

S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.

**Tender Fees: Rs.590/-**



**AIRPORTS AUTHORITY OF INDIA  
HYDERABAD AIRPORT  
BEGUMPET  
HYDERABAD - 500016**

**E-TENDER DOCUMENT**

**Tender Ref.No: AAI/HY/CNS/IPPBX/2020**

**E-Tender No. 2020\_AAI\_59804\_1**

**Title: Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

**THIS IS TO CERTIFY THAT THIS TENDER DOCUMENT CONTAINS TOTAL 74 PAGES.**

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### **NOTICE INVITING TENDER**

Tenders are invited by General Manager (CNS), Hyderabad Airport on behalf of Chairman, Airports Authority of India (AAI) from the eligible bidders for the works as detailed below:

- 1. Name of the Work** : **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**
- 2. Estimated Cost** : **Rs. 17,13,134/- Inclusive of GST**
- 3. Earnest Money Deposit (EMD)** : **Rs. 34,263/-**

4.1 The bidder shall be Original Equipment Manufacturer (OEM) or its authorized dealer or System Integrator.

**Note: The definition of a bidder is hereby redefined as per insertion of Rule 144(xi) of GFR 2017 by Ministry of Finance, Department of Expenditure, Public Procurement Division Dept. of Expenditure issued vide Memorandum file No. 6/18/2019-PPD dated 23rd July,2020.**

- 4.2 In case of Authorized dealer, the bidder shall submit the current valid authorization from OEM.
- 4.3 In case of OEM, Proof of being Original Equipment Manufacturer (OEM) issued by Govt. authority shall be submitted.
- 4.4 In case of SI, authorization of OEM(s) firm for their product(s) for the current tender shall be submitted.
- 4.5 Bidder shall obtain and submit valid current certificate from the respective OEM(s) to ensure availability of spare components for at least Five years from the date of commissioning of the system.
- 4.6 Bidder firm shall submit an undertaking stating its firm or its partners or its Directors have not been black listed or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/ World Health Organization etc., or any Indian State/Central Governments/ Departments or Public Sector Undertaking of India.
- 4.7 **System Integrator** firm is one who sources sub-systems from one or more OEM(s) firms and integrates the same with its own manufacturing/ developing subsystem(s), to supply fully functional system as per prescribed specifications. Current Authorization of OEM firm authorizing the bidder firm for its product(s), spare, sales and service shall be presented by the bidder firm.
- 4.8 **Bidder Firm should not have any cases of irregularities against him observed at any of the Airports in Airports Authority of India.**

#### **5. Tendering Procedure:**

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5.1 Tenders once submitted/uploaded shall be final and no amendment thereto shall be permitted. One bidder shall submit/upload only one tender.

5.2 Tendering shall consist of **Two stages – Technical Bid (Envelope-I), Financial Bid (Envelope-II)**.

5.3 **Eligibility Criteria:**

Documents required to be uploaded (in **Envelope-I**) to qualify in **Technical bid:**

1) Tender Fee and EMD:

- i) Scanned copy of online payment receipt for tender fee (nonrefundable) of Rs.590/- (Rupees Five hundred ninety only)
- ii) Scanned copy of online payment receipt EMD of Rs.34,263/- (Rupees Thirty four thousand two hundred sixty three only) or Valid proof of exemption for EMD.

\*Exemption for only EMD is applicable for the bidders who have registered as Startup India by **Department for Promotion of Industry and Internal Trade (DPIIT)** as per Govt. guidelines. In the proof of the document, **Certificate of Recognition** as a Startup India should be submitted. Work category related to current tender should be mentioned in the Certificate along with validity. **Bidder should pay Rs.590/- towards tender fee, exemption applicable for only for EMD.**

- 2) Valid GST Registration Certificate and copy of valid PAN card.
- 3) In case of OEM, valid Proof of being Original Equipment Manufacturer (OEM) **issued by Govt. authority** or In case of authorized dealer of OEM - current valid authorization from the OEM **or** In case of System Integrator-authorization of OEM (MAF) shall be submitted.
- 4) Scanned copy of TEC interface approval certificate as per the TEC specifications has to be submitted.
- 5) Copy of complete work order (all pages) executed for EPABX or IP PBX System in last seven years (2013-2019) as a proof of experience performed in India, meeting any one of the following three criteria:

One order of value more than or equivalent to

**Rs. 13,70,507/- (80% of the estimated cost)**

Two orders each of value more than or equivalent to

**Rs. 8,56,567/- (50% of the estimated cost)**

Three orders each of value more than or equivalent to

**Rs. 6,85,254/- (40% of the estimated cost)**

**Note:** Exemption is applicable from submission of Prior experience documents for Indian Startups recognized by the DPIIT. In the proof of the document, **Certificate of Recognition** as a Startup India should be submitted. Work category related to current tender should be mentioned in the Certificate along with validity.

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- 6) Scanned copies of work completion certificate which should be exactly corresponding to the work orders uploaded as mentioned above in 5.3 (4). Such work experience certificates should clearly indicate the following:
- i. Value of work order,
  - ii. Work order Number and date
  - iii. Awarded work Completion date.
  - iv. Remark given by the end user agencies regarding awarded work has been successfully completed or not.

**Note:** Exemption is applicable from submission of work completion certificates for Indian Startups recognized by the DPIIT. In the proof of the document, **Certificate of Recognition** as a Startup India should be submitted. Work category related to current tender should be mentioned in the Certificate along with validity.

- 7) Scanned certified copies of abridged balance sheets along with profit & loss account of the firm (tenderer) in support of average turnover of at least **INR 5,13,940 (30% of the estimated cost)** from last three financial years ending 31st March 2019.

**Note:** Exemption is applicable from submission of Prior turnover documents for Indian Startups recognized by the DPIIT. In the proof of the document, **Certificate of Recognition** as a Startup India should be submitted. Work category related to current tender should be mentioned in the Certificate along with validity.

- 8) Power of attorney (In case of Signatory is other than Director of a Company or proprietor /partner of the Firm)
- 9) Scanned copy of duly filled and signed Compliance statement for Section-B (Terms & Conditions).
- 10) Duly filled Technical Compliance statement as per **Annexure-I**.
- 11) Detailed list of deliverables – **Annexure-II** (Bill of Quantity) with Make & model of item - fully meeting the technical requirement as spelt out in scope of work of tender document, **without indicating the price**.
- 12) Duly filled unconditional acceptance of tender as per **Annexure-VII**.
- 13) Duly filled **Annexure-IX**.
- 14) Duly filled undertaking as per **Annexure-X**.
- 15) Duly filled undertaking as per **Annexure-XI**, regarding **restrictions to bidder on procurement under Rule 144(xi) of GFR 2017**.

**Non-submission of any of the aforesaid documents or, submission of any of the aforesaid documents in a manner which is in non-conformance with the relevant clause of the tender document may result in rejection of tender submitted by the bidder.**

#### 5.4 Financial Bid:

“Financial Bid” shall be filled as per the price bid format ( BoQ in excel sheet) given

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on E-Portal.

6. Date of publishing of NIT in E-portal will be taken as reference for assessing the eligibility criteria.
7. The tender for the offered work cannot be uploaded both by the OEM and its Authorized Representative. In such case, the application of OEM alone will be considered and the tender of the authorized representative will be rejected.
8. The bidder as authorized representative can participate on behalf of only one OEM.
9. The bidder firm shall possess the required tools, plants, skilled manpower, etc. required for execution of the subject scope of work in the tender. Successful Bidder shall not be allowed that no part of the scope of work shall be sublet or outsourced to any third party.
10. Bidder firm shall undertake that complete responsibility of completion of tendered works detailed in this tender in various sections (during the contract period and any extension granted by AAI) shall be of the bidder firm only and if the bidder firm fails to meet AAI functional/onsite warranty requirements detailed in this tender, AAI shall be free to get the work done from a third party at bidders risk and cost without any additional consent requirements/communication/time/financial compensation by AAI.
11. The tender document fee shall be Rs.590/- (Rupees Five hundred sixty only) and will be nonrefundable. Tender fee shall be paid to AAI through online in favor of "Airports Authority of India" payable at Hyderabad Tender fee must be paid by all the bidders.
12. Each tender shall accompany the earnest money deposit (EMD) through online payment:
  - a) **Rs.34,263/-** in favor of "**Airports Authority of India**" payable at **Hyderabad** from a Nationalized / Scheduled bank (but not from Co-operative or Gramin Bank).

**b) Tenders not accompanied by the requisite EMD and Tender Fee shall be summarily rejected, except those eligible bidders who qualify for exemption i.e., registered under Indian Startups as per the Govt. of India Rules.** In case the Tender fee and EMD are not received with in due date, bid will be rejected.

**c) EMD of those bidders will be returned whose technical bids are not qualified. Refund of EMD to rest of the bidders (except the successful bidder) shall be done after award of work to successful bidder.**

If due some reason, AAI cancels this tender then EMD of all bidders without any interest shall be returned.

### **13. Procedure for Online Collection of EMD and Tender Fee from Bidders:**

- i) Bidder will login to the portal <https://etenders.gov.in/> with valid User ID (i.e. User ID mapped with Digital Signature Certificate) and follow the process of participation to the tender.

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ii) After Login search the tender in “Search Active Tender” tab with different criteria after that click on “set as favourite” to move on “My Tender”. Then click on “My tender” and view the tender details and click on proceed for Bid Submission.

iii) For submission of online Tender Fee and EMD, click on Button as “Pay Online”.

iv) **In case of Tender Fee:** If the Bidder is exempted from the tender fee payment, then select the option to “Yes” otherwise “NO”.

v) **In case of EMD:** If Bidder is paying EMD through any of below options, Select the option “Yes” (as per below screenshot) and provide the details and upload copy as a proof.

- Bank Guarantee (BG)/Swift Transfer (ST)

- Exempted from EMD Payment,

**Note:** For submitting “EMD through BG/ST” or “Exemption from EMD payment” bidder must select “Yes” otherwise bidders will not have the option to pay EMD through Bank Guarantee. Once proceeded it is not possible to revert the option.

vi) Select option “NO” (as per below screenshot) for proceeding for Online EMD payment.

After selecting the option, click on “Next” Button. Further process to be followed as per subsequent screen.

#### 14. Tender document:

The tender document consists of three sections. The bidder shall go through all these sections (**Section A**-General Information Guidelines; **Section B**-Terms & Conditions; **Section C**-Technical & Operational requirements) of the tender document and shall comply with each clause of all the three sections.

15. Bidders willing to participate may download the digitally signed tender document on-line from AAI’s e-Procurement portal <http://etenders.gov.in/eprocure/app> and submit digitally counter signed tender document on-line at the same portal.

16. The instructions in the tender document are binding on the bidder and submission of the tender shall imply unconditional acceptance of all the terms and conditions by the bidder.

The details of schedule of important activities iro bidding are given below in a tabular form.

S.No.	Schedule of Important Activities	Date	Time in IST
1.	Publish date	20/10/2020	1300Hrs
2.	Bid document download/sale start date	20/10/2020	1300Hrs
3.	Clarification Start date	20/10/2020	1400Hrs
4.	Clarification End date	02/11/2020	1500Hrs
5.	Bid submission Start date	20/10/2020	1400Hrs
6.	Bid submission End date	05/11/2020	1500Hrs

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7.	Tender Fees and EMD to be paid through online on or before	05/11/2020	1500Hrs
8.	Date of opening of Technical Bids (Envelop-I)	06/11/2020	1600Hrs
9.	Tentative Opening of Financial bid (Envelop-II)	12/11/2020	1200hrs

**Bidder shall upload tender on AAI E-Portal (CPP Portal) well in advance to avoid last minute hassles. AAI shall not entertain any queries on such subject after expiry of due date.**

**17. Amendment to Tender document:**

14.1 At any time, prior to scheduled date of submission of bids, AAI if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum / corrigendum will be notified through **AAI's e-Procurement portal at <https://etenders.gov.in/eprocure/app>**

**18. Clarifications of Bid Documents**

Bidder, requiring any clarification of the tender Document, may submit their clarifications, if any, through provision of AAI's e-Procurement Portal at <https://etenders.gov.in/eprocure/app> Request for clarifications received from bidders shall be responded by AAI till the schedule indicated above para 13 or as extended thereto by AAI. Replies to Clarifications by AAI will be uploaded through CPPP's Procurement Portal. The bidders are advised to visit Central Public Procurement Portal at <https://etenders.gov.in/eprocure/app> regularly.

- Clarifications and other documents, if and when issued by AAI, shall be in relation to the tender and hence shall be treated as their extension.
- AAI makes no representation or warranty as to the completeness or accuracy of any response, nor does AAI undertake to answer all the queries that have been posted by the Bidders.
- In order to provide reasonable time to bidders to take the amendments into account for preparing

their bids, AAI may, at its discretion, extend the deadline for the submission of bids suitably.

**19. Composition of Bids and General Guidelines for bid process:**

Bids shall be submitted online only at CPPP website: <https://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "**Instructions to Bidder for Online Bid Submission**" provided online for submission of bid.

E-Procurement system shall not allow bidders to submit their tender, after the scheduled date & time. Bidders shall submit tender before the deadline specified in Para.13 of this tender document. The Technical bids and the Financial bids will be opened online by AAI at the time and date to be notified by AAI to qualified bidders. All the Statements, documents, certificates

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etc., uploaded by the bidders shall be downloaded and verified for PQQ, technical evaluation. The clarifications, particulars, if any, required from the bidders, will be obtained through query provision available in AAI's e-Procurement portal. The result of Technical bid & financial bid evaluations shall be displayed on AAI's e-Procurement portal and shall be visible to all the bidders who participated in this Tender.

**20. On-line E-Tendering General Guidelines**

- i. System shall not permit upload of bids after the scheduled time of submission.
- ii. The bidder may correct, modify or withdraw his bid after submission but prior to scheduled last date & time of submission of Technical and Price bids.
- iii. Subject to Clause "ii" above, no bid shall be modified subsequent to the scheduled time of submission of bids.
- iv. To assist in the examination, evaluation and comparison of bids AAI may, at its discretion ask the bidder for the clarification/ confirmation of compliance of its bid. The request for clarification/ confirmation of compliance and the response shall be through query provision available in AAI E-Tendering portal.
- v. Bidders may submit their response to AAI queries through provision of AAI E-Tendering Portal or as advised by the Competent Authority.
- vi. No post bid clarification/ confirmation of compliance at the initiative of the bidder shall be entertained.
- vii. Bidder should not upload the file capacity of more than 10 MB in one file. If total capacity of file size is more than 10 MB then the files should be split in to less than 10 MB and uploaded. Zipping of file shall be avoided.
- viii. The bid uploaded on AAI E-Tender portal & in the required folder will only be considered for evaluation.

**21. Address for Communication: (All the tender related queries and document submission shall be communicated **only** through e-tender portal)**

For any query, please contact on this mail [anayak@aai.aero](mailto:anayak@aai.aero)

**22. Airports Authority of India (AAI) reserves the right to accept or reject any or all the tenders without assigning any reason. AAI reserves the right to call-off process of short listing of Bidders at any stage without assigning any reasons.**

**22.1 AAI shall not be responsible for delay/non-receipt of application/tender document/Tender Fees/EMD Fees if bidder failed to up-load the tender in time.**

**22.2. General guidelines for bidders:**

General guide lines for bidders to proceed further in the tender process are available in the <https://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided online for submission of bid. Bidders shall go through the guidelines before submitting their bids on-line.

**22.3 On-line E-Tendering:**

For all AAI tenders hosted on AAI e-procurement site, the PQQ, the Technical Bids and Financial Bid shall be submitted on-line only. EMD and Tender fee mentioned in the tender documents have to be submitted online as advised in this tender document.

**22.4 Bidder's training support system:**

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Detailed information in this regard has been provided to the bidders at <https://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided online for submission of bid.

**23. E- Tendering Procedure:**

**23.1. E-Tendering Participation Requirements:** Vendors are required to carry out the following activities:

**23.1.1. Registration:** Registration shall be on CPPP's e-Procurement Portal, at <https://etenders.gov.in/eprocure/app>

**23.1.2. General guidelines for bidders:**

General guidelines for bidders to proceed further in the tender process are available in the CPPP's e-procurement portal. Bidders shall go through the guidelines before submitting their bids on-line.

**23.2 On-line E-Tendering:** For all AAI tenders hosted on CPPP's e-procurement site, PQQ, the Technical Bids and Financial Bid shall be submitted on-line only.

**CPPP under GePNIC, Help Desk Services**

**1. For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002**

**Note-** Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/ clarifications relating to the tender(s) published kindly contact the respective Tender Inviting Authority.

**Tel:** 0120-4200462, 0120-4001002.

**Mobile:** 91 8826246593

**E-Mail:** [support-eproc@nic.in](mailto:support-eproc@nic.in)

**2. For any Policy related matter / Clarifications please contact Dept. of Expenditure, Ministry of Finance.**

**E-Mail:** [cphp-doe@nic.in](mailto:cphp-doe@nic.in)

**3. For any Issues / Clarifications relating to the publishing and submission of AAI tender(s).**

(a) In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPPP under GePNIC <http://etenders.gov.in>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal (CPPP)

(b) **Before submitting queries, bidders are requested to follow the instructions given in "Guidelines to Bidders" and get their computer system configured according to the recommended settings as specified in the portal at "System Settings for CPPP"**

**\*The Helpdesk services shall remain closed on all Govt. Gazetted Holidays**

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**23.3.** In case of any issues faced, the escalation matrix is as mentioned below:

Sl. no.	<u>Timings Between</u> (08:00-19:00Hrs)		Help Desk Number	Escalation Matrix	E-mail address
	#	From			
1.	08:00 Hrs	19:00 Hrs	011-24626632  011-24632950 Ext-3512,  08510096161  08510096262  08510096363		<a href="mailto:e-sap1@aai.aero">e-sap1@aai.aero</a>
2.	Mr. Sanjiv Kumar JE(IT)		011-24632950, Ext-3505	After 4 hours of issue	<a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a>
3.	Mr A. K. Sharma Joint General Manager (IT)		011-24647596	After 12 hours	<a href="mailto:aniruddhasharma@aai.aero">aniruddhasharma@aai.aero</a>
4.	General Manager (IT)		011-24657900	After 24 hours	<a href="mailto:gmit@aai.aero">gmit@aai.aero</a>

The above mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal. For queries related to the tenders published on the portal, bidders are advised to contact concerned Bid Manager of AAI.

**JGM (CNS)  
For GM (CNS)  
Airport Authority of India  
Hyderabad Airport,  
Begumpet-500016**

## **SECTION-A: GENERAL INFORMATION AND GUIDELINES**

### **1. Purpose and Scope of Tender Document:**

- 1.1 This tender sets out the terms and conditions, general, operational and qualitative requirements to be met for **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three-year onsite warranty at Hyderabad Airport, Begumpet** given in the tender Document. This tender document includes requirements in respect of description of **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three-year onsite warranty at Hyderabad Airport, Begumpet**, their quantities, dispatch & delivery schedules, support services etc.
- 1.2 AAI reserves the right to vary the quantities of the items to the extent of **30%**.
- 1.3 The bidder shall assume complete responsibility for the design and performance of the equipment/items to satisfy all technical and functional requirements as described in **Annexure-I**.
- 1.4 The tender must be valid for a minimum of 180 days from the date following the date of opening of 'Envelop-I' (Technical bid).

#### **Training:**

One day on site training/familiarization is to be given to at least **four** AAI officials on basic design, operation, periodic maintenance and installation of the systems. The cost of the training should be included in the cost of the system.

#### **Acceptance:**

The Tenderer shall submit detailed acceptance procedures and checklist which shall be designed to verify the full compliance of the installed system with this specification. However the final acceptance test procedure will be approved by AAI.

The site acceptance test shall be carried out by the contractor's engineer and witnessed by the AAI representative. Two copies of the test report and commissioning certificate stating that the system has been installed and commissioned to the requirement of the specification shall be submitted to AAI after handing over the commissioned system.

#### **Deployment of Manpower:**

The bidder has to deploy qualified engineer to complete the work as per the scope of the tender document. The person deployed by bidder will work under the supervision of the AAI officer deployed by CNS In-charge, Hyderabad.

### **2. Tender Document:**

- 2.1 The tender document consists of three Sections. The bidder should go through all these sections (Section A - General Information and Guidelines; Section B - Terms & Conditions; Section C - Operational & Technical Requirements) of the tender document and must comply with each clause of all the three sections.
- 2.2 The instructions given in the tender document are binding on the bidder and submission of the tender will imply unconditional acceptance of all the terms & conditions by the

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bidder.

- 2.3 Bidder shall be required to demonstrate / practically verify the specific / all features of the equipment, as deemed fit by AAI, for the evaluation of the bid.

**3. Technical Literature & Brochures, Language:**

- 3.1 One set of scanned copy of complete technical documentation comprising of Operations, Installation and Maintenance manuals including detailed Part List of the equipment shall be submitted at the time installation and compliance with Technical specification of the Tender will be checked at the time of Testing and Commissioning of the System. The maintenance manual should contain detailed sub system specifications, functional description, recommended maintenance schedule, test and adjustment procedures, circuit & layout diagrams of the equipment and other such information which helps in providing un-interrupted operation of the facility and should provide expected guidance to maintenance engineers in case of facility malfunctioning / break down. The language of all manuals, instructions, technical documentation etc. provided under this contract will be English.
- 3.2 The scanned copy up-loaded on the e-tender portal shall be treated as master copy and will be referred during PQQ and Technical evaluation process.

**4. Tender submission and enquiry for clarification**

All completed tender documents and enquiries regarding clarification/interpretation should be uploaded on e-tender portal before the date prescribed in NIT in para 16 or as directed by the Competent Authority.

**6. Opening of Tender:**

**6.1 Opening of Pre-Qualification bid (PQQ):**

- 6.1.1 AAI shall open PQQ bids as per scheduled Tender Opening Date and Time. Authorized representatives of AAI shall download all the up-loaded documents against "PQQ" and evaluate bids for Pre-qualification. Bidders may remain present at the venue i.e. AAI's premises during the opening of "PQQ" or bidders can monitor the "PQQ" opening process On-line.

**6.2 Opening of Technical Bids:**

- 6.2.1 Bidders may remain present at the venue i.e. AAI's premises during the opening of Technical bid or Bidders can monitor the "Technical Bid" opening process online.
- 6.2.2 To shortlist technically qualified bidders, Technical bid shall be scrutinized by AAI to ensure whether the same are in conformity to Technical & Operational Requirement. Bidders shall provide complete information to substantiate compliance of the technical specification listed in the tender. In case of incomplete compliance statement or inadequate information, tenders shall be finalized on the basis of the information available. It shall, therefore, be in the bidders' interest to give complete and comprehensive technical particulars while submitting the bid.

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6.2.3 AAI may seek clarification on technical details or any other information deemed necessary. Such queries raised on-line on AAI's e-Procurement portal shall be replied on-line positively by the bidder, within the time specified, failing which the evaluation shall be done on the basis of the information available. In case of E-Tender, Such Queries raised on-line on AAI's e-procurement Portal shall be replied on-line positively by the bidder, within the time specified, failing which the evaluation shall be done on the basis of the information available.

6.2.4 At no cost to AAI, as a part of Technical Evaluation, bidders participating in this tender may be required to demonstrate operational and technical requirements or specifications, at a location considered fit by bidder in consultation with AAI.

6.2.5 The bidder shall not make any "suo-moto" changes in the drawings/specifications/designs etc. However, in case it becomes necessary for the bidder to make any changes in their original price as listed in the price Bid of the tender on account of technical clarification, deviations, etc. in response to the queries raised by AAI which result in the change of scope of work defined in Tender to bring the Equipment up to the requirements, such price adjustment/revision should be sent in the separate sealed cover duly super-scribed as:

**"PRICE ADJUSTMENT TO PRICE BID. REVISED PRICE AGAINST TENDER NO..... AND RELEVANT TO THE TECHNICAL PARTICULARS AS CONTAINED IN THE LETTER NO.....DATED....."**

**Such adjustments shall be allowed to all the bidders.**

**However such price Bid adjustments shall not be allowed to those bidders who on account of response to technical clarification/the queries raised by AAI bring the equipment up to the requirements stated in the tender.**

6.2.5 Tenders meeting Technical bid criteria as specified herein shall only be informed and considered for opening and evaluation of financial bid. However, tenders not meeting Technical bid criteria shall be informed for not meeting the technical bid criteria.

## **7. Opening of the Financial Bids:**

7.1 Financial Bids of those bidders who qualify in Technical bid evaluation shall be opened by AAI. Venue, Date and Time of opening of financial bid shall be notified to successful bidders through AAI's e-Procurement Portal. Bidders may present at the venue during opening of financial bid or can monitor On-Line the bid opening process.

7.2 No correspondence shall be entertained from the bidders after opening of Financial Bid of the Tender. Date of acceptance and opening of tender can be extended on sole discretion of General Manager (CNS), Hyderabad.

## **8. Comparison and Evaluation of Financial bid:**

8.1 The tenders received and accepted will be evaluated by AAI to ascertain the complete scope contained in the tender document. The objective of the evaluation is to select a bidder that can provide the desired service with maximum efficiency and quality and meeting the Technical requirements as defined in "Annexure-I".

8.2 The tenders found technically acceptable shall be compared on the basis of price quoted by the bidders for entire scope of work. The comparison for evaluations shall be of the total cost,

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indicating the pricing schedule of **Annexure-III (Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet)** of the bid **exclusive of GST** but inclusive of all other Charges.

In the evaluation of Tenders, the overall quality and economy of system offered will be kept in view. Such offers which necessitate, additional expenditure required to be made by AAI may have to be loaded to make the offer compatible with the tender document requirement.

At no cost to AAI, as part of Technical Evaluation, bidders participating in this tender may be required to demonstrate operational and technical requirements or specifications, at a location considered fit by bidder in consultation with AAI.

8.3 While evaluating the Tenders, **the benefit of GST credit available to AAI shall be taken into consideration**. The lowest Tender shall be decided on the basis of **Net Cost to AAI**. The **Net Cost to AAI** for works involving supply cost shall be the **Gross Amount quoted by the firm (exclusive of GST & inclusive of other charges)**.

8.4. Please note that no TAX benefit other than GST is availed by AAI.

9. Concessions to Small Scale Industries (SSI) Units & Central Public Sector Enterprises (CPSEs) will be applicable as per Govt. of India guidelines.

**10. Rejection & Return of Tender:**

10.1 Airports Authority of India (hereinafter abbreviated as AAI) reserves the right to reject any or part of tender without assigning any reason. AAI also reserves the right at its sole discretion not to award any order under the tender called. AAI shall not pay any cost incurred in the preparation and submission of any tender or any cost incidental to it.

10.2 Tenders, in which any of the particulars and prescribed information is vague, missing or is incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected. If the bidder gives wrong information in his tender, AAI reserves the right to reject such tender at any stage or to cancel the Contract, if awarded and forfeit the Earnest Money Deposit. AAI reserves the right to debar such bidders to participate in future tender.

10.3 The information contained in the tender should be comprehensive and to the point. The tenders containing information other than sought, with a motive to confuse or delay the finalization process are likely to be rejected.

10.4 Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the Contractors who resort to canvassing are liable for rejection.

10.5 Should a bidder have a relation or relations employed in the capacity of an officer of AAI, the authority inviting tender shall be informed of the fact along with the offer, failing which AAI, at its sole discretion may reject the tender or cancel the contract and forfeit the Earnest Money Deposit.

**11. Award of Contract:**

11.1 AAI shall issue the Purchase order to successful bidder. **Successful bidder shall return one copy of purchase order within three working days as a confirmation to**

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**acceptance of terms and conditions of purchase order duly signed by him on each page of the order.**

Successful bidder can also send the soft copy of the signed supply order through mail.

11.2 **Successful bidder has to enter into an agreement with AAI on terms and conditions mentioned in the tender, its corrigendum and technical queries and responses against which work order has been issued. The agreement shall be executed on a non-judicial stamp paper of Rs. 100/- (Rupees One hundred only) and the cost of stamp paper shall be borne by the contractor.**

11.3 AAI shall be the sole judge in the matter of award of contract and the decision of AAI shall be final and binding.

**12. Consignee:**

12.1 The ordered equipment / items shall be delivered to the ultimate consignee as mentioned in **Annexure-V**.

12.2 It will be the responsibility of the successful bidder to install the equipment at the stations as mentioned in the ultimate consignee mentioned in **Annexure-V**.

**13. Execution of Works:**

13.1 The works shall be carried out under the supervision of the AAI, nominated project officer according to the terms and conditions of the contract.

## **SECTION – B: TERMS & CONDITIONS**

### **General Conditions:**

1. For stating Compliance: Write “C” in the third column below.
2. For stating Non-Compliance: Write “NC” in the third column below.

All mandatory requirements in Terms & Conditions shall be complied. Any non-compliance will result in outright rejection of the bid.

<b>Sl. No.</b>	<b>Requirements</b>	<b>Statement of Compliance &amp; Agreement</b>
<b>1.</b>	<b>Standards &amp; Proven Product</b>	
1.1	State of the art technology shall be deployed in the material for the system offered and all designs, materials, manufacturing techniques and workmanship shall be in accordance with the highest accepted international standards for this type of equipment.	
1.2	The equipment/system/similar system having same functionalities / offered for supply should be proven product.	
1.3	The offered equipment shall be currently under production and shall be under supply or shall have been supplied in last three year from the date of publishing of NIT.	
<b>2.</b>	<b>Time/Delivery, Installation Schedule</b>	
2.1	Supply of the items and installation work has to be completed within <b>90 days</b> from the award of the contract. CNS In-charge shall appoint an officer on behalf of him/her or his authorized representative for the purpose of implementation & monitoring of the work.	
<b>3.</b>	<b>Liquidated Damages</b>	
3.1	In case of delay in completion of the contract, liquidated damages (L.D.) shall be levied @ 0.5% of the full value of uncompleted portion of work per week (part of week to be treated as one week) subject to a maximum of 10% of total contract value. If the uncompleted work, restricts the operation of complete system then LD shall be applicable to total value of contract with approval of Competent Authority.	
3.2	Contract have following activities: a) Supply of Material b) Installation and Testing <b>Delay in any stage of work shall invite Liquidated Damages (LD) according to value of the activity as defined above at 3.1.</b>	

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3.3	Competent Authority of AAI, if satisfied, that the works cannot be completed by the contractor within a reasonable time after the specified time for completion, may allow further extension of time at its discretion with or without the levy of L.D. In the event of extension granted with levy of L.D., AAI will be entitled without prejudice to any other right or remedy available in that behalf, to recover from the contractor an agreed compensation amount calculated @ 0.5% of the total value of the uncompleted portion of work per week or part thereof subject to a maximum of 10% of total contract value.	
<b>4.</b>	<b>Time : The Essence of Contract</b>	
4.1	The time and date of completion of the works as contained in the supplier's proposal and as agreed to contractually after modifications, if any, shall be final and binding upon the supplier. It must be understood that the supplier has made the proposal after fully considering all such factors which may have any bearing on the time schedule of the contract, and no extension in the schedule whatsoever shall be permitted on these accounts by AAI.	
<b>5.</b>	<b>Delay &amp; Non-Conformance</b>	
5.1	In case of time schedule including approved delay with or without levy of liquidated damages for late delivery of material, if applicable as contained in Para 2 & 3 above not being adhered to, AAI shall have the right to cancel the order wholly or in part thereof without any liability of cancellation charges and procure the goods elsewhere in which case the successful bidder shall make good the difference in the cost of goods procured elsewhere and price set forth in the order with the successful bidder.	
5.2	In the event of rejection of non-conforming goods, the successful bidder shall be allowed to correct the non-conformities without extension in delivery period. If successful bidder fails to do so within the stipulated time, the purchaser shall have the right to take recourse to 5.1.	
<b>6.</b>	<b>Deductions from Contract Price</b>	

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6.1	All costs, damage or expenses which the AAI may have paid, for which under the contract the supplier is liable, will be claimed by the Airports Authority of India (AAI). All such claims shall be billed by the AAI to the Supplier regularly as and when they fall due. Such bill shall be supported by appropriate and certified vouchers or explanations to enable the supplier to properly identify within fifteen days of the receipt of the corresponding bills and if not paid by the supplier within said period, the AAI may then deduct the amount from any money due or becoming due to the supplier under the contract or may be recovered by actions of Law or otherwise, if the supplier fails to satisfy the AAI of such claims.	
<b>7.</b>	<b>Right to Accept or Reject the Tenders</b>	
7.1	The right to accept the tender in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received without assigning any reason whatsoever.	
7.2	<b>Tenders, in which any of the particulars and prescribed information is missing or is incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non responsive and are liable to be rejected.</b>	
<b>8.</b>	<b>Termination of Contract at Purchaser's Initiative</b>	
8.1	The AAI reserves the right to terminate the contract either in part or in full due to the reasons other than specified herein. The AAI shall in such an event give 15 days' notice in writing to the Supplier of their decision to do so.	
8.2	The supplier upon receipt of such notice shall discontinue the work on the date and to the extent specified in the notice, make all reasonable efforts to obtain cancellation of all orders and contracts to the extent they are related to the work terminated and terms satisfactory to the AAI, stop all further subcontracting or purchasing activity related to the work terminated, and assist the AAI in maintenance protection, and disposition of the works acquired under the contract by the AAI.	
<b>9.</b>	<b>Earnest Money Deposit (EMD)</b>	
9.1	Each tender must accompany the earnest money, as indicated in the eligibility criteria, in the form of online Payment from a Nationalized / Scheduled Bank (as per RBI Schedule) having office in India. Tenders not accompanied by the requisite EMD or proof of exemption from EMD shall be rejected if the bidder does not have valid exemption.	
9.2	The EMD of all unsuccessful bidders will be returned only after submission of financial evaluation report on the CPP portal.	

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9.3	EMD shall be refunded to bidders who fail to qualify Pre-Qualification criteria or Technical qualification criteria after PQ/Technical evaluation report is accepted.	
9.4	The EMD of the successful bidder will be returned only after the successful bidder submits the performance guarantee in the prescribed Proforma, as required in Para 10 of this section.	
9.5	If the successful bidder fails to submit the performance guarantee, 10% of Invoice amount (after adjusting the EMD amount) shall be deducted as Security Deposit (SD).	
9.6	No interest or any other expenses, whatsoever, will be payable by AAI on the EMD in any manner.	
<b>10.</b>	<b>Performance Bank Guarantee (PBG)</b>	
10.1	The bidder, whose tender is accepted, shall within 30 calendar days of the issue of letter of acceptance of the bid, shall submit unqualified performance guarantee of 10% (Ten Per Cent) of the total price (excluding GST amount) to AAI in the form of an irrevocable and unconditional bank guarantee on a Nationalized / Scheduled Bank, as per Performa attached as <b>Annexure-VI</b> .	
10.2	If the successful bidder fails to submit the performance guarantee, 10% of Invoice amount (after adjusting the EMD amount) shall be deducted as Security Deposit (SD).	
10.3	The Performance Guarantee shall be valid for <b>Warranty period plus three months</b> as per Para 16 of Section-B or shall remain valid as per provisional extension granted by AAI. If the agency fails to extend the validity of the Performance Guarantee, the same shall be en-cashed by AAI with or without notice.	
10.4	The guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.	
10.5	The performance guarantee/Security Deposit shall be deemed to govern the following guarantees from the successful bidder, in addition to the other provisions of the guarantee.	
10.6	The successful and satisfactory operation of the equipment supplied in accordance with the specifications and other relevant documents.	
10.7	The equipment supplied shall be free from all defects of design, material and workmanship and upon written notice from AAI, the Successful bidder shall fully remedy, free of expenses to AAI, all such defects as developed under the normal use of the said equipment within the period of guarantee/warranty.	
10.8	The performance guarantee/SD is intended to secure the performance of the entire equipment. However, it is not to be construed as limiting the damages stipulated in any other clause.	

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10.9	The performance guarantee will be returned to the successful bidder at the end of the period of liability without interest.	
<b>11.</b>	<b>Force Majeure</b>	
11.1	AAI may grant an extension of time limit set for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the contractor's control, subject to what is stated in the following sub paragraphs and to the procedures detailed there in being followed. Force majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or un declared), hostilities, national emergencies, civil commotions and strikes (only those which exceed a duration of ten continuous days) at successful Bidders factory. The successful bidder's right to an extension of the time limit for completion of the work in above mentioned cases is subject to the following procedures:	
11.1.1	That within 10 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the bidder informs the AAI in writing that the Bidder considers himself entitled to an extension of the time limit.	
11.1.2	That the Successful Bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.	
11.1.3	That the Successful Bidder proves that the said conditions have actually been interfered with the carrying out of the Contract.	
11.1.4	That the Successful Bidder proves that the delay occurred is not due to his own action or lack of action.	
11.2	Apart from the extension of the time limit, force majeure does not entitle the successful bidder for any relaxation or to any compensation of damage or loss suffered.	
<b>12.</b>	<b>Arbitration and Laws</b>	

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12.1	Except where otherwise provided for in the contract, all questions & disputes relating to the meeting of the specifications, designs, drawings, and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be settled within thirty (30) days (or such longer period as may be mutually agreed upon) from the date that either party notifies in writing that such dispute or disagreement exists. Provided that any dispute that remains unresolved shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, The venue of Arbitration shall be New Delhi, India. The arbitration award shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.	
12.2	Indian laws shall govern this contract.	
<b>13.</b>	<b>Price</b>	
13.1	The bidder shall confirm that quoted prices shall be firm and fixed and <b>subject to no escalation whatsoever till the validity period of the tender.</b>	
13.2	The rates shall be entered in figures as well as in words. For the purpose of the tender, the metric system of units shall be used. In the event of any discrepancy, the unit price quoted in words will be taken as the final. In case of E-Tender, <b>follow the instructions available on NIC-CPP Portal.</b>	
13.3	In case of item rate tender, only rates quoted shall be considered. Bidder shall quote the rates in figures as well as in words (In English language only). The rates quoted in figures shall be in International numerals and whole numbers. The amount for each item shall be worked out and the all requisite totals given. Special care shall be taken to write <b>rates</b> in figures as well as in words, and the <b>Total Amount</b> in figures only. The <b>GROSS Total</b> shall be written both in figures and in words In case of E-Tender follow the instructions available on NIC-CPP Portal.	
13.4	The rates should include patent rights, if any.	
13.5	That if on checks there are differences between the rates given by the contractor in words and figures or in amount worked out by him, the following procedures should be followed:	

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	<p>a) When there is a difference between the rates in figures and in words, the rates which correspond to the amounts worked out by the contractor, should be taken as correct.</p> <p>b) When the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figures or in words, then the rate quoted by the contractor in words should be taken as correct.</p> <p>c) When the rate quoted by the contractor in figures and in words tallies but the amount is not worked out correctly, the rate quoted by the contractor should be taken as correct and not the amount.</p> <p>d) In case of percentage rate tender, the contractors are required to quote their rates both in amount as well as in the percentage below / above the rates entered in the schedule. In such cases, in the event of arithmetical error committed in working out the amount by the contractor, the tendered percentage and not the amount should be taken into account.</p> <p>e) If agency fail to quote the rate in word &amp; in figure and amount (both) the same shall be assume to be included in the total tendered amount.</p>	
<b>13.6</b>	<b>Hardware/Software/Firmware Cost:</b>	
13.6.1	The Bidder shall quote cost for supply and delivery of items associated Hardware, software/firmware, and accessories. This includes all other charges <b>Except GST. Nothing extra shall be paid on any account.</b>	
<b>13.7</b>	<b>Cost of Freight and Insurance</b>	
13.7.1	Suppliers shall quote the price in Indian Rupees inclusive of freight & insurance charges from ex-works to the ultimate consignee in the pricing schedule.	
13.7.2	Successful bidder is responsible for delivering the items up to ultimate consignee location, and he shall make his own arrangement for obtaining Road permits/entry passes for transporting the items to consignee location, however, AAI will provide the requisite documents for obtaining road permits i.e. copy of purchase order, authorization letter etc. Nothing extra shall be paid by AAI.	
<b>13.8</b>	<b>Goods &amp; Service Tax (GST)</b>	
13.8.1	Bidder shall indicate the G S T etc. in INR and payment shall also be made in INR.	
13.8.2	<b>Prices quoted by the supplier shall on Door Delivery basis :</b> Bidder shall quote the price up to destination on Door Delivery basis for supply of items so that AAI can evaluate the financial impact of project in total, that means bidder shall arrange freight and insurance, loading/unloading, obtaining road permits etc. then bidder shall fill the price bid to ascertain net cost to AAI	
<b>13.9</b>	<b>Loading/Unloading charges etc</b>	

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13.9.1	Price quoted shall be inclusive of all other charges except GST.	
13.9.2	Detailed List of deliverables – (Bill of Quantity) with Part No., Make & Model number of equipment and accessories offered - fully meeting the operational and technical requirement as spelt out in Section-C of tender shall be attached with duly filled <b>Annexure-I</b> . The above detailed list of deliverables should also be submitted along with the Technical Bid.	
<b>14.</b>	<b>Validity of Tender</b>	
	The tender must be valid for a minimum of 180 days from the date following the date of opening of 'Envelop-I' (Technical bid)	
<b>15.</b>	<b>Payment Terms</b>	
15.1	<p>Payment to the supplier shall be made in the following manner:-</p> <p>I. 60% of purchase order price for Supply of equipment and accessories including documentation, 100 % of freight and insurance, taxes and duties against receipt of goods at site in good condition on submission of the following documents in original.</p> <ul style="list-style-type: none"><li>a) Invoice + 2 copies</li><li>b) Itemized Packing list with cost of each item + 2 copies</li><li>c) Certificate of goods received at site in physically good Condition</li></ul> <p>II. 40% of purchase order price for Supply of equipment and accessories, 100 % installation, commissioning successful completion on submission of the following documents in ORIGINAL:</p> <ul style="list-style-type: none"><li>a) Certificate of completion of Installation, commissioning, testing and training, issued by authorized representative of AAI.</li></ul> <p><b>Payment shall be released after submission of PBG with in stipulated time.</b></p>	
15.2	Payment shall be released after adjusting any compensation for delay which firm might have rendered themselves liable as per provisions of contract and applicable income tax and any applicable deductions as per laws and purchase order.	
<b>16.</b>	<b>Guarantee/Warranty</b>	

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16.1	All goods or material shall be supplied strictly in accordance with the specifications. No deviation from such specifications of these conditions shall be made without AAI's agreement in writing must be obtained before any work against the order is commenced. All materials furnished by the successful bidder pursuant to the Order (irrespective of whether engineering/design or other information has been furnished, reviewed or approved by AAI) are required to be guaranteed to the best quality of their respective kinds (unless otherwise specifically authorized in writing by AAI) and shall be free from faulty design to the extent such design is not furnished by AAI. The goods/material used by the successful bidder and its workmanship should be of proper quality so as to fulfill in all respects, the operating conditions and other requirements specified in the order.	
16.2	The warranty period of all the supplied items (except racks) shall be <b>Three Year or as per OEM whichever is more.</b> The Warranty starts after successful completion of commissioning.	
16.3	If any trouble or defect originating from the design, materials, workmanship or operating characteristic of any materials <b>arise at any time during warranty period</b> , and the bidder firm is notified thereof, the bidder firm at his own expense and at no cost to AAI, make such alterations, repairs and replacements <b>at the site within 02 working day(s)</b> as may be necessary to permit/facilitate the functioning of the equipment/item in accordance with the specifications in the tender. The guarantee/warranty period of repaired or replaced goods shall be extended for a period equal to the turnaround time (i.e. out of service period).	
16.4	In the event that the materials supplied do not meet the specifications and/or are not in accordance with the drawings, data sheets and rectification as required at site, AAI shall inform the bidder giving full details of deficiencies. The Bidder shall, at his own expense, meet and agree with the representatives of AAI the action required to correct the deficiencies and shall attend to the deficiencies at his own expense. Replacement under warranty clause shall be made by the supplier free of all charges at site including freight, insurance and other incidental charges.	
16.5	Successful bidder shall repair the unserviceable items failed during the warranty period within 7 days.	

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16.6	<p>LD due to delay in repairing item during warranty shall be calculated as follows:</p> <p>A) (Average delay in repairing the item) is equal to number of days of delay, beyond turnaround time, in repairing unserviceable items which became U/S during warranty period divided by total number of items given for repairs during warranty period</p> <p>B) (Value of performance Bank guarantee/300*)</p> <p>C) (Value to be recovered) = A x B</p> <p style="padding-left: 40px;">Maximum value of recovery shall not be more than 50% of value of performance Bank Guarantee.</p> <p>* This factor is based on deducting 1% of value of performance bank guarantee towards average delay of 30 days.</p> <p>D) Remaining 50% value of Performance Bank guarantee can be recovered towards non-performance of equipment as per tender condition/scope of the contract. Case for such recovery shall be initiated at least two months in advance before the expiry of Performance Bank Guarantee by the Officer-In-Charge of station where equipment is installed. Case shall be forwarded to GM (CNS), AAI, Hyderabad, for recovery action by clearly indicating the non-performance issue and the response of the supplier of the equipment/system. Final decision on the matter will be of GM (CNS), AAI, Hyderabad.</p>	
16.7	AAI reserves the right to encash complete value of Performance Bank Guarantee if the performance of equipment is not satisfactory without assigning any reason.	
<b>17.</b>	<b>Operational Maintenance During Warranty Period</b>	
17.1	During the warranty period supplier shall provide remote Technical and Operational support on 24 hours basis through telephonically/email/Fax or any other suitable method.	
17.2	The contractor shall replace any parts, found defective during warranty period without any charges whatsoever to AAI.	
17.3	During warranty period, the contractor shall provide free replacement of any defective item/spare of the equipment supplied against this work.	
<b>18.</b>	SITC will be termed as completed after successful completion of commissioning	
<b>19.</b>	<b>Packing and Marking</b>	
19.1	All packing should be strong enough to withstand rough handling during loading, un-loading and transporting of the packages. Fragile articles should be packed with special precaution and should bear the marking like 'Fragile', Handle with care' and 'This Side Up' etc.	

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19.2	All delicate surfaces of equipment/goods should be carefully protected and painted with protective paint/compound and wrapped to prevent rusting and damage.	
19.3	All protrusions and threaded fittings shall be suitably protected and openings shall be blocked by covers.	
19.4	Wherever required equipment material shall be packed in polyethylene bags and silica gel or similar dehydrating compound shall be put inside the bags to protect the equipment. Pipes/tubes made of stainless steel; copper etc. shall be packed in wooden crates irrespective of their sizes. The supplier shall be held liable for all damages or breakage of the goods attributable to defective or insufficient packing as well as for corrosion due to insufficient protection.	
19.5	The bidder shall send the goods to ultimate consignee sites, in a fully packed condition as per requirement of component/equipment and fully insured.	
<b>20.</b>	<b>Patents, Successful Bidder's Liability &amp; Compliance Of Regulation</b>	
20.1	Successful bidder shall protect and fully indemnify AAI from any claims for infringement of patents, copy right, trade mark or the like.	
20.2	Successful bidder shall also protect and fully indemnify AAI from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc. or from any other person(s) or bodies/companies etc. for any act of commission or omission while executing the order.	
20.3	Successful Bidder shall be responsible for compliance with all requirements under the laws and shall protect and indemnify AAI completely from any claims/penalties arising out of any infringements.	
<b>20.</b>	<b>Substitution &amp; Wrong Supplies</b>	
20.1	Unauthorized substitution or materials delivered not complying with the description or quality or supplied in excess quantity or rejected goods shall be taken back by the Successful Bidder at his cost and risk.	
20.2	Bidder shall not substitute any item at the time of delivery against the item mentioned in purchase order unless the item is no longer available in the market due to obsolesce or any other reason and OEM issues the certificate to this effect. AAI shall accept the higher version of item of same make and better Technical specifications if it is approved by General Manager (CNS), SR, AAI.	
<b>21.</b>	<b>Insurance, Freight</b>	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

21.1	The bidder shall make arrangements for transporting the equipment on ex-works to the ultimate consignee.	
21.2	Bidder will make the arrangements for obtaining road permits/entry Tax etc however, consignee shall provide the required documents i.e. copy of purchase order, authorization letter etc. Nothing extra shall be paid by AAI.	
21.3	The bidder shall arrange insurance up to ultimate consignee and bidder shall be responsible for making insurance claims in case of damage or loss of insured items.	
21.4	All items shall be fully insured by the bidder. The cost of Insurance and Freight shall be paid by the bidder. The documents in support of insurance policy shall be submitted to AAI before shipment.	
<b>23.</b>	<b>Dispatch of Documents</b>	
23.1	The successful bidder shall forward two sets of the following documents to the General Manager (CIC), AAI, Hyderabad as soon as goods are dispatched: a. Invoice + 2 copies b. Itemized Packing list + 2 copies c. Proof of dispatch of equipment / items. d. Certificate of goods received at site in physically good condition	
23.2	Supplier shall send Performa Invoice and packing list 15 working days in advance for the purpose of verification before dispatch of goods. Any discrepancy in invoice and packing list may attract delay in getting the consignment custom clearance and attract demurrage charges. Such demurrage charges shall be on account of Supplier.	
<b>24.</b>	<b>Taxes, Permits, and Licenses</b>	
	Bidder shall be liable to pay any taxes, duties, levies, lawfully assessed against AAI or bidder in pursuance of the contract. In addition, bidder shall be responsible for payment of all duties, levies and taxes lawfully assessed against bidder for both corporate and personal Income and also all other taxes etc. relevant and applicable in respect of his property. Successful bidder shall arrange the Tax withholding order well in advance before claiming payment; otherwise AAI will deduct the applicable tax at source as per prevailing rules.	
<b>25.</b>	<b>Miscellaneous</b>	
25.1	AAI reserves the right to change the quantity to be supplied up to the extent of $\pm 30\%$ of the tendered quantity or part thereof, at the time of placement of purchase order.	
25.2	AAI reserves the right to place repeat order, <b>within validity of contract period i.e. expiry of warranty as mentioned in contract</b> , not exceeding 50% the quantity of the original order.	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

25.3	The successful bidder shall demonstrate the performance of whole IP PBX system and all sub systems individually and has to submit test report confirming to the Technical specifications.	
25.4	The Bidder should be complied with all the <b>restrictions under Rule 144(xi) of GFR 2017 by Ministry of Finance, Department of Expenditure &amp; Public Procurement Division, OM No. 6/18/2019-PPD dated 23rd July,2020.</b>	

**In addition to the above, each and every clause/term and condition mentioned in this document are hereby complied and agreed unconditionally.**

Signature of Bidder

Name:

Telephone/Fax:

E-mail:

Stamp:

## **SECTION – C: OPERATIONAL & TECHNICAL REQUIREMENTS SCOPE OF WORK**

### **1. Operational Requirements**

(a) The work is to be carried out in the operational area of Hyderabad Airport where the entry will be restricted and only pass holders will be allowed to enter. Hence it will be the responsibility of the contractor to arrange entry passes for its staffs & vehicles including payment for issue of entry pass as applicable for which nothing extra will be paid by AAI.

(b) The submission of applications for Temporary photo Identification cards (PICs) in advance along with Certificate of Police Verification etc. as per the prevailing practice and regulations of BCAS will be the responsibility of contractor. Any financial expenditure involved such as fees for PICs, Photos, fees for Police Verification will be borne by the contractor nothing extra will be paid by AAI.

(c) The PICs has to be re-validated in advance to ensure that the employees are always in possession of their entry passes. No employee will be permitted in the operational areas without valid PICs.

### **2. Scope of Work:**

- i) The successful bidder has to Supply, install, test and commission the whole installation work of Server based IP PBX at Hyderabad Airport, Begumpet.
- ii) The work involves installation of Server based IP PBX along with Analog media gateways, FXO gateway and E1/PRI, etc and interconnection of the same.
- iii) New 100 pair Copper cables have already been laid from Exchange Room to different locations like calibration Lab, Admin & Finance offices, Special Maintenance Unit (SMU) Store room, SMU block, Fire Station, IT Disaster Recovery and R&D blocks. All these 100 pair cables terminated in IDF with krone modules at Exchange Room and also at all above mentioned locations.
- iv) Installation of 500 pair MDF krone modules (IP PBX system side) between IP PBX system and IDF and Kroning, punching at MDF is at Bidder Scope.
- v) Analog extensions have to be provided to all above mentioned rooms/blocks by using Analog media gateways.
- vi) The bidder has to install a 24 port Media gateway, 8 port Ethernet switches loaded with 2 SFP at Hyderabad Training center (HTC) to extend Analog extensions through OFC. OFC cable has already been laid between Exchange room and HTC.
- vii) Splicing of OFC at either ends with suitable LC/SC patch cord and proper OFC splice enclosures also at Bidder scope.
- viii) Bidder has to supply all Interconnecting cables between Media Gateways / FXO / PRI and Patch Panel with the length not less than 5m along with suitable Patch panels as required for installation. No extra amount shall be paid in this regard.

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

- ix) Bidder has to supply all required accessories for the installation, commissioning and punching of cables at Analog Media Gateways, MDF & IDFs, end to end testing of existing cabling with accessories. No extra amount shall be paid in this regard.
- x) Any other accessories which required to complete the installation is also at Bidder scope.
- xi) If any License other than mentioned in BoQ (Annexure-VII) is found and necessary for functionality of IP PBX system must be included in the scope.
- xii) Documents related to OEM Warranty for all the items as mentioned in the Technical specifications should be submitted.
- xiii) Bidder shall provide the necessary connectors, powers supply cables, data cables, conduit pipe, software tools, cable markers, where ever required for the work. AAI will not pay anything extra for these items. Cost of these items should be included within the project cost.
- xiv) The successful bidder shall demonstrate telephone connectivity for Intercoms and Trunk lines and has to submit test report confirming to the specifications.
- xv) One day on site training/familiarization is to be given to at least **four** AAI officials on basic design, operation, periodic maintenance and installation of the systems. The cost of the training should be included in the cost of the system.

**2. Technical Requirements and Specification:**

**ANNEXURE-I**

**A. Specifications & Compliance Statement to be submitted with Technical bid (As per of Tender Document)**

Name of Work: **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

- 1 For stating Compliance: Write “C” in the Compliance column below.
- 2 For stating Non-Compliance: Write “NC” in the Compliance column below.
- 3 All mandatory requirements in Technical requirements and specifications compliance statement shall be complied and **any non-compliance will result is in outright rejection of the bid.**

S.No.	Specification Requirement	Compliance
<b>I. Server Based IP PBX System</b>		
<b>General &amp; System Architecture</b>		
1.	The Server based IP PBX system shall be designed with IP at the core platform and shall be built on LAN/WAN network seamlessly & securely interconnecting its Core Server, Media-Gateway(s) and its Programming & Management.	
2.	The IP PBX should be call server based and it should support traditional TDM, mixed IP-TDM and full 100% IP configurations. It should support frequently the following devices. IP Communication Devices e.g. IP Phones, Mobile IP Phones, multimedia PCs, SIP phones, Softphones, SIP audio and video terminal devices etc. Legacy TDM communication devices (Digital and analog 2 Wire telephone instruments with or without caller-id (Both FSK and DTMF), Fax, modems etc.)	
3.	Server should be 19” rack mountable	
4.	Card based IP PBX Solution will not be accepted. Such offers are liable to be rejected.	
5.	System should be OEM Product and should have TEC interface approval certificate.	
6.	The system should be server based (either from OEM of IP PBX or commercially available Off-the- shelf server), scalable, distributable and	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

	modular and the operating system shall be hardened secured Linux based or equivalent.	
7.	Minimum Sever Configuration: IntelR Xeon, Quad core, 8GB DDR5 RAM (with expandable slot), 500GB SSD (with expandable slot), In-built power supply, 2 USB port, 2 Gigabit Ethernet ports.	
8.	The Server based IP PBX should get registered with IP Phones / PRI /FXO/ Analog Media Gateways or any other party SIP devices. License to be provided accordingly.	
9.	The Server based IP PBX should be licensed for interactive voice response system (IVRS) without any additional hardware.	
10.	Voice mail should be ready for all extension users.	
11.	Call Data Records software should be supplied for the data of all incoming, outgoing and internal calls.	
12.	The IP PBX should be able to network with any other IP-PBX system over IP via SIP protocol or over E1/PRI via Qsig protocol	
13.	System should support centralized system administration using SNMP	
14.	The Server Based IP PBX should have following default configuration and features without adding any external hardware	
	<b>500 Perpetual SIP User License (Media Gateways / SIP Trunks / SIP Audio &amp; Video Phones, Soft Phones, UC) Scalable up to 1000 users</b>	
	i) Analog Media Gateways for 384 extensions, 24 FXO with SIP trunk license, E1/ PRI license – 1 No.	
	ii) All other license as per the specifications mentioned above is mandatory and proof of document to be submitted.	
	iii) Extension to extension calling	
	iv) Extension to extension call barring	
	v) Operator Calling	
	vi) Operator Calling barring	
	vii) CLIP, call forwarding, Call Transfer, Hotline between two points with ring extended on lifting of the handset to predefined destination	
	viii) Automatic call-back to busy and ringing extension	
	ix) Intercept, called list, Override, DISA, Speaker call, call details recording, hotline destination, text messages	
	x) 32 party Audio Conference bridge	
	xi) The IP PBX should be capable of working to two, three, four digits numbering schemes	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

15.	i) The Analog Media Gateways should be in 64/96/128 configuration only	
	ii) The Media Gateway should support PRI / Analog trunks / Analog Extensions.	
	iii) System should get registered with SIP Phones /PRI /FXS /FXO/Media Gateways. PRI/FXS/FXO Media Gateways etc. shall be of same OEM make of IP PBX at the time of supply.	
	iv) System should also get registered with SIP compatible gateways of other OEM of IP PBX for maintenance purpose in future.	
	v) The system must support Media Gateway Unit (MGU) over IP links. MGU should have dual Ethernet.	
	vi) MGU should be 19" rack mountable	
	vii) If the network fails between IP-PBX and Media Gateway, the Media Gateway should work independently without disconnection of calls which are already active.	
16.	Double dedicated earthing shall be provided for the system (IP PBX, PSU and MDF)	
17.	Provision of Surge arrestors on the MDF for protection of all trunk and subscriber lines.	
18.	Line connections up to IDF should be present and supply of suitable Line Terminating Tools with Krone tag blocks are preferred for connections.	
19.	The IP PBX should be capable of maintaining guaranteed performance when operating in continuously for 24 hours a day for 365 days	
20.	Any analog extension shall be capable of reaching a distance of 02 kms on 0.5 mm copper conductor cable	
21.	The management platform must provide a single graphical client (Graphical User Interface (GUI)) as well as a web based interface for all network elements used in the IP PBX network.	
22.	System should be capable of line powering analog telephone sets on two wire system	
23.	System should be equipped with internal/external music system for hold facilities	
24.	System should have Caller Line Identification on all analog/IP Phones /trunk ports with incoming caller number and name for the same IP PBX extensions and incoming caller number	
25.	System should be able to network with any other IP-PBX system over IP via SIP protocol	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

26.	System should have an inbuilt LAN Port having accessibility from any node of the LAN for maintenance purpose	
27.	System Should be IPv6 compatible in future	
28.	Tenderer shall supply the 02 numbers of Operational & Technical manual in soft/hard copy	
<b>System Features</b>		
29.	Message-waiting indicator (MWI)	
30.	Abbreviated Dial	
31.	Call park and pickup	
32.	Call status per line (state, duration, number)	
33.	Calling Line Identification (CLID)	
34.	Calling party name identification	
35.	Direct inward dial (DID)	
36.	Direct outward dial (DOD)	
37.	Directory dial from phone—corporate, personal	
38.	Directories—missed, placed, received calls list stored on IP phones	
39.	Distinctive ring (on net vs. off net)	
40.	Shared Line support	
41.	Multiple line appearances per phone	
42.	Station volume controls (audio, ringer)	
43.	Transfer	
44.	Video Calling	
45.	Boss secretary feature support	
46.	On hook dialing Call waiting	
47.	Call Conference	
<b>System Management and Monitoring</b>		

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

48.	The management platform must provide different levels for accessing the system based on the role being played by the user who is accessing the system. The administrator should have the highest authority	
49.	<p>The management platform should support the following tasks:</p> <p><u>Configuration and Programming:</u> - Services, users, categories and all system parameters and features.</p> <p>Provide centralized management in local or remote environments of a single system or a network.</p> <p>The network manager will be able to quickly and easily edit, create or delete any subscriber profile/network object by the use of import/export functions and multiple operations.</p> <p>System should have the flexibility to add/delete/modify the service feature or any other functionalities without any extensive modification</p>	
<b>Environment</b>		
50.	The IP PBX shall have backup power supply.	
51.	Max Ambient temperature (Shade/Sun)- $\leq 40^{\circ}\text{C}$	
52.	Standard Steel cabinet with proper ventilation with dust and vermin proof housing	
53.	Provided Ventilation fan shall be compatible with internal DC supply	
54.	Three years on site comprehensive OEM warranty for Servers, Media Gateways, FXO etc or as per OEM whichever is higher. Necessary documents towards OEM warranty shall be submitted	
<b>II. Ethernet Switch</b>		
55.	8 port ethernet switch with 2 SFP loaded ports	
56.	SFP should support 10Km distance	
57.	Ethernet switch should be 19" rack mountable	
58.	Three years on site comprehensive OEM warranty or as per OEM whichever is higher. Necessary documents towards OEM warranty shall be submitted.	
<b>III. 6U Wall mount Rack</b>		

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

59.	Wall mount type rack with glass door, PDU, Cable organizer, Rack tray, Fan and Mounting hardware etc	
60.	Warranty as offered by OEM. Necessary documents towards OEM warranty shall be submitted.	
<b>IV. 32U Floor standing Server Rack</b>		
61.	19 inch Standard Rack, Usable height- 32U  Rack Dimensions should be as suitable for Servers, Media gateways and Ethernet switches etc	
62.	Glass Door, Rear perforated Door	
63.	Cable organizer- Horizontal 1U loop Vertical 28U loop	
64.	Floor mount with wheels and stand	
65.	Heavy duty caster wheels with breaks and levelling feet, Mounting Hardware	
66.	Minimum 100kg load bearing capacity	
67.	Warranty as offered by OEM. Necessary documents towards OEM warranty shall be submitted	
<b>V. Desktop Computer</b>		
68.	Computer with Intel i5 Processor, 8 GB RAM, 1 TB HDD, Preloaded Windows 10 Pro OS with life time validity, licensed version of MS Office 2019, 21" LED Monitor, key board, mouse etc. for billing software and GUI. Preferable make: DELL/HP.	
69.	Three years on site comprehensive OEM warranty or as per OEM whichever is higher. Necessary documents towards OEM warranty shall be submitted.	
<b>VI. Uninterrupted Power Supply (UPS)</b>		
70.	The online UPS should be able to operate with commercial power supply or Standby Generator power supply without interruption with pure Sinewave output.	
71.	Preferable make of 5KVA Online UPS: APC/Emerson/Schneider	
72.	UPS will have a separate battery bank of VRLA SMF Batteries with AGM technology. The batteries shall conform to the ISO standards.	
73.	The battery backup time should be at least 60 minutes on full Load.	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

74.	Warranty for Batteries shall be 3 years or as recommended by OEM whichever is higher. Necessary documents towards OEM warranty shall be submitted.	
75.	Vendor/Supplier to provide battery rack. Battery racks shall have space saving design with small footprint, adequate ventilation for safety & longevity and properly covered from top.	
76.	Three years on site comprehensive OEM warranty or as per OEM whichever is higher. Necessary documents towards OEM warranty shall be submitted.	

(Authorized Signatory)

Date:

Name & Address of the Firm: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone & Fax Nos. : \_\_\_\_\_

Mobile No. : \_\_\_\_\_

E-Mail : \_\_\_\_\_

Seal

**Bill of Quantities to be offered by the bidder (To be submitted/Uploaded in the Technical Bid/Envelop-I)**

Name of the work: **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

S.No.	ITEM	Qty.	Unit	Make & Model Offered
1	<b>Supply, Installation, testing, commissioning of Server Based IP PBX system with the following configuration.</b>	1	Nos.	
1.1	Server based IP PBX System as per Technical specifications.			
1.2	<b>500 Perpetual SIP User License (Media Gateways / SIP Trunks / SIP Audio &amp; Video Phones, Soft Phones, UC) Scalable up to 1000 users</b>			
	a) Analog Media Gateway – 384 Ports			
	b) FXO Gateway – 24 Ports with IPM modules			
	c) E1 / PRI – 1 Nos.			
	d) Networking License e) Billing/Configuration Software f) 500 pair MDF, krone frames, IDC modules with DP Box g) Supply of miscellaneous items and works to be done as mentioned in the scope of work of the Tender			
1.3	<b>Warranty:</b> Three Year on-site comprehensive OEM warranty			
2	<b>PC-Desktop:</b> Supply, Installation, testing and commissioning of Personal Computer with Intel i5 Processor, 8 GB RAM, 1 TB HDD, 21" LED Monitor, key board, mouse etc. for billing software. Three Year on-site OEM comprehensive warranty. Preferable make: DELL/HP.	1	Nos.	
3	<b>Online 5KVA UPS</b> with OEM designed battery bank for 60minutes backup and suitable battery stand/rack with Three years on site comprehensive OEM warranty. Preferable make: APC/Emerson/Schneider.	1	Nos.	

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

4	<b>Media Gateway:</b> 19" Rack mountable 24 port Analog Media Gateway with maximum up to 96 Ports along with three year on site comprehensive OEM warranty.	1	Nos.	
5	<b>Ethernet Switches:</b> 19" Rack mountable 8 Ports Ethernet switch with 2 SFP loaded ports with Three years on site comprehensive OEM warranty	2	Nos.	
6	<b>6U wall mount network rack</b> as per Technical Specifications	1	Nos.	
7	<b>32U Server rack</b> as per Technical Specifications.	1	Nos.	
8	<b>IP Phones</b> with 2 SIP accounts with Three year on site comprehensive OEM warranty	6	Nos.	
9	Installation, testing and commissioning charges	1	Job	

AUTHORIZED SIGNATURE \_\_\_\_\_

OFFICIAL SEAL (DATE)

NAME OF THE SIGNATORY \_\_\_\_\_

NAME & ADDRESS OF THE TENDERER

**# multiple make should not be offered for an individual Item.**

**# Price quoted in the price Bid should be for the particular make and model offered.**

**PRICE SCHEDULE (Sample Format)**

Break up Price schedule for “Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet “to be uploaded in the E-tender portal.

S.No.	ITEM DESCRIPTION	Qty.	Unit	Unit Price (Exclusive of GST) (Rs.)	Total Amount (Exclusive of GST)
1	<b>Supply, Installation, testing, commissioning of Server Based IP PBX system with the following configuration.</b>	1	Nos.		
1.1	Server based IP PBX System as per Technical specifications.				
1.2	<b>500 Perpetual SIP User License (Media Gateways / SIP Trunks / SIP Audio &amp; Video Phones, Soft Phones, UC) Scalable up to 1000 users</b> a) Analog Media Gateway – 384 Ports. b) FXO Gateway – 24 Ports with IPM modules c) E1 / PRI – 1 Nos. d) Networking License e) Billing/Configuration Software f) 500 pair MDF, krone frames, IDC modules with DP Box g) Supply of miscellaneous items and works to be done as mentioned in the scope of work of the Tender				
1.3	<b>Warranty:</b> Three Year on-site comprehensive OEM warranty				
2	<b>PC-Desktop:</b> Supply, Installation, testing and commissioning of Personal Computer with Intel i5 Processor, 8 GB RAM, 1 TB HDD, 21" LED Monitor, key board, mouse etc. for billing software. Three Year on-site OEM comprehensive warranty	1	Nos.		
3	<b>Online 5KVA UPS</b> with OEM designed battery bank for 60minutes backup and suitable battery stand/rack with Three years on site comprehensive OEM warranty	1	Nos.		
4	<b>Media Gateway:</b> 19" Rack mountable 24 port Analog Media Gateway with maximum up to 96 Ports along with three year on site comprehensive OEM	1	Nos.		

Not to be mentioned here.

Rates only to be mentioned in online CPP BOQ (Excel Sheet)

Rates quoted shall be exclusive of GST.

GST amount will be paid as per the prevailing rates at the time of supply of items

**S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

	warranty.			
5	<b>Ethernet Switches:</b> 19" Rack mountable 8 Ports Ethernet switch with 2 SFP loaded ports with Three years on site comprehensive OEM warranty	2	Nos.	
6	<b>6U wall mount network rack</b> as per Technical Specifications	1	Nos.	
7	<b>32U Server rack</b> as per Technical Specifications.	1	Nos.	
8	<b>IP Phones</b> with 2 SIP accounts with Three year on site comprehensive OEM warranty	6	Nos.	
9	Installation, testing and commissioning charges	1	Job	

**Grand Total Exclusive of GST in Words:**

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**ANNEXURE-IV**

**INSTRUCTION TO FILL BOQ in e-PORTAL**

1. Price shall be quoted as per the price bid format (BOQ) of E-Portal and terms and conditions of tender document only. **Annexure-III** price schedule table in this document is for reference only.
2. Prices are to be mentioned strictly as per the format and shall not include any other head.
3. Rates quoted shall be exclusive of GST. GST amount will be paid as per the prevailing rates at the time of supply of items.

**ANNEXURE-V**

**Address of Consignee**

<b>LOCATION</b>	<b>CONSIGNEE ADDRESS</b>
<b>Hyderabad Airport, Begumpet</b>	<b>Joint General Manager (CNS) Airports Authority of India, Hyderabad Airport, Begumpet, Hyderabad, Telangana-500016</b>

**PROFORMA FOR PERFORMANCE BANK GUARANTEE**

1. In consideration of the Chairman, Airports Authority of India [hereinafter called "AAI"] having offered to accept the terms and conditions of the proposed agreement between..... And ..... (here-in-after called the said Contractor(s)) for the work ..... (here-in-after called "the said agreement") vide Order no. .... Dated ....., having agreed to production of irrevocable Bank Guarantee for Rs..... (Rupees ..... only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

2. We..... (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from AAI stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ (Rupees ..... only).

3. We, the said bank further undertake to pay to the Chairman, AAI any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.

4. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment. We..... (indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AAI under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Project-in-charge on behalf of AAI certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

5. We..... (indicate the name of the bank) further agree with AAI that AAI shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by AAI against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved

S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.

from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of AAI or any indulgence by the AAI to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect so relieving us.

This guarantee shall not be discharged due to the change in the constitution of the Bank or the contractor(s)

6. We ..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAI in writing.
  
7. This guarantee shall be valid up to ..... unless extended on demand by AAI. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees ..... only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the . . . . . (Day) of..... (Month)..... (Year)

For. .... (Indicate the name of bank).

**UNCONDITIONAL ACCEPTANCE LETTER**

To  
The General Manager (CNS)  
Airports Authority of India,  
Hyderabad Airport,  
Begumpet-500016

**Sub: Submission of Tender for "Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet."**

Sir,

Having examined the conditions of tender and specifications including addenda, I/we, the undersigned, offer to undertake **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet** in conformity with the specifications, terms & conditions of Tender.

- i. I/We agree to abide by the terms and provisions of the said conditions of the contract and provisions contained in the Notice Inviting Tender. I/We hereby unconditionally accept(s) the tender conditions of AAI's tender documents in its entirety for the above work. It is certified that I/we have not stipulated any condition(s) in our tender offer. In case any condition(s) are found in our tender offer violated after opening tender, I/We agree that the tender shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the EMD absolutely.
- ii. Bid uploaded by us is digitally signed, and prepared so as to prevent any subsequent alteration and replacement.
- iii. That, I/We declare that I/we have not paid and shall not pay any bribe to any officer of AAI for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAI asks for bribe/gratification, I shall immediately report it to the Appropriate Authority in AAI.

That, I/We undertake that AAI's tender document shall form part of contract agreement. We understand that you are not bound to accept the lowest or any bid, you shall receive.

Thanking you

Yours  
faithfully

Dated:

Signature of Bidder  
Name: .....  
Telephone: .....  
Fax/Email/Stamp.....

**ANNEXURE-VIII**

**AGREEMENT (On INR 100/- Non Judicial Stamp Paper)**

**Name of work: Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

**Between**

**General Manager (CNS), Airports Authority of India,  
Hyderabad Airport, Begumpet**

**And**

**(Name of the Contractor along with address)**

**THIS AGREEMENT**, entered into this (Date) day of (Month & Year) by and between (Name of Contractor), having its office at (Contractor's Office Address) (hereinafter called the "Contractor") and the General Manager (CNS), Authority of India having its office at Hyderabad Airport, Begumpet (hereinafter called the "AAI"), the expressions "Contractor" and "AAI" shall mean their successors, legal representatives or assigns, for the **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

**WITNESSETH,**

**WHEREAS**, AAI invited offers for the **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

**WHEREAS**, the Contractor has offered **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet** in accordance with their Price Bid dated (Date) and AAI has accepted its offer.

**NOW**, therefore, in consideration and mutual covenants contained herein, the Contractor and The AAI (hereinafter referred to as the "parties") agree that the following document shall be part of this agreement:-

1. AAI Tender Documents for the **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet**, comprised in Volumes- (Numbers), including Drawings and Maps supplied by AAI.
2. Tender corrigendum no. 1, 2 ....
3. Tender clarifications offered by AAI subsequent to the Bidders queries by AAI (Date).
4. Bid Documents submitted by the Contractor dated (Date) in fulfilling the contract requirements that includes the signed compliance.

S.I.T.C. of IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.

5. Unconditional acceptance of AAI Tender conditions as given by the Contractor.
6. Queries raised by AAI during technical evaluation and technical clarifications submitted by the contractor in response thereof.
7. The price bid of the Contractor which was opened on (Date) and accepted by AAI.
8. Detailed itemized cost of the spares list, training program, syllabi for (Name of Equipments), Clarification on data sharing between AAI, Hyderabad Airport, Begumpet and offered by the Contractor vide his letter dated (Date).
9. Reference of LOI/Purchase order issued/acceptance of bidder for and on behalf of Contractor for and on behalf of Chairman, AAI.

For and on behalf of Contractor

For and on behalf of Chairman, AAI

Signature  
Name of the Executive  
Executive

Designation

Signature  
Name of the  
Designation

1. Witness: (Signature, Date, Name, Designation on behalf of AAI)

2. Witness: (Signature, Date, Name, Designation on behalf of Contractor)

ANNEXURE-IX

To  
The General Manager (CNS),  
Airports Authority of India,  
Hyderabad Airport,  
Begumpet.

**Subject: Request for E-Payment.**

Sir,

Following particulars are given for effecting E-payment in respect of our claim / Bill.

S.No.	Particulars /Details	Remarks
1	Name of the Vendor /Firm	
2	Office Address	
3	Type of Organization	
	(a) Sole Proprietor	
	(b) Partnership	
	(c)Private Ltd. Company	
	(d) Public Ltd. Company	
4	Name of Bank	
5	Bank Branch Code	
6	Bank Account No.	
7	IFSC Code	
8	PAN No.	
9	GSTIN	

We also enclose herewith a cheque duly cancelled of our bank A/c.

Thanking You,

**Signature of authorized signatory  
with seal duly verified with concern bank**

Yours Faithfully (Authorized Signatory)

**Note: Any erroneous information may lead to harmful transaction for which either AAI or the Bank will not be liable/ responsible.**

**DECLARATION BY THE BIDDER/TENDERER**

I /We, the undersigned do hereby declare that, I /We have never ever been blacklisted and /or there were no debarring actions against us for any default in supply of material /equipment by the Airports Authority of India. The firm or its partners or its Directors have not been black listed or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/ World health Organization etc., or any Indian State/Central Governments Departments or Public Sector Undertaking of India

In the event of any such information pertaining to the aforesaid matter found at any given point of time either during the course of the contract or at the bidding stage, my bid /contract shall be liable for truncation /cancellation /termination without any notice at the sole discretion of the purchaser.

Signature of the Tenderer

Name

Date:

Seal:

E-mail Address:

Name of work: **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

**E-Tender No. 2020\_AAI\_59804\_1**

**Undertaking by the Bidder**

1. I.....(**Bidder**) certify that I have read the clauses of Govt. of India Notification issued vide Memorandum File No.: 06 / 18 / 2019 – PPD dtd 23.07.2020 by Ministry of Finance, Department of Expenditure, Public Procurement Division, Subject: Insertion of Rule 144 (xi) in the GFR 2017” regarding restrictions on procurement from a bidder of a country which shares land border with India.

2. I hereby certify that this Firm M/s.....(**Bidder**) is not from such a country or the store/item/part/subpart being supplied by Bidder from OEM of such country and is eligible to be considered. The definition of the bidder which shares land borders means and I fully understand as:

- a) An entity incorporated, established, or registered in such a country; or
- b) A subsidiary of an entity incorporated, established, or registered in such a country or
- c) An entity substantially controlled through entities incorporated, established, or registered in such a country or
- d) An entity whose beneficial owner is situated in such a country
- e) An Indian (or other) agent of such a country or
- f) A natural person who is a citizen of such a country or
- g) A Consortium or a joint venture where any member of the consortium or joint venture falls under any of the above

3. I also certify to share all details of the same as asked by the buyer (Airports Authority of India, Hyderabad Airport) and also certify that if my bid is accepted and found to be false, this would be ground for immediate termination of contract and further legal action will be taken as per the law.

Signature of Bidder:

Name:

Telephone/Fax:

E-mail:

Stamp:

**PERFORMA FOR LETTER OF INTENT (LOI)**

To,

Address of the Successful Bidder

Reference: Tender No. **2020\_AAI\_59804\_1** for **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

Subject: **Letter of Intent- Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.**

Dear Sir,

Airports Authority of India invited offers through Tender No. .... for **Supply, Installation, Testing & Commissioning (S.I.T.C.) of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet.** (Name of successful bidder) has offered supply, installation, testing, integration & commissioning of CNS-ATM facilities at (Name of Airport) and AAI has accepted its offer for **S.I.T.C. of Server based IP PBX System with three year onsite warranty at Hyderabad Airport, Begumpet** at a total cost of ..... inclusive of .....

Now, therefore, you are requested to send AAI unconditional acceptance of Letter of Intent in prescribed preformed enclosed within five working days through fax / courier / your authorized representatives or by any means as deemed appropriate, failing which it shall be construed that you are not interested in the offer and hence not accepted the above subject Letter of Intent unconditionally.

Yours sincerely,

Joint General Manager (CNS)

**PERFORMA FOR ACCEPTANCE OF LETTER OF INTENT (LOI)**

To  
The General Manager (CNS)  
Airports Authority of India,  
Hyderabad Airport,  
Begumpet,  
Hyderabad – 500016.

Ref.: Tender No. **2020\_AAI\_59804\_1** for (Name of the Project)

Subject: **Acceptance of Letter of Intent (LOI) dated .....**

Dear Sir,

I hereby convey unconditional acceptance of Letter of Intent dated (Date) under reference for and on behalf of M/s (Name of successful bidder).

Yours sincerely,

For and on behalf of M/s (Name of successful bidder)

(Authorized signatory)

Name Designation:

Address:

Ph. No.:

e-mail: