



Mahatma Gandhi University

Priyadarsini Hills P.O., Kottayam, Kerala - 686 560

(Established by Kerala State Legislature by Notification No. 3431/Leg. C1/85/Law, dated 17th April 1985)

50880/ADB2SO/2022/ADB2

05.07.2022

NOTICE INVITING TENDER
(Tender No. 50880/ADB2SO/2022/ADB2)

The Registrar, Mahatma Gandhi University, Kottayam invites online bid (technical and financial bid) for the Conversion of existing analogue extension to SIP extension with necessary licenses and other hardware.

1	Name of the Equipment / Work	Conversion of existing analogue extension to SIP extension with necessary licenses and other hardware and AMC
2	Earnest money deposit (EMD)	Rs 22,000/-
3	Tender submission fee	Rs. 3,300/-
4	Period of supply and installation	Within 90 days
5	Mode of submission of Bid	Online
6	Tender Documents	Can be downloaded from the website www.etenders.kerala.gov.in
7	Last date and Time of submission of tender by online	20.07.2022 , 4.00 pm
8	Date and time of opening of bid	21.07.2022 , 4.00 pm

General tender documents and tender schedule can be downloaded in A4 plain size paper, free of cost from the website www.etenders.kerala.gov.in.



Documents to be submitted along with the Bid.

Sl.No	Document
1	Scanned copy of OEM Authorization to quote for this tender
2	Scanned copy of duly filled e-payment form
3	Scanned copy of other certificates required, if any, for tender acceptance as per Annexure
4	Scanned Copy of duly filled preliminary Agreement in stamp paper of Rs.200/-
5	Scanned Copy of duly filled technical compliance along with Make and Model number of offered solutions.
6	BOQ
7	Documentary evidence to prove the eligibility based on all pre-qualification criteria
8	Documentary evidence to prove the financial soundness and capacity
9	Signed copy of all other documents

Special Conditions

1. The quoted Price should be inclusive of all taxes/freight/Installation etc.
2. **AMC conditions**, nearest servicing centers details, user reference and supporting catalogues should be provided (hard and soft copies).
3. The Delivery Schedule, Payment Terms & Warranty/Guarantee etc. must be clearly indicated in the technical bid.

The bids will be opened at the date and time specified. Further details can be had from the *Administration B8 Section* on all working days during working hours. The bidders are advised to submit their bid well in advance to avoid any kind of network issues. In case sufficient number of bids are not available as on last day of tender, the tender would be extended by another 10 days.

The undersigned reserves the right to reject any or all the tender without assigning any reason whatsoever.

MAJEED V P.
ASSISTANT REGISTRAR VII (ADMIN)

TERMS AND CONDITIONS

A. GENERAL INSTRUCTIONS:-

Name of work:- Conversion of existing analogue extension to SIP extension with necessary licenses and other hardware

1. Scope of the tender :

- a. This tender shall include Conversion of existing 300 analogue extensions to SIP extension with necessary licenses and other hardware's as per the sit requirements.
- b. 04 years Comprehensive AMC on expiry of warranty of 1 year for all the equipment supplied under this RFP.
- c. 05 years Comprehensive AMC for the existing Siemens make HiPath 4000 Communication System at Mahatma Gandhi University, Kottayam as per the detailed Scope of Work given in Annexure 1
- d. All accessories necessary for the Commissioning, Operation and Maintenance of the communications system also should include in the scope.
- e. Onsite engineer support for maintaining the existing HiPath 4000 System and all the equipment supplied under this RFP.

2. Submission of Bids:-

- a) Bidders shall submit the bid documents and questionnaire duly filled in giving all desired information therein.
- b) Bids submitted without Pre-qualification bids duly filled in, as specified, will be rejected.
- c) Bids shall be submitted in the following designated online covers:

Cover I - PRE-QUALIFICATION CUM TECHNICAL BID

- Pre-Qualification Documents as per Annexures
- Tender specified Manufacturer's Authorization Form (MAF) from EPABX manufacture
- Technical Compliance / Catalogue of the products
- All other scanned certificates/documents mentioned in the tender

Cover II- Price Bid / COMMERCIAL BID

- d. Unless accepted in writing, the conditions of the Tender document will be valid and no extension for submission of Tenders will be granted on any account
- e. The Tender should be submitted by the authorized signatory. Copy of Power of Attorney authorizing the person to sign the documents pertaining to this tender shall be submitted in Cover I.
- f. The Tenderers are to be aware of the location of supply and conditions of installation and should have a clear idea of the plan of action.
- g. The Tenderer should be a reputed Original Equipment Manufacturer (OEM) or OEM Vendor having sound technical and financial capabilities and also having strong service network in Kerala. It is mandatory that the bidder should have local Service Centre within 100 KMS of MG University. Documents proof should be submitted in Cover I.

B. Scope of Work

MG university is currently using a Siemens HiPath 4000 Communication server for internal and external communication needs. The system consists of 300 Analog extensions and 200 IP Extension. MG University has decided to convert all the 300 analog extensions to IP/SIP for better features and easiness of maintenance. Under this work the bidder shall execute the following:-

- 1) Converting 300 analogue extensions to IP/SIP extension. Supply and installation of 300 SIP phones as per specification
- 2) Supply and install the IP Gateway Card in the existing system for registering new IP/SIP phones
- 3) Supply and install PRI voice logger as per specifications
- 4) Supply and install call detailed reporting software as per specification
- 5) Supply and install one PC
- 6) Supply and install 4 port IVR Solution with Voice Mail Boxes
- 7) Comprehensive annual maintenance contract for existing systems and newly procured systems
- 8) Deploy one manpower at MG university for maintaining the existing HiPath 4000 system and newly procured systems

C. Bill of Materials

SL No	Material Description	Qty	Unit
1	Conversion of existing analogue extension to SIP extension with necessary licenses and SIP Phone- as per the specification with one year warranty	300	no
2	Supply,Installation,Configuration and Testing of STMI4- IP Gateway Card for existing HiPath 4000 System with one year warranty	2	no
3	30 Channel ISDN PRI Voice Logger with one year warranty (without PC)	3	no
4	Call Billing System for 600 Extensions with one year warranty	1	no
5	Supply and Install one PC	1	no
6	Supply and install 4 port IVR	1	no
7	Annual Maintenance Contract for the existing HiPath 4000 system for next 5 years (Rate/Year) as per the Annexure 01	5	years
8	Annual Maintenance Contract for the items specified in SL no 1-6 for the first year after expiry of the warranty period of one year (Rate/year)	1	year
9	Annual Maintenance Contract for the items specified in SL no 1-6 for the second year after expiry of the warranty period of one year(Rate/year)	1	year
10	Annual Maintenance Contract for the items specified in SL no 1-6 for the third year after expiry of the warranty period of one year(Rate/year)	1	year
11	Annual Maintenance Contract for the items specified in SL no 1-6 for the fourth year after expiry of the warranty period of one year(Rate/year)	1	year
12	Onsite engineer support for maintaining the existing HiPath 4000 System and newly procured systems. (Rate/Year)	5	years

Note:

- a) The above equipment supplied by the bidder shall be configured and integrated to co-exist with the existing equipment (mentioned in Annexures – HiPath 4000 System) in Mahatma Gandhi University in such a way that the entire telephone requirement will be enhanced to meet the voice call requirements
- b) The bidder is liable to provide any additional items (in addition to the above) which may be necessary to meet the requirements mentioned in the scope of work.

D . Details of Existing Communication Server

MG University is using Siemens make HiPath 4000 Communication server equipped with 593 user license and have IP extensions, SIP Extensions, PRI trunks as per the details below along with other accessories and hardware.	
Communication server Make and Model	Siemens HiPath 4000- Hot standby Hot Swappable control sections (High Availability)
IP gateway Card (STMI4)	1 No
PRI Card- 60 Channel	2 Nos
Remote Gateway with Survivability- AP3700 IP	1 No
IP Phones (Siemens OpenStage 15 HFA)	100 Nos
SIP Phones (Grandstream 1100)	100 Nos
AP 3700 Peripheral Shelf	2 Nos
Other accessories and hardware	

E. Technical Specifications of the Items to be supplied

SI No	Feature	Descriptions	Bidder's compliance
1	SIP phone Specification		
	Make and Model Quoted		
a	Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, RTCP-XR, HTTP/HTTPS, ARP, ICMP, DNS(A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR069, SNMP, 802.1x, TLS, SRTP, IPv6	
b	Network Interfaces	Dual switched auto-negotiation 10/100 Mbps Ethernet ports, integrated PoE	
c	Wi-Fi	Integrated dual-band Wi-Fi 802.11 a/b/g/n/ac (2.4Ghz & 5Ghz)	
d	Graphic Display	132 x 48 (2.41") backlit graphical LCD display	
e	Feature Keys	2 line keys, 4 XML programmable context sensitive soft keys, 5 (navigation, menu) keys. dedicated function keys for: , TRANSFER, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-	

f	Voice Codecs and Capabilities	Support for G.729A/B, G.711 μ /a-law, G.726, G.722(wide-band), G.723,iLBC, OPUS, in-band and out-of-band DTMF(in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB	
g	Telephony Features	Hold, transfer, downloadable phonebook(XML, LDAP, up to 2000 items), call waiting, call log(up to 800 records), off-hook auto dial, auto answer, flexible dial plan,	
h	QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 (ToS, DiffServ, MPLS) QoS	
j	Power & Green Energy Efficiency	Power Supply Input 100-240VAC 50Hz; PoE: IEEE802.3af Class 1, 3.84W; IEEE802.3az (EEE)	
k	Power adaptor	Necessary power adaptor for non-PoE operation	
l	Converting analogue extensions to IP/SIP extension	If required any licenses , please consider the same also	
2	IP Gateway Card Specifications		
	Make and Model Quoted		
1	Should be able to register 240 IP phones		
2	60 Channel (60 concurrent calls to TDM devices)		
3	Redundant LAN ports		
4	Compactable with the existing telephone exchange		
3	Call details reporting Software Specifications		
	Make and Model Quoted		
a	Browser-based user interface with multi-login facility		
b	Live dashboard shows real time total incoming, outgoing, missed calls and overall status along with free space, call recording device status.		
c	Full-fledged detailed reports to view and analyses call traffic		
d	Export reports to PDF/CSV format and print it for reference		
e	Shows active call details on all trunks and user can monitor live calls and listen to calls from a single telephone line.		
f	Peak hour reports, service statistics, total expense statistics, extension/group-wise call summary and statistics		
g	Quickly sort and retrieve information using numerous search parameters such as Phone Number/Extension, Call Type (even Missed), Status, Date, Area Code, Plan, Provider, Groups, Tags, Comments etc.		
h	Reports based on expensive call costs for checking excessive phone bills		
j	Add area codes, tariff for different trunks and usage based call cost for expense analysis		

k	Account code based reports with detailed summary	
l	Automatically send call/extension-group reports via e-mail	
m	Displays call report for extensions handling maximum number of calls	
n	Alerts on situations like idle trunk, low disk space, line down, missed call, etc.	

4	PRI Logger Specifications		
	Make and Model Quoted		
a	The PRI voice logger should log calls from 3 PRI lines (30 channel X 3)		
b	Browser based user interface		
c	Passive logging solution, failure/switching of the logger does not affect the telephone calls.		
d	Full-fledged daily/weekly/monthly date-wise reports		
e	Real-time monitoring and status information		
f	Backup/archiving capability		
g	Multi-user login and email facility		
h	Export of audio files to MP3/PCM/GSM		
5	PC for PRI Logger and Voice Mail		
1	Processor:	Core i5 11th Generation with 6 Cores 12MB Cache or higher	
2	RAM:	8 GB DDR4 or higher	
3	Hard Disk:	1TB SATA 7200RPM HDD or higher	
4	Display/ Monitor	Available	
5	Operating system	Licensed Windows 10 Professional or higher	
6	Video Card	Intel Integrated Graphics	
7	Key Board	Wired Keyboard	
8	Mouse	Wired Optical Mouse	

6	Centralized IVR (Unified Messaging Solutions) with Voice Mail - PC Based		
a	The offered IVR should have PC based Solutions.		
b	The IVR (Unified Messaging System) should have an auto attendant facility (welcome greeting) for external calls		
c	Currently the IVR should configure for 04 ports and expandable up to 08 ports as & when required. The offered IVR (Unified Messaging System) should be connected the existing system over IP		
d	The increase in ports should be enabled without the need to add any hardware and should only be by increasing the licenses. If required additional hardware, it should be considered in the scope.		
e	The offered IVR should have configurable call flows and should have the facility to upload custom audio files.		
f	The call flow in the IVR should have the facility to modify as and when needed by MG university and should be done without any extra cost during warranty / AMC period.		

g	The offered IVR (Unified Messaging System) should be equipped currently with minimum of 24 voice mail boxes and same should be upgradeable up to 240 mail boxes in future without add any hardware and should only be by increasing the licenses . The offered IVR- Voice Mail solutions should be upgradeable to Unified Messaging components such as Voice -E-mail integration, SMS integrations etc without any need to add any new hardware except adding licenses.	
h	If the caller reaches an extension, on 'no answer' condition, caller should be able to leave a message. It should also be possible for the user to customize individual Voice mail "I am not there" messages.	
j	The voice mail boxes should be able to configure for any extension in the main system and remote shelf with complete feature.	
k	Kindly attach the data sheet of the IVR (Unified Messaging System)	

E. COMMERCIAL CONDITIONS:-

1. **Earnest Money Deposit (EMD):-** The amount of EMD for the Tender is given in the Tender Notification.
2. **Security Deposit/Performance Security:** - The successful Bidder shall furnish the performance security equal to 5 % of Total Contract Value after issue of Work Order. The Performance Security should be only in form of a Bank Guarantee within 15 calendar days of the receipt of Work Order from the Purchaser. PBG shall remain valid for full contract period (1 year for Supply scope and for AMC it is 05 years. No PBG for Onsite support scope) and with a claim period of another sixty (60) calendar days. No interest shall be paid by the Purchaser on the Bid Security deposited by the Bidder. Failure of the successful Bidder to comply with the requirement of submission of PBG shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event Mahatma Gandhi University may blacklist the successful bidder and award the contract to the next best value bidder or call for new proposals from the interested bidders.
3. **Agreement:-** The successful Tenderer, immediately on receipt of the order should return the marked copy duly acknowledged in token of acceptance and should execute the agreement in Kerala stamp paper in the prescribed format within 15 days from date of receipt of the order.
4. **Delivery, Installation and Commissioning:** - The equipment are to be delivered and installed within the stipulated time at Mahatma Gandhi University, Kottayam. Advance intimation should be given to the consignee before delivery. The contractor shall be liable to complete all deliveries, installation and commissioning of the items within the stipulated period from the date of detailed Work order. The delivery plan and details shall be intimated to the office of the Register in advance.
5. **Delivery Period:** - The materials shall be supplied, installed and commissioned within 90 days from the date of Work Order.
6. **Penalty:** - In case the supplier could not supplied, installed and commissioned as per the agreement within the specified period, penalty will be charged @1% per week of the total value of contract or balance contract to be performed subject to a maximum of 10% of the contract amount. In case the contract is not completely and satisfactorily performed, Mahatma Gandhi University has the right to terminate the contract at the risk and cost of the contractor and forfeit the Security Deposit.
7. **Price:** - Price quoted should be firm in all respects for Supply, delivery, installation, testing and commissioning - including warranty for 1 Year along with the AMC as per the requirements of Mahatma Gandhi University. Price variation clause will not be entertained. The prices quoted should be inclusive of all taxes and duties in full, freight, installation charges and other levies if any. This should be as per the price schedule enclosed in the tender document. However basic price, duties and taxes etc. shall be shown separately with the total cost.
8. **Validity of offer:-** The submitted offer should be valid for a period of Six months from date of opening of the Pre-qualification bid or four months from the date of opening of Price bid whichever is earlier.

9. The Payment will be effected as detailed below/-

- a) 50% payment of amount quoted will be released on delivery and instruction by the competent authority within 15 days from the date of delivery-excluding AMC and Onsite support scope (Applicable for SL No 1 to 06)
- b) The next 40 % will be released on successful installation, testing and commissioning after getting certified by the competent authority.
- c) The balance 10% will retained and the same will be released on submission performance bank guaranty for a period of 1 year from the date of completion commissioning.
- d) **For AMC and Onsite support scope** – 50% will be released at the time of signing the AMC. The next 40% will be released after 6 months based on invoice and report from the competent authority. The balance 10% will be retained and the same will be released after the AMC for that particular year is completed.

10. Warranty:- The Supplier warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination. The warranty shall remain valid for the period of one year from date of commissioning.

11. AMC :- The agency shall be liable to quote 04 years **Comprehensive** AMC on expiry of warranty for all the equipment supplied under this RFP (BoQ SL no 01 to 06)

12. AMC for the existing equipment's:- The agency shall be liable to quote 05 years **Comprehensive** AMC of the existing communication solution including all the equipment presently using at Mahatma Gandhi University. AMC Starting date will be the date of commissioning all equipment as per this RFP.

13. License: - The licenses of software, if any, required for the operation should be in the name of Mahatma Gandhi University and valid for the life time.

14. Taxes:- The amount of Taxes and Duties taken in the Tender, if any, should be included and indicated clearly. If there is any reduction in the percentage on the rate of Taxes & Duties, the same should be passed on to the MGU. Any increase in taxes and duties on account of change in policy decisions of Government during the period of contract will be to University's account.

15. Service Assurance as per below:-

Severity level	Response time	Resolution time
Serious H/W or S/W failure (critical) affecting more than 75% of the users or entire system is down	4 Hrs.	48 Hrs.
H/W or S/W failure affecting 50% to 75% the users	6 Hrs.	72 Hrs.
H/W or S/W failure affecting 10 % up to 50% the users	8 Hrs.	72 Hrs.
H/W or S/W failure affecting up to 10% the users – In case the	24 Hrs.	3 - 4 days
Change requests	24 Hrs.	3 - 4 days
Category applicable	As described above.	

Penalty:-

Serious H/W or S/W failure (critical) affecting more than 75% of the users or entire system - Resolution time maximum 48 Hours. Delay for resolutions beyond 48 hours penalty 1000 /- per day will be deducted from the contractors invoice.

All other category delay for resolutions beyond above time frame penalty 200 /- per day will be deducted from the contractors invoice

- (a) Mahatma Gandhi University keep a System Maintenance Register which is a record of machine failure including the nature of failure, date and time of booking the complaint, when the System was put back in to service and the total down time. This record will be signed by the supplier's Service Engineer and Mahatma Gandhi University Engineer.
- (b) Whenever the equipment's cannot be repaired on site within the specified time limits, the vendor will have to provide an alternate equipment of matching specification of the equipment supplied under the contract. This shall be replaced within the period of **maximum 30 days** with the same equipment after repair or with an equipment of same or better model of the equipment supplied under the contract. All such replaced equipments will also come under the clauses of the existing Performance Guarantee

F. GENERAL CONDITIONS:-

- a. The Tenders should be submitted online only in the website **etenders.kerala.gov.in**
- b. The bidder has to use the tender documents available in the above website for submission of bids
- c. The rates quoted should be for the unit specified in the schedule attached and should be only in Indian currency. Quotations in any other currency will be liable to be rejected.
- d. Intending tenderers should submit their bids online on or before the due date and time prescribed in the tender notice. The bidder is advised to submit the bids well before the stipulated time and date to avoid any kind of network issues, traffic congestion etc. In this regard, the MGU shall not be responsible for any kind of such issues.
- e. Earnest Money Deposit (EMD):- EVERY TENDER SHOULD BE ACCOMPANIED BY AN EARNEST MONEY PRESCRIBED.
- f. (Bidder should ensure that bid document fees and EMD are remitted as one single transaction and not separate. Separate or split remittance for bid document fee and EMD shall be treated as invalid transactions and system will automatically reject the tender)
- g. The tenders will be opened on date & time specified in the tender notice or on a date & time fixed by Mahatma Gandhi University under notification in the presence of such of those tenderers or their representatives who may be present at that time. Details of prices etc. will be read out to those present at that time and such details will not be furnished to the representatives if they call at a later date.
- h. The rate will be considered firm for acceptance till three months from the date of Opening of Pre-qualification Bid or four months from the date of opening of the Price Bid whichever is earlier. If any tenderer withdraws from his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the earnest money deposited by him will stand forfeited to the MGU.
- i. The successful tenderer shall also execute an agreement in the form prescribed by **Mahatma Gandhi University** for the due fulfillment of the contract within the period to be specified in the letter to the contractor and shall have to pay all stamp duty, lawyer's charge and other expenses incidental to the execution of the agreement. Failure to execute the agreement within the period specified will entail the penalties set out in para 10 below.
- j. The Security Deposit will be released only after the successful completion of the contract period (warranty period of one year) after producing Non Liability Certificate.

PRE-QUALIFICATION BID

INFORMATION & INSTRUCTIONS TO BIDDERS

1. **Purpose of Pre-qualification**:- The pre-qualification BID from reputed manufacturers/ Firms is aimed at selection of a firm having sufficient relevant experience of work to be executed, financial resources, backed by competent technical personnel and other expertise necessary for ensuring that the work if awarded to them would be executed in time, with requisite standard and quality and in a smooth manner as per specifications.
2. **Evaluation Criteria**:- Mahatma Gandhi University will pre-qualify those firms which are considered suitable for carrying out the works based on the following criteria:

Pre-Qualification conditions:-

- Pre-Qualification Documents as per Annexures
 - Technical Compliance / Catalogue of the products
 - All other scanned certificates/documents mentioned elsewhere in the bid documents and Pre-Qualification
- 1) The tenderer shall be an Original Equipment Manufacturer/an authorized vendor of the Original Equipment Manufacturer. Tender specified Manufacturer's Association Form (MAF) in the prescribed format from EPABX manufacture shall be submitted with the Technical bid.
 - 2) The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government agencies. Declaration in this regard by the authorized signatory of the Bidder shall be submitted.
 - 3) The bidder shall have positive net worth as on March 31, 2021. Chartered Accountant Certificate for annual turnover and net worth shall be submitted.
 - 4) The bidder should have fully equipped Service Centre in Kerala functioning for the past three years with trained Engineers and stores for spares and standby systems. The details of technical staff and address of the facility shall be submitted with the Technical bid.
 - 5) The bidder should have executed minimum three AMC contract of similar IP EPABX using by MG University - HiPath 4000 IP EPABX with 400+ Extensions. Documentary proof should be submitted as per the annexure.
 - 6) The Bidder should have experience in executing similar projects. Experience details shall be submitted with the Technical bid as per the Annexure
 - 7) Unpriced BoM with make and model of each item shall be submitted with the Technical bid
 - 8) Offers for full quantity of the item tendered alone will be accepted. Bidders who are quoting part quantity will not be considered.
 - 9) The bidder should be an ISO certified organization.
 - 10) DECLARATION BY THE BIDDERS

The tenderer shall provide documentary evidence to prove his eligibility based on all the above pre-qualification criteria along with the Pre- qualification bid.

3. **Submission of Pre-Qualification Documents**:- “The Pre-qualification Information” which is annexed should be completed, digitally signed and submitted in online Cover-II with the other pre-qualification documents issued by Mahatma Gandhi University. Documents submitted in connection with the pre-qualification will be treated as confidential.
4. **Certificates of Completed Projects**:- Scanned copies of Certificates of similar projects listed in PQ , which can vouch the stability, technical know-how and capabilities in respect of the specialized fields (duly attested) of Bidders should be attached. The bidder should submit the original of these documents later, if required by the MGU.
5. **Declaration by the Applicant**:- The declaration by the applicants that they are not having any connection directly or indirectly with the Mahatma Gandhi University employees who are in charge of this work, should be submitted in the declaration form attached.
6. **List of Technical Personnel Available**:- Applicant must have suitably qualified personnel to handle the project. Applicants will have to supply the information on prime and alternate candidates for the area of specialization given below in terms of his/her qualification and experience at different locations.

1. Project Manager
2. Systems Engineer

DECLARATION BY THE BIDDERS:-

I (Name of the authorized signatory)

hereby declare that I am not in any way related to any Mahatma Gandhi University servant who is in charge of.....or having control of this work. I agree that if, at any stage it is found that this declaration is untrue, the bid security/performance security furnished by me will be forfeited and the contract entered will stand cancelled. It is understood that the relationship with the Mahatma Gandhi University servant referred to herein will be restricted to my Father, Mother, Son, Daughter, Brother, Sister, Direct Uncle, Nephew, Father-in-law, Mother-in-law, Brother-in-law, Sister-in-law and First cousins of the Officer concerned.

Name and Address of Bidder with Signature

Place:

Date :

Pre-Qualification Documents: Annexure 2**Registered Office Details**

Details of Offices / Service Centers in Kerala

SI No.	Office Address	Phone	E-mail

Kindly attach the documentary proof for above claim

Name and Address of Bidder with signature**Place:****Date :**

Pre-Qualification Documents : Annexure 3

Form - XI
Financial Information (LAST 5 YEARS)

1. Working Capital					
2. Turn Over					
3. Gross Profit					
4. Net Profits after taxation					

Name and Address of Bidder with Signature

Place:

Date :

Pre-Qualification Documents: Annexure 4

Bidders Profiles

1)	Name of the Applicant/Firm	
2)	Nationality of the Applicant/Firm	
	Head Office address (With Taluk & Panchayat)	
	Fax Number	
	Telephone Number	
	E – Mail	
3)	Year and place of the establishment of the company	
5)	The Applicant is:	
a)	a propriety firm	
b)	a limited company or limited corporation	
c)	a member of a group of companies	
d)	a subsidiary of a large corporation	
6)	Number of years of experience in supply and installation of IP Communication Solutions	
7	Whether the firm/contractor has ISO:9001 certification.(Give details):	

Name and Address of Bidder with Signature

Place :

Date :

FORM – VII: KEY TECHNICAL PERSONNEL IN KERALA STATE

Sl. No	Name	Designation	Qualification	Experience in Years

Name and Address of Bidder with Signature

Place :

Date :

Pre-Qualification Documents : Annexure 7**Pre-Qualification Documents -****A: Previous Experience - Supply Scope****Details of similar Projects completed**

1. Name of the work :
2. Place and country :
3. Name and address of the client :
4. Clients Business :
5. Total tendered cost :
6. Period of completion :
 - (i) Date of award of work :
 - (ii) Date of completion :
 - (iii) Reasons for non-completion of work in stipulated time limit/ extended time limit (if applicable) :

Brief technical specification of the items supplied including make & model, MCU, Codec and Display configuration employed and any other relevant details may be given.

Name and Address of Bidder with signature

Place :

Date :

Pre-Qualification Documents: Annexure 8A**Previous Experience - AMC Scope****Details of Similar A M C Contract Executed In Last 3 Years**

Attach separate sheet for each work, with documentary proof. Details without documentary proof will not be considered.

1. Name of the work :
2. Place and State :
3. Name and address of the client :
4. AMC Contract detail :
 - a) Is the client was under AMC contact in FY 2018-2019
 - b) Is the client was under AMC contact in FY 2019-2020
 - c) Is the client was under AMC contact in FY 2020-2021
 - d) Is the client was under AMC contact in FY 2021-2022
5. Work order copy Attached - Yes / No
6. Configuration of the system with Make and Model :

Name and Address of Bidder with signature

Place:

Date:

Pre-Qualification Documents: Annexure 8B**Pre-Qualification Documents -****B: Previous Experience – AMC Scope****Details of Similar A M C Contract Executed In Last 3 Years**

Attach separate sheet for each work, with documentary proof. Details without documentary proof will not be considered

1. Name of the work :
2. Place and State :
3. Name and address of the client :
4. AMC Contract detail :
 - e) Is the client was under AMC contact in FY 2018-2019
 - f) Is the client was under AMC contact in FY 2019-2020
 - g) Is the client was under AMC contact in FY 2020-2021
 - h) Is the client was under AMC contact in FY 2021-2022
5. Work order copy Attached - Yes / No
6. Configuration of the system with Make and Model :
7. :

Name and Address of Bidder with signature

Place :

Date :

Pre-Qualification Documents: Annexure 8C**Previous Experience – AMC Scope****Details of Similar A M C Contract Executed In Last 3 Years**

Attach separate sheet for each work, with documentary proof. Details without documentary proof will not be considered

1. Name of the work :
2. Place and State :
3. Name and address of the client :
4. AMC Contract detail :
 - i) Is the client was under AMC contact in FY 2018-2019
 - j) Is the client was under AMC contact in FY 2019-2020
 - k) Is the client was under AMC contact in FY 2020-2021
 - l) Is the client was under AMC contact in FY 2021-2022
5. Work order copy Attached - Yes / No
6. Configuration of the system with Make and Model :

Name and Address of Bidder with signature

Place :

Date :

Pre-Qualification Documents: Annexure 9**Unpriced BoM with make and model**

	Make and Model Number of offered Solutions					
SL No	Material Description	QTY	Unit	Make and Model offered	Part Number	GST %
1	Conversion of existing analogue extension to SIP extension with necessary licenses and SIP Phone - as per the specification with one year warranty	300	no			
2	Supply, Installation, Configuration and Testing of STMI4 - IP Gateway Card for existing HiPath 4000 System with one year warranty	2	no			
3	30 Channel ISDN PRI Voice Logger with one year warranty (without PC)	3	no			
4	Call Billing System for 600 Extensions with one year warranty	1	no			
5	Supply and install one PC	1	no			
6	Supply and install 4 port IVR	1	no			
7	Annual Maintenance contract for the existing HiPath 4000 system for next 5 Years (Rate / Years) as per the Annexure 01	5	Year			
8	Annual Maintenance contrite for the items specified in SL no 1 - 4 for next four years after expire the warranty period of one years	4	Year			
9	Onsite engineer support for maintaining the existing HiPath 4000 System (Rate / Year)	5	Year			

Name and Address of Bidder with signature

Place :

Date :

Pre-Qualification Documents: Annexure 10

Project Specified Authorization Letter from OEM

മഹാത്മാഗാന്ധി സർവ്വകലാശാല, കേരളം

Pre-Qualification Documents: Annexure 11**(In Bidders letter head)****Undertaking**

I /we, hereby agree to adhere to the conditions of Mahatma Gandhi University regarding Delivery, Guarantee, AMC, Payment and Penalty mentioned in this tender document.

We studied the Scope of work and general condition of the tender. The offered solution will be fully compactable with the existing communication solutions and we considered all necessary hardware and software for the successful implementation of this project.

Bidders Signatures**Name and Address of Bidder****Place:****Date :**

CHECK LIST

The specific answers are to be given again each of the following questions.

Sl. No.	Mark whichever is applicable	Yes	No
1	Whether the bidder is an original equipment manufacturer.		
2	Project Specified Authorization Letter from OEM attached		
3	Whether the details of previous experience of the bidder have been attached and whether experience certificates of authorities have been enclosed		
3	Whether EMD & Bid Submission Fee has been remitted through NEFT/SBT Internet Banking		
5	Whether the Bid is valid for a period of 3 months from the date of opening of the price bid/six months from the date of opening of pre-qualification bid whichever is earlier.		
6	Whether the power of Attorney authorizing the person / persons for signing the tender has been attached.		
7	Whether payment terms is acceptable		
8	Technical Compliance of the offered solutions and brochures are attached		
8	Whether the certificate as shown in Information and instruction to bidders / Pre-qualification bid and Annexures 1 to 10 has been attached		
9	Whether delivery schedule furnished in pre-qualification is acceptable		

Name and Address of Bidder with signature

Place :

Date :