



# TENDER DOCUMENT

NAME OF WORK: AMC OF VOIP SERVER & GATEWAY WITH TRAINING.

**TENDER PROCESSING CHARGE: Rs. 500/- (non-refundable)**

Last date of submission of the filled Tender document: 22.03.2017, upto 5:00 pm.

**MD UNIVERSITY ROHTAK | 124001 (Haryana)**  
Phone: 01262-393593, E-mail – [dir.ucc@mdurohtak.ac.in](mailto:dir.ucc@mdurohtak.ac.in); sameer.mehta@mdurohtak.ac.in





# Maharshi Dayanand University, Rohtak, Haryana

A State University established under Haryana Act No. XXV of 1975)

NAAC Accredited 'A' Grade

Ref: -/MDU/UCC/FEB/2017/9315

Dated: 23-02-2017

## Tender Notice

Sealed Tenders for "**AMC of VOIP SERVER & GATEWAY**" are invited from the Reputed Service Providers upto 22/03/2017 upto 05.00 PM. The tender must also be uploaded through e-tendering on website <https://mdurohtak.haryanaeprocurement.gov.in> The tenders will be opened in the office of Director, University Computer centre on 24/03/2017 at 11.00 AM.

The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online and the payment for EMD can also be made online or through RTGS/NEFT or OTC. Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document. For more details and downloading of tender document visit University website \_\_\_\_\_

[www.mdurohtak.ac.in](http://www.mdurohtak.ac.in) or <https://mdurohtak.haryanaeprocurement.gov.in>

Director UCC,



**Maharshi Dayanand University, Rohtak, Haryana**  
(A State University established under Haryana Act No. XXV of 1975)  
NAAC Accredited 'A' Grade

Ref: /MDU/UCC/FEB/2017/9315

Dated: 23-02-2017

Phone: 01262-393593

E-mail: dir.ucc@mdurohtak.ac.in

**STANDARD BIDDING DOCUMENT FOR "AMC OF VOIP SERVER & GATEWAY" ON  
BEHALF OF DIRECTOR, UCC, MAHARSHI DAYANAND UNIVERSITY, ROHTAK**

**PRESS NOTICE**


**M. D. UNIVERSITY, ROHTAK**  
**Notice Inviting E-Tender**

<b>Name of work</b>	<b>AMC OF VOIP SERVER &amp; GATEWAY</b>
<b>Tender Docs Fee + E Service Fees</b>	<b>Rs.500/- + 1000/- = 1500/-</b>
<b>Earnest Money</b>	<b>Rs. – 2% of total bid/-</b>

**Tender to be received till 05:00 P.M. on dated 22/03/2017**

- i. The tenders will be received only through E-tendering. For further details visit website <https://haryanaeprocurement.gov.in>
- ii. Tender, E-service Fee and EMD to be paid online.
  - a. Cost of Bid document & Processing Fee is Rs.500/- (non refundable).
  - b. Willing Contractors shall have to pay Rs.1000/- as the e-Service fee .
  - c. The Earnest Money of the tender is Rs. – 2% of bid value, round off to nearest thousand figure.

**Director, UCC,  
M.D.U., Rohtak**



The Bidders can download the tender documents from the Portal: <https://haryanaeprocurement.gov.in>.

**Key Dates**

Sr. No.	M.D.U. Rohtak Stage	Contractor Stage	Start Date and Time	Expiry Date and Time
1.		Tender Document Download and Bid Submission online.	02-03-2017	22/03/2017 Upto 5:00 p.m.
2.	Submission of Tender/ Process + EMD fee		02-03-2017	20-03-2017
3.	Opening of Technical & financial bid		24/03/2017 11:00 a.m.	

**Important Note:**

- 1) The bidders shall have to complete Bid Preparation & Submission stage on scheduled date & time as mentioned above. If any bidder fails to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her bid status will be considered as “bids not submitted”.
- 2) Bidder must confirm & check his/her bid status after completion of his/her all activities for e-bidding.



## 1. BRIEF DESCRIPTION OF PROPOSAL

The University invites Technical and Financial proposals from reputed registered firms for comprehensive AMC of the equipment detailed in Annexure A. The bidder must be having income tax, Service Tax registration and should be an authorized System Integrators/Solution Provider or Original Equipment Manufacturer (OEM) for equipment's detailed in Annexure A, and should have been providing total solution and necessary support for at least last three years, for Supply, Installation, Testing, Commissioning and AMC of VOIP Server & Gateway.

This is a two part bid with a Technical bid and a Financial Bid forming the two parts. The Technical and Financial bids should be sealed in separate envelopes and, then, both sealed covers should be placed in one separate envelope (which is to be sealed) clearly super scribing on the envelope, "AMC of VOIP Server and Gateway with training".

The important dates & details of the Tender process are: -

S. No.	Description	Important Information
1.	Date of publishing of Tender	02.03.2017
2.	Date of closing of Tender	22/03/2017 (5:00 P.M.)
3.	Date of Opening of Technical Bid	24/03/2017 (11:00 A.M.)
4.	Tender document Processing Charge	Rs 500/- (Non-Refundable)
6.	E.M.D.(Earnest Money Deposit)	2% of total bid
7.	Period of validity of Tender	At least 90 days from the last date of bid Submission, as advertised.
8.	Opening of Financial Bid	Will be subsequently informed to successful bidders through appropriate mode.
9.	Place of opening the Bid	Office of the Director, UCC.





The Bidders can download the tender documents from the Portal: <https://haryanaeprocurement.gov.in>.

- 1) Earnest Money and Document Fee Deposit have to be deposited through Online Mode Only.
- 2) Willing Agencies shall have to pay the e- service fees of Rs.1000/- through Online mode
- 3) However, the details of the EMD, Tender document Fee & E-Service Fee are required to be filled/provided scan copies at the time of online Bid Preparation Stage the Bidders are required to keep the EMD, Tender document fee & E- Service fee details ready beforehand. The contractual Agencies can submit their tender documents as per the date mentioned below:

#### KEY DATES

Sr. No.	M.D.U. Rohtak Stage	Agency Stage	Start Date & Time	End Date & Time
1		Tender Document Download and Bid Preparation & Submission	23-12-2016	Error! Reference source not found.
2		Submission of Tender Fees and online EMD Fees	23-12-2016	13-01-2017till 4.00 PM
3		Manual Submission of Specification of Item, Tender Document Fee, EMD, E-Service Fee etc. in University Computer Center	23-12-2016 From 9:00 AM	17-01-2017 Upto 2:30 PM
4	Technical Opening/ Technical Evaluation/ Opening of Financial Bid		17-01-2017 at 3.00 PM  FIANNCE DATE WILL DECIDED LATER ON	

#### Important Note:-

- 1) The bidders shall have to complete Bid Preparation & Submission" stage on scheduled date & time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her bid status will be considered as "bids not submitted".
- 2) Bidder must confirm & check his/her bid status after completion of his/her all activities for e-bidding.
- 3) Bidder can rework on his/her bids even after completion of "Bid Preparation & submission stage" (Bidder Stage), subject to the condition that the rework must take place before the stipulated time frame of the Bidder Stage.

## DETAIL NOTICE INVITING TENDER

**e-Tender** is invited for purchase of below mentioned items in single stage two cover system i.e. Request for Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope).

1. Detailed notice inviting tender/estimate drawing can be seen in the office of the undersigned during office hours.
2. Bidding documents available on website <http://mdurohtak.haryanaeprocurement.gov.in>
3. Newly enlisted Agencies/societies/suppliers/manufactures should bring with them proof of their enlistment in appropriate class.
4. The bidders would submit bid through e-tendering only on the website i.e. <http://haryanaeprocurement.gov.in>

Under this process, the Pre-qualification/ Technical online bid Application as well as online Price Bid shall be invited at single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/ Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

1. The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT or OTC Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.

2. Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://haryanaeprocurement.gov.in> to be eligible to participate in the e-Tender. He/She will be required to make online payment of **2% of the bid cost** towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allowed to submit his / her bids for the respective event / Tenders.

3. The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. on or before **13-01-2017 till 4.00 PM** and make payment via RTGS /NEFT or OTC to the beneficiary account numbers specified under the online generated challan. The intended bidder / Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://haryanaeprocurement.gov.in>.

The interested bidders shall have to pay mandatorily e-Service fee (under document fee – Nonrefundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through Debit Cards & Internet Banking.

The Bidders can submit their tender documents (Online) as per the dates mentioned at Page no 3 of Document: -

### **Important Note:**

1. The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
2. Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.

3. Applicant/Bidder can rework on his/her bids even after completion of 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
4. In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.

The bids shall be submitted online:

**Envelope 1: Commercial Bid**

The bidders shall quote the prices in price bid format under Commercial Bid.

**CONDITIONS: -**

1. DNIT & prequalification criteria can be seen on any working day during office hours in office of the undersigned.
2. Conditional tenders will not be entertained & are liable to be rejected.
3. In case the day of opening of tenders happens to be holiday, the tenders will be opened on the next working day. The time and place of receipt of tenders and other conditions will remain unchanged.
4. The undersigned reserve the right to reject any tender or all the tenders without assigning any reasons.
5. The societies shall produce an attested copy of the resolution of the Co-operative department for the issuance of tenders.
6. The tender without earnest money/bid security will not be opened.
7. The Jurisdiction of court will be at **Rohtak**.
8. The tender of the bidder who does not satisfy the qualification criteria in the bid documents are liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
9. The bid for the work shall remain open for acceptance during the bid validity period to be reckoned from the last date of 'Manual submission of BS. If any bidder/tenders withdraws his bid/tender before the said period or makes any modifications in the terms and conditions of the bid, the earnest money shall stand forfeited. Bids shall be valid for 120 days from the date of bid closing i.e. from last date of manual submission of EMD. In case the last day to accept the tender happens to be holiday, validity to accept tender will be the next working day.

For & on behalf of Registrar, MDU, Rohtak

Director UCC

## INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

**These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.**

### REGISTRATION OF BIDDERS ON E-PROCUREMENT PORTAL: -

All the bidders intending to participate in the tenders process online are required to get registered on the centralized e - Procurement Portal i.e. <https://haryanaeprocurement.gov.in>. Please visit the website for more details.

### OBTAINING A DIGITAL CERTIFICATE:

- 1.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- 1.2 A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details, please visit the website – <https://haryanaeprocurement.gov.in>.
- 1.3 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-Certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:

**M/s Nextenders (India) Pvt. Ltd.**

O/o. DS&D Haryana,

SCO – 09, IIInd Floor,

Sector – 16,

Panchkula – 134108

E-mail: [chandigarh@nextenders.com](mailto:chandigarh@nextenders.com)

**Help Desk: 1800-180-2097 (Toll Free Number)**

- 1.4 The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://haryanaeprocurement.gov.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.
- 1.5 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised **to keep a backup of the certificate** and also keep the copies at safe place under proper security (for its use in case of emergencies).
- 1.6 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate

authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000.

- 1.7 The digital signature of this authorized user will be binding on the firm.
- 1.8 In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- 1.9 The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

---

#### OPENING OF AN ELECTRONIC PAYMENT ACCOUNT:

For purchasing the tender documents online, bidders are required to pay the tender documents fees online using the electronic payments gateway service shall be integrated with the system very soon till then it will be submitted manually. For online payments guidelines, please refer to the Home page of the e-tendering Portal <https://haryanaeprocurement.gov.in>.

---

#### Pre-requisites for online *bidding*:

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website -<https://haryanaeprocurement.gov.in>. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

---

#### ONLINE VIEWING OF DETAILED NOTICE INVITING TENDERS:

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal eProcurement system on the Home Page at <https://haryanaeprocurement.gov.in>.

---

#### DOWNLOAD OF TENDER DOCUMENTS:

The tender documents can be downloaded free of cost from the eProcurement portal <https://haryanaeprocurement.gov.in>

---

#### KEY DATES:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

---

#### ONLINE PAYMENT OF TENDER DOCUMENT FEE, ESERVICE FEE , EMD FEES & BID PREPARATION & SUBMISSION (PQQ/ TECHNICAL& COMMERCIAL/PRICE BID):

- i) Online Payment of Tender Document Fee + e-Service fee:

The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic

payment gateway. The Payment for Tender Document Fee and eService Fee shall be made by bidders/Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC. The secure electronic payments gateway is an online interface between Agencies and Debit card / online payment authorization networks.

ii) PREPARATION & SUBMISSION of online APPLICATIONS/BIDS:

Detailed Tender documents may be downloaded from e-procurement website (<https://haryanaeprocurement.gov.in>) and tender mandatorily be submitted online.

**Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online PQQ/ Technical Envelope:** The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF /JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Envelope.

**FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually)**

---

**ASSISTANCE TO THE BIDDERS: -**

In case of any query regarding process of e-tenders and for undertaking training purpose, the intended bidder can also avail the following and can contact service provider as per below:

**Office Timings of Help-desk support** for Single e Procurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00 am. to 5:30 pm) & Training workshop will be conducted on every 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11:30 am upto 3:00 pm) of each month.

All queries would require to be registered at our official email-[chandigarh@nextenders.com](mailto:chandigarh@nextenders.com) for on- time support (Only those queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk)

**IMPORTANT NOTE: -**

- (a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction/ Tender event.
- (b) For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction/Tender event.
- (c) Help-desk support will remain closed during lunch break i.e. from 1:30 PM up to 2:15 PM on each working day.

**SCHEDULE FOR TRAINING:**

<b>Training workshop will be held on 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4<sup>th</sup> Saturday (from 11: 30 am upto 3:00 pm) of each month at following addresses:</b>		
Nextenders (India) Pvt. Ltd Municipal Corporation Faridabad, Near B.K. Chowk, Opp. B.K.Hospital, NIT, <b>Faridabad</b> Contact no.	Nextenders (India) Pvt. Ltd. Public Health Division No. 2 Hisar, Model Town Opp. N.D Gupta Hospital, <b>Hisar</b>	Nextenders (India) Pvt. Ltd., Nirman Sadon (PWD B&R), Plot No.- 01, Basement, Dakshin Marg, Sec- 33 A, <b>Chandigarh</b> - 160020 <b>For Support- 1800-180-2097,</b>

**Haryana eProcurement Help Desk Office will remain closed on Saturday (except 4th Saturday), Sunday and National Holidays**

**NOTE:-** Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>.

For help manual please refer to the 'Home Page' of the e-Procurement website at <https://haryanaeprocurement.gov.in>, and click on the available link 'How to...?' to download the file.

**GUIDELINE FOR ONLINE PAYMENTS IN E-TENDERING**

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for tender document & EMD:

- i. Debit Card
- ii. Net Banking
- iii. RTGS/NEFT

**OPERATIVE PROCEDURES FOR BIDDER PAYMENTS**

---

#### A) DEBIT CARD

The procedure for paying through Debit Card will be as follows.

- i. Bidder selects Debit Card option in e-Procurement portal.
- ii. The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- iii. Bidder clicks on "Continue" button
- iv. The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- v. Bidder enters card credentials and confirms payment
- vi. The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to eProcurement portal.
- vii. The page is automatically routed back to e-Procurement portal
- viii. The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- ix. The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

---

#### B) NET BANKING

The procedure for paying through Net Banking will be as follows.

- i. Bidder selects Net Banking option in e-Procurement portal.
- ii. The e-Procurement portal displays the amount to be paid by bidder.
- iii. Bidder clicks on "Continue" button
- iv. The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks (v) Bidder chooses his / her Bank
- v. The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- vi. Bidder enters his account credentials and confirms payment
- vii. The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- viii. The page is automatically routed back to e-Procurement portal
- ix. The status of the payment is displayed as "successful" in e-Procurement portal.

The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

---

#### C) RTGS/ NEFT



The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

- I. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- II. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment. iii.
- III. Each challan shall therefore include the following details that will be pre-populated:
  - Beneficiary account no: (unique alphanumeric code for e-tendering)
  - Beneficiary IFSC Code:
  - Amount:
  - Beneficiary bank branch:
  - Beneficiary name:
- iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
- v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
- vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

---

#### D) OVER-THE-COUNTER (OTC)

This solution shall allow the bidder having account with ICICI Bank, to make the payment from any CMS enabled Branch of ICICI Bank in India. Bidders can make the payment via cash (if amount is <= 49,999), ICICI Bank Cheque.

The procedure for paying through OTC mode is as follows:

- i Bidder selects Over-the-Counter remittance option in e-Procurement portal.
- ii The e-Procurement portal displays the amount to be paid. Bidder chooses the bank account no. for refund of the amount.
- iii Bidder clicks on "Continue" button
- iv (iv)The e-Procurement portal displays the details of payment. Bidders clicks on "print \_challan" and prints the OTC challan.
- v Bidder submits the OTC challan at the counter of any designated branch of ICICI Bank with

- vi Cash / Demand Draft / ICICI Bank Cheque (Payment in cash is allowed upto Rs. 49,999/-)
- vii ICICI Bank verifies the URN (format to be discussed and decided) and Amount with e- Procurement portal prior to accepting the payment
- viii On successful verification from e-Procurement portal, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.
- ix ICICI Bank will commit the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction Number (I-Sure Reference Number) online against the URN and Amount.
- x ICICI Bank will generate receipt for the payment transaction and issues the same to the Bidder.
- xi The e-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.
- xii The status of payment will be displayed as “verification successful” in e-Procurement portal, when the bidder clicks on verification option in the portal
- xiii Bidder would be required to upload the scan copy of receipt as received from ICICI Bank as part of proof in Nex-tender portal before submitting the tender

IMPORTANT NOTES(DO'S/DON'T)

Sr no.	Scenario	Do's / Don'ts
1	<p><b>In the event of making Payment through NEFT/RTGS</b></p>	<p><b>Do's</b></p> <ul style="list-style-type: none"> <li>• It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan which are: 1) Beneficiary account no: &lt;client code&gt; + &lt;random number&gt; 2) Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders)</li> <li>• Amount: As mentioned on the challan. It is specific for every tender/transaction</li> <li>• Beneficiary bank branch: ICICI Bank Ltd, CMS</li> <li>• Beneficiary name: As per the challan</li> <li>• For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD</li> <li>• It is advised that all the bidders make payment via RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender</li> <li>• Bidder has to make only single payment against a challan as per the amount mentioned on the challan.</li> <li>• Bidder must do the payment before tender validity gets expired</li> </ul> <p><b>Don'ts</b></p> <ul style="list-style-type: none"> <li>• Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise:               <ol style="list-style-type: none"> <li>1) Incorrect IFSC code mentioned: - Transaction would be rejected and the amount would be refunded back in to the bidders account</li> <li>2) Incorrect Beneficiary account number mentioned (&lt;client code&gt; + &lt;random number&gt;):                   <ul style="list-style-type: none"> <li>-</li> <li>a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.</li> </ul> </li> <li>3) Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded</li> </ol> </li> </ul>

		<p>directly to bidder's account.</p> <p>In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate.</p> <ul style="list-style-type: none"> <li>• Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination.</li> <li>• Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder.</li> <li>• Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder</li> </ul>
2	<p><b>In the event of making Payment through OTC</b></p>	<p><b>Do's</b></p> <p>It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are:</p> <p>Beneficiary account no: &lt;client code&gt; + &lt;random number&gt; Amount: As mentioned on the challan It is specific for every tender/transaction</p> <p>Beneficiary name: As per the challan</p> <p>Bidder has to make only single payment against a challan as per the amount mentioned on the challan</p> <p>Bidder must do the payment before tender validity gets expired</p> <p>Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender</p>
		<p><b>Don'ts</b></p> <ul style="list-style-type: none"> <li>• If the bidding amount is greater than Rs49,999, then</li> <li>• Bidder should not make payment in cash. In this case,</li> <li>• Bidder should pay via Demand Draft/ICICI Bank Cheque</li> <li>• It is bidder's responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favouring third party etc., Inthe event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank</li> <li>• For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making</li> </ul>

		payment for another tenders' EMD
--	--	----------------------------------



## 2. COVERING LETTER:

Format of letter to be submitted with the Tender for AMC of VOIP Server & Gateway , **University Computer Centre**, M.D. University, Rohtak- 124001.

To,  
Director  
University Computer Center  
MD University  
Rohtak – 124001 (Haryana)

**Sub: AMC of VOIP Server & Gateway at University Computer Centre Rohtak.**

Dear Sir,

1. This is with reference to your TENDER notice dated ..... I have examined the TENDER document and understood its contents. I hereby submit my Bid for **AMC of VOIP Server & Gateway, to University Computer Centre**, M.D. University, Rohtak- 124001,
2. The Bid is unconditional for the said Tender. This bid is valid for a period not less than 90 days.
3. It is acknowledged that the Authority will be relying on the information provided in the Tender and the documents accompanying such Tender for qualification of the bidders for the above subject items and we certify that all information provided in the Tender and in Annexures are true and correct; nothing has been misrepresented and omitted which renders such information misleading; and all documents accompanying the bid are true copies of their respective originals.
4. This statement is made for the express purpose of the above mentioned subject.
5. We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
6. We acknowledge the right of the Authority to reject our bid without assigning any reason or otherwise and hereby relinquish, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. It is declared that:
  - a) We have examined the Tender document and have no reservations to the Tender document.
  - b) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any Bid or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any Government, Central, State or local.
8. It is understood that the University may cancel the Bidding Process at any time without incurring any liability to the University and that you are neither bound to invite the applicants to Bid for the items nor to accept any bid that you may receive.
9. It is understood that the University can use any evaluation scheme/evaluation metrics/weightage or take the help of any consultant, as required in selecting the successful agency/agencies and we agree to abide by it.
10. It is certified that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Services or which relates to a grave offence that outrages the moral sense of the community.
11. It is here by certified that the firm has not been debarred/blacklisted for any reason/period by any central/state Govt. department/University/PSU etc.
12. It is hereby affirmed that we are in compliance of/shall comply with the statutory requirements, as



Applicable.

13. We hereby irrevocably relinquish any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of bidders, selection of the Tenderer, or in connection with the selection/Bidding Process itself, in respect of the above mentioned items and the terms and implementation thereof.
14. We agree to undertake to abide by all the terms and conditions of the TENDER document.
15. We agree to undertake to be liable for all the obligations of the Tenderer under the Agreement. In witness thereof, we submit this application under and in accordance with the terms of the TENDER document.

Place:- .....

Date :.....

**Yours faithfully,**

(Signature, name and designation of the  
Tenderer/Authorized Signatory)  
Official Seal

### 3. PARTICULARS OF TENDER

1. TENDER No. : MDU/UCC/FEB/2017/9315
2. Particulars of the work : AMC of VOIP Server & Gateway  
**University Computer Centre**, M.D. University, Rohtak- 124001
3. Processing charge : Rs. 500/- in the form of Demand Draft in favor of Finance Officer Rohtak,  
Payable at Rohtak (Non-Refundable).
4. Amount of EMD : 2% of bid  
(Interest-free)
5. Period of validity of TENDER : At least 90 days from the last date of submission filled tenders, as advertised.
6. Date and time of opening of TENDER : 24.03.2017 (11:00 P.M.) (Technical Bid after than financial bid)
7. Place of opening of TENDER : Office of Director UCC, M.D. University, Rohtak
8. Name & address of firm/company/ individual to whom TENDER document belongs to. -----

(Signature of Tenderer)  
Official seal



#### **4. GENERAL PARTICULARS OF TENDERER**

##### **Part – I**

1. Name of the Firm/Vendor/Supplier/Agency -
2. Full Address with Office contact and mobile numbers, website, e-mail etc.
3. Constitution of the Firm/Agency (attach copy of registration) under
  - a) Indian Companies Act 1956.
  - b) Indian partnership Act 1932. (Please give names of partners)
  - c) Any other Act, if not the Owners.
4. If Partnership Firm, registered under the Indian Partnership Act, 1932, please state further whether the partnership agreement/deed has been conferred on the partner who has signed the Tender.
  - a) If No, whether there is any general power of attorney executed by all the partners of the Firm authorizing the partner who has signed the Tender.
  - b) If Yes, please furnish a copy of either of partnership Agreement or the general power of attorney as the case may be. The power of attorney should be on appropriate stamp paper by all the Partners and duly attested by a Notary Public.
5. Permanent Income Tax Account No. of the Firm with circle/ward and Service Tax Registration Certificate (duly attested photocopy to be attached).
6. Any other relevant information.

##### **Part – II**

1. Details of Earnest Money Deposit (EMD)  
(If attached or not and details of the mode)

##### **Part – III**

1. Name and address of the firm's representative who would be present with a photo-identity proof along with the authorization letter at the time of opening of Tenders.
2. Name of the authorized representative of the Tenderer to sign the contract documents on behalf of Tenderer.
3. Firm/Agency Registration –Number and other details (Attested photocopy to be attached).
4. Certified copies of Income Tax and sales Tax Return for last three financial years.
5. Details of previous experience of AMC/Installation of VOIP equipment to Govt./Autonomous Institutions preferably in the northern region. Attach Copies of at least 3 purchase orders within last three years.

Date: .....

Place: .....

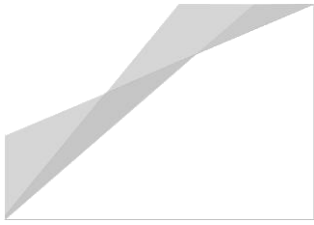
Authorized Signatory

(Signature of Tenderer)  
Official seal

**TERMS AND CONDITIONS**

1. This is a two part online bid with separate Technical Bid & Financial Bid forming the two parts.
2. Prescribed format for Technical Bid “Annexure A” and for the Financial Bid “Annexure B” is only to be used.
3. The price quoted will be applicable to the specifications mentioned at Annexure “A” and will remain valid for at least 90 days.
4. Vendor/SI can Quote AMC of Existing Equipment or can quote new equipment Reputed Leading International Brands (same or higher configuration) with three-year support.
5. The bidder should be an authorized System Integrator/supplier of Original Equipment Manufacturer (OEM) and should be capable of providing total solution and necessary support.
6. Quarterly Payment of Services cost after successful completion of the period.
7. The bidder should have support office in Delhi/NCR/Haryana/Chandigarh to provide 24X7 necessary supports.
8. If any equipment remains down for more than 24 hours than a penalty @ 1000/- per day may be imposed
9. The selected bidder will be required to start support within 2 weeks from the date of issue of Work Order after winning the order.
10. If the vendor fails to start support, EMD will be forfeited and also the vendor will be blacklisted from participating in any future bid.
11. The bidder should possess minimum 1 Years’ experience in direct supply, installation, testing and commissioning of similar equipment and support AMC to the Govt./Public Sector/Reputed Institutions. Proof of direct dealership details i.e. OEM authorization letter/dealership certificate for supply along with 1 Prime Customers contact details and photocopies of Purchase Order and/or installation report, to whom the similar AMC have been supplied by the Tenders.
12. To assist the examination, evaluation and comparison of bids the University may at its discretion ask the bidder for clarification of its bids at any stage of the Tender. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted. This, however, does not preclude any negotiations with the lowest bidder.
13. The successful bidder has to deposit a Performance Guarantee equal to 5% of annual cost of AMC, in the form of FDR/Bank Guarantee/TDR for the warranty period (1 years), in the name of Finance Officer MD University Rohtak. When Performance Guarantee/warranty is deposited, EMD will be returned subsequently.

14. The University reserves the right to accept or reject any or all bids received at its absolute discretion without assigning any reasons whatsoever.
15. Bids are to be submitted online through portal online. Bids received through any other mode will not be consider.
16. The authorized bidder must have a minimum annual turnover of Rs. 20.00 Lac failing which the bid will be rejected. Proof of turn over may be appended with the bid.
17. A certificate to the effect that the firm has not been debarred/blacklisted for any reason/period by any central/state Govt. department/University/PSU etc should be provided.
18. The Bidder shall be responsible for all expenses including taxes, duties, and license fees etc., incurred for the AMC (Pre, During, Post Contract Period). The university will be liable to pay charges clearly stated in the bid and agreed upon in the subsequent MoU. Charges not mentioned in the bid will not be paid.
19. Bidder may visit the site before summiting their Bids.
20. Fully Training of device etc. (Software & Hardware) will be provided by the vendor as and when required free of charges.
21. To configure extra PRI line is the responsibility of the bidder (if PRI Provider increases their line), License Copy is also attached with tender document for reference.
22. The service can be terminated by either side at any time after advance notice of three months, without any additional cost/ liability



### **CHECK LIST FOR DOCUMENTS TO BE SUBMITTED ALONGWITH TECHNICAL BID**

1. Upload Processing Charge Rs. 500/- .
2. Bid document signed & stamped on each page.
3. A photocopy of the Authorization Certificate from OEMs.
4. Power of Attorney, as applicable, on company letter head.
5. Details of service support centers located in Delhi/NCR/Haryana/Chandigarh.
6. Payment of EMD
7. Attested photocopies of Income **Tax and Sales Tax returns** for the last three Financial Years.
8. Contact details of 3 customers, along with P.O. photocopy and/or installation report/AMC.
9. Financial Bid along with EMD in separate sealed envelope.
10. A duly attested photo copy of the Firm Registration number and PAN Number.
11. Any other information that the bidder may like to submit in support of his capabilities and performance etc.

### **NOTE**

1. In case of any queries on technical specifications, please refer the specifications mentioned in "Annexure A" only.
2. Support for AMC and replacement of Any Equipment if any will be at :  
**University Computer Centre /University Library**  
**MD University**  
**Rohtak-124 001**  
**Haryana, India**
3. VAT will be at concessional rates, as applicable to non-profit, own-use institutions.
5. The decision of acceptance of the quotation will lie with the competent authority of University, who does not bind himself to accept the lowest quotation and who reserves the right to himself to reject or accept any or all quotations received, without assigning any reason.
6. The quotations are liable to be rejected if any of the above conditions are not fulfilled or if the bid is not accompanied with EMD and Processing Charge.
8. Financial Bid of the Tenderers who qualify in the Technical Bid shall be opened in presence of the authorized designated representatives and Tenderers who wish to be present there. The date of Financial Bid opening will be informed to the shortlisted bidders subsequently.



## 5. SUBMISSION OF TENDER

### 5.1.1. The bid shall include:

- a. Forwarding letter by the Tenderer
- b. All required documents
- c. Tender processing charges (non-refundable)
- d. Interest free EMD (Earnest Money Deposit) in the form of Demand Draft in favour of Finance Officer MD University Rohtak, payable at Rohtak, from a Nationalized Bank to be submitted with Technical Bid.
- e. Technical Bid
- f. Financial Bid

### 5.1.2. TENDER should be addressed to:-

**Director,  
University Computer Centre Rohtak  
MD University  
Rohtak-124001  
001 Haryana,  
India**

- a. Tenders may be received through Post/courier/by hand. MDU Rohtak will not be responsible for any delay or misplace in postal receipt.

### 5.2 EXPENSES OF AGREEMENT:

All the expenses on the execution of the Agreement (if any) including cost of stamp or any other kind of expenditure incurred in the process of TENDER submission till final compliance shall be borne by the Tenderer.

### 5.3 DEADLINE FOR SUBMISSION OF BIDS:

TENDER must be received by the MD University Rohtak at the date, time and address specified in the TENDER notice/TENDER documents.

### 5.4 LATE BIDS:

Any TENDER received after the deadline specified for submission of TENDER may be rejected without any further correspondence to the Tenderer.



## **6. TENDER OPENING**

### **6.1 OPENING OF FINANCIAL BID:**

Financial Bid (Tenders) of the Tenderers who qualify in the Technical Bid shall be opened the designated committee and Tenderers who wish to be present there. The date of financial bid opening will be informed to the shortlisted bidders subsequently.

### **6.2 CLARIFICATION OF TENDER:**

To assist in the examination, evaluation and comparison of Tender, University may at its discretion ask the Tenderers for a clarification on the Tender which is submitted by him. The request for clarification and the response shall be in writing.

### **6.3 EVALUATION OF TENDER:**

University will be at liberty to involve any expert or consultant and use appropriate metrics and weightages in evaluating the bid for completing the entire bid process.

## **7. AWARD OF WORK ORDER**

Successful Tenderer shall be awarded the Work Order. If after accepting the work Order, the agency fails to start support, EMD will be forfeited and the agency will be blacklisted, in addition to recourse to other penal measures. No grievance will be entertained in this regard.

7.1 University reserves the right to negotiate with eligible Tenderer before finalization of the Tender and/or contract.

7.2 University reserves the right at the time of award of Work Order to increase or decrease or even delete the number of items without any change in terms and conditions.

7.3 The bidders must quote rates and other terms and conditions for all the equipment/items failing which tender will be rejected. Total cost of the bid will be one of the important deciding factor while deciding the bid in favor or against any bidder.

## Technical Bid of Full Support.

Sr. No.	Description	Qty	Serial No
1.	Astra MX 1 SERVER With Suse Linux	1	
2.	Astra Gateway	1	
3.	Billing Server of Cube	1	

## Financial Bid of comprehensive on site AMC and raining.

Sr. No.	Description	Qty	Amount
1.	Astra MX 1 SERVER With Suse Linux, Astra Gateway, Billing Server of Cube	1	

**Note: Any fault will have to be rectified within next business day positively.**