



**SATYAJIT RAY FILM & TELEVISION INSTITUTE**  
**E. M. Bypass Road**  
**Panchasayar**  
**Kolkata - 700 094**

**TENDER NOTIFICATON**

**TENDER NO: 27017/15/17-ADMN/**

**Subject: Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines**

Sealed tenders in prescribed forms (in two parts) are invited for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines.

i)	Earnest Money	Rs. 5,000/-
ii)	Security Deposit	5% of the Total Quoted Value (inclusive of all taxes)
iii)	Last date of submission of Tender	Up to 14.00 hours on 31.03.2017
iv)	Opening of Price Bid	Tentatively on 05.04.2017

The tender will be liable to be rejected if all requisite information are not furnished and all columns are not properly filled up and duly signed by the tenderer.

SRFTI reserves the right to reject any or all the tenders fully or partly without assigning any reason thereof.

**Director**

**SATYAJIT RAY FILM & TELEVISION INSTITUTE**  
**E. M. Bypass Road**  
**Panchasayar**  
**Kolkata - 700 094**

**GENERAL INSTRUCTION TO TENDERERS**

To  
M/S .....  
.....

Dear Sirs,

**Tender No: 27017/15/17-ADMN/**

**SUBJECT: Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines for one year**

Sealed tenders in prescribed forms (in two parts) are invited from experienced firms for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines.

**“Special Conditions of Contract” etc. are enclosed.**

**1. Earnest Money Deposit (EMD)**

Each tenderer shall have to deposit a sum of **Rs. 5,000/-** in Banker’s cheque/Draft from any scheduled Bank, drawn in favour of ‘Satyajit Ray Film & Television Institute’, payable at ‘Kolkata’, as Earnest Money Deposit. The EMD should be submitted along with the techno-commercial part of the tender without which no tender will be accepted.

**2. Refund of EMD & Submission Security Deposit (SD)**

**a.** The amount of Earnest Money will be refunded to the unsuccessful tenderer(s) without interest, through A/C payee cheque /ECS, after finalization of the tender and against surrender of the original Money Receipt (MR) towards EMD.

In case of successful tenderer, the EMD amount will be returned after deposition of the Security Deposit (SD) which is 5% of the total quoted value (inclusive of all taxes) within 10 days from the date of issue of intimation in this respect.

In case the successful tenderer fails to deposit the amount of the Security Deposit within the stipulated date i.e within 10 days from the date of issue of “intimation Letter”, then the EMD amount, as applicable, deposited by the firm, will be liable to be forfeited.

**b.** Third party draft will not be accepted.

**3. Retention of SD**

The Security Deposit will be retained by Satyajit Ray Film & Television Institute (SRFTI) without interest, till the time of successful completion of the contractual period. In the event of the contractor failing to execute the contract without sufficient reason acceptable to SRFTI, the Security Deposit will be forfeited along with cancellation of the contract.

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#### **4. Refund of Security Deposit**

On satisfactory completion of the contractual period of one year from the date of commencement of contract and on due discharge of all obligations by the contractor under the contract, the Security Deposit without interest, will be refunded to them subject to the following conditions:

- a) After deducting the amount from the Security Deposit, which may fall due towards any claim for loss or for whatsoever reasons felt necessary by SRFTI;
- b) The contractor shall have to apply for the refund of Security Money along with original Money Receipt issued against Security Deposit;
- c) Before releasing the Security Money, the contractor shall also have to submit a certificate to the effect that they have no claim(s) against SRFTI under this contract. If any Bill(s) for the job done under this contract is / are left pending at the time of releasing the Security Money, the contractor may furnish the certificate in the following format:

“I/We hereby certify that there are no claims against SRFTI under contract No .....  
for the job .....except to the extent of the claims preferred by me/us as per under-noted bills already submitted to you.”

#### **5. Validity period**

The tender shall remain valid for acceptance for a period of 03 (three) months from the date of opening of the price part of the tender. If any tenderer withdraws his tender before the aforesaid period, the Earnest Money Deposit will be liable to be forfeited. However, the tenderer’s consent may be sought for an extension of the period of validity of tender beyond the aforesaid 03 (three) months and the tenderer will have the liberty to refuse such request without forfeiting his EMD.

#### **6. Documents for Techno –Commercial Bid.**

The tenderer shall submit self-attested copies of the following documents along with the Techno- Commercial part of the tender.

- a) Letter of application as per Schedule “A”.
- b) Documentary evidence indicating that the tenderer is a Sony authorized service provider. A communication from the original manufacturer indicating that they would take responsibility to supply spares in case of failure of the contractor, must be enclosed. The firm also has to have back-to-back arrangement with the manufacturer during AMC period.
- c) Proof of experience in the system maintenance of at least three (03) reputed Organisations/Academic Institutions of repute for at least two years.
- d) The tenderer should have a fully equipped maintenance set –up / service centre in Kolkata and the details/proof of the same are to be provided.
- e) A detailed client list based in Kolkata indicating the name, address, contact person, phone No. are to be furnished by the tenderer.
- f) Earnest Money Deposit in the form of Bank Draft / Banker’s Cheque in favour of SRFTI, Kolkata.

- g) Valid & relevant Trade License.
- h) Partnership deed (duly attested) in case the tenderer is a partnership firm,  

OR

Certified copy of Memorandum of Association in case the tenderer is a company,  

OR

Statement indicating the firm is a proprietorship one.
- i) Valid Sales Tax Clearance certificate/ VAT Registration No.
- j) General information as per schedule “B”
- k) A separate forwarding letter of acceptance of SRFTI’s Terms & Conditions.
- l) Signed & stamped copies of SRFTI’s Tender Documents (i.e. each page of the tender document needs to be signed & stamped by the tenderer) including cancelled, Blank Rate Schedule i.e. without any price.
- m) The bidder shall be either an Original Equipment Manufacturer (OEM) /Authorized distributor / dealers / reputed organizations/Authorized System Integrator in India. Self-declaration to be submitted.
- n) The Tenderer should have their own office present in Kolkata for five years. Photocopy of valid proof to be submitted.

Tenderers may please note that non-submission of any of the aforesaid documents/non- fulfillment of any of the aforesaid criteria might lead to techno-commercial disqualification of their offers. The tenderer shall be required to produce documents as mentioned from (b), (f),(g),(h) in original, as and when called for by SRFTI.

#### **7. Manner of submission of tender**

The tender must be submitted in sealed covers superscribed “**Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines**” and put in the Tender Box bearing the same superscription kept for the purpose in the office of the under-mentioned by **14.00 hours on 00.00.2017**. The manner of submission of tenders shall be as detailed below:

- i) The tender must be submitted in two parts, all under separate sealed covers duly superscribed“ **Techno-commercial Bid**” & “**Price Bid**” and all the sealed covers should be kept within the main sealed cover superscribed “**Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines**”.
- ii) The sealed cover superscribed “**Techno-commercial Bid**” should contain the documents as mentioned at clause No. 6 above.
- iii) The sealed cover super scribed “**Price Bid**” should contain only the Rate Schedule duly filled in.
- iv) Tenderer(s) shall have submit their offer at the Maintenance Section up to 14-00 hours on 00.00.2015

#### **8. Evaluation criteria of the price bids:**

- i) Tenders will be evaluated on the basis of the total cost of the contract Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines for one year
- ii) The lowest tenderer will be the firm for which the total financial implication of SRFTI as per the aforesaid criteria would be the lowest.

The successful Tenderer will be notified through letter of intimation from the Institute, asking the successful tenderer to deposit the required security deposit which would be followed by issuance of "Work Order" that their offer has been accepted and the basis on which the same has been accepted.

**9. Rates to be fully inclusive of all expenditure:**

The successful contractor must have cleared all duties/taxes and otherwise complied with all rules and regulations of the Central and the State Governments, Statutory bodies, local authorities etc. SRFTI shall not be liable to pay any money to the contractor at all in way of operation of this contract except for the total amount quoted and all other charges/costs should be borne by the contractor. However, in case of variation in taxes like VAT, ST, Octroi etc. in between the date of submission of tender and the original date of completion of the period of contract or extended period thereof not attributable to the contractor, the same would be considered at actual.

**10. Terms of payment:**

The payment of AMC will be made on quarterly basis after evaluating the performance of the contractor during the quarter. The amount of quarterly payment will be 1/4<sup>th</sup> of the quoted value of the entire year.

**11. Not bound to accept lowest tender**

SRFTI is not bound to accept the lowest tender(s) in part or in full.

**12. Dispute:**

In the event of any dispute, question or difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Director, SRFTI shall be final and binding upon all parties.

**13. Damage & loss to private property & injury to workmen**

The contractor(s) shall at his (their) own expenses reinstate and make good to the satisfaction of SRFTI and pay compensation for any injury, loss or damage accrued to any property or rights whatever, including property and rights of SRFTI or Agents or servants or employees of SRFTI, the injury, loss or damage arising out of or in any way in connection with the execution or purported execution of the contract(s) and further, the contractor(s) shall indemnify SRFTI against all claims enforceable against SRFTI (or any Agent, servant or employees of SRFTI) or which would be so enforceable against SRFTI where SRFTI is a private person, in respect of any such injury (including injury resulting to death), loss or damage to any person whomsoever, property including all claims which may arise under the Workmen's Compensation Act or otherwise.

**14. Contract Agreement**

The successful tenderer (s) shall be required to execute within 10 days from the date of issue of the Work Order at his (their) own cost and expenses 'Contract Agreement' on a non-judicial stamp paper valued not less than Rs.50/- (Rupees fifty only) signed jointly by the representatives of SRFTI and Tenderer under official seals as per format of 'FORM OF AGREEMENT' enclosed.

**15. Termination of Contract**

The contract may be terminated anytime within the currency period of the contract by SRFTI at its sole discretion for any of the following factors, after giving 7 days' notice, and for such cancellation, SRFTI will under no circumstance be subject to any liability:-

- a) If the contractor fails to carry out the work as per desired specification and/or fails to commission the system within the stipulated period without any valid reason acceptable to Director, SRFTI.
- b) Breach of any terms and conditions of contract.
- c) Any unlawful act of the contractor(s) on any third party on behalf of the contractor entailing any damage / loss to the property / material of SRFTI or any inconvenience to SRFTI .

The decision of Director, SRFTI to this effect shall be final.

## 16. Empanelment of Service Provider

There may be a panel of service providers from where SRFTI can select a suitable agency (L2 and other) at the selected rate (L1) in case the service of the selected agency (L1) is terminated.

## 17. Escalation

During the entire period of contract for **01 year** or the extended period thereafter, as the case may be, the contractor shall not be entitled to receive any escalation for any increase in the price of labour, materials, spares or any other items.

### Special conditions of contract

#### 1. Scope of work

The scope of work includes Non Comprehensive Annual Maintenance Contract for one year of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines a follows :

SI No	Description	Qty
1	SIEMENS Hipath 3550 EPABX System	02
2	Intercom telephone lines	Around 100 nos
3	All intercom push button telephone receivers including 3nos 1+1	Around 100 nos
4	All overhead telephone cables including all DB	As already installed
5	New intercom connection	As and when required
6	Shifting of intercom	As and when required

#### 2. Details of work

The successful contractor would be required to attend all items as per the above list subject to the following conditions:

- a) The contractor would be required to provide service within four hours from the time of lodging complain.
- b) There will be at least one visits per month for the Preventive Maintenance during the period of AMC.
- c) Apart from one scheduled services emergency service as and when required are to be covered with the AMC.
- d) Downtime of the equipment should not be more than 24 hours from the time of receiving complaints.
- e) Necessary arrangement may be done to provide immediate standby support of any failure of the system.
- f) Servicing will be carried in the office premises only.
- g) Prior approval should be obtained if the system of any accessory or accessories are taken to your workshop for repairing work.
- h) In the event of any loss of the system or any accessory or accessories of it while under your disposal during the time of repairing work, you are required to make good of such loss or losses.
- i) Transport cost for carrying the system or any accessory or accessories should be borne by you.
- j) Venue of any arbitration shall be under the Jurisdiction of Kolkata.
- k) A guide line regarding the procedure of handling machine by the operator of SRFTI should be given at the time of AMC starts.
- l) Statutory Taxes at source will be deducted from the gross amount of the bill as per the prescribed rate.
- m) Satyajit Ray Film & Television Institute reserves the right to reject/terminate the A.M.C. at any time during the extend year subject to making pro-rate payment for the time for which the A.M.C. is availed or extend the period of A.M.C. if so required.

### **3) Force Majeure**

In the event of the contractor or SRFTI being prevented from fulfilling its obligation in part or in full arising out of this contract due to any Force Majeure event like acts of God (flood, earthquake etc) or war, civil commotion, strike, etc the affected party shall forthwith but in no case later than 24 hours from the commencement of such event, intimate the other party as to the commencement of such event and continue to intimate after every seven days during continuance of such event. The affected party shall, upon cessation of such event, promptly inform the other party and shall commence its obligation in part or in full arising out of this contract, which was kept suspended due to such event of **“Force Majeure”**.

### **4) Acceptance of System**

Upon completion of the work job will be certified by the users of the concerned departments along with Maintenance Engineer/Assistant Maintenance Engineer. In case of detection of defects or short comings or both which are considered essential to make the system functional, the corrective work has to be completed by the contractor up to the satisfaction of the users/ Maintenance Engineer/Assistant Maintenance Engineer.

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**Schedule- A**

**Tender No: 27017/15/17-ADMN/**

**Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines for one year**

**LETTER OF APPLICATION**

Registered Business Name: \_\_\_\_\_  
Registered Business Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
FAX: \_\_\_\_\_

To:  
Director  
Satyajit Ray Film & Television Institute  
E.M. Bye Pass Road  
Kolkata 700 094

Sir,

We hereby request to be qualified with Satyajit Ray Film & Television Institute (SRFTI) as a Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines against Tender No 27017/15/17-ADMN/

We authorize SRFTI or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted along with the tender and to verify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor. etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by SRFTI to verify statements and information provided in this application or regarding our competence and standing.

1. The name and position of persons who may be contacted for further information, if required, are as follows:

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail id: \_\_\_\_\_

2. We declare that the statements made and the information provided in the duly completed tender documents and in the application herein are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished in the tender documents and in this application and statements made therein are not true, incomplete or incorrect, we hereby authorize SRFTI to reject our tender along with this application.

3. I/We understand that Satyajit Ray Film & Television Institute reserves the right to reject any application for tender without assigning any reason thereof.

Yours faithfully,

Seal of firm making (Authorized representative of applicant/the application principal tenderer)

Date:  
Encls:



**Schedule- B**

**Tender No. 27017/15/17-ADMN/**

**Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines for one year**

**GENERAL INFORMATION**

Company Name: \_\_\_\_\_

Head Office Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FAX No. : \_\_\_\_\_ Telephone No. \_\_\_\_\_

**Regional Office Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FAX No. : \_\_\_\_\_ Telephone No. \_\_\_\_\_

**Local Office Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FAX No. : \_\_\_\_\_ Telephone No. \_\_\_\_\_

Country and Year Incorporated \*

\_\_\_\_\_

\_\_\_\_\_

Main Lines of Business:

1. \_\_\_\_\_ since \_\_\_\_\_

2. \_\_\_\_\_ since \_\_\_\_\_

3. \_\_\_\_\_ since \_\_\_\_\_

Organization chart showing structure of company including names and position of Directors, General Managers and other key Personnel and total number of qualified key technical personnel in Company's current employment for execution of this project is enclosed.

**FORM OF AGREEMENT**

Agreement made this day of \_\_\_\_\_ 2017 between the Satyajit Ray Film & Television Institute, Kolkata (SRFTI), an academic Institution under Ministry of Information & Broadcasting, Govt. of India (herein after called the Institute) of one part and \_\_\_\_\_(hereinafter called the ‘the Contractor’ which expression shall unless excluded by or repugnant to the context, be deemed to include its heirs, executors, administrators, representatives and assignees or successors in office) of the other part.

Whereas the Institute is desirous that certain work should be undertaken viz., Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines,at SRFTI and have accepted the Tender submitted by the Contractor for the execution of such works.

Now this Agreement witness as follows:

1. In the Agreement, words and expressions shall have the same meanings as are respectively assigned to them in “General Instructions to Tenderers” herein after referred to.
2. The following documents shall be deemed to form and be read and construed as part of this agreement viz.,
  - a) The said Tender document and the acceptance of the Tender
  - b) The General Instructions to the Tenderers
  - c) Special Conditions of Contract
  - d) Rate Schedule.
  - e) All correspondence by which the contract is added , amended, varied or modified in any way, by mutual consent.
3. In consideration of the payments to be made by the Institute to the Contractor as herein after mentioned, the Contractor hereby covenants with the Institute to execute the work in conformity in all respects with the provisions of the contract.
4. The Institute hereby covenants to pay the Contractor in consideration of such execution at the contract prices at the time and in the manner prescribed by the contract

In witness whereof the parties hereto have caused their respective common seals to be hereunto affixed (or hereunto set their respective hands and seals) the day and year first above mentioned

The Common Seal of the SRFTI, Kolkata was hereunto affixed in the presence of.

Name.....  
Address.....

\_\_\_\_\_

Representative of the Institute

Signed, Sealed and delivered at Kolkata in the presence of

Name.....  
Address.....

Contractor

**Price Bid**

**SATYAJIT RAY FILM & TELEVISION INSTITUTE**  
(An Academic Institute under Ministry of I& B, Govt. of India)

**Tender No: 27017/15/17-ADMN/**

**Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines**

**To be submitted at tender box at Maintenance Section, SRFTI, Kolkata**

1.	Name of the Firm/Agency		
2.	Address of the Firm/Agency	Tel:	Fax:
		E-Mail:	

**Price Bid for Tender for Non Comprehensive Annual Maintenance Contract of two SIEMENS Hipath 3550 EPABX Systems and around 100 intercom lines, at SRFTI**

Sl No	Description	Qty
1	SIEMENS Hipath 3550 EPABX System	02
2	Intercom telephone lines	Around 100 nos
3	All intercom push button telephone receivers including 3nos 1+1	Around 100 nos
4	All overhead telephone cables including all DB	As already installed
5	New intercom connection as and when required	As and when required
6	Shifting of intercom as and when required	As and when required

**Grand Total including all Taxes & Charges for one year**

.....

**[in words.....]**

Signature & seal of the tenderer