



Price Rs. 3000/-

**Civil Surgeon,CivilHospital,Nandurbar .
MAHARASHTRA**

Civil Hospital,,Nandurbar
Sakri Road,Nandurbar-425412
Maharashtra State

Website :<https://mahatenders.gov.in>, arogyamaharashtra.gov.in

Email: csnandurbar1@gmail.com

Phone :02564-210131/210122.

Tender for Purchase of

**1. Supply/Installation/Commissioning of EPABX System (Tunkey Basis)
Not Transferable**

Tender reference No: Tender No.E-4/CSNandurbar / Supply/Installation/Commissioning of
EPABX System (Tunkey Basis)/ /2017-18

Issued to M/s.....

Civil Surgeon,Nandurbar

E Tender No.: Tender No.E-4/CSNandurbar/Supply/Installation/Commissioning of EPABX System
(Tunkey Basis)/ /2017-18

Civil Surgeon Civil Hospital Nandurbar.on behalf of Govt. of Maharashtra invites e-tenders in two envelope system from the Manufacturers, 100% Subsidiaries OR Sole Distributors, for the purchase of following items.

Sr. No	Description	Approx. Qty.
1	Supply, Installation, Testing & Commissioning of Unified Communication System (Telephone Exchange)	As Per Annexure A
2	Supply & Laying of different types of Armoured/Un-armoured cables for telephone exchange	

Interested eligible Tenderer may obtain further information of technical specifications, required quantities and other terms and conditions applicable for procurement of above items from the e-tendering website : <https://mahatenders.gov.in>, arogya.maharashtra.gov.in

TENDER SCHEDULE

All bid related activities (Process) like Tender Document Download, Bid Preparation and Hash submission, bid submission and submission of EMD and other documents will be governed by the time schedule given under Key Dates below:

Tender Publish Date and Document Download : 02.02.2018 10:30 am
Start Date

Last Date for Document download and :08.02.2018 05:50 pm
Bid Submission

Date and time of opening of Enevelope No.1

:09.02.2018

11:00 pm

Address for communication

Office Of The Civil Surgeon,Civil Hospital,
Sakri Road,Nandurbar-425412
Phone N.-02564-210131/210122

A complete set of tender documents may be purchased by interested eligible tenderer upon payment of a non refundable fee of **Rs. 3000/-** (Three Thousand only Should Paid By online Payment Getway Only in favor of "**Civil Surgeon civil Hospital, Nandurbar** as per the duration displayed in Time schedule as per e-tender procedure.Government undertaking firms, Micro&Small, Medium Industries Development Act 2006 are exempted from submission of tender fee for quoted item.

Tender cost of Rs.3,000/-(Three Thousand only) in Online Payment will have to be submitted during Bank hours till last date of sale / close of tenders. The tenders shall be rejected summarily upon failure to follow procedure prescribed in the Tender document. The conditional tender is liable to be rejected.

Civil Surgeon,CivilHospital,Nandurbar reserves all rights to increase or decrease the quantity to be purchased and also reserves the right to cancel or revise or any of the all the tenders or part of tenders without giving any reasons there to.

Civil Surgeon,Nandurbar

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TERMS AND CONDITIONS

TERMS AND CONDITIONS

1. Introduction

- 1.1 **Civil Surgeon,CivilHospital,Nandurbar**, hereinafter referred to as a “Purchaser” invites onlinetender in two Envelope systems for supply of item specified in **Annexure-A** Schedule of Requirements, for the use in Govt. health facilities in Civil Hospital,Nandurbar, Maharashtra. **Interested eligible Tenderer may obtain further information of technical specification, required quantities and other terms and conditions applicable for procurement of item from Government of Maharashtra E-tendering website <https://mahatenders.gov.in>, arogya.maharashtra.gov.in**
- 1.2 All tender related activities (Process) like Tender Document Download, Tender Preparation and Hash submission, Tender submission and submission of EMD and other documents will be governed by the time schedule.
- 1.3 All activities of this tender are carried out **online** on Website **<https://mahatenders.gov.in>**. The tender document is uploaded/Released onGovernment of Maharashtra, (GOM) e-tendering website <http://arogya.maharashtra.gov.in> and has to be downloaded as well as filled up and submitted **online only**. Tenderer are required to submit the tender cost of Rs. 3000/- (Rupees Three Thousand only) (Non-refundable) by way of online Payment in favor of **Civil Surgeon,CivilHospital,Nandurbar**and the same should essentially be submitted in the separate Envelope along with EMD manually on or before last date & time for sale close of Bid. In no case, the tender cost/fee should be mixed with EMD amount. Tender shall liable to be rejected summarily upon failure to follow procedure prescribed in the Tender document
- 1.6 The quantities mentioned in the Tender are only approximate estimated quantities. **Civil**

Surgeon,CivilHospital,Nandurbar reserves the right to increase or decrease the quantities, to be purchased without assigning any reason thereof.

- 1.7 If any tenderer wishes to lodge any complaint against the other tenderer regarding submission of false documents, information etc. The tenderer has to submit the complaint before price bid opening along with deposit of Rs30,000 (Rupees ThirtyThousand only) in the form of Online Payment in favor of **Civil Surgeon,Civil Hospital,Nandurbar** Maharashtra payable at Nandurbar in terms of deposit. This issue will submit **Civil Surgeon,CivilHospital,Nandurbar** along with facts. The amount so deposited shall be refunded if after scrutiny the complaint is found to be true by the Purchase Committee. However, if the complaint found to be false and malafide the deposit will be forfeited. No interest shall be paid against this deposit. Any complaint received after price bid opening will not be entertained.

2. Eligibility criteria:

Eligibility criteria for this Tender:

- 1.1 Considering the nature of procurement is based on ‘Quality Job Work’ with installation of quality accessories and maintenance atleast for 7 years after completion of warrantee period proper agency having quality workmanship shall be preferred for this tender and is the most important eligible criteria. The tenderer should specify make dimensions, details specification of the material which shall be provided by him for installation. The specification of major accessories has been in **Annexure – B**.
- 1.2 The minimum annual turnover of the bidder shall be as indicated below for the period of past three years i.e. **2014-15,2015-16 & 2016-17** to qualify per year. This is applicable for Schedule as a whole.

S. No.	Description	Turnover in Rs
1	Supply/Installation/Commissioning of EPABX System	20,00,000

- 1.3 Tenderer shall produce Certificate from Chartered Accountant for Annual turnover of last 3 years i.e. **2014-15,2015-16 & 2016-17** in the format given in Annexure – B
- 1.4 Tenderer shall produce Audited Balance Sheet and profile and Loss Accounts for last three years i.e. **2014-15,2015-16 & 2016-17** certified by the Auditor.
- 1.5 Preference would be given to: “Made in India” product - Indigenous design manufacturer
- 1.6 Manufacturer having DSIR recognized R&D unit
- 1.7 The eligible Bidder must submit particulars of quantity of the **past supplies** made as per the performance statement Format provided in the tender document without any alteration, during the last Three calendar years, **As per annexure2**
- 1.8 Technical specification parameter feature wise item by item compliance is mandatory. Technical compliance on each word/line/paragraph wise explained & substantiated with full particulars and shall be supported by quality Conformance test reports of the offer product(s). **as per annexure B**
- 1.9 Brief compliance on item by item parameter using words like: “... Will be provided /As per BIS/Complied/As per specifications/Available /As per Literature / As per tender / As per requirements & copy typing the tender specifications as compliance or similar “ are not acceptable and that bid shall be categorize as incomplete and rejected.
- 1.10 Tenders are not allowed from manufacturer for the product (s) for which the Firm found guilty of malpractice, misconduct, or blacklisted/debarred either by Public Health Department, Govt. of Maharashtra or by any local authority and other State Government/Central Government's organizations.

No guarantee is given for issue of order of total quantity mentioned in the tender document. The bidder has to supply quantity as may be ordered by the Direct Demanding Officers during the currency of the contract.

- 2.9 Deviations or exceptions if any must be clearly clarified, mentioned and submitted, Tenderer offering substitutions which must ensure substantial equivalence to those designated standards or features provided that it demonstrated to the Purchaser's satisfaction.

Note: Tenders are not allowed from manufacturer for the item (s) for which the firm found guilty of malpractice, misconduct, or blacklisted/debarred either by Public Health Department, Govt. of Maharashtra or by any local authority, Other State Government/Central Government's organizations.

3. Cost of bidding

The tenderer shall bear all costs associated with the preparation and submission of their online tenders and the Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

4. Clarification of tender document

A prospective tenderer requiring any clarification of the tender document shall contact the Purchaser by letter or email 2 days prior to last date & time of closing sale of tender.

Email ID-csnandurbar1@gmail.com For e-tendering process related Queries can be sent on email-eproc.support@mahatenders.gov.in/Help:The 24 x 7 Toll Free Telephonic Help Desk number 1800-3070-2232. Mobile: +91-7878107985,+91-7878107986,+91-7878007972 and +91-7878007979 Prospective tender's requiring any clarification after this last date will not be entertained.

5. Amendment of tender document

- 5.1. At any time prior to the deadline for Sale of tender, the Purchaser may amend the tender documents by issuing Addenda/Corrigendum.
- 5.2. Any addendum/corrigendum as well as clarification thus issued shall be a part of the Tender documents and it will be assumed that the information contained in the amendment will have been taken into account by the Tenderer in its tender.
- 5.3. Information about those who have purchased the tender documents will be placed on website.
- 5.4. To give prospective Tenderer reasonable time in which to take the amendment into account in preparing their tenders, the Purchaser shall extend, at its discretion, the deadline for submission of tenders, in which case, the Purchaser will notify all tenderer by placing it on website of the extended deadline and will be binding on them.

6 Submission of tenders:

Tender should be submitted on or before last date of submission.

Tender should be submitted through website <https://mahatenders.gov.in> and Online only in two envelopes i.e. Technical Bid in envelop no.1 & Commercial bid in Envelop no. 2. The EMD as required in the tender documents should invariably be submitted before the last date and time for sale close of tender on address mentioned below.

Civil Surgeon, Civil Hospital, Sakri Road, Nandurbar
Phone No-02564-210131/210122

To prepare and submit the tender/offer online all bidders are required to have e-token based DIGITAL CERTIFICATE. Digital signature certificate should be obtained from competent authority. However the e-tender website or helpline numbers may guide you for obtaining the same.

6.1 Late tender offers:

Late tender fee, EMD, or other papers to be submitted on or before sale close of tender on any count shall be rejected summarily. Delay due to Post or any other reason (for eg. Electricity / Internet / etc.) will not be condoned.

6.2 Envelope No. 1 (Technical Bid).

Technical offer must be submitted online at <https://mahatenders.gov.in> as per the instructions on the portal. The tenderer must upload the following documents as per e-tendering process.

FOLLOWING DOCUMENTS ARE MANDATORY & SHOULD BE ENCLOSED IN SEQUENCE & ORDER.

(Technical Bid): Technical offer must be submitted.

The tenderer must submit the following documents along with the tender.

1. Tender Form as per Annexure – 1
2. Manufacturer's Authorization form must be Submitted from manufacturer in the name of Civil Surgeon, Nandurbar For above said tender.
3. The instruments such as power of attorney, resolution of board etc. authorizing an officer of the tenderer.
4. Authorization letter nominating a responsible person of the tenderer to transact the business with the Purchaser.
5. Annual turnover statement for last 3 years in the format given in **Annexure – 3** certified by the Chartered Accountant.
6. Copies of Balance Sheet and Profit and loss Accounts for last three years certified by the Auditor.
7. GST registration Certificate
8. VAT Clearance Certificate up to 31st march 2017 or the latest copy of the VAT Return Submitted.
9. Technical compliance of the offered product as per **Annexure-B**.
Annexure B Technical specification compliance: Compliance on Supply/Installation/Commissioning of EPABX System with detailed substantiation how the offered product meets the requirement. (Do not write simply Yes or Complied or As per IP/BP/USP. If written then bid will be rejected)
10. Affidavit on non-judicial stamp paper of Rs.100/- that the rates quoted in the tender are not higher than market rates installed on credit basis to be submitted to this office along with tender fees, EMD on or before sale close of the tender.
To be submitted to this office along with tender fees, EMD on or before sale close of the tender.
11. Affidavit on non-judicial stamp paper of R.100/- regarding the firm has not been found guilty of malpractice, misconduct, or blacklisted/debarred for the quoted product by Public Health Department, Govt. of Maharashtra or by any local authority and other State Government / Central Government's organizations in the past three years for the quoted item.
To be submitted to this office along with tender fees, EMD on or before sale close of tender.
12. Attested copy of valid registration made by manufacturing firm for the offered product with Directorate General of Supplies & Disposal (D.G.S. & D) or Small Scale Industries (S.S.I) or C.S.P.O. or National Small Scale Industries Corporation (N.S.S.I) should be submit, if applicable. If firms of any of these Small Scale Industries categories wish to enjoy any preference declared by Maharashtra Government Resolution under which they are entitled for preferences should be submit along with Registration Certificates failing which they shall be treated at par with other tenderer. This preference shall invariably be applicable to the manufacturers for the specific product as per technical specifications of this tender. The manufacturer having S.S.I. for the same shall be exempted from deposition of EMD.

13. Other relevant documents required as per tender terms & conditions.
14. The Govt. orders issued by industries department & Public Health Department, Govt. of Maharashtra time to time will be applicable to this tender.

6.3 Envelope No. 2 (Price Bid):

- (a) All Commercial offers must be submitted online at <https://mahatenders.gov.in> as per the instructions on the portal
- (b) Rates should be quoted in the BOQ.xls file only.
- (c) Tenderer are strictly prohibited to change/alter specifications or unit size given in Annexure – A Schedule of requirements while quoting.

7 Deadline for submission of tenders

- 7.1 For submission of tender tenderer must complete the online bid submission stage as per online schedule of the tender.
- 7.2 The purchaser may, at his discretion, extend the deadline for the submission of tenders by amending the tender document in which case all rights and obligations of the purchaser and tenderers previously subject to the deadline will thereafter be subject to the deadline as extended.
- 7.3 Offers not submitted online will not be entertained.

8 Opening of tender:

On the date and time specifies in the tender notice following procedure will be adopted for opening of tender for which tenderer is free to attend himself or depute an authorized officer as his representative.

8.1 Opening of envelope no. 1 (Technical Bid)

Envelope No. 1 (Technical Bid) of the tenderer will be opened in the presence of tender opening authority and in the presence of tenderer / their representative through e-tendering procedure.

8.2 Opening of Envelope No. 2

This envelope shall be opened as per e-tendering procedure after opening of Envelope No. 1 (Technical Bid). Likely date and time of price bid opening will be forth working day after completion of technical scrutiny. In case of change in time and date, the changed time and date will be communicated electronically by the purchaser separately to the eligible tenderers of Envelope No. 1.

9 Period of Validity of tenders:

- 9.1 The tenders shall remain valid for a period of 120 days after the date of opening of Envelope No. 1 (Technical Bid). A bid valid for a shorter period shall be rejected.
- 9.2 Prior to the expiration of the bid validity the purchaser may request the tenderers to extend the bid validity for the period as required by the purchaser.

10. Earnest Money Deposit :

- 10.1 All tenders must be accompanied with Earnest Money Deposit (EMD) for the amount specified in Annexure-A Schedule of Requirements.
- 10.2 The EMD shall be submitted Online Payment in favor of Civil Surgeon, Civil Hospital, Nandurbar payable at Nandurbar bank guarantee from any nationalized or scheduled bank in the form provided in the tender document (Annexure-6) and valid for 165 days from opening date of 1st bid as mentioned in the tender or the extended date if any.
- 10.3 Manufacturing Firms who registered for offered product with Directorate General of Supplies & Disposal (D.G.S. & D), Small Scale Industries (S.S.I) & National Small Scale Industries Corporation (N.S.I.C) will be granted exemption from payment of EMD in respect of tender item as specified in the technical specifications is mentioned in the registration certificate & E M part II which has been produced for exemption.
- 10.4 The tenders submitted without EMD will be summarily rejected.
- 10.5 Unsuccessful tenderer's EMD will be discharged / returned within a period of 30 days after award of contract to the successful bidder.
- 10.6 Tenderer shall not be entitled for any interest on EMD / Security deposit.
- 10.7 The successful tenderer's EMD will be discharged after signing the Contract and submitting

the security deposit as stipulated.

10.8 The EMD shall be forfeited:

8.a) Tenderer fails to accept the purchase order.

8.b) If a Tenderer withdraws its tender during the period of bid validity as specified in the Tender.

8.c) In case of a successful Tender, if the tenderer fails:

(i) To sign the Contract in accordance with terms and conditions or.

(ii) To furnish security deposit as per tender clause 15.

11. Prices

11.1 The prices quoted and accepted will be binding on the tenderer and valid for a period on one year from the date of signing the contract and any increase in price will not be entertained during the contract period

11.2 Rates should be quoted in Indian Rupees only for each of the required items separately on door delivery basis inclusive of installation and commissioning according to the unit asked for strictly as per the format of price schedule (**Annexure- 5**).

11.3 If at any time during the period of contract, the price of tendered items is reduced or brought down by any Law or Act of the Central or State Government or by the tenderer himself, the tenderer shall be morally and statutorily bound to inform the purchaser immediately about such reduction in the contracted prices. The purchaser is empowered to reduce the rates accordingly.

11.4 In case of any enhancement in GST due to statutory Act of the Govt. or any other taxes newly levied by Govt. after the date of submission of tenders and during the tender period, the quantum of additional GST so levied will be allowed to be changed extra as separate item without any change in price structure of the drugs approved under the tender. For claiming the additional cost on account of the increase in GST, the tenderer should produce a letter from the concerned Competent Authorities for having paid additional GST on the goods supplied to the Purchaser and can also claim the same in the invoice.

11.4 To ensure sustained supply without any interruption the Purchaser reserves the right to split orders for supplying the requirements amongst more than one tenderer provided that, the rates and other conditions of supply are same.

12 Technical Specifications :

12.1 The Tenderer shall carefully read and understand the technical specifications, quality requirements, packing, applicable standards, Act & Rules including the Mandatory requirement for substantiation of their compliance without deviating from tender requirements.

12.2 Technical specifications where each parameter wise compliance must be Provides Separately filled up with full details i.e. Make, Technical compliance on each word/line/paragraph wise explained & substantiated with full particulars and shall be supported by quality Conformance test reports of the offer product (s)

12.3 Brief compliance on item by item parameter using words like: “.... Will be provided /As per BIS/Yes/Complied/As per specifications/Available /As per Literature / As per tender / As per requirements & copy typing the tender specifications as compliance or similar “ are not acceptable and that bid shall be categorized as incomplete and rejected

12.4 Deviations or exceptions if any must be clearly clarified mentioned and submitted; Tenderer offering substitutions which must ensure substantial equivalence to those designated standards or features provided that it demonstrated to the Purchaser's satisfaction.

13 Evaluation of tenders :

13.1 After opening of Envelope No. 1 (Technical bid), on the scheduled date, time and venue, the Purchase committee shall examine the contents of the tenders received online through e-tendering

process along with all prescribed mandatory documents.

- 13.2 The Purchase committee shall scrutinize the documents mentioned above for its eligibility, validity, applicability, compliance and substantiation including post qualification criteria stipulated in tender document.
- 13.3 The Purchase committee shall also analyze that there is no collusive or fraudulent practice involved in the entire tendering process amongst all the tenders received.
- 13.4 The technical scrutiny shall be on the basis of submitted substantiation documents and Rules including allied standards of BIS codes as applicable.
- 13.5 Any tender during the evaluation process do not meet the tender conditions laid down in the tender document will be declared as not acceptable and such tenders shall not be considered for further evaluation. However, the tenderer can check their tender evaluation status on the website.
- 13.6 Tenders which are in full conformity with tender requirements and conditions shall be declared as Eligible Tender for opening Envelop no. 2 in the website and Envelope No. 2 (Commercial bid) of such tenderer shall be opened later, on a given date and time.

14 Post Qualifications :

- 14.1 The Purchaser will further evaluate the Tenderer's financial, technical, and production capabilities based on the documentary evidence and information submitted by the Tenderer as well as other information the Purchaser deems necessary and appropriate.
- 14.2 An affirmative post-qualification determination of the Purchaser will be a prerequisite for acceptance of Technical Bid (Envelope No. 1). A negative determination will result in rejection of the Tenderer's tender, in which event the purchaser will proceed to the next tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

15 Security Deposit & Contract Agreement

- 15.1 The successful tenderer shall furnish the security deposit to the Purchaser within 15 days from the date of communication of acceptance of Tenderer for an amount of 5% of the contract value, valid upto 60 days after the date of completion of warranty obligations and enter into Contract Agreement on Rs.100/- non-judicial stamp paper. The cost of stamp paper should be borne by the tenderer. In the event of any replacement of defective goods during the warranty period of one year and the performance Bank Guarantee for proportionate value shall be extended 60 days over and above the extended warranty.
- 15.2 The Security Deposit should be in the form of Bank Guarantee in favour of the Civil Surgeon, Nandurbar. Payable at Nandurbar from any Nationalized or Schedule Bank (**Annexure – 7**)
- 15.3 The Security Deposit will be discharged by the Purchaser and returned to the Supplier not later than 60 days following the date of the installation and satisfactory installation and testing report by the Technical Expert Committee of Civil Hospital, Nandurbar.
- 15.4 The security deposit shall be discharged (Forfeited) as a compensation for any loss resulting from the failure to perform the obligations under the contract or in the event of termination of the contract or in any event as the Purchaser thinks fit and proper.

16 Award of Contract:

- 16.1 The Purchaser will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined as lowest evaluated tender, provided further that the tender is determined to be qualified to perform the contract satisfactorily . The Purchaser will place supply orders on staggered basis, if necessary, during the contract period to the lowest evaluated responsive tenderer and will be governed by all the terms and conditions stipulated in the tender document.
- 16.2 The Purchaser reserves the right to increase or decrease the quantity to be purchased and also reserves the right to cancel or revise or any of the all the tenders or part of tenders without giving any reasons thereto with no cost to the Purchaser.

16.3 The Purchaser will place installation orders on staggered basis during the contract period to the lowest evaluated responsive tenderer and will be governed by all the terms and conditions stipulated in the tender document.

16.4 The Successful tenderer who is liable for award of contract should submit demand draft amounting to 1.5% of ordered value to meet expenditure of tender processing i.e. publicity charges, expertshonorarious, stationary charges etc. of sample testing fee and other incidental expenditure.

17 Period of Contract :

The period of contract shall be one year from the date of execution of the contract.

18 Delivery Period & Place of delivery

Installation / Commissioning / Testing Period shall be done in 45 days from the date of receipt of confirm order. The consignees may be Medical Superintendent/Civil Surgeon in the State as per quantity indicated in the supply order on door delivery basis as mentioned in Schedule of requirement.

19 Liquidated damages :

If the supplier fails to installation / commissioning / testing within the period specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed goods for each week or part thereof of delay upto maximum deduction of 10%. Once the maximum is reached, the Purchaser may consider for termination of the Contract.

20 Default Clause / Cancellation on failure to supply:

If the supplier fails to commence delivery as scheduled or to deliver the quantities ordered to his within the delivery period stipulated in the contract, it shall be discretion of the purchaser either. (a) to extend the delivery period or. (b) to cancel the contract in whole or in part for the unsupplied quantities without any show cause notice. In the vent of extension, liquidated damages, will be applicable. If the purchaser decides to cancel the contract, the mode of repurchase will be at the discretion of the purchaser. The supplier shall be liable to pay any loss by way of extra expenditure or other incidental expenses, which the purchaser may sustain on account of such repurchase at the risk and cost of the supplier. In addition to action above, the purchaser may debar the defaulting supplier from future orders, for maximum period of 3 years. In any case the supplier will stand debarred for future contracts for the period till extra expenditure on account of cancellation and repurchase in terms of action above is paid by the supplier or recovered from his bill for supplied goods against any orders with the purchase or his authorized consultants / agents.

21 Inspections and test

Inspection and testing of installation / commissioning - Random checking of installed accessories shall be verified by our Hospital Technical Expert Committee. . Inspection charges, including the expenses for the experts, will be payable by the tenderer.

21.1 The tenderer should submit the written warrantee of installed material and the whole system for 2 years from the date of installation.

21.2 The purchaser shall have the right to make claims under the above warranty after the Goods have been delivered to the final destination indicated in the Contract. Upon receipt of a written notice from the Purchaser, the Supplier shall, within the period of 15 days replace the defective goods without cost to the Purchasers. The supplier will be entitled to remove, at his own risk and cost, the defective Goods once the replacement Goods have been delivered. Disposal f defected / substandard goods should be under intimation and as per the instructions from Technical Expert Committee.

21.3 If after being notified that the defect has been confirmed pursuant to above clause, the supplier fails to replace the defective Goods within the period of 15 days the purchaser may proceed to take such remedial action as may be necessary, including removal and disposal, at

the supplier's risk and expense and without prejudice to any other rights that the purchaser may have against the supplier under the contract. The purchaser will also be entitled to claim for storage, in respect of the defective goods for the period following notification and deduct the sum from payments due to the supplier under this contract. This action will be under intimation and as per the instructions from technical Expert Committee.

22 Warranty

- 22.1 The warranty shall remain valid for **24 months** from the date of installation at consignee destination.
- 22.2 The Supplier should submit the written warranty that all goods supplied under the Contract are of the most recent or current models and that they incorporate all recent improvements in design and materials provided in the Contract.
- 22.3 The Purchaser shall have the right to make claims under the above warranty after the Goods have been delivered to the final destination indicated in the Contract. Upon receipt of a written notice from the Purchaser, the Supplier shall, within the period of 15 days replace the defective Goods without cost to the Purchaser. The Supplier will be entitled to remove, at his own risk and cost, the defective Goods once the replacement Goods have been delivered.
- 22.4 If, after being notified that the defect has been confirmed pursuant to above clause, the Supplier fails to replace the defective Goods within the period of 15 days the Purchaser may proceed to take such remedial action as may be necessary, including removal and disposal, at the Supplier's risk and expense and without prejudice to any other rights that the Purchaser may have against the Supplier under the Contract. The Purchaser will also be entitled to claim for storage, in respect of the defective Goods for the period following notification and deduct the sum from payments due to the Supplier under this Contract

22.5 Annual maintenance Contract & CMC

(a) The tenderer will have to agree to enter into comprehensive maintenance contract (CMC) @ 5% of the ordered value of the equipment for the period of 5 years after completion of Warrantee Period.

(b) Tenderer will have to agree for Annual Maintenance Contract (AMC) @ 1% in Nandurbar and 1% in other area after completion of CMC period.

(c) The Supplier will have to submit the Bank Guarantee from Nationalized/Scheduled Bank for the amount of AMC/CMC value. In case of non-compliance of AMC/CMC obligations, the tenderer will be liable to pay a penalty as appropriate including blacklisting. Such Penalty shall be recovered from the amount of Bank Guarantee submitted.

(d) Payment for AMC/CMC on yearly basis will be made by the end user at the end of year after satisfactory performance report.

22 Force Majeure:

- 22.1 For purposes of this Clause, 'Force Majeure' means at any time during subsistence of contract an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 22.2 If a Force Majeure situation arises, the Supplier shall promptly but not later than 30 days notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 22.3 Force Majeure will be accepted on adequate proof thereof.
- 22.4 If contingency continues beyond 30 days, both parties argue to discuss and decide the

course of action to be adopted. Even otherwise contingency continues beyond 60 days then the purchaser may consider for termination of the contract on equitable basis.

23 Confidentiality

Information relating to the examination, clarification, evaluation, and comparison of tenders, and recommendations for the award of a Contract shall not be disclosed to tenderer or any other persons not officially concerned with such process until the notification of Contract award is made.

24.1 Any effort by the tenderer to influence the Purchaser in the Purchaser's bid evaluation, bid comparison, or contract award decisions may result in the rejection of the Tenderer's bid.

25 Payment

100% Payment shall be made upon submission of following documents.

(i) Submitting 3 copies of supplier's invoice. & after installation of equipment.

(ii) Installation and commissioning Report.

(iii) The Purchaser Shall have every rights to deduct the pending due on account of loss, compensation or any remedial action in monetary terms from the said payment. The Supplier shall not agitate the said issue in future.

26 Corrupt or Fraudulent Practices.

- a. The purchaser as well as tenderers shall observe the highest standard of ethics during the procurement and execution of such contract.
- b. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution
- c. Fraudulent practice means a misrepresentation or omission of facts in order to Influence a procurement process or the execution of a contract to the detriment of purchaser and includes collusive practice among tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the purchaser of the benefits of free and open competition.
- d. "Collusive practice" means scheme or arrangement between two or more tenderers, with or without the knowledge of the purchaser, designed to establish tender price at artificial, noncompetitive level and
- e. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or effect the execution of the contract.
- f. The purchaser will reject a tender for award if it determines that the tenderer recommended for award has directly or through an agent engaged in corrupt or fraudulent practices in competing for the contract in question.
- g. The purchaser will declare a firm or individual as ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing a contract.

27 Please see "Rider A"

a. RESOLUTION OF DISPUTE

In the event of any question, dispute or differences in respect of contract or terms & conditions of the contract or interpretation of the terms & conditions or part of the terms & conditions of the contract arises, the parties may mutually settle the dispute amicably.

b. ARBITRATION

In the event of failure to settle the dispute amicably between the parties, the same shall be referred to the sole arbitrator (insert name and designation of the officer), Government of Maharashtra. The award passed by the sole Arbitrator shall be carried out as per the Indian Arbitration and Conciliation Act 1996 and the rules made thereunder.

c. **GOVERNING LANGUAGE** “English language version of the contract shall govern its interpretation.

d. **APPLICABLE LAWS.**

The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.

e. **IDEMNIFICATION**

The contractor shall indemnify the purchaser against all actions, suit, claims and demand or in respect of anything done or omitted to be done by contractor in connection with the contract and against any losses or damages to the purchaser in consequence of any action or suit being brought against the contractor for anything done or omitted to be done by the contractor in the execution of the contract.

f. **Jurisdiction**

All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Nandurbar only and not elsewhere.

g. **Saving Clause.**

No suits, prosecution or any legal proceedings shall lie against the Civil Surgeon, Nandurbar or any person for anything that is done in good faith or intended to be done pursuant of tender.

Annexure – A

Schedule of Requirements

Sr No.	Description	Unit	Quantity	EMD IN Rs
1	EPABX System Unified Communication System configured for 10 CO Lines, 2 Digital Extensions, 106 Analog Extensions with VOIP Server card and IP Licenses	Nos.	1	
2	Premium Digital Key Phone.	Nos.	2	
3	Operator Console with 32 programmable keys	Nos.	2	
4	16 Port multi-channel VOIP - FXO and FXS Gateway	Nos.		
5	100 Pair MDF Box with Krone Module Compatible with LSA IDC module and subscriber terminal block 100-pair distribution box for indoor/Outdoor Use, screw / key locking type. Krone Module Internal diameter of connection wire: 0.4-0.6 mm Port: 5 pair,8 pair,10 pair Plated: silver plated	Nos.	2	

6	50 Pair MDF Box with Krone Module Compatible with LSA IDC module and subscriber terminal block 50-pair distribution box for indoor/Outdoor Use, screw / key locking type. Krone Module Internal diameter of connection wire: 0.4-0.6 mm Port: 5 pair,8 pair,10 pair Plated: silver plated	Nos.	2	33,000/-
7	RF Link (For One Location) Sender-Receiver Pair 2.4GHz 150 Mbps, having IP64 waterproof enclosure 12dbi directional dual polarized antenna, AP, Station, WISP etc operating node supported, Up to 60 meters of flexible deployment with inbuilt PoE injector which is designed for outdoor long distance wireless data transmission	Nos.	1	
8	Landline Phone with caller ID for extension Single line basic phone with keys	Nos.	98	
9	Landline Phone with caller ID & Speaker for extension Single line basic phone with keys	Nos.	2	
10	Laying Of 50 Pair jelly field Armoured Telephone Cable 0.4 mm, pure copper, pvc insulated cable	Mtrs	200	
11	Laying Of 20 Pair jelly field Armoured Telephone Cable 0.4 mm, pure copper, pvc insulated cable	Mtrs	410	
12	Laying Of 10 Pair jelly field Armoured Telephone Cable 0.4 mm, pure copper, pvc insulated cable	Mtrs	800	
13	Laying Of 5 Pair jelly field Un-armoured Telephone Cable 0.4 mm, pure copper, pvc insulated cable	Mtrs	400	
14	Laying Of 2 Pair Telephone Cable in casing capping or in pipe 0.4 mm, pure copper, pvc insulated cable	Mtrs	1550	
15	4 PORT LAN SWITCH	Qty	2	
16	RJ 11 Telephone socket with PVC Box	Nos	100	

Installation Site : At main building of Civil Hospital, Nandurbar.

Packing Forwarding : Inclusive

Labour : Inclusive

Supportive Accessories other than mentioned in Annexure : Inclusive

Installation / Commissioning : Within 30 Days from the date of confirm order.

Following are the minimum requirement of the specification. Products offered must meet these parameters herein.

Annexure-B

Technical Specifications Of The EPABX System

Technical Specifications of HYBRID EPABX System

Technical Specifications/Composition of tender enquiry	Compliance on each parameter with detailed substantiation how the offered product meets the requirement.(Simply Writing Yes/Complied/As per BIS/CE/Iso Terms is not Allowed
<ul style="list-style-type: none"> ▪ It shall employ IP at its core with IP switching technology and 100% non-blocking. 	
<ul style="list-style-type: none"> ▪ It shall have distributed processing architecture, SLIC and SMT Design. 	
<ul style="list-style-type: none"> ▪ The system should have VOIP and VMS at its core .i.e. VOIP and VMS Daughter-board modules should be on CPU. 	
<ul style="list-style-type: none"> ▪ The VOIP module should have 64 channels per module and such two modules shall be used to increase the number of VOIP channels. 	
<ul style="list-style-type: none"> ▪ The VMS module should support 64 channel expansion 	
<ul style="list-style-type: none"> ▪ The system shall provide IP functionality at its core to support SIP/IP extensions and trunks over SIP protocol. It should be possible to support SIP Trunks and SIP/IP Extension with the single VOIP module. It should support 99 SIP trunks and 1000 SIP/IP users (SIP/IP Phone, Mobile softphones, UC Client) on single VOIP module. 	
<ul style="list-style-type: none"> ▪ It should support 128 IP-TDM calls and 500 IP-IP calls (non-transcoding). 	
<ul style="list-style-type: none"> ▪ The system shall integrate in-skin voice mail module on CPU with 2170 hours of storage capacity and dedicated mailbox for each extension. 	
<ul style="list-style-type: none"> ▪ It should support SIP over TLS and SRTP. It should be IPv6 ready. 	
<ul style="list-style-type: none"> ▪ System should have 2 USB port with storage capacity up to 64 gb 	
<ul style="list-style-type: none"> ▪ System should have Gigabit Ethernet ports and there should be provision to have LAN and WAN port separated out to create two different networks. 	
<ul style="list-style-type: none"> ▪ It should have built-in multi-party conferencing. It should have minimum 20 conference possible of 3-party. The maximum number of participants required in single conference would be 20 minimum 	
<ul style="list-style-type: none"> ▪ The system shall have the inbuilt auto attendant facility and shall be able to answer minimum 9 calls simultaneously and should support dial-by-name. 	
<ul style="list-style-type: none"> ▪ The system should be built on a universal slot architecture and modular in design to enable seamless growth, by adding the desired necessary cards as and when required. Any peripheral card can be inserted in any slot of the platform, whereby it is possible to increase or decrease the trunk lines or subscriber 	

lines of the system as per the requirement in future as per mentioned maximum requirement.	
<ul style="list-style-type: none"> ▪ The architecture of the System shall be capable of seamless migration to its maximum capacity by simply adding peripherals cards in the same chassis without compromising function/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis. 	
<ul style="list-style-type: none"> ▪ The system shall have multiple port interfaces such as analog extension lines, digital key phone, IP Extension, C.O. Line, GSM/3G, E & M Line, PRI/E1 and VoIP. All interfaces shall be in the form of expansion cards and can be plugged into the universal slots of the system as and when require in the future. VoIP and Voice mail Daughter-board module should be on CPU. 	
<ul style="list-style-type: none"> ▪ It should have set of hybrid cards such as 4 PSTN+16 Extensions, 4 Digital Extension+16 Extensions, 2 PSTN+2 Digital Extension +16 Extensions to save on the resources of universal slots and investment only on the required number of ports. 	
<ul style="list-style-type: none"> ▪ The system should retain traditional networks (CO, ISDN, and E&M & Radio) along with access to VoIP and GSM networks in single platform just by adding expansion cards. 	
<ul style="list-style-type: none"> ▪ It should be suitable for DTMF as well as the FSK type of telephone instruments. 	
<ul style="list-style-type: none"> ▪ It should be possible to reach the maximum capacity of main system up to 240 extensions, 8 PRI and 96 digital extensions, 64 CO lines,99 SIP trunks,1000 IP extension,16 radio ports & 32 E&M ,32 BRI and 40 GSM trunk on the same platform without adding any cabinet and with single power supply. 	
<ul style="list-style-type: none"> ▪ The system memory should be based on Flash EPROM for higher reliability and faster rebooting minimum storage capacity of 256 MB ROM,2GB RAM & 900 MHZ clock speed 	
<ul style="list-style-type: none"> ▪ System power supply should be inbuilt and SMPS type ,It shall also work on 230 VAC supply or 48 V DC +/- 20% 	
<ul style="list-style-type: none"> ▪ The system should support 19" Rack mount with 4U enclosure, wall mount & table top mount 	
<ul style="list-style-type: none"> ▪ System shall support E & M Port to connect E & M Lines 	
<ul style="list-style-type: none"> ▪ System shall support Magneto ports to connect Magneto phone 	
<ul style="list-style-type: none"> ▪ The system shall have an ISDN Digital platform and shall be compatible with ISDN PRI line of Local Service Provider. 	
<ul style="list-style-type: none"> ▪ SYSTEM should support networking over PRI with fiber optic connectivity. External media converter should not be required. 	
<ul style="list-style-type: none"> ▪ Multiple systems at different locations should be able to connect with each other without any link licenses. 	
<ul style="list-style-type: none"> ▪ The system should have inbuilt Power failure transfer functionality on card. No external devices for Power failure required. The system should have built-in Power Failure Transfer for minimum 4 ports of PSTN Trunks. 	

<ul style="list-style-type: none"> ▪ The system should have set of hybrid cards such as 4 PSTN+16 Extensions, 4 DKP+16 Extensions, 2 PSTN+2 DKP+16 Extensions, 4 PSTN+2 DKP+12 Extensions, 4 PSTN+2 DKP+8 Extensions to save on the resources of universal slots and investment only on the required number of ports. 	
<ul style="list-style-type: none"> ▪ System should have built-in one number of public address port and external music port. 	
<ul style="list-style-type: none"> ▪ System should be license-free to use third party SIP phones. 	
<ul style="list-style-type: none"> ▪ The system should have in-skin GSM card so that the multiple SIMs can be inserted on the GSM card plugged on to the PBX platform. Hence, the calls on GSM mobile can be routed through this SIMs and contribute in reduction of overall telecom bill. No requirement of external device for GSM connectivity. 	
<ul style="list-style-type: none"> ▪ System should support HF/VHF/UHF radio from a single card. 	
<ul style="list-style-type: none"> ▪ The System should support Radio Connectivity with the in-skin card. It should have minimum 4 radio interface port per card. It should support HF/VHF/UHF with the same RIC card. It should be interoperable with following make of Radios: <ul style="list-style-type: none"> • MOTOROLA GM338 • TADIRAN RT 6001/PRC 6020 (HF) • TADIRAN RT - 7330M VHF • STARS V MKII 25 W • LUP 322(V/VHF trans receiver) • HYT TM -610 • CODAN HF Radio • Motorola XIR M8268 UHF • ICOM IC-F 110 	
<ul style="list-style-type: none"> ▪ The offered exchange should be an ISDN ready switch. The system platform should always be ready for ISDN and only the necessary in skin ISDN cards need to be added for functionality. 	
<ul style="list-style-type: none"> ▪ The system should support SMPP protocol to send/receive SMS using in-skin GSM SIMs within System. Any software required to send/receive SMS shall also to quote separately. 	
<ul style="list-style-type: none"> ▪ The system shall have at least 1 RS232 ports for SMDR/PMS/CAS Interface. 	
<ul style="list-style-type: none"> ▪ The system can be programmed through Analog telephone, Digital key phone, and Ethernet without any external devices. 	
<ul style="list-style-type: none"> ▪ The system shall have a built-in remote maintenance facility. The system can be programmed remotely over the internet without any modem required on the PBX side. 	
<ul style="list-style-type: none"> ▪ The call ringing sequence would be programmable and have options such as simultaneous, hunting off, round robin and delayed simultaneous. 	
<ul style="list-style-type: none"> ▪ Caller line identification (CLI) on Analog and digital/PRI trunks shall be built-in for both DTMF and FSK telephone instrument. 	
<ul style="list-style-type: none"> ▪ Detail reports of all system parameters should be generated through the SMDR port of System. External third party Billing 	

software shall not be required for basic report generation. Reports shall be directly saved in PDF format.	
<ul style="list-style-type: none"> ▪ The offered system should be QSIG ready (for PRI) for Networking and Feature Transparency between two or more exchanges. 	
<ul style="list-style-type: none"> ▪ Each port of the system shall be programmable. It shall have programmable features port-wise/extension-wise. 	
<ul style="list-style-type: none"> ▪ The system shall support flexible numbering for extensions such as it may have extensions with 1 digit, 2 digits and up to 6 digits numbers as well as in combination of all. 	
<ul style="list-style-type: none"> ▪ The system shall have built-in web based software programming tool for system administration. 	
<ul style="list-style-type: none"> ▪ Access codes, system timers and access to features shall be programmable. 	
<ul style="list-style-type: none"> ▪ Storage of outgoing, incoming and internal call reports shall be generated on SMDR port of the system. It shall also be available online through Ethernet Port. 	
<ul style="list-style-type: none"> ▪ The system should have built-in outgoing Call Log buffer of 6000 calls, incoming call log buffer of 5000 and call log buffer of 1000 internal calls. 	
<ul style="list-style-type: none"> ▪ Voice guided auto-attendant shall be preferably built-in. 	
<ul style="list-style-type: none"> ▪ System should support dial form the directory. There shall be minimum 900numbers possible and shall also possible to dial it as an abbreviated number. 	
<ul style="list-style-type: none"> ▪ Features given to an extension shall be accessed from any other extension by dialing the secret codes. 	
<ul style="list-style-type: none"> ▪ System features shall have class of service, night service, conference, auto diagnostic etc. Class of service shall be unrestricted. STD restricted and semi restricted 	
<ul style="list-style-type: none"> ▪ System shall support SMS to Email and Email to SMS Feature without use of any additional software 	
<ul style="list-style-type: none"> ▪ System shall support SMS on NO reply 	
<ul style="list-style-type: none"> ▪ System shall support 128 VMS extensions over QSIG 	
<ul style="list-style-type: none"> ▪ SNTP client should be inbuilt in System 	
<ul style="list-style-type: none"> ▪ The system shall have features as CLI based routing, call duration control, least cost routing i.e. time, number or combination of both. 	
<ul style="list-style-type: none"> ▪ Extension features shall have an extension to extension call, extension to central office, extension to operator, automatic call back, call transfer, call forward, follow me, executive/secretary, do not disturb, barge-in, raid, Boss ring, Priority, emergency reporting etc. 	
<ul style="list-style-type: none"> ▪ The system shall have a conversational recording in the mail box should be available with voice mail system card of System. Conversation recording should be possible on Analog/Digital/IP as well as Mobile SIP Smartphones (Android/iPhone). 	
<ul style="list-style-type: none"> ▪ System's UC Client should support up to 1000 DSS, 600 BLF and drag & drop conference 	
<ul style="list-style-type: none"> ▪ The system shall have security dialer. i.e., system should have provision to any sensor such as Glass break sensor; fire sensor etc. shall connect directly to the system. When sensors get activated system will dial out the pre-programmed number and 	

deliver prerecorded emergency message as well as request for confirmation.	
<ul style="list-style-type: none"> ▪ The system must support following features of IP telephony: Dynamic DNS, Registrar Server, Proxy Server, Presence Server, NAT and STUN, VoIP codec G.711u, G.711a, G.723, G.729, G.722. 	
<ul style="list-style-type: none"> ▪ Varied type of open SIP IP Terminals such as IP Phone, SIP soft phone and Mobile SIP Client shall be supported. 	
<ul style="list-style-type: none"> ▪ The manufacturer should also have an application for Android and iPhone so that the enterprise mobility can be extended for the Smartphone users. 	
<ul style="list-style-type: none"> ▪ Supplied IP Phones and PC based soft phones should be of the same manufacturer. 	
<ul style="list-style-type: none"> ▪ The system shall have a conversational recording in the mail box should be available with voice mail system card of System. Conversation recording should be possible on Analog/Digital/IP as well as Mobile SIP Smartphones (Android/iPhone). 	
<ul style="list-style-type: none"> ▪ IP phone operational functionality should be same as Digital Extension of PBX 	
<ul style="list-style-type: none"> ▪ system shall support SNMP 	
<ul style="list-style-type: none"> ▪ System shall support video conferencing over ISDN PRI/BRI 	
<ul style="list-style-type: none"> ▪ System should have capability to support Video call Over IP 	
<ul style="list-style-type: none"> ▪ System shall support Direct termination of E1 over Fiber without using any external media convertor 	
<ul style="list-style-type: none"> ▪ System shall support in skin Data card for data transfer over E1 copper & E1 fiber 	
<ul style="list-style-type: none"> ▪ The system should be 19" rack-mountable. 	
<ul style="list-style-type: none"> ▪ System should be Fully operational between Temperature -5°C to +45°C 	
<ul style="list-style-type: none"> ▪ System should be certified for EMI/EMC, CE, FCC15B, and LVD(safety) 	
<ul style="list-style-type: none"> ▪ System should have in-skin Voice Mail System with following features: 	
<ul style="list-style-type: none"> • Attend as much as 64 calls simultaneously with flexibility of routing callers to desired extension or delivering information depend upon the selection 	
<ul style="list-style-type: none"> • Dial-by-Name to reach the intended user directly without knowing/remembering extension number 	
<ul style="list-style-type: none"> • Selectively allocate voicemails to users with the flexibility of customizable mailbox size and greetings for All/Selective users 	
<ul style="list-style-type: none"> • Group mailbox to share messages between departmental groups 	
<ul style="list-style-type: none"> • Anywhere access to voice mail with just a phone call 	
<ul style="list-style-type: none"> • Password protected secured voice mail access 	
<ul style="list-style-type: none"> • Record important conversations for future reference and record maintenance 	
<ul style="list-style-type: none"> • Redirection of voice mails to another extension in case of non-availability 	
<ul style="list-style-type: none"> • Tag voice mails while Forwarding Messages to Another Mailbox 	

<ul style="list-style-type: none"> • Broadcast voice message to a group of personnel, at a go 	
<ul style="list-style-type: none"> • Distribution lists for delivery of voice mails to different set of users or groups 	
<ul style="list-style-type: none"> • Message wait indication via ring, change in dial-tone, voice message or message wait lamp 	
<ul style="list-style-type: none"> • Notification of a new voice mail via email alert or a phone call 	
<ul style="list-style-type: none"> • Extension features shall have an extension to extension call, extension to central office, extension to operator, automatic call back, call transfer, call forward, follow me, executive/secretary, do not disturb, barge-in, raid, Boss ring, Priority, emergency reporting etc. 	
<ul style="list-style-type: none"> • Operator features shall have the assistance to extension, attended call transfer, call intercept, indication of call waiting, night service control etc. 	
<p>Premium Digital Key Phone & Operator Console's Features</p> <ul style="list-style-type: none"> • Mute, Call Hold, Do Not Disturb, Speed Dial, Hotline, Redial, Call Back, Auto Answer • Call Forward, Call Waiting, Call Transfer, Room Monitoring, Conference, Directory • Call Logs, Paging, Dial-by-Name <p>Display</p> <ul style="list-style-type: none"> • 240*64 Pixels Graphical LCD with Backlit • LED for Incoming/Ongoing Call, Mute, Hold • Intuitive User Interface with Icons • Multiple Languages Caller ID with Name, Number 	

FXS Port Parameters: 16 number of FXS port		
Signalling	Loop Start	
Connector	RJ11	
Off Hook AC Impedance	600Ω/900Ω/Complex	
Number of FXS	16	
Loop Limit	1800 (Max) Excluding Telephone set	
On-Hook Voltage(Tip/Ring)	-48V	
Off Hook Current	25mA (Max)	
Ringing Voltage	Trapezoidal 60VRMS/25Hz and Sinusoidal 52VRMS/25Hz	
REN	3	
Dialling	DTMF and Pulse (10 PPS and 20 PPS)	
DTMF Detection	ITU-T Q.24	
CLI Presentation	DTMF, FSK ITU-T V.23 and FSK Bellcore 202	
Protection	Over Voltage Secondary Protection	
Return Loss	>18dB	
Longitudinal Balance	>50dB	
Transmission Level Adjust	Tx Gain: -3dB to +6dB,	

	Rx Gain: -3dB to +6dB	
VoIP Port Parameters		
VoIP Protocols	SIP v2, SDP, RTP (RFC 2833),	
Network Protocol	IPv4, TCP, UDP, DHCP, SNTP STUN, HTTP	
SIP	32 SIP Accounts Out Bound Proxy Support	
NAT	STUN and NAT Keep Alive	
Voice CODECS	G.711 A-Law, μ -Law, G.723.1, G.729A, G.729B, GSM-FR, GSM-EFR	
Line Echo Cancellation	G.168 with 128ms Tail Length	
Call Progress Tones	Dial Tone, Ring Back Tone, Busy Tone, Error Tone	
Voice	Dynamic Jitter Buffer (Adaptive), Comfort Noise Generation and Voice Activity Detection	
Fax	T.38 and Pass-Through	
Quality of Service	Layer 3 DiffServ and ToS	
Data Network	WAN Port RJ45 Auto MDIX 10/100 BaseT	
Security	Password Protected Administration Secure Real-Time Transport Protocol (SRTP) Transport Layer Security (TLS) AES Encryption Digest Authentication	
Physical Connector	RJ45	

**ANNEXURE -1
Tender Form**

To
Civil surgeon
Civil Hospital
Nandurbar425412

Dear Sir

Having examined the tender document, the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the goods under the above-named Contract in full conformity with the said tender document and our financial offer in the Price schedule submitted in Envelop No. 2 which is made part of this tender.

We undertake, if our tender is accepted, to deliver the goods in accordance with the delivery schedule specified in the tender document.

If our tender is accepted, we undertake to submit the security deposit in the form, in the amounts, and within the times specified in the tender document.

We agree to abide by this tender, for the Tender Validity Period specified in the tender document and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final Contract is prepared and executed between us, this tender together with your written acceptance of the tender and your Acceptance of Tender, shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any tender you may receive.

Signed: _____

Date: _____

In the capacity of _____

Duly authorized to sign this bid for and on behalf of _____

Signature & stamp of tenderer

Note : This form must be signed & Stamped in original to be submitted to this office along with Tender fee + EMD +2 affidavits on or before sale close of tender.

Annexure-2

PROFORMA FOR PAST PERFORMANCE STATEMENT (For a period of last 3 Years) i.e. 2014-15, 2015-16 & 2016-17

Sr. No.	Name of the product	Name and full address of the purchaser	Order No & Date	Quantity	Date of completion as per contract	Date of actual delivery in respect of Order	Remarks indicating reasons for late delivery if any

Note :-

In support of above statement, enclose the copies of supply orders and client's satisfactory certificates

ANNEXURE-3

ANNUAL TURN OVER STATEMENT FOR THREE YEARS

The **Annual** Turnover of M/s _____ for the past three years are given below and certified that the statement is true and correct.

Sr. No.	Year	Turnover Rs.
1		
2		
3		

Date:

Seal

**Signature of Auditor/
Chartered Accountant
Name (in capital letters)**

Annexure-4

Proforma For GOODS / AND QUALITY CONTROL EMPLOYED BY THE MANUFACTURER

BID NO.....DATE OF OPENING:.....

NAME OF THE BIDDER...

(Note: All details should relate to the manufacturer for the items offered for supply and every clause or points must be answered to the point and shall not be left out or omitted or changed. Incomplete information will be construed as inability / deviation / shortfall and shall be noted in the evaluation accordingly)

1. Name & full address of the Manufacturer
2. (a) Telephone No. Office / Factory/ Works
(b) Fax No. Office / Factory/ Works
(c) E mail ID :
3. Location of the manufacturing factory
4. Details of Industrial/ Factory Registration License as per statutory regulations.
5. Details of important Plant & Machinery functioning in each dept. of factory
(Mention ownership of items i.e. Purchased or Leased basis separately as available now).
6. Details of the process of manufacture followed in the factory.
7. Details & stocks of raw materials held.
8. Production capacity of item(s) quoted for, Total value of products manufactured with the existing Plant & Machinery during financial year : 2008 , 2009 & 2010
Normal
Maximum
9. Details of arrangement for quality control of products such as laboratory, testing equipment etc.
10. Details of staff : (As per register of employees)
 - 10.1 Details of technical supervisory staff in charge of production & quality control
 - 10.2 Skilled labor employed
 - 10.3 Unskilled labor employed
 - 10.4 Maximum No. of workers (skilled & unskilled) employed on any day during the 18 months preceding the date of Tender.
11. Whether Goods are tested / manufactured to any standard specifications? If so, copies of original test certificates or notarized should be submitted.
12. Are you registered with the Department of Central Excise - Govt. of India for the items offered as manufacturer, as per statutory rules? If so, furnish full particulars of registration, product codes etc. with a notarized copy of the certificate of registration.

Signature and seal of the Manufacturer

Annexure – 6

FORMAT FOR BANK GUARANTEE FOR E.M.D.

Whereas _____ (Hereinafter called “the Tenderer”) has submitted its tender dated _____ (Date of submission of bid) for the supply of _____ (Name and/or description of the goods) (Hereinafter called “the tender”).

KNOW ALL PEOPLE by these presents that We _____ (Name of Bank) of _____ (Name of the country), having our registered office at _____ (Address of Bank) (Hereinafter called “the Bank”), are bound unto _____ (Name of Purchaser) (Hereinafter called “the Purchaser”) in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank ds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Tenderer
 - (a) Withdraws its tender during the period of tender validity specified by the Tenderer in his tender; or
 - (b) Does not accept the correction of errors in accordance with the Instructions to tenderers; or
2. If the Tenderer, having been notified of the acceptance of its tender by the Purchaser during the period of tender validity:
 - (a) Fails or refuses to execute the Contract Agreement if required; or
 - (b) Fails or refuse to furnish the Security deposit, in accordance with the terms and conditions stipulated in the tender documents;

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the c\occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature & Seal of the Bank)

Annexure – 7

SECURITY DEPOSIT FORM

To:

WHEREAS _____ (Name of supplier)
Hereinafter called “the Supplier” has undertaken, in pursuance of Contract No. _____ dated.
200____ to supply _____ (Description of Goods and
services) hereinafter called “the Contract”.

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish
you with a Bank Guarantee by a recognized bank for the sum specified therein as security for
compliance with the Supplier’s performance obligations in accordance with the Contract

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFOPRE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the
Supplier, up to a total of _____ (Amount of the Guarantee in
words and figures) and we undertake to pay you, upon your first written demand declaring the
Supplier to be in default under the Contract and without civil or argument, any sum, or sums within
the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to
show grounds or reasons for your demand or the sum specified therein .

This guarantee is valid until the _____ day of _____ 200 _____

Signature and Seal of Guarantors

Date _____ 200____

Address _____

Mandatory Proforma – 1 to be submitted in Envelop no. 1

Sr. No.	Documents Submitted
1	Annexure B Technical Compliance
2	Annexure-2 (PAST PERFORMANCE STATEMENT) along with copies of supply orders and clients satisfactory certificates
3	Annexure-3 (ANNUAL TURNOVER STATEMENT)
4	Audited Balance Sheet 2014-15, 2015-16 & 2016-17
5	Power of attorney, resolution of board etc. authorizing an officer of the tenderer
6	Manufacturer's Authorization form (MAF) must be Submitted from manufacturer in the name of Civil Surgeon, Nandurbar For above said tender
7	Authorization letter nominating a responsible person of the tenderer to transact the business with the Purchaser
8	VAT Registration certificate
9	VAT Clearance Certificate up to 31 March 2017 or the latest copy of the VAT return Submitted.
10	Attested copy of valid registration made under Directorate General of Supplies & Disposal (D.G.S.& D), Small Scale Industries (S.S.I) & National Small Scale) Industries Corporation (N.S.I.C) should be submit, if applicable
11	E M II certificate to be submitted in case of SSI. CSPO, NSIC.
12	ADDITIONAL INFORMATION RELATED TO TENDER

Following documents to be submitted in original to this office on or before the sale close of tender on address mentioned below & all other documents to be submitted through e tendering (On line)

Address for communication :

Office of the

Civil Surgeon,

Civil Hospital,

Sakri Road,

Nandurbar-425412

Phone-02564-210131

Email-csnandurbar1@gmail.com

Sr. No.	Documents Submitted
1	Annexure-1 (Tender Form) duly signed & stamped
2	Tender Fee
3	E M D
4	Affidavit on non-judicial stamp paper of Rs. 100/- regarding the firm has not been found guilty of malpractices, misconduct, or blacklisted/debarred for the quoted product by Public Health Department, Govt. of Maharashtra or by any local authority and other State Government/Central Government's organizations on the date of submission tender document for the quoted item.
5	Affidavit on non-judicial stamp paper of Rs. 100/- regarding acceptance of Warranty, AMC/CMC and spare parts as per clause 22.

RIDERA

27. **RESOLUTION OF DISPUTE**

In the event of any question, dispute or differences in respect of contract or terms and conditions of the contract or interpretation of the terms and conditions or part of the terms and conditions of the contract arises, the parties may mutually settle the dispute amicably.

28. **ARBITRATION**

In the event of failure to settle the dispute amicably between the parties, the same shall be referred to the sole arbitrator (insert name and designation of the officer), Government of Maharashtra. The award passed by the sole Arbitrator shall be final and binding on the parties.

The arbitration proceedings shall be carried out as per the Indian Arbitration and Conciliation Act, 1996 and the rules made there under.

29. **GOVERNING LANGUAGE**

English language version of the contract shall govern its interpretation.

30. **APPLICABLE LAWS**

The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made thereon from time to time.

31. **INDEMNIFICATION**

The contractor shall indemnify the purchaser against all actions, suit, claims and demand or in respect of anything done or omitted to be done by contractor in connection with the contract and against any losses or damages to the purchaser in consequence of any action or suit being brought against the contractor for anything done or omitted to be done by the contractor in the execution of the contract.