

**NOTICE INVITING TENDER FOR RENEWAL OF OEM'S COMPREHENSIVE
SUPPORT AND WARRANTY LICENSES FOR AVAYA IPPBX SERVERS/APPLIANCES &
CONTROL UNIT IN IIM TIRUCHIRAPPALLI**

Tender No. IIMT/2021-22/IT/IPPBX/18 dated: 20.07.2021

(E-Procurement Mode)

Details	Date	Time	Venue
Name of Work/ Service	<i>“Tender for Renewal of OEM’s Comprehensive Support and Warranty Licenses for Avaya IPPBX Servers (02 Nos) & Control unit in IIM Tiruchirappalli”</i>		
Date of issue of Tender Document	20.07.2021	18.00 Hrs. onwards	-
Pre bid Clarification	29.07.2021	15.00 Hrs.	If the Bidder has any query/clarifications, please e-mail to purchase@iimtrichy.ac.in till 3.00 pm, 29.07.2021.
Last date for Submission of Tenders	16.08.2021	15.00 Hrs.	-
Opening of e-Tenders	16.08.2021	16.30 Hrs.	
Tender Document	The tender document can be downloaded from the IIM TRICHY website https://www.iimtrichy.ac.in/tender-published and MHRD e-Wizard Portal (https://mhrd.euniwizarde.com)		
Mode of Submission of Tender	In MHRD e-Wizard Portal(https://mhrd.euniwizarde.com/)		

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Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

1. Registration Process on Online Portal

- a. Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b. The bidders to choose a unique username and assign a password for their accounts.
- c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- d. Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- e. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- f. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token

2. Tender Documents Search

- a. Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b. Once the bidders have selected the tenders they are interested in; they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested tenders’ folder.
- c. The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. Amendment of Bid Document

- a. At any time prior to the deadline for submission of proposals, IIM Tiruchirappalli (IIM Trichy) reserve the right to add/modify/delete any portion of this document by the issuance of a

Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

- b. The Institute may at its own discretion extend the last date for the receipt of bids.
- c. IIM Trichy reserves the right to cancel the tender without assigning any reason at any stages of evaluation before finalization.
- d. IIM Trichy also reserves the right to, at any time and in its absolute discretion the following:
 - Accept or reject all bids.
 - To obtain further clarification or supporting documents during the evaluation.
 - To suspend, discontinue, modify and/or terminate the Tendering process at any time.

4. Assistance to Bidders

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b. Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.03@gmail.com, eprochelpdesk.06@gmail.com

5. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).

6. The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com>) only.

NOTICE INVITING TENDER

1. OVER VIEW

Indian Institute of Management Tiruchirappalli (IIM Trichy) is an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Government of India, is the eleventh IIM and was instituted on 4th January 2011. More details about IIM TRICHY are available in our website www.iimtrichy.ac.in.

IIM TRICHY invites e-Tender for ***“Tender for Renewal of OEM’s Comprehensive Support and Warranty Licenses for Avaya IPPBX Servers/Appliances & Control unit in IIM Tiruchirappalli”***.

2. BID PREPARATION

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

3. SCOPE OF WORK

Along with the renewal of support, upgrades and warranty licenses, the successful bidder has to do the following as well before releasing the payment:

- a. The successful bidder has to go through all the configurations in the IPPBX Server and firmware upgrades need to be installed/updated on the existing appliances.
- b. The successful bid should make necessary fine-tuning of the configurations on both the IPPBX appliances that are working on HA mode.
- c. In addition to the OEM’s support, whenever there are complicated issues, the successful bidder has to virtually support the IT Team of IIM Trichy to troubleshoot the same.

4. PROCEDURE FOR SUBMISSION OF TENDER

- a. Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The tender document should be downloaded from the IIM Trichy website <https://www.iimtrichy.ac.in/tender-published> and e-Wizard Portal <https://mhrd.euniwizarde.com/>
- c. The bidder(s) shall not make any changes or amendment in the tender document as published in the IIM Trichy website and MHRD e-Wizard Portal.
- d. All the pages of the tender document being submitted must be duly (Digitally) signed as per the procedures and requirements stipulated herein.
- e. The tender document should be filled in legible handwriting/printing/typing without any ambiguity.
- f. The bidder(s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of GST Registration Certificate, PAN and Bank account details should be submitted along with the Tender document. The names appearing on all these documents and tender document should be same or linked.
- g. Manufacturer's Authorization Letter (MAF) from the OEM clearly indicating that the bidder is competent to sell & provide the required services for the items. Bidder should submit Manufacturer's Authorization Letter (MAF) along with the tender document, failing which the tender will not be considered.
- h. If any correction is necessary in the information provided by the bidder, the same should be made after scoring out the old entry. In any case, there should not be any over writing. All the corrections should be attested with full signature of the bidder with date.
- i. It is construed that the bidder has read all the terms and conditions before submitting their offer. The bid declaration as given in the [Annexure-IV](#) to the effect of stating that the terms and conditions of the tender have been read and abided by the tenderer shall be furnished.
- j. The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. An undertaking to this effect in the Company letter head duly signed by the owner / partner or both to be enclosed,

as per [Annexure-V](#).

- k. Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- l. The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.

5. SUBMISSION OF BIDS

The Online bids (complete in all respect) must be uploaded online in single covers as explained below:

- i. The following documents are to be furnished as single PDF file by the bidder(s) as per the tender document except [Annexure-II](#) of Price bid-BoQ
- ii. Bid declaration form as per [Annexure - IV](#).
- iii. Undertaking certificate as per [Annexure – V](#).
- iv. Copy of PAN and GST Registration.
- v. Duly (Digitally) Signed Tender document and it's all annexures.
- vi. [Annexure-II of Price bid](#) –BoQ in MS Excel “.xls” format should be uploaded in the same cover.

6. PRE-BID MEETING

If the Bidder has any query/clarifications, please e-mail to purchase@iimtrichy.ac.in till 3.00 pm, 29.07.2021.

The Answers / clarifications will be communicated to the bidder after pre bid clarification deadline (i.e 3.00 pm, 29.07.2021).

7. OPENING OF BID

The tenders received from all the bidders will be opened by the Purchase Committee on **16.08.2021** at 16.30 hrs.

The Institute reserves the right to accept or reject any or all the offer including the lowest without assigning any reason.

8. GENERAL TERM & CONDITIONS

a) PAYMENT TERMS

- i. No advance payment will be made in any case.
- ii. Payment will be released after successful renewal of OEM's Comprehensive Support and Warranty Licenses for Avaya IPPBX Servers/Appliances in IIM Tiruchirappalli within 25 days' subject to submission of Invoice/Bill with all relevant screenshot documents like support and warranty activation, validity, etc.

- iii. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Supplier/Vendor/Service Provider's bills.

b) WARRANTY OF QUALITY

- i. The item supplied should carry the warranty as per requirement mentioned in Technical Specification Section([Annexure – III](#)).
- ii. The defects, if any, during the guarantee/warranty period are to be rectified free of charge by arranging free replacement wherever necessary.

c) PENALTY CLAUSE

Deficiency/delay in Supply will be construed as lapses on the part of the vendor. Such lapses due to vendor will be viewed seriously and penalties will be imposed on the vendor in case of any delay in providing the required materials as covered by this Tender within the stipulated date and timings. IIM Trichy reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Trichy, shall be final and binding

d) DELIVERY SCHEDULE

- i. The successful bid should complete the renewal of Avaya IPPBX Server support, upgrades & warranty license within **5 days** from receipt of the Work Order.
- ii. The successful bidder has to go through all the configurations in the IPPBX Server/ Control unit and firmware updates need to be installed/updated on the existing appliance.
- iii. The successful bid should make necessary fine-tuning of the configurations on both the IPPBX appliances that are working on HA mode.
- iv. OEM should send the activation key/license and all other communications to ites@iimtrichy.ac.in
- v. In case, the firm fails to renew the required items within specified period, the purchase order as a whole may be terminated. Applicable penalties would be levied to the supplier/vendor. The decision of the competent authority in the matter of penalties would be final and binding.

e) CONDITIONAL BIDS

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.

f) BIDS CRITERIA

- i. Tender must be submitted with the rates for all the items and any incomplete tender will not be considered.
- ii. The Rates quoted by the tenderer should be inclusive of all but **except GST** and must hold good till the completion of work and shall not be subjected to any escalation. No claim on this account what so ever shall be entertained at any stage including the extended period, if any.
- iii. **Price Bid** (BoQ) given in tender to be submitted after filling all relevant information and it should be submitted **only for the brands and specifications mentioned in the price Bid (Annexure-II)**. The priced BoQ should be submitted strictly as per the Price Bid (BoQ), failing which the offer will be rejected and renaming or changing the format of BoQ will not be acceptable. The Bidder should quote the price inclusive of all charges but **exclusive of GST**.
- iv. Arithmetical errors, if any, shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail and the total price shall be corrected by the Institute. If the Bidder does not accept the correction of the errors, the bid shall be rejected. All Rates, Prices, Amounts and Sums quoted by the bidder shall be in Indian currency only. The language used throughout shall be English.

g) VALIDITY OF BIDS AND RATES

- i. All the quoted rates would be valid until completion of the contract. No escalation of price whatsoever would be allowed during the currency of the contract, including extended period if any.
 - ii. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of bid.
- h) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Trichy shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.**
- i) Authority of person signing document:** A person signing the tender application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Trichy may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
- j) In respect of supply to IIM Trichy, the vendor shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and**

regulations on the matter.

- k) Arbitration:** In case of any unreconciled disputes between the parties IIM Trichy and the agency/firm to whom the contract had been awarded, arising out of any of the terms of the Tender document, the dispute shall be referred to a single Arbitrator mutually agreed, as per Arbitration and Reconciliation Act 1996, in Trichy jurisdiction. The decision of the Arbitrator shall be final and binding on the both parties. The language of the arbitration shall be English. The Place and seat of arbitration shall be in Trichy.
- l) Jurisdiction:** All disputes arising out of this contract shall be subjected to the jurisdiction of Madurai Bench of Madras High Court.

ANNEXURE – I: PROFILE OF THE BIDDER

Sl. No.	Required Information	Description
1	Name of the agency / firm / company	
2	Address of the agency / firm / company	
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)	
4	Statutory details (Photocopies to be attached):	
	a. Registration number of the firm. (as per Shops and establishment act.).	
	b. PAN No. of the Agency	
	c. GST No. of the Agency	
5	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?	
6	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
7	BANK ACCOUNT DETAILS:	
	Name of the Bank	
	Name of the Branch	
	Account Number	
	Type of Account	
	IFSC Code No. (copy of the cancelled cheque should be enclosed)	

ANNEXURE-II: (PRICE BID - BOQ)

Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of bid

Note: Bidder Should not make any changes in Brands and Specification mentioned in Price Bid and should quote the rate for only Brands and Specification Mentioned in Technical Specification Section, else bid will be rejected.

ANNEXURE – III (TECHNICAL SPECIFICATIONS)

SI. NO	Description of Items	Units	Qty
1	<p>Renewal of OEM’s Comprehensive Support and Warranty Licenses for the below appliances: Name: - IPPBX Servers and Control unit Make & Model: Avaya, R630 & 500 V2 Sl. No: 16AN25400070 & 16 AN25400072, 16WZ2260CHNM & 16WZ2250COGR, Tenure: 3 years</p>	Nos.	2

Along with the renewal of support, upgrades and warranty licenses, the successful bidder has to do the following as well before releasing the payment:

- i. The successful bidder has to go through all the configurations in the IPPBX Server and firmware upgrades need to be installed/updated on the existing appliances.
- ii. The successful bid should make necessary fine-tuning of the configurations on both the IPPBX appliances that are working on HA mode.
- iii. In addition to the OEM’s support, whenever there are complicated issues, the successful bidder has to virtually support the IT Team of IIM Trichy to troubleshoot the same.

ANNEXURE-IV: BID DECLARATION FORM

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024,

I, _____(name of the person) hereby declare that I am authorized to sign this document and that:

- a. All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.
- b. I understand that the decision taken by the IIM Trichy is final and binding in all matters.
- c. I hereby agree to work as per the terms and conditions stipulated by IIM Trichy.
- d. I understand that the IIM Trichy reserves the right to accept or reject and to cancel the tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever.

Authorized signatory with seal

ANNEXURE – V (UNDERTAKING CERTIFICATE)

It is certified that I, _____ (name of the person) S/o

Shri _____ r/o _____

am authorized to sign this document on behalf of M/s. _____

(the name of the firm / company which is bidding in this tender) and that our firm / company have

never been blacklisted by any of the Government Organization / Agencies in the past and there is

no criminal case registered against our firm / company or its owner / partners anywhere in India.

Name:

Place:

Designation:

Date:

Signature: