFICE.
24. The work shall be carried out as per MUZAFFARPUR DIVISIONAL OFFICE's instructions and the work that creates noise / disturbances are to be carried out during non-working hours and no extra payment will be made on this account.
25. The L1 Tenderer shall give due notice to MUZAFFARPUR DIVISIONAL OFFICE to check the measurements of any work, including that which is likely to be hidden before covering the same.
26. All statutory deductions such as TDS, surcharge, Education cess, Higher education cess and any other deduction as per income tax rules from time to time will be made from the payments of the L1 Tenderer.
27. Rates quoted in the Financial Bid (Annexure II), should be valid for one year from the date of issuance of Purchase Order.
28. In the Financial Bid (Annexure II), the Tenderer has to submit details of the Annual Maintenance Contract (AMC) clearly, stating the charges for such services. One service in each quarter has to be provided as a part of AMC besides attending to complaints / breakdowns etc.
29. In case of failure in providing services within a day (excluding Sundays & Holidays)), MUZAFFARPUR DIVISIONAL OFFICE reserves the right to impose penalty per item as mentioned here under, both, during the warranty and post warranty period –

Time Delay in resolving the complaint	Penalty (per item)
Within 1 day	No Penalty
Within 2 to 5 days	Rs 250/- per day including first day
Within 6 to 30 days	Rs 1250 + Rs 500 per day
More than 30 days	Rs 13250/- + Rs 750 per day, subject to a maximum of Rs 25000/-

30. The time which will be treated as the time of lodgment of the complaint will be the first call on mobile of Service Engineer or the first e-mail to the Service centre/Service Engineer from MUZAFFARPUR DIVISIONAL OFFICE in this regard, whichever is earlier. The penalty amount will be recovered from AMC charges or from PBG. E-mail address & Mobile / Phone no of MUZAFFARPUR DIVISIONAL OFFICE will be shared with L1 Tenderer after completion of work.
31. Any problem / breakdown arising in functioning of EPABX shall be rectified by the L1 Tenderer without any additional cost during the execution of the job and warranty period.
32. L1 Tenderer will have to earmark separate Service Engineer for MUZAFFARPUR DIVISIONAL OFFICE. The name of the engineer along with e-mail address, mobile number(s), landline number(s) and address of the Service Centre(s) should be provided as per Annexure VI.
33. In case of any change / absence of the Service Engineer, the same has to be intimated to MUZAFFARPUR DIVISIONAL OFFICE in advance along with e-mail address, mobile number(s) and landline number(s) of the new Service Engineer and/or Service Centre. Failure to intimate such changes will attract a penalty of Rs 1500/- on every default.
34. After EPABX Commissioning, the employees of MUZAFFARPUR DIVISIONAL OFFICE must be imparted training free of cost by the Service Engineer, on any working day except Saturday, Sunday or Holidays.
35. Any cable / casing / capping wastage necessitated during the course of installation should be within the range of 5% of estimated installation usage of the same. All wastage has to be deposited with MUZAFFARPUR DIVISIONAL OFFICE to claim the wastage charges.
36. No advance / interim payment will be made.
37. GST for AMC shall be reimbursed, if mentioned in the Invoice / bill.
38. A Completion Certificate will be issued to the L1 Tenderer by MUZAFFARPUR DIVISIONAL OFFICE on successful commissioning/completion of work, along with all necessary programming as per MUZAFFARPUR DIVISIONAL OFFICE directives.
39. Full and final payment shall be made within 30 days (subject to submission of NEFT Mandate Form, cancelled cheque & copy of PAN card), subsequent to the issue of Completion Certificate.
33. Any dispute arising out of or relating to this tender shall be deemed to have arisen in Muzaffarpur and shall be subject to adjudication by a court in Muzaffarpur only.
34. In all matters relating to or incidental to this tender, if there arises any doubt or dispute or disagreement, the decision of the Principal, MUZAFFARPUR DIVISIONAL OFFICE shall be final and binding on the Tenderer

Each page of the Tender Document must be Signed & Stamped by the Tenderer before submission.

Please also note that the Competent Authority reserves the right to accept /reject any offer or add/delete any condition/ all conditions or to cancel the process without assigning any reasons. Decision of the Corporation will be final, conclusive and binding on the offerer.

FINANCIAL BID

We hereby quote the following rates for Supply, Installation, Testing & Commissioning of EPABX equipment at MUZAFFARPUR DIVISIONAL OFFICE, Muzaffarpur :-

Section	SI No	Description	Rate	Quoted rate	
A	1	Supply, Installation, Testing & Commissioning of Digital EPABX systems as defined in the Technical Specifications(Sr. Nos. 1 to 16) of Annexure I (MATRIX/CORAL/NEC /SIEMENSPANASONIC / KAREL / SYNTEL)inclusive of 8 Trunk Lines + 8 Digital Port+ 66 Analog Extensions + 2 hour battery backup + PRI support + CLI (on extensions also) - Future expansion facility required: minimum 66 analog ports, Digital ports, 1 PRI port. (MATRIX / CORAL /NEC / SIEMENS / PANASONIC / KAREL/ SYNTEL)			
		a	MATRIX	Per unit	
		b	CORAL	Per unit	
		c	NEC	Per unit	
		d	SIEMENS	Per unit	
		e	PANASONIC	Per unit	
		f	KAREL	Per unit	
		g	SYNTEL	Per unit	
	2	Digital Key Phone		Per unit	
		a	BEETEL	Per unit	
		b	PANASONIC	Per unit	
		c	ORPAT	Per unit	
	3	SLT Telephone instruments with CLI		Per unit	
		a	BEETEL	Per unit	
		b	PANASONIC	Per unit	
	4	16 Port Analog Card (optional)		Per unit	
		a	PRI Card (optional)	Per unit	
		b	66 port System MDF	Per unit	
		c	Distribution / Junction Boxes (20 pair)	Per unit	
	B	5	Cable - (Polycab / Finolex/ Le Grande / RRKabel)		
			a	100 pair cable	Per meter
b			20 pair cable	Per meter	
c			10 pair cable	Per meter	
d			5 pair cable	Per meter	
e			2 pair cable	Per meter	
C	6	PVC conduit of medium duty (minimum 25mm conduit) (Crown, AKG, Precision)			
	7	Casing & Capping (Crown, AKG, Precision) -			
		a	1 inch		
D	8	Comprehensive Annual Maintenance Charges (AMC) IN RUPEES			
		A	1st year		
		B	2nd year		
		C	3rd year		
		D	4th year		
		E	5th year		



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Note: L1 will be decided on Grand Total of Section A+C+D in make described in above table. Cabling already finished.

1. All the columns should be filled legibly and clearly.
2. It must give only the relevant price information, both, in figures and words.
3. There should not be any omission, error, overwriting, cutting or any form of alteration while quoting the rates. Any discrepancy in this regard may result in the Tender being rejected.
4. The rates quoted should be inclusive of all freight charges, duties (excise, customs, octroi etc.), taxes (sales, service, VAT etc.), insurance and/or any rates or impositions by the Central and/or State Governments, whatever are leviable in respect of Supply, Installation, Testing and Commissioning of EPABX equipment.

Place:

Date:

(Signature, Designation & Seal of Authorized Official)



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Annexure III

(Format Of Performance Bank Guarantee For 10% Of The Order Value Of The Contract To Be Submitted By L1 Tenderer To Be Given In A Non-Judicial Stamp Paper / E-Stamp Of Appropriate Value)

This Deed of Guarantee executed by the _____ (bank name) “A Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Muzaffarpur and other places “having its head office at _____(hereinafter referred to as “the Bank”) in favour of Life Insurance Corporation of India, Corporation established by LIC Act 1956, having its Zonal Training Centre, “Jeevan Vidya”,60-A,Arera Hills, Muzaffarpur -462011 (hereinafter referred to as “the Corporation” or “MUZAFFARPUR DIVISIONAL OFFICE”)” for an amount not exceeding Rs._____/-(Rupees _____ only) at the request of “Vendor Name & Address” _____ (hereinafter referred to as the “Vendor”).

This Guarantee is issued subject to the condition that the liability of the Bank under this Guarantee is limited to a maximum of Rs. _____/-(Rupees _____ only) and the Guarantee shall remain in force upto _____ date (valid for a period of _____) and cannot be invoked, otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ Date by the Corporation.

And whereas _____-(Vendors name) having its head office at _____-(address), has undertaken to supply the _____ as per purchase order ref: _____ dated _____ as per the terms and conditions of purchase mentioned as per the terms and conditions of the Bid for _____ dt. _____.

And whereas the Bank _____ “name and address” has agreed to give on behalf of the vendor a Guarantee:

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, upto a total amount of Rs._____/-(Rupees _____ only) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default as per the terms and conditions of the Bid for _____ dt. _____ and without cavil or argument, any sum or sums as specified by you within the limit of Rs._____/-(Rupees _____ only) as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.
- Our liability under this guarantee is restricted to a sum of Rupees _____ Rs _____/-(Rupees _____ only).
- The Bank Guarantee will be valid up to _____. (63 months)
- A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/full sum under the guarantee to the Corporation.
- The Corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

DATED AT THIS DAY OF

SEALED & SIGNED BY THE BANK



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Annexure IV

Part I - Manufacturer’s Authorization Form (MAF)
(*To be submitted on Company (OEM)’s letterhead)

To,
The Chairperson, Stores Committee,
Life Insurance Corporation of India,
Divisional Office Muzaffarpur.

Dear Sir/Madam,

Manufacturer’s Authorization Form (MAF)

REF: Your Tender Ref No.....Date.....

We, M/s _____ who are established and reputed manufacturers of _____ having factories/Depot at _____ and _____ do hereby authorize M/s _____ (Name and address of Tenderer) to offer their quotation, negotiate and conclude the contract with you against the above Tender.

We hereby extend our commitment/ standard guarantee and comprehensive warranty for one year as per terms and conditions of the Tender and the contract for our equipment quoted/services offered against this Tender by the above firm.

We also extend our back to back service support and assurance of availability of our equipment their components and consumables as per terms and conditions of the Tender, to M/s _____ for a period of 60 months after expiry of warranty period.

Dated at _____ this _____ day of _____ 20__

Signature of the Company’s Authorised Official Name:

Designation:

Name & Address of the company:

Seal of the Company:



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Annexure V

Part I - Particulars of Regional / Branch / Service Centers / Service Engineers

	Type of Office	Address	In charge, Mobile No, Landline No, e-mail id	Name of Service Engineer – email id, mobile no, landline no
1	Regional			
2	Branch			
3	Service Centres			

Place:

Date:

(Signature, Designation & Seal of Authorized Official)